DIRECTOR & STAFF ACTIVITIES REPORT

MARCH 2022

Illinois Heartland Library System

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY

ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATION GOALS:
Submitted by Shandi Greve Penrod, Marketing Coordinator

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

Highlights
- Worked with the Nominating Committee to solicit board nominations for 2022.
- Continued to add resources to the [Censorship and Book Challenges in Libraries resource page](#).
- HR and marketing/communications staff gained access to a rogue "Illinois Heartland Library Systems" LinkedIn account in January. Late in the evening of Feb. 28, this account was deactivated. Through newsletter and intranet posts, librarians and IHLS staff were encouraged to follow IHLS and connect their employment information, respectively, via the correct LinkedIn page. Select Facebook posts are being shared to the IHLS company page on LinkedIn. LinkedIn is a strong opportunity for brand awareness, thought leadership, and, most significantly, staff recruitment. To follow IHLS on LinkedIn, search for "Illinois Heartland Library System" to find [our company page](#).
- In January, we worked with a vendor and IHLS Delivery to create a bag for Delivery's Delivery on the Go service. In February, the bags came in. A first draft communication and marketing campaign was planned and is awaiting information from delivery for implementation. A ballpark estimate for launch is mid-to-late March.
- Worked with the Communications Team and other stakeholder staff members to revise the internal procedures for member communication of building closures and route changes (most commonly due to inclement weather and poor road conditions). The updated procedures will enable more efficient and accurate communication to members.
- Reviewed the first draft of the new IHLS website with the IHLS's core development team; made a list of needed changes and prioritized them for the vendor's web developers.
- Reviewed progress toward communication goals in the FY2022 Operational Plan and made plans for completing currently incomplete activities.
- Began drafting communication goals and activities for the FY2023 Operational Plan.

Communication and Promotion:
- *State and system news:*

- IHLS delivery/building closures and text/email alert system, Illinois Public Library Annual Report (IPLAR), annual library system membership certification and ILLINET traffic survey, 2022 Board of Directors nominations, Return an Item to Any Library in Illinois (article), two sources of help for cataloging materials in world languages, Illinois Libraries Present, My Library Is, library resource highlights, new CMC staff, IHLS on LinkedIn, State Library grant recipients
- *Advocacy:*
  - ILA Library Legislative Meet-Ups, WSIU Kids 24/7 channel sponsorship message advocating for public libraries, Library Censorship and Book Challenges resource page
- *Continuing education and networking:*
  - Library Censorship and Book Challenges resource page, weekly IHLS Library Directors' Chats (multiple), IHLS Members Matter (Feb. 17, 2022), IHLS Third Thursdays CE, SHARE trainings, various third-party webinars and conferences
- *Grants:*
  - Public Library Per Capita and Equalization Aid Grants

Networking/continuing education/partnership events attended by department staff:
- IHLS Members Matter
- Illinois Libraries Present Marketing Committee
- Association of Illinois Library School Educators partnership
- My Library Is… Advisory Committee
- Nonprofit Marketers Network
- ILA Metro East & Southern Illinois Library Legislative Meet-Up
- Support for Creation of Open Educational Resources (SCOERS) Advisory Committee

Social media insights:
- Facebook: 13 posts in February 2022
  - *Awareness:* 5,698 total post reach (204 avg. post reach), 7,416 total post impressions
  - *Engagement:* 336 engaged users*
  - *Likes:* 1,244 as of 2/28/2022 (+4 since 1/31/2022)
  - Most successful content: (see image to right)

- Twitter: 18 tweets
  - *Awareness:* 1,720 total tweet impressions, 6 mentions, 252 profile visits
  - *Change:* +4 followers

o   Most successful content:

Impressions	86
Total engagements	9
Likes	3
Detail expands	3
Link clicks	2
Retweets	1

- LinkedIn: 5 posts
  - *Awareness:* 192 impressions, unique impressions
  - *Engagement:* 7 engagements
  - *Change*: +6 followers
  - Most successful content:

61

BOARD SUPPORT GOALS:
Submitted by Stacie Bushong, Executive Assistant

Provide support for IHLS board members. Retain and purge materials on an approved schedule.
- Received approval from the State Archives to destroy 65 boxes of documents

FACILITIES GOALS:
Submitted by IHLS Safety Team

Provide a safe working environment
- Safety Team information sent to staff
  - Be Prepared for an Earthquake
  - Top Tips for Winter Driving

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 job line, Handshake, AMIGOS, RAILS job line, CARLI job line, and member newsletters. February job openings included: Cataloger 3, Cataloger, ILDS Coordinator, 2 Sorters and 2 Couriers.

No new hire orientations were conducted for this month.

Live workshop or online training	Format	# of staff
Metro East & Southern Library Legislative Meet-up	ILA Webinar	8
3 Key Takeaways from the Illinois Consumer Coverage Disclosure Act	OneDigital Webinar	1
Addressing The Big Quit: How to Attract, Retain and Engage Employees During Today's "Labor Shortage"	OneDigital Webinar	1
Preventing Back Injuries (GB)	Gallagher Risk Control	47
General Auto Risk Program for Drivers (GB)	Gallagher Risk Control	46
Leave Compliance Alphabet Soup: ADA/FMLA/WC	Ford Harrison Webinar	1

Live workshop or online training **Information Technology Department**	Format	# of staff
Azure Kubernetes Service (AKS) – The Big Picture	PluralSight	1
Building Your First ETL Pipeline Using Azure Databricks	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
Continuous Delivery and DevOps with Azure DevOps: The Big Picture	PluralSight	1
Data Literacy: Essentials of Azure Databricks	PluralSight	1
Deploying Applications in Azure Kubernetes Service (AKS)	PluralSight	1
Implementing Active Directory Certificate Services in Windows Server 2016	PluralSight	1
Kubernetes for Developers: Integrating Volumes and Using Multi-container Pods	PluralSight	1
Kubernetes for Developers: Moving from Docker Compose to Kubernetes	PluralSight	1
Kubernetes Installation and Configuration Fundamentals	PluralSight	1
Kubernetes Security: Cluster Hardening	PluralSight	1
Kubernetes Security: Cluster Setup	PluralSight	1
Maintaining, Monitoring and Troubleshooting Kubernetes	PluralSight	1
Managing Advanced Kubernetes Logging and Tracing	PluralSight	1
Managing Kubernetes Controllers and Deployments	PluralSight	1
Managing the Kubernetes API Server and Pods	PluralSight	1
Microsoft Azure Fundamentals: Introduction to the AZ-900 Exam	PluralSight	1
Microsoft Endpoint Manager: Deploy Applications with Intune	PluralSight	1
Microsoft Endpoint Manager: Deploy MECM Clients	PluralSight	1
Microsoft Endpoint Manager: Windows Autopilot, Windows 365, and Azure Virtual Desktop	PluralSight	1
Supporting SQL Server High Availability with Kubernetes	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.

- COVID-19 Testing/Vaccination Procedures for IHLS Staff: testing has been discontinued as of February 28, 2022, and mask restrictions have moved from required at all times to optional based on employee comfort levels. We continue to ensure that IHLS is maintaining a safe work environment and reducing the risk of COVID-19 exposure. Procedures will be evaluated on a continuous basis to determine the best course of action.

Employee Handbook Status

- We are in the final stages of implementing our new Employee Handbook. The Board approved our Employee Handbook at the February 22, 2022, board meeting. It has been 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**

- On February 2, Human Resources sent out an intranet post to introduce new staff members, titled "Getting to Know our Newest Employees", which includes some fun facts about each new employee. These facts are gathered through a survey that is sent out to all new employees upon hire.
- On February 28, a post was sent out communicating the changes in our COVID-19 Procedures to reflect optional masks and the discontinuation of testing for unvaccinated staff.

Human Resources Staff Training

- This month, with a focus on employee safety, we rolled out training on Preventing Back Injuries and General Auto Risk Program for Drivers training through Gallagher Risk control. This training is scheduled to be completed by all staff members by March 15, 2022.

Labor Law and Legal Poster compliance

- We finished our audit in ensuring that all labor law posters were up to date in each of our three hub locations. Posters were updated and we will evaluate compliance on a monthly basis.
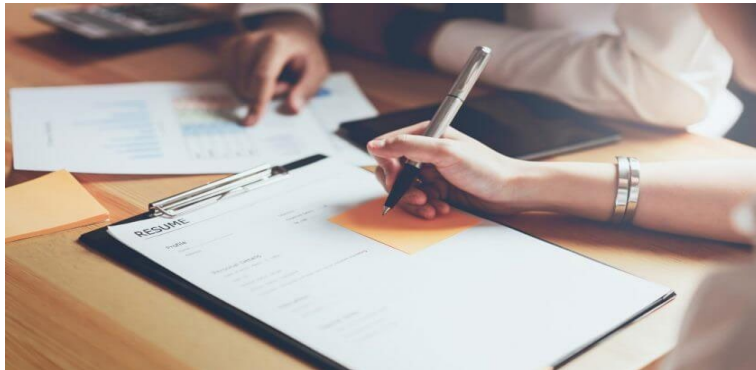
Human Resources Operating Procedures Update

- We have updated the Job Requisition form to include advertising and budget data for the position request. Other items added include job description review, who receives resumes, and a back section that includes the Human Resources process so that we can track the process from the time of the position request to the onboarding of the employee. This will also ensure that we are being consistent in our hiring processes.

HR Source - Human Resources Training for Member Libraries

- Human Resources worked in partnership with the Membership Department to schedule our annual Human Resources training classes for member libraries. Webinars will be $10 for each participant or $25 to attend all three webinars. IHLS supervisors will also be in attendance. Registration is done through L2. In addition, a recording of each session will be hosted via HR Source's cloud sharing service for one week following the date of facilitation for members who could not attend in person or who would like to revisit the webinar.

1. **Crisp, Clear and Concise: A Formula for Effective Communication - April 13, 2022, 11:00-12:30**
   - Assessing your communication skills and applying a basic communication model to improve everyday communication.
   - Addressing the importance of adopting an assertive communication style rather than our often "go-to" styles of passive, aggressive, or worse, passive aggressive
   - Cultivating listening competencies to enhance the communication process

- Reviewing business communication etiquette
- The importance of body language and tone in conveying a consistent, respectful message

2. **Effective Delegation – May 11, 2022, 10:00 a.m. - 11:30 a.m.**
- How to review tasks and decide which can be delegated
- Recognizing skills and talents of the individuals supervised
- Selecting the right people for assignments
- Understand the steps of delegating a task to get full cooperation and buy-in from employees

3. **Legal Issues for Supervisors – June 22, 2022, 10:00 a.m. - 11:30 a.m.**
   - The concept of at-will employment and what the term really means
   - Americans with Disabilities Act (ADA)
   - Family and Medical Leave Act (FMLA)
   - Harassment and discrimination
   - The importance of documenting employees' actions and documentation guidelines every organization should follow
   - The basics of various wage and hour laws, including the Fair Labor Standards Act (FLSA)
   - Practical application and implementation of the laws supervisors commonly encounter

ACCOUNTING REPORT & STAFF ACTIVITIES

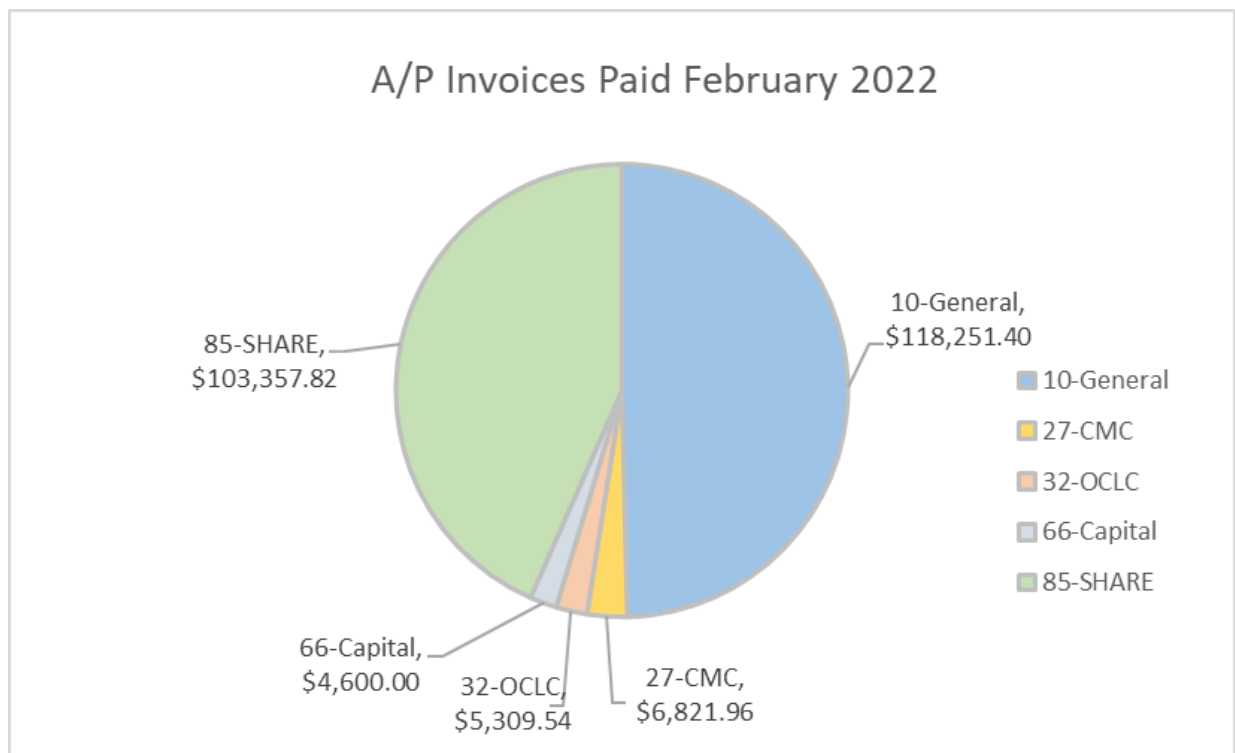*Submitted by Rhonda Johnisee, Finance Director*

We are entering our second year utilizing the OpenGov software for our budgeting process. The budgeting season began with an overview of the FY2023 Budget and Operational Plan timeline at the Supervisors meeting and then we hosted a user training the following week for the OpenGov Budget & Reporting software. Throughout the month we met with the individual users to go over their budget proposals in more detail. This software is allowing the managers access to their budget with the ability to monitor the revenue and expenses as they are recorded in our financial software.

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 a RAILS LLSAP meeting.
- Attended and conducted OpenGov budgeting software training for all IHLS departments.
- Attended an OpenGov budgeting software workshop regarding new updates.
- Attended meetings with budget managers to review their FY2023 budgets.
- Attended automatic material handler analysis meeting.
- Attended a Road to Recovery expenditure planning meeting.
- Attended an Edwardsville remodel planning meeting.
- Attended a meeting with representatives from Enterprise Fleet Management.
- Attended a meeting with Eli Mina to review parliamentary procedures.
- Attended a meeting to discuss guidelines for the IHLS intranet.
- Attended the Metro East & Southern Illinois Library Legislative Meet-Up.
- Attended High Five and staff meetings.
- Attended weekly Finance Department meetings.
- Attended Leadership and Supervisors Team meetings.
- Attended IHLS Finance Committees and IHLS Board of Directors meetings.
- Completed required safety training courses.
- Prepared and processed two payrolls in February.
- Prepared January 2022 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 140 accounts receivable invoices (OCLC: 12 monthly and 112 transactional; SHARE: 2 monthly, 2 transitional, 10 cloudLibrary e-book purchases, and 1 cataloging and barcoding; General: 1 ILDS project.

- Received and posted 155 accounts receivable cash receipts checks totaling $1,252,711.77 (OCLC: 75, SHARE: 67, and General: 13).
- Received and entered 54 accounts payable invoices.
- Disbursed 50 accounts payable checks totaling $238,340.72.

A/P Invoices Paid February 2022

85-SHARE, $103,357.82

10-General, $118,251.40

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

66-Capital, $4,600.00

32-OCLC, $5,309.54

27-CMC, $6,821.96

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

The IT department has been active with many projects this month and I'll highlight a few. First of all, money budgeted for new laptops for the general fund, Sharing Heartland's Available Resources Equally (SHARE), and the Illinois Library Delivery Service ILDS was spent on new computers to replace older, out-of-warranty staff laptops. Laptops were configured using the brand-new technique that John Knirr, Web & IT Administrator, has been configuring for several weeks. The new technique is called InTune. It's a service by Microsoft that allows us to inform Dell of our InTune code, and Dell will prepopulate information about the laptop into our system before it is delivered. This allows John to assign the computer to a staff person and all they have to do is log into the laptop with their email and password. All the software is downloaded automatically. The user waits about 30 minutes for everything to complete. If IT were to do the job of manually installing the software and configuring it, it could take 2-3 hours per machine. This is a great accomplishment and an incredible time saver.

Second, the website project is in User Acceptance Testing (UAT). Ameex has turned over the website to us, and the IT group, along with Marketing and Communications, is making a list of issues to be resolved. Once resolved, the current website will be frozen, no changes can be made, and the data migrated to the new site. A final UAT will happen before switching over. The end of this project is near!

Finally, when the second floor of the Edwardsville building was remodeled, many of the cables that went into the computer room were cut and removed. The IT group is taking advantage of this to rework our cable management and reroute some cabling and equipment locations in the main computer room for Edwardsville. It's something we've wanted to do for a few years now and this seemed like the perfect time.

IT GOALS:
Provide the IT support necessary for IHLS and SHARE to function efficiently. Implement new design to IHLS website.
- The webisite is currently in UAT (User Acceptance Testing).

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

Submitted by Jennifer Baugh, SHARE Manager for Bibliographic Services & Pam Thomas, Bibliographic Grant Manager

In the past month, SHARE and CMC staff have been busy with our regular cataloging duties, as well as providing training to libraries throughout Illinois. In addition, we ourselves have participated in numerous continuing education opportunities such as Ask QC Office Hours hosted by OCLC, Amigos conferences, and a webinar on cataloging objects. The CMC had three staff members complete Name Authority Cooperative Program (NACO) training, bringing the total number of staff able to create and contribute name authority records to 6.

This past month was also spent analyzing and updating our FY2022 Operational Plan to help prepare our FY2023 Operational Plan and Budget.

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 394 items for SHARE member libraries.
- Imported 244 $3 bibs for SHARE member libraries.
- Cataloged 50 items for new member libraries joining SHARE.
- Merged 62 bibliographic records, cleaned/corrected 4,097 bibliographic records, and cleaned/corrected 26 item records.
- Provided one-on-one instruction sessions to Scott Air Force Base Library and Mississippi Valley Library District via Zoom.
- Provided a one-on-one instruction session at Morrison-Talbot Library to review records with their cataloger.

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 251 emails and contacts.
- Conducted an online SHARE Reports class with 8 attendees.
- Conducted an online Barcoding I – Searching and Matching class with 4 attendees.
- Conducted monthly Cataloger's Training Session with focus on cataloging DVDs.
- Reviewed and imported 9 files with a total of 54 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.

- The PrairieCat database cleanup project continues, where 204 records were merged or cataloged.
- 27 items were originally cataloged (23 books, 4 serials).
- 2 books and 4 spoken sound records were enhanced.
- 1 name authority record was created.
- 11 bibliographic records (4 continuing resource records, 3 books, 2 continuing resources, and 2 books) were merged as part of the OCLC Member Merge Project.
- 40 bibliographic records were reviewed (36 books, 1 musical sound, and 3 videos).
- The Alma cleanup project for CARLI continues, where the CMC staff spent most of their time working on the Spertus Institute Project which involved editing records rather than deleting bibliographic records or electronic collections. Three hundred and fifty dedupes were completed and four e-collections with 5,135 associated e-portfolios were deleted. 1,730 Spertus Institute bibliographic records were edited.
- Presented February's O Brother: What to Do with the 024, 028, and 588 Fields for CDs and DVDS? with 48 attendees.
- Three of the CMC staff completed Name Authority Cooperative Program (NACO) training.

Some of the items cataloged by the CMC staff during February:
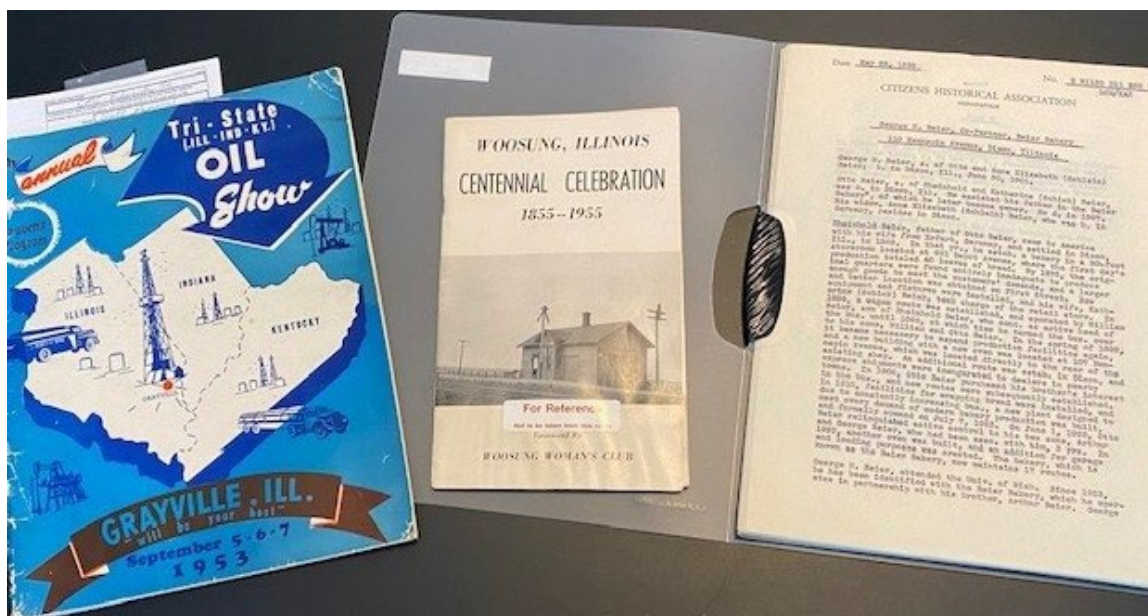
4th Annual Tri-State Oil Show is from the Groff Memorial Library. It is a souvenir booklet for the oil show held in Grayville, Illinois, that includes the show schedule, advertisements, and entertainer photos. *Woosung, Illinois* is owned by the Polo Public Library. In it are ads from local businesses and short articles that discuss the history of Woosung, IL, from 1855-1955. The *Citizens Historical Association* document is from the Dixon Public Library. It contains bibliographical sketches of approximately 50 citizens of Dixon Illinois.
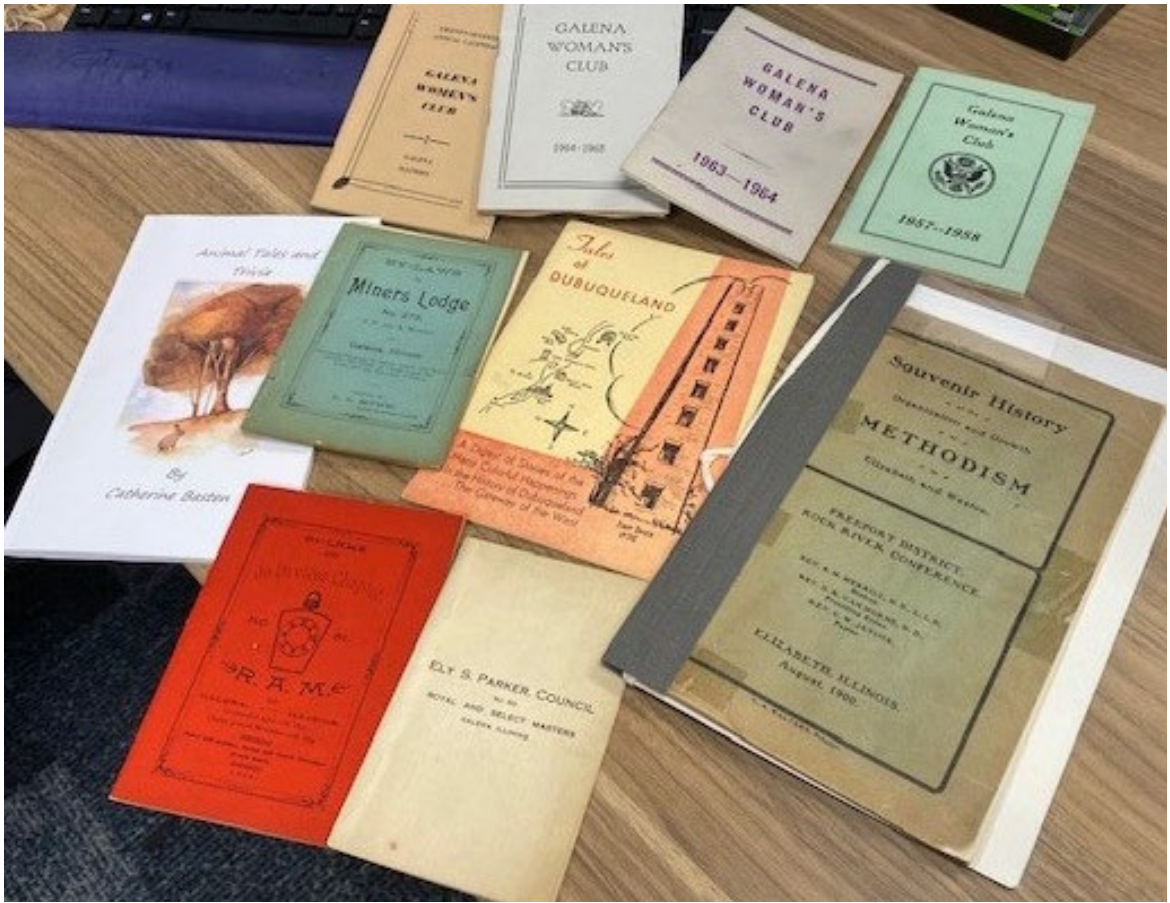
"Little" books cataloged for Galena Public Library.

The Goats in the Garden and *The Giant Pumpkin*, two books with CDs,
were cataloged for Carlock Public Library.

An Abraham Lincoln bicentennial flag was cataloged for Dixon Public Library.

DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

February started with buildings closed and delivery canceling due to weather. It allowed us to evaluate our current protocols and make sure they still addressed how to give notice to staff, as well as member libraries.

The rest of the month was filled with discussions about where we see delivery going. We were able to move on from Enterprise Fleet Management and bring back in-house management of our fleet. The delivery team also began the process of what delivery's goals look like for FY2023. We focused on what projects would have the most significant impact on our member libraries. While these were just the beginning discussions, we are thrilled that potentially we will have some delivery enhancements that will move member libraries into better positions for saving money, while giving their patrons more service.

Delivery also worked on finalizing the Delivery on the Go Service (DOGS) process so that in March, 2022, we will begin the service in full force. Again, DOGS are where we provide same day service to libraries on the same route. We will make our best effort to deliver items in orange DOGS bags to the receiving library that same day. Libraries + Delivery = Best partnership ever.
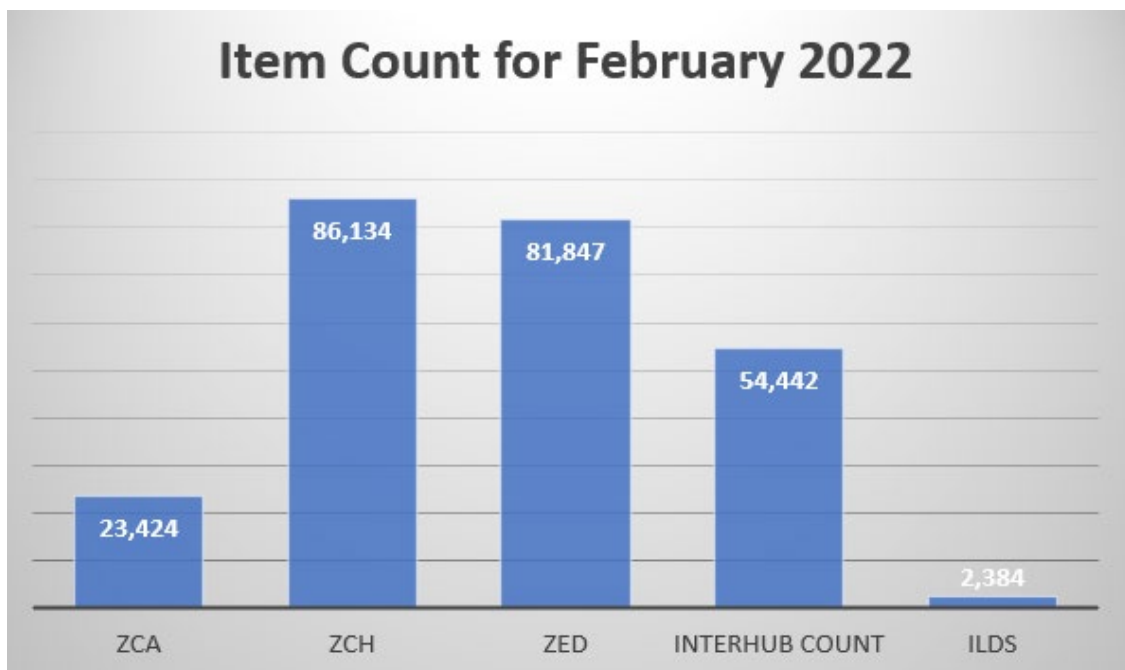
DELIVERY GOALS:

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.

• IHLS had trainings during the month of February for defensive driving and how to prevent back injuries.

Meetings:

- Operations Meetings
- Operations Team
- High Five
- Leadership Team
- Supervisors
- Meetings to discuss Automatic Material Handler (AMH)
- RAILS LLSAPs
- Economic Development ARSL (Association for Rural & Small Libraries)
- Physical Delivery Interest Group discussion
- Enterprise Fleet Partnership discussion
- Road to Recovery Expenditures
- Reaching Forward South Committee
- Board Meeting
- Staff Meeting

Item Count for February 2022

Category	Item Count
ZCA	23,424
ZCH	86,134
ZED	81,847
INTERHUB COUNT	54,442
ILDS	2,384

SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

SHARE staff were staying warm and working on special projects as well as providing member support while weather closures affected some of our member libraries.

SHARE GOAL:
Provide an innovative resource discovery, sharing, and delivery system.
- SHARE Managers/Supervisors participated in the monthly Supervisors Meeting.
- Attended weekly Leadership Meetings.
- Dena Porter prepared help tools for members and staff to navigate Polaris reports.
- Participated in the AISLE Partnership Meeting, with a heavy focus on recent book censorship attempts.
- Attended two RAILS meetings to discuss opportunities for increased resource sharing in Illinois.
- Participated in the Illinois Library Association (ILA) Intellectual Freedom Committee Meeting, including upcoming workshops to address book challenges.
- Participated in the ILA Conference Program Committee to help organize the ILA 2022 Annual Conference.
- Participated in the Reaching Forward South Conference Planning Committee Meeting.
- SHARE Executive Council met to affirm results of the membership vote and discuss the upcoming FY2023 Operational Plan.
- SHARE Circulation & Resource Sharing Committee met to discuss digital only patron types as well as other member library concerns.

SHARE DEVELOPMENT GOAL:
Increase members participating in SHARE.
- Met with two new library directors to discuss SHARE resources and support.
- Sent a newsletter to members providing updates about current issues affecting SHARE and highlighting upcoming events. This included the announcement of the membership vote results and information about the new common loan periods.
- Zach Henderson taught 5 circulation trainings to 25 participants in February, including a reports class in conjunction with Sue Pearson and Edie Elliot.
- Provided members with readers advisory support, promoting the top requested SHARE titles in February.

E-RESOURCES GOAL:

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

- Met with Lesley Zavediuk and our bibliotheca rep, Chris Herpers, to review our collection and usage in 2021, as well as discuss SHARE priorities and potential new subscriptions. Highlights include:
  - Still seeing a steady rise in audio usage.
  - As expected, we continue to see seasonal peaks in usage in January and September, with library card sign up initiatives and the new school year.
  - Our cost-per-circ is at $0.57.
  - We have a collection usage rate of 20%, which is good.
  - We average about 41 circs per copy of a new title.
  - We average 2.67 holds per copy.
  - Average hold times are about 40 days.

In **2021**,

in comparison to 4 other (unnamed) peer libraries/groups,

SHARE had:

- second highest average downloads per user (*23*)
- highest number of circs (*404,068*)
- the highest number of unique users (*17,043*),
- circs per copy (*41*)
- lowest cost-per-circ (*$0.57*)

- We updated the app to include Trending Shelves.
- cloudLibrary users checked out 28,935 owned titles and 1,497 audio pay-per-use titles in February. We now have 54,278 owned items in our shared collection, and 21,290 additional audio items available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.
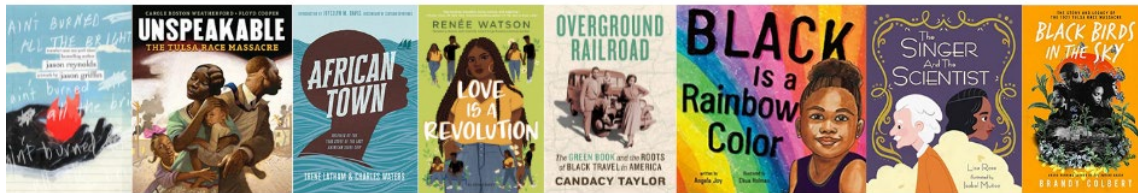
MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

The first membership services goal states that IHLS will "Support member libraries in their efforts to provide excellent library service to their stakeholders." Accomplishing that goal drives the workflow of the Membership Team. Communication comes to us from every corner of the system and every type of library. It might be something that can be dealt with quickly or it might be something that takes discussion and thought. Often, it's a situation that involves further research on our part. It's often good news and sometimes a serious challenge. It is always an opportunity to catch up with our members and discern what issues are of concern to them. This activity is very difficult to quantify, but a major focus of what this department does.

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.

February marked the second month of certification work and brought us past the half-way point. This does involve a significant amount of staff time devoted to reminding libraries to take care of this annual two-part task and walking people through the process if they are new to it.

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.

- Leah Gregory and Ellen Popit participated in the AISLE working group on February 1.
- Ellen Popit participated in ILA's Public Policy Committee meeting on February 7.
- Leah Gregory and Anna Yackle participated in ILA's Metro-East/Southern Library Legislative Meet-Up on February 14.

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

A Members Matter event was held on February 17 with 39 people in attendance. The topic was: Grant Writing: Hints, Hacks, and Hopes and the presenters were Suzanne Johnson from the Sesser Public Library, Diana Sussman from the Carbondale Public Library and Amanda Saia, LSTA Coordinator for the Illinois State Library.

Directors Chats were held on February 3, 10, and 24 with continued healthy participation.

Plans were begun for a series of workshops for our member libraries to be presented by HR Source at the end of this fiscal year.