

## August Activities for September 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.
  - ✓ **IT Director worked with several 3rd party vendors to allow our Polaris database to be searchable through their applications. Allows for more resource sharing and more resource accessibility.**
2. Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC WorldShare
  - ✓ **New manuals on Administering WorldShare ILL and WorldCat Discovery were written.**
3. 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 provided 36 training opportunities in August, using mobile labs onsite, IHLS computer labs, Adobe Connect, and in-person meetings.**
4. Explore the cost and capability of interoperability with libraries independent of the LLSAPs.
  - ✓ **Several IHLS staff met with members of the MOBIUS staff regarding INN Reach.**
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 15 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.
    - ✓ **Ellen Popit and Chris Dawdy visited Patoka Public Library, Ramsey Public Library, and Nokomis Public Library, to review their options for resource sharing, the benefits of belonging to SHARE, and the potential benefits for their library from the Dream Grant.**
  - System Communication Tools---There will be enthusiastic support for the ILL Code Revision and ILL compliance will be a regular topic.
    - ✓ **The “chat” series has been expanded to include a monthly chat for public library directors on administrative and management topics.**

- ✓ **ILL Rollout: We have been successful in taking a single event “on the road” throughout the system and the code revision would be well suited to that type of presentation. Typically, we have chosen at least seven venues throughout the system and training would be documented through L2 and the registration lists. We would also contact the special interest groups that meet throughout the system ask that ILL training (with system staff) be placed in their agendas. That documentation would also come through L2.**

SHARE Statistics							
	Circulation	ILL	Reciprocal Borrowing	Pac Searches	Holdings	Bibs	Patrons
April 2013	770,817	61,818	48,513	661,126	8,953,361	1,910,883	790,049
May 2013	743,549	114,430	61,942	1,100,785	8,942,050	1,920,634	784,283
June 2013	814,417	184,940	65,891	661,566	8,981,075	1,905,087	788,023
July 2013	850,892	138,641	68,960	644,208	8,991,402	1,928,106	784,028
August 2013	790,258	139,555	61,543	652,256	8,995,814	1,929,231	798,119
September 2013	885,916	141,666	60,944	696,999	9,021,461	1,935,716	800,708
October 2013	943,153	154,268	66,625	707,758	9,046,157	1,935,157	802,871
November 2013	831,585	135,707	58,710	623,768	9,066,327	1,934,896	804,875
December 2013	719,734	120,643	51,533	557,802	9,062,746	1,931,142	807,509
January 2014	827,562	143,710	60,069	692,213	9,058,711	1,884,609	808,450
February 2014	802,661	140,364	55,648	650,213	9,058,711	1,884,609	805,634
March 2014	886,973	153,957	61,457	727,703	9,065,928	1,884,067	803,207
April 2014	847,678	150,545	57,731	637,041	9,035,531	1,886,715	802,743
May 2014	736,091	129,779	58,784	651,784	9,027,758	1,886,611	802,743
June 2014	822,888	125,101	65,477	788,302	9,003,233	1,883,498	797,887
July 2014	817,895	137,139	65,731	641,523	8,999,978	1,867,287	801,116
August 2014	751,143	134,225	58,665	643,478	8,990,468	1,866,118	810,233

**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.

- ✓ At the end of August, 139 SHARE libraries are participating in the 3M Cloud Library shared collection. (Academic: 3, Public: 120, School: 13, Special: 3)
  - ✓ More items were circulated from the 3M Cloud Library shared collection in August than in any other month since the launch in October. The total number of checkouts was 8,654.
  - ✓ Two virtual demos of the 3M Cloud and four Technology Petting Zoo sessions were provided this month with 23 library staff members attending.
  - ✓ Discussions with 3M and Polaris continued regarding the implementation of filtering for school libraries participating in the 3M Cloud Library shared collection.
  - ✓ eRead Illinois Project Team members recommended that the loan rules for eRead Illinois eBooks change to reflect our larger collections. The eRead Illinois Advisory Committee approved these changes on August 14, 2014. Users may now checkout 5 eBooks at one time and the loan period has been extended to 21 days. Users may also place 5 eBooks on hold at one time.
2. 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 36 training opportunities in August, using mobile labs onsite, IHLS computer labs, Adobe Connect, and in-person meetings.**
  3. 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.
    - ✓ **August 7, 2014---Chris Dawdy and Ellen Popit visited the Patoka Library and attended a Board meeting of the Ramsey Public Library to discuss the grant opportunity.**
    - ✓ **August 11, 2014---Chris Dawdy and Ellen Popit attended the Nokomis Public Library Board Meeting to discuss the grant opportunity.**
  4. 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.
    - ✓ **Provided information to member libraries about an offer from Wowbrary, an automated electronic newsletter program to send information to patrons about new items in the library.**

**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.
  - ✓ **Received the list of IHLS members and updated hub information**
  - ✓ **Gathered responses for volume = frequency chart**

2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
  - ✓ **Prepared libraries for the upcoming Count Week Sept. 8 – 12 to get the physical count of all items.**
3. Develop methods to deliver training to member libraries on labeling, packaging, and other preparation of library materials with the goal of improving delivery time.
  - ✓ **The third revision of our Welcome To Delivery packet is now being finished.**
4. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
  - ✓ **Combined the Champaign hub with the Decatur hub and have adjusted routes along with the sorting area**

August 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	119009	29296	30679
Du Quoin	77615	13293	18745
Edwardsville	199322	32096	26798

**Objective B:** Leverage existing delivery resources.

**Activities**

1. Optimize sorting processes.
  - ✓ **Instituted in Champaign the pre-sort method to reduce the number of steps that are taken to sort the incoming items**
2. Follow the delivery replacement schedule in which fleet vehicles are replaced when mileage exceeds 200,000 miles.
  - ✓ **5 delivery vans have been ordered**

**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 the National Library Service.**
  - ✓ **July 2 initiated reconciliation reports for all machines to be cross-checked with NLS BPHICS, and KLAS.**
2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.
  - ✓ **Sent 9 C1s.**

- ✓ Sent 94 DA1s.
  - ✓ Sent 173 DA1s.
  - ✓ Staff responded to 8 BARD inquiries during the month of August.
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.
    - ✓ Outreach at DuQuoin State Fair.
    - ✓ Outreach at Okawville Senior Fair.
    - ✓ Midlands Conference committee conference call.
    - ✓ Machine Clerk started on the 25th, now we are fully staffed, but 2 staff are out for vacation and surgery.
    - ✓ Sarah Varner started as the new Patron Services Coordinator on August 4.
  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.
    - ✓ 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. 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.
  - ✓ August 29, 2014\_---Ellen Popit visited new directors at the Elwood Township and Casey Public Libraries.
2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
  - ✓ Updated core and module software on IHLS and SHARE websites
  - ✓ Updated staff and board pages with changes

## Priority: Administrative Activities

### Goal 1: Ensure effective utilization of IHLS resources

#### Objective A: Ensure fiscal accountability

##### Activities:

1. Maximize use of new accounting software to achieve improved financial record keeping.  
✓ **Working on the implementation of the new accounting software and audit preparation.**

#### 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.  
✓ **Participated in Veteran Job Fair sponsored by Congressman Davis**  
✓ **Background check and drug screen (3) new employees**  
✓ **Conduct HR assistant interviews, hire part-time HR Assistant 8/18/14**  
✓ **Posted (12) current openings on IHLS website, the DuQuoin Newspaper, IDES and Madison County, Craigslist and Monster**
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.  
✓ **One on One quarterly meetings have begun**
3. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.  
✓ **Hiring managers receive, interview tools to aid in selection process**
4. 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.  
✓ **Sent email to management re: hiring and terminations procedures**
5. 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.  
✓ **Requested IT register IHLS for possible training opportunities with Lynda.com**  
✓ **Registered HR Assistant to take HR Workshop in November**
6. Provide all-staff training retreat focused on staff collaboration and customer service.  
✓ **Sent email to all staff re: Openness and transparency**
7. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.  
✓ **Work in Champaign and DuQuoin with High Five meetings.**
8. Develop and implement a wellness program.  
✓ **Six employees have been reimbursed (a one-time) \$50 for participation in an exercise program.**  
✓ **Currently designing a weight loss competition to begin Oct/Nov**