

MARCH Activities For The APRIL Board Meeting

IHLS Monthly Staff Report

Tying our Activities to the ISL Priorities

Priority: Resource Sharing

Goal I: Provide an innovative resource discovery, sharing and delivery system:

Objective A: Encourage resource sharing

Activities

1. The 2014 revision of the ILLINET Interlibrary Loan Code and the expected revision of System Standards provide a valuable opportunity for outreach to our membership. In conjunction with the IHLS Resource Sharing Policy, these documents will clarify roles, responsibilities and benefits for all participants. The “Best Practices” and Checklist information that will be a part of the ILL Code revision rollout will be a significant help. There are occasions that will come as a matter of course during FY16 that will allow us to review and/or provide training in this area.
 - Site visits ---to approximately 20% of our membership. This will be a special focus of visits to new library directors. ILL review will be documented as a component of each visit.
 - SHARE trainings---as part of our grant (Growing Resource Sharing in IHLS through Growing SHARE) IHLS staff will have the opportunity to review ILL policies and procedures with new members. Contact with existing members will be made through other SHARE trainings. ILL review will be documented for each training.
 - Annual Certification---Compliance with ILL is often a question asked of System staff. Information shared with membership regarding the certification process will include an overview of ILL roles and responsibilities for member libraries.
 - System Communication Tools---There will be enthusiastic support for the ILL Code Revision and ILL compliance will be a regular topic.
 - ILL Rollout: We have been successful in taking a single event “on the road” throughout the system and the code revision would be well suited to that type of presentation. Typically, we have chosen at least seven venues throughout the system and training would be documented through L2 and the registration lists. We would also contact the special interest groups that meet throughout the system ask that ILL training (with system staff) be placed in their agendas. That documentation would also come through L2.
 - Staff Support: In addition to the activities outlined above, a number of staff members will be designated to provide specific support to libraries that would have challenges with full compliance.

SHARE Statistics

	Circulation	ILL	Recip Borrowing	PAC Searches	Holdings	Bibs	Patrons	# of Circ Lib
Jun-15	830,204	135,395	67,776	1,253,461	9,044,459	1,817,765	804,119	
July-15	784,275	139,522	65,457	1,459,531	9,048,654	1,834,549	806,374	
Aug-15	728,662	133,642	54,040	1,462,566	9,044,518	1,839,709	817,506	
Sept-15	880,528	149,817	52,764	1,583,243	9,059,551	1,840,295	820,009	
Oct-15	879,923	154,768	54,091	1,534,168	9,080,171	1,841,444	820,440	
Nov-15	794,162	138,719	50,122	1,275,520	9,090,614	1,831,683	822,005	
Dec-15	704,714	136,089	49,398	1,326,196	9,094,615	1,831,795	821,453	
2015 TOTALS	9,603,790	1,722,954	662,672	16,018,400				437
2015 AVERAGES	800,316	143,580	55,223	1,334,867				
Jan-16	822,641	147,350	51,799	948,011	9,099,690	1,829,956	822,216	438
Feb-16	820,510	154,059	52,691	1,050,676	9,112,552	1,829,409	822,583	441
Mar-16	864,113	168,369	55,894	1,124,788	9,127,03	1,832,944	822,602	441

Objective B: Provide a framework for members to participate in a state-of the-art integrated library system.

Activities

1. Continue participation in the Statewide E-Books Grant opportunity.
 - Preparations began to transfer the content held within the Southern Illinois Libraries on the Go Overdrive consortium into the SHARE Cloud Library collection. This transfer will nearly double the size of our current collection.
 - Ten new libraries started participation in the Cloud Library shared collection effective April 1 (Nine public and one school library).
 - In the month of March, the Cloud Library shared collection circulated 15,401 items (13,717 eBooks and 1,684 eAudiobooks).
 - Two staff trainings and two Cloud Library launch events were provided for member libraries this month with a total number of twenty attendees.

2. Apply for appropriate grants to provide enhancements to the SHARE catalog.
 - Applied for a Sparks! Ignition grant, with the intent of starting a second Cloud library for IHLS members that are not members of SHARE. The second Cloud will have a link to the present Cloud, so that patrons of both can borrow items from both.
3. Promote new membership in the SHARE LLSAP through the *Growing Resource Sharing in IHLS Through Growing SHARE* grant. IHLS will continually consider opportunities to more fully involve these members in resource sharing.
 - Have communicated with four libraries that are interested in joining SHARE, if there are enough Dream grant funds left to do so.
4. Assist with the migration of libraries who do not wish to continue to participate in the SHARE LLSAP.
 - Have conducted several conversations with the staff at East St. Louis Community College, with regard to how to manage their collection, since they anticipate shutting down library operations in May, due to the budget crisis.
5. Continue the development and enhancement of the SHARE website to meet the informational and training needs of the IHLS libraries. Provide software and technical support for members of the LLSAP.
 - A committee of SHARE staff members have been working on "overhauling" the SHARE website, to make the information provided easier to find. The revised website should be up and running sometime this summer.

Objective C: Ensure the integrity of bibliographic records.

Activities Maintain the requirement that all bibliographic records (with the exception of equipment, on order and E-book) must be OCLC derived records and have an OCLC control number to ensure database standards and mitigate duplicate records.

- Staff corrected and enhanced 818 items that had non-OCLC bibs in the SHARE database during February.
1. Support a Cataloging Center operation for SHARE Full members for copy and original cataloging of MARC bibliographic records and the creation of local authority records to enhance recovery. Service options are Cataloging Library (Full member meets continuing education requirements for cataloging staff and performs own cataloging); Barcoding A Library (Full member sends all new materials to Center for copy and original cataloging and assessed fee based on percentage of library's materials budget); Barcoding B Library (full member sends new materials as needed for original cataloging and assessed fee of \$10 per item cataloged). Any item that meets the Cataloging Maintenance Center's (CMC) eligible collections criteria for free cataloging is passed on to the CMC.

- Cataloged 1014 items in March for SHARE member libraries.
 - Imported 222 that qualify has \$3 Bib bibliographic records.
 - Cataloged 1064 retrocon items in March for new libraries joining SHARE.
 - Cataloged 244 items in March through the CMC.
 - Created 150 on order bibs in March.
2. Provide appropriate training for cataloging.
 - 15 classes or sessions on cataloging, barcoding, serials, searching/matching were held during March, with 174 attendees for 366 contact hours.
 - Provided Cataloger's Training session via Adobe Connect.
 - Visited three new libraries that are joining SHARE.
 - Provided Cataloger's Workdays.
 - Answered member libraries' questions, phone calls and emails concerning cataloging.
 3. Evaluate the current methods utilized for ensuring the quality of the database through cataloging.
 - Merged 787 bibliographic records in the SHARE database. Edited 1597 bibliographic records, and corrected 263 item records.
 4. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
 - Working with schools and libraries for to review costs and find best option.
 - Working on Acquisitions and possibilities for more libraries to use the module.

Objective D: Operate Cataloging Maintenance Centers on behalf of libraries in Illinois.

Activities

1. Fulfill NACO (Name Authority Cooperative Program of the PCC) obligation by creating a minimum of 100 name or uniform title authority records per year.
 - 18 name authority records in February were created by staff.
 - 6 local series heading authority records in March were created by staff.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - Staff corrected and enhanced 713 items that had non-OCLC bibs in the SHARE database. 105 were retrieved from the member libraries and OCLC bibs fully enhanced.
 - Cataloged 244 items in February through the CMC
3. Cooperate with Illinois State Library staff to identify statewide cataloging needs and develop strategies to meet them, prioritizing statewide initiatives that require cataloging expertise to ensure statewide access and resource sharing assistance with projects as agreed upon.

- Continue work on documents from Meadville Lombard Library for the Digital Grant. Transcription of the other documents that were digitatized continues.
- Transcription of the papers from the Chicago Botanical Gardens continues, with several additional completed.

Goal II: Provide a sustainable delivery system that provides the best service possible for Illinois libraries and their users.

Objective A: Ensure that IHLS delivery of library materials is accurate, timely, and meets member library needs.

Activities

1. Working in concert with ISL, RAILS and CARLI, continue the implementation of recommendations from the Delivery Advisory Committee.
 - Working on L2 data to make sure it is accurate. Illinois State Library has created a map using that data.
<https://www.cyberdriveillinois.com/departments/library/delivery/delivery-service-map.html>
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
 - May 16 through 20 will be the next delivery count week
3. Sort materials daily to ensure all materials are distributed during the next scheduled delivery.
 - All hubs are meeting the daily sort for delivery the next scheduled day for the library
4. Develop methods to deliver training to member libraries on labeling, packaging, and other preparation of library materials with the goal of improving delivery time.
 - Working on a video to promote libraries and how delivery facilitates the sharing of resources

MARCH 2016	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	261,631	39,414	34,925
Du Quoin	130,248	27,031	25,231
Edwardsville	199,986	39,550	35,247

Priority: Illinois Machine Sub-lending Agency

Goal: Provide good customer service and well maintained machines to patrons of the Talking Books Program.

Objective: Support the statewide machine lending program located in Du Quoin.

Activities

1. Contract with the Illinois State Library to manage statewide services.
 - Required monthly reports were submitted to NLS.

2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.

	C1s Sent	DS1s Sent	DA1s Sent	BARD Inquiries Responded To
July 2015	29	72	225	15
August 2015	43	55	236	17
September 2015	15	24	284	7
October 2015	34	4	317	11
November 2015	34	12	250	18
December 2015	13	6	217	14
January 2016	13	11	239	9
February 2016	12	9	282	13
March 2016	25	30	783	10

3. Participate in the planning, coordination and evaluation of Illinois Talking Book Service, and ensure appropriate provision of services by staying informed of current procedures and trends related to Talking Books, the National Library Services/Library of Congress and librarianship in general.
 - 01/05- Manager participated in Parents of Children with Vision Loss Conference conference call.
 - 01/14- IMSA participated in meeting with IHLS director regarding transfer of machine agency to State Library due to funding cuts.
 - 01/20- IMSA staff meeting.
 - 01/27- Manager participated in monthly NLS conference call.
 - 02/04- Manager participated in Parents of Children with Vision Loss Conference conference call.
 - 02/22- IMSA staff meeting.
 - 02/23- IMSA participated in meeting with HR representative and Director regarding transition out of IHLS.
 - 02/24- Manager participated in monthly NLS conference call.
 - 03/01- Manager participated in Parents of Children with Vision Loss Conference conference call.

- 03/11- Manager participated in conference call for Illinois State Talking Books Advisory Board conference call.
 - 03/30- Manager participated in monthly NLS conference call.
4. Ensure the efficient and successful provision of service in accordance with the Revised Standards and Guidelines.
- Responded to all BARD requests in a timely and efficient manner.

Priority: Provide timely and pertinent information to member libraries

Goal: Effective and efficient communications with member libraries and partners.

Objective A: Provide various mechanisms to ensure good communications with member libraries and partners.

Activities

1. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
 - New grant opportunities were added to the new Grants page on the IHLS website was updated.
 - New discounts were added to the Vendor Discount page on the IHLS website.
2. Utilize web conferencing tools to support member communications such as Connect with Leslie which uses the Adobe Connect platform.
 - In addition to the Board Update and information on the Board elections, Connect with Leslie also gave an overview of the Active Shooter Training for IHLS staff.

In FY16

1. In concert with membership, system staff will strive to make communication with stakeholders as efficient and timely as possible.
 - Reviewed news feeds for information of interest to IHLS members such as grants, upcoming continuing education opportunities, and member news to be included in the IHLS newsletter.
 - The IHLS newsletter, Moving Forward Together, was sent each week to over 2,100 subscribers.

Priority: Administrative Activities

Goal 1: Ensure effective utilization of IHLS resources

Objective A: Ensure fiscal accountability

Activities:

1. Support the business operations of IHLS through monthly financial reports, payroll, accounts payable, and accounts receivable.
 - Disbursed 120 Accounts Payable Checks.
 - Prepared and processed two payrolls.
 - Prepared February 2016 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Reports for IHLS Finance Committee and Board of Directors.
 - Generated and mailed 158 accounts receivable invoices.
 - Received and posted 110 accounts receivable cash receipts checks.
 - Received and entered 158 accounts payable invoices.
2. Provide cost recovery based continuing education opportunities for member libraries using external facilitators or presenters.
 - Worked on scheduling two Autism Awareness Training sessions in April.
3. Maintain IT support for IHLS staff including support of videoconferencing and Adobe Connect, as well as computer and server support.
 - Upgraded Internet speed at Edwardsville office to support the offsite backups from the co-location SHARE facility.
 - Updated firewalls with new software.
 - Backed up laptops of employees that are no longer employed for archiving purposes.
 - Work with all staff in IHLS to increase security and productivity while trying to keep the network as secure as possible.

Objective B: Employ qualified, professional, accountable staff.

Activities

1. Recruit and employ qualified personnel of diverse backgrounds to carry out the mission and goals of IHLS. Increase the applicant pool by participating in local community events, college job fairs and advertising current openings with culturally diverse media and professional organizations.
2. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.
3. Develop and implement a wellness program.
 - Six employees advanced to the final phase of the weight loss challenge.

Goal II: Partner with the Illinois State Library and other organizations to support statewide services.

Objective A: Maintain the accounting operation for the ILLINET OCLC grant.

Activities

1. Ensure adequately trained, professional staff are assigned to this project.
 - Hands on training with the Traverse software.
 - Online training through Fred Pryor is offered to all of the OCLC staff.
2. Provide required grant applications and reports in a timely manner.
 - We were not required to submit any grant reports during this time.
3. Provide administrative support.
 - IHLS provides ongoing administrative support for the OCLC Billing grant.
 - IT Director reviewed the upcoming Traverse Software upgrade and provided quotes for the adequate servers needed for this upgrade.