

JANUARY ACTIVITIES FOR THE FEBRUARY 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. Monitor SHARE policy and protocol compliance and coordinate those policies with IHLS policies regarding resource sharing.
 - SHARE staff are working on organizing all of the policies and procedures for all aspects of SHARE, including resource sharing, in one document, which will be called SHARE Operational Guidelines. It will be posted on the SHARE website.
2. Promote the resource sharing capabilities of the LLSAP to all member libraries.
 - Ellen Popit & Chris Dawdy met with the Potomac Public Library board
3. Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC WorldShare
 - SHARE Circulation and Resource Sharing Specialists provide assistance and training as needed.
4. 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 conducted nine training sessions during the month.
5. 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 FY 16 that will allow us to review and/or provide training in this area.
 - 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.

- January begins the three month certification cycle, Ellen Popit began contacting all IHLS Library Agencies with reminders to take care of this task

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

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

Activities

1. Continue the evaluation of current LLSAP policies and the development of uniform policies for SHARE with the SHARE Executive Committee. Analyze trends in data and in the library marketplace to determine opportunities for changes and enhancements of LLSAP Services.
 - SHARE staff are working on compiling all SHARE policies and procedures into one document, which will be called the SHARE Operational Guidelines, and will be posted on the SHARE website.
2. Continue participation in the Statewide E-Books Grant opportunity.
 - Though the eRead Illinois grant ended last spring, the Cloud Library (formerly known as the 3M Cloud) consortium continues to add new members and more titles.

- In the month of January, 15,629 items were circulated within the Cloud Library shared collection. This is the highest number of circulations the collection has seen in one month to date.
 - The Cloud Library shared collection currently contains 14,384 items.
 - The IHLS “Technology Petting Zoo” was presented at a patron event at Hoopeston Public Library on January 19. Two staff members and two patrons attended.
3. Apply for appropriate grants to provide enhancements to the SHARE catalog.
 - SHARE staff submitted a Sparks Ignition grant proposal for the purpose of adding a second Cloud Library, which will not be integrated with Polaris, but will be able to share with the current Cloud Library.
 - SHARE staff submitted a National Leadership grant proposal for the purpose of adding additional member libraries to SHARE.
 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.
 - Greenfield Public Library submitted their intent to join SHARE.
 5. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
 - SHARE staff responded to and closed 282 help tickets in January.

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 402 items that had non-OCLC bibs in the SHARE database during January.
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 818 items in January for SHARE member libraries.

- Imported 116 that qualify has \$3 Bib bibliographic records.
 - Cataloged 783 retrocon items in January for new libraries joining SHARE.
 - Cataloged 112 items in January through the CMC.
 - Created 159 on order bibs in January.
3. Provide appropriate training for cataloging.
 - 13 classes or sessions on cataloging, barcoding, serials, searching/matching were held during January, with 165 attendees for 329 contact hours.
 - Provided Cataloger's Training session via Adobe Connect.
 - 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.
 - Provided serials training for several new and current members
 - Provided several 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 386 bibliographic records in the SHARE database. Edited 1882 bibliographic records, and corrected 664 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 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.
 - 4 local series heading authority records in January were created by staff.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - Staff corrected and enhanced 364 items that had non-OCLC bibs in the SHARE database. 38 were retrieved from the member libraries and OCLC bibs fully enhanced.
 - Cataloged 112 items in January 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 the Dr. Bradley sermons 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. 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
2. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
 - Delivery will be using the software that LASA is using for the mapping project to create and evaluate routes

JANUARY 2016	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	238,615	31,011	29,472
Du Quoin	97,568	17,984	16,734
Edwardsville	183,817	31,483	30,019

Objective B: Leverage existing delivery resources.

Activities

1. Optimize sorting processes.
 - Have begun to post position for sorters in anticipation of changing the current process of drivers sorting

2. Follow the delivery replacement schedule in which fleet vehicles are replaced when mileage exceeds 200,000 miles.
 - Created a list of vehicles to be surplus

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
June 2015	18	52	200	13
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

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- IMSA Manager participated in the conference call for the Conference for Parents of Children with Visual Impairments
- 01/14- IMSA participated in meeting with Ellen Popit and Leslie Bednar regarding closing of IMSA.
- 01/20- IMSA staff meeting to discuss plan regarding closing of IMSA .

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. Hold face-to-face meetings to discuss system benefits as well as those benefits available to SHARE members.
 - On January 4th, Chris Dawdy and Ellen Popit attended a board meeting of the Potomac Public Library (a non-member) to discuss the possibilities of system membership and SHARE membership.
 - On January 21st, Ellen Popit attended a networking group at the Sparta Public Library and talked with public library directors in Perry and Randolph Counties.
2. 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.

- On January 13th, Ellen Popit visited Bunker Hill Public Library to talk with the new director.
 - On January 19th, Ellen Popit visited with the library director of the Mt. Vernon High School to discuss their move to a new building.
3. In concert with membership, system staff shall 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.
 - Updated and shared updated website pages with the membership on Weather Closings / Text Alerts / Days Closed and Holiday Closings.

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 two second quarter ISL Grant Reports - Dream Grant and CMC.
 - Compiled and filed fourth quarter payroll tax reports.
 - Generated 2015 W-2's and submitted electronically.
 - Prepared 2015 1099's and submitted electronically.
 - Prepared and processed two payrolls.
 - Prepared December 2015 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Reports for IHLS Finance Committee and Board of Directors.
 - Generated and mailed 401 accounts receivable invoices.
 - Received and posted 243 accounts receivable cash receipts checks.
 - Disbursed 98 Accounts Payable Checks totaling \$185,130.08.
2. Explore options for electronic payment of bills by libraries as well as electronic payments by IHLS.
 - Investigating possibility of using PayPal and/or accepting credit cards for the next online surplus vehicle auction

3. Dispose of surplus equipment in a manner consistent with Illinois State guidelines.
 - Facilities and Operations Committee have approved the current list of surplus vehicles and will be bringing the list to the Board for approval

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.
 - Completed, distributed and submitted Affordable Care Act (ACA) reporting required by IRS. Increased HR Assistant hours to accomplish this task. By not out-sourcing, HR saved IHLS \$5,000.
 - Conducted three new hire orientations
2. Provide all-staff training retreat focused on staff collaboration and customer service.
 - Conducted Fire and Tornado drills at all locations
 - Active Shooter training scheduled for all locations
3. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.
 - Conducted High 5 in Edwardsville
4. Develop and implement a wellness program.
 - Champaign employees received CPR training on December 9th and 10th.
 - Du Quoin employees received CPR training on December 17th.

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

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