

March Activities for April 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. Assist member libraries in promoting their participation in reciprocal borrowing within IHLS and statewide.
 - worked with library staff at Greenfield Public Library, a SHARE Affiliate member, to allow them to check in and out items for their affiliate account in Polaris that have been borrowed from other SHARE members.
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 provided 25 training sessions in March, in IHLS computer labs, on-site at member libraries, on v-tel, and Adobe Connect
 - SHARE staff have been working on new training videos for using Polaris, and some of the new sessions have been posted for member viewing on the SHARE website
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.
 - Attended LibNet meeting in Mt. Vernon

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
September 2014	905,510	154,053	55,538	742,432	8,995,198	1,872,863	810,038
October 2014	919,651	163,798	55,769	879,563	9,009,041	1,828,813	811,636
November 2014	774,715	131,037	48,673	757,958	9,019,234	1,830,868	814,280
December 2014	730,911	130,580	48,792	613,143	9,009,264	1,841,676	805,018
January 2015	858,769	155,127	57,008	735,170	8,991,006	1,839,988	804,899
February 2015	790,917	145,355	52,047	687,870	9,001,314	1,843,721	804,008
March 2015	863,377	159,912	56,228	1,560,054	9,010,811	1,835,452	803,628

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

Activities

1. Evaluate the impact of the uniform cost sharing on all LLSAP members and consider a modified formula for FY2016.
 - the SHARE Finance Committee has met to review the proposed FY16 budget, and will be presenting proposed FY16 fees to the Executive Council and then the general membership in April
2. Continue participation in the Statewide E-Books Grant opportunity.
 - Five libraries joined the 3M Cloud Library shared collection in March with a participation start date of April 1. Our total number of library agencies is now 156. (188 libraries).
 - The total number of items circulated in March was 11,788. This is the most items circulated in one month since the collection launched on October 18, 2013.
 - The collection now includes over 700 unique eAudiobook titles and over 12,000 unique eBook titles.
 - Three in-person training sessions were held at member libraries in March with a total of 8 participants.
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.
 - we presently have 62 SHARE transitional members
4. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
 - SHARE staff respond to Helpdesk tickets daily
5. 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.
 - have continued to seek and provide information from vendors on products and pricing, as requested by member libraries.
 - working on shifting the burden of ordering and billing back to the third party database vendors.
6. Continue the development and enhancement of the SHARE website to meet the informational and training needs of the IHLS libraries. Provide software and technical support for members of the LLSAP.
 - information is added to the SHARE website daily.

- the web developer is working on various format changes, working toward a more efficient website

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.
 - Working with the CMC, 52000 bibs were loaded into the SHARE database and in process of being cleaned up that correct the OCLC control number that has been merged or didn't match when the OCLC Retro conversion process was done.
 - 606 bibs were merged in the SHARE database.
 - 11,908 volume issues were cleaned up 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.
 - 1172 items were cataloged by SHARE Cataloging Center for member libraries and 155 retrocon items were cataloged for new SHARE members.
3. Provide appropriate training for cataloging.
 - LCSH and Authority File classes were introduced this month.
 - Searching and Matching class was held
 - Cataloging Training Session was well attended this month.
4. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
 - Presented to the SHARE Finance committee a \$3.00 per bib option for member libraries.

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.
 - Created 10 Name authority files.

- Created 22 local series headings for the SHARE catalog.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - 79 items were cataloged for Illinois libraries.
 - Support for loading files was provided to SHARE.
 - Will be contacting RAILS LLSAPS to review what files are needed from OCLC.
 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.
 - Metadata cataloger has started research and outreach to the three organizations that the CMC will be working with on the Illinois History Digital grant.

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. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
 - Du Quoin hub is now zoned which means all their libraries are in geographic routes

March 2015	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	242,086	28,664	31,218
Du Quoin	90,744	21,897	23,848
Edwardsville	192,475	35,375	32,677

Objective B: Leverage existing delivery resources.

Activities

1. Evaluate direct and overhead costs for sorting and delivery.
 - Began the gathering of information for the allocation model

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 Du Quoin.

Activities

1. Contract with the Illinois State Library to manage statewide services.
 - Required monthly reports were submitted to NLS.

	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
January 2015	22	78	159	14
February 2015	9	57	118	9
March 2015	19	86	176	13

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.
 - 3/4 Manager participated in Midlands Conference Organizing Committee conference call.
 - 3/5 Manager participated in KLAS User's Conference Organizing Committee conference call.
 - 3/9 - 3/13 Manager and Machine Clerk attended NLS Orientation in Washington, DC. Extra day was spent to attend a Machine Repair workshop.
 - 3/14 Patron Service Coordinator participated in Parents of Children with Visual Loss Conference.
 - 3/17 IMSA had a small staff meeting - schedules, vacations, Facebook updates, 23 NLS machines were deemed Damaged Beyond Repair due to water damage from continued roof leaks and ceiling tiles caving in when it rains.
 - 3/19 Manager participated in KLAS User's Conference Organizing Committee conference call.
 - 3/27 Patron Service Coordinator participated in Outreach event, Senior Health Fair at Frontier College in Fairfield, Illinois.

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.

In FY15

- The department will move forward with new leadership and significant staff turnover.

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 and processed two payrolls
 - Normal routine processing of Accounts Payable Invoices
 - Prepared and mailed OCLC Monthly Invoices
 - Prepared February 2015 Statement of Activities, Bill Payments Report, and Credit Transactions Report for IHLS Finance Committee and Board of Directors.
 - Strategized with IHLS Executive Team to determine effective process for preparing FY2016 Annual Operating Budgets according to instructions of ISL
 - Analyzed IHLS expenses to date and determined forecast through June 30, 2015
 - Prepared IHLS-General Fund FY2016 Operating Budget

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.
 - We participated in two job fairs in March, U of I and Lindenwood University

- We posted openings on IHLS website and Monster, Craigslist, Illinois Joblink and Not for Profit Network and ILA.
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.
 - Final quarterly meetings are being held this month.
 3. Develop and implement performance-based salary adjustments.
 - Met with executive director re: developing criteria for distribution, rescheduled
 - Preparing a pro/con document to discuss with the executive team.
 4. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
 - Conducted 2 new hire orientations. One in Champaign and one in Edwardsville.
 5. Provide all-staff training retreat focused on staff collaboration and customer service.
 - Scheduled for June 11, 2015 in Effingham, IL
 6. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.
 - Held high five in Du Quoin and Champaign
 - All company staff meeting on April 1, 2015
 7. Develop and implement a wellness program.
 - Weight Loss Challenged ended April 10, 2015
 - Employees lost a combined total of 198 lbs.