

February Activities for March 2015 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. Monitor SHARE policy and protocol compliance and coordinate those policies with IHLS policies regarding resource sharing.
 - SHARE staff participated in a SHARE Executive Council meeting, a SHARE Finance and Policy Committee meeting, and a SHARE Circulation Committee meeting in February, and conducted a common loan rules survey of member libraries.
2. Promote the resource sharing capabilities of the LLSAP to all member libraries.
 - SHARE staff participated in an InnReach meeting, Mobius meeting with the Illinois State Library.
3. 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.
 - SHARE staff conducted 12 training sessions in February, in labs, libraries, and using Adobe Connect
 - SHARE staff continued working on developing new training videos

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
October 2014	919,651	163,798	55,769	879,563	9,009,041	1,828,813	811,636
November 2014	774,715	131,037	48,673	757,958	9,019,234	1,830,868	814,280
December 2014	730,911	130,580	48,792	613,143	9,009,264	1,841,676	805,018
January 2015	858,769	155,127	57,008	735,170	8,991,006	1,839,988	804,899
February 2015	790,917	145,355	52,047	687,870	9,001,314	1,843,721	804,008

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

Activities

1. Evaluate the impact of the uniform cost sharing on all LLSAP members and consider a modified formula for FY2016.
The SHARE Finance and Policy committee met to begin discussions about the SHARE budget and fees for FY16

2. Continue participation in the Statewide E-Books Grant opportunity.
 - One library joined the 3M Cloud Library shared collection on February 1 bringing the total number of library agencies to 152 (or 183 libraries).
 - The total number of items circulated in February was 10,644 and the collection now contains over 13,000 items.
 - Four technology petting zoo training sessions were held at two member libraries with 17 library staff members attending.

- Two short promotional videos were created for member libraries to use on their websites. These videos are posted on ereadillinois.com.
3. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
 - continue to use in lab, in library, electronic formats for training
 4. 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 5 transitional members in February
 5. Continue to support the SHARE Helpdesk to track concerns and technical issues with the Polaris software.
 - used daily!

Objective C: Ensure the integrity of bibliographic records.

Activities

1. Maintain the requirement that all bibliographic records (with the exception of equipment, on order and E-book) must be OCLC derived records and have an OCLC control number to ensure database standards and mitigate duplicate records.
 - Corrected 1166 bibliographic records in SHARE and merged 805 bibliographic records.
 - Corrected 374 authority records in SHARE.
2. Support a Cataloging Center operation for SHARE Full members for copy and original cataloging of MARC bibliographic records and the creation of local authority records to enhance recovery. Service options are Cataloging Library (Full member meets continuing education requirements for cataloging staff and performs own cataloging); Barcoding A Library (Full member sends all new materials to Center for copy and original cataloging and assessed fee based on percentage of library's materials budget); Barcoding B Library (full member sends new materials as needed for original cataloging and assessed fee of \$10 per item cataloged). Any item that meets the Cataloging Maintenance Center's (CMC) eligible collections criteria for free cataloging is passed on to the CMC.
 - Cataloged 959 items during February for member libraries.
 - Cataloged 119 "retroncon" items for new members joining SHARE.
 - 147 on order bibliographic records created for member libraries.
3. Provide appropriate training for cataloging.
 - Hosted a SHARE Training session and SHARE Chat via Adobe Connect.
 - Provided three workdays for member libraries.

- Held a Searching and Matching *class and Barocding Class for member libraries.*
4. Evaluate the efficacy and fee models associated with the Cataloging Center operation for possible revision.
 - Reviewed and contacted library consortia, asking for costs for cataloging and how.

Objective D: Operate Cataloging Maintenance Centers on behalf of libraries in Illinois.

Activities

1. Fulfill NACO (Name Authority Cooperative Program of the PCC) obligation by creating a minimum of 100 name or uniform title authority records per year.
 - Created 9 name authority headings for NACO
 - Created 19 local series subject headings for SHARE
2. Continue support of LLSAP database cleanup efforts in LLSAP.
 - Cataloged 13 items during February for Illinois libraries.
 - Imported and cleaned up 52707 bibliographic records for the SHARE database.
3. Cooperate with Illinois State Library staff to identify statewide cataloging needs and develop strategies to meet them, prioritizing statewide initiatives that require cataloging expertise to ensure statewide access and resource sharing assistance with projects as agreed upon.
 - *Metadata cataloger was hired and started by contacting the libraries who are part of the digital grant that the CMC will be providing Metadata for.*

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.
 - Completed the third quarter of counts. We were fortunate to be allowed to use the SHARE software to generate all the SHARE libraries' counts. Our final total systemwide was 78,373!
2. 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.

- Survey has been completed and will be ready for rollout to the members in April.
3. Evaluate the current delivery routes and adjust as needed to improve delivery efficiency using the fleet management system.
- Du Quoin is now at the stage of informing the libraries in that geographic area that they will be on new routes starting in April. We have also requested access to the libraries 24/7.

February 2015	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	215738	29614	29023
Du Quoin	87846	31391	22031
Edwardsville	177654	32601	31025

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 NLS.
2. Serve all person eligible for service within the state of Illinois as stipulated in the agreement with NLS.

	C1s Sent	DS1s Sent	DA1s Sent	BARD Inquiries Responded To
August 2014	9	173	94	13
September 2014	22	154	134	15
October 2014	23	121	177	10
November 2014	10	110	114	12
December 2014	15	86	154	11
January 2015	22	78	159	14
February 2015	9	57	118	9

1. 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.
 - Performance evaluations completed for entire IMSA staff in the first week of February.
 - February 11th IMSA staff meeting. Covered all policy and procedures as well as revisions.
 - February 26th participated in KLAS User's Conference program committee conference call.
 - February 25th participated in NLS monthly telephone conference call.
2. Ensure the efficient and successful provision of service in accordance with the Revised Standards and Guidelines.
 - Filled all requests for machines and equipment within two business days.
 - Responded to all BARD inquiries in a timely and efficient manner.

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.
 - On February 27, 2015, Site visits were made to the public libraries of Moultrie County---Sullivan, Marrowbone and Lovington.

2. Utilize web conferencing tools to support member communications such as Connect with Leslie which uses the Adobe Connect platform.
 - Troy Brown, IT Director, joined Connect with Leslie to go over E-Rate program.
3. Investigate feasibility of a membership web portal to consolidate information that is relevant to each member. The purpose of this portal would be to make agency specific information available for each member library.
 - Web Developer has been hired and is pursuing this goal.
4. Plan for an upgrade/replacement of the video conferencing equipment in Edwardsville.
 - The video monitor has been upgraded to a single monitor with PIP. This is improved the experience significantly, but the server still does not output HD video, so the picture is still slightly lower quality.

Priority: Administrative Activities

Goal 1: Ensure effective utilization of IHLS resources

Objective A: Ensure fiscal accountability

Activities:

1. Support the business operations of IHLS through monthly financial reports, payroll, accounts payable, and accounts receivable.
 - Prepared and processed two payrolls
 - Setup new Payroll System so testing of payroll entries could begin
 - Normal routine of processing AP invoices
 - Designed and prepared new credit card transaction report in Abila (new software)
 - Produced and distributed 1st six month credit card transaction report (July – Dec 2015)
 - Designed and Produced FY2016 IHLS six month report statement of activities report. (Detailed and Summary)
 - Revised employee profiles in new payroll system
 - Prepared and mailed OCLC Monthly Invoices
 - Prepared financial information for ISL Grant Quarterly Fund Reports

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.
 - Successfully recruited for 2 part-time and and 2 full-time positions
 - Posted positions on IHLS, Monster, Non-for Profit Network, Illinois Job Link, ILA and Craig's list,
 - Met with National Conference for African American Librarians, NCAAL, planning committee wo discuss how IHLS can participate in the conference. We will purchase a booth, ad or both, depending on available funding.
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.
 - Supervisors are conducting final quarter meetings. Next time they meet it will be for performance evaluations.
3. Develop and implement performance-based salary adjustments.
 - Met with IHLS Executive team to brainstorm on criteria we will use to distribute raises.
4. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
 - Managers have been trained on interview techniques
 - New hire orientation has begun at each location with the Supervisor, HR and the new employee.
5. 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.
 - Complete January 2015.
6. Seek and encourage participation in continuing education opportunities for staff as appropriate. Consider tuition reimbursement or enroll IHLS in Star program which enables employees to attend workshop or courses for one fee.
 - All departments are registered to use Lynda.com
 - Each employee will have 2-3 courses as a goal
7. Provide all-staff training retreat focused on staff collaboration and customer service.
 - Confirmed for June 11, 2015. Theme: Health and Safety
8. Continue monthly staff meetings as well as expand the Hi-Five local meetings that can update staff in each location about weekly activities.

- On-going
9. Develop and implement a wellness program.
 - We're in the final phase of the weight loss challenge. 15 employees are still in the challenge.

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.
 - Planning Committee conference call on 2/23 (EP)
2. Explore opportunities for shared services in the consulting and continuing education areas.
 - Troy has attended DPLA meetings with ISL and RAILS to look at the future for digital assets.