

November Activities for November Board Meeting

**IHLS Monthly Staff Report
Tying Our Activities to the ISL Priorities**

✓ *Indicates this month's staff activities.*

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.
 - ✓ *Circulation and Resource Sharing Committee met, continuing discussion on fees, billing, loan periods, patron types.*
 - ✓ *Continued the process of merging both in-state and out-of-state ILL patron records.*
2. Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC and other appropriate discovery services. These FirstSearch classes are available to all system members and include reciprocal borrowing and access topics: FirstSearch Searching: Searching the Databases Like an Expert; FirstSearch Administration: The Basics. System members with full OCLC membership are encouraged to take the FirstSearch Interlibrary Loan class which includes a focus on copyright compliance.
 - ✓ *Contacted by phone or email all SHARE libraries using OCLC ILL to confirm their awareness of the migration to WorldShare ILL, pointing them to resources on the IHLS website that will help them, and encouraging them to make the switch to WorldShare ILL before the end of 2013.*
3. Respond to the work being done by the statewide Delivery and Interlibrary Loan Revision committees by providing members with updated information and timely training in the areas of delivery, interlibrary loan, reciprocal borrowing, reciprocal access and copyright. It is anticipated that online and in-person formats will be incorporated to provide expanded educational opportunities for our multi-type membership.
 - ✓ *Attended meetings of the ILL Code Revision committee and assigned working groups.*

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

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

Activities:

1. Evaluate current LLSAP policies and develop 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 SHARE Executive Committee met in October, making plans for an all-member meeting in January, with electronic voting on the proposed governance document, Bib Services policies, and Circulation and Resource Sharing Policies to take place within two weeks of the meeting.*
2. Participate in the Statewide E-Books Grant opportunity by implementing a SHARE 3M Cloud available to all SHARE members. Non-SHARE members will have the opportunity to participate in the Baker & Taylor Axis 360 consortium supported by RAILS.
 - ✓ *The 3M Cloud was available for a demonstration on the SHARE PAC at ILA. The plan was to make the records available in the PAC for the duration of the conference, and then to suppress the records until the launch date set for November 18. However, patrons started checking the ebooks out!*
 - ✓ *Over 2,000 e-books were purchased for the opening day collection and the collection continues to grow.*
 - ✓ *Several 3M Cloud Library training sessions for library staff members were scheduled for November.*
3. Hire an E-Book Trainer/Coordinator utilizing grant funds and provide additional administrative assistance to support the Statewide E-Books Grant opportunity
 - ✓ *Lesley Zavediuk started working as the eRead Illinois trainer/coordinator on October 1.*
4. 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 provide training in the computer labs, in the field at member libraries, using v-tel, Adobe Connect, recorded video presentations.*
5. Promote, as resources allow, new membership in the SHARE LLSAP. Promote the benefits of membership in the SHARE LLSAP through the following lev3els: Full, Transitional, Affiliate and CARLI Affiliate. Transitional and Affiliate members request materials through the SHARE PAC (public access catalog) by using an institutional membership library account, and receive delivery of materials through the IHLS courier service. Collections of Transitional and Affiliate members are not available in the SHARE PAC and IHLS will continually consider opportunities to more fully involve these members in resource sharing.
 - ✓ *During October, SHARE staff worked with the staff at Shipman Elementary School, Palestine Public Library, Frank Bertetti Benld Public Library. These libraries are working on entering item and patron records, as they move toward going live on Polaris. Visits and discussions were also had with Johnston City Public and Clinton School District.*
 - ✓ *Groff Memorial Library in Grayville went live on Polaris.*
6. Continue to offer SHARE member libraries a special IHLS/SHARE group purchase price 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 1% handling fee is assessed for cost recovery.

- ✓ *The SHARE Staff Services Manager began discussions with several vendors about FY 15 offers. Included in the discussion was an appeal to each vendor to offer equitable pricing, and equitable products for all of our library types.*
- 7. Continue to provide a SHARE web site that includes links to training modules and support materials in a variety of formats.
 - ✓ *SHARE Staff continue to make improvements and changes to the SHARE website, in an effort to better meet the communications needs of member libraries and staff.*
- 8. Provide software and technical support for members of the LLSAP.
 - ✓ *IHLS IT staff continue to support users and update the SHARE website with common problems and fixes.*
 - ✓ *Polaris experienced 0 hours of downtime last month, but the Illinois Century Network did have some backbone issues that prevented some users from being able to access our servers. Polaris was never directly affected, though.*

Objective C: Ensure the integrity of records.

Activities:

Objective D: Operate Cataloging Maintenance Centers on behalf of libraries in Illinois.

Activities:

Goal II: Provide a sustainable delivery system that provides the best service possible for Illinois libraries and its users.

Objective A: Ensure that IHLS delivery of library materials is accurate and timely, and meets member needs.

Activities:

1. Sort materials daily to ensure all materials are distributed during the next scheduled delivery.
 - ✓ *All library materials were sorted daily and ready for delivery the same day (DOGS) or the next day.*
2. Working in concert with ISL, RAILS and CARLI, collect relevant delivery statistics and use them to promote the service.
 - ✓ *Statistics on miles traveled and items delivered and picked up were collected and reported.*
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.
 - ✓ *Evaluated a Systemwide survey on delivery services provided on holidays and made recommendatiohn to the Board. As a result, delivery will be provided on two more holidays – Presidents’ Day and Veterans’ Day.*

October 2013	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	142,483	39,101	40,455
Decatur	111,728		
DuQuoin	87,671	19,705	20,679
Edwardsville	208,611	37,311	37,306

Objective B: Leverage existing delivery resources.

Activities:

1. Implement a replacement schedule for delivery vehicles for FY2015, with fleet replaced when mileage exceeds 200,000 miles.
 - ✓ *Service miles were re-evaluated. Two additional routes were added after the Decatur hub was moved to Champaign and the Carterville hub was moved to DuQuoin. For FY 2013-2014, two additional courier vans will be purchased in addition to the four originally planned. This was included in the revised budget.*

Objective C: Participate in the ISL Delivery Standardization and Delivery Pilot Program.

Activities:

1. Participate in monthly meetings with operations staff from RAILS, CARLI, CPL and ISL.
 - ✓ *Participated in the Statewide Delivery Advisory Committee and two subcommittees.*

Priority: Talking Book Program

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 Carterville

Activities:

1. Contract with the Illinois State Library to manage statewide services.
 - ✓ *Required monthly reports were submitted to the National Library Service.*
 - ✓ *Required quarterly report was submitted to the Illinois State Library.*
2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.
 - ✓ *98 C1*
 - ✓ *99 DA1*
 - ✓ *258 DS1*
 - ✓ *Staff responded to 11 BARD inquiries during the month of October.*
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.
 - ✓ *10/8/13 Participated in an outreach event at Centralia Estates in Centralia, IL.*
 - ✓ *10/18/13 Sharon Ruda and Shari Russwinkel from the Illinois State Library Talking Book and Braille Service, made a site visit to 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 two 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: Communications among member libraries and partners.

Objective: Provide various mechanisms to ensure good communications among member libraries and partners

Activities:

1. Hold regional face-to-face meetings to discuss system benefits as well as those benefits available to SHARE members.
 - ✓ *IHLS SHARE members had booths both at ILA and ISLMA conferences to facilitate conversations with attendees.*
2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
 - ✓ *Updated and maintained website software & modules.*
 - ✓ *Created draft proposal for managing barcoding for new SHARE libraries.*
 - ✓ *Made changes to SHARE website for better usability.*

Priority: Administrative Activities

Goal I: 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.
 - ✓ *IMRF Audit.*
 - ✓ *Completed State Grant Quarterly Reports.*
 - ✓ *Meetings with State Library about OCLC billing process.*
 - ✓ *Installation and training on new bank deposit machine.*
2. Support management decisions through the development of budgets and the analysis of financial information.
 - ✓ *Started SHARE Fees review for FY15.*
3. Dispose of all surplus equipment in a manner consistent with Illinois State guidelines.
 - ✓ *Equipment at Decatur and Carterville have been declared surplus. Decatur equipment has been disposed of. Carterville and DuQuoin equipment and furniture is still being disposed of.*
4. Consolidate all IHLS administrative records to a single location for efficiency. Establish an administrative file structure that follows a record retention schedule set by the Illinois State Archives and provides remote access for staff at other locations.
 - ✓ *Consolidation of human resource files is 80% complete.*
5. Other initiatives:
 - ✓ *Solicited proposals and entered into a contract for cleaning services at the DuQuoin office.*
 - ✓ *Reviewed items on construction punch list and established completion activities for the landlords of the DuQuoin property.*
 - ✓ *Obtained proposals to enhance the security to the entrances of all IHLS buildings.*

- ✓ *Explored options and obtained proposals for IHLS signage in Champaign and Edwardsville.*

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.
 - ✓ *Placed advertisement for courier drivers in Champaign and Edwardsville.*
 - ✓ *Hired three new employees.*
2. Develop and implement a process to evaluate staff.
 - ✓ *Began the development of an Employee Performance Management Process including the required documents.*
3. Seek and encourage participation in continuing education opportunities for staff as appropriate.
 - ✓ *Six managers and directors attended a seminar titled, "Managing Your Workforce," a half-day seminar on human resource laws and responsibilities. The seminar was sponsored by Lowenbaum Partnership, LLC at no cost.*

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 project

Activities:

Objective B: Provide a web-based training and information tool for all library staff, volunteers and students throughout Illinois

Activities: