rails
Reaching Across Illinois Library System

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September 15, 2017

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

- The first FY2018 quarterly delivery fine count took place from September 11 to 15. Total delivery volume and the percentage of library participation have not yet been calculated.
- On September 11, staff from eight SWAN libraries toured the Continental Transport Solutions (CTS) processing center in Bensenville. Participants gained a better understanding of the structure needed to process/sort library materials. RAILS contracts with CTS for delivery to libraries within the Burr Ridge and Wheeling delivery service areas.

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 August 30, Membership Development and Resource Sharing staff negotiated and implemented a discount for RAILS members for World Book print and electronic resources. World Book offers an encyclopedia, dictionary, atlas, homework help, study aids, and curriculum guides. Details are posted on the RAILS Deals & Discounts web page at https://www.railslibraries.info/deals. (Website login required to view.)

LLSAPs and Other Consortia

- RAILS staff have begun individual meetings with LLSAP managers regarding FY2019 and FY2020 support, as the current three-year contracts will end on June 30, 2018. Fee amounts will remain the same in FY2019. Beginning in FY2020, RAILS will adopt an annual grant-based process for determining and distributing support. This process will be developed during FY2018. This change is based on the work of the Consortial Model Working Group.
- The RAILS Cataloging Working Group concluded its meetings and will present its final recommendations to the Consortia Committee in October 2017.

Access to Information

Illinois Talking Book Outreach Center
- The Illinois Talking Book Outreach Center (ITBOC) closed on August 31, 2017, and all talking book services are now handled by the Illinois State Library Talking Book and Braille Service (ISLTBBS). The consolidation was necessary due to the loss to RAILS of grant funding for the program. Grant funding ended after FY2016, but RAILS was able to fund the center for 14 months to ensure a smoother transition of services.
- The cutover of the 800 phone number from ITBOC to ISLTBBS was delayed by hurricane Harvey, as both of the phone companies involved are in Houston. However, IT staff were able to forward the phone number to ISLTBBS, so patron calls are going through.
- Five of the eleven ITBOC staff have retired. Several of the others have job opportunities.

Member Engagement

Communications
- The next RAILS Member Update is Thursday, October 5, from 10 a.m. to noon. Topics include system membership standards, RAILS resource sharing priorities, reaching the unserved, the RAILS overlay project, the latest round of multitype collaborative grants, the upcoming RAILS museum pass program, engaging with RAILS at the October Illinois Library Association and Illinois School Library Media Association conferences, and more. The agenda is posted on L2 at http://static.librarylearning.info/event_documents/9W6El0KTVv4.pdf.
- RAILS will issue an e-newsletter for its school library members in September with the latest news about RAILS programs/services especially for school libraries. E-newsletters for academic and special libraries will be issued sometime this fall.
- RAILS will have a table at PrairieCat's annual professional development conference, PUG Day, on Friday, September 29. (PUG stands for PrairieCat Users Group.) Staff look forward to answering questions, networking with members, and engaging them in the "RAILS or PrairieCat" spin the wheel contest.
- RAILS will have a booth (#1106) at the Illinois Library Association conference in Tinley Park. Exhibit hours are Wednesday, October 11, from 8:00–11:00 a.m. and Thursday, October 12, from 9:00 a.m.–2:00 p.m. Be sure to stop by if you are attending the conference.
- RAILS will have a booth (#38) at the Illinois School Library Media Association conference in Springfield to talk with school members about what RAILS can do for them. Exhibit hours are Friday, October 20, from 7:30 a.m.–noon and 1:30–5:00 p.m. and Saturday, October 21, from 8:30 a.m.–1:30 p.m.
- RAILS also plans on exhibiting at the Health Science Librarians of Illinois annual conference on Thursday, October 26 and Friday, October 27. The conference will be held in Bloomington, Illinois.
- In the latest episode of the *Sparks* podcast, Deirdre Brennan talked with Larisa Good, director of Warren County Public Library District in Monmouth, and Michelle Simmons, library trustee and RAILS Board member, about innovative things that small (and all) libraries can do to engage their communities. Visit https://www.railslibraries.info/sparks.

Multitype Collaborative Grants
- Applications for the third round of multitype collaborative grants will be accepted through November 17, 2017. Funding priorities for FY2018 include projects to help provide access to information to unserved and/or underserved Illinois residents, design thinking, evaluation of services, expanding resource sharing, news literacy, online safety/security/privacy, and self-publishing. Details and the grant application are available at https://www.railslibraries.info/services/multitype-grants.

Networking Events
- On September 7, RAILS held a networking event at Engineering Systems, Inc. in Aurora, where librarian Cheryl Hanson talked about library services and gave a tour of the library and company facilities. Debbie Baaske and Nicole Zimmermann were on hand to talk about RAILS services and answer questions. Seven people attended this event.
- On October 2, RAILS will hold a networking event at Governors State University in University Park. Library staff will give a tour and talk about library services. RAILS staff will give a RAILS update and answer questions.

Member Visits
- See the attached report for statistics on member visits during August 2017.
- In FY2017, RAILS staff visited 337 different libraries, which is 26% of our members.

Library Type	Number of libraries visited	Percentage of libraries visited by type
Academic	37	30% of academic libraries
Public	184	45% of public libraries
School	81	15% of school libraries
Special	35	18% of special libraries

Continuing Education and Consulting Services

Continuing Education
- See the attached report for statistics on recent RAILS continuing education events.
- RAILS continued discussions on preservation training with Wisconsin Library Services (WiLS) during a joint meeting of staff on September 8 at the RAILS Rockford service center. The Digital Preservation and Outreach division of the Library of Congress is interested in offering its Train-the-Trainer program at a Midwest location during summer 2018. RAILS is investigating offering this program at a location near the Illinois/Wisconsin border and inviting library staff from each state to apply.
- RAILS partnered with Literacy DuPage to offer the presentation "Working with your Local Adult Literacy Provider" on September 6 at the Wheaton Public Library. Eight public libraries in DuPage county sent staff to this learning/networking event.
- Staff from the Chicago Public Library have reached out to RAILS expressing interest in select CE opportunities, particularly workshops on management topics that will be offered during spring 2018. RAILS will explore including CPL as a videoconference site for these workshops. In return, CPL would recruit staff members willing to offer CE through webinars or workshops available to RAILS members.
- Upcoming CE events include notary workshops at the Glenview Public Library (September 28), RDA (Resource Description and Access) cataloging workshops at the Galesburg Public Library (October 3) and Westmont Public Library (October 5), and a two-part webinar series on building better websites (October 17 and 24).

Organizational Excellence

Human Resources
- Since the August operations report, RAILS had no new hires and eleven terminations from the ITBOC staff (Nancy Boucher, Michael Burns, Liz Carbon, Rose Chenoweth, Fay Hutchings, Maryann Kill, Christine Koontz, Kathryn Patrick, Jan Plemons, Beth Weimer, and Pricilla Whipp). (Terminations refer to all persons leaving RAILS employment for any reason, including resignations and retirements).

- HR is close to filling the one open driver position at Bolingbrook and will interview for the temporary delivery floater position at Rockford.
- HR staff met with Kathryn O'Connor from the Management Association to discuss the role and responsibilities of HR within RAILS in preparation for a review of HR position descriptions.
- With input from a committee of employees from various departments, Deirdre Brennan finished development of a streamlined performance evaluation document. The document focuses on conversations about job performance, progress on goals, accomplishments, training needs, assistance that the supervisor can provide, and goals for the coming year. As of September 1, performance evaluations will be done on or near the employee's anniversary date rather than all at one time.

Information Technology
- Some of the computers freed up by the staff computer replacements earlier this year have been used to update the East Peoria lab. The Coal Valley and Rockford labs will be updated in the coming weeks.

Professional Development
- RAILS will offer staff two training opportunities related to performance management in the month ahead. Lynn Hoffman will offer a webinar on "Raising the Bar on Performance Management" on September 28. On October 18, the Management Association will present a workshop on performance management at the Burr Ridge service center and available to staff at other RAILS locations through videoconferencing.

Stewardship

Administration and Finance
- The audits for RAILS, MAGIC, PrairieCat, and SWAN are nearing completion, and reports for each entity are expected to be issued soon. RAILS staff will meet with the auditors for RSA, NFP on September 25. All audits proceeded very well.

Facilities
- *Burr Ridge:* The renovation of the kitchen and washrooms is nearing completion. A punch list has been developed. Several minor issues are being addressed, after which inspection from the village of Burr Ridge to obtain a certificate of occupancy will be done.
- *Coal Valley*: The HVAC compressor is being replaced at a cost of $4,100.

eRead Illinois Monthly Axis 360 Statistics - August 2017

Confirmed Libraries					
RAILS	383				
IHLS	23				
Other	2				
Total	**408**				
Confirmed Libraries by Type	**Academic**	**Public**	**School**	**Special**	**Total**
RAILS	19	235	122	7	383
IHLS	2	8	13	0	23
Other				2	2
Total	**21**	**243**	**135**	**9**	**408**
Adoption Rate by Type (RAILS members only)	**13%**	**57%**	**22%**	**3%**	**31%**

	August 2016	August 2017	July 2015 - August 2016	July 2016 - August 2017	PROJECT LIFETIME TOTAL**
Circulation	24,135	27,467	262,807	368,411	687,149
Total Items Added to the collection	662	97*	9,534	7,287	34,945
*Low due to an ordering glitch; will compensate in September 2017					

RAILS Networking Events and Member Visits - August 2017

Networking Events

Event	Date	Location	Attendance
There were no networking events in August.			

Member Visits

Library Name	Date	Location	Library Type
Sherrard Library	August 1, 2017	Sherrard	Public
Batavia Public Library District	August 2, 2017	Batavia	Public
Carol Stream Public Library	August 2, 2017	Carol Stream	Public
Chicago Ridge Public Library	August 2, 2017	Chicago Ridge	Public
Cordova Library	August 2, 2017	Cordova	Public
Manhattan-Elwood Public Library District	August 2, 2017	Manhattan	Public
Presence Resurrection Medical Center	August 3, 2017	Chicago	Special
Quincy Public Library	August 3, 2017	Quincy	Public
Bradford CUD #1	August 4, 2017	Bradford	School
Moline Public Library	August 4, 2017	Moline	Public
Robert Jones Public Library	August 4, 2017	Coal Valley	Public
Three Rivers Public Library District	August 4, 2017	Channahon	Public
College of DuPage	August 7, 2017	Glen Ellyn	Academic
University of Saint Francis	August 7, 2017	Joliet	Academic
Beecher Community Library District	August 8, 2017	Beecher	Public
Manteno Public Library District	August 8, 2017	Manteno	Public
Knoxville Public Library	August 10, 2017	Knoxville	Public
Sugar Grove Public Library District	August 10, 2017	Sugar Grove	Public
Wethersfield CUSD #230	August 10, 2017	Kewanee	School
Greater West Central Public Library District	August 14, 2017	Augusta	Public
Lemont Public Library District	August 14, 2017	Lemont	Public
Morton Public Library District	August 15, 2017	Morton	Public
Sugar Grove Public Library District	August 15, 2017	Sugar Grove	Public
Carol Stream Public Library	August 16, 2017	Carol Stream	Public
Henry C. Adams Memorial Library	August 16, 2017	Prophetstown	Public
River Valley District Library	August 16, 2017	Port Byron	Public
Atlanta Public Library District	August 17, 2017	Atlanta	Public
Marseilles Public Library	August 17, 2017	Marseilles	Public
Neponset Public Library	August 17, 2017	Neponset	Public
McHenry Public Library District	August 18, 2017	McHenry	Public
Moline Public Library	August 18, 2017	Moline	Public
Brown County Public Library District	August 22, 2017	Mount Sterling	Public
Crystal Lake Public Library	August 22, 2017	Crystal Lake	Public
Harvard Diggins Library	August 22, 2017	Harvard	Public
Reddick Public Library District	August 22, 2017	Ottawa	Public
Eureka Public Library District	August 23, 2017	Eureka	Public
Kane County Law Library & Self Help Legal Center	August 24, 2017	Saint Charles	Special
Marseilles Public Library	August 24, 2017	Marseilles	Public
Sandwich Public Library District	August 24, 2017	Sandwich	Public
Williamsfield Public Library District	August 24, 2017	Williamsfield	Public
Johnsburg Public Library District	August 28, 2017	Johnsburg	Public
Thomas Ford Memorial Library	August 29, 2017	Western Springs	Public
Towanda District Library	August 29, 2017	Towanda	Public
Havana CUSD #126	August 30, 2017	Havana	School
		Total Visits:	**44**

August 2017 Continuing Education Events					
Event	**Date**	**Locations**	**Category**	**Format**	**Attendance**
Ransomware: Protection Removal: How Can a Library Defend Against and Clean Up Ransomware?	August 3, 2017	Online (GoToWebinar)	Technology	Webinar	26
Rethinking Library: Gathering Student Input	August 9, 2017	Online (GoToWebinar)	School Libraries	Webinar	12
IT Security is Hard: Where's a Librarian to Start? (4 part series)	August 10-31, 2017	Online (GoToWebinar)	Technology	Webinar	42
New Notary/Refresher Training	August 14, 2017	Lemont Public Library	Management Skills/Administration	In-person	19
Human Resources Documentation – Obligations and Aggravations	August 22, 2017	Online (GoToWebinar)	Human Resources	Webinar	88
Rethinking Library: Cost Effective Design Options	August 30, 2017	Online (GoToWebinar)	Facilities	Webinar	40
				Monthly Total	**227**