

## FY2017 Staff Activities Report – August 2016 Activities

### *Demonstrating our commitment to the IHLS Plan of Service*

This monthly report documents how staff activities are tied to the IHLS Plan of Service. At the beginning of each section is a narrative for each service, followed by the priorities and goals of each department. The number(s) in parenthesis behind an activity reflects which goal(s) it is tied to. Additional activities are those which go above and beyond reaching our Plan of Service goals and demonstrate the hard work and dedication of the IHLS staff.

### ***Administrative Service:***

*Implementation of three-year plan to improve member services. Assessment and modification of communication paths with all IHLS stakeholders. Continued training and implementation of additional modules in the Abila software.*

### **Administrative Service Priorities**

#### **COMMUNICATIONS**

##### **Goal:**

1. **Goal: Effective and efficient communication with IHLS stakeholders**

##### ***Activities tied to goals:***

- Created a Directors & Trustees newsletter with information and resources of interest to library directors and trustees.
- 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 and shared on Facebook.
- New grant opportunities were added to the Grants page on the IHLS website and shared through the IHLS newsletter.
- New discounts were added to the Vendor Discount page on the IHLS website and shared through the IHLS newsletter.
- The IHLS newsletter, Moving Forward Together, was sent each week to over 2,100 subscribers.
- Created and sent the monthly newsletter, IHLS Staff Connection, to staff.
- Site visits were made to the public libraries in Harrisburg, Rosiclare, Breese and Carlyle.

##### ***Additional activities:***

- N/A

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#### **HUMAN RESOURCES/FINANCE**

##### **Goals:**

1. **Support and development of IHLS staff**
2. **On time delivery of financial reports**
3. **Continued implementation of Abila financial management software**
4. **Effective and efficient communication with IHLS staff**
5. **Assist Operations department**

## 6. Support resource sharing

### **Activities tied to goals:**

- Prepared July 2016 Bill Payment, Credit Card Transaction, Statement of Revenues and Expenditures, and Balance Reports for IHLS Finance Committee and Board of Directors (2)

### **Additional activities:**

- Scheduling flu shot clinics for staff
- Prepared and processed two payrolls
- Generated and mailed 144 accounts receivable invoices (OCLC – 19 Monthly and 116 Transactional; SHARE – 3 SHARE Monthly, 1 Cloud (3M) eBooks, 2 Cloud (3M) Subscription, and 1 Zinio Subscription; General-2 Library Law Books)
- Received and posted 1,069 accounts receivable cash receipts checks (OCLC – 606, SHARE – 460 & General – 3)
- Received and entered 191 accounts payable invoices
- Disbursed 155 Accounts Payable Checks totaling \$224,871.74

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## **IT**

### **Goal:**

1. To provide the IT support necessary for IHLS to function efficiently

### **Activities tied to goal:**

- Began using the ZOOM online meeting program

### **Additional activities:**

- N/A

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## **BOARD SUPPORT**

### **Goals:**

1. Refine process for future board and committee meetings
2. 100% state and federal compliance for IHLS/Board and appropriate IHLS staff

### **Activities tied to goals:**

- Created committee meeting calendar for board members (1)
- Implemented exclusive use of IHLS email addresses (1)

### **Additional activities:**

- Advocacy Committee training with Pat Wagner

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## **RECORD RETENTION**

### **Goal:**

1. Retain and purge materials on an approved schedule

### **Activities tied to goal:**

- Researched possible storage options for files still in Du Quoin building (1)

**Additional activities:**

- N/A

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## **GRANT DOCUMENT TRACKING**

**Goal:**

1. Maintain and track all grant documentation and due dates

**Activities tied to goal:**

- N/A

**Additional activities:**

- N/A

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## **NETWORKING**

**Goal:**

1. To make IHLS an active partner in statewide and national initiatives that support enhanced library service

**Activities tied to goal:**

- IHLS staff participated in the final steering committee for ILEAD USA
- IHLS held a conference call with ISL staff to explore methods of providing Professional Development Hours for ongoing training events within IHLS.

**Additional activities:**

- N/A

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## **LONG RANGE PLANNING**

**Goal:**

1. Three-year plan

**Activities tied to goal:**

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**Additional activities:**

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## ***Bibliographic Access:***

- *The availability of bibliographic support in a variety of methods including cataloging and database maintenance for the SHARE Consortium, cataloging training for SHARE members and statewide support through the Cataloging Maintenance Center.*
- *Access to digitized information found in Illinois libraries and at IDA (Illinois Digital Archives) by providing information on formation and content of Metadata.*

## **Bibliographic Service Priorities**

### **CATALOGING SERVICE FOR SHARE**

#### **Goals:**

1. **To provide cataloging service for SHARE member libraries**
2. **To increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database**

#### ***Activities tied to goals:***

- Staff cataloged 878 items for SHARE member libraries. (1)
- Staff created 176 on order bibs for SHARE member libraries (1)
- Staff cataloged 869 items for new member libraries joining SHARE (1)
- Staff merged 372 bibliographic records, clean up/corrected 1951 bibliographic records, and corrected/cleanup 90 item records. (2)

#### ***Additional activities:***

- N/A

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### **CATALOG TRAINING**

#### **Goal:**

1. **Goal: To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA, AACR2, OCLC and Library of Congress**

#### ***Activities tied to goal:***

- SHARE bibliographic services staff taught 7 cataloging related classes, hosted 1 chat session, conducted 1 Cataloger's Training Session and coordinated 2 in service training classes. (1)

#### ***Additional activities:***

- N/A

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### **CATALOGING MAINTENANCE CENTER**

#### **Goals:**

1. **To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries**
2. **To support access to digitalized information found in Illinois libraries and at IDA (Illinois Digital Archives) by providing information on formation and content of metadata**

#### ***Activities:***

- Staff continue to work with digitized data, transcribing data for Illinois State Archives, Southern Illinois University and Meadville Theological Seminary. (2)

- CMC staff cataloged 102 items for libraries in Illinois. (1)
- CMC staff created 46 NACO name authority records for improved user access. (1)

**Additional activities:**

- N/A

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## TMQ (THE MARC OF QUALITY)

**Goals:**

1. Improve the quality of the SHARE database, thus improving user access to information resources
2. OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing

**Activities tied to goals:**

- Holdings were added to OCLC for SHARE members. (2)

**Additional activities:**

- N/A

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## **Resource Sharing:**

- Highlight the focus on full participation in resource sharing as required by the revised system standards.
- Make a system-wide effort to use multiple channels of communications and formats of continuing education to ensure libraries are familiar with the revised ILLINET Interlibrary Loan Code.
- Continue the development of our LLSAP through the promotion the advantages of membership in SHARE. Of particular focus will be a concerted effort to raise awareness and participation from any ILLINET member, regardless of library system affiliation. Additionally, the work to bring transitional members to the point of going live on SHARE will involve a significant amount of staff time and attention.
- Continue to enhance and improve services for existing LLSAP members through attention to current practices and policies and being alert to opportunities for improvement that might present themselves during the fiscal year.
- Research and review E-Resources that would be beneficial to our stakeholders. E-Resources that are adopted for system use will be promoted throughout the system with the expectation of increased participation.

## **Resource Sharing Priorities**

### LLSAP (SHARE)

**Goal:**

1. Provide an innovative resource discovery, sharing and delivery system.

**Activities tied to goal:**

- SHARE and IT staff continue to make improvements to the servers which improve system performance. (1)

**Additional activities:**

- N/A
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**LLSAP DEVELOPMENT**

**Goal:**

1. Increase members participating in SHARE

**Activities tied to goal:**

- SHARE staff continue to work with transitional members to assist them in entering their collections and patrons in the database (Polaris) as they work toward going live. (1)
- The SHARE Director has responded to a couple of questions about the first batch of letters regarding joining SHARE that were mailed in July to ILLNET members that are not members of SHARE. (1)

**Additional activities:**

- N/A
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**ILLNET INTERLIBRARY LOAN CODE**

**Goal:**

1. Increase familiarity and compliance with the ILLNET Interlibrary Loan Code

**Activities tied to goal:**

- N/A

**Additional activities:**

- N/A
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**E-RESOURCES**

**Goal:**

1. Increase familiarity with and utilization of eResources

**Activities tied to goal:**

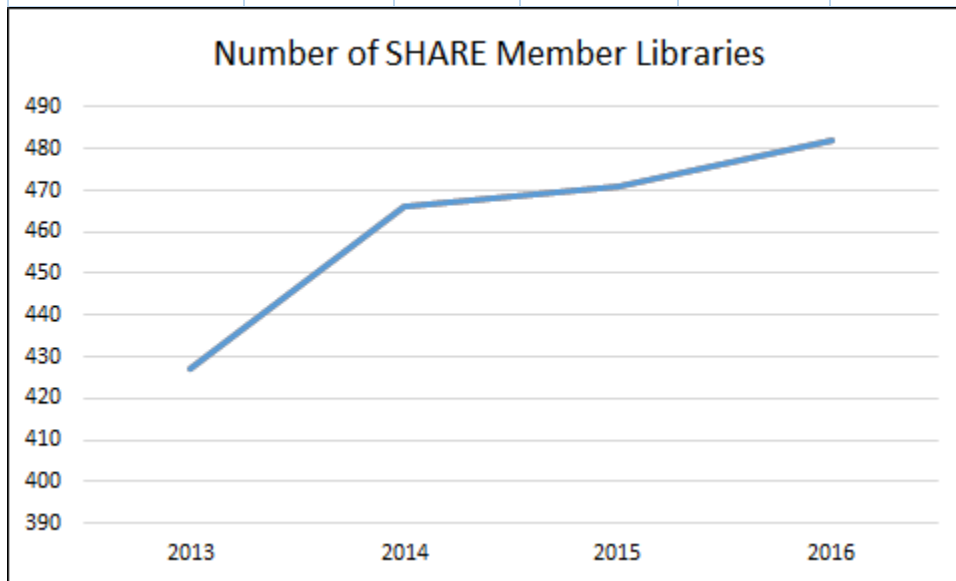
- Two member libraries joined the SHARE Cloud Library on August 1 bringing the total number of participants to 190 agencies. (1)
- In the month of August, two staff trainings and two patron events were held at member libraries with a total of 15 participants. (1)

**Additional activities:**

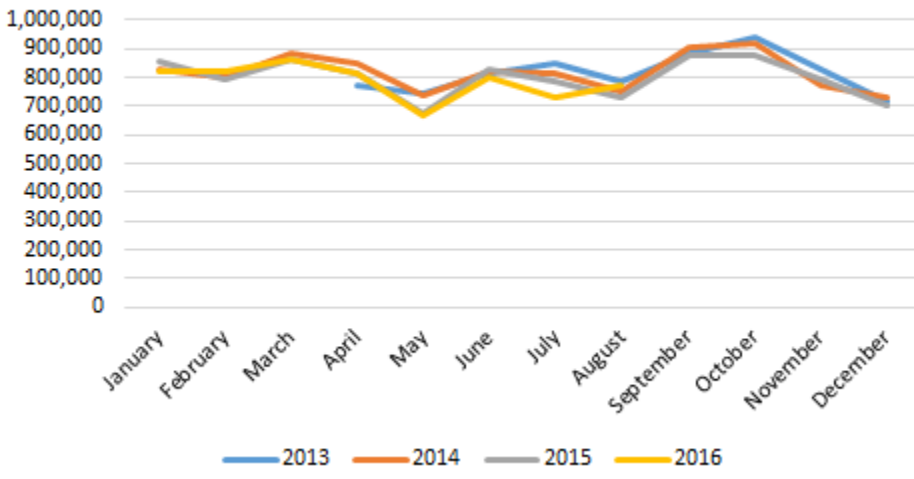
- Information was provided to members from two new possible eResource vendors, NYTimes Direct and PressReader to gauge interest in the possibility of a group purchase of either resource.
- 31,846 items within the SHARE Cloud Library shared collection were circulated in the month of August.
- Pricing was requested to create a Zinio group for School Libraries in IHLS.

## SHARE Statistics

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
<i>July - 16</i>	732,014	147,853	67,944	1,022,861	9,240,186	1,843,617	817,164
<i>Aug - 16</i>	770,064	164,585	60,333	999,263	9,270,779	1,828,926	820,638
<i>Sept - 16</i>							
<i>Oct - 16</i>							
<i>Nov - 16</i>							
<i>Dec - 16</i>							
<i>Jan - 17</i>							
<i>Feb - 17</i>							
<i>Mar - 17</i>							
<i>Apr - 17</i>							
<i>May - 17</i>							
<i>June - 17</i>							

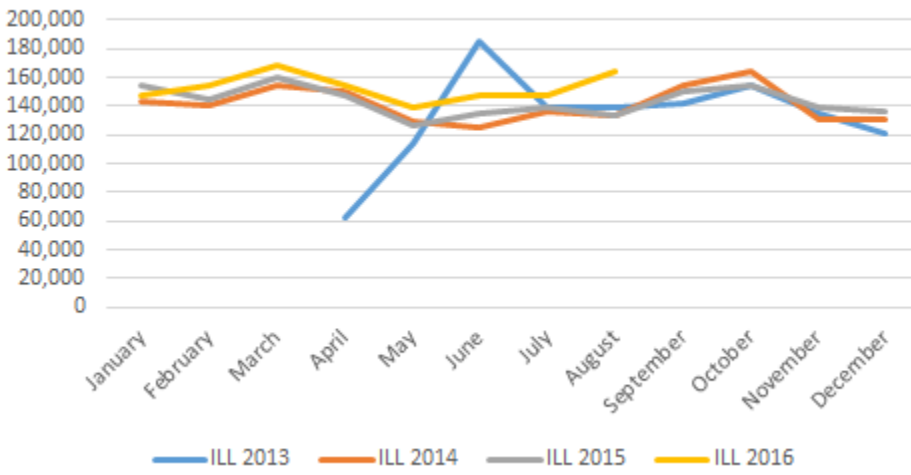


### Circulation

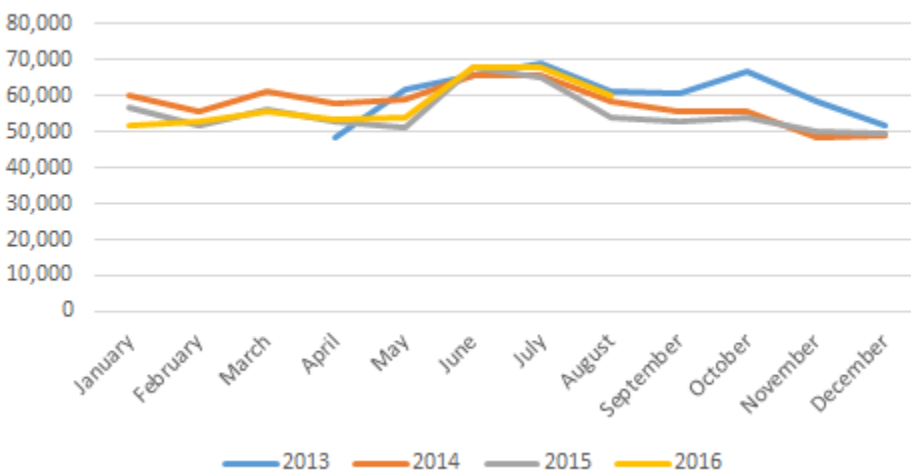




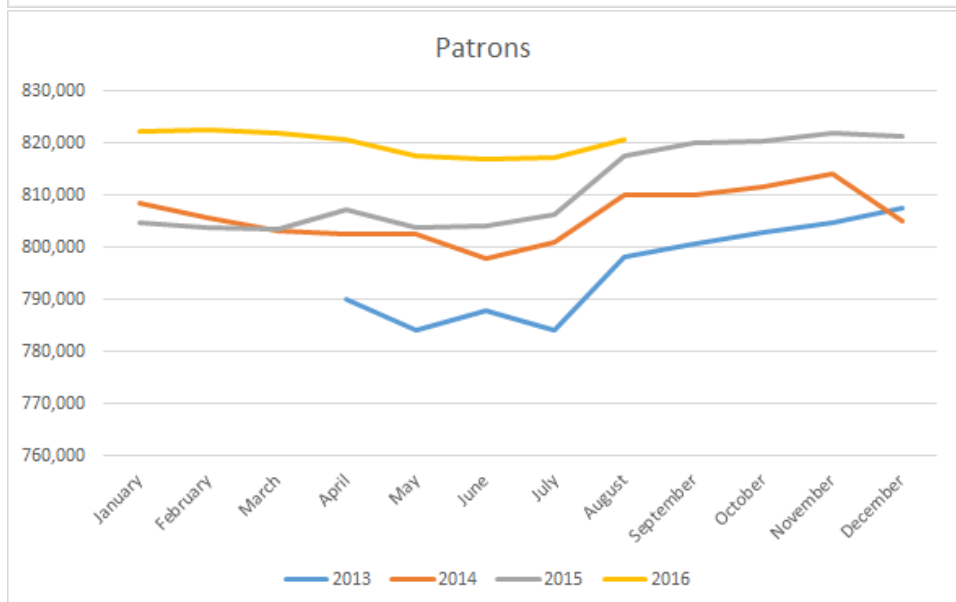
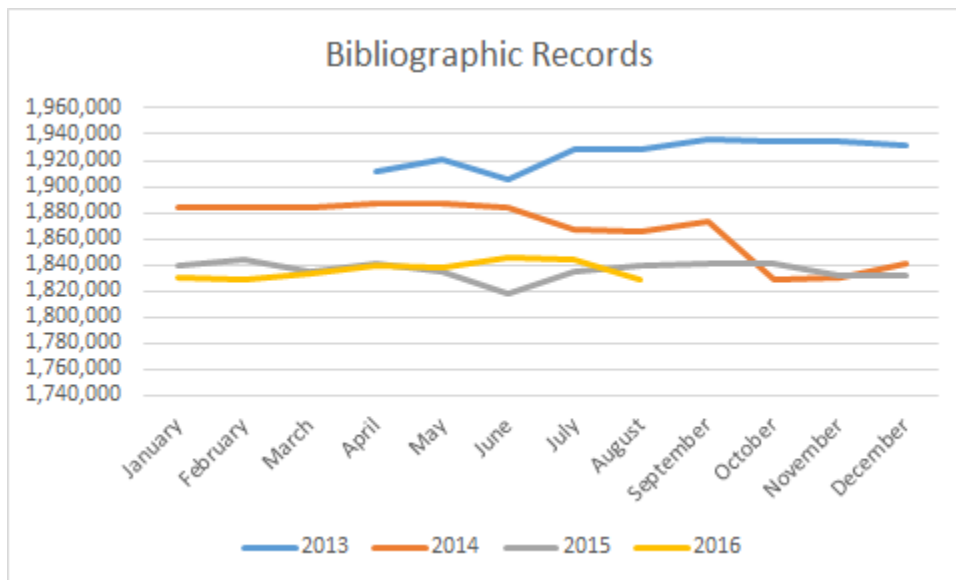
### Interlibrary Loan



### Reciprocal Borrowing







## **Consulting and CE:**

***The value of consulting and continuing education opportunities have been voiced loud and clear by our members for the past five years. As these services begin to grow back, efforts will be designed to:***

- *Hit the target of site visits to 20% of our member libraries (102 agencies). Agencies would include public libraries with new directors, struggling school districts and responses to specific invitations from library agencies who would like assistance with understanding and complying with State Statutes and Administrative Rules as well as system bylaws, policies and services.*
- *Support training on the revisions of the ILLINET Interlibrary Loan Code.*
- *Continue the development on an annual IHLS Member Day.*

- *Craft no-cost or cost-recovery continuing education opportunities for our members that comply with ISL directives.*
- *Encourage member awareness of and participation in regional, statewide and national professional development opportunities as they present themselves.*

## **Consulting and CE Priorities**

### **CONSULTING SERVICES**

**Goal:**

1. **To be responsive to the expressed needs of member libraries for consulting services**

**Activities tied to goal:**

- N/A

**Additional activities:**

- N/A
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### **CONTINUING EDUCATION**

**Goal:**

1. **To provide continuing education opportunities as allowed by ISL directive**

**Activities tied to goal:**

- *SHARE staff provided 4 Chat sessions, 8 cataloging classes, 5 circulation classes, and 2 eResource training sessions. (1)*

**Additional activities:**

- N/A
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## **DELIVERY:**

***The focus of delivery services offered by the Illinois Heartland Library System in FY17 these services will include:***

- *Compliance with the recommendations of the Illinois Statewide Delivery Committee.*
- *The availability of 5 day a week delivery using zoned routes and SHARE software.*
- *A revised web presence.*
- *A help desk designed to provide responsive customer service.*
- *Efficient tracking of delivery statistics through the in-house creation of an app that will allow data to be input throughout the day and uploaded on a regular basis.*
- *Please see the Delivery Revenue table at the end of this document.*

## **Delivery Priorities**

### **DELIVERY SERVICE**

**Goal:**

1. **Efficient provision of delivery services designed to support resource sharing among IHLS members**
2. **Provision of accurate information and educational tools to support delivery**
3. **Accurate member library data in L2**

***Activities tied to goals:***

- Functional 5 day a week service is now being actively given in all hubs. (1)
- Working with accounting to monitor delivery costs. (1)
- In the process of actively reviewing all the L2 data. New routes have necessitated updating. (3)

***Additional activities:***

- Working with RAILS to provide next day turnaround time for the ILDS (CARLI members) libraries.
- Reorganizing delivery space within the hubs to accommodate the additional member libraries and the additional volumes that are a result from providing more days of service.
- Updating the website with current routes.

**Delivery Statistics**

<b>August 2016</b>	<b>IHLS LIBRARIES Delivery</b>	<b>IHLS HUB to HUB Delivery</b>	<b>ILDS - CARLI Delivery</b>
<b>Carbondale</b>	66,148	17,452	1,558
<b>Champaign</b>	204,202	31,758	3,824
<b>Edwardsville</b>	260,123	25,938	3,910