

Director & Staff Activity Report



Illinois Heartland Library System

January 2021



Administrative Report

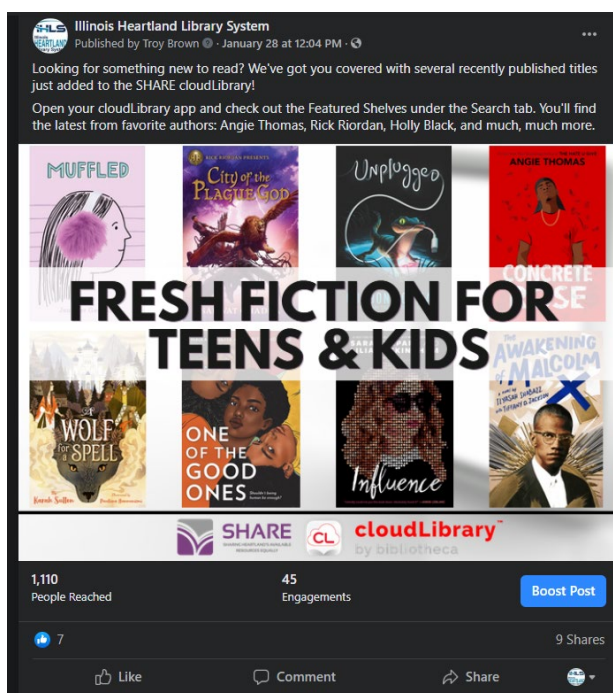
Administrative report & staff activities

Submitted by Leslie Bednar, Executive Director

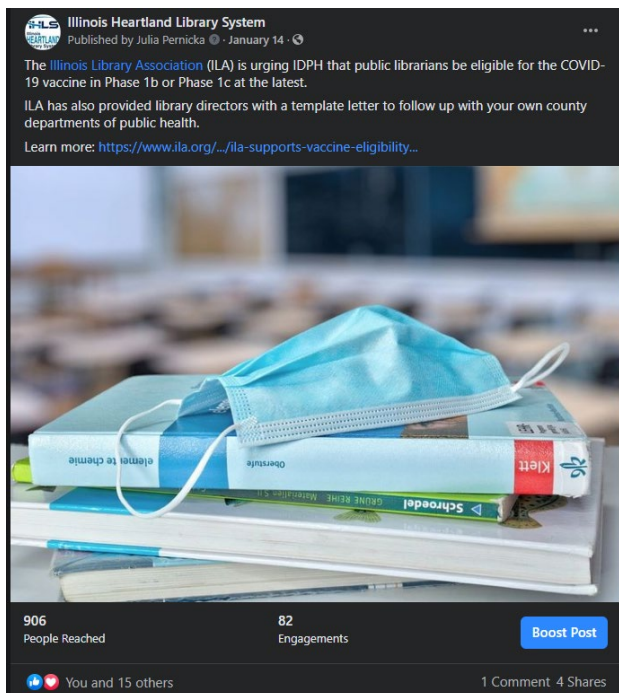
COMMUNICATIONS GOALS:

Submitted by Shandi Greve Penrod, Marketing Coordinator

Communicate effectively and efficiently with IHLS stakeholders. Advocate for the organization and our members.



January post with the highest reach



January post with the most engagement

Highlights

With the new year came both new challenges and new opportunities. In January, marketing communication staff continued working with SHARE e-resources staff on the creation of patron-facing social media posts promoting the SHARE cloudLibrary. These posts so far have been popular, with higher reach and engagement than other types of posts. We plan to continue such posts at a rate of about two a month for the foreseeable future.

Staff from IT, SHARE, Marketing/Communications, the Nominating Committee, and members of the IHLS board collaborated on the production of a board recruitment video, which was shared in emails, social media, and the recently developed Board Nominations webpage (www.illinoisheartland.org/about/board/nominations).

Staff changes prompted moving from the back burner to the front burner the re-design of the processes for submitting documents to the proofing and publishing teams. We began developing a Submit to Communications intranet page with simplified directions for submitting items, including a single place to find how to submit items for either purpose (proofing or publishing). In February, the communications team would go on to help refine the new processes. We hope for a hard launch of the intranet page and new procedures in late February or early March.

Promotion:

Special Projects:

- IHLS Surplus Vehicles Grant

Advocacy:

- *IHLS*
 - Reintroduction to IHLS & Board Recruitment Video
 - Vaccines for IL Library Workers/ILA Template letter
 - ILA Legislative Meetups

CE & Networking events/opportunities:

- *IHLS*
 - Weekly Directors' Chats (multiple)
- *SHARE*
 - Cataloging Trainings

General Communications:

- *IHLS:*
 - January Newsletter
 - Board Nominations (multiple)
 - February Staff Newsletter
- *SHARE:*
 - January Newsletter

Formal research:

- Email A/B Testing (in progress)

Training and network events attended by department staff:

- Nonprofit Marketers Network lunch program: "You're on Mute"
- Bystander Intervention in the Workplace training by Hollaback!

Social media insights:

- Facebook: 31 posts in January

- Awareness: 11,903 total post reach, 248 average post reach, 12,687 total post impressions
- Engagement: 431 post engagements, 9 average post engagements
- Change: +2, 1137 Followers

Other projects:

- Vehicle graphics design adjustments and orders
- Mid-year budget analysis

BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

Provide support for IHLS board members. Retain and purge materials on an approved schedule.

- Created timeline for the System Area & Per Capita grant application process
- Began collecting Citation Review forms for the System Area & Per Capita Grant application



Human Resources Report

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Coordinator

HUMAN RESOURCES GOALS: 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. Explore opportunities to enhance human resources knowledge across member libraries.

Ensure that IHLS is sufficiently staffed to accomplish statutory priorities established by the Illinois State Library. Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, monthly staff newsletters, and member newsletters. Current job openings include: Administrative Services Specialist, SHARE Bibliographic Services Manager, Human Resources Assistant, Communications Coordinator, CMC SHARE Cataloger.
- ALA Job Link is being used to seek high-quality candidates for our SHARE Bibliographic Services Manager position. It also offers the use of a resume databank in which we can seek out qualified professionals for our current openings.
- In our ongoing efforts to educate new staff on all IHLS policies and procedures upon hiring, the new hire orientation was presented via Zoom for the onboarding of our new cataloger in our Carbondale location.

Support and develop IHLS staff.

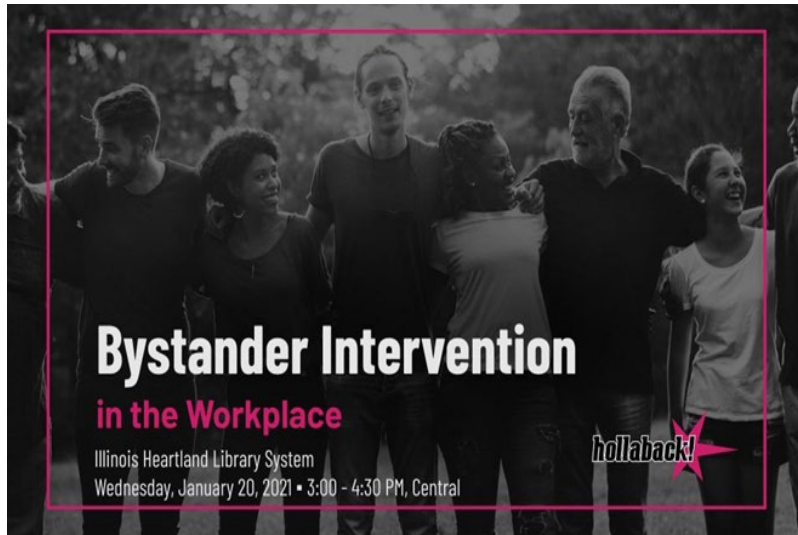
- Continuing education is important to the success of our organization. We want employees to continually improve upon knowledge, skills, and abilities for professional development. The chart below outlines course completion for January.

JANUARY TRAINING

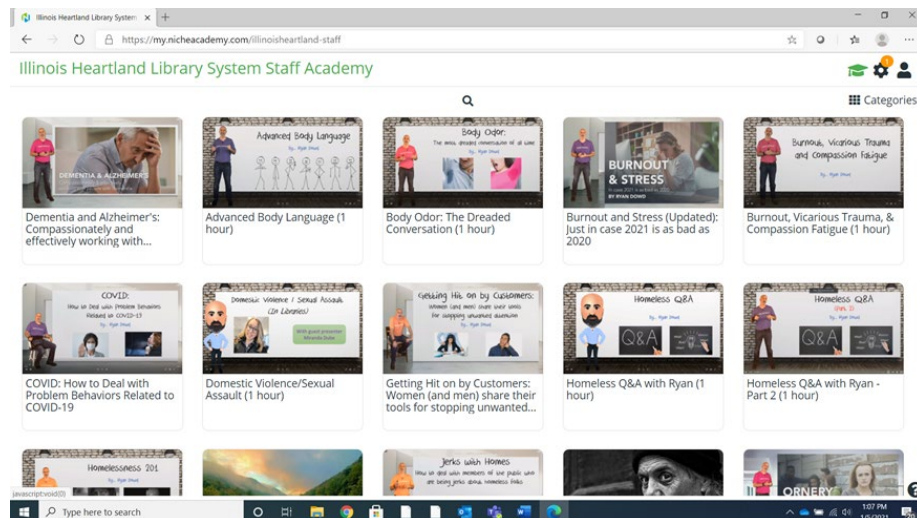
Live workshop or online training	Format	# of staff
Bystander Intervention in the Workplace	Zoom/Hollaback	68
Mistake-Free Grammar & Proofreading	Fred Pryor	1
iOS 14 Development Essential Training	Lynda.com	1
Learning Azure DevOps	Lynda.com	1
2021 Employee Benefits: New Year, New Administration	FordHarrison	1

Support and develop IHLS Staff (continued)

- Hollaback Bystander Intervention in the Workplace training was held on January 20, 2021 from 3:00-4:30 p.m. CST. Sixty-eight out of ninety-five employees attended the training. In our February newsletter, we asked for feedback on the training to explore the possibility for more trainings in the future.

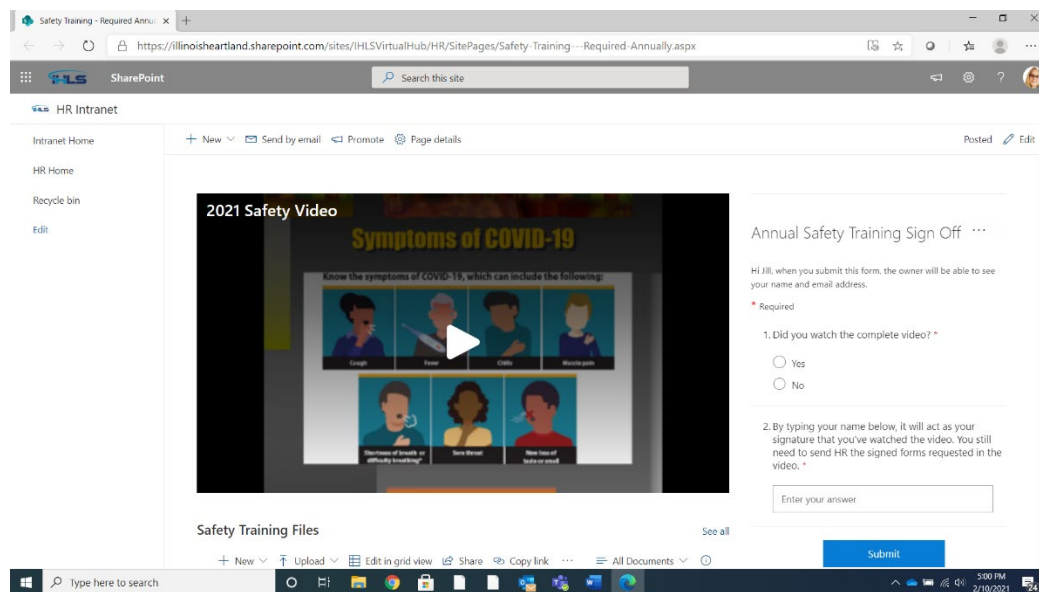


- Employees received one year of access to the Niche Academy beginning January 1, 2021. Illinois Heartland Library System Staff Academy is available to all employees. We are encouraging sign-up through verbal reminders at High Five meetings and promoting through the staff newsletter. Training is accessible to all employees through December 31, 2021.



Support and develop IHLS Staff (continued)

- This month, Human Resources worked with Pam Thomas, the Safety Training Team chair, and the rest of the safety team members to update our annual training video and materials for 2021. The state of Illinois requires employers to offer COVID-19 workplace training. This section was added to our annual safety training video and safety training handbook. The training is available through our intranet, and employees have until the end of February to complete the mandatory training.



- In our efforts to establish regular internal communications with staff, Human Resources continues to be the lead contact in addressing all COVID-19 exposure questions and concerns by following the protocol set forth by our Leadership Team. We are maintaining compliance with the Family First Coronavirus Response Act (FFCRA) and processing time off in accordance with the IHLS Emergency Paid Sick Leave Policy. It was decided to continue this benefit on a voluntary basis until March 31, 2021.
- Human Resources has been experiencing a very high volume of fraudulent unemployment claims. In January, there were seventeen claims. Illinois Heartland Library System is not the only company that has been dealing with such a high volume of fraudulent claims; this has been an issue for numerous states throughout the country. After confirmation of a fraudulent claim, the claim is reported as fraud through Equifax by Human Resources. To enhance open communications with staff, an email outlining recommended steps is sent to the employee on how to report the fraud, how to check their credit, and ways to report the claim as fraud through the Illinois Department of Employment Security.

Monitor performance evaluation process.

- One of the key components in a proper evaluation process is to ensure that employees understand the scope and expectations within their job responsibilities. Human Resources has been working with the Leadership Team to update job descriptions for all employees. This process includes employee input as well as managerial input to ensure accuracy and that the job description is accurately reflecting the essential functions of each job here at Illinois Heartland Library System.



Benchmarking Surveys

- Once job descriptions are updated, then Human Resources will work with HR Source to have them conduct a benchmarking survey. This analysis will focus on providing industry standards for salary ranges, make recommendations on salary grades for each position, and ensure that each job is classified as exempt or non-exempt in accordance with the Fair Labor Standards Act.

Strengthen member libraries' general human resources knowledge.

- We continue to investigate opportunities to educate member libraries in human resources administration. Sexual Harassment Prevention training will be conducted by Hollaback for our member libraries on March 23rd from 9:30-11:30 a.m. This training will give member library staff vital skills to feel comfortable addressing workplace harassment, as well as meet the Illinois state requirements for taking an annual Sexual Harassment prevention course. The course sign-up is available on L2. We are excited to see the level of member library participation; if we get an overwhelming response, we have the ability to schedule another course to meet library member demands.





Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The beginning of a calendar year brings additional duties for the Finance office. Our January began with updating benefits and deductions rates in the payroll software that were affected by the start of the new calendar year. We also completed quarterly grant reports, tax filings, and billings. The month ended with the production and submission of the annual tax filings.

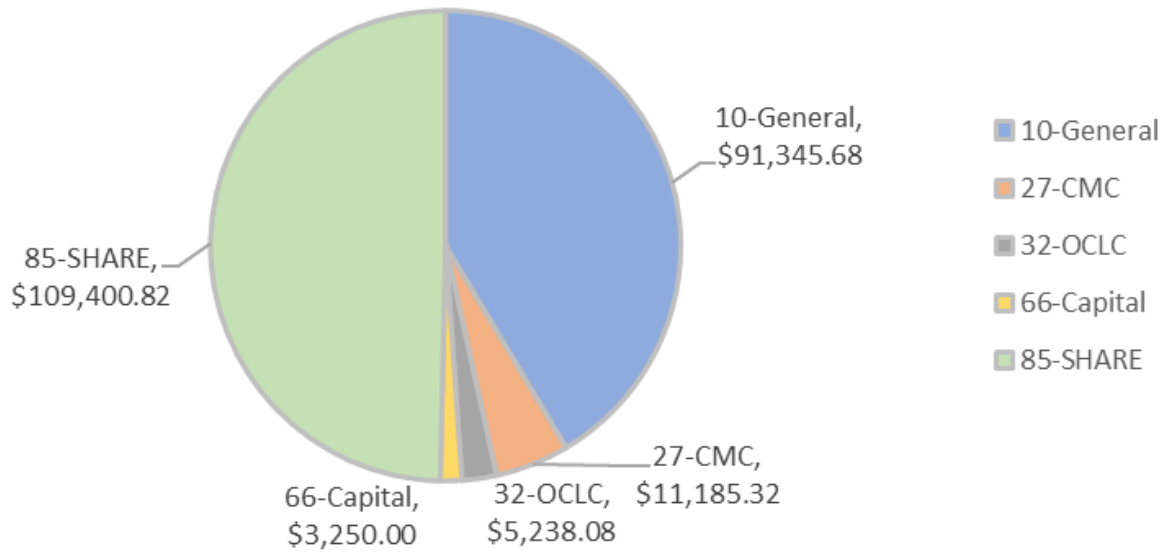
An amendment to the SHARE budget was created and submitted to reflect the \$125,000 grant award for the purchase of e-books through CARES Act funding.

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 Five meetings.
- Attended the Bystander Intervention training.
- Attended a meeting with representatives from OpenGov.
- Attended weekly COVID-19 Response Team meetings.
- Attended Leadership Team and Supervisors meetings.
- Attended IHLS and SHARE Finance Committee and IHLS Board of Directors meetings.
- Prepared and submitted the W-2, W-3, 1094-C, 1095-C, 1096, and 1099 annual tax forms.
- Filed federal and state quarterly 941 payroll tax reports.
- Prepared and submitted quarterly Grant reports to the Illinois State Library.
- Prepared and processed two payrolls in January.
- Prepared December 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 249 accounts receivable invoices (OCLC: 13 Monthly, 5 Quarterly, and 105 Transactional; SHARE: 2 Monthly, 30 Quarterly, 4 Transitional, 1 Bibliographic Services, 70 Quarterly Barcoding & Cataloging, and 7 Cloud eBook Purchases; General: 1 ILDS Project and 11 DreamHost).
- Received and posted 125 accounts receivable cash receipts checks totaling \$467,656.09 (OCLC: 65, SHARE: 53, and General: 7).
- Received and entered 52 accounts payable invoices.
- Disbursed 59 accounts payable checks totaling \$220,419.90.

A/P Invoices Paid January 2021





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Planning continues on the rollout of new security measures to implement. Some staff have already started using multi-factor authentication (MFA), and we will be targeting other staff soon to help them with the setup process. We have also implemented higher level security screening on our emails. Now all email attachments are scanned by Microsoft and opened in a virtual “sandbox” to make sure there is no malicious software or links in the data. The IHLS staff is awesome at not opening email they don’t recognize, but it only takes one person accidentally opening something. These measures just give us another layer of protection.

The website project has unfortunately lost all forward momentum. The selected vendor from the RFP process was hit hard by the COVID-19 outbreak, and we’ve lost communication with them. This has been a trying time for many small businesses; we tried to continue with them, however with the lack of communication and forward progress we are going to have to back away from using them. The runner-up in the RFP process will be contacted to see if their proposal is still valid. If so, we will likely take off with them as soon as possible.

Goals:

Provide the IT support necessary for IHLS and SHARE to function efficiently. Implement new design to the IHLS website.

- Select new vendor to do work.



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Catalogers attend training sessions and meetings each month to stay abreast of current topics and trends in their area of expertise. In January, they attended OCLC's AskQC session on notes fields in the bibliographic record, an OCLC Cataloging Community virtual meeting, a webinar about cataloging in Leap from Innovative, a Resource Description and Access (RDA) toolkit webinar, a MARC advisory committee meeting, and a webinar entitled *Critical Cataloging: Identifying and Dismantling Bias in Description*, to name a few.

Since libraries are receiving materials purchased with Back to Books grants, the catalogers are quite busy, and the \$3 bib record option continues to be a popular preference. Spreadsheets with a maximum of twenty-five requests are now allowed for submitting bib record requests.

Our newest cataloger, Linda Johnson, was welcomed. Her first day was January 29th and she works in the Carbondale office.

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 392 items for SHARE member libraries.
- Imported 251 \$3 bibs for SHARE member libraries.
- Created 34 on order bib records for SHARE member libraries.
- Cataloged 69 items for new member libraries joining SHARE.
- Merged 148 bibliographic records, cleaned/corrected 2,654 bibliographic records, and cleaned/corrected 51 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 with 66 participants.
- Conducted one online Barcoding I class for members.
- Referred new library staff to recorded catalogers training sessions for item record training.
- Taught Introduction to Authority Records with 11 participants.
- Presented a Library of Congress Subject Headings class with 13 participants.
- Handled over 187 emails and contacts.
- Taught the first online SHARE reports class with 26 participants.
- Reviewed and imported 22 files with a total of 99 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 113 items for libraries in Illinois.
- Discussed next steps for Marshall Public Library's oral history project and started creating metadata templates in preparation for uploading to CONTENTdm and IDA (Illinois Digital Archives).
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Started a small cleanup project for the SHARE database to make sure vinyl records and compact discs are on the correct bibliographic records.
- Taught an online book cataloging course and a subject analysis course with 1 student successfully completing the courses.
- Cataloged postcards and photographs for Groff Memorial Library in Grayville, Illinois.
- Cataloged music CDs for Roosevelt University Library.
- Attended the Local History and Genealogy Forum.



Delivery Report

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

“Maybe the meaning is to simply keep on. To sustain. To continue. To remain, waiting and ever-present, for the future to arrive.” --Aine Llwellyn

January for many is a time for reflection of the past year. The setting of goals for the new year that have yet to be written. As the Operations Department reflects, we realized that we have truly come into our own. We met challenges head-on and provided thoughtful solutions with an eye to exceeding the expectations of our member libraries.

January is also the time that IHLS begins the process of assessing the previous year Operational Plan. Then creating a new Operational Plan for the next fiscal year, along with a budget to support our goals. As our department met to begin visualizing goals for our next year's Operational Plan, the quote above was discovered. And it seemed to be oh-so timely. This coming year, Operations will have one word guiding us... flexibility.

Oh yes, we could create grand goals of implementing an automatic material handler (which is where the future of delivery lies), researching drones as a means of delivering to rural libraries, or even moving current hubs to recommended areas for more efficiencies. However, if anything, these pandemic times have highlighted that we need to scope down. Get back to basics, if you will. Concentrate on service to our member libraries. Continue with our access to five day a week delivery, practice good hygiene with items/co-workers, and keep advocating for Illinois libraries who have the best resource sharing and delivery processes in the United States.

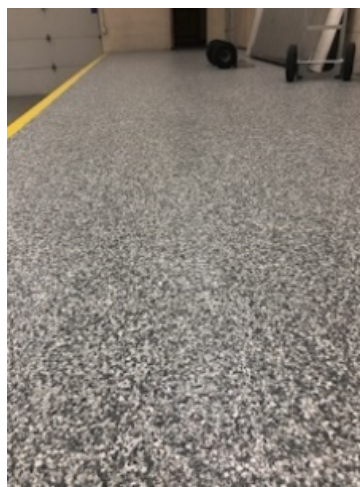
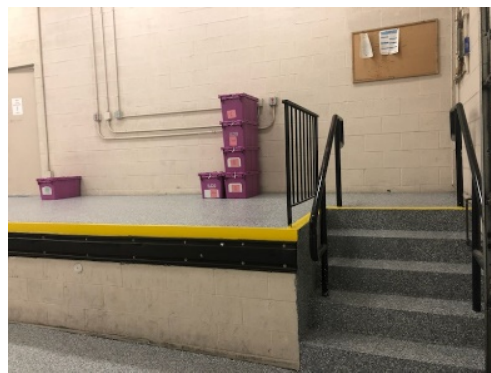
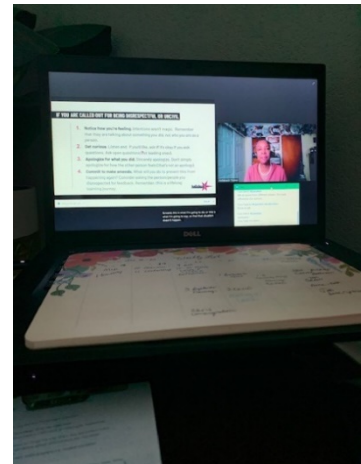
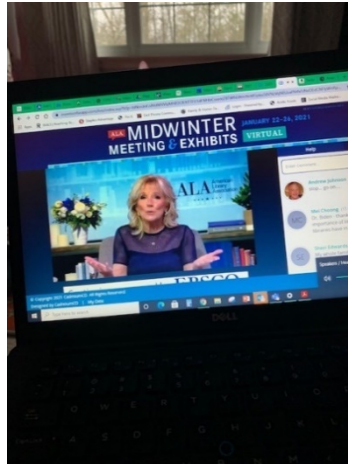
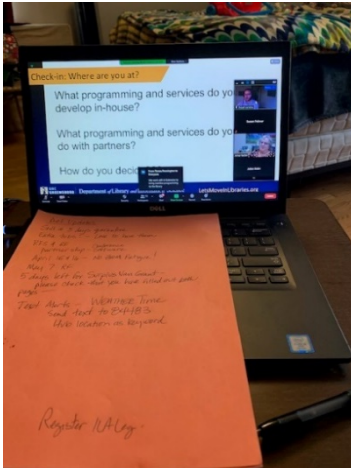
Will the IHLS Operations team pause? Heck no. We will still be enhancing our service. Maybe not with big or splashy projects, but with getting the small stuff done.

Meetings attended:

- Enterprise meeting with Emily Haw
- RUSA STARS Physical Delivery (worked on presentation for the RUSA STARS Town Hall meeting February 9, 2021)
- Bystander Intervention Training
- Released IHLS Surplus Van Grant
- REALM Web Junction grant
- Members Matter
- American Library Association (ALA) Midwinter

Projects:

- Epoxy flooring for dock/drive thru in Edwardsville





SHARE Report

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

In January, we hit the ground running, evaluating a mobile app, magazine options, and thinking about our next year's operational plan, as well as budget. In addition, we are hiring! We have begun advertising for two open positions in SHARE, including SHARE Bibliographic Services Manager and SHARE Administrative Services Specialist.

LLSAP (SHARE) GOAL:

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

- SHARE E-Resources Committee met to discuss options for a mobile app and the status of the e-books grant.
- Met with bibliotheca to discuss cloudLibrary magazines option.
- SHARE staff met to discuss ideas for the FY2022 operational plan.
- SHARE Finance & Policy Committee met for a financial statement review, to discuss options for a mobile app, and the status of the e-books grant.
- SHARE Bibliographic & Cataloging Standards Committee met to review member comments on two draft standard changes, as well as adoption of the new Resource Description and Access (RDA) Toolkit.
- Attended the American Library Association's (ALA) Midwinter Conference 01/22/2021-01/26/2021, including a job recruitment event for SHARE.
- Provided members with resources regarding database cleanup and an upcoming area code change.
- Organized a Common Loan Focus Group to begin exploring the idea of recommending (optional) common loan periods for SHARE members.

LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Sent quote for service to a potential member with a follow up meeting to discuss the benefits of SHARE.
- Attended four Director's Chats.
- Attended the IHLS Members Matter, providing a SHARE update to members.
- SHARE staff taught a reports training class in January, with 30 participants.

E-RESOURCES GOAL:

Increase familiarity with and utilization of eresources.

- CloudLibrary users checked out 36,556 owned titles and 1,451 pay-per-use titles in January, a 15% increase from the same period last year.
- Trained six new member library selectors to assist with the remainder of the grant purchasing.
- Purchased 394 new titles, totaling \$11,642.51 on behalf of SHARE members, as part of the e-books grant.

- Submitted a quarterly grant report to the state library for the 4th quarter of 2020.
- Prepared marketing content for members to promote cloudLibrary via social media, including social media images that members can use, including: Fresh Fiction for Teens & Kids, New Year, New You, Most Popular Fiction & Nonfiction 2020, Most Popular E-Audiobook 2020, and 2100+ new e-books added!



NEW YEAR NEW YOU!



2100+ JUVENILE & YA EBOOKS ADDED!





Membership Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Even in the midst of a pandemic, a new year is always a fresh start. To that end, January was full of lots of planning at the system and statewide levels.

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.

- In January, this involved preparing for the annual certification process which begins on February 15th. A meeting was held on January 21st with staff from the Reaching Across Illinois Library System (RAILS) and the Illinois State Library (ISL) to discuss the roll-out of certification on the new Library Learning (L2) platform.
- A virtual meeting was held on January 22nd with Keith Curry Lance and representatives of IHLS, RAILS, and ISL, as well as the Association of Illinois School Library Educators (AISLE). Mr. Lance is a nationally known library research statistics consultant who has worked on an Institute of Museum and Library Services (IMLS) grant entitled *SLIDE: The School Librarian Initiative: Decline or Evolution*. Mr. Lance asked for the meeting because the data Illinois has on staffing school libraries is very poor and he was hoping we'd be able to bring some clarity to what he had. Unfortunately, that was not possible within his timeframe, but discussions have begun on how to address that problem.
- Anna Yackle has begun the work of developing a mentoring program for new library directors.

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.

- The partnership among AISLE, RAILS, and IHLS continues to grow, and the Illinois Library Association (ILA) has also joined the group. This group meets on the first Monday of every month to discuss outreach to school libraries in Illinois. The January 5th meeting involved planning a virtual outreach on March 3rd that will highlight e-resources available to school libraries.
- IHLS offered technical support to the Rebecca Caudill Young Readers Book Award program as that board of directors planned for a virtual evaluator's meeting on February 6th. Practice sessions were held on the evenings of January 14th and January 25th and John Knirr from the IHLS IT department participated at an annual in-person all-day

interactive event involving more than 70 people, which was transformed into an effective virtual experience.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive.

On January 27th, IHLS hosted a Members Matter Meeting that featured Noah Lenstra offering a presentation entitled: “Team Up to Keep Your Communities Active and Engaged.” Mr. Lenstra is an Assistant Professor of Library and Information Science at the University of North Carolina at Greensboro.