

DIRECTOR & STAFF ACTIVITIES REPORT

SEPTEMBER
2021



Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATIONS GOALS:

Submitted by Danielle Beasley, Communications Coordinator, and Shandi Greve Penrod, Marketing Coordinator

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

Highlights

- Continued working with Ameex on the redesign and functionality of Illinois Heartland Library System's new website.
- Continued working on elements for Illinois Heartland Library System's 2021 Member Day:
 - Began training on Pheedloop
 - Drafted a welcome letter to speakers for the event
 - Finalized the Member Day logo
 - Began developing the [IHLS Member Day 2021 website](#)
 - Began working with the sponsorship and programming teams
- Co-wrote an article for the *ILA Reporter* September issue: *Mobile Partnerships: Reaching Communities*. The article focuses on the Illinois Heartland Library System Surplus Vehicle grant recipients and their innovative steps to reach their communities.
- Worked with SHARE staff to develop a marketing plan for the SHARE app; designed a postcard for SHARE librarians
- Developed a logo for Delivery on the Go
- Developed content for and reorganized the [Delivery Overview webpage](#)

Promotion:

- *Services:*
 - *IHLS:* Delivery on the Go, eRead Illinois Axis 360
 - *SHARE:* SHARE cloudLibrary
- *Advocacy:*
 - *IHLS:*
 - IHLS Staff Spotlight Fridays
 - *CMC:*
 - The CMC Catalogs: Marshall PL Oral History Project -- Upload Complete!
 - CMC Starts Internship Program, Welcomes 3 Students
- *CE & Networking events/opportunities:*

- *IHLS*: Weekly IHLS Library Directors' Chats (multiple), IHLS Members Matter (August 19), Library Links Roundup (August 6)
 - Online with the CMC
- **Grants:**
 - Bouncing Back from the Pandemic: Developing Resources for the Local Workforce grant, Expanding Digital Inclusion: Transforming Library Services grant, On the Road to Recovery: Transforming Library Spaces grant, Libraries Transforming Communities: Focus on Small and Rural Libraries grant, FY2022 School District Library grant, Live and Learn Construction grant

General Communications:

- *IHLS*: IHLS Member Connection newsletter (August 11 & August 25), IHLS Edwardsville Office Furniture giveaway event, IHLS Member Day save the date, Feedback on multiple personnel code policies, Two ways libraries can help keep IHLS drivers and neighbor's library materials safe, Delivery for 2021-2022 school year, 3rd annual library crawl registration
- *SHARE*: SHARE mobile library app, Post-Internet Explorer (August 9), SHARE newsletter (August 10)

Formal research:


- A/B email testing (continuous)
- Technology survey (additional responses solicited)

Networking/continuing education events attended by department staff:

- IHLS Directors' Chats
- IHLS Members Matter
- Association of Illinois Library School Educators partnership
- Illinois Library Association Marketing Forum Roundtable
- My Library Is... Advisory Committee

Social media insights:


- Facebook: 30 posts in August
 - *Awareness*: 15,878 total post reach, 529 avg. post reach, 16,825 total post impressions
 - *Engagement*: 1,046 post engagements, 35 avg. post engagements
 - *Change*: +9 page likes (1,201)
- Twitter: 10 tweets in month of August
 - *Awareness*: 1,723 tweet impressions or 55 impressions per day
 - *Change*: +2 followers
- Most successful media content:


Illinois Heartland Library System
 August 11 · 🌐


The start of the school year is right around the corner. Are you ready? You'll find some great Back to School reads in the cloudLibrary! We've got picture books that can help to calm your nervous elementary student, novels to take you back to your high school days, and books that can teach you something new. You'll find our Back to School picks in the cloudLibrary app under the Featured tab.


Did you know that the cloudLibrary is available 24-7 and the collection contains over 70,000 items? Visit your library's website and look for "e-books" or "e-resources" to see if it's available to you.

#IHLSlibraries



Back to School

SHARE  **cloudLibrary**
by bibliotheca



Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

2,009
People Reached

78
Engagements

Boost Post


Illinois Heartland Library System
 August 13 · 🌐

Are you looking for a fully remote position that will allow you the comforts of working from your home? We are seeking qualified individuals for a special project and have three openings for temporary catalogers. These temporary full time positions (40 hours a week minimum) allow for full time benefits. The job will begin September 1, 2021, and end June 30, 2022.

For more position details, please follow the link:
<https://www.illinoisheartland.org/library-jobs/4193>

If you meet... [See More](#)



HIRING

 Illinois Heartland Library System



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3,126
People Reached

366
Engagements

Boost Post

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, Illinois Library Association (ILA) Jobline, Handshake, and member newsletters. August job openings included: Membership Coordinator, HR Assistant, Courier, three CARLI Temporary Catalogers, and two CMC Catalogers.

A new hire orientation was conducted for our Share Bibliographic Services Manager in Edwardsville via Zoom this month.

Live workshop or online training	Format	# of staff
Open Enrollment: Communicating Care	Gallagher webinar	1
Understanding Workplace Trauma and Employee Well-Being	15five.com	1
Crowdcast: The 19th Represents 2021 Virtual Summit	Crowdcast Webinar	2
COVID-19 Vaccines - Can they be Mandated?	FordHarrison Webinar	1
Managing Employees' Mental Health Issues in a Pandemic/Post-Pandemic World	FordHarrison Webinar	1

Live workshop or online training Information Technology Department	Format	# of staff
Azure Arc Enabled Kubernetes: Getting Started	PluralSight	1
Building Microservices	PluralSight	1

Computer Fundamentals: Hardware and Network Troubleshooting	PluralSight	1
Deploying Containerized Applications	PluralSight	1
Configuring and Managing Kubernetes Networking, Services, and Ingress	PluralSight	1
Configuring and Managing Kubernetes Security	PluralSight	1
Configuring and Managing Kubernetes Storage and Scheduling	PluralSight	1
Deploying Stateful Applications in Kubernetes	PluralSight	1
DevOps with GitHub and Azure: Implementing Infrastructure as Code	PluralSight	1
GitOps: The Big Picture	PluralSight	1
Kubernetes for Developers: Moving from Docker Compose to Kubernetes	PluralSight	1
Kubernetes Installation and Configuration Fundamentals	PluralSight	1
Linux Administration with Ansible: Getting Started with Ansible Automation	PluralSight	1
Linux: Email Services (LPIC-2)	PluralSight	1
Maintaining, Monitoring and Troubleshooting Kubernetes	PluralSight	1
Microsoft 365 Security: Threat Protection Implementation and Management	PluralSight	1
Microsoft Azure Developer: Deploying and Managing Containers	PluralSight	1
Monitoring Containerized Application Health with Docker	PluralSight	1



Voluntary extension April 1, 2021 through September 30, 2021 of the Family First Coronavirus Response Act due to American Rescue Plan Act of 2021.

- 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.

Safe Return to Work in person plan for all Employees

- On August 20, Human Resources clarified requirements for in-person work due to the pandemic and/or due to the Edwardsville remodel construction. August marked phase two of our return to work and all remote employees were required to be in the office three days a week.
- On August 27, we asked all employees to voluntarily send us their COVID-19 vaccination cards so that we can further analyze how to combat the spread of COVID-19 and keep our employees safe. This data will be used to make decisions on the possibility of a vaccine/testing procedure for all IHLS employees.
- Mandatory employee training “Respect at Work” was sent to all employees on August 3, 2021. This is a 30 minute online webinar provided by our Employee Assistance Provider. This webinar gives various recommendations on how to effectively communicate and creates self awareness of your own behaviors. We all are handling the return to work differently and we need to respect others and remain professional in the workplace. Employees have 30 days to complete the training at a time when it is convenient for them and send training certificates to Human Resources to show completion of this important training session.



Employee Handbook Update

- 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. This month, federal and state law legal updates were created and will be presented in September to the Personnel Committee for comment and revisions. These updates will be revised and placed in the new Employee Handbook in 2022 for a final review by the board once the entire manual is completed.
- Communicated to staff via the Human Resources Intranet the recent board approval of the Personal Social Media and Online Communications Policy to all employees on August 25. We are communicating to all employees the recent policy updates that will go into effect next year. This allows for employees to be aware of upcoming policies and practices.

Increasing Staff Communication through the use of the IHLS Intranet

- On August 23, information was shared with all staff regarding the great news about when to expect FY2022 bonuses. We covered eligibility, how bonuses are calculated this year, required legal deductions, and the payout schedule.
- On August 23 we asked employees to make sure that they have on file any other position(s) held outside of IHLS by completing the Determination of Conflict form. We are auditing our employee files to make sure that we have current and accurate records.
- On August 25, we reminded staff that the Family First Coronavirus Response Act (FFCRA) allows for time off due to COVID-19 related absences. This paid time off is effective only until September 30, 2021. Employees were given the policy as well as frequently asked questions to address any of their COVID-19 questions.

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

In August, IHLS had the FY2021 annual audit performed by Scheffel Boyle. Auditors were on-site performing their fieldwork on August 2nd – 5th and their follow up inquiries were addressed through email and telephone calls.

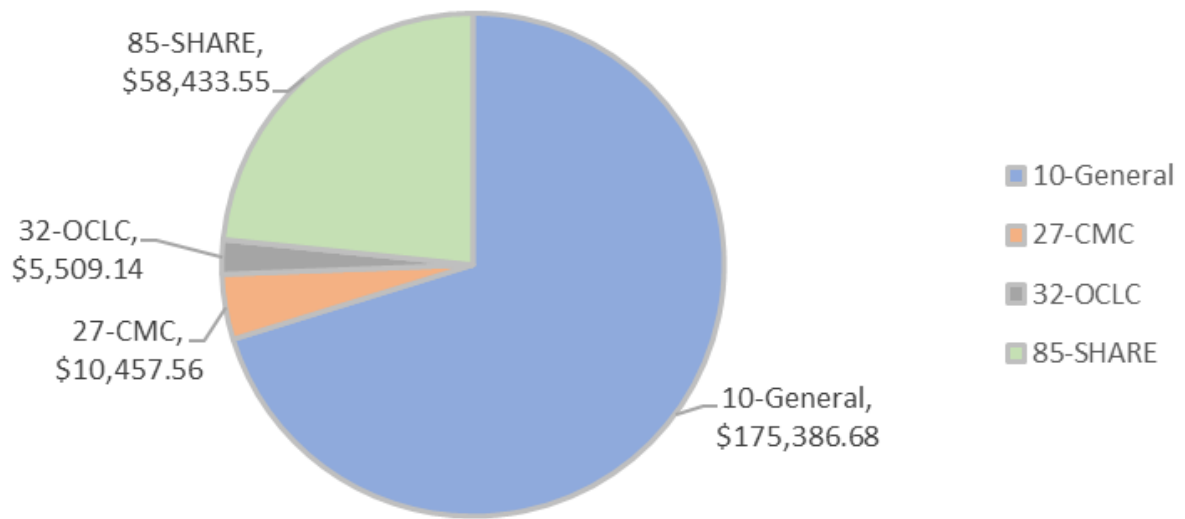
We also had a month filled with a large volume of checks being received from the annual SHARE and OCLC billings in July. Our department was busy throughout the month applying those payments to the appropriate accounts.

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 an OpenGov Customer Workshop webinar.
- Attended a meeting with a representative from our insurance management services to review invoices.
- Attended a meeting to review and update the Request for Proposal for the remodel of the bathrooms at the Champaign office.
- Attended IHLS Member Day planning meetings.
- Attended weekly staff High Five meetings.
- Attended Leadership and Supervisors Team meetings.
- Attended IHLS Finance Committees and IHLS Board of Directors meetings.
- Prepared and provided requested documentation for the annual IHLS, OCLC, and Worker's Compensation audits.
- Prepared documents for the IHLS Annual Report.
- Prepared and processed two payrolls in August.
- Prepared July 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 133 accounts receivable invoices (OCLC: 13 monthly and 106 transactional; SHARE: 2 monthly, 2 transitional, 3 Cloud eBooks purchases, 3 Cloud subscriptions, 2 Bibliographic Services, and 1 CARLI Project; General: 1 ILDS project).
- Received and posted 820 accounts receivable cash receipts checks totaling \$2,965,187.73 (OCLC: 370, SHARE: 428, and General: 22).
- Received and entered 72 accounts payable invoices.
- Disbursed 77 accounts payable checks totaling \$249,786.93.

A/P Invoices Paid August 2021



INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

A major step forward for our move away from onsite servers and services to the cloud has been accomplished this month. A big shout out to John Knirr on the IT team for leading the charge to move our computers to Intune. Intune is a Microsoft cloud service that allows IT departments to manage our resources, like laptops and servers, in a structured and secure way. Intune allows us to install new software, keep up with patches, and deploy new machines much more efficiently. We had similar functionality before, however it depended on the machines being connected to one of our office networks or being connected to the VPN (virtual private network) service. Intune is completely cloud-based and the updates are rolled out in a more predictable manner. The entire IT team is more informed about the status of our computers because of this major deployment.

There have been a number of critical security updates lately for servers and workstations. At IHLS we take all security threats very seriously and applied all the necessary patches as they were available. One particularly nasty threat that continues to cause issues is the "Print Nightmare." This threat has been especially important for our team to address because every library that connects to our servers wants to print. The security vulnerability uses the ability to print remotely as the gateway to compromise our servers. At this point, Microsoft hasn't delivered a final fix to the problem, but we have implemented stop gaps to secure our services.

Windows 11 is coming and Internet Explorer is going away. Many of our libraries still use Internet Explorer to initiate the connection to Polaris. Step-by-step instructions have been sent to libraries to follow in order to change the need for the older browser. Many have done this, but many more have not yet. When a computer upgrades to Windows 11, they will be forced to follow the new instructions.

IT Goals:

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

- Good progress is being made. The servers for the new website are setup and all development is now on our servers.



Bibliographic Access

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Shelley Stone, SHARE Manager for Bibliographic Services

Jennifer Baugh, the new SHARE Manager for Bibliographic Services, joined us at the beginning of August. We have been working very closely for a smooth transition when my retirement date comes at the end of October. Jennifer has worked in several public libraries including the most recent, Six Mile Regional Library District (Granite City). She holds two master's degrees, one in library science and the other in public administration. It is a real joy to work with Jennifer as she soaks up all things SHARE Bibliographic Services and brings her own unique style and knowledge to the mix.

Heidi Margold has moved from cataloger to metadata cataloger in the Cataloging Maintenance Center. She is taking over Erin Rose's position, after Erin resigned and moved away. We will miss Erin's fun personality and wish her all the best in the future. Congratulations on your new position Heidi!

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 587 items for SHARE member libraries.
- Imported 306 \$3 bibs for SHARE member libraries.
- Created 13 on order bib records for SHARE member libraries.
- Cataloged 38 items for new member libraries joining SHARE.
- Merged 81 bibliographic records, cleaned/corrected 2,181 bibliographic records, and cleaned/corrected 1,124 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.

- Handled over 199 emails and contacts.
- Reviewed and imported 16 files with a total of 43 bib records for beginning catalogers.
- Visited one SHARE library to assist with cataloging questions.
- Held one barcoding training session with nine participants.
- Taught one SHARE reports class with 13 participants.
- Conducted three Zoom meetings with SHARE libraries to answer cataloging questions.

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 20 NACO name authority records for improved user access.
- Cataloged 155 items for libraries in Illinois.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in north-central Illinois.
- Taught the Moodle class *Subject Analysis* with 13 people successfully completing it.
- Presented *Word of Mouth: Transcribing an Oral History Collection* for the Amigos conference on August 11.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director



“It is not the strongest or the most intelligent who will survive but those who can best manage change.” ---Charles Darwin

One thing about IHLS delivery, we are always looking for the next delivery “thing”. Whether it is easily within our means or not, we still explore it. Libraries and library systems are great at wringing out of whatever funding they receive, the best value for their dollar. Often times once a concept is understood, an alternate, cheaper way to do it comes about.



Recently an article about a partnership, Amazon and Rivian (electric vehicle company) was reviewed which started a road of possibilities. We acknowledge that electric vehicles are the way that, environmentally, the world is heading. Amazon has placed an order of 100,000 electric vehicles with Rivian. And Rivian, which has their main office in California, has a factory here in Illinois in the old Mitsubishi plant in Bloomington, Illinois. Rivian is one of two electric car companies that call Illinois their home.

So what, you may say. It isn't just a sign of the times that we might be considering electric vehicles at some point, but Amazon will be getting rid of 100,000 gas burning vans. What if, somehow, Jeff Bezos would donate those vans to libraries and library systems? Like the Carnegie of 2021. Library buildings will not completely go away, however, as seen with this pandemic, mobile vehicles became important in getting the library materials to the patrons. Mobile vehicles are the “branches” of libraries that cannot afford another physical building.

Is this a bit far fetched? Maybe. Maybe not. Until you dream of something bigger, you stay where you are. No change. And without change, the possibilities do that: remain possibilities. This delivery activity report was written just to show you some of what goes on in the background to make delivery what it is. There is constant searching for how to improve and no idea is laughed at. The ideas often spark more ideas and we end up with, say, Delivery On the Go...same route/same day delivery. That started with someone questioning, why not?

DELIVERY GOALS:

Comply with recommendations of the Statewide Delivery Committee (2014).

Each month delivery will highlight a recommendation from this committee's final report and IHLS status on attaining compliance.

ROUTE SCHEDULES

Route schedules shall be reviewed by delivery staff (the library systems, Consortium of Academic and Research Libraries in Illinois (CARLI)/Illinois Library Delivery Service (ILDS)) at least annually and modified accordingly as warranted.

- IHLS delivery bi-yearly evaluates the route schedules that have been established for each hub. Items that we look at include if the library's volumes have increased and the vans have reached their maximum capacity, does moving a library to another route increase efficiency as well as do we need to consider a larger vehicle for a route.

Provide efficient provision of delivery services designed to support resource sharing among IHLS members.

- Applied for the Road to Recovery grant that the Illinois State Library offered in anticipation of providing Delivery On the Go (DOG) same route/same day service. While DOG has been around, it is being viewed with fresh eyes as a solution for less touches on the items, which has risen to the top of a positive action that has come out of the pandemic.

Continue to enhance functional five-day-a-week delivery.

- Provide enhanced five-day-a-week delivery service that includes a 24-hour turnaround for member libraries.

Provide accurate information and educational tools to support delivery.

- Working with the IT Department to plan for updates to the current app that is being used by the drivers to track everything from numbers to pre-trip checks.

Revise the delivery section of the IHLS website.

- Working with Communications, Marketing, and IT departments who have hired Ameex to develop our website further.

IHLS Building updates

EDWARDSVILLE

Landscaping at the north end of the building has finally been completed. After the mine subsidence disrupted the ground, it was recommended to wait for a year for the ground to settle prior to completing any landscaping.



August Meetings:

- 2 High Five Meetings
- 7 Operations Meetings
- ALL Operations Team Meeting
- All Staff Meeting
- 2 Leadership Meetings
- Edwardsville Staff Meeting
- Supervisors Meeting
- Members Matter Meetings
- IHLS Board Meeting
- Bathroom Remodel Grant Meeting
- Delivery hubs and routes mock up meeting
- Surplus Sale Discussion
- 2 ILA Reporter Article Discussions
- Meeting with Color Art
- Attended Five Ways to Re-energize Yourself

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

SHARE staff had several important projects front-and-center, including the final push for the anticipated SHARE Mobile Library App, as well as the upcoming Internet Explorer retirement, and subsequent recommendation to make the switch to Leap.

SHARE GOAL:

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

- Provided demos for two new discovery products, Aspen (ByWater Solutions) and Vega (Innovative).
- Attended meetings to review state-wide services with Reaching Across Illinois Library System (RAILS) and attended a RAILS/Association of Illinois School Library Educators (AISLE) Partnership meeting.
- With the upcoming retirement of Internet Explorer, the IHLS IT Department and SHARE are helping members update remote access to Polaris. SHARE staff assisted libraries with either a switch to Leap or a change to their equipment to access the Polaris staff client.

SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- SHARE staff taught 13 circulation trainings to 66 participants in August.
- Provided members with readers advisory support, promoting the top requested SHARE titles in August.
- Sent a quote and packet of information about membership to a K-12 library interested in service.
- Participated in IHLS Directors' Chats.
- Provided SHARE updates at the Metro-East Public Libraries Networking Meeting.
- The SHARE Circulation & Resource Sharing Committee met on 8/12 to discuss circulation issues, including Cards for Kids, Cards for Vets, and Free E-Resources. We also welcomed a new committee member, April Jansen from Lincoln Public Library District. The committee also made a procedural change to extend the billing period for lost or damaged items from 12 months to 18 months. This change will be communicated to members in the next newsletter.



ILLINET INTERLIBRARY LOAN GOAL:

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

- Provided information to members about rules for reciprocal borrowing and interlibrary loan for standalone libraries, answering questions via a Director's Chat.

E-RESOURCES GOAL:

Increase e-resource use through increased vendor opportunities, comprehensive library staff training, and marketing support to members.

- cloudLibrary users checked out 32,868 owned titles and 1,226 pay-per-use titles in August. We now have 54,106 owned items in our shared collection, and 23,319 additional items available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.

Back to *School*



SHARE
SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY



cloudLibrary™
by bibliotheca

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

On the face of it, the August calendar looked pretty quiet. There were the usual committee meetings and plenty of meetings in preparation for Member Day. Nothing much out of the ordinary for August.

This gives us the opportunity to share what else happens in the day-to-day activities of the membership team. It's all about the phone calls and e-mails that shape our daily activity. It's the one-on-one service and support that we can offer our members. And it varies widely. Often, it's a very bread and butter issue that could involve notification of a new director, checking on a due date for some annual task, or connecting a member to the right person on the IHLS staff or the state library. Even the bread and butter conversations give us an opportunity to catch up with a member library.

Several times during each month, calls are fielded from libraries facing significant challenges. These range from building concerns to trustee issues and everything in-between. In the past eighteen months, COVID-19 concerns also come into play. These questions are rarely simple and often sensitive. That's when staff has to take time to dig for good resources and answers, whether it's looking at [Illinois Library Laws and Rules](#), or asking for input from the State Library or the system attorney. It can often involve searching for the right document created by an agency like the Illinois Library Association or the Association for Illinois School Library Educators (AISLE) that may provide the answer for specific library. This is also when our colleagues from the broader Illinois community come into play and library staff members who have faced similar challenges are often tapped for their learned wisdom.

These activities don't appear on a calendar or in the newsletter, but are the very heart of what Membership Services is honored to provide to the IHLS Membership.

MEMBERSHIP GOALS:

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

- August 18, System staff participated in a conversation regarding the release by the Illinois State Library of an FAQ document on the topic of Non-Resident Services.
- August 24, A meeting was held with statewide stakeholders to discuss the annual certification process that will begin in January, 2022.

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.

- August 10, System staff participated in the regular meeting of the AISLE partnership group.
- Regular Director's Chats were held on August 5, 12, and 26.
- System Staff participated in the Metro-East Public Library Managers Meeting on August 12.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by ISL directive

- August 19, The "Third Thursday" offering for August was entitled "The Impact of Building Inclusive Communities in Rural Illinois" and was presented by Dr. Christopher Merret, Director of the Illinois Institute of Rural Affairs. His presentation is available for viewing on the [IHLS YouTube Channel](#) and offered a very thorough overview of the state of affairs in rural Illinois.