



# Director & Staff Activity Report

---

## SEPTEMBER 2018

As Illinois Heartland Library System (IHLS) looks to its eighth year as a service organization in central and southern Illinois, we are not content to rest on our laurels. Our services are designed to benefit all 520+ member libraries and the communities they serve. We have made significant improvements in these areas and look forward to another meaningful year.

## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

### EXECUTIVE DIRECTOR'S REPORT

*Submitted by Leslie Bednar, Executive Director*

#### Get Togethers

Autumn is really here and time for all sorts of member gatherings. (And everything pumpkin flavored!) In September several events brought our members together for networking and learning:

>>The Chester Public Library's Smithsonian Institute and Illinois Humanities exhibit "Crossroads: change in rural America" provided a look back at Randolph County History. Included in the local companion exhibit were artifacts from local businesses, agriculture and early settlers. Staff from nearby libraries attended the exhibit's grand opening September 12.

>>Springfield was the place to be in mid-September for great learning and networking opportunities. The Association of Rural & Small Libraries Annual Conference (September 13 – 15) featured keynoters Elizabeth Berg and Dr. Carla Hayden paired with breakout sessions from libraries across the country. The opportunity for our members to engage with colleagues from all sorts of small libraries with very real geographical and financial challenges was not to be missed. It gave some members a greater sense they are not alone and encouraged them to reach out beyond their networks and experiment with new ideas.

>>Member-driven Roadside Training series kicked off with "Librarian's Guide to Homelessness" sponsored by the Six Mile Regional Library District. Presented by the Homeless Training Institute, the session provided attendees practical tips and a deeper understanding of the challenges faced daily by those experiencing homelessness, mental illness, trauma or addiction. The training gave attendees an appreciation of the burdens some people live with everyday.

>>Member Day, our premier event, for me was the highlight of the month. IHLS commits to an annual event from this point forward and our goal is continued growth in member and vendor participation in the future. Our staff put much effort into planning and coordination for the event dedicated to members. And members give back, too: many of the sessions were presented by our members.

## COMMUNICATIONS

**Goals: Effective and efficient communication with IHLS stakeholders. Rebranding to continue increasing visibility within the community. Advocacy for the organization and our members.**

- Created a poster of the system map card for use at meetings and conventions.
- Created an ad for the ILA program.
- After two libraries shared their delivery news on Facebook, libraries were encouraged to share a picture of their delivery items and tag IHLS for a chance to win a Target gift card. Several libraries participated in the contest. A few comments included:

**Glen Carbon Library:** *Your requests come from more than just the Glen Carbon Library. Thanks to the Illinois Heartland Library System, materials can be borrowed from 342 other member libraries. We receive four to nine totes, 5X a week! And here's a big "Thank You" to our courier who comes before we arrive. #IHLSdelivery*

**Edwardsville PL:** *When you request something from another library or when you drop off one of our books at a library in the Illinois Heartland Library System, those items enter into the IHLS Delivery System. Monday through Friday we get tubs full of books, DVDs, CDs, and audiobooks that were either requested by you or that are coming home to our library. What an amazing system! #IHLSdelivery*

**Westville PL:** *Neither rain, nor sleet or snow, nor dark of night....well maybe dark of night, since his shift would be over....shall keep Jerry and the other #IHLSdelivery couriers from making their appointed rounds! Thanks to all of the personnel at Illinois Heartland Library System that sort and deliver the interlibrary loans that our patrons request! Illinois Heartland Library System*

**Tolono PL:** *We love our courier Jerry and all the great books, movies, and audiobooks he delivers to us every weekday so we can get them out to you. Did you know that you can interlibrary loan items from hundreds of libraries? Ask a staff member to find out how! #IHLSdelivery*

- Several promotional materials were updated and printed for upcoming events.
- Five (5) grants were added to the Grants page on the IHLS website.
- One (1) vendor discount was added to the website and two (2) discounts were updated.
- Twitter: 23 tweets earned 4,782 impressions. There were also 8 new followers this month.
- Facebook: There were 73 posts during the month. Five (5) libraries were tagged on an article, "A new world record" and it had the largest reach: 1,286 People Reached, 58 Engagement, 80 Clicks.

**Reaching Across Illinois**

**Chicago Public**

**Illinois Heartland**

**IHL**

**520+ Member Libraries**  
In Central & Southern Illinois

**Illinois Heartland Library System**  
Published by Julia Pernicka [?] · September 4 ·

The line of books measured 2.64 miles and included 21,048 books.  
SIUE Lovejoy Library, Edwardsville Public Library, Glen Carbon Library, Tri-Township Public Library, Coal City Public Library District

ADVANTAGENews.COM

**A new world word record**  
SIUE gets Guinness' official confirmation for longest line of books.

**Get More Likes, Comments and Shares**  
Boost this post for \$5 to reach up to 2,300 people.

1,286	58	80	<b>Boost Post</b>
People Reached	Engagements	Clicks	

Amy Turpin, Ann Ohms and 19 others · 7 Shares

Like Comment Share

(618) 656-3216  
(800) 642-9545

**IMAGINING TOMORROW**  
**DELIVERING POSSIBILITIES TODAY**

**520+**  
Member Libraries  
in Central & Southern Illinois

**IHL**  
Illinois Heartland Library System

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

Funding is provided through the Illinois State Library and the Secretary of State from revenue appropriated by the Illinois General Assembly or provided by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act (LSTA).

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resource Generalist*

IHLS has made final benefits decisions. It was approved by the board that part-time team members would now be eligible for a \$25,000 company paid life insurance policy as well as access to dental and vision benefits. All three hubs currently have open positions including a part-time Marketing Coordinator role in Edwardsville and a full-time sorter position in Carbondale. We also had two new hires in our Carbondale hub and Edwardsville hub.

### HUMAN RESOURCES

**Goal: Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic.**

Live workshop or online training	Format	# of staff
Mistake Free Grammar & Proofreading	Live	4
60 Minutes of Microsoft Excel	Online	1
Choose Which Part of Your Print in Microsoft Excel 2016	Online	1
Keep Your Cool: Attitude	Online	1
Keep Your Cool: Signs	Online	1
Keep Your Cool: Truths	Online	1
Keep Your Cool: Venting	Online	1
Microsoft Excel Keyboard Shortcuts	Online	1
Microsoft Excel Shortcuts Tips and Tricks	Online	1
Nonverbal Communication: Aligning Nonverbal Communication with Intentions	Online	1
Nonverbal Communication: Defining Nonverbal Communication	Online	1
Nonverbal Communication: Workplace Standards	Online	1
Nonverbal Communication: Workplace Standards - Appearance	Online	1
Protect Your Data in Microsoft Excel	Online	1
Using Compensation to Motivate Employees	Webinar	1

## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

### IT

September was the first month in a while where the IT staff seemed to get caught up on several long-term projects. Many of the server projects are slowing and tweaks to security and performance settings are coming to a close. We seem to have hit our stride with these projects and we're looking forward to starting new projects. In fact, we are already looking at improving the delivery iPad project and revamping the backend of that project to make upgrades easier.

Member Day was a huge focus for everyone at IHLS and also the IT department. Staff offered technical assistance throughout the day and were there to answer all the questions that come up. I got to show off some of my photography hobby skills while taking the READ poster photos. It was a lot of fun.

The IT staff continue to work diligently to provide the best service for IHLS and SHARE.

### BOARD SUPPORT

**Goals: Refine process for future board and committee meetings. 100% State and Federal Compliance for IHLS Board and appropriate IHLS staff.**

Coordinated and created FY2018 Annual Report and submitted on time

- Sent board members committee meeting calendar
- Finalized and executed Member Day
- Prepared new board member packet for Janet Jenkins
- Organized board meeting packet for distribution



## MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Associate Director*

Networking was certainly the theme for almost all system staff during the month of September! It was a busy, but rewarding month on lots of fronts!

**Goals: Membership of all system agencies will be reviewed on an annual basis. IHLS will continue to develop relationships with and among the membership. Continue active partnership in statewide and national initiatives that support enhanced library service. Work with other library entities within the state among others.**

- Anna Yackle, Membership Coordinator, oversaw the booth manned by southern Illinois librarians at the DuQuoin State Fair.
- Ellen Popit participated in an executive board meeting of the Rebecca Caudill Young Readers' Book Award.

## BIBLIOGRAPHIC ACCESS STAFF ACTIVITIES

### CATALOGING SERVICE FOR SHARE

**Goals: Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database by cleaning up duplicate records and incorrect cataloging and maintaining authority files in the SHARE database.**

- Staff cataloged 634 items for SHARE member libraries.
- Staff imported 239 \$3 bibs for SHARE member libraries.
- Staff created 26 on order bibs for SHARE member libraries.
- Staff cataloged 180 items for new member libraries joining SHARE.
- Staff merged 256 bibliographic records, clean up/corrected 213 bibliographic records, and corrected/cleanup 368 item records.
- With school back in session, have noticed an increase in cataloging. Items include many new series for nonfiction.

### CATALOG TRAINING FOR SHARE MEMBERS

**Goal: Increase the understanding and skills 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.**

- SHARE bibliographic services staff taught 8 cataloging related classes and presented one Cataloger's Training session.
- Staff handled over 181 emails and contacts.
- Staff also reviewed and imported 17 files with 109 items for beginning catalogers.

## CATALOGING MAINTENANCE CENTER (CMC)

**Goals: Provision of cataloging and bibliographic services for libraries in Reaching Across Illinois Library System (RAILS) and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries and at IDA by providing information on formation and content of metadata. Facilitate the development of expertise in the use of resource description, including cataloging and metadata, among library staffs in Illinois.**

- CMC staff cataloged 116 items for libraries in Illinois, 14 RAILS libraries and 35 IHLS libraries.
- CMC staff created 22 NACO name authority records for improved user access.
- Online with the CMC: It's a Date –Publication and Copyright Date was held as an online webinar with a short Q&A following.
- Staff presented at PUG (PrairieCat Users Group) meeting in Moline and made many new contacts.
- Staff also presented at IHLS Member Day and were available throughout the day to answer questions from member libraries.
- Cataloged a box of 25+ microfilm reels sent from the Galesburg Public Library. The microfilm consisted of various reels of miscellaneous newspapers and books, which required the cataloger to go through each roll of film to determine what is on the film, since the description on the boxes was often incomplete. This is very time consuming and tedious.
- Cataloged STEM kits and American Girl kits.



## THE MARC OF QUALITY (TMQ)

**Goals: Improve the quality of the SHARE database, thus improving user access to information resources. Add OCLC WorldCat holdings for member libraries in a timely manner, increasing resource sharing.**

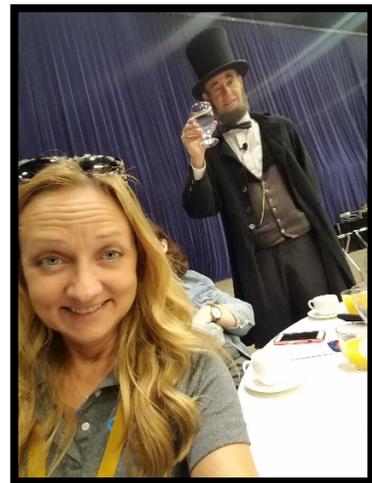
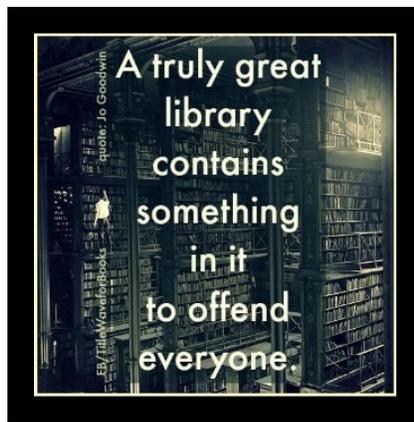
- File was sent to update OCLC holdings. Staff continue to work on cleanup reports.

## DELIVERY & OPERATIONS REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*

The month began with an in-person delivery staff meeting in Effingham. There is such value in meeting in person. The Association of Rural and Small Library Conference (ARSL) was held in Springfield, Illinois. One of the most informative sessions that I was able to attend was “Linking your employees to safer workspaces.” The Roadside Training kicked off with Ryan Dowd’s “Homeless Training for Librarians.” It really jump started dialogue about the “keyless” population that we see in Illinois. By shifting the lens we view homeless and understanding some of the factors that are a reality for them, we begin to have empathy.

Delivery was able to attend Member Day. We “delivered” a session on delivery in IHLS and shared some tips to make delivery a smooth operation.



## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

We are thrilled to announce that Girard Township PL, Odin School District 722, and Signal Hill School District 181 have all gone live on SHARE! There are also some committee changes. Esther Curry is now the chair of the SHARE Circulation and Resource Sharing Committee, while Rick Meyer is now the president of the SHARE Executive Council. Member Day was very successful, with staff networking and sharing their expertise with members. In addition, we completed our SHARE Membership Meeting. We announced several proposed policy and procedure changes, with voting to be conducted in October.

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

- We are receiving notification that member libraries have been forming clubs with Girls Who Code, a new IHLS partner!

### LLSAP DEVELOPMENT

**Goal: Increase members participating in SHARE.**

- The Finance and Policy Committee has suggested a Referral Bonus of \$300 to increase SHARE participation.

### ILLNET INTERLIBRARY LOAN

**Goal: Increase familiarity and compliance with the ILLINET Interlibrary Loan Code (ILL Code).**

- The Circulation and Resource Sharing Committee proposed adding exceptions to the current Patron Registration Policy, which has been distributed to membership.
- In addition, the committee has developed a Conflict Resolution Policy to address potential ILL violations between members or between IHLS and member libraries.

### E-RESOURCES

**Goal: Increase familiarity with and utilization of eResources.**

- The eResource Committee met to discuss potential changes to the fee structure for FY2020. The two proposed fee structures have been sent to membership for comment.

### CONSULTING SERVICES

**Goal: Increased responsiveness to the expressed needs of member libraries for consulting services.**

- As part of increased marketing efforts, the CMC staff manned a booth at the IHLS Member Day on September 27.
- The CMC staff presented at the PrairieCat Users Group (PUG) meeting on September 28.

## CONTINUING EDUCATION

### **Goal: Increased continuing education opportunities as allowed by ISL directive.**

- There were a total of 8 cataloging classes, 3 webinar sessions, reports training, and 4 circulation trainings in September.
  
- Library of Congress Subject Headings at IHLS – Edwardsville on September 5
- Basic and Advanced Circulation at IHLS – Champaign on September 5
- Cataloging in-service at the Albion Public Library on September 5
- One-on-one cataloging in-service with Sacred Heart on September 10
- Monthly SHARE Cataloger’s Training Session via Adobe Connect on September 11
- Barcoding I and II at the Olney Public Library on September 18
- Barcoding I and II at IHLS – Champaign on September 19
- Online with the CMC via Zoom on September 20
- Reports training at the Decatur Public Library on September 18
- Basic and Advanced Circulation at IHLS – Carbondale on September 20
- Book Cataloging at the Decatur Public Library on September 25
- OCLC Connexion at the Decatur Public Library on September 25