January Activities Report
February Board Meeting Report

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. 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 have concentrated on developing training videos during January, though some classes were held throughout the system.

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

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 January 151 library agencies (182 libraries) are participating in the 3M Cloud Library shared collection.
   11,413 items were circulated this month. This is the highest number of circs we have seen in one month since the soft launch of the collection on October 18, 2013.
   Preparations were made to provide on site training with the IHLS Technology Petting Zoo in February and March. Nine sessions have been scheduled so far.
   Lesley Zavediuk, eBook Trainer/Coordinator attended the ASCLA eBook Consortial Interest Group meeting at ALA Midwinter on January 30, 2015.

2. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.

   All IHLS sites have received training on how to use new microphones and cameras in order to provide video training to members.

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.

Hardware that was purchased using this grant was installed at the co-location facility on Jan 29.

4. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.

    A new SHARE status screen has been implemented on the SHARE.ILLINOISHEARTLAND.ORG website that allows more detail in the statuses and the ability to see a history of the status screens.

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.

    Two libraries joined the Zinio (electronic magazines) consortium

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

    Cleaned up 2067 bibliographic records in the SHARE database.
    Merged 870 bibliographic records in the SHARE database.
    Corrected 8768 item records 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.

    Cataloged 859 items for member libraries.
    Cataloged 69 retrocon items for new libraries joining SHARE.

3. Provide appropriate training for cataloging.

   Provided review training in serials and cataloging to Shelbyville Public.
   Provided review catalog training for Mason City and Sherman Public libraries.
   Worked with new librarian at Stonington Public library.
   Conducted Cataloger's Training Session via Adobe Connect and made the recording available.
   Provided cataloging training at DuQuoin Public library.
   Presented cataloging for noncatalogers talk for the Marion Public library staff.
   Worked with Johnston City Schools as a new library.

4. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.

   Provided some basic information to the SHARE Bibliographic and Cataloging Committee concerning possible changes in cost of cataloging. More information will be gathered and presented at next meeting.

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.

   Provided 20 name authorities in January.

2. Continue support of LLSAP database cleanup efforts in LLSAP.

   Cleaned up 2067 bibliographic records in the SHARE database.
   Merged 870 bibliographic records in the SHARE database.

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.

   Attended training session for Contentdm for the 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. Working in concert with ISL, RAILS and CARLI, continue the implementation of recommendations from the Delivery Advisory Committee.

   Met with ISL and RAILS to clarify recommendation for Community Concept Partnerships

2. Conduct quarterly counts of library materials and continue to refine the counting methodology.

   Item counts for February 2 through February 6 were able to be in part generated by the SHARE Polaris software

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.

   Welcome to Delivery packet in final editing stages

4. Continue to work collaboratively with RAILS to minimize size and type of tubs and other delivery containers, and number of different routing slips used.

   Met with ISL and RAILS to evaluate labels

5. 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.

   Created survey to be distributed to member libraries

6. Evaluate and modify, as needed, the IHLS delivery standards to improve delivery services to member libraries.

   Attended ALA Mid Winter ASCLA Physical Delivery roundtable

January 2015	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	227305	33162	30965
Du Quoin	98462	22359	22255
Edwardsville	192278	32026	31814

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.

	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
Janury 2015	22	78	159	14

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.

    IMSA Staff Performance Evaluations completed.
    IMSA staff meeting.
    Manager participated in IHLS Supervisor/Manager training in Edwardsville.
    Manager participated in KLAS User's Conference Committee phone conference.
    Manager participated in Midlands Conference Organizing Committee phone conference.

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: 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.

>A site visit was paid to the Washington Park Library on January 28th for the purpose of discussing system membership.
>A site visit was paid to the Wayne City Public Library on January 30th to meet the new director.

1. Maintain IT support for IHLS staff including support of videoconferencing and Adobe Connect, as well as computer and server support.

>IT is still down 1 FTE but is in the process of hiring a Network Administrator for the EDW office.

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 recruited and filled five positions.
    We've increased our recruitment to included non profit job boards.

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.

    Supervisors are conducting 3 of 4 quarterly meetings with staff to ensure they are on track with their assigned goals..

3. Develop and implement performance-based salary adjustments.

    Executive team will meet in March to determine criteria for distributing raises, should the board approve same.

4. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.

    Each interview panel is given a crash course in employment law and interview techniques.
    In the process of designing an orientation for all new employees, eta July 2015.

5. 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.

    Conducted Manager/Supervisor training for two day. Overall evaluation scored 4.68. Received topic suggestions for next training.

6. 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.

    All departments now are enrolled in LYNDA.com
    Managers are encouraged to set a education goal for staff. At least 2-5 classes annually.

7. Provide all-staff training retreat focused on staff collaboration and customer service.

   The date for All Staff training is June 11, 2015 at the Knights of Columbus Hall in Effingham, Illinois.
   Coordinating with health vendors to participate.

8. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.

   Met with Champaign staff on 1/7/2015
   Met with Edwardsville staff on 1/12/2015
   Met with Du Quoin staff on 1/21/2015
   IHLS Executive Team redesigned the agenda and time for monthly staff meetings. Now, Directors will talk about what's going on in their area. Similar to the High 5 concept. The meeting day remains the fourth Wednesday but the **new** time is 10:30 AM.

9. Develop and implement a wellness program.

   Sent January healthy newsletters to all staff.
   Approximately 11 people have been reimbursed for participating in an exercise program.
   The IHLS weight loss challenge began January 2 and Phase I ended January 30. The competition runs through April 2015.

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.

- Oriented and trained new AP Coordinator
- Prepared and distributed employee 2014 W-2's
- Prepared and mailed supplier 2014 1099's
- Prepared and filed 941's for quarter ending December 31, 2014
- Normal routine of processing AP invoices
- We prepared and processed three payrolls this month
- Entry of FY2015 payrolls into new Abila fund accounting system
- Met with SHARE finance committee to discus FY2015 budget and preliminary work on proposed FY2016 fees
- Designed IHLS Statement of Activities in new accounting software