Illinois Heartland Library System

NOVEMBER & DECEMBER 2024

DIRECTOR & STAFF ACTIVITY REPORT

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

DEPARTMENT NAME HERE.

Submitted by Jill Trevino

Report Month.
Oct – Dec 2024

Prepared by **submitter**

## Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
1.A3	HR Consulting for Member Libraries	Provided frequent consultation to several libraries within the quarter. This included addressing immediate needs through email, phone calls, and participation in one in-person library board meeting to discuss the Paid Leave for All Workers Act. These efforts assist our members in navigating HR matters effectively and enhancing staff support.
1.M1	Share HR knowledge with members through the use of Members Matter meetings	Developed concise and informative Members Matter' presentations on timely and evolving HR topics. These presentations, designed to be easily digestible for library staff, covered a range of critical subjects. Two notable examples include presentations on poster compliance and the intricacies of the Vacating of Overtime regulations and how they impact the library.
2.A7	Employee Navigator Benefits Open Enrollment with Paylocity	Completed the open enrollment process for the calendar year 2025 benefits. It served as an automated way for changes to be communicated to our insurance carriers. Benefits changes are communicated to carriers on a real-time basis, eliminating the need for manual processes.
4.A12	Enhance Organizational Culture by providing policies and procedures through an updated legally compliant Employee Handbook	Led the 2025 Employee Handbook Revision Project. Collaborated closely with an internal team and key stakeholders, including Leadership, Legal Counsel (Karen Milner), the Personnel Committee, and the Board of Directors to ensure comprehensive updates including legal compliance and procedural revisions.
2.A7	Teamflect training for all employees on how to create and enter goals into the software	Implemented Teamflect goal training for all employees prior to completing their self-reviews. A recorded training session was disseminated via the HR Intranet to emphasize the significance of goal achievement and provide clear instructions for completing self-reviews effectively. This proactive approach aims to foster more meaningful and productive one-on-one discussions during the upcoming Q2 Performance Reviews.

Employee Navigator, Employee Handbook 2025, Teamflect Training on Goals
Human Resources Activities
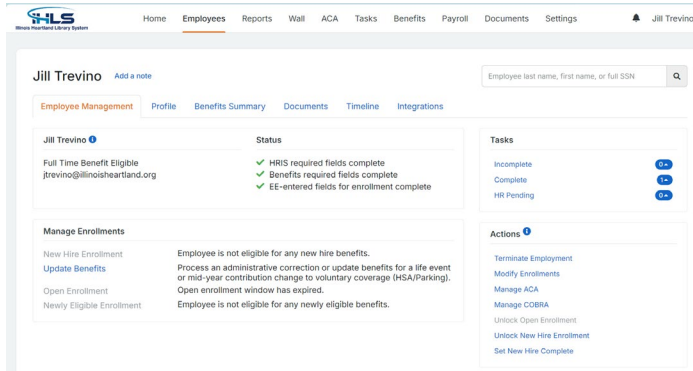
Screenshot of Employee Navigator Benefits Administration System
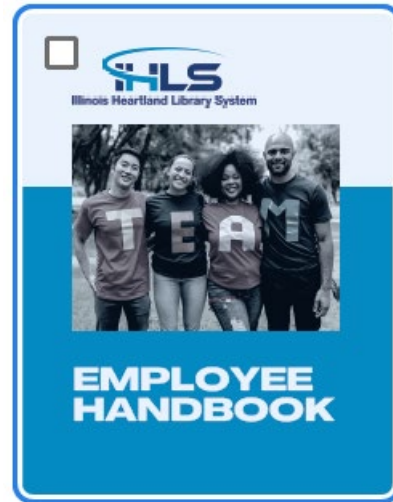
IHLS Employee Handbook 2025 Cover Page

Q2 Reviews and Goal Setting in Teamflect

Jill Trevino
Human Resources Director

Q2 Reviews for Fiscal Year 2025 have been assigned to all employees. Please take a moment to view the video for important information regarding goal setting and how that process works within Teamflect and our current evaluation process. Here is a link to the video: Teamflect Goals Video

Importance of Goals on your self-evaluation:
Supplying data can significantly enhance a supervisor's review by providing tangible evidence of their team member's contributions and accomplishments. It allows you to quantify your successes, showcase skills and expertise, and demonstrate alignment with company goals. Additionally, it builds credibility and trust by providing objective, data-driven evidence. By effectively incorporating comments and data, supervisors can create a more compelling and persuasive self-review that highlights the employees' value to the organization.

Please see the next section regarding frequently asked questions and instructions.

Teamflect training on Goal setting on the Q2 reviews found on the Human Resources Intranet

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

Admin—Communications & Marketing

Submitted by Leslie Bednar, Executive Director

Report Month:
Oct - Dec 2024

Prepared by Carol Hogan-Downey, Communications & Advocacy Administrator, & Shandi S. Greve Penrod, Marketing Administrator

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
4.M4 / 5.A13 / 6.A14	**Marketing microgrants:** launched, promoted, & applications collection.	The microgrant launch, promotion, & collection of applications. The deadline was Dec. 31. We have 5 completed applications. We'll judge them with the Membership Service Assistant in January & announce the winner(s) at Member Day.
4.M4 / 5.A13	**Public library ROI graphic & graphic template:** Return on investment graphic template created & shared with members.	Finalized & shared a public library ROI infographics—one with data from all IHLS public libraries that they can share without changing & one template that they can customize with their own data, such as their IPLAR data.
2.A5 / 2.A7 / 2.D2 / 3.A9 / 2.RS2 / 5.A13 / 5.M5 / 5.RS5	**Proofing Team training:** revised & reassigned.	Annual training for staff helps ensure error-free, on-brand communications & a supported staff.
1.A1 / 2.A5 / 2.M2 / 3.A9 / 3.D3 / 3.M3 / 3.RS3	**IHLS Member Day support.**	Member Day website, event portal, messaging work & promotion are ongoing. Consistent & engaging communications are essential for effective promotion & event success.
1.A1 / 1.A4 / 2.A5 / 4.D4 / 6.A14	**AMHS support:** Collaborated on multiple member updates on the website, newsletters, & special Members Matter meetings; collaborated on barcode duplication communications; remixed a social media video comparing & contrasting the gentleness of hand-sorting versus machine-sorting.	As we move forward with this expensive & time-consuming project, it's imperative that we keep members updated. Clear & consistent communications are key for member buy-in & satisfaction.
1.A4 / 1.M1 / 1.RS1 / 2.A5 / 2.D2 / 2.M2 / 2.RS2 / 3.A9 / 3.M3 / 4.A12 / 4.M4 / 5.A13 / 5.M5 / 5.RS5	**Library Crawl collaboration & staff participation:** Hosted a webpage for the Library Crawl's many materials, promoted the crawl, & created swag bags to show member appreciation & promote IHLS services.	In supporting the Library Crawl, IHLS plays a role in encouraging library & interlibrary loan use while providing a location for library workers to access Library Crawl resources, including promotional materials. Staff participation provides opportunities for member engagement, staff learning about members through library visits, & the promotion of IHLS services.
1.A1 / 1.A2 / 1.A3 / 1.A4 / 1.M1 / 2.A6 / 1.A7, 3.A9 / 3.D3 / 3.M3 / 4.M4 / 5.D5 / 6.A14	**iLEAD communications plan & initial activities:** Drafted a communications plan promoting iLEAD's new Board Orientation sessions; assigned activities; drafted web copy; & wrote an IHLS update for trustees statewide.	Consistent & engaging communications are essential for the utilization of iLEAD services & the resulting better-informed public library trustees.
2.A5 / 2.A7 / 2.D2 / 3.A9 / 2.RS2 / 5.A13 / 5.M5 / 5.RS5	**Regular marketing, informational, & internal communications support:** Newsletters, emails, web articles, social media, intranet articles, & more.	Consistent & engaging communications with a website & email-first strategy are essential for the utilization of IHLS services, event success, & an informed membership & staff.

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

Finance Department

Submitted by Rhonda Johnisee	*Report Month.* *Oct – Dec 2024*
Prepared by submitter	

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
6.A14	Completed FY2025 first quarter grant reports.	The finance team completed the first-quarter OCLC grant report and finalized the financial sections of the CMC and iLEAD Library Trustee Training grant reports, meeting the requirements for these grants.
2.M2	Attended Illinois Library Association annual conference.	The Finance Director attended the Illinois Library Association annual conference to gain insight into the library's needs and educational opportunities. While there, the director staffed the IHLS booth and the ILA Fundraising Committee table. This also allowed for networking and engagement with members.
6.A14	Created the FY2026 budget in the OpenGov software.	The finance team prepared the FY2026 budget in OpenGov, allowing staff to refine the budget based on FY2025 actual expenses and supporting more accurate future cash flow forecasting.
6.A14	Assisted in the renewal of insurance benefits.	The finance team supported the HR department with the renewal of insurance benefits, ensuring alignment with FY2025 budget amounts. They also entered the elected deduction and benefit amounts into the payroll software for each staff member.
6.A14/ 6.RS6	Accurately recorded accounting transactions and provided reports to the IHLS board and SHARE committee members.	The finance team ensured the accurate recording of financial transactions, enabling the preparation of monthly financial reports for the IHLS board, SHARE committees, and the Illinois State Library. These reports promote transparency and support informed decision-making.

2nd Quarter Statistics for Accounting Transactions

Transaction Type	Items Count	Total Value
Accounts Receivable Cash Receipts	456	$5,403,947.17
Accounts Receivable Invoices Generated	500	$458,233.67
Accounts Payable Invoices Received	225	$922,636.29
Accounts Payable Payments Disbursed	213	$2,001,486.81

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

Information Technology

Submitted by Troy Brown

Report Month
Oct – Dec 2024

Prepared by **submitter**

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
2.M2	ILA Conference	Members of IT presented and attended ILA. We used this opportunity to meet face-to-face with our membership and also offer support at the booth.
5.RS5	Fully implement MessageBee for text notices	The MessageBee program to send SMS alerts to library patrons was fully implemented. This service provides a much fuller view of each phase of the communication process and if failures occur, they are easier to track.
2.RS2	A variety of data dashboards have been created for members and internal uses.	Our data analyst is continuing to create data that helps our libraries complete their annual reports and build a case for grants for their libraries. A presentation will be given at the January board meeting.
1.A1	Inform and actively promote statewide broadband opportunities to libraries.	Our cooperation with RAILS and CARLI continues on this very large project. Presentations were made at ILA, and many meetings have happened with our group. Grant offerings from the state are still expected soon, and we hope to offer up an idea that could produce great benefits for libraries across the state.

Illinois Heartland Library System
IMAGING TOMORROW - DELIVERING POSSIBILITIES TODAY

CATALOGING MAINTENANCE CENTER

Submitted by Dr. Pamela Thomas

Prepared by **submitter**

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
	Cataloged 1,084 items (including 541 originally cataloged and 543 records enhanced), created 27 authority records (22 name, three series, and two titles), and enhanced seven name authority records. The PrairieCat database cleanup project continues, where 673 bibliographic records were created, enhanced, or merged. The Alma cleanup project for the Consortia of Academic and Research Libraries in Illinois (CARLI) continues, where 1,533 bibliographic records were deduped (merged), deleted, or edited. The RSA Backlog cleanup project continues: 119 bibliographic records were enhanced, merged, or originally cataloged. Bibliographic records in world languages were in Arabic, Bengali, Chinese, French, German, Hindi, Korean, Marathi, Quechua, Spanish, Tamil, and Telugu. One hundred and forty-seven records were merged in OCLC Connexion. Thirteen records were reviewed: one book, six name, and six title authority records.	Through cataloging new items and providing database cleanup, CMC staff improve user access to bibliographic records.
3.BA3	At the October Online with the CMC: AI and the Library World, Part 2, 38 attended live: 16, IHLS, 5, SHARE, 18, RAILS. At the November Online with the CMC: Solving the Mystery: The Case of Cataloging Kits, 41 attended live: 10, IHLS, 7, SHARE, RAILS, 24. At the December Online with the CMC: Who Are You?: Library of Congress Demographic Group Terms (LCDGT), 31 attended live: 12, IHLS, 10, SHARE, 9, RAILS. Offered	Online with the CMC webinars focus on a cataloging-related topic and educating attendees. The cataloging training courses offer library staff the opportunity to gain new skills or reinforce existing skills and knowledge.

Note: Strategic plan goals have been abbreviated in places.

	Cataloging 3D Objects, Kits, and Realia with 19 completers, Focus on Cataloging DVDs with 17 completers, and Focus on Serials Cataloging with 20 completers.	
4.BA4	Uploaded 14 simple and 23 compound objects to CONTENTdm, and transcribed 24 documents.	Continued progress on adding new documents and collections to the Illinois Digital Archives (IDA) website, making these collections globally available and searchable.

Illinois Heartland Library System
IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

SHARE.

Submitted by Cassandra Thompson	*Report Month.* Oct. – Dec. 2024
Prepared by submitter	

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
5.RS5	This quarter, we were excited for two transitional members to go live, Hillsboro Area PLD and Cumberland High School. We also welcomed Oblong High School as our newest transitional member.	Our team has transitioned to using a new project management tool to manage the transitional project and are continuing to improve and refine the process.
6.RS6	In conjunction with MarCom, SHARE provided members with an annual return on investment report. This was shared with directors and via our SHARE newsletter.	This is an excellent tool for us to promote the impact of SHARE and for members to use as an advocacy tool.
3.RS3	This quarter, SHARE also provided monthly Polaris Pointers, via the SHARE newsletter, in order to provide additional value to members.	Training is an ongoing need, and this allows us to provide quick reminders on Polaris functions.
1.RS1	All member library catalogs have been set up in Aspen! We are still working through challenges and providing member training and support as everyone gets used to the new resources.	We also provide members additional updates/reminders about the power of Aspen, so that members get the fullest benefit of this investment.
3.RS3	SHARE team members also offered training and continuing education through Third Thursday events, presentations at the ILA Annual Conference, and a cross-departmental collection management workshop, Weeding with Friends.	These were great opportunities to highlight our team's expertise among the larger library community, outside of our traditional training sessions.
5.RS5	SHARE was proud to sponsor both the Illinois Library Association and Association of Illinois School Library Educators conference this quarter.	These are great ways for SHARE team members to connect with members and promote SHARE to potential new members.
3.RS3	The SHARE Circulation Specialist taught 18 training sessions.	There were a total of 39 participants, for a total of 121 continuing education hours.
1.RS1	This quarter, patrons borrowed 80,957 items from the shared cloudLibrary collection.	The cloudLibrary collection now has a total collection of 224,376 items.

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Your SHARE Return on Investment

EMPOWERING LIBRARIES
in fiscal year 2024

Support

5.3k help desk tickets
+
4.9k member emails*

10.2k total support events

*Since Jan. 1, 2024

Totals

8.4m ITEMS

773k PATRONS

1.7m ILL CIRCS

Training

23 Cataloging Training Sessions

1k Session Trainees

2.6k Records Trainee Reviewed

25 Review Trainees

SHARE

SHARE Return on Investment Report

Your SHARE Return on Investment

SHARE EMPOWERING LIBRARIES

cloudLibrary
our cost per circ is
80% lower than
the industry standard

24%

OF CIRCULATION
in the consortium was via
INTERLIBRARY LOAN
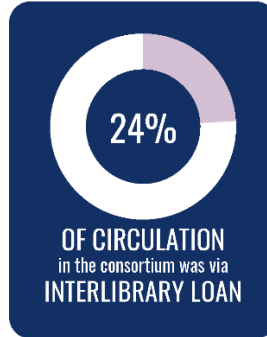
depending on library type & size,
members saved
$16k-314k
in Polaris fees through SHARE

For every $5 in member fees, SHARE had...

$5 = **5.7** ILL CIRCS **+** **2.5** PATRONS SERVED

SHARE Return on Investment Report

DEPARTMENT NAME HERE.

Submitted by Jennifer Baugh

Report Month.
Oct – Dec 2024

Prepared by submitter

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
1.BA1	Provided high-quality cataloging services to SHARE member libraries through copy and original cataloging.	Cataloged 1,276 items and imported 1,331 bibliographic records through the Express Cataloging for SHARE member libraries.
1.BA1	Increased the usability of the SHARE database to ultimately increase resource sharing.	Continued regular database cleanup by updating authority headings, cleaning up item and bibliographic records, and merging duplicate records.
2.BA2	Provided continuing education opportunities related to barcoding and cataloging for our member libraries.	SHARE Bibliographic Services staff provided four sessions of SHARE Your Cataloging Questions, which had 59 live attendees. The regularly scheduled Cataloger's Training Session was held in Nov. with 28 participants.
2.BA2	Provided continuing education opportunities related to barcoding and cataloging for our member libraries.	SHARE NACO Funnel participants contributed 8 headings to the LC Authority File after review by the in-house NACO Funnel Coordinators.
3.BA3	Provided continuing education opportunities related to barcoding and cataloging for our member libraries.	Barcoding Refresher Training has entered its second year. Thus far this fiscal year, 22 individuals have completed the training. Certification reminder emails are sent monthly as barcoders enter their certification window.
2.BA2	Provided one-on-one cataloging review and training to catalogers-in-training at SHARE member libraries.	Reviewed 586 records for catalogers-in-training at 17 member libraries. 238 of these bibliographic records were imported into the SHARE catalog.

Note: Strategic plan goals have been abbreviated in places.

Illinois Heartland Library System
IMAGING TOMORROW - DELIVERING POSSIBILITIES TODAY

DELIVERY & FACILITES STAFF ACTIVITIES

Submitted by Colleen Dettenmeier

Report Month.
Oct – Dec 2024

Prepared by **submitter**

Department Activity & Accomplishment Highlights

| Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
1.D1	Continue to provide access to 5-day-a-week delivery	IHLS staff provided contactless delivery of 816,039 items to all IHLS members. The same-day, same-route Delivery On the Go service (DOGs) was provided for 11,209 items.
1.D1	Continue to review, revise, and update standard operating procedures for Operations	IHLS staff developed and updated several standard operating procedures.
2.D2	Create a new member guide related to delivery policy and procedures	IHLS staff drafted the components for the new member guide.
2.D2	Review/revise delivery pages on the IHLS website	IHLS staff submitted details for the Delivery webpages and Automated Materials Handling System updates.
4.D4	Evaluate and implement recommendations for an Automatic Material Handling System (AMHS)	IHLS staff continued their work on barcode duplication initiatives, including in-house training on barcode duplication processes and facilitating the loan of barcode duplication equipment. In addition, the team efficiently addressed a high volume of emails and phone calls from member libraries regarding troubleshooting issues related to fading barcodes. To resolve these issues, staff implemented a solution using label protectors. These protectors were purchased, and an addendum to the intergovernmental agreement (IGA) was sent to all libraries opting for option 1, which allows for barcode duplication at the system hubs. However, the label protector process has not yet been implemented, as not all addendums have been approved by the member libraries.
5.D5	Continue to monitor vehicle replacement availability	IHLS staff placed the order for five replacement cargo vans via the state contracts with Landmark Ford. The replacement vans should arrive by Spring or Summer 2025.

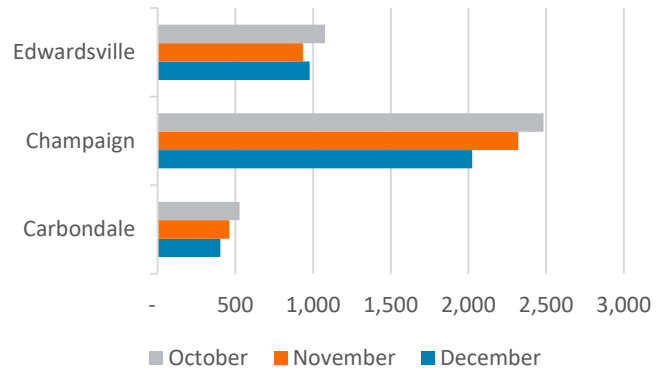| 5.D5	Continue to optimize driver resources	IHLS staff developed the first draft of the detailed driver's manual.

Delivery Statistics
October – December 2024

Total Items Delivered

Legend: October, November, December
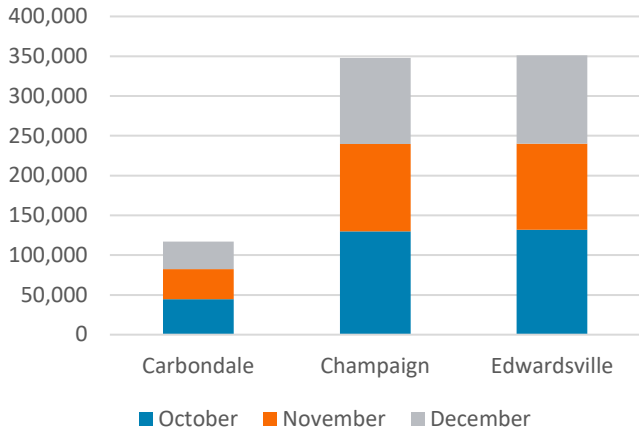
Total Delivery On the Go Service Items Delivered

Legend: October, November, December

Total Miles Driven
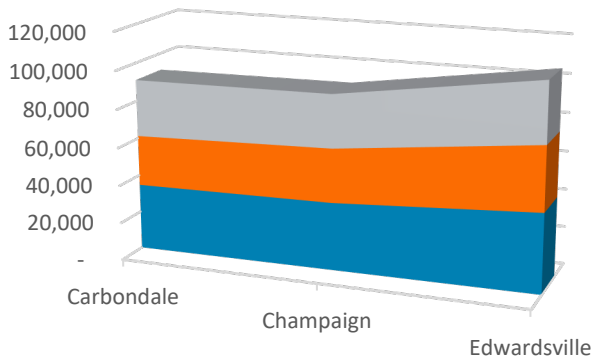
Membership Services

Submitted by Ellen Popit

Report Month:
October,
November and
December, 2024

Prepared by submitter

Department Activity & Accomplishment Highlights

Op. Plan Objvs(s)	Activity	Description of Purpose & Progress/Results
1.M1	Three additional episodes of the *Can't Shelve This* podcast were produced through the cooperative work of RAILS and IHLS	This statewide outreach to the school library community is consistently gaining followers.
1.M1	An IHLS update was provided at the annual Health Services Libraries virtual conference.	This virtual conference provides an annual opportunity to reach out to this group of special libraries.
2.M2	Membership Staff participated in the following networking groups: Oct. 3: School Library Networking (Virtual) Oct. 22: Membership staff participated in the IHLS Annual Meeting Oct. 29: South Central Networking Group/Fairfield Public Library Nov. 18: Northeastern Networking Group/Hoopeston Public Library Nov. 21: MEPL Networking Group/Tri-Township Public Library Nov. 26: Medium Pubs/Allerton Public Library	Networking Meetings provide system staff with the opportunity to reach out to specific groups of libraries or geographic sections of the system. They provide system staff an opportunity to share information, hear concerns, and field questions from our members.
2.M2	Six Directors Chats were held during the 2nd quarter of FY2025	The weekly opportunity for public library directors to chat online consistently reaches a healthy group of participants who either engage in the chat or watch as the chat happens. It serves as a consistent time slot that can be used to inform people or remind them of upcoming events.
2.M2	Membership staff participated in the ILA Legislative Meet-Ups in Edwardsville and Effingham	The ability to network with legislators and colleagues for the purpose of promoting library service in communities is significant to all stakeholders.
2.M2	The statewide partnership of ILA, AISLE, RAILS, and IHLS manned a booth at the annual joint conference of Illinois School Superintendents and School Board Members. This was held in Chicago, Nov. 22-23	This has been on the wish list for the Illinois school library community for many years and the fact that it finally happened through a cooperative effort of library organizations in Illinois is most gratifying.
3.M3	It was conference season and Membership Staff were heavily involved as participants and presenters at the ILA (Oct. 7-10) and AISLE (Nov.	IHLS Membership staff were significant contributors to this year's state conferences— from showcasing the iLEAD Trustee Training

	7-9) conferences along with several other IHLS colleagues	Portal, to a discussion on the benefits of participating in a statewide professional organization or how data can tell your library's story.
3.M3	Two Members Matter/Third Thursday gatherings were held: Oct. 17: Case-Halstead Library in Carlyle "Grow Your Library Culture) Nov. 23: Virtual due to weather. "Service Animals in the Library" An additional Members Matter was offered on Oct. 2 to provide updates on the AMHS. Membership staff facilitated that meeting	These events are a unique opportunity for IHLS staff to provide timely information to our members with the additional benefit of a networking opportunity.
3.M3	Professional Development was provided by staff from the IHLS Membership Team at the following events: Oct. 2: AISLE Presentation on PA 103-01000 Oct. 2: Staff Day at the Marion Carnegie Library with other IHLS staff members. Nov. 13: Weeding with Friends Webinar Dec. 11: Database Deep Dive with colleagues from RAILS and ISL Dec. 17: Professional Development for the Indian Prairie School District with colleagues from RAILS	We are fortunate to have skilled professionals on the Membership team and are happy to contribute when they are asked to share their expertise with colleagues throughout the state.
3.M3	Work on the Trustee Training Portal (iLEAD) continues through the development of new modules, the updating of existing modules, and promotion of the project and training	The growth of this project is observable as interest and usage continue to grow. It is seen as a valuable statewide tool.
3.M3	Member Day (Feb. 12) planning is ongoing. All departments at IHLS are involved. The hard work done during the 1st and 2nd quarters of FY2025 make the homestretch more manageable	This is a major annual event for IHLS. Switching to a virtual format enables us to bring speakers in regardless of location and offers libraries a very low-cost professional development opportunity. It also offers the often hard-to-get PDH hours for the school library community.
4.M4	14 Site Visits were done by Membership Staff, not including numerous stops that were done on the library crawl	Nothing matches that time spent one-on-one during a site visit at a member library. The conversations are always fruitful and always worth the staff time. There is also a real benefit for staff to experience the communities in which our libraries are located.
4.M4	At the Nov. meeting of the IHLS Board of Directors, a new public library, Sandoval Public Library, was accepted for Membership	The establishment of a new library is a process, and this membership came after a significant effort on the part of this library.

5.M5	Members of the Membership Team serve on diverse statewide and national committees	Each of these involvements gives IHLS a seat at the table for developing library service in the state and the country.