

MAY Activities For The JUNE 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 conducted 8 classes, 4 meetings, and held 3 Chat sessions

SHARE Statistics

	Circulation	ILL	Recip Borrowing	PAC Searches	Holdings	Bibs	Patrons
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			
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
Feb-16	820,510	154,059	52,691	1,050,676	9,112,552	1,829,409	822,583
Mar-16	864,113	168,369	55,894	1,124,788	9,127,083	1,832,944	822,602
Apr-16	812,698	154,364	53,286	1,069,256	9,147,942	1,838,827	820,893
May 16	671,242	138,874	54,088	1,025,356	9,168,370	1,838,013	817,765

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.
 - ✓ The semi-annual SHARE membership meeting was conducted on May 4, and resulted in a recommendation to make several changes in the SHARE Governance document.

1. Continue participation in the Statewide E-Books Grant opportunity.
 - ✓ The transfer of items from the Southern Illinois Libraries on the Go Ovedrive platform into the SHARE Cloud Library occurred on May 10 & 11. Over 10,000 titles were transferred in and the process went smoothly. The transfer will be complete in June when a few thousand more Penguin/Random House titles come in.
 - ✓ As of May 31, 2016 the SHARE Cloud Library collection contained 25,522 items (23,066 eBooks; 2,456 eAudiobooks). 4,705 unique patrons accessed the SHARE Cloud Library this month.
 - ✓ Due to more available items for patrons in the SHARE Cloud Library collection and more patrons using it in general, circulation in the month of May reached 21,236 (17,847 eBooks; 3,389 eAudiobooks). This is a 30% increase since the month of April.
 - ✓ The Lewis and Clark Digital Overdrive consortium held a meeting on May 23, 2016 and voted to move their collection into the SHARE Cloud Library in July, 2016.

2. 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.
 - ✓ The SHARE Director met with two schools that were considering joining SHARE

3. Evaluate established criteria for SHARE LLSAP membership levels.
 - ✓ The SHARE Fee/Finance/Policy committee reviewed the membership levels, and determined that they are still appropriate (affiliate, transitional, and full)

4. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
 - ✓ IT is moving all the helpdesk and Polaris servers under the main IHLS network umbrella. This will ensure that all servers are properly monitored and updates happen successfully. The target for this project is Summer 2016.

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 website rework is in progress. New functionality and login levels for members will be included.

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 583 items that had non-OCLC bibs in the SHARE database during April.
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 732 items in May for SHARE member libraries.
 - ✓ Imported 70 that qualify has \$3 Bib bibliographic records.
 - ✓ Cataloged 886 retrocon items in May for new libraries joining SHARE.
 - ✓ Cataloged 255 items in May through the CMC.
 - ✓ Created 307 on order bibs in May
3. Provide appropriate training for cataloging.
 - ✓ 10 classes or sessions on cataloging, barcoding, serials, searching/matching were held during April, with 138 attendees for 319 contact hours.
 - ✓ Provided Cataloger's Training session via Adobe Connect.
 - ✓ Visited the last three new library that are joining SHARE.
 - ✓ 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 229 bibliographic records in the SHARE database. Edited 1254 bibliographic records, and corrected 2775 item records.

5. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
 - ✓ Continuing to work with libraries to evaluate most fair fee models.

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.
 - ✓ 3 local series heading authority records were created by staff.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - ✓ Staff corrected and enhanced 487 items that had non-OCLC bibs in the SHARE database. 96 were retrieved from the member libraries and OCLC bibs fully enhanced.
 - ✓ Cataloged 255 items in April 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 is complete.

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.
 - ✓ LASA's mapping project for us showed that "functional 5 day a week delivery" for all of our libraries is attainable. July 1, 2016, we will begin new routes based on equality of service instead of the volume model. This will result in quicker times for the patron of ILL items.
 - ✓ We have put a call out to all libraries to consider becoming a Community Delivery Partnership. We are looking for volunteers currently.
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
 - ✓ FY2017 Count Weeks have been determined.

3. Conduct an annual delivery satisfaction and needs survey of member libraries and solicit recommendations from individual member libraries. Adjustments will be made based on need and feasibility.
 - ✓ Feedback from our delivery survey indicated a need to improve accuracy of items in the tubs. July 1, 2016, we will be implementing a separation of drivers and sorters. Drivers will drive and the sorters will sort. This will provide more accountability to reduce errors. And since the only job the sorters will have is sorting, there is a different approach as well.
4. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
 - ✓ LASA's mapping project has given us routes based on efficiency and road access. We will be implementing the new routes July 1, 2016.
5. Evaluate and modify, as needed, the IHLS delivery standards to improve delivery services to member libraries.
 - ✓ Again, LASA's mapping project has shown us how we can serve all of our members better with more delivery.

May 2016	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	204,069	31,938	30,539
Du Quoin	93,528	23,658	22,876
Edwardsville	173,418	33,215	30,234

Objective B: Leverage existing delivery resources.

Activities

1. Evaluate the current delivery efficiency.
 - ✓ This is an ongoing process. July 1, 2016 will be the beginning of many improvements. All 4 day a week libraries will be moved to 5 day a week. We will then begin the process of moving to a "functional 5 day a week service" to all other members. That means if we have items for a library, we will deliver those items, if the member library has something for us, we will pick those items up. We will not stop if there is nothing either place. We are partnering with SHARE to create SMART delivery where we will use the software to alert us if a library has something ready. Our non-SHARE libraries will be able to email and/or call us and let us know when they have items.

2. Optimize sorting processes.
 - ✓ Additional sorters are being hired to process the longer route items. They will be dedicated to sorting. We are re-organizing our current delivery areas to provide easier access to the shelves.
3. Evaluate direct and overhead costs for sorting and delivery.
 - ✓ Our wonderful accounting department has provided new current numbers for our operations. It has given us a road map to follow when considering changes.

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. 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
April 2016	1	3	264	6
May 2016	2	2	246	4

2. 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.
 - ✓ 05/12- IMSA staff meeting
 - ✓ 05/25- IMSA Manager NLS conference call
 - ✓ IMSA has been working closely with the ISL to transfer operations to the ISL

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.
 - ✓ May 2nd---Site visits made by Ellen Popit to the A.Herr Smith Public Library (Loda) and the Gilman Public Library to consult with new directors
 - ✓ May 4th---Site visit made by Ellen Popit and Chris Dawdy to the Chester Public Library to participate in the Perry/Randolph County Networking Group.
 - ✓ May 12th---Site visit made by Ellen Popit to the New Baden Public library to consult with the director.
 - ✓ May 17th---Site visit made by Ellen Popit to Tilden to address the membership status of the public library, which is moving buildings within the community.
 - ✓ May 19th---Site visits were made by Ellen Popit to the Crab Orchard Public Library District and the Herrin City Library to consult with new directors
 - ✓ May 24th---Site visit to Centralia High School by Ellen Popit in recognition of the retirement of Karen Bounds, the first board chairperson of IHSL
 - ✓ May 26th---Site visits by Ellen Popit and Chris Dawdy to the Illinois Environmental Protection Agency, the Springfield Art Association and the Illinois Department of Transportation. These three special libraries are all members of SHARE.

2. 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 Grants page on the IHLS website.
 - ✓ A new discount was added to the Vendor Discount page of on the IHLS website.

3. 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, information was shared on the new All Directors listserv and what's new in delivery, including Community Delivery Partnership and functional delivery.

In FY16

- In concert with membership, system staff will strive to make communication with stakeholders as efficient and timely as possible.
 - ✓ Working on a schedule for the new Members Matter meetings to start in July.
 - ✓ 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.
 - ✓ A new listserv was created for All Directors.

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 116 Accounts Payable Checks totaling \$221,866.47.
 - ✓ Prepared and processed two payrolls.
 - ✓ Prepared April 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 188 accounts receivable invoices.
 - ✓ Received and posted 179 accounts receivable cash receipts checks.
 - ✓ Received and entered 183 accounts payable invoices.
2. Develop and implement a detailed telecommuting policy.
 - ✓ Reviewed Current telecommuting staff needs.

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 new hire orientation for sorter position in Edwardsville
 - ✓ Conducted exit interview for driver position in DuQuoin
 - ✓ Recruiting for 2 driver positions in Edwardsville

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 department worked with ABS to set up new servers for the Traverse upgrade.