



September Activities for October 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. Promote the resource sharing capabilities of the LLSAP to all member libraries.
 - ✓ Met with librarians from Shiloh Elementary School, Jonesboro PL, Dongola PL, Dodge Memorial Library (Olive Branch), Pope County Schools, Rosiclare PL, McCoy Memorial Library (McLeansboro), Coulterville PL, Tilden PL
2. Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC WorldShare
 - ✓ Three training sessions scheduled in early October
 - ✓ Attended Small Pubs and the CAC (Capital Area Consortium) meetings and discussed WorldCat Discovery

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
September 2014	905,510	154,053	55,538	742,432	8,995,198	1,872,863	810,038

Champaign Office:
1704 West Interstate Drive
Champaign, IL 61822
217-352-0047

Du Quoin Office:
500 South Madison
Du Quoin, IL 62832
618-985-3711

Edwardsville Office:
6725 Goshen Road
Edwardsville, IL 62025
618-656-3216

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

Activities

1. Continue the evaluation of current LLSAP policies and the development of uniform policies for SHARE with the SHARE Executive Committee. Analyze trends in data and in the library marketplace to determine opportunities for changes and enhancements of LLSAP Services.
 - ✓ Loaded a new Holds Routing Table incorporating new delivery route changes.
2. Continue participation in the Statewide E-Books Grant opportunity.
 - ✓ At the end of September, 143 library agencies are participating in the 3M Cloud Library shared collection. (The 3M Cloud Library is currently used in 175 individual libraries.)
 - ✓ The 3M Cloud Library shared collection saw 7,685 check outs in the month of September.
 - ✓ Two Technology Petting Zoos were held in the month of September with eight library staff members attending.
 - ✓ At the end of August, 152 postcards were sent out to SHARE member libraries to regenerate interest in the 3M Cloud Library shared collection. During September, twelve of those libraries expressed interest in joining and three of them started participation on October 1. Requests for fee quotes and general questions are still coming in.
 - ✓ eRead Illinois project team members worked closely with 3M and Polaris to address the issue of age inappropriate content within the collection and school libraries that would like to participate. In the month of September, the erotica category was hidden within the 3M Cloud Library App and testing began to allow school libraries to implement filtering for their students if they choose to do so. By the end of October, filtering of age inappropriate materials should be implemented in 5 school libraries.

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. Working in concert with ISL, RAILS and CARLI, continue the implementation of recommendations from the Delivery Advisory Committee.
 - ✓ Attended Delivery Summit meeting in Lincoln, IL with IHLS/RAILS/ISL delivery teams
2. Develop methods to deliver training to member libraries on labeling, packaging, and other preparation of library materials with the goal of improving delivery time.
 - ✓ On final draft of "Welcome to Delivery" packet

September 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	220448	34446	34706
DuQuoin	94447	22867	25493
Edwardsville	200681	37108	34387

Objective B: Leverage existing delivery resources.

Activities

1. Follow the delivery replacement schedule in which fleet vehicles are replaced when mileage exceeds 200,000 miles.
 - ✓ Received 5 new vans as replacement vehicles

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.
 - ✓ Completed 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 22 C1s.
 - ✓ Sent 134 DA1s.
 - ✓ Sent 154 DA1s.
 - ✓ Staff responded to 8 BARD inquiries during the month of September.
 - ✓ Staff responded to 16 BARD inquiries during the month of August.
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.
 - ✓ Midlands Conference committee conference call.
 - ✓ Participated in monthly NLS conference call.
 - ✓ Updated NLS Operations Alerts binder.
 - ✓ September 20th Outreach - Women's Health Conference at JALC.
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. 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 who 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.

- ✓ September 3, 2014---Ellen Popit conducted a site visit at the Shelbyville Public Library
- ✓ September 3, 2014---Ellen Popit conducted a site visit at the Carnegie-Schuyler Public Library (Pana)
- ✓ September 17, 2014---Ellen Popit conducted a site visit at the Ashley Grade School to discuss compliance with membership criteria.
- ✓ September 17, 2014---Ellen Popit conducted a site visit at the Opdyke-Belle Rive Grade School to discuss possible membership.

Priority: Administrative Activities

Goal 1: Ensure effective utilization of IHLS resources

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.
 - ✓ Conducted 2 exit interviews. This helps to identify how an employee feels about IHLS services, benefits and management.
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.
 - ✓ Second quarter meetings are scheduled.
3. 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.
 - ✓ Creating a Safety Training for all employees
4. Provide all-staff training retreat focused on staff collaboration and customer service.
 - ✓ To foster staff collaboration, we are having a Halloween Bash at each location. Food and costume contest included!
5. Develop and implement a wellness program.
 - ✓ Six employees have been reimbursed for participating in an exercise program.
 - ✓ Sent healthy newsletters to all employees.