



August 18, 2017

TO: RAILS Board of Directors
FROM: RAILS staff
ABOUT: RAILS service and operations report—August 2017

Major sections in this report correspond to the goals in the RAILS strategic plan (<https://www.railslibraries.info/about/strategic-plan>).

Resource Sharing

Delivery

- RAILS is still waiting for the delivery study proposal from LASA (the Laboratory for Applied Spatial Analysis at Southern Illinois University Edwardsville) to work its way through the university's process. In the meantime, RAILS staff is working on supplying LASA with the data it will need (delivery volumes, delivery stops, hub locations, etc.).
- The Illinois State Library, Illinois Heartland Library System, and RAILS have agreed on the FY2018 dates for the quarterly delivery fine counts:
 - September 11–15, 2017
 - November 13–17, 2017
 - February 19–23, 2018
 - May 14–18, 2018

During these weeks, libraries will be asked to count items being put into the delivery bins. This methodology provides standardized samples for determining delivery volumes.

E-book Projects

- Veronda Pitchford presented on RAILS e-content strategy and RAILS e-book projects at the RSA Back to School event on August 8 in East Peoria.
- See <https://www.railslibraries.info/services/eread-illinois> for more information on RAILS e-book projects.
- See the attached report for eRead Illinois Axis 360 statistics.
- Live and webinar trainings are listed at <http://www.librarylearning.info> when available.

Group Purchases and Discounts

- On July 24, RAILS Resource Sharing staff negotiated and implemented a discount of at least 12% off retail price for RAILS members for Quill.com products. Quill.com sells office supplies, furniture, and cleaning products.
- On August 6 in Bolingbrook, Veronda Pitchford attended the Fountaindale Public Library District graduation ceremony for the nine graduates in the second class of the Gale Cengage Career Online High School (COHS). To make the COHS program affordable for Illinois libraries, RAILS financially supports the student assessment portal for potential participants.

- All RAILS group purchases and discounts are listed at <https://www.railslibraries.info/deals>.

LLSAPs and Other Consortia

- At the Consortia Committee meeting on July 24, Jane Plass asked committee members to submit their questions about the overlay project in writing. A number of questions were received; these will be used as a basis for developing an informational document (FAQ).
- On July 26, Jane Plass spoke about the overlay project at PrairieCat's Delegates Assembly.

Access to Information

Illinois Talking Book Outreach Center

- On August 9, Dee Brennan, Rose Chenoweth, and Jane Plass spoke with Greg McCormick and Sharon Ruda at the Illinois State Library via conference call. The discussion focused on ensuring a smooth transition of ITBOC services to the Illinois State Library Talking Book and Braille Service (ISLTBBS). Although the full cutover date is September 1, ISLTBBS staff are already handling some calls that ITBOC staff would have previously handled.
- ITBOC staff are finishing work needed for the transition, including work on cleaning up the talking book database.
- On August 11, ITBOC staff in Burr Ridge and East Peoria met at Burr Ridge for their last in-person meeting and an opportunity to say farewell to one another and to other RAILS staff.

Unservd and Underserved

- The Illinois State Library held a second discussion on the unserved issue on August 17. RAILS staff attending in Springfield or by videoconferencing included Dee Brennan, Jim Kregor, Amanda Musacchio, Veronda Pitchford, Jane Plass, and Mary Witt.

Member Engagement

Communications

- Debbie Baaske and Brian Smith staffed the RAILS table at the August 11 SWANstravaganza at Moraine Valley Community College in Palos Hills. Approximately 143 RAILS members who are also members of the SWAN consortium stopped by to hear the latest RAILS news and to spin the "RAILS or SWAN" prize wheel. There is often confusion about which services RAILS provides vs. which services RAILS LLSAPs provide. This was the perfect opportunity to clear up some of that confusion.
- In response to numerous member requests, Brian Smith created a library policy/procedures/plans repository and a job description repository for members to share their documents and to view offerings from other libraries in various categories. RAILS will seek member feedback and make the repositories available in the Members/Surveys & Sharing section of the RAILS website.
- A PDF of the new RAILS brochure is now available at <https://www.railslibraries.info/about/rails>. The best way to view the brochure is to peruse the hard copy. RAILS will provide copies to any library that wants to share the brochure with board members or staff. Contact Nikki Zimmermann at nicole.zimmermann@railslibraries.info.

Multitype Collaborative Grants

- RAILS will once again offer these collaborative grants in FY2018. There will be two grant periods with application deadlines of November 17, 2017 and April 20, 2018.

Networking Events

- RAILS will cohost a networking and CE event with Literacy DuPage on September 6 at 9:30 a.m. at Wheaton Public Library. Public and school libraries in DuPage county are encouraged to attend to learn about ways they can partner with Literacy DuPage.
- RAILS will host a networking event at Engineering Systems, Incorporated in Aurora on September 7 at 1:00 p.m. Cheryl Hansen, Research Librarian, will give a tour of the library and will talk about the services and resources that are provided to employees through the library. Debbie Baaske will share the latest RAILS news and will answer questions. All members from all types of libraries are invited.

Member Visits

- See the attached report for statistics on member visits during July 2017.

Continuing Education and Consulting Services

Continuing Education

- See the attached report for statistics on recent RAILS continuing education events.
- The FY2018 public library per capita grant application includes a training requirement that “staff and trustees will complete at least one free online educational opportunity focusing on safety in the Library.” (Full details on this requirement will be made available with the application in early October.) In response to member inquiries, RAILS will offer training opportunities on this topic in September and again in early 2018. RAILS has confirmed with Illinois State Library staff that recorded, archived learning opportunities will also count towards this requirement.
- RAILS is pleased to again offer CE networking group grants during FY2018. In FY2017, RAILS awarded over \$23,000 in support of 13 CE events throughout the RAILS area. There will be five grant periods during FY2018. The first application deadline is September 30, 2017.
- Upcoming CE opportunities include a Management Association webinar on HR documentation on August 22, a two-part webinar series on disaster preparedness the week of September 11, and a two-part webinar series on library security on September 13 and 20.

Consulting

- The FOIA hotline was made available to RAILS and IHLS members in May 2016. Since then, it has been used 56 times, with 48 of those inquiries from RAILS member libraries. RAILS is currently exploring the expansion of the FOIA hotline to include Open Meetings Act inquiries. The hotline has received OMA questions several times over the past year, so this expansion would help satisfy another informational need for libraries. Ancel Glink is currently working on a revised agreement for RAILS review. This enhanced service could begin as early as October 1.

Leadership and Innovation

- Jim Kregor, as Treasurer of both Library Insurance Management & Risk Control Combination (LIMRiCC) and Libraries of Illinois Risk Agency (LIRA) attended a board meeting and Executive Committee Strategic Planning meetings on August 15 and August 18, respectively.

Organizational Excellence

Human Resources

- RAILS had no new hires and one termination (Patrick Pletcher, Driver) since the July operations report. (Terminations refer to all persons leaving RAILS employment for any reason, including resignations and retirements.)
- HR is working to fill one open driver position at the Bolingbrook facility.

- HR is working to ensure a smooth separation process for the ITBOC staff, as ITBOC operations will cease on August 31.

Information Technology

- RAILS IT staff have finished cabling the jacks in the main meeting room floor. Electrical outlets were also added as part of the renovation. These changes will allow easy Internet and power access while eliminating tripping hazards from cables going to wall outlets.
- Several RAILS IT staff attended Defcon, one of the largest security conferences in the world, from July 27–30 to learn more about keeping the RAILS network and information safe.
- The Bolingbrook service center lost phone and Internet service on Friday afternoon, August 11. RAILS IT staff worked with AT&T and the Illinois Century Network (ICN) to determine that the fiber optic cable serving the Bolingbrook location was cut by construction in the area. AT&T resolved the problem by 3:30 a.m. on Saturday, August 12, and RAILS IT staff tested the connection.
- RAILS IT staff continue to work with PrairieCat staff on PrairieCat's transition from servers at the Burr Ridge office to servers hosted by Innovative Interfaces.

Stewardship

Administration and Finance

- The Finance staff worked with the auditors for RAILS, MAGIC, PrairieCat, and SWAN during August. All audits are proceeding very well.

Facilities

- The Burr Ridge renovation project continues to run smoothly except for some delays in receiving materials. The carpet installation and painting to remove the green trim is complete. Staff are assessing work spaces for damage or installation problems to create a punch list for the construction manager from Bulley & Andrews to address. Because of the material delays, the timeline for project completion has changed to mid-September as the worst case scenario. As a precaution, meeting space will continue to be unavailable until October 2017.

eRead Illinois Monthly Axis 360 Statistics - July 2017					
Confirmed Libraries					
RAILS	380				
IHLS	22				
Other	2				
Total	404				
Confirmed Libraries by Type	Academic	Public	School	Special	Total
RAILS	18	234	122	6	380
IHLS	1	8	13	0	22
Other				2	2
Total	19	242	135	8	404
Adoption Rate by Type (RAILS members only)	13%	56%	22%	3%	29%
	July 2016	July 2017	July 2015 - July 2016	July 2016 - July 2017	PROJECT LIFETIME TOTAL**
Circulation	23,654	28,027	238,671	340,950	648,505
Total Items Added to the collection	37*	387	8,914	7,018	34,667
*Low due to changeover to new ordering procedures that month					

RAILS Networking Events and Member Visits - July 2017

RAILS Networking Events and Member Visits - July 2017			
Networking Events			
Event	Date	Location	Attendance
There were no networking events in July.			
Member Visits			
Library Name	Date	Location	Library Type
Pankhurst Memorial Library	July 6, 2017	Amboy	Public
Franklin Grove Public Library	July 7, 2017	Franklin Grove	Public
Mercer Carnegie Public Library District	July 11, 2017	Aledo	Public
Prairie State College	July 12, 2017	Chicago Heights	Academic
Steger-South Chicago Heights Public Library District	July 12, 2017	Steger	Public
Town and Country Public Library District	July 12, 2017	Elburn	Public
Ella Johnson Memorial Public Library District	July 14, 2017	Hampshire	Public
Messenger Public Library of North Aurora	July 14, 2017	North Aurora	Public
Viola Public Library District	July 14, 2017	Viola	Public
North Suburban Public Library District	July 17, 2017	Loves Park	Public
Rock Valley College	July 17, 2017	Rockford	Academic
South Beloit Public Library	July 17, 2017	South Beloit	Public
Talcott Free Library District	July 17, 2017	Rockton	Public
Galva Public Library District	July 18, 2017	Galva	Public
Coal City Public Library District	July 19, 2017	Coal City	Public
Marseilles Public Library	July 19, 2017	Marseilles	Public
Hinsdale Public Library	July 21, 2017	Hinsdale	Public
Skokie Public Library	July 21, 2017	Skokie	Public
National University of Health Sciences	July 24, 2017	Lombard	Academic
Nauvoo Public Library	July 24, 2017	Nauvoo	Public
New Lenox Public Library District	July 24, 2017	New Lenox	Public
Knoxville Public Library	July 25, 2017	Knoxville	Public
Plainfield Public Library District	July 25, 2017	Plainfield	Public
Odell Public Library District	July 26, 2017	Odell	Public
Camp Point Public Library District	July 27, 2017	Camp Point	Public
Cary Area Public Library District	July 27, 2017	Cary	Public
Des Plaines Public Library	July 28, 2017	Des Plaines	Public
Homer Township Public Library District	July 28, 2017	Homer Glen	Public
Sandwich Public Library District	July 28, 2017	Sandwich	Public
		Total Visits:	29

July 2017 Continuing Education Events					
Event	Date	Locations	Category	Format	Attendance
Introduction to Library of Congress Subject Headings Workshop	July 11, 2017	East Peoria service center	Cataloging	In-person	10
Introduction to Library of Congress Subject Headings Workshop	July 13, 2017	Des Plaines Public Library	Cataloging	In-person	30
Rethinking Library: A Design Overview	July 18, 2017	Online (GoToWebinar)	School Libraries	Webinar	27
I-9 Updates: What You Need to Know	July 19, 2017	Online (GoToWebinar)	Human Resources	Webinar	47
Navigating the Changing Landscape of Library Privacy	July 25, 2017	Online (GoToWebinar)	Technology	Webinar	80
Monthly Total					194