

July Activities for August Board Meeting

IHLS Monthly Staff Report

Tying our Activities to the ISL Priorities

Priority: Resource Sharing

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

Objective A: Encourage resource sharing Activities

1. Assist member libraries in promoting their participation in reciprocal borrowing within IHLS and statewide.
 - ✓ **Setup multiple libraries with Ebsco and Boopsie discovery services, and the database export that goes with it.**
2. Promote the resource sharing capabilities of the LLSAP to all member libraries.
 - ✓ **Ellen and Chris visited Vienna Public Library and Auburn Public Library.**
3. Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC WorldShare
 - ✓ **Training session on OCLC WorldShare ILL held at Danville Public.**
 - ✓ **Visited Danville Public to discuss how to integrate OCLC activity with Polaris.**
 - ✓ **Developed information about WorldCat Discovery and placed on IHLS Website.**
4. Utilize training on the SHARE Polaris platform for all available modules across a variety of delivery methods. When appropriate, interlibrary loan, reciprocal borrowing and reciprocal access as well as copyright will be addressed.
 - ✓ **Conducted 15 training sessions.**

SHARE Statistics							
	Circulation	ILL	Reciprocal Borrowing	Pac Searches	Holdings	Bibs	Patrons
April 2013	770,817	61,818	48,513	661,126	8,953,361	1,910,883	790,049
May 2013	743,549	114,430	61,942	1,100,785	8,942,050	1,920,634	784,283
June 2013	814,417	184,940	65,891	661,566	8,981,075	1,905,087	788,023
July 2013	850,892	138,641	68,960	644,208	8,991,402	1,928,106	784,028
August 2013	790,258	139,555	61,543	652,256	8,995,814	1,929,231	798,119
September 2013	885,916	141,666	60,944	696,999	9,021,461	1,935,716	800,708
October 2013	943,153	154,268	66,625	707,758	9,046,157	1,935,157	802,871

November 2013	831,585	135,707	58,710	623,768	9,066,327	1,934,896	804,875
December 2013	719,734	120,643	51,533	557,802	9,062,746	1,931,142	807,509
January 2014	827,562	143,710	60,069	692,213	9,058,711	1,884,609	808,450
February 2014	802,661	140,364	55,648	650,213	9,058,711	1,884,609	805,634
March 2014	886,973	153,957	61,457	727,703	9,065,928	1,884,067	803,207
April 2014	847,678	150,545	57,731	637,041	9,035,531	1,886,715	802,743
May 2014	736,091	129,779	58,784	651,784	9,027,758	1,886,611	802,743
June 2014	822,888	125,101	65,477	788,302	9,003,233	1,883,498	797,887
July 2014	817,895	137,139	65,731	641,523	8,999,978	1,867,287	801,116

Objective B: Provide a framework for members to participate in a state-of-the-art integrated library system.

Activities

1. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
 - ✓ **15 training sessions were provided, using a variety of instructional methodologies, including in person, adobe connect, and v-tel.**
2. Promote new membership in the SHARE LLSAP through the *Growing Resource Sharing in IHLS through Growing SHARE* grant. IHLS will continually consider opportunities to more fully involve these members in resource sharing.
 - ✓ **Added Morthland College as a transitional member of SHARE.**
3. Continue to offer SHARE member libraries special IHLS SHARE group purchase prices for common third-party database products (e.g. Gale, Ebsco, Library Ideas, World Book). Available products and pricing information will be funneled through SHARE staff to all SHARE members. Ordering and invoicing will be coordinated by SHARE staff, thereby providing an incentive to vendors. A \$40.00 handling fee per database is assessed for cost recovery.
 - ✓ **Member libraries were billed for 127 electronic databases during July (MyMediaMall, GALE, EBSCO, Zinio, 3M).**

Goal II: Provide a sustainable delivery system that provides the best service possible for Illinois libraries and their users.

Objective A: Ensure that IHLS delivery of library materials is accurate, timely, and meets member library needs.

Activities

1. Conduct quarterly counts of library materials and continue to refine the counting methodology.
 - ✓ **September 8 through the 12th is our first manual count of items.**
2. Continue to work collaboratively with RAILS to minimize size and type of tubs and other delivery containers, and number of different routing slips used.

- ✓ **Collaborated with RAILS to develop our quarterly counting memo and form.**
- 3. Conduct an annual delivery satisfaction and needs survey of member libraries and solicit recommendations from individual member libraries. Adjustments will be made based on need and feasibility.
 - ✓ **Visited the Greenville Public Library to gather feedback about the delivery service.**
- 4. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
 - ✓ **We have moved Helen Matthes Public Library (Effingham) and Teutopolis Public Library from the Champaign hub to the Du Quoin hub to provide another 5 day a week library for SHARE to pull from for the Du Quoin area.**

July 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	204384	29296	30679
Du Quoin	79442	17494	19541
Edwardsville	201880	34214	31626

Objective B: Leverage existing delivery resources.

Activities

- 1. Evaluate the current delivery efficiency.
 - ✓ **Have combined the “Decatur” and Champaign routes into just the Champaign routes. We went from 9 routes to 7.**
- 2. Optimize sorting processes.
 - ✓ **Have combined the previously separate sorting area into one sorting area in Champaign to reflect that they are one hub.**
- 3. Follow the delivery replacement schedule in which fleet vehicles are replaced when mileage exceeds 200,000 miles.
 - ✓ **Have ordered 5 delivery vans from FY14. Was delayed as the available vans on the CMS State Contract were pulled.**

In FY 15

- The continued promotion and growth of E-Read Illinois will be an additional focus of system services.
 - ✓ **At the end of July, 139 libraries have joined the 3M Cloud Library shared collection.**
 - ✓ **7,493 eBooks were checked out this month and 2,008 unique patrons accessed the collection. Both numbers are the largest we’ve seen since the 3M Cloud Library shared collection launched on October 18, 2013.**
 - ✓ **Five virtual demos about the 3M Cloud Library were given this month, with 10 library staff attending.**
 - ✓ **Two Technology Petting Zoo sessions were provided at Olney Public Library with 11 Olney and other area library staff members participating.**

Priority: Illinois Machine Sublending Agency

Goal: Provide good customer service and well maintained machines to patrons of the Talking Books Program.

Objective: Support the statewide machine lending program located in DuQuoin.

Activities

1. Contract with the Illinois State Library to manage statewide services.
 - ✓ ***Required monthly reports were submitted to the National Library Service.***
 - ✓ ***July 2 initiated reconciliation reports for all machines to be cross-checked with NLS BPHICS, and KLAS.***
2. Serve all persons eligible for service within the state of Illinois as stipulated in the agreement with NLS.
 - ✓ ***Sent 24 C1s.***
 - ✓ ***Sent 73 DA1s.***
 - ✓ ***Sent 198 DA1s.***
 - ✓ ***Staff responded to 8 BARD inquiries during the month of July.***
3. Participate in the planning, coordination and evaluation of Illinois Talking Book Service, and ensure appropriate provision of services by staying informed of current procedures and trends related to Talking Books, the National Library Services/Library of Congress and librarianship in general.
 - ✓ ***Throughout the beginning of July interviews were held for the Patron Services Coordinator and Machine Clerk positions.***
 - ✓ ***July 9th Manager attended School Machine Lending Revision meeting in Springfield.***
 - ✓ ***July 29 Manager participated in Midlands Conference conference call.***
 - ✓ ***July 30 Manager participated in monthly National Library Service for the Blind and Physically Handicapped nationwide conference call.***
4. Ensure the efficient and successful provision of service in accordance with the Revised Standards and Guidelines.
 - ✓ ***Filled all requests for machines and equipment within 2 business days of receipt.***
 - ✓ ***Responded to all BARD inquiries in a timely and efficient manner.***

In FY15

- The department will move forward with new leadership and significant staff turnover.

Priority: Provide timely and pertinent information to member libraries

Goal: Effective and efficient communications with member libraries and partners.

Objective A: Provide various mechanisms to ensure good communications with member libraries and partners.

Activities

1. Hold face-to-face meetings to discuss system benefits as well as those benefits available to SHARE members.

- ✓ ***On July 23rd, Chris Dawdy and Ellen Popit attended a meeting of the Vienna Public Library Board of Directors to discuss system services and SHARE membership.***
 - ✓ ***On July 29th, Chris Dawdy and Ellen Popit visited with the new director of the Auburn Public Library to discuss system services and SHARE membership.***
2. Conduct visits to 20% of our more than 550 agencies. This goal would give IHLS staff the opportunity to arrange approximately 110 on-site visits. A particular area of focus would be those library agencies that have recently seen a change in leadership. Another target audience would be those libraries facing any challenges that might impact their membership status and their ability to receive system services. Also in consideration would be conversations with library boards or other administrative bodies who might request specific information from IHLS. School staffing has shifted dramatically in the last several years and working to ensure that population is informed about system services and membership criteria would have a broad-based impact. When appropriate, system staff will also be available to meet with special interest groups for the purpose of discussing membership criteria and system services.
- ✓ ***On July 15th, Ellen Popit visited the Milford Area Schools District #124 to discuss system membership for this newly formed consolidated district.***
3. Develop and organize internal tools that can be made available for staff meeting with membership. These would include information for new directors, system brochures, Talking Books information, etc.
- ✓ ***Chris Dawdy and Ellen Popit began work on a packet to be distributed to new library directors.***
 - ✓ ***Convene the Library Advisory Council.***
4. Maintain an interactive website to assist member libraries in effective utilization of IHLS services and promote member forums.
- ✓ ***Updated website software on both IHLS and SHARE websites***
 - ✓ ***Updated staff information on IHLS website***

Priority: Administrative Activities

Goal 1: Ensure effective utilization of IHLS resources

Objective A: Ensure fiscal accountability

Activities:

1. Review the financial policies and procedures and adjust as necessary.
 - ✓ ***Convened brief meeting of Lincoln Trail Libraries System Board of Directors to formally transfer real estate to Illinois Heartland Library System.***
2. Complete the development of a long-range plan founded on the core services supported by ISL and begin implementation. The plan will identify cost saving and revenue generating measures consistent with IHLS mission and goals.
 - ✓ ***Met with Nancy Bolt and Liz Bischoff (NB&A) to develop project calendar.***

Objective B: Employ qualified, professional, accountable staff.

Activities

1. Recruit and employ qualified personnel of diverse backgrounds to carry out the mission and goals of IHLS. Increase the applicant pool by participating in local community events, college job

fairs and advertising current openings with culturally diverse media and professional organizations.

- ✓ **Recruit and interview for new HR Assistant position. DOH 8/20.**
 - ✓ **Recruit and hire new IT Specialist. DOH 8/25.**
 - ✓ **Received invite to Congressman Davis job fair for veterans. RSVP'd.**
2. Continue development of the evaluation process and assign goals for 2015. Supervisors will have quarterly one-on-one meetings with employees to ensure each employee is on track with goals.
 - ✓ **1st Quarter one on one meetings have begun.**
 3. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
 - ✓ **Sent managers an update on hiring and terminations requirements per ISL.**
 4. Provide training to staff in areas of management and content specific to their areas of responsibility. Develop a manager/supervisor 101 training to include employment law, employee relations, performance management and IHLS personnel code.
 - ✓ **Reviewed new personnel changes with all employees.**
 5. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.
 - ✓ **High Five in DuQuoin and Champaign.**
 6. Develop and implement a wellness program.
 - ✓ **Began exercise program wherein employees can earn \$50 (a one-time benefit) for working out 6 times a month.**

Goal II: Partner with the Illinois State Library and other organizations to support statewide services.

Objective B: Work cooperatively with ISL, RAILS and other stakeholders to provide excellent library services.

Activities

1. Partner with statewide stakeholders in planning the combined “Library State of Mind” Conference for the fall of 2015.
 - ✓ **On July 14th, Ellen Popit attended a planning meeting for this conference.**

In FY 15

- As methods for providing continuing education and consulting services are explored, it is expected that partnership with ISL and RAILS will be expanded. As a beginning step, a “Member Day” will be planned for the fall of 2014, exploring library issues through breakout sessions. This will be held on a cost-recovery basis.
 - ✓ **The “Member Day” has been scheduled for Monday, October 20th at the Knights of Columbus building in Effingham.**