

# DIRECTOR & STAFF ACTIVITIES REPORT

JULY 2021



**Illinois Heartland Library System**

IMAGINING TOMORROW - DELIVERING POSSIBILITIES TODAY



# Administrative Report

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## ADMINISTRATIVE REPORT & STAFF ACTIVITIES

*Submitted by Leslie Bednar, Executive Director*

### COMMUNICATIONS GOALS:

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

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

### Highlights

- Began working with Ameex on the redesign and functionality of Illinois Heartland Library System's new website that is currently under development. Considerable time was spent gathering and incorporating staff input and user data on our current website to develop a proposal for a more efficient and user-friendly navigation structure.
- Worked with local business Minuteman Press on an updated design of our business cards that better incorporates Illinois Heartland Library System's brand and creates a more sleek and modern look and feel. The cards also list staff members' updated phone numbers, which changed with our phone system transition. Additionally, a map of our service area was added to the back of the card, enabling the card to act as a more helpful advocacy tool and to reduce or eliminate the need and related printing expenses for another annually printed piece.
- Promoted Illinois Heartland Library System's upcoming 10<sup>th</sup> anniversary in July through social media and the Member Connection newsletter. Developed a weekly social media giveaway to coincide with the anniversary as a way to engage members, say thank you, and give back to our members.
- Designed IHLS folders for new director packets and other special uses.
- Helped a member library visually share their library story.

### Promotion:

- *Advocacy:*
  - IHLS: Business cards with map design (see above)
- *CE & Networking events/opportunities:*
  - IHLS: Weekly IHLS Library Directors' Chats (multiple)
  - SHARE: Catalogers training session (June 8), Introduction to Polaris Leap (June 18)
- *Discounts and demos:*
  - IHLS: Solix, Gale "You Pick," Swank Movie Licensing, Comics Plus, LibraryAware

## General Communications:

- **IHLS:** IHLS Member Connection newsletter (June 2, June 16, & June 30), Member Comment: Whistleblower Policy, Fraternization in the Workplace Policy, Employment of Relatives and Family Members Policy, Holiday and Personal Leave Policies, IHLS 10<sup>th</sup> Anniversary Celebration and Giveaway event, Delivery Exchange Points Update, June Library Link Roundup, Non-Resident Fee Program Information (updated)
- **SHARE:** SHARE newsletter, Reminder to Submit Library Closing Dates, Polaris Text Notifications, SHARE Leap Training, Common Loan Period Survey, SHARE Catalogers June Training Sessions
- **CMC:** The CMC Catalogs: Five Korean Books from Judson University, The CMC Catalogs: Digitized Collection for Joliet Junior College Library

## Formal research:

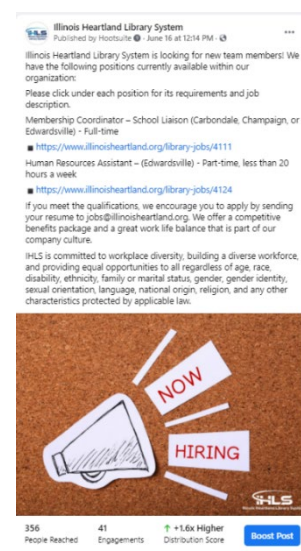
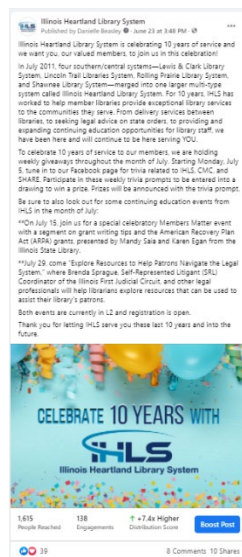
- A/B email testing (continuous)
- SHARE Common Loan Period Interest Survey (in progress)
- IHLS Technology Survey (drafting)

## Networking events attended by department staff:

- IHLS Directors' Chats
- IHLS-RAILS Statewide Services Meeting (June 15)

## Social media insights:

- Facebook: 25 posts in June
  - **Awareness:** 7,732 total post reach, 309 avg. post reach, 8,199 total post impressions
  - **Engagement:** 347 post engagements, 14 avg. post engagements
  - **Change:** +5 page likes (1,177)
- Twitter: 15 tweets in month of June
  - **Awareness:** 3,090 tweet impressions or 103 impressions per day
  - **Change:** +6 followers
- Most successful media content:





**BOARD SUPPORT GOALS:**

*Submitted by Stacie Bushong, Executive Assistant*

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

- Facilitate onboarding of new board members: schedule orientation, create and send new board member binders.
- Facilitate acknowledgement of retiring board members with bios, Certificates of Appreciation and gifts.
- Begin preparations for the FY2021 Annual Report process.





# Human Resources Report

## HUMAN RESOURCES REPORT & STAFF ACTIVITIES

*Submitted by Jill Trevino, Human Resources Coordinator*

**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 Jobline, Handshake, and member newsletters. June job openings included: SHARE Bibliographic Services Manager, Membership Coordinator, HR Assistant, Courier in Carbondale, and two Sorters in Carbondale.
- New Hire orientations were conducted for a courier in Carbondale and a sorter in Edwardsville via Zoom this month.

Live workshop or online training	Format	# of staff
The Do's & Don'ts of Meeting Venue Booking in a Post-Pandemic World	ASAPorg.com	1
Annual IHLS Safety Training 2021	HR Intranet	1
Sexual Harassment and Discrimination – Employees	Gallagher Core 360	1
Basics of Defensive Driving (GB)	Gallagher Core 360	1
Defensive Driving-Backing Safely-R is for Reverse (GB)	Gallagher Core 360	1
Defensive Driving-Reducing Winter Weather Accidents (GB)	Gallagher Core 360	1
Preventing Back Injuries (GB)	Gallagher Core 360	1
How to Create a Culture of Coaching in Your Organization	SHRM.org	1
Critical Conversations- HR Series for Member Libraries	HR Source	13

Live workshop or online training <b>Information Technology Department</b>	Format	# of staff
An Update on COVID-19 Vaccines and the Workplace: Incentives, Accommodations and More	FordHarrison	1
Monitoring Windows Server 2016 with System Center 2016 – Operations Manager (SCOM)	Pluralsight	1
Managing Microsoft Teams Phone Numbers and Systems	Pluralsight	1
Deploy Apps with Microsoft Intune	Pluralsight	1
SharePoint Online Pro (2020)	Pluralsight	2

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

- Human Resources continues to be the lead contact in addressing all COVID-19 exposure questions and concerns by following the protocol set forth by our Leadership Team. Human Resources is also making sure appropriate forms and approvals are obtained from employees when leave is needed for COVID-19 reasons.



**Employee Handbook Update**

- Human Resources is working with Leadership to roll out new policies and making recommendations to revise our existing policies to remain in compliance with applicable state and federal guidelines. This month, the Adverse Weather policy was revised and will be presented in July to the Personnel and Executive Committees for comment and revisions before going to the July Board meeting.

### **Communication of Holidays/Personal Leave and Elimination of COMP Time policy**

- Human Resources facilitated the communication of the 10 Holidays that were approved by the board of directors for fiscal year 2022. The approved holiday schedule was posted on the IHLS Website and on the Human Resources Intranet on SharePoint.
- Employees were sent an email with the new schedule for Personal leave. It has been a very welcomed policy for part-time employees as they are now eligible for personal paid time off beginning in fiscal year 2022.
- The COMP time policy has been eliminated as of 07/01/2021 as advised by HR Source as part of the benchmarking project. Any comp time earned in June of 2021 will be allowed to be taken until the end of July 2021. COMP time will no longer be accrued beginning 07/01/2021. We have discontinued the use of this policy to remain compliant with current laws and pay practices.



### **Implementation and use of the employee Microix timekeeping system for Payroll**

- Human Resources is working in partnership with the Finance department to ensure that we have written procedures and behind the scenes processes worked out for a full implementation of time clock for the first payroll in July. Human Resources and Finance conducted staff trainings in June on the use of the time clocks and reviewing procedures for missed punches, time off approval, clocking in and out for lunch, etc.
- Troy Brown, our IT Director, recorded all of the time clock Zoom trainings so that employees could easily view the training videos for a smooth transition to the new time keeping system. These were posted out on the Intranet for easy access and reference.

### **Safe Environment for employees during Edwardsville Remodel**

- Employee safety was taken into account as we finish up our Edwardsville remodel of the first floor. Our Operations Director, Susan Palmer, had our Environmental Testing company complete an air quality testing in late June before beginning our phased approach in returning all employees to in office work location. These findings showed that the air quality was approved for occupancy.

### **Safe Return to Work in person plan for all Employees**

- Worked in partner with the Leadership team to compose an official return to work plan for those remaining office employees currently working remotely due to the pandemic and also due to Edwardsville construction. It has been decided that we will take a phased approach and slowly return to our full in-person work schedules with everyone returning to normal work schedules after the Labor Day holiday.
- Worked with the Safety Team to ensure that the annual Safety Presentation was updated to reflect current return to work protocol, specifically the safety measures and the mask policy that must be followed in all IHLS buildings and in our member library locations.
- Scheduled a mandatory training for July 7<sup>th</sup>, 2021 with our Employee Assistance Provider for all employees to help staff make the transition back to the office from working remotely. This will help employees deal with the stresses of returning to work and encourage employees to reach out to our Employee Assistance Program to utilize the benefits that are offered.



### **Strengthen member libraries' general human resources knowledge.**

- We continue to investigate opportunities to educate member libraries in human resources administration. Human Resources is working in partnership with Ellen Popit and HR Source to provide Human Resources related courses to our member



libraries in a three-part series. Each course was held from 10-11:30 a.m. Course topics and dates are listed below:

**Course completion for the month of April:**

*We had 31 member libraries in attendance and the course was available for viewing 7 days after the event was held for those members that could not attend.*

**1. Job Descriptions: Why, What and How? - April 22, 2021**

A job description is an important tool to recruit and select the right candidate for the job. In addition, an effectively written, up-to-date job description contributes to the success of most HR functions: recruiting and onboarding, setting expectations, assessing and developing a new hire, promoting, rewarding, and ultimately engaging and retaining candidates. The session will provide a proven process to ensure your organization is putting its best foot forward with comprehensive and compliant job descriptions.

**Course completion for the month of May:**

*We had 35 member libraries in attendance and the course was available for viewing 7 days after the event was held for those members that could not attend.*

**2. Conflict Management - May 20, 2021**

Does the word "conflict" send you running for cover? Get you hot under the collar? Sound like a great opportunity to improve your organization? Conflict is necessary, even helpful, for organizations to grow and change. However, it still makes most people uncomfortable at best. Topics covered in this session include: exploring why conflict is so difficult, common conflict styles, identifying when to use each conflict style, and tips for having those difficult conversations.

**Course completion for the month of June:**

*We had 22 member libraries in attendance, 13 IHLS Staff members, and the course was available for viewing 7 days after the event was held for those members that could not attend.*

**3. Critical Conversations: Conducting Effective One-on-Ones - June 17, 2021**

Managers and supervisors are busy. So, when employees are doing their job, it's easy to forget to take the time to let them know that they've done a good job. On the other hand, nobody likes to have those "difficult" conversations with employees to let them know that they're not quite cutting it! In this session, we'll go through the steps of conducting one-on-ones and performance feedback discussions while addressing the supervisor's responsibilities.



# Accounting Report

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## ACCOUNTING REPORT & STAFF ACTIVITIES

*Submitted by Rhonda Johnisee, Finance Director*

As we finished FY2021, our biggest project was to implement the Microix timekeeping software. Finance staff worked with Human Resource staff to finish developing the Microix timekeeping system. We produced training manuals for staff and managers and held training for both user types. All staff began using it with the pay period beginning June 20, 2021, so it could be processed in the first pay date in FY2022, on July 9, 2021. The plan is to have staff use both the old method of timekeeping on the Excel timesheet and also enter hours in the new Microix system for reassurance that it is working the way it should. If everything goes well, we are hoping to discontinue the old method in August. We have been ironing out the kinks through this first payroll, but we are hoping that the next payroll will run smoothly. Everyone has done a great job at learning this new program and it will be a great benefit for all users and managers going forward.

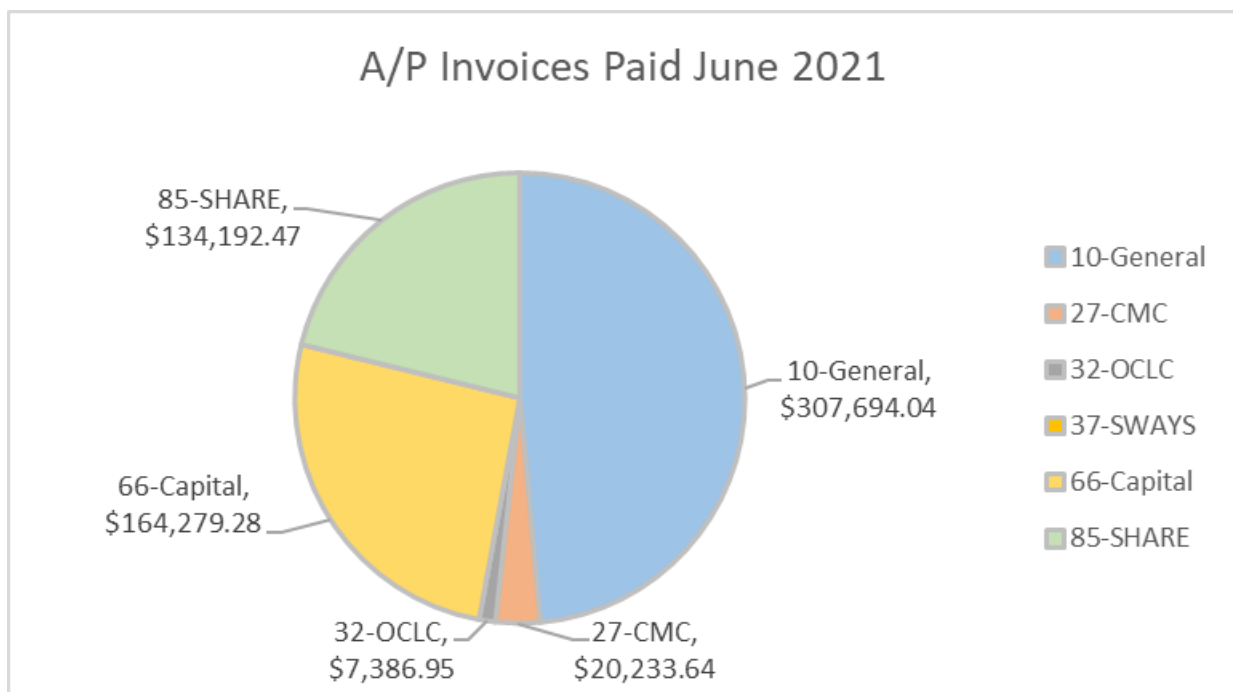
### ACCOUNTING GOALS:

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 webinar "Critical Conversations: Conducting Effective One-On-Ones".
- Attended a Heinz-Kraft webinar on their new billing system.
- Attended a meeting with a representative from the Illinois State Library regarding the Illinois Library Delivery Service exchange point.
- Attended a meeting with representatives from Color Art to review the Edwardsville building remodel.
- Attended meetings with Human Resources to plan the implementation of the Microix timekeeping program.
- Attended and hosted training sessions for staff on the Microix program.
- Attended weekly staff High Five meetings.
- Attended Leadership and Supervisors Team meeting.
- Attended IHLS Finance Committee and IHLS Board of Directors meetings.
- Prepared and processed two payrolls in June.
- Prepared May 2021 Bill Payments, Credit Card Transactions, Statement of Revenues and Expenditures, and Balance Sheets Reports for IHLS Finance Committee and Board of Directors.
- Generated and mailed 365 accounts receivable invoices (OCLC: 13 monthly and 97 transactional; SHARE: 2 monthly, 2 transitional, 19 cloudLibrary eBook purchases, 86

quarterly barcoding & cataloging, 6 New York Times subscriptions, 5 Gale subscription credits, and 2 RB Digital subscription credits; General: 1 ILDS project, 111 continuing education webinars, 19 DreamHost, and 2 Serving Our Public Books).

- Received and posted 142 accounts receivable cash receipts checks totaling \$193,724.36 (OCLC: 65, SHARE: 26, and General: 51).
- Received and entered 82 accounts payable invoices.
- Disbursed 114 accounts payable checks totaling \$633,786.38.





# Information Technology Report

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## INFORMATION TECHNOLOGY REPORT & STAFF ACTIVITIES

*Submitted by Troy Brown, IT Director*

Website update: This project continues to progress and communication between Brant, the IHLS project manager, and Ameex is very good. Shandi and Danielle have been key in helping with the layout and design of the new site. Their expertise in marketing and communication is a great fit with the technical expertise of Brant on this project.

The IHLS Intranet continues to expand. The Safety team now has their own space and updates are continuing to be posted by HR and other departments.

RAILS informed IT that they were not going to continue their contract for Polycom equipment and that they were moving to Zoom for their rooms. We are in the process of moving our IHLS conference rooms now. There are still some issues to work through, but we should be able to switch to Zoom with little to no cost.

IT is working with all our communication channels to promote the Federal \$7B special funding for schools and libraries. We have taken some calls on what's eligible. IHLS may be eligible for some funding, but the application process is currently being held up as a result of our DUNS number not having accurate data.

IT is also looking into virtual conference platforms for the Fall IHLS Member Day event. There are promising results, but it's too early to know for sure.

The Cataloging Maintenance Center (CMC) has requested their own webpage for branding purposes. That has been created and they are working through customizing it for their needs.

### Goals:

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

- We have made it through Sprint #1 and are in Sprint #2 now. After the homepage design and navigation was approved, subsequent pages are easier to go through.



# Bibliographic Access

## BIBLIOGRAPHIC REPORT & STAFF ACTIVITIES

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

It was sad to see our cataloger of over 23 years retire at the end of June. We wish Robert Brady the best in his future endeavors. We will miss his enthusiasm for digging in to learn how to catalog the newest formats. Besides being an excellent cataloger, Robert always kept us on our toes with movie trivia questions.

The SHARE training portal has a new set of classes. Sign into Moodle to find recordings of two barcoding classes and the entire series of cataloging classes including the handouts. These classes are intended for new barcoders and catalogers, but they are also great for review.

### Barcoding Classes

This section is separated into two classes, Barcoding I and Barcoding II. Both classes are required for SHARE barcoders. These courses will ensure that barcoders have the knowledge to search for bibliographic records in the SHARE database and add item records to the matched bibliographic record.

### Cataloging Series

This series focuses on the beginning skills necessary for cataloging.

Topics covered include:

- Book Cataloging
- Searching and Editing in OCLC
- Introduction to Authority Records
- Library of Congress Subject Headings
- Dewey Decimal Classification

Anyone wishing to become a cataloger should take these classes, plus the OCLC modules listed [here](#). Catalogers can take these courses as a refresher or for annual cataloging continuing education hours. Catalogers must attend 15 hours of continuing education related to cataloging each fiscal year (July 1 through June 30).

## 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 473 items for SHARE member libraries.
- Imported 348 \$3 bibs for SHARE member libraries.
- Created 42 on order bib records for SHARE member libraries.
- Cataloged 77 items for new member libraries joining SHARE.
- Merged 257 bibliographic records, cleaned/corrected 2,685 bibliographic records, and cleaned/corrected 891 item records.



**CATALOG TRAINING FOR SHARE MEMBERS GOALS:**

Maintain rigorous cataloging standards that include continuing education in bibliographic services and cataloging for member libraries. Support member skills necessary for fluency in national, state, and local policies such as RDA (Resource Description and Access), OCLC, and Library of Congress.

- Conducted one online Barcoding I class with 6 participants.
- Taught the monthly Catalogers Training Session with 48 participants.
- Taught *Dewey Decimal Classification* as an online class with 17 participants.
- Handled over 223 emails and contacts.
- Reviewed and imported 29 files with a total of 111 bib records for beginning catalogers.
- Visited two SHARE libraries to assist with cataloging questions.
- Conducted two Zoom meetings with SHARE libraries to answer cataloging and barcoding questions.

**CATALOGING MAINTENANCE CENTER (CMC) GOALS:**

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

- Created 2 NACO name authority records for improved user access.
- Cataloged 122 items for libraries in Illinois.
- Continued working on creating metadata templates and uploading files to Illinois Digital Archives (IDA) for Marshall Public Library.
- Continued working on the cleanup project for the PrairieCat group of automated libraries in northcentral Illinois.
- Taught the Moodle course *3D Objects, Kits, and Realia* with six students successfully completing it.



# Delivery Report

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## **DELIVERY REPORT & STAFF ACTIVITIES**

*Submitted by Susan Palmer, Operations Director*

### **DELIVERY GOALS:**

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

*"Each library will designate a secure delivery drop point within its facility that is easily accessible and or will provide outside the facility a secure and conveniently located drop box (either solution must serve to expedite delivery efficiency. Use of drop boxes will be done in consultation and negotiation with the library system or CARLI/ILDS.)"*

Seven years ago, a group of statewide stakeholders came together on a committee with the goal of creating standards for the Illinois Library Delivery Service. IHLS has realized the goal of having efficient delivery exchange points in every IHLS library this past year. Yes, the impetus was the pandemic; however, the end result is no contact exchange points. Only through the partnership between the libraries and IHLS was this goal met. This is a testament to the relationship between member libraries and IHLS. With the new exchange points, we have realized a savings in both time and work for the drivers. When you potentially have 524 libraries to deliver to, a savings of a mere 5 minutes per stop adds up daily.

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

IHLS Delivery is constantly tweaking our processes. We are in the midst of analyzing our sorting processes in all of our hubs. We have realized again, a savings of time, by adopting the assembly line model. The reality is that when you do one thing, over and over, you become really good at doing that one thing. And you take pride in doing it the best you can. Once we saw those effects in our Champaign hub, we began evaluating the processes we have in our Edwardsville/Carbondale hubs. Stay tuned as we begin that change.

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

IHLS Delivery has begun to offer DOG (Delivery On the Go) again. Which basically is same-day delivery for libraries on the same route, from libraries before their library on the route. So not only do the libraries have access to five-day-a-week delivery, but they also have access to potentially same-day delivery.

#### **Provide accurate information and educational tools to support delivery.**

IHLS Delivery has begun collecting data in reference to the RAILS request to change the ILDS (Illinois Delivery Service) exchange point from the IHLS Champaign hub to the RAILS East Peoria hub. This has a negative financial impact as well as a negative service impact to IHLS member libraries.

**Revise the delivery section of the IHLS website.**

IHLS Delivery has been involved in the design meetings with Ameex Technologies and IHLS staff, Brant Wingerter, Shandi Greve Penrod, and Danielle Beasley. We are pleased to be included in the meetings and are encouraged that this re-design will meet the needs of IHLS Delivery.

**IHLS Building updates**

Operations includes not just delivery, but buildings as well. There has been progress on the Edwardsville remodel. It is with great pleasure we share the after photos!

**June Meetings:**

- 9 Operations meetings (every Monday and Wednesday at 9a.m.)
- 4 High Five meetings (every Monday at 11 a.m.)
- 5 Leadership Meetings (every Tuesday at 11 a.m.)
- 4 IHLS Website meetings
- IHLS Surplus Vehicle Grant Article for ILA Reporter – meeting with Danielle Beasley and Sarah Taylor
- 2 meetings for IHLS Timeclock training
- Critical Conversations meeting with Linda
- Board Meeting









# SHARE Report

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## SHARE REPORT & STAFF ACTIVITIES

*Submitted by Cassandra Thompson, SHARE Director*

Dongola Public Library has gone live on Polaris! We are so happy to welcome our newest SHARE member. As we enjoy the nicer weather, SHARE staff start to look forward to future projects, including the SHARE mobile app implementation. In the spirit of teamwork, Edwardsville SHARE staff also took time to help our colleagues in delivery catch up sorting, since their normal workflows were disrupted during the renovations.

### **LLSAP (SHARE) GOAL:**

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

- Started the evaluation process for potential discovery overlays, including Aspen and Vega.
- Collaborated with Reaching Across Illinois Library System (RAILS) to discuss resource sharing and e-resources initiatives.
- SHARE staff participated in the ALA Annual Conference.
- SHARE Executive Council met to discuss the results of the recent vote and the new Student Online Privacy Protection Act.
- SHARE Circulation & Resource Sharing Committee met to discuss recent developments for an opt-in common loan program, the exploration of a substitute program, and delivery recommendations for universal barcode placement.

### **LLSAP DEVELOPMENT GOAL:**

Increase members participating in SHARE.

- Sent instructions to troubleshoot Polaris issues after a recent Internet Explorer update.
- Participated in weekly IHLS Director's Chats.
- SHARE staff taught 7 circulation trainings to 29 participants in June, including 23 participants for Leap training.
- Provided members with readers advisory support, promoting the top requested SHARE titles in June.

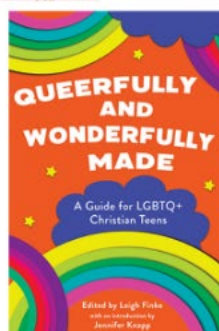
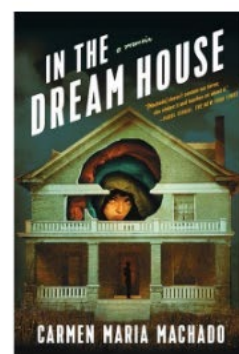
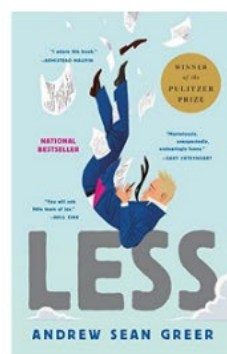
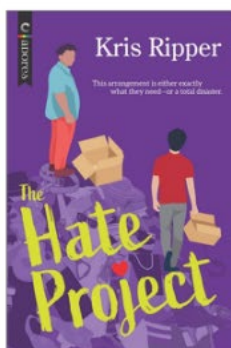
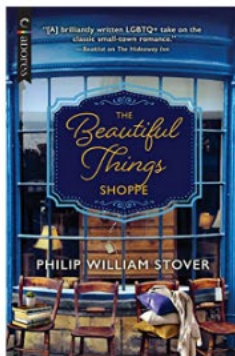
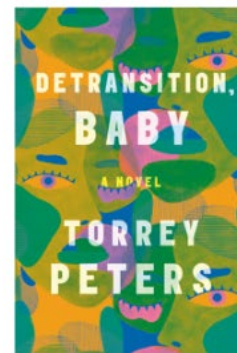
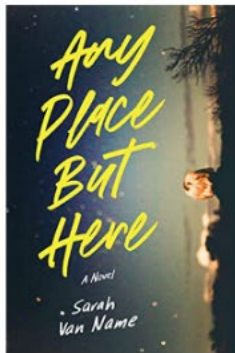
### **E-RESOURCES GOAL:**

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

- cloudLibrary users checked out 21,483 owned titles and 1,027 pay-per-use titles in June. We now have 53,854 owned items in our shared collection, and 22,110 additional items available for pay-per-use.
- Completed the e-books grant purchasing program! Lesley Zavediuk coordinated the purchase of 4,342 juvenile and young adult e-books, for a total of \$125,041.38.



- Provided patron-based marketing support/readers' advisory to member libraries, promoting cloudLibrary and our collection.





# Membership & Grants Report

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## **MEMBERSHIP REPORT & STAFF ACTIVITIES**

*Submitted by Ellen Popit, Associate Director*

Membership staff had reason to celebrate in June because we began to do what we love the most---meet with library workers at their libraries. Throughout COVID we realized and were grateful to connect virtually with our membership. However, we also knew from experience that nothing could ever match the effectiveness of an on-site visit. Staff attended in-person networking groups and board meetings. It was good to be back!

### **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.

- A wrap-up of the mandatory certification program was presented at the June board meeting of the Illinois Heartland Library System. Three hospital libraries have requested withdrawal from the system and those requests are being processed with the Illinois State Library and L2.
- Anna Yackle did a site visit at the Sesser Public Library on June 30<sup>th</sup> to meet with the new director and discuss system services.

### **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.

- Ellen Popit attended the Perry/Randolph County networking group on June 10<sup>th</sup> at the Red Bud Public Library. The focus of this meeting was to celebrate the retirement of Brenda Gilpatrick, the director of the Red Bud Library, at the end of the month.
- Anna Yackle participated in the virtual Metro-East Public Library Managers (MEPL) on the same day.

### **CONTINUING EDUCATION GOAL:**

Increased continuing education opportunities as allowed by ISL directive.

- In conjunction with other Illinois Heartland Library System Departments, we offered the third in the HR Source webinar series on June 17<sup>th</sup>. 55 people were registered and those who did not attend in person had one week in which to view the recording.
- Anna Yackle attended the Ashley Public Library Board meeting on June 29<sup>th</sup> to outline board roles and responsibilities.
- In conjunction with other system staff members, Ellen Popit attended the virtual American Library Association Conference from June 23-June 29.