

OCTOBER ACTIVITIES FOR THE DECEMBER 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. Promote the resource sharing capabilities of the LLSAP to all member libraries.
 - Met with several member libraries about the possibility and advantages of joining SHARE, as opposed to being a standalone library
2. 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 eight classes for member library staff during October.
3. Provide educational opportunities for libraries to understand their roles and responsibilities in Delivery and Resource Sharing in light of the recommendation from the respective statewide committees. It is anticipated that online and in-person formats will be incorporated to provide expanded opportunities for orientation and trainings in the areas of delivery, interlibrary loan, reciprocal borrowing, reciprocal access and copyright that will meet the needs of our multi-type membership.
 - SHARE staff conducted one regional Circulation Forum meeting to discuss issues related to resource sharing and circulation.
4. 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 15 that will allow us to review and/or provide training in this area.
 - Site visits were conducted within the Hoopston and Rantoul City Schools to determine membership eligibility (Ellen Popit/October 13)

- A site visit was conducted at the East St. Louis Public Library and discussion was held with the new Youth Services staff member (Ellen Popit and Chris Dawdy/October 14th)
- A site visit was conducted at the Smithton Grade School to discuss possible membership (Ellen Popit and Chris Dawdy/October 14th)

SHARE Statistics	FY15 and FY16						
	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
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	1,834,549	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

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

Activities

1. Evaluate the impact of uniform cost sharing on all LLSAP members and consider a modified formula for FY2016.
 - The SHARE Director evaluated alternative methods of determining SHARE membership fees, based on use of the system, that would be uniform across library types.
2. 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.
 - Provided proposed changes to the SHARE Governing document at the Semi-annual meeting on October 9. Voting on approval of those changes took place one week later.
3. Continue participation in the Statewide E-Books Grant opportunity.
 - At the end of October, 167 SHARE library agencies are participating in the 3M Cloud Library shared collection. Two more libraries committed to starting participation on November 1.
 - Within the 3M Cloud Library shared collection 11,215 eBooks and 1,258 eAudiobooks were circulated for a total of 12,473 items.
 - The eRead Illinois Petting Zoo and a basic device training were presented at the Centralia Regional Library District's staff development day on October 29, 2015.
4. Apply for appropriate grants to provide enhancements to the SHARE catalog.
 - Received notification of the award of a \$950 Wal-Mart community grant, to be used for the purchase of eResources.
5. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
 - SHARE staff continue to employ a variety of venues for instruction, including meeting by electronic means and meeting in labs, in person.
6. 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.
 - Received signed memorandum of understanding forms from the Hoopston schools (five) as they move forward in joining both IHLS and SHARE.
 - Met to several standalone libraries about the benefits of joining SHARE
 - At the end of October, we have 5 libraries ready for profiling, 19 libraries ready to barcode their collections, 17 libraries barcoding their collections, and 26 libraries live on Polaris.

7. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
 - SHARE staff respond to Helpdesk tickets daily.

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 252 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 1058 items for SHARE member libraries.
 - Imported 127 \$3 Bib bibliographic records.
 - Cataloged 1322 retrocon items for new libraries joining SHARE.
 - Cataloged 98 items through the CMC.
 - Created 222 on-order bibs.
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.
 - Worked with new acquisitions libraries.
 - 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 738 bibliographic records in the SHARE database.

- Edited 838 bibliographic records, and corrected 808 item records.

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.
 - 3 local series headings authority records were created by staff.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - Staff corrected and enhanced 252 items that had non-OCLC bibs in the SHARE database. 47 were retrieved from the member libraries and OCLC bibs fully enhanced.
 - Cataloged 98 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. Transcription of the other documents that were digitalized also started.
 - Transcription of the papers from the Chicago Botanical Gardens continues.

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 Nov. 8 to discuss progress on recommendations.
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
 - November 16 - 20, 2015 Count Week.

3. Continue to work collaboratively with RAILS to minimize size and type of tubs and other delivery containers, and number of different routing slips used.
 - Met with SHARE staff to finalize accepted label to be used for their cataloging items. Revamped the IHLS transit label to provide more room for the library name.
4. Evaluate the average turn-around time that an item is in the IHLS delivery system and adjust as necessary, with the goal of reducing the time it takes for library patrons to receive requested library materials.
 - Tracked for two weeks, tubs going between the hubs. Average turnaround time is 1 to 2 days.
5. 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.
 - Delivery Survey results were posted on our website.
6. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
 - Have been receiving notices from the SHARE Notification system as to number of items scanned by a library and ready for pick up. This is the first step in beginning SMART Delivery.

October 2015	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
CHAMPAIGN	232794	33790	32161
DU QUOIN	101116	24470	22471
EDWARDSVILLE	180116	35780	31846

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 in a timely manner.

	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
Janury 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
September 2015	15	24	284	7
October 2015	34	4	317	11

- Additional information regarding IMSA:

- The Illinois Machine Sublending Agency (IMSA) is responsible for circulating all talking book machines and accessories for the Talking Book and Braille Service (TBBS) for the entire state of Illinois. At this point in time IMSA circulates three types of machines: Cassette Player Machines (C1), Digital Standard Machines (DS1), and the newest type of talking book player, the Digital Advanced Machine (DA1). Old machines, machines in need of repair, machines from patrons who are deceased or have cancelled service are sent to IMSA where they are cleaned, documented, and/or sent for repair.
 - New machines are typically sent out to patrons in need of a new machine (either new to the program, or patrons exchanging an outdated or broken machine for a new one) within 24 hours of receipt of service. IMSA also provides accessories for the TBBS for the entire state of Illinois which include: pillow speakers (for patrons who are confined to a bed for a majority of their time), headphones (for patrons who live in a shared facility), as well as blank cartridges (to download their audio books to) and their compatible cords.
 - Staff at IMSA work hard to ensure that Illinois patrons receive their equipment as quickly as possible, and hold a high standard for equipment cleanliness and functionality. Machine clerks are always analyzing the special batteries that the machines use in order to ensure that the machines have as long a life as possible for patrons. IMSA staff also works hard to resolve any machine issues that arise for patrons, including (but not limited to) sending out boxes, packaging, and address labels so that returning machines and accessories is as easy as possible.
 - IMSA also provides technical assistance to patrons south of Chicago who are users of the Braille and Audio Reading Download Service (BARD). This includes, but is not limited to, assistance with downloading books and moving them to a flash drive or cartridge, using the Apple, Android, or Kindle apps, troubleshooting issues that may arise with assistive technology in conjunction with the app or download service, and much more.
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.
- 10/06/2015- IMSA Manager participated in a conference call for the Southern Conference for Parents of Children with Visual Impairments.
 - 10/07/2015- IMSA Manager participated in a conference call with Talking Book staff from the State Library, Chicago, Burr Ridge, and East Peoria to prepare for a panel discussion and presentation to be given at the ILA Conference regarding the Talking Book program.
 - 10/21/2015- 10/24/2015- IMSA Manager traveled to and participated in the ILA (Illinois Library Association) conference via attendance, working the Talking Books Booth, and participating in a conference panel and presentation.

- 10/28/2015- IMSA Manager participated in a monthly conference call with NLS.
 - 10/29/2015- IMSA Manager presented outreach at Reflections in Carterville, IL.
3. 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.
 - 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. Develop and organize internal tools that can be made available for staff meeting with membership. These would include information for new directors, system brochures, Talking Books information, etc.
 - Several brochures were updated for use at IHLS Member Day and the A Library State of Mind Conference.
2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
 - In conjunction with Long Range Planning, the new IHLS Vision, Mission, Values and Goals were posted on the website.
 - The IT staff continue to make changes to the website to keep the information timely and relevant.
3. Utilize web conferencing tools to support member communications such as Connect with Leslie which uses the Adobe Connect platform.
 - 4 SHARE Chats were held using Adobe Connect.
 - All four IHLS sites participated in video conferences through the month. Approximately 200 hours were spent connected collectively by all the IHLS sites.
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4. Investigate feasibility of a membership web portal to consolidate information that is relevant to each member. The purpose of this portal would be to make agency specific information available for each member library.
 - This activity is part of the Dream Grant as well and is being worked on by IT.
5. Plan for an upgrade/replacement of the video conferencing equipment in Edwardsville.
 - Complete -Troy
 - Only Champaign remains.

In FY15

- In concert with membership, system staff will strive to make communication with stakeholders as efficient and timely as possible.
 - Information on the Budget Crisis was sent to the membership, included in the IHLS newsletter, and posted on the website.
 - 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 out on a regular basis to over 2,100 subscribers.
- Attention will be given to the data collected from membership, what is still needed to better serve them and how best to organize and store that information effectively and efficiently.

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 September 2015 Bill Payment, Credit Card Transaction Report, Statement of Revenues and Expenditures, and Balance Reports for IHLS Finance Committee and Board of Directors.
 - Entered FY2015 adjusting journal entries in accounting system and completed audit.
 - Prepared FY2015 MD&A and analyzed Draft Audited Statements.
 - Prepared and submitted two quarterly grant reports to ISL - Dream Grant and CMC.
 - Compiled and filed quarterly payroll tax reports.
 - Generated and mailed 1,459 accounts receivable invoices.
 - Received and posted 388 accounts receivable cash receipts checks.
 - Prepared and processed two payrolls.
 - Disbursed 175 Accounts Payable Checks totaling \$394,604.06.
 - Received and entered 223 accounts payable invoices.
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 are working on their new sites and several have gone live.

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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.
 - Recruit and hire Page/Sorter for Du Quoin.
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 FY2015 performance evaluations for all employees.
 - Supervisors are scheduling quarterly one on one meetings with employees.
3. Develop and implement performance-based salary adjustments.
 - No money in budget for this.
4. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
 - New employee had orientation via internet with HR facilitating.
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.
 - Eleven staff participate in unlimited business workshops and webinars.
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.
 - All employees have a goal to complete at least 3 on-line courses via Lynda.com
7. Provide all-staff training retreat focused on staff collaboration and customer service.
 - Have scheduled meetings to discuss All Staff Day but with the current budget situation, All Staff Day on hold.
8. 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 with Du Quoin and Edwardsville staff.
9. Develop and implement a wellness program.
 - Continually encourage staff to eat right and exercise.

- Three staff have been reimbursed for exercise program. Program currently on hold due to budget restraints.

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. Partner with statewide stakeholders in planning the combined “Library State of Mind” Conference for the fall of 2015.
 - IHLS co-sponsored the pre-conference with RAILS and ILA.
 - Ellen Popit finished her commitment to the conference planning committee.

In FY 15

- As methods for providing continuing education and consulting services are explored, it is expected that partnership with ISL and RAILS will be expanded. As a beginning step, a “Member Day” will be planned for the fall of 2014, exploring library issues through breakout sessions. This will be held on a cost-recovery basis.
- Ellen Popit completed a 9 month commitment to ILEAD USA