MARCH 2018

As Illinois Heartland Library System (IHLS) considers goals and objectives for FY2018, continued themes surface: the organization's innate ability to respond to member needs with innovative service approaches utilizing technology balanced with the state's financial reality. In our seventh year, the narrative is one of strengthening resiliency to funding instability through better relationships with stakeholders and allies; improving resource sharing in our communities with a focus on current standards; new methods of bringing disparate library groups together around contemporary resources; and minimizing the physical geography between our 518 member agencies.

ADMINISTRATIVE STAFF ACTIVITIES

DIRECTORS REPORT

Imagine the Possibilities

Ellen Popit and I were lucky to catch a flight out to Philadelphia for the Public Library Association Conference in March in spite of the winter weather. Thanks to Mother Nature attendance was down—leading to a less hurried event where participants could catch up with colleagues between sessions. And learn about products (both new and new to you) in the exhibits hall.

My favorite session was presented by Lee Rainie of the Pew Charitable Trust. He used an information-consumer segmentation model to demonstrate the different ways people engage with information and their expectations of libraries to provide the services and information they need. The research revealed that people across many segments of society believe their library helps them:

- Get information that helps with decisions
- Learn new things
- Grow as a person
- Find information that is trustworthy

Understanding the dynamics of each particular segment of a given community and what level of trust they attribute to information in general can provide a roadmap for librarians. In our current information environment not all news is reliable, and the research teased out traits on a range from information/technology confident to information doubters. Given the level of trust people place in libraries, there is opportunity and room to fill patron needs.

COMMUNICATIONS

Goals: Effective and efficient communication with IHLS stakeholders, rebranding and advocacy.
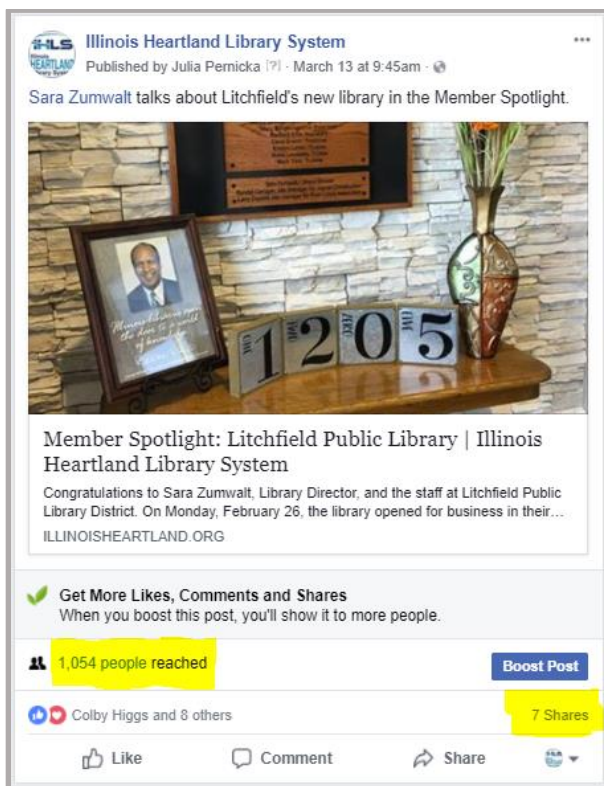
- Through research yielded several leads and resources of potential interest to IHLS members. In additional to library funding, yielded numerous grant opportunities, member libraries in the news, upcoming events, and continuing education opportunities. Information was shared several ways, including email, posting on Facebook, Twitter and on the IHLS website.
- Facebook: On Facebook, the posts with the highest reach are those on member libraries. A Member Spotlight on the Litchfield Public Library reached **1,054** people and a post on the Marion Carnegie Library reached **766** people.
- Twitter: A concentrated effort was made to increase Twitter activity. 10 Tweets earned **6.9K impressions** over this **31 day** period or **224 impressions/day**. A Tweet to contact your rep by 3/19 to save library funding had **4,779 impressions**. This compares to 1 Tweet in February with 181 impressions or 32 impressions/day.
- **Ten (10) grants** were added to the Grants page on the IHLS website.
- The IHLS newsletter, IHLS Member Connection, was sent on a regular basis to over 2,100 subscribers.
- The monthly newsletter, IHLS Staff Connection, was sent to staff.

BOARD SUPPORT

Goals: Improve communication with and support of board and committees. 100% State and Federal Compliance for IHLS/Board and appropriate IHLS staff. Encourage board participation in applicable continuing education activities.

- Distribute committee meeting calendar to board
- Coordinate committee meeting dates and schedule on calendar and in L2
- Prepared and set up for Board networking event
- Began compiling documents for the System Area & Per Capita Grant application
- Began collecting Statement of Economic Interest filing confirmations

Decatur Public Library was the location for the March Board Networking event. They have this beautiful reading girl statue in their entrance. They also had a display of Japanese cultural items.

HUMAN RESOURCES REPORT & STAFF ACTIVITIES

Submitted by Dominique Granger, HR Generalist

Benefits bids will begin to come back this month. We are looking at two separate medical carriers, Blue Cross Blue Shield and Aetna. There is currently no word on dental and vision carriers. Results on the benefits survey showed that employees are satisfied with our overall benefits package--our areas of opportunity are within our dental benefits package. There are two draft documents out for review: a formal Performance Improvement Process (PIP) document and instructions; and a Corrective Actions procedure. The performance review documents have also been sent the supervisory team for review.

HR

Goal: Retain and attract highly qualified IHLS Staff whose focus will be to accomplish IHLS goals and objectives, seek continuous professional growth, and maintain a positive team dynamic.
- Conducting Membership Coordinator In-Person Interviews, 4/15 through 4/17, forecasted start date May 14, 2018.
- Sorter position will be placed on job board to begin recruitment process
- Personnel file auditing continues

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The SHARE server upgrade project continues to make progress. The new hardware has been ordered and the implementation plan is moving ahead on schedule. The IT team has identified milestones for the project and we anticipate testing the environment in June and migrating the production servers around July 1, 2018 to the new hardware. The total cost of the project is currently ~$265,000 and the approved amount from the SHARE reserves is $300,000. We anticipate staying well within the budgeted amount.


Every year a telecommunication audit is performed to review telephone and internet needs for the offices. This was done in conjunction with the ERate application this year. No major changes were identified except one. The Edwardsville AT&T internet circuit came off its 5-year contract this year, and we were able to upgrade from 20Mbs to 50Mbs for the same price that we were paying. This increase in speed will be very helpful to the Edwardsville office.
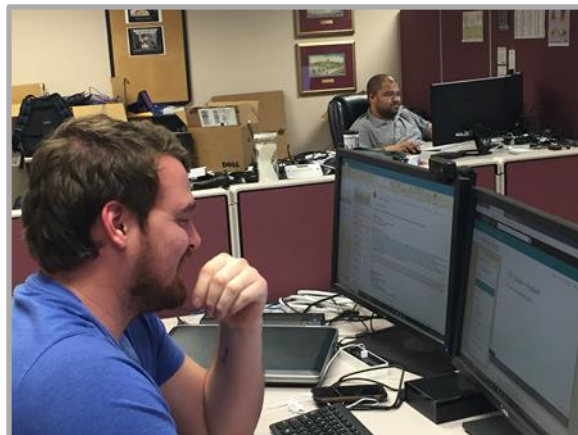
IT

Goals: To provide the IT support necessary for IHLS and SHARE to function efficiently. Support rebranding effort by implementing a new website design to IHLS website.

- Involved in discussions regarding the new format for the newsletter.
- Received a proposal for website redesign that would not require an RFP process. Still investigating and reading the proposal for adequacy and needs met.
- New telephone extensions installed for operations department in EDW.
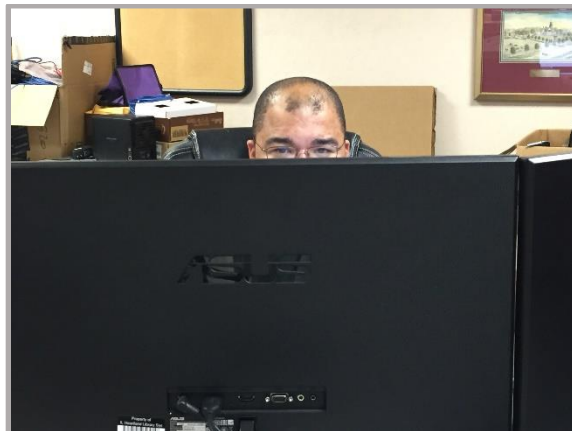
MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Membership and Grants Director

Certainly, the biggest activity for Membership during the month of March is the oversight of the certification process for our 518 member libraries. The last component was completed on the morning of March 30th---a full day before the deadline. Many thanks to our members for their cooperation throughout this annual process! 2018 marks the 6th year of certification for members of Illinois library systems.

NETWORKING

Goals: IHLS will continue to develop relationships with and among the membership. Make IHLS an active partner in statewide and national initiatives that support enhanced library service. Work with other library entities within the state and without.

- Leslie Bednar and Ellen Popit had the opportunity to attend the Public Library Conference in Philadelphia from March 22nd -24th. This was abbreviated due to weather earlier in the week. 48 hours did prove ample time for lots of networking.
- Ellen Popit attended the Illinois READS launch that was held on March 10th at the DuQuoin High School.

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

This month has been March Meeting Madness! In addition to preparing for the FY2019 Budget and Plan of Service, SHARE managers, as part of the admin team, met to discuss ideas for a potential appropriation and how to quantify IHLS' ROI. We also met with RAILS to discuss the results of the CMC survey, as well as our plans to market the program in the future. There were March meetings for the SHARE Executive Council, the SHARE Finance Committee, and eResources Committee. SHARE and SHARE Technology Staff also met for an in-person staff meeting in Effingham to share ideas, discuss current challenges, and conduct professional development. Overall it was a great day, and staff generated a lot of great ideas that they will continue to work on. In March, annual agreements for members and affiliates were sent out, and are now being returned. We began working with member libraries to answer questions and make sure their accounts are correct. Overall, March has been an incredibly productive month, for both SHARE staff and in service to our members.

CATALOGING SERVICE FOR SHARE

Goals: To provide cataloging services for SHARE member libraries, including transitional libraries. Increase the usability of the SHARE database by cleaning up duplicate records and incorrect cataloging, and maintaining authority fines in the SHARE database.

- Staff cataloged 846 items for SHARE member libraries. Large variety of resources. On average the number of resources received at Champaign this month has gone up to 35 per day, includes kits and multi-pack DVDs.
- Staff imported 260 $3 bibs for SHARE member libraries. Seeing lots of great item subjects this month from current topics, such as mental health, climate etc. to history!
- Staff created 61 on order bibs for SHARE member libraries.
- Staff cataloged 237 items for new member libraries joining SHARE.
- Staff merged 453 bibliographic records, clean up/corrected 3979 bibliographic records, and corrected/cleanup 357 item records. Cleanup is usually leads to other problems!
- Upgraded several bilingual English/Chinese books.
- Answered questions on serials and created/updated publication patterns in Polaris.

Definition of bibliographic record:

- For the purposes of this study a **bibliographic record** is defined as the aggregate of data that are associated with entities described in library catalogues and national bibliographies.

-The **aggregate of data** are descriptive data elements such as those defined in the *International Standard Bibliographic Descriptions* (ISBDs)

CATALOG TRAINING FOR SHARE MEMBERS

Goal: To increase the understanding and skills in bibliographic services and cataloging for members libraries and to stay current with national, state and local policies such as RDA, AACR2, OCLC and Library of Congress.

- SHARE bibliographic services staff taught 7 cataloging related classes, provided 1 cataloger's workday, and hosted one Cataloger's Training Session.
- Staff handled over 306 emails and contacts, most asking for clarification or additional information for cataloging certain items.
- Staff also reviewed and imported 16 files with 112 items for beginning catalogers.
- Staff person attended and finished online class on Acquisitions.
- Staff person is attending 8-week class on linked data.
- Many staff attended OCLC new Ask QC – a 1 hour webinar!
- Staff person asked Jay Weitz question – it was featured in the OLAC March newsletter in Jay Weitz's Q&A column. http://olacinc.org/newsletter/march-2018-newsletter/q-and-a (See the first question.).

CATALOGING MAINTENANCE CENTER (CMC)

Goals: To provide cataloging and bibliographic services for the libraries in RAILS and IHLS in order to increase access and encourage resource sharing of information resources found in Illinois libraries. To support access to digitized information found in Illinois libraries and at the Illinois Digital Archives (IDA) by providing information on formation and content of metadata. Increase skills and understanding in bibliographic services and cataloging for libraries in Illinois.

- CMC staff cataloged 228 items for libraries in Illinois, 15 RAILS libraries and 15 IHLS libraries, including one state agency.
- CMC staff created 9 NACO name authority records for improved user access.
- Finalized a presentation about the CMC and shared with RAILS.
- Finalized the report from the CMC survey. Attended meeting with RAILS to discuss the findings of the survey.
- Attended an OCLC webinar on the batchload process. Worked through an OCLC Batchload clean up issue, becoming familiar with the new reports.
- Answered questions relating to the Illinois Digital Imaging Grant.
- Staff continue to transcribe immigration and naturalization documents for the SIUE collection.
- Cataloged a handwritten reminiscence of Leslie Thomas Fargher about Freeport as it was when in his boyhood days. Very interesting, wrote about all types of subjects, social life and customs, elections, newspapers at the time, funerals, the ice man, etc.
- Some other interesting items cataloged were relating to the history of Fairbury, Illinois.

THE MARC OF QUALITY (TMQ)

Goals: Improve the quality of the SHARE database, thus improving user access to information resources. OCLC WorldCat holdings for member libraries are updated in a timely manner, which should increase resource sharing.

- Holdings were added to OCLC for SHARE members.
- Continue researching best ways to deal with batchloading for OCLC.

LLSAP (SHARE)

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

- Polaris has a new utility called the Carousel Toolkit! The new software integrates with Polaris to create a website script, in order to advertise new items.
- Our first official eResource User Groups were very successful! We'll continue to hold user groups for each consortial eResource offered through SHARE or IHLS two times per year.
- Loda Public Library joined the Large Print Rotation Collection group.

	Circulation	ILL	Reciprocal Borrowing	PAC Searches	Holdings	Bibs	Patrons
Mar - 17	899,448	189,149	57,252	903,580	9,341,656	1,843,529	816,754
Apr - 17	756,642	162,917	53,731	767,834	9,359,144	1,845,711	816,719
May - 17	686,822	152,452	55,730	767,561	9,343,291	1,849,368	809,673
June – 17	774,872	157,431	78,136	713,745	9,354,324	1,848,287	812,667
July – 17	720,641	153,978	60,811	714,687	9,355,933	1,847,100	814,428
Aug – 17	767,106	169,260	55,240	736,681	9,373,712	1,848,210	820,872
Sept - 17	847,113	172,232	54,397	710,171	9,384,367	1,848,070	814,047
Oct - 17	865,650	147,426	53,008	696,422	9,401,001	1,849,376	811,211
Nov-17	805,899	134,963	49,454	686,965	9,410,518	1,850,983	809,708
Dec – 17	651,911	113,043	43,335	589,394	9,408,362	1,850,700	808,091
Jan – 18	816,741	153,201	52,460	706,801	9,425,592	1,829,536	801,956
Feb – 18	777,421	135,068	50,326	672,052	9,410,858	1,851,088	800,267
Mar – 18	841,566	143,490	60,610	700,810	9,407,531	1,851,886	802,185

LLSAP DEVELOPMENT

Goal: To increase members participating in SHARE.

- The SHARE Director attended the Executive Council Meeting on March 1st. As part of that discussion, the committee will plan to meet for their annual in-person meeting in May, and will plan site visits to committee members. The committee will also recruit school librarian/media specialists for two upcoming vacancies.
- The SHARE Director was the project manager for a for a potential SHARE expansion.
- The first new SHARE newsletter was released on March 6th.
- The SHARE Director attended the Director's Chat on March 7th.
- On March 8th, the SHARE Finance & Policy Committee met to discuss SHARE's financial status, with an update on upgrading servers for the SHARE database. The committee agreed with Troy Brown's recommendations. It was agreed that SHARE is very fortunate to have a proactive upgrade schedule in place, to keep both membership and software running smoothly. The fee schedule for FY2019 will remain the same as FY2018.
- The Bibliographic & Cataloging Standards Committee met on March 16th to discuss the member comments to recent suggested changes. They have now been upgraded to best practices until the next member vote.
- SHARE Director had a member site visit at the Tolono Public Library on March 22nd.
- SHARE Director attended the March 27th Board Meet & Greet and conducted a site visit with the Director of the Decatur Public Library, who is also the Vice President of the SHARE Executive Council.
- The eResources Committee meeting was on March 26th. As part of that meeting, a new Pay-per-Use model of the Cloud Library was approved after reviewing the results of a member survey. Members expressed a great deal of interest in the new model, with high expectations of success in expanding current eAudiobook selections, as well as significant cost savings. RBdigital has also offered a new group purchase funding structure, dependent on the number of libraries that are interested in joining that consortium. SHARE staff will know if we are eligible for this new program in May.

ILLNET INTERLIBRARY LOAN

Goal: Increase familiarity and compliance with the ILLNET Interlibrary Loan Code.

- The SHARE newsletter included several reminders about proper ILL procedures for SHARE members.
- The Girard Public Library received Circulation training to prepare the staff for Go Live dates.
- We re-advertised the "10 Commandments of SHARE Circulation" training video.
- The SHARE Admin Team began working with schools to update their holds for summer break.
- The East St. Louis Community College name has changed to the SIUE East St. Louis Learning Resource Center.

CONSULTING AND CE
Goal: To be responsive to the expressed needs of member libraries for consulting services.
- A circulation in-service was held at the Brighton Public Library on March 15th.
- Circulation trainings were held at Litchfield High on March 6th and Rantoul Public on March 9th during a staff in-service day.
- The Girard Public Library received Circulation training to prepare the staff for Go Live dates.
- IT completed an upgrade of the SHARE website on March 7th.
- Dates for SHARE-related training, workshops, meetings, and events are now on the front page of the SHARE website.
- SHARE Reports training was held at Effingham Public Library on March 28th.

CONTINUING EDUCATION
Goal: To provide continuing education opportunities as allowed by ISL directive.
- The SHARE Management Team, including Bib Service Managers, attended a supervisor's meeting in Carbondale. The SHARE Director also provided a brief training on motivating and mentoring employees.

OPERATIONS & DELIVERY REPORT & STAFF ACTIVITIES
Submitted by Susan Palmer, Operations Director

IHLS Delivery staff began analyzing the 390 responses that were received from the annual delivery survey. The supplemental guide is to help share what we are seeing with the results.

The Great Lakes Resource Sharing Conference in Perrysburg, Ohio June 7 – 9, has accepted our proposal "The Silent Partner in Resource Sharing...Delivery". We are partnering with Mark Hatch, Delivery and Facilities Director at RAILS to share Illinois' model of partnering delivery with resource sharing. The Secretary of State's Office puts money behind the belief that it takes both to make a robust interlibrary loan environment.

The delivery team have been busy obtaining quotes/bids for FY2019 budget process. There are a couple of new projects being evaluated for FY2019. We need to investigate the impact a sixth day of service for larger libraries will be on our budget as well as look into a pilot project of using lockboxes for some libraries that would benefit from this. We have several possible participants that have volunteered. These would be used with libraries that have lower volumes and we have no access to the library, and with schools that historically have lower volumes, yet we are needing to walk through the schools to deliver their items. This would be a solution to: allow delivery to efficiently deliver and not have to wait for a library to be opened; and provide more security for both the school and the driver.

ILDS, IHLS, RAILS Teamwork

Supervisors meeting in Carbondale

March 2017	IHLS LIBRARIES DELIVERY	IHLS HUB TO HUB DELIVERY	ILDS – CARLI DELIVERY
Carbondale	33,497	15,455	699
Champaign	128,648	29,360	1,969
Edwardsville	122,448	31,280	2,399

July 2017 - March 2018 Items Incoming