



January Activities for February 2014 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. Promote the resource sharing capabilities of the LLSAP to all member libraries.
 - ✓ *Met with the director and two board members of the Doyle Public Library, Raymond, to discuss their library joining SHARE.*
 - ✓ *Talked to the director of the White Hall Township Library to set a meeting with the board to discuss their library joining SHARE.*
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.
 - ✓ *Continue to work with members in setting up accounts in WorldShare, updating Constant Data, web links, and general how to questions.*
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 ILL Revision committee meeting and continued work with assigned working groups*
4. Ensure that library staff understand the responsibilities for handling interlibrary loan materials.
 - ✓ *Continued the clean up of out-of-state ILL records 49 records cleaned/created and 16 deleted.*

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	692,094	9,061,364	1,937,559	808,450

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

Activities:

1. 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 E-book Trainer/Coordinator and other IHLS staff members on the eRead Illinois Project Team attended the eRead Illinois Advisory Committee Meeting on January 21, 2014 via conference call.*
 - ✓ *SHARE member libraries participating in the 3M Cloud Library began using their 3M Shopping Carts to purchase e-book titles for the shared collection on January 3, 2014. During the month of January, member libraries purchased 314 e-books.*
 - ✓ *Five virtual training sessions for member libraries covering a basic 3M Cloud Library demonstration and Using the 3M Shopping Cart were conducted via Adobe Connect in January. Thirty-two library staff members attended these trainings.*
 - ✓ *One live training session on Using a 3M Shopping Cart was conducted at Fairview Heights Public Library on January 22, 2014. Two of four registrants attended this session.*
2. Hire an E-Book Trainer/Coordinator utilizing grant funds and provide additional administrative assistance to support the Statewide E-Books Grant opportunity.
 - ✓ *Completed October. 2013.*
3. 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.
 - ✓ *Met with staff and board representatives at the Doyle Public Library in Raymond about becoming transitional members of SHARE.*
 - ✓ *Added two new SHARE Affiliate members (Presence Covenant Medical Center and Presence United Samaritans Medical Center).*
4. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
 - ✓ *SHARE staff continue to respond to help tickets on a daily basis, though the number of tickets being sent has declined in the last couple of months.*
5. 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.
 - ✓ *Have begun working with vendors for FY15 offers.*

Objective C: Ensure the integrity of records.

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

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. Continue to work collaboratively with RAILS to minimize size and type of tubs and other delivery containers and number of different routing slips used.
 - ✓ *Begin to collect estimated number of bins for each delivery hub.*
 - ✓ *Have received the information on vendor to use for purchase of bins.*

October 2013	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	12,725	3,036	36,566
Decatur	98,486		
DuQuoin	80,793	19,662	17,991
Edwardsville	191,072	38,711	33,909

Objective B: Leverage existing delivery resources.

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

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.*
 - ✓ *Second quarterly report submitted to the Illinois State Library for LSTA grant funding.*
2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.
 - ✓ *59 C1*
 - ✓ *96 DA1*
 - ✓ *164 DS1*
 - ✓ *Staff responded to 14 BARD inquiries during the month of January.*
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.

- ✓ *1/14/14 Participated in a monthly conference call for the planning of the Conference for Illinois Parents of Children with Vision Loss.*
 - ✓ *1/16/14 Met with IHLS CFO to review new financial software and to review six month budget.*
 - ✓ *1/29/14 Participated in the monthly conference call with staff from the National Library Service.*
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.*
 - ✓ *Sent approximately 240 machine retrieval letters to patrons who have been cancelled but still have machines checked out.*

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. Visits to 15% of our more than 550 agencies would give IHLS staff the opportunity to arrange approximately 70 on-site visits. After a hiatus of almost three years from this valuable activity, a particular area of focus would be those library agencies that 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 that information from IHLS.
 - ✓ *January 14, 2014---E. Popit site visit to Mounds Public Library (Pulaski County) to discuss system membership and the challenges faced by that library.*
 - ✓ *January 16, 2015---C. Dawdy and E. Popit site visit to Doyle Public Library (Montgomery County) to discuss system services and SHARE*
 - ✓ *January 17, 2014---E. Popit site visit to Rosiclare Public Library (Hardin County) to meet with new director and discuss system services*
2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
 - ✓ *Updated and maintained website platform and modules.*
 - ✓ *Implemented dates closed webform for library closing dates.*
 - ✓ *Renewed SSL certificate for EZProxy server.*
 - ✓ *Moved member library domain registrations to Dreamhost.*

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.
 - ✓ *Prepared 6-month financial report for Illinois State Library.*
 - ✓ *Prepared and mailed tax forms for CY 2014 (W-2s, 1099s). All employees completed 2014 W-4s.*
 - ✓ *Prepared quarterly reports for CMC, OCLC Billing, IMSA and TMQ grants.*
 - ✓ *Prepared quarterly unemployment report for LIMRiCC.*

2. Develop a consulting service plan for implementation in a future service year utilizing constructive feedback from member libraries in concert with a long range plan.
 - ✓ *Surveyed IHLS staff to gather information on expertise and knowledge in areas of library operations.*
 - ✓ *Conducted 4 focus group sessions to gather input.*
 - ✓ *Northern Library Directors at Milford Public Library*
 - ✓ *Metro Easy Librarians at Columbia Public Library*
 - ✓ *District 522 at McKendree University Library*
 - ✓ *Medium Pubs at the Oreana Library*
 - ✓ *Conducted 6 interviews with library directors and trustees for consulting needs assessment.*

Objective B. Employ qualified, professional, accountable staff.

Goal I: Ensure effective utilization of IHLS resources.

Objective A: Ensure fiscal accountability.

1. Other Initiatives:
 - ✓ *Met with insurance broker re: plans and bids for next fiscal year.*
 - ✓ *Update offer letter to ask for acceptable documentation.*
 - ✓ *Improved HR housekeeping by:*
 - ✓ *Making confidential file for each employee (for background checks, tax forms & direct deposit).*
 - ✓ *Set up E-verify (to ensure a legal workforce and decrease background check fee).*
 - ✓ *Created I-9 Binder, as required by law.*
 - ✓ *Created an employee list with date of hire, title, location and supervisor.*

✓

Objective B: Employ qualified, professional, accountable staff.

1. Other Initiatives:
 - ✓ *Created monthly birthday flyer.*
 - ✓ *Sent all employees information on EAP and wellness programs.*

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

1. Develop a consulting service plan for implementation in a future service year utilizing constructive feedback from member libraries in concert with a long range plan.
 - ✓ *Prepared and mailed 6-month invoices for membership and transactional invoices.*
 - ✓ *Prepared quarterly report for OCLC grant for ISL.*

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

2. Provide required grant applications and reports in a timely manner.
 - ✓ *Prepared and mailed 6-month invoices for membership and transactional invoices.*
 - ✓ *Prepared quarterly report for OCLC grant for ISL.*
3. Provide administrative support.
 - ✓ *Receipt of payments in Edwardsville office began January, as part of administrative consolidation.*