

AUGUST ACTIVITIES REPORT FOR THE SEPTEMBER 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. Utilize training on the SHARE Polaris platform for all available modules across a variety of delivery methods. When appropriate, interlibrary loan, reciprocal borrowing and reciprocal access as well as copyright will be addressed.
 - SHARE staff provided 6 cataloging classes, 6 "chat" sessions, and 5 circulation classes

SHARE Statistics	FY15						
	Circulation	ILL	Reciprocal Borrowing	Pac Searches	Holdings	Bibs	Patrons
May-14	736,091	129,779	58,784	651,784	9,027,758	1,886,611	802,743
Jun-14	822,888	125,101	65,477	788,302	9,003,233	1,883,498	797,887
Sept-14	905,510	154,053	55,538	742,432	8,995,198	1,872,863	810,038
Oct-14	919,651	163,798	55,769	879,563	9,009,041	1,828,813	811,636
Nov-14	774,715	131,037	48,673	757,958	9,019,234	1,830,868	814,280
Dec-14	730,911	130,580	48,792	613,143	9,009,264	1,841,676	805,018
Jan-15	858,769	155,127	57,008	735,170	8,991,006	1,839,988	804,899
Feb-15	790,917	145,355	52,047	687,870	9,001,314	1,843,721	804,008
Mar-15	863,377	159,912	56,228	1,560,054	9,010,811	1,835,452	803,628
Apr-15	811,727	148,130	52,698	1,815,939	9,023,056	1,840,633	807,234
May-15	676,532	126,478	51,043	1,324,682	9,029,121	1,834,127	803,903
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	1,834,594	806,374
Aug-15	728,662	133,642	54,040	1,462,566	9,044,518	1,839,709	817,506

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.
 - At the end of August, 164 library agencies are participating in the 3M Cloud Library shared collection. Three new libraries started participation as of September 1.
 - One technology training session was held at New Baden Public Library for 3 library staff members.
2. Apply for appropriate grants to provide enhancements to the SHARE catalog.
 - requested a \$1500 Wal-Mart Community grant
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.
 - SHARE staff assisted with Go Live days for Litchfield Middle/High School, Highland High School, White Hall Public Library, Atwood-Hammond Elementary School, Selmaville School, Gibault Catholic High School, Wesclin High School, and Clinton High School.

Objective C: Ensure the integrity of bibliographic records.

Activities

1. 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 398 items that had non-OCLC bibs in the SHARE database.
2. 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 521 items for SHARE member libraries.
 - Imported 67 \$3 Bib bibliographic records.
 - Cataloged 816 retrocon items for new libraries joining SHARE.
 - Cataloged 100 items through the CMC.
3. Provide appropriate training for cataloging.
 - Provided Cataloger's Training session via Adobe Connect.
 - Reviewed and trained SHARE Bibliographic Services staff on Dewey Classification and WebDewey.
 - Visited and trained three new libraries that are joining SHARE.
 - Worked with several new libraries that are going live on SHARE, providing additional information about item and bibliographic records.
 - Answered member libraries' questions, emails, and phone calls concerning cataloging and item records.
 4. Evaluate the current methods utilized for ensuring the quality of the database through cataloging.
 - Merged 361 bibliographic records in the SHARE database. Edited 699 bibliographic records, and corrected 2127 item records.
 5. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
 - The \$3 bib option has taken hold and continue to receive positive feedback.

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.
 - 10 name authority records were created by staff.
 - 10 local series headings authority records were created by staff.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - Staff corrected and enhanced 398 items that had non-OCLC bibs in the SHARE database. 45 were retrieved from the member libraries and OCLC bibs fully enhanced.
 - Cataloged 100 items 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.

- Worked with IDA and the State Archives on prison record files from the Digital Grant.
- Continue work on the Dr. Bradley sermons from Meadville Lombard Library for the Digital Grant.
 - Cataloged 100 items through the CMC.

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.
 - Met with ISL/RAILS/CARLI to discuss Community Delivery Partnerships and how many days of service they would receive. It was determined that CDPs would have up to 5 days of service when needed.
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
 - September 14 through the 18 is this FY first count week.

August 2015	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
CHAMPAIGN	199766	29504	27072
DU QUOIN	79782	19998	19596
EDWARDSVILLE	176803	30183	28641

Objective B: Leverage existing delivery resources.

Activities

1. Evaluate the current delivery efficiency.
 - All hubs now have set routes for the drivers.
 - All hubs are now using the same forms.
2. Evaluate direct and overhead costs for sorting and delivery.
 - Sarah Fae Stuhlmeyer is currently working on an allocation model that will be used to determine delivery costs.

Priority: Illinois Machine Sublending 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 DuQuoin.

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
August 2014	9	173	94	13
September 2014	22	154	134	15
October 2014	23	121	177	10
November 2014	10	110	114	12
December 2014	15	86	154	11
January 2015	22	78	159	14
February 2015	9	57	118	9
March 2015	19	86	176	13
April 2015	13	75	166	10
May 2015	21	74	139	14
June 2015	18	52	200	13
July 2015	29	72	225	15
August 2015	43	55	236	17

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.
 - 08/04/15- IMSA Patron Services Coordinator participated in a Political Senior Fair in Salem, Il.
 - 08/05/2015- IMSA Patron Services Coordinator participated in a Political Senior Fair in Effingham, Il.

- 08/20/2015- IMSA staff relocated approximately 1, 051 Cassette Machines to a different room to prevent further water damage.
 - 08/26/2015- IMSA Patron Services Coordinator participated in a Political Senior Fair in New Baden, Il.
 - 08/26/2015- IMSA Manager participated in a NLS National Conference Call.
 - 08/28/2015- 08/31/2015- IMSA Manager, IMSA Patron Services Coordinator, and IMSA Machine Clerk represented IL TBBS at the DuQuoin State Fair.
4. Ensure the efficient and successful provision of service in accordance with the Revised Standards and Guidelines.
- Filled all requests for machines and equipment within 2 business days of receipt of request.
 - Responded to all BARD inquiries 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. Conduct visits to 20% of our more than 550 agencies. This goal would give IHLS staff the opportunity to arrange approximately 110 on-site visits. A particular area of focus would be those library agencies who have recently seen a change in leadership. Another target audience would be those libraries facing any challenges that might impact their membership status and their ability to receive system services. Also in consideration would be conversations with library boards or other administrative bodies who might request specific information from IHLS. School staffing has shifted dramatically in the last several years and working to ensure that population is informed about system services and membership criteria would have a broad-based impact. When appropriate, system staff will also be available to meet with special interest groups for the purpose of discussing membership criteria and system services.
 - August 11, 2015: Site visits were made to the Greenup and Chrisman libraries to meet with new directors.
 - August 13, 2015: Site visits were made to the Blue Mound and Doyle libraries to meet with new directors.
 - August 17, 2015: Site visits were made to the Cissna Park and Oakwood libraries to meet with new directors.
 - August 19th: Site visits were made to the Madison County Law Library and the Glen Carbon and New Baden libraries to meet with new directors.

- August 21st, 2015: Site visits were made to Central A & M CUSD and also to Assumption Middle School to discuss delivery drops to be made at the public libraries in their towns respectively. Also site visits were made at Assumption Public Library and the Moweaqua Public Library to confirm the Community Drop Partnership.
- 2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
 - New vendor discounts for all IHLS members were added to the IHLS website.
- 3. Utilize web conferencing tools to support member communications such as Connect with Leslie which uses the Adobe Connect platform.
 - Held Connect with Leslie with a guest host and guest speaker. Covered the Board recap, highlighted the Long Range Planning process, and discussed the Community Delivery Partnerships and the Welcome to Delivery packet.

In FY15

- 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 member libraries (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.
 - Reactivated the IHLS Twitter account as another avenue to communicate with member libraries.

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.
 - Prepared and mailed a letter to previous auditors, Martin Hood Friese & Associates, LLC, stating that any requested data from our new auditors, Scheffel Boyle, be released to them. The previous auditors received the letter and provided requested data to Scheffel Boyle.
 - Prepared July 2015 Bill Payment, Credit Card Transaction Report and Statement of Revenues and Expenditures Reports (new format) for IHLS Finance Committee and Board of Directors.

- Analyzed FY 2014-2015 general ledger postings, reconciled general ledger accounts, and prepared documents for audit fieldwork.
 - Prepared and processed two payrolls.
 - Generated and mailed 632 accounts receivable invoices (*OCLC – 153 monthly; SHARE – 470 annual membership; General – 9 Law Book*).
 - Received and posted 911 accounts receivable cash receipts checks (*OCLC – 564; SHARE – 328 & General – 19*).
 - Disbursed 138 Accounts Payable Checks totaling \$225,205.82.
 - Received and entered 193 accounts payable invoices.
1. Maintain IT support for IHLS staff including support of videoconferencing and Adobe Connect, as well as computer and server support.
 - Continue to offer support to SHARE, and internal operations at IHLS
 - Work out issues with microphone connectivity at Marion Public Library
 2. Continue to move services to our co-location facility in Champaign at the ICN POP site. All of the Polaris servers are located in the co-location site and other state-wide services such as Plinkit, DNS and other administrative websites will be moved there.
 - Continued to work with Plinkit libraries and Enfold on the migration of the Plinkit libraries to the new Ploud product. Libraries have started working on their new sites.

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.
 - Attended SIUE job fair.
 - Creating Accounting Clerk job description
2. Continue development of the evaluation process and assign goals for 2015. Supervisors will have quarterly one-on-one meetings with employees to ensure each employee is on track with goals.
 - Completed for FY 2015
3. Develop and implement performance-based salary adjustments.
 - Completed for FY 2015
4. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
 - Held two new hire orientations via Google.

5. Provide training to staff in areas of management and content specific to their areas of responsibility. Develop a manager/supervisor 101 training to include employment law, employee relations, performance management and IHLS personnel code. Completed in FY 2015.
6. Seek and encourage participation in continuing education opportunities for staff as appropriate. Consider tuition reimbursement or enroll IHLS in Star program which enables employees to attend workshop or courses for one fee.
 - Scheduled 16 staff for Communications Skills for Women
 - Staff are including Lynda.com coursework in their annual goals.
7. Provide all-staff training retreat focused on staff collaboration and customer service.
 - Scheduled 16 staff for Communications Skills for Women
 - Edwardsville staff participated in Colors Personality Workshop. Champaign and DuQuoin scheduled for later this month.
 - Attended IMRF Authorized Agent Workshop
8. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.
 - Worked in DuQuoin
 - Worked in Champaign
 - Met with staff in Edwardsville
9. Develop and implement a wellness program.
 - Raffle Cardinal baseball tickets at all locations

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

Objective B: Work cooperatively with ISL, RAILS and other stakeholders to provide excellent library services.

Activities

1. Explore opportunities for shared services in the consulting and continuing education areas.
 - PLINKIT