

November and December Activities for January 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

- Promote the resource sharing capabilities of the LLSAP to all member libraries.
Met with the Kinmundy Public Library board, Witt Township Library Board, Cairo Public Library director, and the Mounds Public Library director to discuss the benefits of resource sharing, and participating in the SHARE automation consortium.
- Support patron initiated interlibrary loan for LLSAP members.
Worked with the Helen Matthes Library, Effingham to establish a link between Polaris ILL and OCLC.
- Provide training on how to effectively use tools for interlibrary loan beyond the LLSAP using OCLC WorldShare
Held 5 training sessions with 22 attendees on Administering OCLC Accounts and 4 training sessions with 16 attendees on Using WorldShare ILL.
- 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 13 classes related to cataloging in Polaris
SHARE staff began developing new and improved training videos to train staff on Polaris
The SHARE Director conducted eight SHARE Local meetings at eight libraries throughout IHLS for the purpose of demonstrating LEAP (Library Everywhere Anywhere Program, an app for Polaris)
- Explore the cost and capability of interoperability with libraries independent of the LLSAPs.
The Polaris system was upgraded to version 5.0 on Dec 26. The upgrade went very smooth and LEAP (web based circulation client) was introduced to the framework of Polaris. Using LEAP we will be able to have more flexibility and control of non-LLSAP members using Polaris for holds and in-transit items.
- The 2014 revision of the ILLINET Interlibrary Loan Code and the expected revision of System Standards provide a valuable opportunity for outreach to our membership. In conjunction with the IHLS Resource Sharing Policy, these documents will clarify roles, responsibilities and benefits for all participants. The “Best Practices” and Checklist information that will be a part of the ILL Code revision rollout will be a significant help. There are occasions that will come as a matter of course during FY 15 that will allow us to review and/or provide training in this area.

- SHARE trainings---as part of our grant (Growing Resource Sharing in IHLs through Growing SHARE) IHLs staff will have the opportunity to review ILL policies and procedures with new members. Contact with existing members will be made through other SHARE trainings. ILL review will be documented for each training.
 - SHARE staff conducted training at four libraries preparing to Go Live on Polaris.
 - ✓ SHARE Bibliographic Services staff worked with 10 libraries working to add collections to the Polaris Database.

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

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

Activities

1. Act as legal and financial authority for SHARE.
SHARE member bills were submitted to libraries in December.
2. Evaluate the impact of the uniform cost sharing on all LLSAP members and consider a modified formula for FY2016.
SHARE and IHLS staff have worked on gathering information and projections to provide to the SHARE Finance and Policy Committee to develop projected fees for the next three years (FY16, FY17, and FY18)
3. Continue participation in the Statewide E-Books Grant opportunity.
At the end of December, 150 library agencies (180 libraries) are participating in the 3M Cloud consortium.
During the months of November and December 14,718 items were checked out from the 3M Cloud Library shared collection.
The eAudio Opening Day Collection was launched on December 1, 2014.
Scoping or filtering for the 3M Cloud Library shared collection has been implemented in ten schools.
4. Employ a variety of instructional methods to allow SHARE members to work effectively and efficiently with the ILS, and other shared databases.
SHARE staff continue to provide in-house, in computer lab classes; in member libraries, using the mobile labs; training videos; meetings and classes via Adobe Connect.
5. 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.
met with the Kinmundy Public Library board, Witt Township Library Board, Cairo Public Library director, and the Mounds Public Library director to discuss the benefits of resource sharing, and participating in the SHARE automation consortium.

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.
IHLS staff merged/cleaned up 3987 duplicate bibliographic records in November and 2668 duplicates bibliographic records in the SHARE system in December.
IHLS staff cleaned up 6924 volume issues in November and 7803 volume issues in December.
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.

IHLS Staff cataloged 1049 materials for SHARE member libraries in December and 953 materials in November.

IHLS Staff cataloged 81 "retrocon" materials for new SHARE member libraries in December and 214 "retrocon" materials in November.

3. Provide appropriate training for cataloging.

Classes were offered in Book Cataloging, Searching and Editing in OCLC, Searching and Matching (AKA can this record be used), Using Serials Module, and Barcoding.

Staff also hosted SHARE Chat sessions and a Cataloging Training Session via Adobe Connect.

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.

Added 14 name authorities in November and 31 name authorities in December.

Added 10 series authorities in November and 16 series authorities in December in the SHARE database.

2. Continue support of LLSAP database cleanup efforts in LLSAP.

Cleanup up 794 bibliographic records in SHARE in November and 920 bibliographic records in SHARE in December

Cataloged 29 materials in November and 80 materials in December for Illinois Libraries.

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.

Staff attended a meeting concerning the Digital History Grant.

Hosted a RDA in Local Databases program for the LLSAPs in Illinois

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

November 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	206860	27096	27010
DuQuoin	77751	18026	18974
Edwardsville	159209	27846	27171

December 2014	Delivery picked up /delivered	ILDS Delivery Items to Hub	ILDS Delivery Items from Hub
Champaign	185337	28012	25951
DuQuoin	86512	21058	20483
Edwardsville	174411	30929	30151

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.
2. Serve all persons 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

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.

November 3 - IMSA Manager, IMSA Director, and IHLS Human Resources Director met to go over Performance Evaluations policies and procedures.

November 6 - Manager participated in conference call for Midlands Conference Planning Committee.

November 12 & 13 - 2 IMSA Machine Clerks and IMSA Patron Services Coordinator traveled to Springfield to participate in NLS and TBBS orientation.

November 18 - IMSA staff meeting.

December - Performance Evaluations for IMSA staff completed.

December 4 - Manager participated in KLAS Conference Programming Committee conference call.

December 9 - IMSA Patron Services Coordinator participated in Parents of Children with Visual Impairments Conference Committee conference call.

December 12 - IMSA Manager in Springfield for Directors meeting and Patron Advisory Committee meeting.

December 18 - IMSA staff meeting.

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: Administrative Activities

Goal 1: Ensure effective utilization of IHLS resources

Objective A: Ensure fiscal accountability

Activities:

1. Maintain IT support for IHLS staff including support of videoconferencing and Adobe Connect, as well as computer and server support.

IT continues to support the office of IHLS. Currently the Network Administrator position is open in the Edwardsville office and we are attempting to fill it.

2. Develop and implement a detailed telecommuting policy.

Telecommuting policy has been in effect since 7/2014 and employees seem to like the flexibility to help balance home, work life.

IT has provided training on forwarding office telephones and connecting to the VPN for full access to work resources and telephone system.

3. Continue to move services to our co-location facility in Champaign at the ICN POP site. All of the Polaris servers are located in the co-location site and other state-wide services such as Plinkit, DNS and other administrative websites will be moved there.
All pertinent services have been moved to the colocation facility.

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 secured four positions
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.
Sent manager a reminder regarding quarterly meeting.
Worked with Operations to develop a form specifically for the drivers' quarterly meetings.
3. Implement an enhanced hiring process. Train managers/supervisors on interviewing techniques and tools. Create and implement employee orientation at all locations.
Created interview tools for SHARE Director, A/P Coordinator and Network Administrator
Trained interview panel on how to conduct interviews.
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.
Creating Manager/Supervisor 101 Training, scheduled for 1/14/15
5. 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.
Each department has a learning account set-up with Lynda.com
6. Provide all-staff training retreat focused on staff collaboration and customer service.
All-Staff retreat scheduled for 6/11/2015
7. Develop and implement a wellness program.
Distributed monthly wellness newsletters
10 Employees have been reimbursed for participating in exercise program.
Weight loss challenge begins 1/5/2015