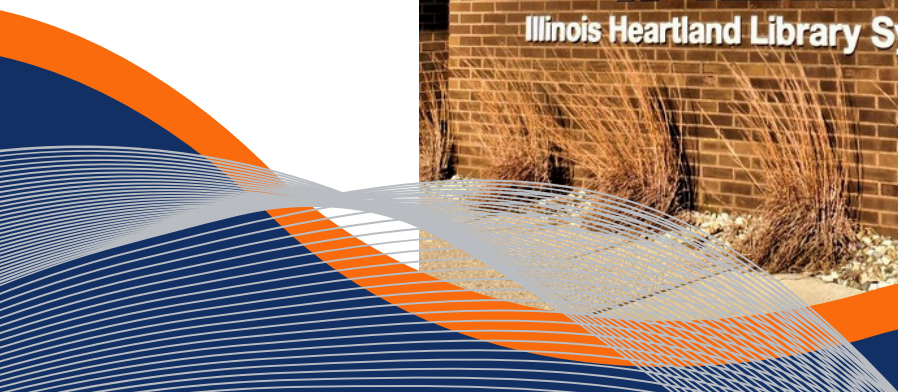


**FY2024**

ILLINOIS HEARTLAND LIBRARY SYSTEM

# ANNUAL PROGRESS & IMPACT REPORT



**PUBLISHED BY**  
Illinois Heartland Library System  
www.illinoisheartland.org  
618.656.3216

Carbondale • Champaign • Edwardsville  
6725 Goshen Road  
Edwardsville, IL 62034

**PREPARED BY**  
Leslie Bednar, Director  
Stacie Bushong, Coordinator  
Shandi Greve Penrod, Designer & Editor  
Carol Hogan-Downey, Editor  
IHLS Department Heads, Content  
*Photo Credits: Sarah Taylor & Shandi Greve Penrod*

**LEADERSHIP FY2024**  
Leslie Bednar, Executive Director  
Ellen Popit, Associate Director  
Karen Bounds, Board President  
Linda McDonnell, Board Vice President

**MISSION**  
To support member libraries of all types in providing quality library services. IHLS facilitates access to shared resources, advocates for libraries, promotes innovation and develops community partnerships.

**VISION**  
Illinois Heartland Library System (IHLS) empowers libraries to embrace innovation and collaboration.

**BOARD MEETINGS**  
Meetings of the IHLS Board of Directors are held on the fourth Tuesday of the month (except December) at 5 p.m. at all three hubs, the state library, select member library locations, and online. Find the full list of dates and locations at [www.illinoisheartland.org/board](http://www.illinoisheartland.org/board).

**QUESTIONS**  
Email [membership@illinoisheartland.org](mailto:membership@illinoisheartland.org) or call 618.656.3216 and ask to speak to the Membership Team.

## From the Director

Amid misinformation campaigns, a cost-of-living crisis, and censorship, we at IHLS recognize that the need for libraries of all types is as great as ever. That's why we are proud to enhance our members' ability to give Illinoisans the accurate information, economic value, and intellectual freedom they deserve. In FY2024, those needs guided our activities.

This was a year of continuing toward our established goals while constantly adapting to new laws and developments in the field. Our FY2024 Operational Plan outlined significant enhancements like SHARE's implementation of the Aspen Discovery Layer, the iLEAD Trustee Learning Portal launch, and IHLS's exploration of an automated material handling system purchase. Thanks to our staff's hard work, we followed through on each of those plans even as we met an array of surprises and challenges, rising to each occasion. We guided our members through PLAW and PA 103-0100 compliance. We helped our libraries navigate their surprise Library Technology Grants. We took advantage of a watershed moment in digital equity advocacy.

I'm pleased to show you how the entire IHLS team collaborated across departments and hubs to maximize our taxpayer funds in service to central and southern Illinois libraries and their patrons.

Sincerely,  
*Leslie*  
Leslie Bednar, Executive Director

## Table of Contents

- | 02 Introduction
- | 03 Membership
- | 04 Services & Impact
- | 06 Administration & Financial Health
- | 08 Annual Meeting

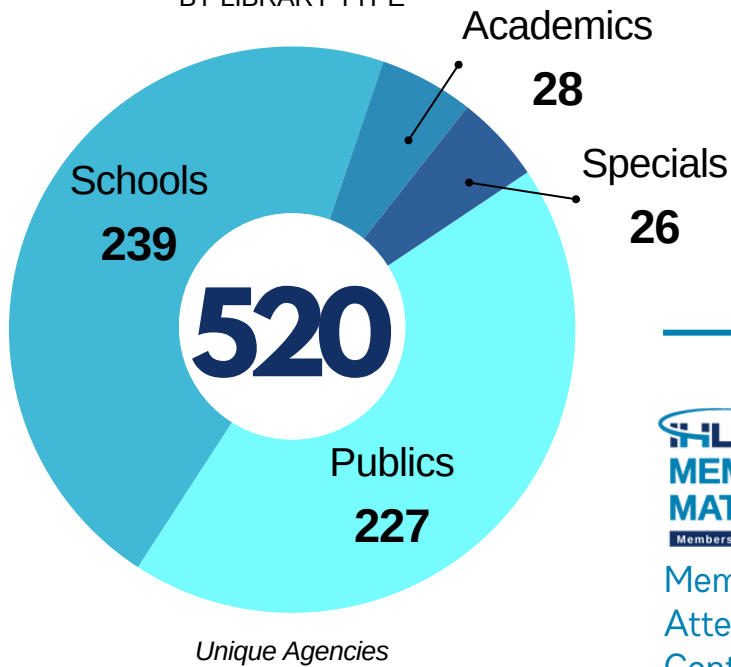
## A New Annual Report

This year marks a significant milestone as we introduce a new, condensed version of our comprehensive Annual Report. Inspired by longtime staffer Stacie Bushong, this shorter format aims to make IHLS's progress more accessible and engaging. With this concise overview of key accomplishments, initiatives, and impact, we hope members will be inspired to delve deeper and understand the value IHLS brings to their libraries. Both this and the long version will be available on the IHLS website in October.

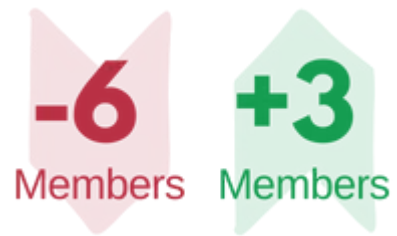
*The IHLS Communications & Marketing Team*

# Membership

## COMPOSITION BY LIBRARY TYPE



## CHANGE FY2023 TO FY2024



Membership Meetings: **12**  
Attendees: **522**  
Contact Hours: **89**

## Library Visits

Academic: **2**  
Public: **97**  
School: **42.5\***  
Special: **2.5\***

\* partial visits denote visits to dual-type libraries

## Serving Our Members

Our Membership Team provides support to member libraries regardless of type, size, or location. We assist libraries with bread-and-butter issues, like cleaning up a listing in L2 or registering for an event, and with major happenings, like a serious intellectual freedom challenge or walking a trustee through the unexpected departure of their director.

Our Membership Team also makes regular library site visits, some initiated by our staff and some requested by member libraries.

### Our Membership Team is just a click or call away

618.656.3216  
 [membership@illinoisheartland.org](mailto:membership@illinoisheartland.org)  
 **Available to help:**  
Ellen Popit, Kate Kite, Leah Gregory

## A Face for IHLS

*I became a new Director in December of 2023. In early 2024 Kate Kite came for a site visit. Her visit put a face on IHLS for me, and I (without asking her) adopted her as my "go to person" when I don't know who/where to turn to get my questions answered. [...] Plus, it was really nice to see a familiar, smiling face when I walked into Director's University this summer.*

Natalie Albers  
Williamsville Public Library

# Services

IHLS is tasked by the State of Illinois to:

- facilitate and encourage resource sharing and foster interlibrary loan partnerships;
- provide efficient, effective, and timely delivery service;
- provide staff for member consultations;
- provide regular continuing education opportunities;

Sources: Illinois Library Statutes and Administrative Rules & 2024 Illinois Library Laws & Rules

As such, IHLS has developed a rich expanse of services in the areas of resource sharing, ILL delivery, consulting, and continuing education. We've added a significant number of these services over the last five years, making it even easier for member libraries to provide their communities with excellent library service.

## NEW IN FY2024



## Resource Sharing

ILL Delivery  
SHARE Consortium  
SHARE Bib Services  
Cataloging Maintenance Center

## ILL Delivery Service

Functional 5-Day Delivery  
Delivery On the Go  
Online Delivery Help Desk & Resource Pages

## Consulting

Booking with Staff\*  
Site Visits  
Online Consultations\*  
Phone & Email Support

## Continuing Education

3rd Thursdays CE  
HR Webinar Series  
Staff Presentations  
SHARE Training  
CMC Cataloging  
Resource Guides\*

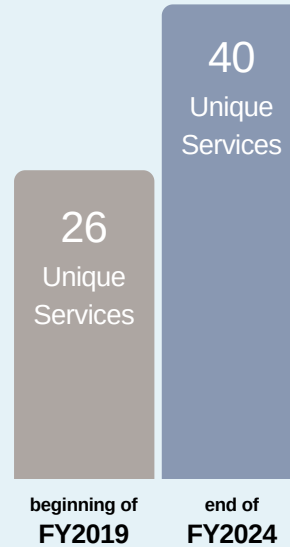
## Other

Advocacy\*  
Grants Database\*  
Vendor Discounts  
Mobile Memory Lab\*  
Access to Partner Services  
Networking Events  
Member Listservs  
E-Newsletters ... & more

\*NEW, EXPANDED, OR IMPROVED IN FY2024



## 5-YEAR COMPARISON



## ILL Delivery Service

We provide libraries of all sizes and types with **Functional 5-Day Delivery**, providing *access to 5-day-a-week pickup and delivery, either pre-scheduled or on-demand*. This service provides patrons with quick access to lending materials across the entire State of Illinois. Libraries need not spend a penny on shipping costs.

1,155,202  
MILES DRIVEN

69,327  
STOPS MADE

3,442,838  
ITEMS MOVED



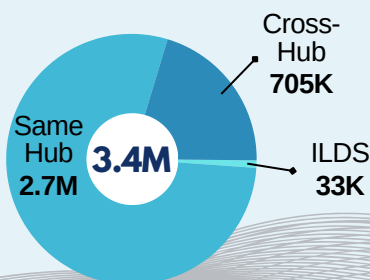
PER ITEM  
DELIVERED

## Access to Functional 5-Day Delivery

*It means everything. Our patrons rely on (and are amazed by) the ability to receive materials quickly. Especially our students, homeschooling families, and patrons who rely upon the library for their entertainment because money is so tight in other aspects of their life.*  
anonymous FY2024 delivery survey respondent

## ILL DELIVERIES

BY TYPE



A large multi-year increase in items moving through IHLS hubs, and an unusually high volume this fiscal year, have overwhelmed our sorting capacity, leading to delays. This has led to renewed focus on reviewing practices in all areas to maintain a high standard of service, such as maintaining infrastructure with van replacements and investing in durable delivery tubs. We also explored and approved the purchase of an automated material-handling system (AMHS) to improve item turnaround time, improve efficiency, and reduce costs. Plans are tentative for installation in all hubs in 2025.

# Resource Sharing

IHLS has three interlocking core services that facilitate resource sharing among member libraries in Illinois:



ILL  
Delivery

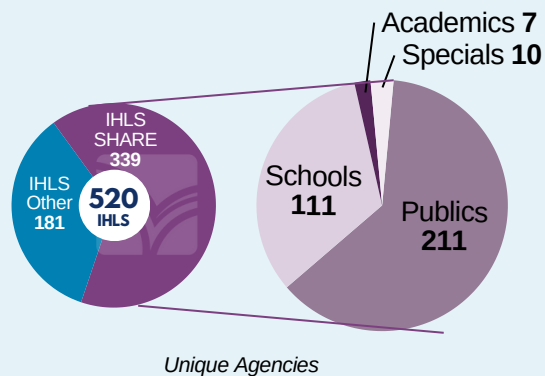


Bibliographic  
Services



SHARE  
Consortium

## SERVED BY SHARE



## SERVED BY CMC

\*includes 135 individual agencies and members of client consortia:  
125 CARLI agencies,  
138 PrairieCat agencies,  
135 RSA agencies



### Original Cataloging

*My work is often understaffed, so having the CMC to do original cataloging of special collections allows us to have a much faster turnaround time on those items, plus, you all are way more expert at it than I am.*

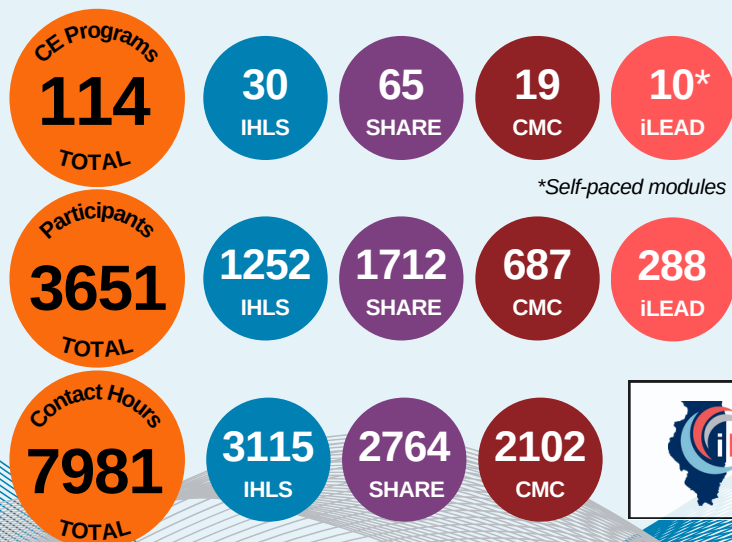
Jamie Poorman, Marshall Public Library

## Cataloging

Bibliographic services, or cataloging support, enable resource sharing and use. Effective cataloging maintains order and consistency in the description of library items, ensuring patrons can readily locate the items they need in the public access catalog. IHLS has two bibliographic service departments. The **Cataloging Maintenance Center** serves libraries statewide, while **SHARE Bibliographic Services** is especially for SHARE members. Both offer cataloging services and training opportunities.



# Continuing Education & Consulting



Library HR Webinar Series



AND MORE!



The iLEAD Trustee Learning Portal launched in February 2024 and had 288 users by the end of that June.

# Administration

## Staffing

Modernizing HR operations by streamlining previously manual processes boosts efficiency and empowers existing talent. This proactive approach has ensured we meet our goals and positioned us for future growth with a more scalable foundation.



### Paylocity Implementation

Employee access, paperless filing, simplified staff training, improved labor tracking, applicant tracking



### Workers' Compensation

New vendor and processes



### 96 Staff Positions

Recruiting and retaining top talent



### Teamflect Adoption

Streamlined employee reviews, peer-to-peer employee recognition



ST. LOUIS POST-DISPATCH

**Top Workplace**  
3 years running

## Facilities & Technology Infrastructure

In addition to ongoing maintenance efforts, several special projects helped ensure a safe environment for IHLS staff, tenants, and guests while ensuring our technology infrastructure continues to meet our needs for years to come.



### Parking Lot Maintenance

mill, overlay, and restriping at the Edwardsville hub



### Energy Efficiency

Techniques recommended by an energy advisor are expected to lower energy usage **by 15%**



### Risk Assessment

Identified areas of concern and developed a fleet safety policy and updated safety training and manual



### Server Upgrades

For the servers that run the SHARE Polaris database and **1200 virtual machines**



### More Ergonomic Work Stations

in Carbondale and Champaign

# Financial Overview

The Finance staff prepared for and worked with Scheffel Boyle auditors to complete the FY2024 audit. We received an unmodified or clean opinion on our audit, demonstrating our dedication to responsible and careful financial management as stewards of public funds.

## DID YOU KNOW?

Our Finance Director, Rhonda Johnisee, is now available for 30-minute online consultations! Book a time with her or with a member of one of our other departments, including Human Resources and Cataloging!

[www.illinoisheartland.org/consulting](http://www.illinoisheartland.org/consulting)

## FY2024 Statement of Revenues & Expenses

IHLS General Fund			
	FY2023 Actuals (Prior Year)	FY2024 Budgeted	FY2024 Actuals
Revenues	\$ 4,441,436.00	\$ 4,369,728.00	\$ 4,600,099.00
Expenses	\$ (3,717,733.00)	\$ (4,526,432.00)	\$ (4,077,726.00)
Proceeds from Sale of Asset	\$ -	\$ -	\$ 20,225.00
Transfer In (Out)	\$ (300,000.00)	\$ (773,703.00)	\$ (793,928.00)
Net Change in Fund Balance	\$ 423,703.00	\$ (930,407.00)	\$ (251,330.00)

IHLS Capital Projects Fund			
	FY2023 Actuals (Prior Year)	FY2024 Budgeted	FY2024 Actuals
Revenues	\$ 63,427.00	\$ 23,686.00	\$ 64,975.00
Expenses	\$ (600,102.00)	\$ (639,700.00)	\$ (595,569.00)
Proceeds from Sale of Asset	\$ 65,151.00		\$ 37,770.00
Transfer In (Out)	\$ -	\$ 423,703.00	\$ 443,928.00
Net Change in Fund Balance	\$ (471,524.00)	\$ (192,311.00)	\$ (48,896.00)

SHARE Fund			
	FY2023 Actuals (Prior Year)	FY2024 Budgeted	FY2024 Actuals*
Operating Revenue	\$ 1,599,638.00	\$ 1,597,446.00	\$ 1,664,938.00
Operating Expenses	\$ (2,046,500.00)	\$ (2,431,070.00)	\$ (1,692,583.00)
Non-Operating Revenue (Expense)	\$ 80,349.00	\$ 36,789.00	\$ 102,474.00
Transfers In (Out)	\$ 300,000.00	\$ 350,000.00	\$ 350,000.00
Net Income (Loss)	\$ (66,513.00)	\$ (446,835.00)	\$ 424,829.00

\*Includes audited non-operating adjusting entries

CMC Fund			
	FY2023 Actuals (Prior Year)	FY2024 Budgeted	FY2024 Actuals
Revenues	\$ 640,480.00	\$ 686,693.00	\$ 665,700.00
Expenses	\$ (640,480.00)	\$ (686,693.00)	\$ (665,700.00)
Net Change in Fund Balance	\$ -	\$ -	\$ -

iLEAD Fund (Trustee Training)			
	FY2023 Actuals (Prior Year)	FY2024 Budgeted	FY2024 Actuals
Revenues	\$ 156,844.00	\$ 269,900.00	\$ 269,900.00
Expenses	\$ (156,844.00)	\$ (269,900.00)	\$ (269,900.00)
Net Change in Fund Balance	\$ -	\$ -	\$ -

OCLC Fund			
	FY2023 Actuals (Prior Year)	FY2024 Budgeted	FY2024 Actuals
Revenues	\$ 160,318.00	\$ 168,532.00	\$ 168,532.00
Expenses	\$ (160,318.00)	\$ (168,532.00)	\$ (168,532.00)
Net Change in Fund Balance	\$ -	\$ -	\$ -

## FY2024 Balance Sheets

	General Fund	Capital Projects Fund	SHARE Fund	CMC Fund	iLEAD Fund (Trustee Training)	OCLC Fund
Assets	\$ 5,347,951.00	\$ 896,511.00	\$ 4,976,411.00	\$ 76,570.00	\$ 75,143.00	\$ 5,906.00
Liabilities	\$ 136,316.00	\$ -	\$ 281,966.00	\$ 50,368.00	\$ 75,143.00	\$ 6,549.00
Total Deferred Inflows of Resources	\$ -	\$ -	\$ 1,019,366.00	\$ -	\$ -	\$ -
Total Fund Balances/Net Position (Deficit)	\$ 5,211,635.00	\$ 896,511.00	\$ 3,675,079.00	\$ 26,202.00	\$ -	\$ (643.00)
Total Liabilities, Deferred Inflows of Resources, and Fund Balances/Net Position	\$ 5,347,951.00	\$ 896,511.00	\$ 4,976,411.00	\$ 76,570.00	\$ 75,143.00	\$ 5,906.00



Illinois Heartland Library System  
Carbondale • Champaign • Edwardsville

[www.illinoisheartland.org](http://www.illinoisheartland.org)

6725 Goshen Road, Edwardsville, IL 62025



Have your  
public library trustees  
registered for the  
iLEAD Learning Portal yet?

Start your journey at [www.ileadtrustee.org](http://www.ileadtrustee.org)

Looking  
Ahead  
FALL 2025

Unveiling of the  
**updated**  
**IHLS**  
**Strategic**  
**Plan**

Improved  
delivery efficiency  
with the  
installation of an

**AMHS**

automated material handling system

Annual  
**FALL**  
-Membership Celebration-  
Meeting

Food • Networking  
Special Guests • Attendance Gifts  
Meet IHLS Staff & Board



Tuesday  
October 22, 2024



2:30–4:30 PM Celebration  
5:00–7:00 PM Board Meeting



IHLS Champaign Hub  
1704 West Interstate Drive

Free! In-person only; seating is limited.  
RSVPs needed by October 15, 2024, at  
[www.illinoisheartland.org/annual-meeting](http://www.illinoisheartland.org/annual-meeting)