



## April Activities for May 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. Maintain non-resident borrower card purchase locations on IHLS Website.
  - ✓ ***Monitoring non-resident survey responses.***
  - ✓ ***Began updating the webpage.***
2. Promote the resource sharing capabilities of the LLSAP to all member libraries.
  - ✓ ***April 24th: Chris Dawdy and Ellen Popit presented the "Growing Resource Sharing in IHLS through Growing SHARE" grant to the director of the Alton High School Libraries.***
  - ✓ ***April 30th: Chris Dawdy and Ellen Popit presented the "Growing Resource Sharing in IHLS through Growing SHARE" grant to representatives of the New Athens, Belle Valley, Dupo and Central #104 School Districts.***
3. 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.
  - ✓ ***Conducted 3 trainings on WorldShare ILL 5 additional trainings are scheduled for May.***
  - ✓ ***Continued to write articles for IHLS Newsletter and update the ILL webpages.***
  - ✓ ***Answered numerous emails and phone calls on OCLC WorldShare ILL.***
4. 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.
  - ✓ ***Cataloging, barcoding, basic circulation, advanced circulation and reports classes were provided in IHLS computer labs, as well as in libraries, using the mobile labs.***
5. 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.
  - ✓ ***Final meeting of the Illinet Interlibrary Code Revision committee was held on April 29 at the State Library with Ellen and Bev in attendance.***
6. Explore the cost and capability of interoperability with libraries independent of the LLSAPs.
  - ✓ ***Continued process of ILL Out-of-State record clean up with 181 clean records and 186 deleted records.***

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

**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.
  - ✓ **Currently have 133 libraries participating in the 3M Cloud, with additional libraries joining each month.**
2. Promote, as resources allow, new membership in the SHARE LLSAP. Promote the benefits of membership in the SHARE LLSAP through the following levels: 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.
  - ✓ **As of May 15, 2014, we now have 40 SHARE Transitional members**
3. 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.
  - ✓ **SHARE staff have been in contact with reps from GALE, EBSCO, Library Ideas, Mango Languages in preparation for FY15 offers.**
4. Continue to provide a SHARE web site that includes links to training modules and support materials in a variety of formats.
  - ✓ **Information is added to the website daily.**



- 5. Provide software and technical support for members of the LLSAP.
  - ✓ *IT staff continue to monitor helpdesk tickets, and act proactively to resolve issues.*

**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.
  - ✓ *Working on restructuring the process in our Du Quoin office*
- 2. Develop methods to deliver training to member libraries on labeling, packaging, and other preparation of library materials with the goal of improving delivery time.
  - ✓ *Have draft of “Welcome to Delivery” documents that will be posted on the web*
- 3. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
  - ✓ *Our Champaign location is in the beginning process of route evaluation.*

April 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	122974	36884	34601
Decatur	114700		
DuQuoin	81237	20802	20605
Edwardsville	206352	37363	34157

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

**Activities:**

- 1. Develop and implement improved hiring practices and training for courier drivers and sorters (to include best practices in customer service, driving safety, ergonomics, and the handling of library materials).
  - ✓ *Have begun to collect best practices of all locations to develop a training curriculum*

**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.
  - ✓ *April 7th: Kate Stiles began her new position as IMSA Manager.*
  - ✓ *Required monthly reports were submitted to the National Library Service.*

2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.
  - ✓ *During the month of April, 271 machines were circulated.*
  - ✓ *C1- 27*
  - ✓ *DA1- 77*
  - ✓ *DS1- 167*
  - ✓ *Staff responded to 16 BARD inquiries during the month of April.*
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.
  - ✓ *4/1/14 Participated in the monthly conference call for Illinois Parents of Children with Vision Loss.*
  - ✓ *4/11/14 Participated in online training session for eRead Illinois to learn how to better assist Talking Book patrons who sign up to sue the service.*
  - ✓ *4/16/14 Manager met with IHLS Human Resources Director to discuss current job openings and made changes to the job descriptions.*
  - ✓ *4/30/14 Participated in monthly National Library Service for the Blind and Physically Handicapped nationwide conference call.*
  - ✓ *4/30/14 Submitted third Quarterly LSTA Report.*
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: 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.
  - ✓ *April 4th: Ellen Popit conducted a site visit to the Royalton Public Library (new director).*
  - ✓ *April 8th: Ellen Popit conducted a site visit to the Pinckneyville Public Library (interim director).*
  - ✓ *April 11th: Ellen Popit conducted a site visit to the Maroa and Willow Branch Libraries (new directors).*
2. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
  - ✓ *Maintained and updated IHLS and SHARE websites.*



- ✓ *Updated internet browsers on lab computers.*
- ✓ *Assisted SHARE libraries in setting up new receipt printers.*
- ✓ *Renewed member library domain registrations.*
- ✓ *Provided board election results to Nominating Committee.*
- ✓ *Participated in planning for barcoding SWAT team and buddy projects.*

**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.
  - ✓ *Monthly Finance Committee & board packet was completed.*
2. Review the financial policies and procedures and adjust as necessary.
  - ✓ *Working with CJ Schlosser & Company, LLC, Accounting Firm to review policies and procedures.*
3. Support management decisions through the development of budgets and the analysis of financial information.
  - ✓ *Worked with managers to do analysis for budget preparation. Budgets were prepared and submitted in accordance with the Area & Per Capita application.*
  - ✓ *Completed other tables and reports as part of the Area & Per Capita application.*
4. Dispose of all surplus equipment in a manner consistent with Illinois State guidelines.
  - ✓ *Have created a document for a second round of surplus equipment*
5. Explore continued participation in the Plinkit Collaborative on the basis of revenue generation and member needs.
  - ✓ *Drafted letter to communicate with Plinkit libraries about changes in Plinkit, target date for sending, late May.*
6. Maintain IT support for IHLS staff, including support of videoconferencing, AdobeConnect, computer and server support.
  - ✓ *Many issues arise on a daily basis that are addressed.*
  - ✓ *The phone system for IHLS is in the process of being unified.*
7. Evaluate efficacy of appropriate staff telecommuting.
  - ✓ *IT staff is looking into using a "soft" phone for telecommuters so they don't have to forward to their cell phones.*
8. IHLS will 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.
  - ✓ *Progress is being made on moving servers*

**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.
  - ✓ *Received 52 resumes, conducted 12 phone screens, 4 interviews, new CFO 5/1/14.*
  - ✓ *Had high five meetings in Edwardsville, DuQuoin and Champaign to keep staff abreast as to what each other is working on.*



2. Develop and implement a process to evaluate staff.
  - ✓ *Executive Director is currently reviewing all evaluations prior to the supervisor meeting with employee.*