



# Illinois Heartland Library System



## FEBRUARY 2020

### DIRECTOR & STAFF ACTIVITY REPORT



# Administration Report

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## FEBRUARY 2020 ADMINISTRATIVE REPORT & STAFF ACTIVITIES

*Submitted by Leslie Bednar, Executive Director*

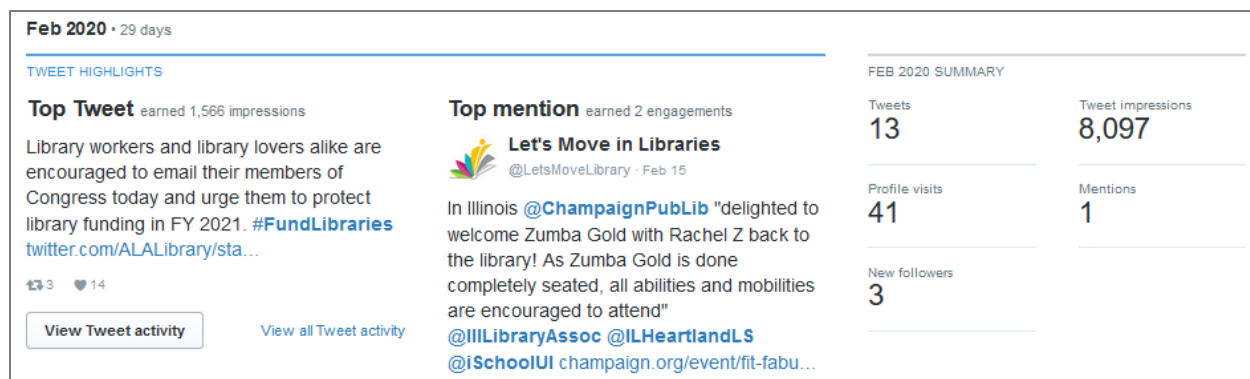
### COMMUNICATIONS GOALS

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

*Submitted by Julia Pernicka, Communications Coordinator, and Shandi Greve Penrod, Marketing Coordinator*

### Highlights:

- **Operations Planning and Budgeting** – Reviewed the first half of FY2020 and planned for FY2021.
  - Reviewed the Marketing & Communications section of the FY2020 Operational Plan and drafted goals and activities for FY2021.
  - Drafted and submitted the draft General Ledger Line 5330 Public Relations budget.
- **Promotion** – Promoted IHLS and SHARE information and events through targeted emails, social media, and/or website (broken into categories below).
- **Directors' Chats and Members Matter** – Hosted our regular monthly Directors' Chat on February 5, facilitating engagement between library directors and sharing IHLS news and opportunities. Hosted Members Matter networking event on February 4, during which IHLS shared system information and member libraries shared their own updates.
- **Reaching Forward South** – Collaborated with the business manager at Vespasian Warner library on a marketing presentation for Reaching Forward South, a presentation that will help position IHLS staff as experts in their fields. Contributed communication and event planning experience to the Reaching Forward South Planning Committee.
- **Connect with IHLS** – Recorded a concept video for Connect with IHLS, a planned recurring live-streamed Facebook event meant to engage IHLS members, to provide Illinois libraries with timely information on both time-limited and evergreen topics, and position IHLS as an Illinois library authority.
- **Notable social media posts** –



## Promotion/Communication:

- **Library need-to-knows:**
  - IHLS Member Connection 2/4/2020 and 2/25/2020
  - Delayed Delivery
  - SHARE Newsletter 2/18/2020
  - SHARE Member Comment: Cat Standards change
  - Open positions at IHLS
  - Discounted 2020 Illinois Library Laws and Rules
  - IHLS Board nominations (news releases sent to various library organizations in addition to our regular pathways)
  - Annual Online Certification and Traffic Survey
  - Costumes added to Kit & Kaboodle
  - Delivery Tip: Routing Labels
  - Industry news (YouTube COPPA compliance, OverDrive sold, ISL calendar, etc.)
- **Advocacy:**
  - Legislative Meetups
  - #FundLibraries
  - Census 2020
  - CMC (Cataloging Maintenance Center)
- **CE events/opportunities:**
  - CE Jamie Rachlin Minimum Wage Forecasting (2 emails)
  - ILA Library Trustee Workshop
  - Library Law Day with Phil Lenzini
  - Various free third-party webinars
  - Reaching Forward South
  - Elevate
  - Directors' University
- **Networking events/opportunities:**
  - IHLS Board Networking event
  - Directors' Chat
  - Members Matter

- **Vendor Discounts and demos:**
  - The Library Store, Brodart and Gale Databases for Schools
- **Staff communications:**
  - IHLS Staff Connection
- **Other:**
  - 2<sup>nd</sup> Annual Library Crawl

**Trainings events attended by department staff:**

- Nonprofit Marketers Network February event: Planning Your Editorial Calendar
- Public Library Association 2020 Conference

**Networking events attended by department staff:**

- Public Library Association National Conference
- Directors' Chat
- Members Matter
- Nonprofit Marketers Network February event: Planning Your Editorial Calendar

**BOARD SUPPORT GOALS**

*Submitted by Stacie Bushong, Executive Assistant*

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

- Scheduled orientation for new board member Tammy Krouse.
- Submitted application to the State Archives for destruction of 59 boxes of records. This leaves less than 20 boxes of records to sort through. The purging of records from the four legacy systems is now 99% complete. The next phase will entail categorizing and arranging permanent records and monitoring those records that will be eligible for destruction in the future.



# Human Resources Report

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Dominique Granger, Human Resources Business Partner*

The Human Resources department is currently engaged in a highly creativity mode. The addition of our new HR Coordinator has truly provided the department the ability to focus on multiple items at once. A digital application for employment has been created with the help of the IT department. The goal is to cut the cost of recruitment for IHLS by allowing for a continuous candidate pool to be maintained. We are very optimistic about the outcome.

The recruitment process is being revamped as a whole and shifted to give candidates a better hands-on experience with IHLS. We have also considered streamlining our testing processes and facilities. This change is proving to bring wonderful experiences for new IHLS employees. We are looking forward to finalizing this process for future use.

The biggest focus for the Business Partner currently is the editing of the Personnel Code. The hope is to create a document that speaks to all important areas for IHLS, both organizational and legally compliant, while still being able to express who we are as the IHLS family. These changes will be slow and evolving over the next several months.

Live workshop or online training	Format	# of staff
10 Benefits of Daily Routines	Online	1
Your Body is Talking: What is it Saying?	Online	1
How to Supervise Bad Attitudes and Negative Behaviors	Live	1
Managing Information Overload	Online	1
Introduction to Project Management: Final Exam	Online	1
Introduction to Project Management: Section 1-Introduction and Overview	Online	1
Introduction to Project Management: Section 10- Change Management	Online	1
Introduction to Project Management: Section 2- Teams & Leadership	Online	1
Introduction to Project Management: Section 3- Project Management	Online	1
Introduction to Project Management: Section 4- Stakeholder Management	Online	1
Introduction to Project Management: Section 5- The Basics of Project Management	Online	1

Introduction to Project Management: Section 6- Scope and Requirements	Online	1
Introduction to Project Management: Section 7- Developmental Methodologies	Online	1
Introduction to Project Management: Section 8-Effective Budgets and Schedules	Online	1
Introduction to Project Management: Section 9- Project Performance	Online	1

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.



# Accounting Report

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## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

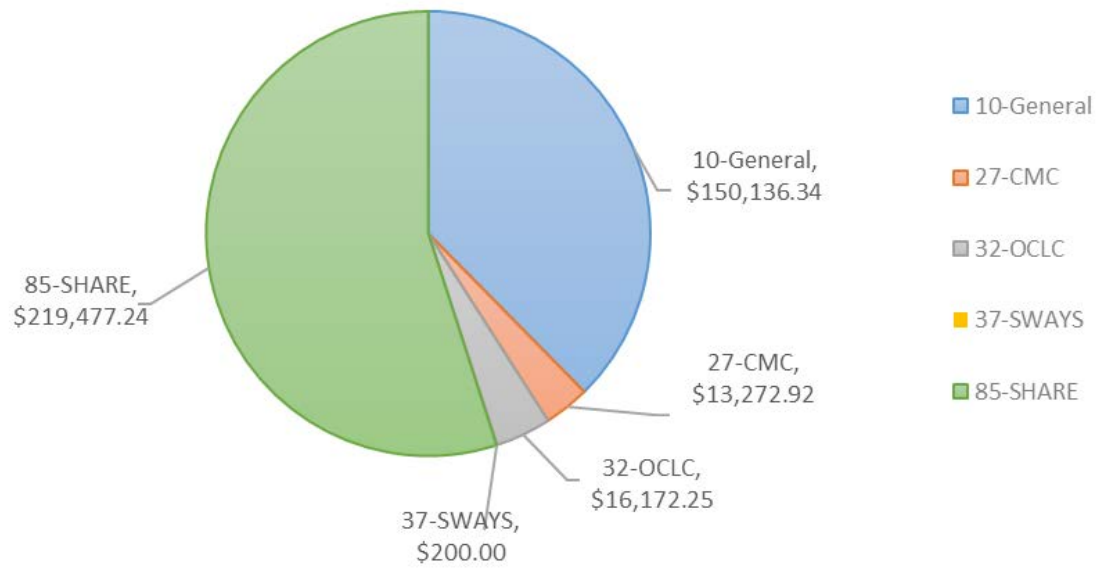
This month, we began the budget process by analyzing expenses and end-of-year projections for FY2020. This information was sent to all department heads to assist with the forecasting of FY2021 budgets. This provided us with the ability to get a great start on the budgets.

### ACCOUNTING GOAL:

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.

- Arranged travel for IHLS staff.
- Reviewed, sorted, and organized legacy System records for retention.
- Analyzed and prepared budget update reports for department heads.
- Attended the ILA Legislative Meetup breakfast in Edwardsville.
- Attended the Minimum Wage Forecasting presentation with Jamie Rachlin of Meristem Advisors at the Illinois State Library.
- Attended an Abila software webinar on reporting.
- Attended Leadership Team meeting in Effingham.
- Attended the annual IHLS safety training.
- Attended Supervisors meeting.
- Attended the IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in February.
- Prepared January 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 227 accounts receivable invoices (OCLC: 15 Monthly and 92 Transactional; SHARE: 2 Monthly, 1 Transitional, and 8 Cloud eBooks Purchases; General: 1 ILDS Project, 1 Scholarship Reimbursement, and 107 Serving Our Public Books).
- Received and posted 121 accounts receivable cash receipts checks totaling \$238,799.46 (OCLC: 43, SHARE: 65, and General: 13).
- Received and entered 97 accounts payable invoices.
- Disbursed 91 accounts payable checks totaling \$399,258.75.

### A/P Invoices Paid February 2020







# Information Technology Report

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## **INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES**

*Submitted by Troy Brown, IT Director*

Instead of reporting only on activities in February, I'm going to include the beginning of March as well this month.

The IT staff is working on making sure all the staff and libraries of IHLS can continue to function in whatever way they need to during the COVID-19 pandemic. We are fortunate to have the technology and the access to accomplish this without much additional effort. Employees have access to the system virtual private network (VPN), which allows access to our secure files and printers from anywhere in the world. We are making available extra keyboards, mice, monitors and even printers in some cases, so our staff can continue to provide amazing service to our member libraries.

A special internal website was created for the outbreak, where new and important information can be posted. It also contains tips and tutorials for staff working from home during this time. We are updating it every day with more information.

In other news, we are preparing next year's budget numbers and making sure we've completed the projects for this fiscal year. We are looking over our inventory and making sure our staff has the technology they need to succeed.

Goals:

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

- The website project is progressing. However, our vendor, RedRokk, out of Washington State, is feeling the effects of COVID-19 and had to postpone our kickoff meeting.

## BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

*Submitted by Shelley Stone, SHARE Manager for Bibliographic Services*

In order to stay abreast of cataloging standards and practices, catalogers attended training webinars provided by various presenters. CMC and SHARE catalogers attended the first two RDA (Resource Description and Access) workshops in the New Concepts Series from ALA Publishing. The workshop titles are: *Representative Expressions and Manifestation Statements* and *Fictitious and Non-human Personages*. The rest of the series will be presented in March. A BibFrame webinar, OCLC's Ask QC, and a Dewey Decimal Classification workshop from Amigos are other training sessions catalogers participated in this month.

## New Concepts Workshop Series



### CATALOGING SERVICE FOR SHARE GOALS:

Provide cataloging services for SHARE member libraries, including transitional libraries, and increase usability of the SHARE database to ultimately increase resource sharing.

- Cataloged 578 items for SHARE member libraries.
- Imported 187 \$3 bibs for SHARE member libraries.
- Created 63 on-order bibs for SHARE member libraries.
- Cataloged 41 items for new member libraries joining SHARE.
- Merged 276 bibliographic records, cleaned up/corrected 4,390 bibliographic records, and cleaned up/corrected 248 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, OCLC, and Library of Congress.

- SHARE bibliographic services staff taught 9 cataloging-related classes, including the monthly Catalogers Training Session.
- Staff handled over 167 emails and contacts.
- Staff also reviewed and imported 12 files with a total of 40 bibliographic 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.

- CMC staff cataloged 192 items for libraries in Illinois.
- CMC staff created 31 NACO name authority records for improved user access.
- CMC staff continued working on an oral history project for Marshall Public Library.
- CMC staff continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- CMC staff cataloged Braille books for Mattoon Public Library.

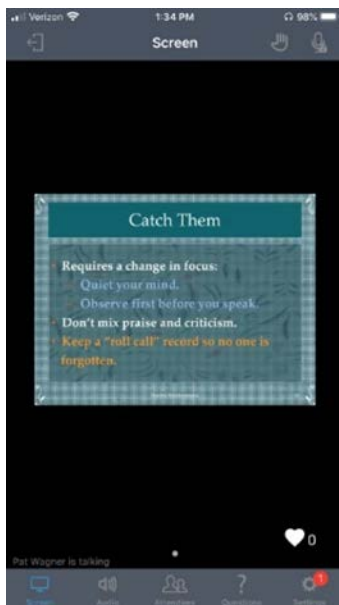
## DELIVERY REPORT & STAFF ACTIVITIES

*Submitted by Susan Palmer, Operations Director*

Meetings attended:

- Operations meeting
- Leadership meeting
- Webinar “Positive Reinforcement for Library Spaces”
- ILA Awards Committee

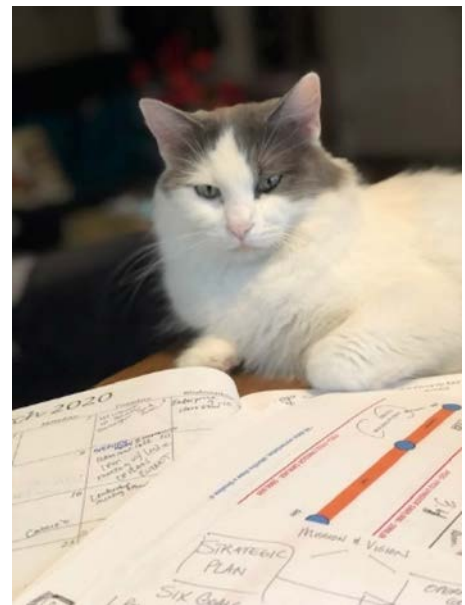
Yes, this seems short. I was ill for a good portion of the month. Luckily, I am back to myself now.



Webinar



Local ad for drivers which illustrates our competition for attracting staff



Stella Artois helping with work while I was sick



## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

In February, SHARE staff participated in the ILA Legislative Events, which was a great opportunity to communicate the value of our organization and consortium to state leaders. In addition, some SHARE staff had the opportunity to travel to Nashville, TN for the bi-annual Public Library Association (PLA) conference. There were amazing opportunities for professional development. In addition to the breakout sessions and keynotes, staff also got to learn about new vendors, connect with our existing vendors, and network with others in our field.

We are so pleased to also bring on Dena Porter as the SHARE Administrative Services Supervisor! With her background in both circulation and cataloging, she will be an excellent resource for our members.

### LLSAP (SHARE) GOAL:

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

- SHARE Executive Council meeting on 2/5 – canceled
- SHARE Circulation & Resource Sharing meeting on 2/13 – rescheduled due to conflict with minimum wage presentation.
- Coordinated two demos of Brodart's book ordering platform for IHLS members.
- Participated in two demos of customer data management software to explore options for both SHARE and our member libraries.

### LLSAP DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Attended a webinar regarding the recent ProQuest/Ex Libris and Innovative merger.
- Met with our new Innovative sales representative to learn more about how the merger will affect SHARE. Also planning additional member library demos of the latest in Leap.
- Participated in the IHLS Directors' Chat.
- Sent information and a price quote to a school interested in SHARE membership.

### E-RESOURCES GOAL:

Increase familiarity with and utilization of eResources.

- Met with PressReader to review their product and to discuss potential options for an IHLS member discount.
- Met with OverDrive to discuss eResources consortia in Illinois. Also worked to resolve authentication issues with the Digital Library of Illinois.
- Met with BiblioCommons to review a new potential consortial product for library websites (still in development).
- Met with Gale to review a new patron learning platform as a competitor to Lynda.com.



# Membership Report

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## MEMBERSHIP REPORT & STAFF ACTIVITIES

*Submitted by Ellen Popit, Associate Director*

### 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.

- February means that the membership staff is right in the middle of the certification process. This year, the addition of real-time access to the information on completion of the Interlibrary Loan Traffic Survey has been a huge help.

### 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.

- Our February Members Matter meeting was held at the Edwardsville Office on March 4<sup>th</sup>. A presentation was given by staff members from the Cook Memorial Library in Libertyville on "Be A Voter."
- The monthly Director's Chat was held on February 5<sup>th</sup>. Topics included the upcoming Legislative Meet-Ups and the Minimum Wage Training scheduled for February 13<sup>th</sup> at the Illinois State Library. These chats are always a unique opportunity to learn what is on the minds of library workers within IHLS.
- On February 6<sup>th</sup>, Ellen Popit made a site visit to the Eldorado High School.
- Numerous staff members attended ILA's Legislative Meet-Ups that were held:
  - February 7<sup>th</sup> in Edwardsville
  - February 10<sup>th</sup> in Effingham
  - February 14<sup>th</sup> in Bloomington
- On February 7<sup>th</sup>, Anna Yackle attended the Small Public Library Networking Group at the Windsor Storm Library.
- On February 20<sup>th</sup>, Anna Yackle attended the Metro East Public Library Managers Meeting at the Mascoutah Public Library.

### CONTINUING EDUCATION GOAL:

- On February 5<sup>th</sup>, Anna Yackle participated in a Webinar dealing with Small Libraries and Community Engagement.
- On February 12<sup>th</sup>, Ellen Popit participated in a joint meeting with RAILS and the Association of Illinois Library Educators to discuss collaborative efforts for continuing education provided to the school library community.
- On February 13<sup>th</sup>, system staff and member libraries participated in a Minimum Wage workshop held at the Illinois State Library.
- Six staff members: Leslie Bednar, Shandi-Greve Penrod, Ellen Popit, Dena Porter, Cassandra Thompson, and Pamela Thomas attended the Public Library Association Conference in Nashville, TN during the last week of the month.