DIRECTOR & STAFF ACTIVITIES REPORT

NOVEMBER & DECEMBER 2021

Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

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.

Highlights

- Spent Nov. 7-9 in Champaign for the AISLE Annual Conference: *Every Child, Every School, a School Librarian*. Spoke with school librarians, shared service information, and listened to librarians' current concerns and needs.
- Held IHLS Member Day 2022: *Celebrating Libraries, Building Partnerships*, on Nov. 18.
  - Designed the IHLS Member Day 2022 event portal, portal images, and additional event webpages.
  - Recruited and communicated with sponsors.
  - Promoted sponsors through IHLS communications and the Member Day event portal.
  - Worked with IT to provide attendees with instant messaging support at no cost to IHLS.
- After a hiatus for work on the Member Day event, resumed working with Ameex on the redesign and functionality of Illinois Heartland Library System's new website.
- In late November, after one of the two full-time marketing/communication staff members, by necessity, went on leave earlier than expected, the remaining staff member and her supervisor hustled to re-prioritize projects and reassign responsibilities. The number of social media posts would be reduced, among other temporary changes. This disruption led to a renewed appreciation for the automation tools acquired and developed over the last two to three years, particularly the social media calendar and scheduling tools.
- Promoted six vaccination clinics, two at each office location (although one was ultimately cancelled). The public is not IHLS's usual audience. Therefore, we could not rely on our typical communication media.
  - Facebook advertising was utilized to reach targeted groups of individuals in the Carbondale, Champaign, and Edwardsville vicinities. These campaigns were also used to A/B test target audiences (see "Formal Research" below).
  - Press releases were sent to office-vicinity newspapers. To maximize our efforts, the release was written as a story with quotes explaining why IHLS should be of interest to readers. Some media didn't personally respond, some promised to include the clinics in their event calendars, and the Edwardsville Intelligencer featured IHLS and the Edwardsville clinics in a story.

- Worked with Illinois Library Presents Marketing Committee to [promote a new pilot program](#) for a virtual programming co-op with an equitable pricing structure for small to large libraries. The membership application deadline was Dec. 31, 2021.
- Began work on graphics for new Delivery on the Go bags.
- Worked with IHLS/CMC and RAILS staff to correct RAILS' misinformation about the Cataloging Maintenance Center.

Promotion:
- *Advocacy:*
  - *IHLS*:
    - Vaccine clinic news release-turned-advocacy piece
  - *CMC:*
    - CMC Catalogs: The PrairieCat Clean-Up Project
- *CE & Networking events/opportunities:*
  - *IHLS*: Member Day, Weekly IHLS Library Directors' Chats (multiple), IHLS Members Matter (Dec. 16, 2021), AISLE Annual Conference: *Every Child, Every School, a School Librarian*, Illinois Libraries Present,
  - *CMC*: Online with the CMC, AISLE Annual Conference (represented by IHLS marketing staff)
  - *SHARE*: SHARE Mobile Library app
- Discounts and Demos:
  - LOTE Online for Kids

Formal research:
- A/B testing
  - **EMAIL SUBJECT LINES:** It was already confirmed that keeping at least the first half of a newsletter subject line consistent from issue to issue, rather than varying the entire subject line, results in higher e-newsletter open rates. After 11 months of additional A/B newsletter subject line testing, we can now be confident, with a 99% confidence level, that a subject line consisting of the newsletter name and date only, as compared to the newsletter name and date plus a few content highlights, results in higher open rates by 8.30%.
  - **FACEBOOK ADS:** Some interesting testing with Facebook ads with the vaccine clinics confirmed a hypothesis, with a 96% confidence level, that we'd gain more interest when targeting Facebook users with "library," "public library," or "reading" as an interest rather than targeting by location alone. This is interesting because the event being promoted was a public health clinic and not something as expected to have that effect.

Networking/continuing education events attended by department staff:
- IHLS Members Matter
- Illinois Libraries Present Marketing Committee (NEW)

- Association of Illinois Library School Educators partnership
- My Library Is… Advisory Committee

Social media insights:
- Facebook: 25 posts in November 2021
  - *Awareness:* 8,971 total post reach, 359 avg. post reach, 9834 total post impressions
  - *Engagement:* 331 engaged users *(previously reported number of post engagements)*
- Facebook: 10 posts in DECEMBER 2021 (plus several events)
  - *Awareness:* 5,375 total post reach (538 avg. post reach), 5,959 total post impressions
  - *Engagement:* 242 engaged users
  - *Likes:* 1,246 as of 1/14/2022 (+13)

- Twitter: 10 tweets in NOVEMBER 2021
  - *Awareness:* 1,584 tweet impressions or 53 impressions per day, 2 mentions
    - *Fewer messages than in October with roughly the same number of impressions*
  - *Change:* +7 followers

- Twitter: 9 tweets in DECEMBER 2021
  - *Awareness:* 753 tweet impressions or 24 impressions per day, 7 mentions
    - *This is about half of that of October, though expected due to working with half-staff.*
  - *Change:* +0 followers

- LinkedIn: 0 posts in NOVEMBER 2021
  - *Awareness:* 13 impressions, 7 reach (unique impressions)
  - *Engagement:* 0 reactions/comments/shares/clicks
  - *Change*: +2 followers (26)

- LinkedIn: 7 posts in DECEMBER 2021
  - *Awareness:* 189 impressions, 79 reach (unique impressions)
  - *Engagement:* 18 reactions/comments/shares/clicks
  - *Change*: +1 followers (27)
- Most successful social media content – NOVEMBER 2021
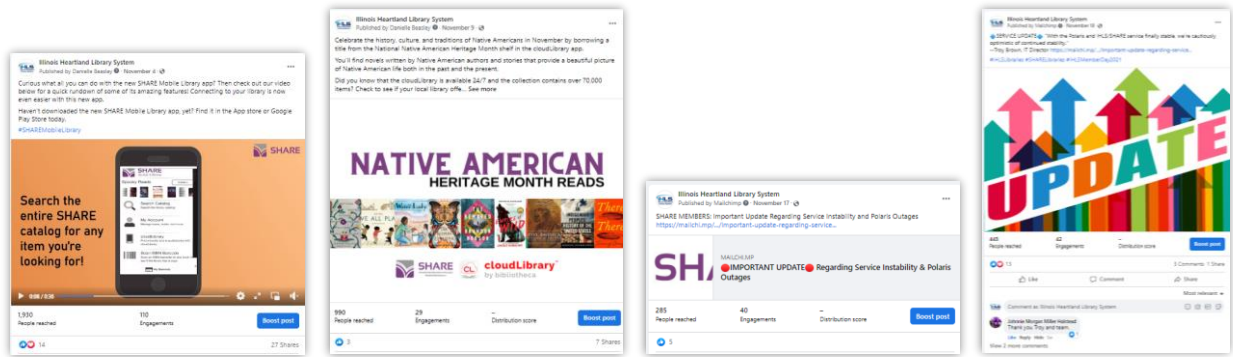
- Most successful social media content – DECEMBER 2021
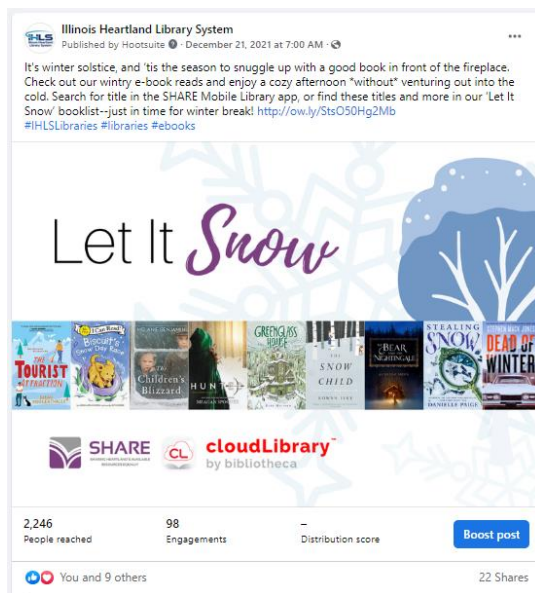
FACILITIES GOALS:
Submitted by IHLS Safety Committee

Provide a safe working environment
- Provided staff with December Safety Tips
  - National Influenza Vaccination Week
    https://www.cdc.gov/flu/resource-center/nivw/index.htm?web=1&wdLOR=c62E2E293-82CC-4F60-8A39-56CC660DDADB
  - Holiday Fire Safety
    https://www.usfa.fema.gov/prevention/

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Jill Trevino, Human Resources Director

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, ILA JobLine, Handshake, and member newsletters. November & December job openings included: Membership Coordinator and Courier.

New hire orientations were conducted for the Courier in Edwardsville, Courier in Champaign, and a CMC Cataloger in Edwardsville via Zoom and in person for November and December.

Live workshop or online training	Format	# of staff
"Planning for 2022! Orientation and Onboarding New Board Members: Beyond the Binder and Tour"	Webinar	1
Motivate, Empower, and Engage Staff Through Coaching	ALA Webinar	1
Guidance on OSHA's Vaccination and Testing Emergency Temporary Standard for COVID-19	SHRM Webcast	1
Navigating OSHA's New COVID-19 ETS	Ford Harrison	1
IHLS Member Day	Webinar	
Managing the Modern Workplace - Tips and Trends for Labor and Employment Law Compliance	Ford Harrison	3
Rethinking Reviews: How Technology Can Modernize Your Performance Management	SHRM Webcast	1
IHLS Member Day	Webinar	39
Strategic Planning to Combat Lack of Engagement, the Great Resignation and Mental Health Challenges	SHRM Webcast	1

Live workshop or online training	Format	# of staff
Basics of Defensive Driving (GB)	Gallagher Core 360	1
Defensive Driving-Accident Scene Management (GB)	Gallagher Core 360	1
Defensive Driving-Backing Safely-R is for Reverse (GB)	Gallagher Core 360	1
Defensive Driving-Reducing Winter Weather Accidents (GB)	Gallagher Core 360	1
Preventing Back Injuries (GB)	Gallagher Core 360	1
Ethics in Action: Employees	Gallagher Core 360	92
Ethics in Action: Supervisors	Gallagher Core 360	13
Sexual Harassment and Discrimination - Employees (Illinois)	Gallagher Core 360	87
Sexual Harassment and Discrimination - Supervisors (Illinois)	Gallagher Core 360	12

Live workshop or online training **Information Technology Department**	Format	# of staff
Building Highly Available Kubernetes Clusters	PluralSight	1
Implementing Windows Server 2019 IP Address Management (IPAM)	PluralSight	1
Windows PowerShell Desired State Configuration	PluralSight	2
Object-Oriented PHP	PluralSight	1
Building iOS User Interfaces with SwiftUI	PluralSight	1
Kubernetes Security: Minimizing Microservice Vulnerabilities	PluralSight	1
Developing Docker Apps: Core Principles	PluralSight	1
Azure DevOps Services Fundamentals	PluralSight	1
Microsoft Endpoint Manager: Introduction and Lab Preparation	PluralSight	1
DevOps: The Big Picture	PluralSight	1
Creational Design Patterns in Swift 5	PluralSight	1
Photoshop CC Portrait Retouching	PluralSight	1
RHEL 8: Managing Users and Groups	PluralSight	1
Combining and Filtering Data with PostgreSQL	PluralSight	1
Implementing Failover Clustering and Storage Spaces Direct in Windows Server 2019	PluralSight	1
SharePoint Online Pro (2020)	PluralSight	1
Managing Ingress Traffic Patterns for Kubernetes Services	PluralSight	1
Microservices Architecture: The Design Principles	PluralSight	1

COVID-19 Compliance, Policy, and Administration

- 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. Human Resources is also making sure appropriate forms and approvals are obtained from employees when leave is needed for COVID-19 reasons. We have seen a spike in positive cases and exposures towards the end of December.
- COVID-19 Testing/Vaccination Procedures for IHLS Staff are working. We have identified two cases where employees were asymptomatic with a positive test. This would not have been caught had we not had these testing procedures in place. Unvaccinated staff must submit testing bi-weekly to ensure that IHLS is maintaining a safe work environment and reducing the risk of COVID-19 exposure.
- Human Resources made changes to the COVID-19 Testing/Vaccination procedures to comply with the OSHA ETS standards. The Federal mandate was passed by the Sixth Circuit Courts, and it is currently in the process of approval by the Supreme Court. However, the Illinois Department of Labor adopted the mandate on January 7th, 2022, to comply with the OSHA ETS standards for governmental agencies, which will include IHLS.

Employee Handbook Updates

- Human Resources is working with Leadership to roll out new policies and making recommendations to revise our existing policies to remain in compliance with applicable state and federal guidelines. In December, a final draft of the Employee Handbook was completed. In January, this document will be sent to Legal for final review before heading to the Personnel Committee for comment and revisions at the February meeting. After review from the Personnel Committee, the Employee Handbook will be sent to the board for approval, then after board approval, it will be

sent to the Illinois State Library for final approval before being rolled out to IHLS employees.

Increasing Staff Communication Through the Use of the IHLS Intranet

- November 8 - the set of legal updates was posted on the HR Intranet for employees to comment on and so that they could be made aware of the proposed changes to the Employee Handbook once the final version is rolled out in 2022.
- November 15 - Sexual Harassment and Ethics training was sent out to all employees.
- November 18 - communication was sent to all employees regarding the upcoming open enrollment meeting. Virtual and in person meetings were scheduled to meet the needs of our employees. Various times were selected to ensure that all staff would be able to attend.
- The November 24 post communicated that Illinois Heartland Library System, in partnership with the State of Illinois Department of Public Health (IDPH), will be offering FREE vaccine/booster clinics at all three hubs in December.
- On November 24, open enrollment materials and the recording of a virtual meeting were posted so that those employees that were unable to attend the meeting could view the recording at their convenience.
- On December 30, the COVID-19 Testing/Vaccination Procedures for IHLS Staff were updated to comply with OSHA ETS standards and posted on the IHLS Intranet and emailed to all employees.
- On December 30, the COVID-19 Frequently Asked Questions (FAQ) were updated to reflect the new CDC guidelines.
- On December 30, the memo from Leslie Bednar was sent to staff regarding the decision to work from home for the month of January to reduce the risk of COVID-19 exposure to employees. This was optional and employees that still wish to come to work can do so.

Benefits Open Enrollment 2022

- Coordinated all meetings and communications to staff regarding our open enrollment for our 2022 benefits plan. Worked in partnership with the Finance Department to get system reports, enrollment data, and the Executive Director signed contracts to our new broker, One Digital, for a smooth transition to our new plan.

Annual Sexual Harassment Training Roll Out to Include Ethics Training for 2021

- Every employer with employees working in the State of Illinois is required to provide all employees with annual sexual harassment prevention training that complies with Section 2-109 of the Illinois Human Rights Act ("IHRA"). We rolled out the training on November 15, 2021. Employees have until December 31, 2021, to complete the required training.

I-9, Employment Eligibility Verification Audit

- The Human Resources Team is almost finished with the I-9 audit. We worked with employees and supervisors to make corrections on forms and complete missing information to ensure that, in the event of an audit, we are not fined for noncompliance. We hope to have this project finalized in January.

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

The finance staff assisted the Human Resources department with the 2022 open enrollment for health, dental, vision, and life benefits. IHLS uses an online benefits enrollment that staff can access that is connected to the Abila accounting software. This is a great asset to the open enrollment process as it saves significant staff time by being able to import staff elections directly into the software. Also, we can export the enrollment data easily into a spreadsheet to send to the insurance broker.

We spent much of our time outside of routine duties aiding management in decision-making by attending planning meetings and analyzing data of items under review. The finance staff packed up their office space and moved out of our office in December to allow for the remodel of that space. We are looking forward to coming back into our freshly remodeled offices and workstations in January with the Human Resources department sharing our office space.
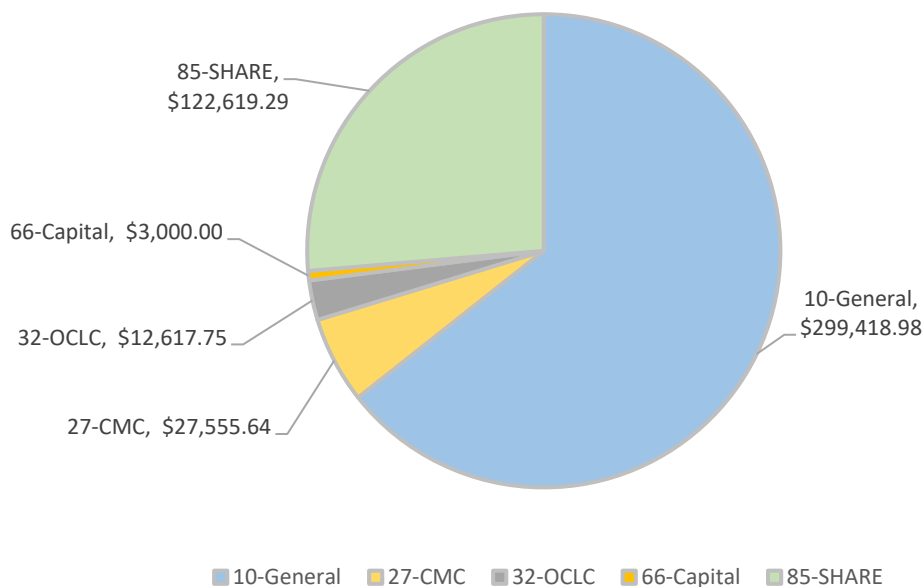
ACCOUNTING GOALS:
Equip IHLS Administration and Board of Directors with effective reporting of financial transactions to encourage good stewardship through decision-making. Provide member libraries with tools to enhance their financial literacy to encourage good stewardship of public funds.

- Attended the IHLS Members Day.
- Attended a Ford Harrison seminar "Managing the Modern Workplace. Tips and Trends for Labor and Employment Law Compliance."
- Attended a meeting with a representative from OneDigital regarding health, dental, vision, and life insurance benefits and quotes.
- Attended a meeting with representatives for Arch Brokerage regarding administrative options for the health insurance benefits.
- Attended an open enrollment staff meeting to review the 2022 health, dental, vision, and life benefits.
- Attended a RAILS LLSAP meeting.
- Attended a meeting for the preparation of the Champaign bathroom remodel.
- Attended a planning meeting for capital projects.
- Attended IHLS Member Day planning meetings.
- Attended internal planning meetings.
- Attended High Five and staff meetings.
- Attended weekly Finance Department meetings.
- Attended Leadership and Supervisors Team meetings.
- Attended SHARE Finance and Policy Committee meeting.
- Attended IHLS Finance Committees and IHLS Board of Directors meetings.
- Assisted with the planning of the Edwardsville holiday party.

- Organized the record retention room and prepared records for destruction.
- Completed the annual sexual harassment and ethics training.
- Prepared and packed the Finance Department's office for the remodel.
- Prepared the benefits enrollment setup in accounting software for the online portal for staff.
- Prepared insurance enrollment spreadsheets and provided them to the insurance broker.
- Prepared end-of-year estimates for FY2022.
- Prepared cost analysis for Enterprise Fleet Management vehicle leasing.
- Prepared minimum wage analysis.
- Prepared and processed five payrolls in November and December.
- Prepared October and November 2021 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 278 accounts receivable invoices (OCLC: 25 monthly and 218 transactional; SHARE: 4 monthly, 4 transitional, 2 additional modules, 1 implementation fee, 15 cloudLibrary e-book purchases, and 2 bibliographic service; general: 2 ILDS project, 2 *Serving Our Public* books, and 3 *Illinois Library Laws & Rules* books).
- Received and posted 374 accounts receivable cash receipts checks totaling $1,830,926.60 (OCLC: 204, SHARE: 154, and General: 16).
- Received and entered 130 accounts payable invoices.
- Disbursed 135 accounts payable checks totaling $465,211.66.

A/P Invoices Paid November & December 2021

85-SHARE, $122,619.29

66-Capital, $3,000.00

32-OCLC, $12,617.75

27-CMC, $27,555.64

10-General, $299,418.98

■ 10-General ■ 27-CMC ■ 32-OCLC ■ 66-Capital ■ 85-SHARE

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

Happy New Year! The end of the calendar year often allows the IT department to catch up on some projects and evaluate where we are. We are in the middle of a fiscal year and we can evaluate where we are in the budget cycle, what projects can be done this fiscal year, or which ones might need to wait. We are in a very good place this year and have been working with the finance department to make sure our expenses are in line. One project that we still want to make sure we accomplish is the Edwardsville computer room clean-up project. This will take some old wiring panels that are currently mounted directly to the walls, and put them on a wall rack. Many of the wires are also no longer needed after the remodels. We've budgeted for this project and hope to get this one done using our own IT staff to do all the work.

The website project will be handed over to IHLS staff on February 15. This will be the final user acceptance testing (UAT) period. The website team will go over the project before the final migration of data. This date is a hard deadline for our vendor and we'll do our part to go over the testing as soon as we can. Our plan is to have the new site active by March 15.

The program that the drivers use on their iPads is now 5+ years old. Many improvements have been made over the years and it's fulfilling its goals beyond what we imagined. However, we'd like to update the code base to bring it up-to-date with some of the new Apple software standards. Brant, our website developer, will be spending some time with the operations department to make sure he plans for their future needs and accomplishes his own desires for the software. Some of these upgrades may include the ability to have realtime data to the iPads which would enable route changes during a route. This project has provided a wealth of good information and we are proud of what we've accomplished with it.

IT GOALS:
Provide the IT support necessary for IHLS and SHARE to function efficiently. Implement new design to IHLS website.
- February 15, 2022 is the deadline for Ameex to hand over the website for user acceptance testing.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Jennifer Baugh, SHARE Bibliographic Services Manager & Dr. Pamela Thomas, Bibliographic Grant Manager, Cataloging Maintenance Center (CMC)

Baptist Sabbath School photo book (left) and Elizabeth B. Lawrence handwritten diary (right), two books cataloged by the CMC.

Illinois Department of Natural Resources Illinois Wild Mammals kit cataloged by SHARE Cataloger Linda Johnson.

November and December were busy with both original and copy cataloging. Both SHARE and CMC staff do an amazing job providing high quality cataloging to libraries throughout the state. Staff also attended various continuing education opportunities such as the Northern Ohio Technical Services Librarians (NOTSL) Fall meeting which discussed subject headings, virtual metadata workshops, and IHLS Member Day.

Both CMC and SHARE staff also spent time discussing and planning future training opportunities for both member libraries and libraries throughout the state. 2022 looks to be a great year for continuing education.

The CMC welcomed a new intern in December. Veronica Gomez is an MLIS student at the University of North Carolina – Chapel Hill. Welcome Veronica! The CMC is excited for 2022 and is pulling together for another great year.

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 1,058 items for SHARE member libraries.
- Imported 985 $3 bibs for SHARE member libraries.
- Created 10 on order bib records for SHARE member libraries.
- Cataloged 107 items for new member libraries joining SHARE.
- Merged 168 bibliographic records, cleaned/corrected 6,018 bibliographic records, and cleaned/corrected 14 item records.
- Provided one-on-one instruction session to Scott AFB Library over Zoom.

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.
- Handled over 242 emails and contacts.
- Reviewed and imported 21 files with a total of 74 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.
- Reviewed 52 books and one kit.
- Cataloged 434 items (including 155 originally cataloged and 144 records enhanced) and created four name authority records.
- The PrairieCat database cleanup project continues, where 796 bibliographic records were enhanced or merged.
- The Alma cleanup project for CARLI continues, with a total of 1,161,309 deleted.
- RDA for Audio and Visual Recordings Moodle class ended with 8 students successfully completing the course.
- Presented Well, You See, Timmy at IHLS Member Day, a humorous look at what services the CMC provides.
- Presented November's Online with the CMC, Where's Waldo?: Cataloging Maps with 37 attendees.
- Presented December's Online with the CMC, "Note" Worthy Notes: At Your Service with 44 attendees.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

November and December of 2021 saw many forecasting sessions in IHLS. Forecasting what the delivery landscape will look like in the next six months, next year, and beyond. Changing our lens by just a bit opens up positive possibilities for delivery and our member libraries. We are not able to change our funding from the ISL (Illinois State Library), however we are able to search for additional funding beyond what can be provided. We can make procedural changes that will benefit our libraries without encompassing a huge deficit.

In that vein, some of us were able to participate in the "Out of the Box Initiative" which allowed the freedom to envision. Envision without restriction. And by having representation from all departments, it brings a more well-rounded discussion.

From those meetings, there are some directional paths that delivery can participate in by providing more effective outreach to our current members. Sharing what we can do with our current funding, as well as what we potentially can do in the future. We are busy updating our "Welcome to Delivery…Now What?" mission statement, targeting what we do and why.

DELIVERY GOALS:
Provide efficient provision of delivery services designed to support resource sharing among IHLS members. Provide accurate information and educational tools to support delivery. Provide accurate member library delivery data in L2.

- Started Delivery on the Go Service campaign.

Meetings Attended:
- 8 Operations Meetings
- 1 Operations Team Meeting
- High Five Meeting
- 2 Supervisors
- Out of the Box Initiative
- Member Day Planning
- 4 Leadership Weekly Meetings
- Capital Projects Plan
- Outreach to RAIL's LLSAP's
- AISLE (Association of Illinois School Educators) Conference
- Staff Meeting
- 2022 Benefits Open Enrollment
- Reaching Forward South Committee meeting
- Meeting for Champaign restrooms
- Holiday Party Planning
- ALA (American Library Association) Physical Delivery Group petitioning RUSA (Reference and User Services Association…division of ALA) to be a part of their section in ALA

## Combined Item Count For November and December 2021

Carbondale	Champaign	Edwardsville	Interhub Count	ILDS
48,953	183,356	172,792	107,424	5,435
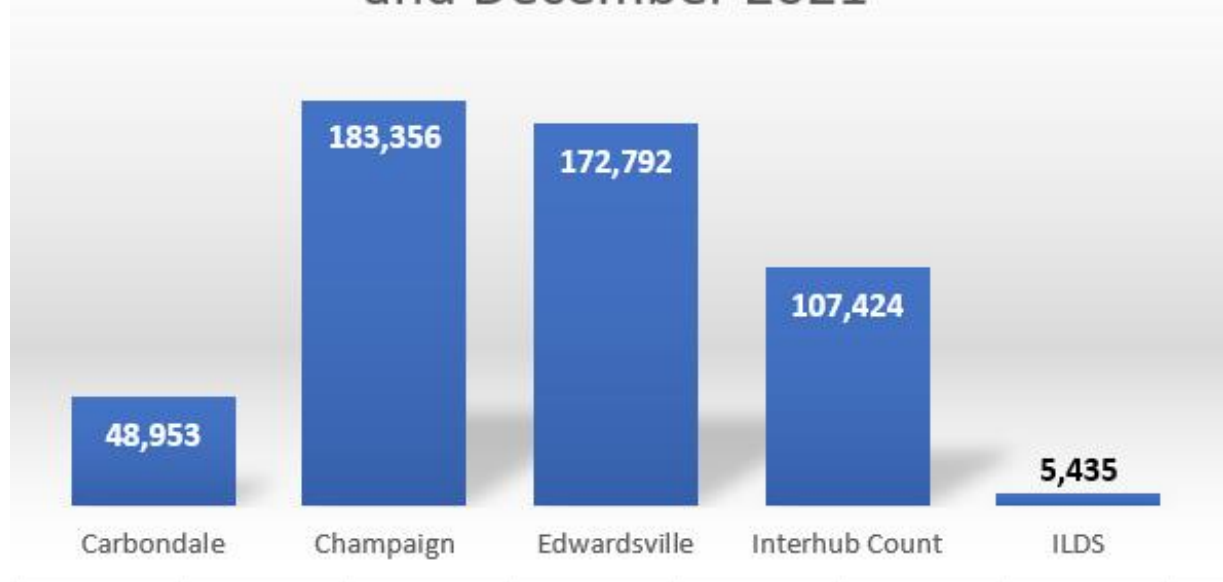
SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

The Jonesboro Public Library is now live on Polaris!

The SHARE Mobile Library is up and running! We now have a patron-facing video to promote the app.
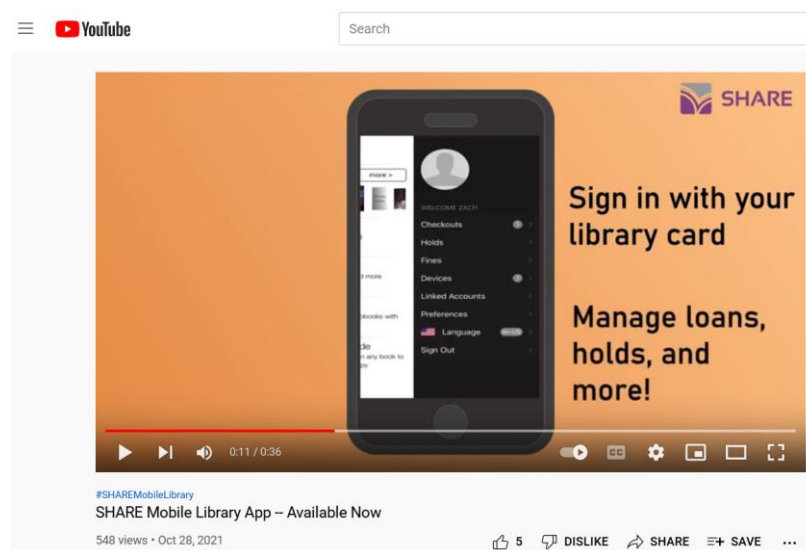
The SHARE Mobile Library App project is in the final stages, with 20 libraries requesting additional customization. So far, the app has been used 37,223 times, since our official launch on October 25, with 48,081 loans requested. The new highlights page with readers' advisory tools has been viewed 1,279 times.

Here is an example of the Tolono Public Library District's custom template. They did a great job!
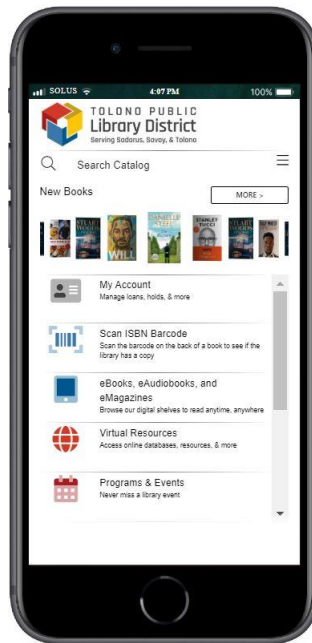
SHARE GOAL:
Provide an innovative resource discovery, sharing, and delivery system.

- Met with representatives of Bibliotheca at their headquarters in Minneapolis to discuss potential partnership opportunities for SHARE members. Learned more about their products and services, especially the resources they offer for smaller libraries.
- Attended the Association of Illinois School Library Educators (AISLE) annual conference learning about both the challenges and opportunities for our school media specialists.
- Participated in the Reaching Forward South (RFS) Conference committee, as well as the Illinois Library Association (ILA) Conference and Intellectual Freedom committees.
- SHARE Finance & Policy Committee met to review the audited FY2021 end of year financial statements.
- Requested Member Comment on a proposed policy for SHARE Data Privacy and Protection.
- SHARE Circulation & Resource Sharing Committee met to compare both Aspen and Vega as a potential discovery solution for SHARE.
- SHARE staff participated in the "Out of the Box" initiative.
- Reviewed emergency downtime communications procedures with SHARE and IT staff.

SHARE DEVELOPMENT GOAL:
Increase members participating in SHARE.
- SHARE staff taught 8 circulation trainings to 12 participants in November and 2 trainings to 3 participants in December.
- Sent a packet of information about SHARE to a potential school library member.
- Participated in IHLS Director's Chats and provided information regarding SHARE programs.
- Presented information about SHARE at AISLE annual conference and IHLS Member Day.
- Reminded members of the proper procedures for closing dates and free days for unexpected closures.
- Announced the new common loan guidelines from SHARE, an optional program to increase standardization of due dates for members.
- Reminded members to not circulate items using on-order records and the correct process to use the volume field on item records.
- Promoted member library staff book recommendations and book lists, which is a fun way to increase SHARE members readers' advisory participation.
- Provided members with readers advisory support, promoting the top requested SHARE titles in November and December.

E-RESOURCES GOAL:
Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.
- cloudLibrary users checked out 31,245 owned titles and 1,195 e-audio pay-per-use titles in November. cloudLibrary users checked out 29,082 owned titles and 1,171 e-audio

pay-per-use titles in December. We now have 54,183 owned items in our shared collection, and 21,335 additional e-audio items available for pay-per-use.

- Overall circulation decreased in 2021, but we still saw a 7% increase since the new benchmark of 2019. Circulation of e-audio has gained popularity, with circulation 26% higher since 2019 and 7% higher than 2020!
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.

Best Books
of 2021

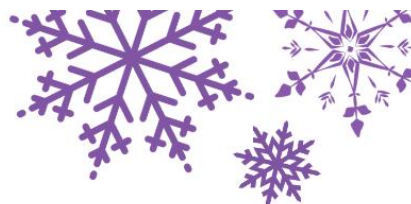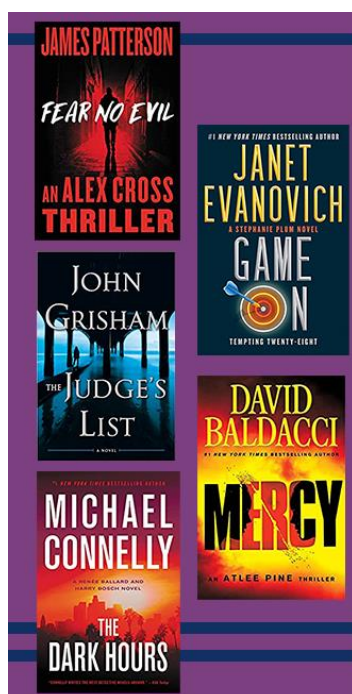**SHARE** SHARING HEARTLAND'S AVAILABLE RESOURCES EQUALLY

cloudLibrary by bibliotheca

SHARE SHARING HEARTLAND'S AVAILABLE RESOURCES EQUALLY

TOP REQUESTED
titles of
November 2021

SHARE
SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY

TOP
REQUESTED
titles of
December 2021

MEMBERSHIP REPORT & STAFF ACTIVITIES
Submitted by Ellen Popit, Associate Director

Certainly, the highlight of these two months was the Annual Member Day. What began in the Knights of Columbus Hall in Effingham in 2014 has developed throughout the years. The in-person event grew into the Keller Conference Center in Effingham with vendors, games, and plenty of time for networking. Keynote presentations were added to the break-out sessions throughout the day. In 2020, and again in 2021, the event was virtual, and presenters joined us from all over the U.S.

What has never changed in any iteration of this event is the commitment of IHLS staff to make this a meaningful day of networking and professional development for our members. We'll see what 2022 has in store for us!

MEMBERSHIP SERVICES 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.

- November 8: Anna Yackle did a site visit at the Petersburg Public Library and attended their board meeting.
- November 9: Anna Yackle did site visits with three new library Directors at Auburn, Blue Ridge, and Milford. She also attended Milford's board meeting.
- November 30: Anna Yackle attended the board meeting of the Ashley Public Library District.

At this time of year, preparation work has begun for the annual certification process. When time allows, L2 entries and membership lists are checked and updated to communicate effectively with our members during the certification process.

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.

Several staff members attended the in-person conference of the Association of Illinois School Library Educators that was held in Champaign November 8-9.

Anna Yackle participated in the Dismantling Racism workshop held at the Chatham Area Public Library District on November 10.

Ellen Popit attended the November 30th meeting of the Medium Pubs group that was held at the Chatham Area Public Library District.

Directors' Chats wound down for the year, but participation was still healthy. Because of the holidays, only four chats were held in November and December. The average attendance was 30 people.

CONTINUING EDUCATION GOAL:
Increased continuing education opportunities as allowed by ISL directive.

- The IHLS Annual Member Day was held virtually on November 18, 2022. 243 individuals from member libraries registered for the event and those who were not able to attend in real time were able to watch the majority of the sessions after the fact.

Celebrating Libraries, Building Partnerships
#IHLS Member Day 2021
November 18, 2021
8 A.M. - 4 P.M.
Presented by Illinois Heartland Library System

- A Members Matter event was held on December 16 on the topic of "Assisting Library Patrons with Court Issues." The event had 27 attendees.