FEBRUARY Activities For The MARCH Board Meeting

IHLS Monthly Staff Report
Tying our Activities to ISL Priorities

Priority: Resource Sharing

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

Objective A: Encourage resource sharing
Activities
1. Monitor SHARE policy and protocol compliance and coordinate those policies with IHLS policies regarding resource sharing.
   - Presented the proposed SHARE Operational Guidelines to SHARE Committees. This document combines all of the SHARE policies and procedures including governance, cataloging, circulation and resource sharing, as well as appropriate sections of the ILLINET Code, in one document. The document will be posted on the SHARE website in the near future, where staff of member libraries can consult the document, and search for answers to specific questions.
2. Promote the resource sharing capabilities of the LLSAP to all member libraries.
   - Met with three library agencies (two school districts and one public library) to discuss joining SHARE
3. 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.
     - On February 16, 2016, Chris Dawdy and Ellen Popit visited the Ramsey School District.
   - 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.
     - Work with all types of libraries on the annual certification is ongoing.

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

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.
   - In the month of February, 14,266 items were borrowed from the Cloud Library shared collection.
   - Two device trainings were presented to library staff in February with a total of ten participants. Two patron events were also held with a total of twelve participants.
   - Preparations were made to transfer content from the Southern Illinois Libraries on the Go consortium (Overdrive) into the Cloud Library shared collection. This will add over 15,000 titles to the Cloud Library and 5 new participating libraries.
2. Apply for appropriate grants to provide enhancements to the SHARE catalog.
   - Applied for two IMLS grants—one for adding members to SHARE, and the other for eResources.
3. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
   - SHARE staff provided 3 Polaris classes, 1 demo at a library, 4 chat sessions, and 2 forum type informational meetings in February
4. 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.

- Met with two school districts and one public library; achieved the maximum number of libraries that can be added to SHARE utilizing Dream Grant funds
5. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
   - SHARE staff respond to numerous helpdesk tickets daily
6. Continue to offer SHARE member libraries special IHLS SHARE group purchase prices for common third-party database products (e.g. Gale, Ebsco, Library Ideas, World Book). Available products and pricing information will be funneled through SHARE staff to all SHARE members. Ordering and invoicing will be coordinated by SHARE staff, thereby providing an incentive to vendors. A $40.00 handling fee per database is assessed for cost recovery.
   - Research into a possible group purchase of Mobile Hotspots for library lending was conducted. The SHARE eResources committee determined a group purchase is not beneficial at this time.

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 362 items that had non-OCLC bibs in the SHARE database during February.
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 899 items in February for SHARE member libraries.
   - Imported 118 records that qualify as $3 Bib (bibliographic) records.
   - Cataloged 1134 retrocon items in February for new libraries joining SHARE.
   - Created 225 on order bibs in February.
3. Provide appropriate training for cataloging.
   - 6 classes or sessions on cataloging, barcoding, serials, searching/matching were held during February, with 119 attendees for 224 contact hours.
   - Provided Cataloger's Training session via Adobe Connect.
   - Visited five new libraries that are joining SHARE.
   - Provided serials training for several new and current members.
   - Provided Cataloger's Workdays.

- Answered member libraries' questions, phone calls and emails concerning cataloging.
4. Evaluate the current methods utilized for ensuring the quality of the database through cataloging.
   - Merged 441 bibliographic records in the SHARE database. Edited 251 bibliographic records, and corrected 96 item records.
5. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
   - Working on ways to better train for searching OCLC for audiovisual materials that qualify for $3 bibs.
   - Working with schools and libraries 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.
   - 23 name authority records in February were created by staff.
   - 6 local series heading authority records in February were created by staff.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
   - Staff corrected and enhanced 350 items that had non-OCLC bibs in the SHARE database. 12 were retrieved from the member libraries and OCLC bibs fully enhanced.
   - Cataloged 98 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 digitized 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.

- Conference call with ISL, RAILS and CARLI to discuss the status of the cleanup of the L2 data, the new map of all libraries on the ISL website (http://finditillinois.org/ilds/ILDS-map.htm) and to share what is going on in each system regarding delivery
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
   - Count Week was February 15 – 19. IHLS and member libraries shared 53,565 items during this 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. Working in concert with ISL, RAILS, and CARLI, collect relevant delivery statistics and use them to improve and promote the service.
   - IPads are currently being used to collect electronically what was once collected by paper which will allow IHLS to have not just accurate data to draw from, but it saves personnel time from inputting the data
5. Evaluate and modify, as needed, the IHLS delivery standards to improve delivery services to member libraries.

February 2016	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	222,577	32,684	34,175
Du Quoin	102,016	22,585	24,125
Edwardsville	183,208	33,219	34,253

Objective B: Leverage existing delivery resources.
Activities

In FY 16
- Consistent attention will be paid to the implementation of the recommendations of the statewide delivery committee. While this will involve change at the system level, it will also involve significant training for the membership. This will be supported at the system level by focused communication and multi-formatted training.
  - Delivery tips are shared in the Moving Forward Together newsletter

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 sent 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

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.
   - 02/04- IMSA Manager participated in conference call for Conference Committee for Parents of Students with Visual Impairment
   - 02/08- IMSA participated in Staff Meeting
   - 02/23- IMSA participated in lunch with HR representative and Ellen Popit regarding transition out of IHLS
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.

In FY16
- The department will move forward with new leadership and significant staff turnover.

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. Utilize web conferencing tools to support member communications such as Connect with Leslie which uses the Adobe Connect platform.
   - Two Connect with Leslie sessions were held in February. In addition to the Board Recap, information was also shared on the open board seat, IHLS funding news, ILA Legislative Meetups, ISL Annual Library Certification, and IHLS weather closings.

In FY16
- In concert with membership, system staff will strive to make communication with stakeholders as efficient and timely as possible.
  - Important IHLS Funding News was shared with the membership. The information was sent to the Announce listserv, included in the Moving Forward Together newsletter, and posted on the website.
  - The IHLS Board Seat Nomination Survey was shared with the membership. The survey was sent to the Announce listserv, included in the Moving Forward Together newsletter, and posted on the website.
  - 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 totaling $219,565.14.
   - Prepared and processed two payrolls.
   - Prepared January 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 162 accounts receivable invoices (*OCLC – 19 Monthly and 125 Transactional; SHARE – 2 SHARE Monthly Membership, 2 3M Subscription, 1 3M eBooks, 7 Cataloging / Barcoding Fees, 1 MyMedia Subscription, and 1 Zinio Subscription; General – 2 Library Law Book and 2 Room Rental*).

- Received and posted 189 accounts receivable cash receipts checks *(OCLC – 98, SHARE – 75 & General – 16)*.
- Received and entered 157 accounts payable invoices.

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.
   - Conducted two new hire orientations
2. 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.
   - Preparing for manager/supervisor training scheduled for May 3, 2016.
3. Develop and implement a wellness program.
   - Entering Phase 3 of Weight Loss Challenge
   - Active shooter training held at all locations

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

Activities
1. Support member libraries in working through the EDGE initiative process.
   - The Edge Initiative was completed by all IHLS Public Libraries by January 15, 2016.