<p align="center" style="color:red">October Activities for November Board Meeting</p>

<p align="center">IHLS Monthly Staff Report</p>

<p align="center">Tying our Activities to the ISL Priorities</p>

Priority: Resource Sharing

Goal I: Provide an innovative resource discovery, sharing and delivery system:

Objective A: Encourage resource sharing
Activities
- Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC WorldShare
  - ✓ OCLC training sessions held at IHLS Champaign and Marion Carnegie.
  - ✓ OCLC training given to individual librarians at the Blue Mound Memorial PLD and the Hoopston PL.

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

SHARE Statistics			Reciprocal Borrowing	Pac Searches	Holdings	Bibs	Patrons
	Circulation	ILL					
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

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

Activities

1. Continue the evaluation of current LLSAP policies and the development of 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.
   ✓ SHARE Bibliographic and Cataloging Standards Committee continues to meet monthly to review and update cataloging policies.
2. Continue participation in the Statewide E-Books Grant opportunity.
   ✓ At the end of October, 146 library agencies are participating in the 3M Cloud Library shared collection.
   ✓ In the month of October, 8,417 items within the 3M Cloud Library were circulated.
   ✓ The eBook Trainer/Coordinator assisted in moderating a panel on eBooks at the ILA Conference October 15, 2014.
   ✓ Beta testing of the new scoping functionality for participating schools in the 3M Cloud Library continued during this month with implementation to start in November.
3. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
   ✓ SHARE staff conducted 14 learning opportunities during October
   ✓ SHARE staff assisted in development and provision of the first IHLS Member Day
4. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
   ✓ IT and all SHARE staff continue to use the helpdesk software to track and close trouble tickets.
   ✓ To date in 2014 5,839 tickets have been worked on.
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.
   ✓ currently have agreements with 12 vendors;
   ✓ 139 libraries have purchased 183 databases

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.
   - ✓ IT and SHARE staff continue to update the SHARE website with relevant information.

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.
   - ✓ SHARE staff corrected 846 bibliographic records and merged over 735 bib records in October.
   - ✓ Reviewed files from the OCLC Retrospective Conversion (i.e. Retrocon) of Adds and Deletes.
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.
   - ✓ SHARE staff cataloged 1577 items in October for SHARE member libraries. 4226 items have been cataloged in this fiscal year.
   - ✓ Cataloged 79 items for new libraries joining SHARE, for total of 769 retrocon items cataloged this fiscal year.
   - ✓ CMC staff cataloged 45 items for Illinois Libraries this month, for total of 213 items cataloged for the fiscal year.
3. Provide appropriate training for cataloging.
   - ✓ Provided 2 Cataloging workdays in October.for member libraries.
   - ✓ Provided 2 Serials training Classes in October.
   - ✓ Provided Searching and Matching Classes and Barcoding in Polaris training in October.
   - ✓ Provided Cataloging Training Session via Adobe Connect in October and posted the recording on the SHARE website.

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.
   - ✓ 13 NACO name authority files have been added this month.
2. Continue support of LLSAP database cleanup efforts in LLSAP.
   - ✓ Evaluated files from PrairieCAT and SHARE.
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 meetings on Contentdm and Copyright for the State Digitization 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.
    ✓ In process of identifying 6 libraries from each hub to be part of the testing of the new delivery customer service software.
    ✓ In process of identifying potential community concept members (libraries that partner together for one drop point in a community, currently called CATS).
2. Conduct quarterly counts of library materials and continue to refine the counting methodology.
    ✓ November 17 - 21 is Count Week, we are hopeful that by the next Count Week in February we will be able to use the SHARE software (Polaris) to run the counts for SHARE members.
3. Sort materials daily to ensure all materials are distributed during the next scheduled delivery.
    ✓ By January 1, we will have a new sorting process in Du Quoin that is the same process that is being used in Champaign and Edwardsville.
4. Working in concert with ISL, RAILS, and CARLI, collect relevant delivery statistics and use them to improve and promote the service.
    ✓ We have now come to an agreement about how the numbers are to be collected through RAILS and IHLS so apples to apples will be used.
5. Evaluate the average turn-around time that an item is in the IHLS delivery system and adjust as necessary, with the goal of reducing the time it takes for library patrons to receive requested library materials.
    ✓ Have seen a quicker turnaround time in the Du Quoin hub after moving several libraries from the Edwardsville hub and the Champaign hub to their area. They now have more 5 day a week libraries to pull from for their area libraries eliminating the need for items to go out on the ILDS route; adding time to delivery.
6. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
    ✓ Champaign routes have been changed. Edwardsville is in the process of evaluating the routes. Du Quoin will evaluate after the change in the sorting area is done.

October 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	220360	33775	32730
DuQuoin	99181	22473	24293
Edwardsville	197902	34383	33513

Objective B: Leverage existing delivery resources.
Activities
1. Optimize sorting processes.
   - ✓ Du Quoin will by January 1, have reorganized their sorting area for optimal efficiency
2. Follow the delivery replacement schedule in which fleet vehicles are replaced when mileage exceeds 200,000 miles.
   - ✓ Received 5 new vans as replacement vehicles.
3. Develop and implement improved hiring practices and training for courier drivers and sorters that will include best practices in customer service, driving safely, ergonomics, and the handling of library materials.
   - ✓ In process of developing a standard of service for drivers that will be the same throughout all the hubs.

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 NLS.
2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with 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

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.
   - ✓ October 9th Participated in KLAS Conference Programming Committee.
   - ✓ October 14th Accepted the Alexandder J. Skzypek Award in Springfield on behalf of AT&T Pioneer Volunteer, Don Daum, in Springfield.
   - ✓ Ocober 14th Phone conference call for Midlands Conference Programming Committee.
   - ✓ October 17th Attempted to get financial information from IHLS Accounting for the Planning Committee of the Parents of Children with Vision Loss Conference.
   - ✓ October 22nd Participated in Outreach event at Southeastern Illinois College.
   - ✓ October 26th Participated as a vendor IHLS Member Day.

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 manner.

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.
   - ✓ On October 27, 2014 site visits were conducted at Valmeyer Public Library, Freeburg High School and Freeburg Public Library.
2. Develop and organize internal tools that can be made available for staff meeting with membership. These would include information for new directors, system brochures, Talking Books information, etc.
   - ✓ A folder for new library directors is currently being developed and used by staff members making site visits.

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.
   - ✓ Work with Illinois State Library to reconcile FY2014 fund balances.
   - ✓ Worked on FY2014 Audit Preparation.
   - ✓ Worked on reconciling/resolving FY2013 fund ending balances with Illinois State Library and Auditors.
   - ✓ Processed routine AP and Payroll.
2. Dispose of surplus equipment in a manner consistent with Illinois State guidelines.
   - ✓ Provided list of surplus for disposal to the Facilities Committee.

3. Maximize use of new accounting software to achieve improved financial record keeping.
   - ✓ Set up various fnancial reports.
   - ✓ Began entering FY2015 financial transactions initially entered in old system.
4. Maintain IT support for IHLS staff including support of videoconferencing and Adobe Connect, as well as computer and server support.
   - ✓ Much work has gone into the videoconferencing equipment this month. CMS has implemented new security measures and it caused many problems connecting our locations. Right now only the Olney location still has issues.
5. 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.
   - ✓ Continue to work with the multi-state collaborative on the migration of Plinkit sites to a different hosting platform.

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.
   - ✓ Filled 3 part-time positions and two full-time positions.
   - ✓ Currently recruiting for 3 full-time and 2 part-time positions.
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.
   - ✓ Managers have one on one second quarter meetings scheduled with employees
3. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
   - ✓ Created new on-boarding forms.
   - ✓ Developing an orientation eta 2/2015.
4. 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.
   - ✓ Supervisor/Manager training scheduled for 1/15/2015.
5. 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.
   - ✓ IT will create an email address for each department and purchase licenses for Lynda.com learning software.
   - ✓ Six employees attended ILA sessions, facilitated or was a speaker.
6. Provide all-staff training retreat focused on staff collaboration and customer service.
   - ✓ All employees received the newly created Safety Manual and completed Safety Training.

7. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.
   - ✓ Conducted monthly IHLS staff meeting via V-Tel.
   - ✓ HR worked in Champaign, conducted Hi-Five.
   - ✓ HR worked in DuQuoin, conducted Hi-Five.
   - ✓ Hi-five in Edwardsville.
8. Develop and implement a wellness program.
   - ✓ Sent EAP Newsletter
   - ✓ Eight employees have been reimbursed for participating in an exercise program.
   - ✓