

# Director & Staff Activity Report



**Illinois Heartland Library System**

**August 2020**



# Administrative Report

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## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

*Submitted by Leslie Bednar, Executive Director*

## COMMUNICATIONS GOALS

*Submitted by Julia Pernicka, Communications Coordinator, and Shandi Greve Penrod, Marketing Coordinator*

**Communicate effectively and efficiently with IHL S stakeholders. Advocate for the organization and our members.**

### Highlights

Summer is winding down. While the effects of COVID-19 are still a main concern, other things are beginning to find their way to the top of the to-do list.

When transitioning **Member Day 2020** to a virtual event, the IHL S membership team has been able to successfully scale down the number of sessions while still developing an agenda that is relevant, timely, and robust. Virtual attendance has allowed us to reach out beyond state lines and acquire a highly sought-after keynote speaker, David Lankes. Marketing/communication for the virtual event, set for November 10, continued with the drafting of a sponsor recruitment letter and contract, the main Member Day web pages (which, once live, will be found at [www.illinoisheartland.com/memberday-home](http://www.illinoisheartland.com/memberday-home)), and graphics for the website, T-shirts, etc. We continued collecting information for marketing purposes, and the Member Day marketing plan was reviewed and updated.

The **Illinois State Library** released information about several **grant opportunities**, two with CARES Act funding and one being the per capita grant for school libraries. While we usually only notify libraries of grant opportunities through the Member Connection newsletter and the Grants page of our website, libraries were notified of these opportunities through a targeted email. Several other grants were promoted through our usual means.

The end of August brought along another (although not the last) change to the **Delivery Guidelines**, and the infographic poster and website were updated to reflect these changes. Several other parts of the COVID webpages required updates, as well.

In conjunction with the Membership Department, communications/marketing staff planned, promoted, and held a Census 2020 advocacy CE event, **Make Your Community Count! Public Libraries & the Census Today!** The event, held August 10, featured Joe Natale of the Illinois State Library and a panel of public library staff. The event was well-attended, and the recording was shared in the member newsletter and the IHL S website. In conjunction with the event, the Census 2020 advocacy webpage was updated to account for conditions brought by the pandemic.

To welcome new subscribers of IHLS emails (both self-subscribed and IHLS-subscribed), an **automated welcome email** was drafted. This email alerts readers that they have been successfully subscribed to our lists, shares with them how they can customize their email subscriptions, uses a staff photograph and written copy to introduce IHLS and position our organization as libraries' support center, shares several online resources (IHLS homepage, Grants page, Delivery News page, ILLINET website, CMC webpage, SHARE website, etc.), and shares contact information for key staff members. The goal of the email is to reduce email unsubscribes, help library staff (especially new library staff) understand how IHLS can help them, and alert library staff to some important resources.

We also continued recruiting participants for the **IHLS Research Panel**, a research group that we hope will help us make both small and large decisions related to messaging and programming. Initial recruitment heavily skewed toward Madison County public libraries, so recruitment will continue in order to attract a more diverse group of participants with regards to library location and type, among other factors.

#### **General Communications:**

- *IHLS*
  - Tri-weekly IHLS Member Connection, 9/1/2020, 8/11/2020
  - September IHLS Staff Connection, 8/31/2020
  - Delivery Tub Handling Time Increased to 5 Days
  - Illinois State Library Grants
  - IHLS Delivery State Date for Schools
  - Announcements from Illinois State Library
- *SHARE:*
  - August SHARE Member Newsletter, 8/12/2020

#### **Promotion:**

- *Advocacy:*
  - *IHLS*
    - Make Your Community Count! Public Libraries the Census Today event (also a CE event; [view recording](#))
  - *CMC*
    - CMC Pandemic Activity
- *CE & Networking events/opportunities:*
  - *IHLS*
    - Weekly Directors' Chats & transcripts (multiple)
    - Library Link Roundup 8/14/2020, 8/28/2020
  - *SHARE*
    - August & September Catalogers Training Sessions
  - *CMC*
    - Online with the CMC Webinars and New Moodle Courses

- *Discounts and demos:*
  - *SHARE*
    - Patron Cloud Library Demo for Schools
- *Grants:*
  - *IHLS*
    - Community Connect: Digital Access at Home
    - Bank to Books
    - Personal Protective Equipment (PPE) for Illinois Public Libraries
    - Digital Network Access for Illinois Librarians
    - IMLS Museum Grants (6)
    - School District Library Grant

**Formal research:**

- IHLS Research Panel recruitment (aiming for more diversity)

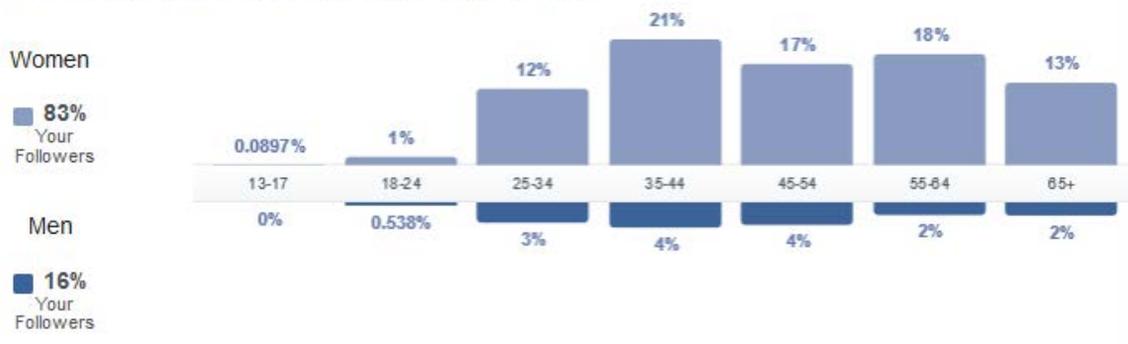
**Training/networking events attended by department staff:**

- Using the new Library Learning (L2) system – RAILS L2 development team
- Doing Digital Well in the Age of COVID-19: Creating Better Webinars – Nonprofit Marketers Network
- Directors’ Chats – IHLS
- Nonprofit Marketers Network Board Meetings

**Social media insights:**

- Facebook: 30 posts in August
  - *Awareness: 5,770 total post reach, 192 average post reach, 6,480 total post impressions*
  - *Engagement: 340 post engagements, 11 average post engagements*
  - *Change: +5 likes, +5 followers*
    - *83% of the people that follow the IHLS Facebook page are women with 21% of them being 35-44 years old*

The people who follow your Page. This number is an estimate.



- Twitter: 9 tweets in August
  - *Awareness: 2,539 tweet impressions or 82 impressions per day*
  - *Engagement: 10 post engagements, 0.4% post engagement rate*
  - *Change: -1 follower*



# Human Resources Report

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## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resources Business Partner*

The Carbondale and Edwardsville locations both had new couriers start this month. As we continue to maintain social distance, orientations for new hires have been conducted remotely. The complete new hire process has been handled via digital resources during this time. The department is also working with SHARE managers to recruit for the open Cataloger position. The department has also been in contact with various training institutions to see if we can offer future training for employees on compassion and humility.

In partnership with our legal team, a biometric information policy has been created to inform staff of the things that IHLS may do in the future. As our day-to-day employee interaction has differed over the last few months, the human resources department continues to search for ways to keep engagement high and communication clear and easily accessed. The human resources team has also worked with various departments to begin gathering information for the FY2020 Annual report.

<b>Live workshop or online training</b>	<b>Format</b>	<b># of staff</b>
How to Deliver Engaging and Interactive Online Training	Online	1
Microsoft Excel 2013 Shortcut, Tips, and Tricks	Online	1
Microsoft Excel Beyond the Basics	Online	1



# Accounting Report

## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

In August, IHLS had our annual audit performed by Scheffel Boyle. Auditors were on-site performing their fieldwork on August 3<sup>rd</sup>-6<sup>th</sup> and their follow up inquiries were addressed through email and telephone calls.

As you can see in the pictures below, August was filled with a large volume of checks being received from our annual billings in July. Our department was busy throughout the month applying those payments to the appropriate accounts.

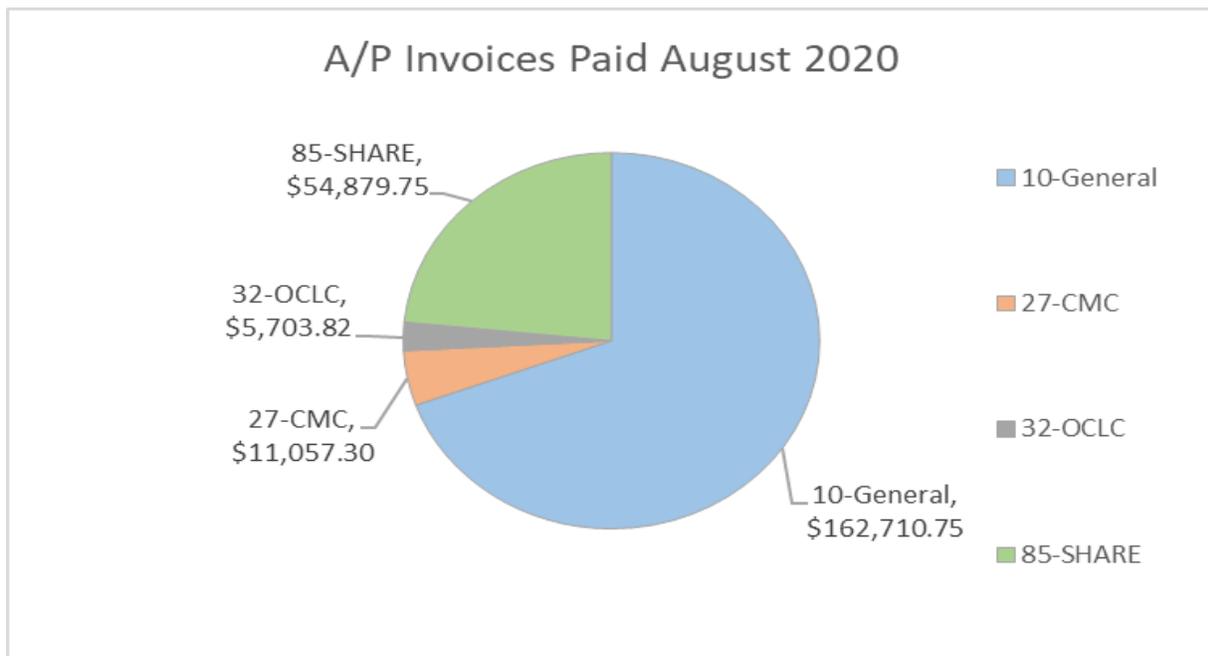


### ACCOUNTING GOALS:

Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Attended weekly staff High-5 meetings.
- Attended an L2 training.
- Attended an IHLS Member Day meeting.
- Attended the “Doing Digital Well” webinar.
- Attended a meeting with representatives from Enterprise.
- Attended a meeting with representatives from OpenGov.
- Attended an Abila software budgeting webinar.
- Attended a NCPERS insurance webinar.
- Attended a Marketing Team meeting.
- Attended an “AskIT” meeting.
- Attended COVID-19 Response team meetings.
- Entered vehicle information into the Enterprise system.
- Prepared documents for the IHLS Annual Report.

- Prepared and provided requested documentation for the annual IHLS, OCLC, and Worker’s Compensation audits.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in August.
- Prepared July 2020 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balance Sheets Reports for IHLS Finance Committee and Board of Directors.
- Generated and mailed 117 accounts receivable invoices (OCLC: 13 Monthly and 92 Transactional; SHARE: 2 Monthly, 2 Transitional, 2 SHARE Additional Modules, and 5 Cloud eBook Purchases; General: 1 ILDS Project).
- Received and posted 947 accounts receivable cash receipts checks totaling \$3,618,770.64 (OCLC: 494, SHARE: 418, and General: 35).
- Received and entered 69 accounts payable invoices.
- Disbursed 72 accounts payable checks totaling \$234,351.62.





# Information Technology Report

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## **INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES**

*Submitted by Troy Brown, IT Director*

Preparations for the Member Day virtual event are ongoing. We are using every Zoom account we have to have a smooth and useful event for our membership. IT staff, as well as some of our power users in Zoom, are going to host individual rooms. This event will be a first for IHLS, and the IT staff is committed to helping it work well.

IT staff has expanded the capabilities of our in-house security. We are now using the Microsoft Azure (Microsoft's cloud service) to host our login security. This allows us to expand our security to staff to work from home and lessen the need to be connected to the VPN (virtual private network) in order to log in. This change will also allow the use of multi-factor authentication on our accounts, especially IT, in order to add a level of security to our privileged accounts.

Security cameras at Edwardsville and Champaign are being installed and set up. This install has prompted the installation of a second floor wiring closet at the Edwardsville building. This was done as we think about the future of the Edwardsville building and possible remodel.

## BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

*Submitted by Shelley Stone, SHARE Manager for Bibliographic Services*

An initial visit was made to the Marissa Junior/Senior High School library in order to get it set up for barcoding the library's collection. The librarian is excited and ready to get started with barcoding training in September.

Items are flowing into the three hubs for cataloging now that schools are back in session after summer break. These Hunger Games novels in Chinese were cataloged this month for the Carbondale High School Library.



### CATALOGING SERVICE FOR SHARE GOAL:

Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the share database to ultimately increase resource sharing.

- Cataloged 526 items for SHARE member libraries.
- Imported 215 \$3 bibs for SHARE member libraries.
- Created 29 on order bib records for SHARE member libraries.
- Cataloged 68 items for new member libraries joining SHARE.
- Merged 350 bibliographic records, cleaned/corrected 3,775 bibliographic records, and cleaned/corrected 340 item records.

**CATALOG TRAINING FOR SHARE MEMBERS GOALS:**

Maintain rigorous cataloging standards that include continuing education in bibliographic services and cataloging for member libraries. Support member skills necessary for fluency in national, state, and local policies such as RDA (Resource Description and Access), OCLC, and Library of Congress.

- Taught the monthly Catalogers Training Session.
- Conducted the first live online Barcoding I class for members.
- Referred new library staff to recorded catalogers training sessions for item record training.
- Handled over 215 emails and contacts.
- Reviewed and imported 11 files with a total of 46 bib records for beginning catalogers.

**CATALOGING MAINTENANCE CENTER (CMC) GOALS:**

Provide cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois Library staff in the use of resource description, including cataloging and metadata.

- Created 7 NACO name authority records for improved user access.
- Cataloged 157 items for libraries in Illinois.
- Continued working on an oral history project for Marshall Public Library.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Presented at the PUG Day Virtual Conference.
- Taught an online subject analysis course with 17 students successfully completing the course.

## DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*



This quote honestly sums up what this month of August has taught us in delivery. Without all the input from our member libraries, we would not be so successfully operating in delivery.

We were able to submit our delivery data for last year to a survey that was initiated by Greg Pronevitz (formerly Director of Massachusetts Library System and currently has his own consulting business, Pronevitz Consulting), Lori Ayre (Library Technology Consultant/Principal for the Galecia Group) and Lars Leon (Resource Sharing Librarian, Head of Organizational Development at the University of Kansas). This is a nationwide survey trying to capture all the delivery models that are currently being used in the field of libraries. Because of our participation, we will have access to the survey results early, and be able to see all identifying information. This is exciting as it will enable us to see where the IHLS Delivery model could be improved upon.

We began having our mandatory weekly all delivery meetings just once a month. We are continuing these meetings as it is a great way to engage all delivery staff as well as disseminate information at one time, one way. The team that we have built across hubs is invaluable in regards to how delivery operates.

The work on the RFP for the Edwardsville Building Remodel began in earnest. More in-depth information was gathered and inserted to give a clearer idea of what our needs are.

Security cameras were installed on both our Champaign and Edwardsville building. We also were able to get plexiglass dividers for each of our hubs so that we may train drivers.

Meetings attended:

- 8 Delivery meetings with the managers/coordinators
- 1 Delivery meeting with ALL delivery staff (once a month, the second Wednesday at 2 pm)
- 4 Leadership meetings
- 2 Directors Chats
- 2 High Five internal meetings (all staff)
- Enterprise Fleet Management meeting
- American Library Association (ALA) virtual conference
- ILA Awards meeting
- Facilities/Operations committee meeting
- IHLS Board meeting
- Reaching Forward South (RFS) committee meeting
- Illinois State Library (ISL)/Illinois Heartland Library System (IHLS)/Reaching Across Illinois Library System (RAILS)/Consortia of Academic and Research Libraries in Illinois (CARLI)

**Inspiration**



Oh deer...the view outside my office window



Dreaming of book mobiles...



Plexiglass divider between driver and trainee



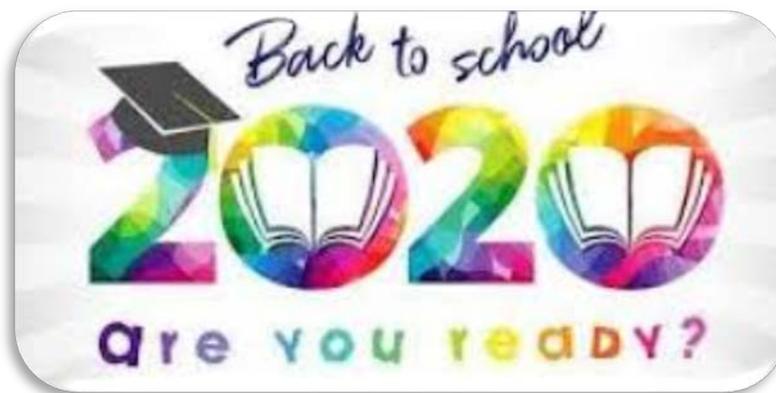
Security cameras being installed

## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

Back-to-school is upon us! SHARE staff are navigating the unique challenges for our school and academic libraries as they put plans into place as widely varied as the communities they serve. We have been getting the normal requests of new computers, new staff (yay!), and new students, while also helping our libraries determine what model of usage (interlibrary loan yes or no, remote learning, curbside borrowing, etc.) that will best work with their situation.

Thankfully, we have a great deal of experience from the public library reopenings, and we have been able to quickly and effectively respond and think of additional creative solutions to their unique needs.



### **LLSAP (SHARE) GOAL:**

Provide an innovative resource discovery, sharing, and delivery system.

- SHARE Executive Council met on August 5, 2020 to discuss the COVID-19 response. They selected a new Vice President and seated a new member. They also made a statement regarding the importance of communications due to lost materials.
- SHARE Circulation & Resource Sharing Committee met on August 13, 2020 and discussed auto-renewal in the current context of quarantined materials, a potential change in bibliographic and cataloging standards, and how that might affect circulation staff, and the creation of a new patron code for e-resources. The committee did not pursue an additional patron code, but will instead continue to use existing codes.
- Attended a webinar on the OCLC REALM Project methodologies and current conclusions. They are providing scientific data to be used to make local decisions, not recommendations.
- Attended a diversity webinar called "Competing Rights" to help employers provide a fair and balanced workplace when employees' rights are sometimes in opposition.

- Attended a session from the PrairieCat user conference “Trend Scanning, the Pandemic, and the Future of Libraries,” on August 28, 2020.
- Offered a demo of the Patron Point marketing automation platform to IHLS members on August 5 and 12, 2020.
- Attended Fred Pryor seminar, “Managing Multiple Projects and Priorities” on August 14, 2020.
- SHARE staff attended a training session for the L2 replacement project on August 18, 2020.
- Our Circulation & Resource Sharing Specialist, Zach Henderson, began extensive updates of our training materials, updating Moodle, and preparing a video to help our librarians teach their students how to use the online catalog.

#### **LLSAP DEVELOPMENT GOAL:**

Increase members participating in SHARE.

- Attended weekly Director’s Chats to respond to questions regarding the SHARE COVID-19 response.
- Sent SHARE communications and newsletters, with items regarding COVID-19 processes, school reopening procedures, comparative statistics, and a SHARE Executive Council statement on member communication regarding lost items.
- Worked with IT to develop a webpage to highlight whether libraries are open or closed and are/are not participating in interlibrary loan to help member library staff get a sense of the status of materials and other libraries in their area.

#### **E-RESOURCES GOAL:**

Increase familiarity with and utilization of e-resources.

- cloudLibrary users checked out 39,130 titles in August!
- Attended a bibliotheca webinar regarding collection migration August 25, 2020.
- Working with members and OverDrive to determine the best way to incorporate our RBdigital collections into other products.
- Invited to apply for an e-resources collection development grant. Began discussions about what a successful application and grant program would entail.



# Membership Report

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## MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Associate Director*

One activity that is not well-represented in a monthly activities report is the time that is spent in direct membership support. A review of staff calendars accurately highlights formal commitments, but does not do a good job of reflecting time spent with membership. Currently, that support happens over the phone. Sometimes, it is just a bread-and-butter issue that deals with a defined process, whether that is filling out an annual report, or submitting a grant application. Those conversations are often quick and to the point, but still offer staff an opportunity to catch up with membership.

Other times it is a more substantive exchange. These discussions often focus on legal or personnel issues. There are rarely quick or easy answers. Follow-up often requires input from other staff members or reaching out for professional help. Each of these situations gives us the opportunity to serve our members in meaningful ways and also to learn from each and every one of them.

These individual challenges won't be written up here, but please be aware that they are a very significant part of membership staff activities.

### MEMBERSHIP GOALS:

Review membership of all system agencies on an annual basis. Support member libraries in their efforts to provide excellent library service to their stakeholders.

- Staff is working with an agency interested in system membership.

### NETWORKING GOALS:

Continue to develop relationships with and among the membership. Continue active partnerships in statewide and national initiatives that support enhanced library service. Work with library entities that improve member services.

- Directors' Chats were held each Thursday during the month with a minimum attendance of 40 people.
- On September 12<sup>th</sup>, there was a Zoom meeting of the Southern Illinois Librarians Group with several staff members in attendance.

### CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

- In conjunction with several departments, a census reboot was held on August 10<sup>th</sup>.
- Anna Yackle continued to work with Directors U and the Small and Rural Libraries Forum.