



ADMINISTRATIVE REPORT & STAFF ACTIVITIES

Submitted by Leslie Bednar, Executive Director

COMMUNICATION GOALS:

*Submitted by Carol Hogan-Downey, 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 IHLS's in-house developer to make structural and content changes to the new website.
- Reviewed and revised content for the IHLS website and IHLS print brochure. Ordered brochures.
- Selected, developed artwork for, and purchased branded handouts for fall conferences

Communication and Promotion:

- *State and system news:*
 - IHLS: Non-Resident Card status report, member library story, Illinois Library Association Youth Forum call for proposals, new directors, My Library Is... blog articles, Illinois Libraries Present enrollment period opening, e-resources (eRead Illinois and SHARE cloudLibrary), resources and discounts, Swank movie licensing, open staff positions
 - SHARE: SHARE Executive Council opening, lot item pop-up, stats, end of fiscal year and cloudLibrary shopping carts, SHARE trainings, vendor discounts, adding e-resources to your SHARE membership, catalogers training sessions, end of school year need-to-knows for school libraries, miscellaneous tips and how-tos, Polaris notice
 - CMC: The Cataloging Maintenance Center, metadata services, and your library; Online with the CMC webinars; cataloging training multiweek courses
- *Advocacy:*
 - Top Workplaces 2022 announcement, *Belleville News-Democrat* article featuring IHLS members, CMC articles (CMC, metadata services, and your library), WSIU children's channel public library spot
- *Continuing education and networking:*
 - Weekly IHLS Library Directors' Chats (multiple), IHLS Third Thursdays CE, [Library Human Resources Webinar Series](#) (June webinar), various third-party webinars and conferences, CMC multiweek courses, SHARE trainings
- *Grants:*
 - Chromebook Lending Program for Rural and Small-Town Libraries

Continuing education events attended by department staff:

- Nonprofit Marketers Network seminar

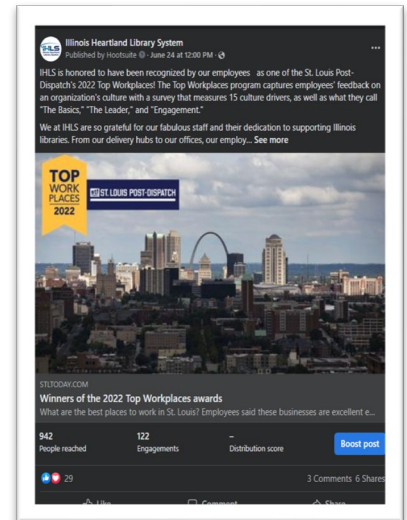
Membership and partnership events attended by department staff:

- Library Book Selection Service Endowment Fund/IHLS Grant Writing Workshop meeting
- Association of Illinois School Library Educators Partnership meeting
- IHLS–RAILS statewide services meeting
- Illinois Libraries Present Marketing Committee meeting
- My Library Is... Advisory Team meeting

Social media insights:

- Facebook: 26 posts in June 2022
 - *Awareness:*
 - Post reach: 8,724 total, 336 avg.
 - Impressions: 197 total
 - *Engagement:* 633
 - *Likes:* 1,269 (+3 since 6/30/2022)
 - *Follows* : 1,478
- Twitter: 9 tweets
 - *Awareness:* 648 total tweet impressions, 91 profile visits
- LinkedIn: 17 posts
 - *Awareness:* 299 impressions, 161 unique impressions
 - *Engagement:* 13 engagements
 - *Change:* +6 followers

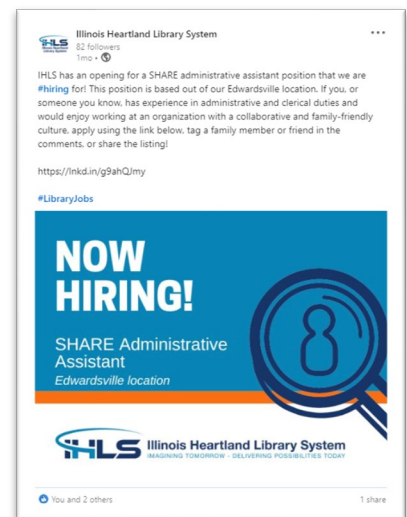
Most Successful Social Media Content Facebook



Twitter



LinkedIn



BOARD SUPPORT GOALS:

Submitted by Stacie Bushong, Executive Assistant

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

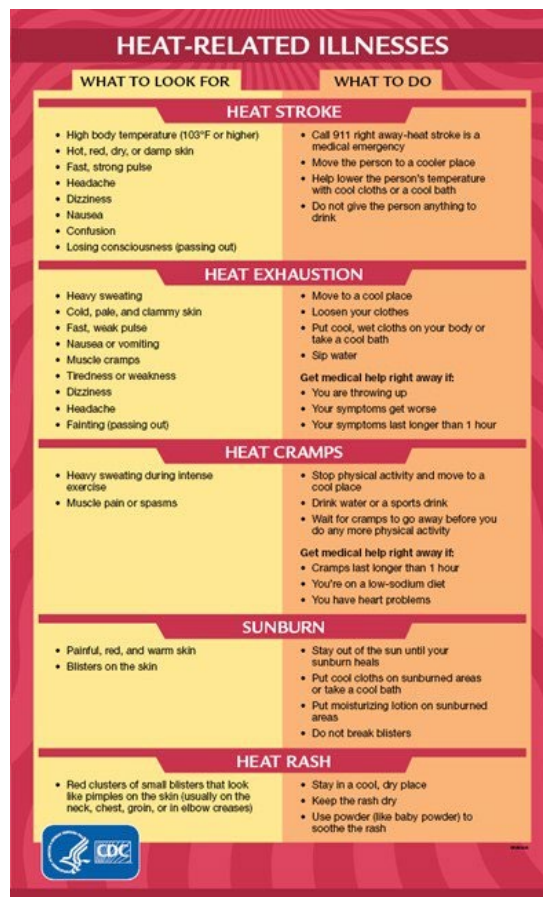
- Began creating Minute Taking Procedures to foster consistency with organization documents

FACILITIES GOALS:

Submitted by the IHLS Safety Committee

Provide a safe working environment

- Safety information was shared with staff
 - Be Prepared for Summer Heat <https://www.ready.gov/heat>
 - Summer Pet Safety <https://www.ready.gov/pets>
 - Lightening Safety <http://lightningsafetycouncil.org/>





Human Resources Report

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.

- Human Resources continues to recruit highly qualified candidates by posting job listings on our company website, Facebook, Indeed, ILA Jobline, Handshake, AMIGOS, RAILS Jobline, CARLI Jobline, and member newsletters. June job openings included: Courier Driver position in Carbondale, Sorter in Champaign, SHARE Administrative Assistant in Edwardsville, and CARLI Temporary Cataloger remote position.

New hire orientations were conducted for a Sorter and Communications Coordinator in our Edwardsville Hub this month.

Live workshop or online training	Format	# of staff
Alchemizing HR: Mental Health at Work: Why This Matters, Best Practices and Taking the Next Step	HRCI.org	2
Delivering Effective Feedback in One on One Meetings	15five.org	1
Society for Human Resources Management annual conference – virtual - 4 day event	SHRM.org	1
Sexual Harassment and Discrimination - Employees (Illinois)	Gallagher Core360	1
Conflict Management in the Workplace (Employees)	Gallagher Core360	43
Conflict Management in the Workplace (Managers/Supervisors)	Gallagher Core360	6
Diversity (Managers/Supervisors)	Gallagher Core360	5
Legal Issues for Supervisors	HRSorce	11
60 Secrets to Employee Orientation	FredPryor	1
Fundamentals of Grant Writing	University of Georgia	1
Getting Started with Rancher	Pluralsight	1
Laravel 9 Fundamentals	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 documentation is obtained from employees when leave is needed for COVID-19 reasons.

Enhancing our Internal Forms to Ensure Policies and Procedures are Documented

- Updated our new hire form for EEOC reporting to be more user-friendly allowing employees to type in the requested data in the text boxes.

Increasing Staff Communication Through the Use of the IHLS Intranet

- June 8, announcement welcoming new employees to IHLS.
- June 16, Save on Prescriptions through Blue Cross and Blue Shield Rx Program informational post.
- June 21, COVID-19 Exposure/Guidelines update.
- June 24, IHLS Top Workplace winner with the *St. Louis Post-Dispatch* announcement.



Developing a Performance Appraisal System for FY2023

- A performance appraisal committee was formed to begin development of a new performance management system that will focus on our IHLS mission, operational goals, department goals, and employee personal development.
- TeamFlect was chosen as the Microsoft Teams Application for our performance review management system.



St. Louis Post-Dispatch Top Places to Work – IHLS is Recognized and Receives Award

- We were notified that we have been selected as a Top Workplace Employer by the *St. Louis Post-Dispatch*!
- We are planning to review ways to celebrate the things that we do well and to brainstorm on how we can make improvements in employee engagement.
- This award gives us a cutting edge in recruiting top talent and recognizes our talented employees here at IHLS and all their efforts in making us a great place to work!

Employee Handbook Training

- Employee Handbook Presentation was created to inform employees of the revisions and new policies added to the updated Employee Handbook for 2022.
- Employees will be required to sign new acknowledgement forms for legal compliance and were given a hard copy of the new handbook. Additionally, employees were given details on where to find an electronic copy and whom to contact if they have any questions regarding our policies and procedures.

Explore Opportunities to enhance human resources knowledge across member libraries.

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 completed 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 online seminar.



- 1. Crisp, Clear and Concise: A Formula for Effective Communication – April 13, 2022, 11 a.m. - 12:30 p.m. (29 attendees)**
 - 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 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 a.m. - 11:30 a.m. (23 attendees) (16 views after live session)**
 - How to review tasks and decide which ones can be delegated.
 - Recognizing skills and talents of the individuals supervised.
 - Selecting the right people for assignments.
 - Understanding 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. (26 attendees) (41 views after live session)

- 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.



Accounting Report

ACCOUNTING REPORT & STAFF ACTIVITIES

Submitted by Rhonda Johnisee, Finance Director

Our focus in June was to take the necessary steps to begin closing FY2022. These steps were reviewing the accounts receivable and accounts payable entries needed for the end of the year close along with the routine year-end adjusting journal entries.

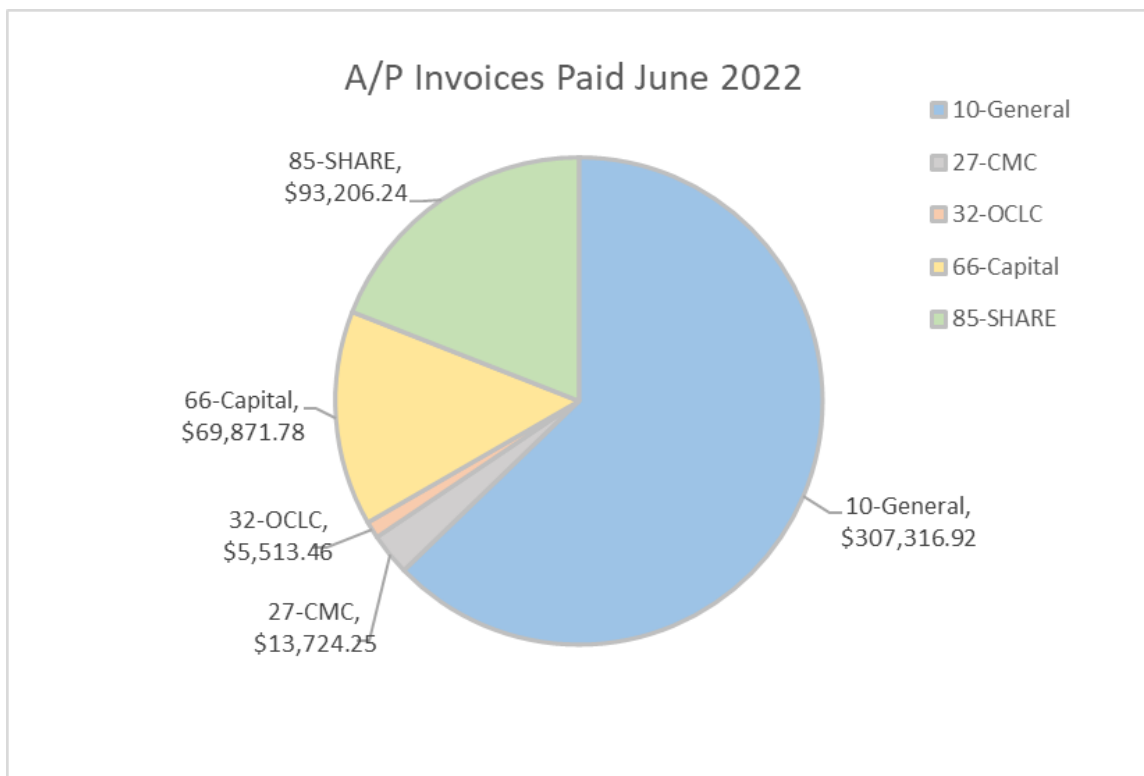
We were extremely pleased with all our accomplishments made in our department in FY2022 to streamline our accounting processes and we look forward to what we have planned for FY2023.

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 HR Source training session.
- Attended IMRF Preretirement workshop.
- Attended a Workplace Conflict webinar.
- Attended a Trustee Training grant meeting.
- Attended a Member Day planning meeting.
- Attended an OpenGov Budget User training.
- Attended a Staff Engagement Team meeting.
- Attended Marketing Advisory Committee meeting.
- Attended a Teamflect performance appraisal meeting.
- Attended an MIP financial software user group Closing the Books webinar.
- Attended a meeting with a representative from Arthur Gallagher to review the FY2023 liability insurance rates.
- Attended a meeting with representative from 1st Choice Advisors regarding the importing of accounts receivable billing files in the MIP fund accounting software.
- Attended a meeting with representatives from Consortium of Academic and Research Libraries (CARLI) regarding the Champaign office lease space.
- Attended Leadership Team meeting.
- Attended High Five and staff meetings.
- Attended weekly Finance Department meetings.
- Attended IHLS Finance Committees and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in June.

- Prepared May 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 278 accounts receivable invoices (OCLC: 12 monthly and 103 transactional; SHARE: 2 monthly, 2 transitional, 18 cloudLibrary e-book purchases, 88 quarterly cataloging and barcoding, and 1 module; General: 33 continuing education webinars, 1 Library Law book, and 18 DreamHost).
- Received and posted 98 accounts receivable cash receipts checks totaling \$208,348.57 (OCLC: 65, SHARE: 28, and General: 5).
- Received and entered 112 accounts payable invoices.
- Disbursed 92 accounts payable checks totaling \$489,632.65.





Information Technology Report

INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

Submitted by Troy Brown, IT Director

A major change in the way Google offered email addresses was announced a few months ago. With the change, many of our libraries were faced with continuing to use Google for email at a cost, or switching platforms. The IHLS IT staff went to work to find a solution that would work for libraries not wanting to stay with Google for their email. Microsoft's solution, called Microsoft 365, is free for libraries. Microsoft sees libraries as educational institutions, just like K-12 schools. This is a big win for libraries as this product isn't just free email. It offers much more value to the libraries, including free office applications to their staff as well as OneDrive cloud storage for their files.

John Knirr took the lead on moving libraries from Google to Microsoft and has moved seven libraries over (including migrating data files and emails). There are another three in the pipeline going through the process. The IHLS IT department thought this was an important enough change that we were willing to go the extra step to make sure libraries made the switch successfully. We are grateful that we did! This change is great for the libraries and we are happy to help.

Additionally, we are testing out the Microsoft Teams Rooms platform at our Carbondale office. This will eventually be implemented at all three offices and will reduce the amount we depend on Zoom for meetings. Hosting more events on a platform that we already own makes more sense and will cost us much less in the long run.

IT GOALS:

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

- All servers are under IHLS control and we are just waiting for new content to be added to parts of the website that didn't have content before or was unable to be transferred over from the old site.

BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

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



During June, Cataloging Maintenance Center (CMC) and SHARE staff continued providing high quality cataloging services to libraries throughout Illinois. Staff attended numerous webinars to further their collective cataloging knowledge, as well as provided training to libraries through Illinois via the monthly Cataloger's Training Session. A second "Catalogers Unite," was held on June 16 allowing SHARE and CMC a space to come together to discuss cataloging challenges, unique formats, and changes to standards and practices. The focus was on unique items, which included tarot cards, an animal identification kit, and blueprints. The next meeting is scheduled for September 22.

Jennifer Baugh, SHARE Manager for Bibliographic Services, her husband, Paul, and big brother, Marik, welcomed baby Sutton Caroline on June 18.

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 272 items for SHARE member libraries.
- Imported 223 \$3 bibs for SHARE member libraries.
- Merged 62 bibliographic records, cleaned/corrected 59 bibliographic records, and cleaned/corrected 52 item records.
- Provided Barcoding training for three library staff at Monticello Public Schools.

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 45 emails and contacts.
- Conducted monthly Cataloger's Training Session with focus on cataloging in LEAP, board games, card games, tarot cards, and jigsaw puzzles.
- Reviewed and imported files with a total of 119 bib records for beginning catalogers.

CATALOGING MAINTENANCE CENTER (CMC) GOALS:

Provide cataloging and bibliographic services for libraries in the Reaching Across Illinois Library System (RAILS) and IHLS service areas to increase access and encourage resource sharing of information resources found in Illinois libraries. Support access to Illinois digital collections by providing information on the formation and content of metadata. Instruct Illinois library staff in the use of resource description, including cataloging and metadata.

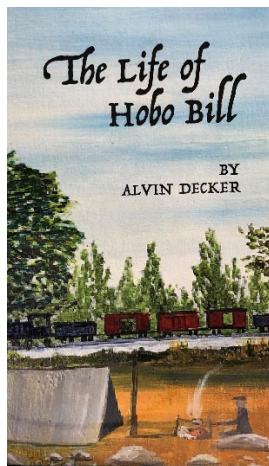
- Reviewed 22 books, three serials, one map, and one visual material for a total of 27 records.
- Cataloged 35 items (including 30 originally cataloged and five records enhanced) and created nine name authority records. Two of the items were kits with materials in Spanish.
- The PrairieCat database cleanup project continues, where 522 bibliographic records were enhanced or merged.
- The Alma cleanup project for CARLI continues, with a total of 258 dedupes (merges), 30 deletes, and 2,870 edits.
- Merged eight books in OCLC (five books, three e-books).



Currency collection (local author)
owned by Groff Memorial Library



Lantern (special collection)
owned by Groff Memorial Library



Local author owned by
Philo Public Library



Local authors/history (yearbooks)
owned by Neponset Public Library



Special collection (foreign language kit)
owned by Illinois Early Intervention Clearinghouse



DELIVERY REPORT & STAFF ACTIVITIES

Submitted by Susan Palmer, Operations Director

During the month of June, Operations staff continued to work to improve service. This month we switched from ActSoft GPS Units to Verizon GPS units. We have received all the units from Verizon and are working to install them in our vans. This switch helps save our department money that can go towards other service improvements.

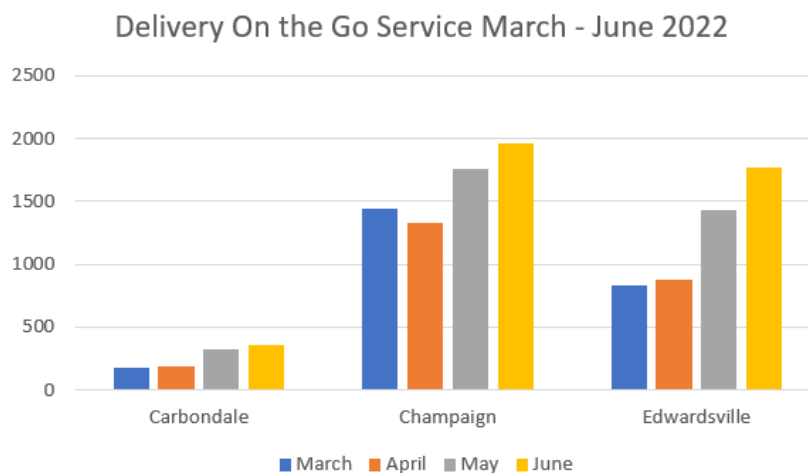
In our Edwardsville building, there were facility improvements including remodeling both kitchen areas. The downstairs kitchen area was turned into a training room with a smaller kitchen area for people to use. The upstairs kitchen was updated and will still function as a full-size breakroom with kitchen access. More updates included replacing the Leibert AC unit with a mini split in the server room downstairs in Edwardsville.

In our Champaign building, the soffit was replaced outside of the garage area. They are also currently moving around office spaces and furniture to assist with Consortium of Academic and Research Libraries in Illinois (CARLI) renting out part of the office.

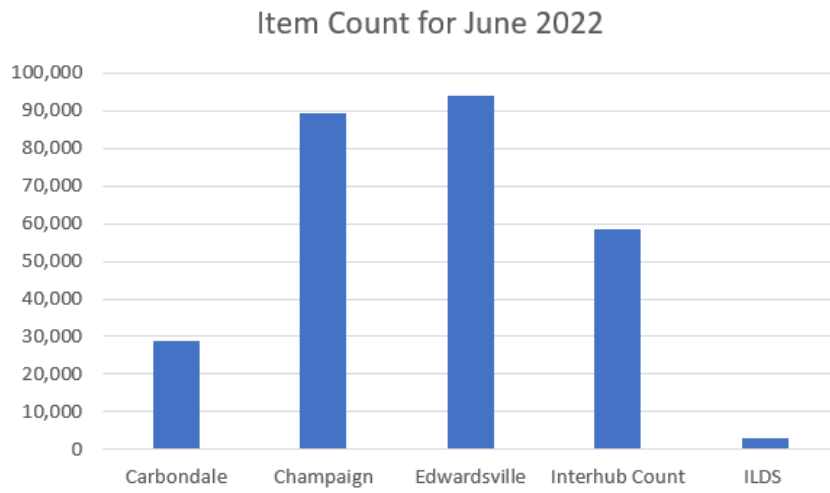
DELIVERY GOALS:

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

- Our Champaign hub has rearranged four delivery routes to provide better efficiency.
- Increased our Delivery On the Go service (DOGS) numbers by allowing same route, same day service to our Member Libraries. Below you will find a graph that shows this increase in items delivered after the addition of the orange bags to this program:



- Below you will find a graph that shows incoming items for June 2022:





SHARE REPORT & STAFF ACTIVITIES

Submitted by Cassandra Thompson, SHARE Director

Welcome to our newest SHARE member, Melvin Public Library! We are happy to round out another successful fiscal year, with an eye on future projects and plans, including new e-resource offerings and IHL S Member Day!

SHARE GOAL:

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

- Attended weekly Leadership Meetings to discuss future initiatives and current challenges affecting the organization.
- Participated in the ILA Intellectual Freedom Committee Meeting to discuss current events regarding challenges to materials and programs.
- Attended the Polaris 7.2 Quick Hits Webinar to learn about the newest features in Polaris.
- The SHARE Circulation & Resource Sharing Committee met to discuss a new discovery layer, barcode placement, McNaughton book leasing, and fine policies.
- Met with Solus representative to launch next phase of the SHARE Mobile Library App project, self-service.
- Cross promoted the new IHL S Delivery on the Go Service (DOGS) through the SHARE newsletter.

SHARE DEVELOPMENT GOAL:

Increase members participating in SHARE.

- Attended weekly Directors Chats, in order to be available for SHARE questions or concerns.
- Provided a SHARE update at the Third Thursday networking event to keep members informed about upcoming projects.
- Sent a newsletter to members providing updates about current issues affecting SHARE and upcoming events.
- Met with two new directors in June, to help provide SHARE resources and emphasize our commitment to supporting our members.
- Attended the first day of Director's U, in order to meet some of our newest members, and offer support as they transition into their new role.
- Recruited new members for the SHARE Executive Council.
- Taught 9 circulation trainings to 18 participants in June.
- Provided members with readers advisory support, promoting the top requested SHARE titles in June.



TOP REQUESTED
titles of
June 2022

SHARE
SHARING HEARTLAND'S AVAILABLE
RESOURCES EQUALLY

E-RESOURCES GOAL:

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

- We sadly announced that Lesley Zavediuk is moving on to new opportunities at the end of June, but are so happy that Danielle Beasley has accepted a position as the new SHARE Resource Sharing Specialist.
- Met with cloudLibrary representative to learn more about a new product, Biblio+.
- cloudLibrary users checked out 30,756 owned titles and 1,587 audiobook pay-per-use titles in June. We now have 54,311 owned items in our shared collection, and 20,870 additional audiobook titles available for pay-per-use.
- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our digital collection, while also promoting the iRead theme.

Read Beyond the Beaten Path





Membership & Grants Report

MEMBERSHIP REPORT & STAFF ACTIVITIES

Submitted by Ellen Popit, Associate Director

Directors University was certainly the highlight of June 2022. Thirteen new directors of Illinois Heartland Library System libraries were able to participate during the week. The immersive continuing education event also involved contributions of time and talent from a number of Illinois Heartland library directors and system staff.

This weeklong continuing education opportunity dates back to 1994, when it originated as the Small Public Library Management Institute (SPLMI). The name, the administration, and even the location has changed, but twenty-eight years later, the value of providing this opportunity to public library directors continues to be recognized and valued. Hats off to the Illinois State Library, the Illinois Library Association, and Reaching Across Illinois Library System who partner with Illinois Heartland Library System to make this happen!

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.

- June 6 - The Membership Committee met to review the final list of libraries that had withdrawn or applied for membership to be shared at the June 21 meeting of the Illinois Heartland Library System's Board of Trustees.
- June 15 - Leslie Bednar and Ellen Popit participated in a meeting with Aaron Greenberg to discuss Libraries without Borders.
- June 16 - Ellen Popit participated in a discussion of upcoming changes in our Library Learning (L2) platform.

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.

- June 2 - Directors' Chat.
- June 6 - Ellen Popit participated in the Illinois Library Association's Public Policy Committee meeting.
- June 7 - Leah Gregory participated in the Association of Illinois Library Educators (AISLE) working group meeting.
- June 9 - Directors' Chat.
- June 14 - Leah Gregory participated in a School Law Update offered by the Learning Technology Center of Illinois.

- June 15 - Leah Gregory participated in the Illinois Library Association's Noon Network session on "LitLoot/Middle and High School Library Subscriptions."
- June 23 - Directors' Chat.
- June 30 - Directors' Chat.

CONTINUING EDUCATION GOAL:

Increased continuing education opportunities as allowed by the Illinois State Library (ISL) directive.

- June 16 - Kathy Parker, author and consultant, presented a program on "Maintaining Your Library Facility." There were 24 attendees in real time. The session was recorded and can be accessed on our YouTube channel.
- June 22 - The final session of our HR Source series: "Legal Issues for Supervisors" brought in 26 real time participants. The recording of the session was available for a short period of time after the live presentation.
- June 27 - Ellen Popit participated in a demonstration of Niche Academy to determine its potential for system staff and membership.
- Continued working on the Trustee Training grant to be submitted to the Illinois State Library continues.