

October 20, 2017

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

- On October 2, 2017, free deliveries to library branch locations were eliminated as recommended by the Illinois State Library Delivery Advisory Committee. All system members are entitled to free delivery to *one* location. Affected libraries were given six months advance notice and the option to continue branch deliveries for \$3,705 annually per branch. Two public libraries opted to continue branch deliveries.
- On October 9, 2017, RAILS staff met with staff from the Laboratory of Applied Spatial Analysis (LASA) from Southern Illinois University Edwardsville (SIUE) to review their progress on building a comprehensive database of library delivery information. LASA will use the data to analyze existing delivery routes and hub locations and to create different “what if” scenarios to assist in achieving greater delivery efficiencies.

E-book Projects

- RAILS staff are rethinking how statistics can tell the story of the eRead Illinois Axis 360 program and how the shared e-book collection currently meets the needs of participating libraries to deliver the e-content their communities need and read. This data will also help RAILS purchase content more strategically.
- The RAILS eRead Illinois Axis 360 team is working with Baker & Taylor on eRead Illinois data sets. Visualizations of some data sets will be shared as attachments to the operational report. The pie charts included this month demonstrate how circulation broken down by audience level parallels the audience level breakdown for the collection.
- See the attached report for eRead Illinois Axis 360 statistics.

Group Purchases and Discounts

- On September 29, Amanda Musacchio (Resource Sharing Specialist) presented RAILS group purchase and vendor discount opportunities to 20 RAILS members at PrairieCat Users Group Day (PUG Day).
- On October 2, resource sharing staff negotiated and implemented a discount for RAILS members for K-Log (<http://www.k-log.com>) . K-Log represents over 100 school and office furniture manufacturers with 15,000 products. Discount information is available on the RAILS website at <https://www.railslibraries.info/deals>.

LLSAPs and Other Consortia

- The quarterly reports submitted by various consortia are included in the October meeting packet of the RAILS Board.

Member Engagement

Communications

- In the latest Sparks podcast (available at <https://www.railslibraries.info/news/142269>), Deirdre Brennan talked with Keith Michael Fiels, recently retired Executive Director of the American Library Association (ALA), about his 15 years of service at ALA, including accomplishments, favorite moments, challenges, and other stories from the road.
- On September 29, approximately 186 PrairieCat members stopped by the RAILS table at PUG Day to find out more about RAILS programs/services and to spin the RAILS or PrairieCat contest wheel.
- On October 11 and 12, approximately 600 members stopped by the RAILS booth at the Illinois Library Association conference in Tinley Park to learn more about RAILS programs/services and to take the “RAILS challenge.” Special “delivery hours” were held on both days for members to chat with Mark Hatch and Demond Warfield about their delivery questions and needs.
- On October 18 at the LIBRAS meeting at Trinity Christian College in Palos Heights, Jane Plass spoke about RAILS services and projects, with an emphasis on the overlay project. LIBRAS is a consortium of 18 private college and university libraries located in the Chicago metropolitan area.
- RAILS will have a booth at the Illinois School Library Media Association conference in Springfield on October 20 and 21. RAILS staff will enjoy talking with school library members about what RAILS has to offer school library staff. Booth visitors will also have the opportunity to test their knowledge of RAILS services for schools by spinning the famous prize wheel.
- RAILS staff will attend the Health Science Librarians of Illinois annual conference in Bloomington on October 26 and 27. Staff will be at an exhibit table and will also give a presentation to attendees about RAILS programs/services.

Networking Events

- On September 22, RAILS held a networking event and lunch in conjunction with the RAILS board meeting at the RAILS Coal Valley facility. Twenty one people attended the event.
- On October 2, RAILS held a networking event at Governors State University in University Park. Library staff gave a tour and talked about library services. RAILS staff gave a RAILS update and answered questions from the 18 attendees.

Member Visits

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

Continuing Education and Consulting Services

Continuing Education

- See the attached report for statistics on recent RAILS continuing education events.
- RAILS continues to hear requests for training opportunities on public library safety and security that will fulfill the FY2018 per capita training requirement. RAILS has arranged for a webinar titled “Trends in Safety and Security for Libraries” with Dr. Steve Albrecht on November 15. This webinar will also be recorded and archived for convenient access for trustees.
- Two CE networking group grants were awarded during the first round of FY2018 grants. The LACONI Administrators Section received a grant in support of its workshop on cultural and diversity competence,

and the ATLAS networking group received a grant for its multi-library staff development day focused on user experience.

- Upcoming CE events include a webinar on Drupal (November 2), group viewings of the ALA webinar “Library Director Bootcamp: Getting the Skills You Need” with Kate Hall and Kathy Parker (a three-part series on November 6, 13, and 20), and a workshop on developing metadata for the Digital Public Library of America (November 14).

Consulting

- Forty-six member libraries have enrolled in the RAILS discounted Management Association membership program. The 2017–2018 membership application and renewal period closes on November 1. Three libraries decided not to renew, while four new libraries joined MAI for the first time.
- The expansion of the RAILS FOIA Hotline to include OMA inquiries officially began on October 1. This service will continue to be available to IHLS member libraries as well. In addition, Ancel Glink will do a workshop on FOIA and OMA during December/January.

Leadership and Innovation

- On September 14 at Wheaton Public Library, Joe Filapek gave a presentation as part of LACONI’s program “Who’s On Desk? Adapting to Changing Trends in Public Service.”
- Veronda Pitchford delivered a presentation on professional networking connections and collaboration to the Kankakee Area Library Association (KALA) at its October 5 meeting at the Peotone Public Library District.
- On October 10, Veronda Pitchford was a panelist for “Making It Work: Elevating Library Leadership in Illinois” during the Illinois Library Association conference in Tinley Park.
- Jim Kregor, as Treasurer for both the Library Insurance Management and Risk Control Combination LIMRiCC) and the Libraries of Illinois Risk Agency (LIRA) attended board meetings on September 19 and October 17 (LIMRiCC) and October 19 (LIRA).
- Veronda Pitchford will be a panelist for “Having Fun When Your School Goes 1:1” during the Illinois School Media Library Association conference on October 21 in Springfield.

Organizational Excellence

Human Resources

- RAILS had two new hires (Donald Wooden, Sr. as Bolingbrook Driver and Matthew Boeke as Rockford Temporary Driver) and no terminations since the September 2017 operations report. (Terminations refer to all persons leaving RAILS employment for any reason, including resignations and retirements.)

Information Technology

- RAILS IT helped PrairieCat with its transition to the Innovative Interfaces hosted platform. The migration was smooth, and most bugs were worked out by the end of the day. IT staff also helped PrairieCat with the purchase and installation of new hardware to replace hardware purchased before RAILS formed. This new hardware will support ancillary services that will remain hosted at the Burr Ridge service center, along with PrairieCat’s test servers.
- RAILS IT is currently researching a new lease for printer and copiers. The current lease is up early next year.
- The Coal Valley lab has been updated with previous staff laptops, as well as flat screen monitors.

Professional Development

- On September 28, Lynn Hoffman, Director of Operations at Somerset County Library System of New Jersey, conducted a webinar on performance management for RAILS staff.
- On October 18, the Management Association conducted a performance evaluation workshop for RAILS supervisors at the Burr Ridge office, with remote participation available from Coal Valley and East Peoria.

Stewardship

Administration and Finance

- The annual financial reports for RAILS and MAGIC have been issued and are nearing completion for SWAN, PrairieCat and RSA NFP. Sharon Swanson and Jim Kregor visited the East Peoria facility on September 25 to meet with the RSA NFP auditors.

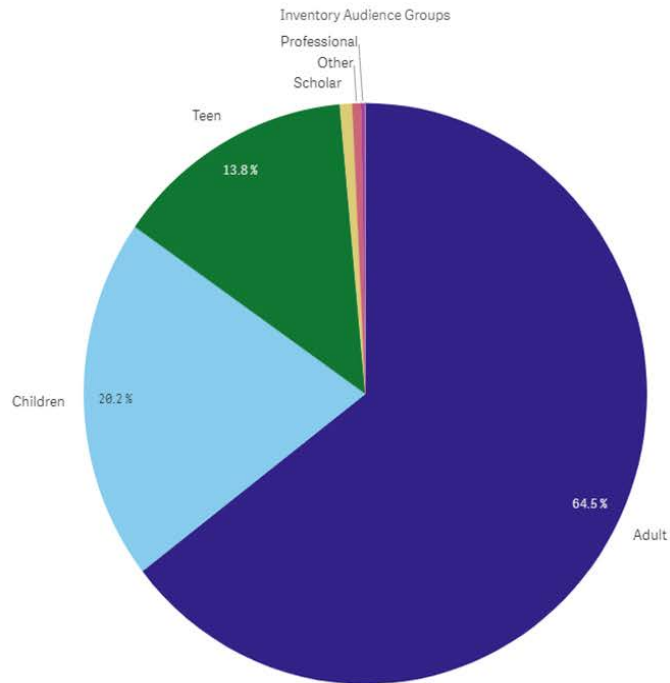
Facilities

- *Bolingbrook:* The heat exchanger in the garage was replaced at a cost of \$3,000.
- *Burr Ridge:*
 - The HVAC compressor for the server room was replaced at a cost of \$13,000.
 - The Burr Ridge renovation project was completed with the installation of the pantry backsplash on October 10.
 - RAILS IT is fully moved into its newly renovated space, allowing staff much more room to work and closer proximity to the server room.

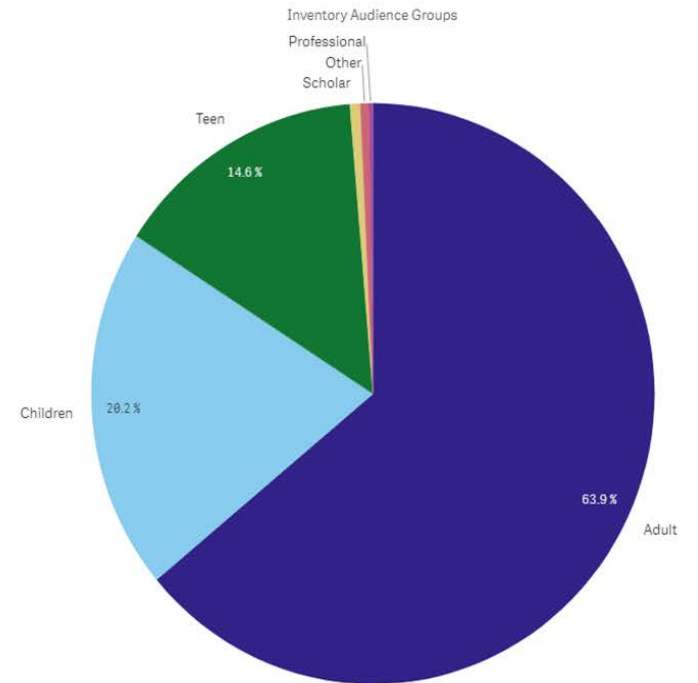
eRead Illinois Inventory versus Circulation by Audience

Inventory vs Circulation by Audience (Pie Graphs)

Audience Level for Collection Inventory



Audience Level for Collection Circulation



eRead Illinois Monthly Axis 360 Statistics - September 2017					
Confirmed Libraries					
RAILS	384				
IHLS	23				
Other	2				
Total	409				
Confirmed Libraries by Type					
	Academic	Public	School	Special	Total
RAILS	19	235	123	7	384
IHLS	2	8	13	0	23
Other				2	2
Total	21	243	136	9	409
Adoption Rate by Type (RAILS members only)	13%	57%	22%	3%	31%
September 2016					
	September 2016	September 2017	July 2015 - September 2016	July 2016 - September 2017	PROJECT LIFETIME TOTAL**
Circulation	26,676	30,738	289,483	399,144	722,855
Total Items Added to the collection	659	223	10,093	7,826	35,395

RAILS Networking Events and Member Visits - September 2017

Networking Events			
Event	Date	Location	Attendance
RAILS Networking Event hosted by Engineering Systems Inc.	September 7, 2017	Aurora	6
RAILS Networking Lunch held at RAILS Coal Valley Service Center	September 22, 2017	Coal Valley	21
Member Visits			
Library Name	Date	Location	Library Type
Roanoke-Benson CUSD #60	September 1, 2017	Roanoke	School
Macomb Public Library District	September 6, 2017	Macomb	Public
Messenger Public Library of North Aurora	September 6, 2017	North Aurora	Public
Morton Arboretum	September 6, 2017	Lisle	Special
Theosophical Society in America	September 6, 2017	Wheaton	Special
Wheaton Public Library	September 6, 2017	Wheaton	Public
Wood Dale Public Library District	September 6, 2017	Wood Dale	Public
Wood Dale Public Library District	September 7, 2017	Wood Dale	Public
Bensenville Elementary School District #2	September 8, 2017	Bensenville	School
Fenwick High School	September 12, 2017	Oak Park	School
Messenger Public Library of North Aurora	September 12, 2017	North Aurora	Public
Bensenville Community Public Library District	September 13, 2017	Bensenville	Public
Mason Memorial Public Library	September 13, 2017	Buda	Public
Messenger Public Library of North Aurora	September 13, 2017	North Aurora	Public
Cicero Public Library	September 14, 2017	Cicero	Public
Wheaton Public Library	September 14, 2017	Wheaton	Public
Kewanee CUSD #229	September 15, 2017	Kewanee	School
Brimfield Public Library District	September 18, 2017	Brimfield	Public
National University of Health Sciences	September 18, 2017	Lombard	Academic
Oak Brook Public Library	September 18, 2017	Oak Brook	Public
Hillside Public Library	September 19, 2017	Hillside	Public
Hillside School District #93	September 19, 2017	Hillside	School
Danvers Township Library	September 20, 2017	Danvers	Public
Illinois Prairie District Public Library	September 20, 2017	Metamora	Public
Town and Country Public Library District	September 20, 2017	Elburn	Public
Carol Stream Public Library	September 21, 2017	Carol Stream	Public
Kaneville Public Library District	September 21, 2017	Kaneville	Public
National University of Health Sciences	September 21, 2017	Lombard	Academic
Erie CUSD #1	September 22, 2017	Erie	School
Messenger Public Library of North Aurora	September 22, 2017	North Aurora	Public
Theosophical Society in America	September 22, 2017	Wheaton	Special
Arlington Heights School District 25	September 26, 2017	Arlington Heights	School
Deer Creek District Library	September 27, 2017	Deer Creek	Public
LaHarpe Carnegie Public Library District	September 27, 2017	LaHarpe	Public
Pecatonica Public Library District	September 27, 2017	Pecatonica	Public
Trinity High School	September 27, 2017	River Forest	School
Winnebago Public Library District	September 27, 2017	Winnebago	Public
		Total Visits:	37

September 2017 Continuing Education Events					
Event	Date	Locations	Category	Format	Attendance
Working with Your Local Adult Literacy Provider	September 6, 2017	Wheaton Public Library	Literacy	In-person	8
Disaster Planning and Preparedness	September 11 and 12, 2017	Online (GoToWebinar)	Management Skills/Administration	Webinar	43
Introduction to Library Security	September 13 and 20, 2017	Online (GoToWebinar)	Management Skills/Administration	Webinar	113
Employee Handbook: Are You Up To Date?	September 14, 2017	Online (GoToWebinar)	Human Resources	Webinar	68
Establishing Emergency Response Networks for Cultural Collections	September 19, 2017	Online (GoToWebinar)	Management Skills/Administration	Webinar	17
10 Ways To Maximize Fundraising At Your Library	September 21, 2017	Online (GoToWebinar)	Management Skills/Administration	Webinar	35
Book Repair: Prevention First	September 26, 2017	Reddick Public Library District	Technical Services	In-person	22
IPLAR Training	September 26, 2017	Ladd Public Library District	Management Skills/Administration	In-person	2
Interlibrary Loan Training	September 27, 2017	Trinity High School	Interlibrary Loan	In-person	1
Interlibrary Loan Training	September 28, 2017	Wheaton Academy	Interlibrary Loan	In-person	1
New Notary/Refresher Training	September 28, 2017	Glenview Public Library	Management Skills/Administration	In-person	19
Monthly Total					329