



Reaching Across Illinois Library System

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January 19, 2018

TO: RAILS Board of Directors

FROM: RAILS staff

ABOUT: RAILS service and operations report—December 2017/January 2018

Because the November board meeting was early and there was no board meeting in December, this report covers RAILS activities from November 11, 2017 to January 19, 2018.

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

Resource Sharing

Delivery

- Delivery staff meetings with Deirdre Brennan are being held at each delivery hub. These meetings allow delivery staff the opportunity to ask questions and gain a better understanding of RAILS and the services offered. Team members had expressed concern about not having a good understanding of the other services offered within RAILS.
- The three night shifts at the Bolingbrook delivery operation have been consolidated into one shift (4:00 p.m. to midnight). The new shift streamlines the operation and reduces cost by eliminating two full-time positions.
- Three 2018 Ford Transit vehicles have been ordered to replace three high mileage and aging vehicles. The total cost for the new vehicles is \$80,000. They are expected to arrive in three months.

E-book Projects

- Veronda Pitchford presented the BiblioBoard platform to the school librarians of Geneva Community Unit School District #304 on November 20 and to the DuPage area school librarians networking group on November 29, 2017.
- Changes at Baker and Taylor required firewall changes by libraries using the Axis 360 e-book platform and authenticating through their integrated library systems. RAILS staff worked with eRead Illinois libraries and Baker and Taylor to clarify needed changes and smooth the transition.
- See the attached report for eRead Illinois Axis 360 statistics.
- Live and webinar trainings are listed at <http://www.librarylearning.info> when available.

Explore More Illinois

- Work continues on Explore More Illinois, the new museum/cultural attractions program under development. A web page explaining the program is now available on the RAILS website at <https://www.railslibraries.info/services/museum-pass>. RAILS is recruiting Illinois museums and other cultural attractions to become partners.

Find More Illinois

- The overlay project now has a new name—Find More Illinois, which emphasizes the increased discovery aspect of the project and fits with Explore More Illinois. An update on the project and its budget is included in the January board meeting packet. Implementation is expected to begin soon after the RAILS Board approves the budget.
- The hiring process is underway for the Technology Special Projects Coordinator, which was posted internally. The primary responsibility for this position will be to oversee and support the Find More Illinois pilot and ongoing activities, as well as other RAILS programs that require interoperability with member libraries' integrated library systems.

Group Purchases and Discounts

- On December 19, 2017, RAILS began offering a group purchase discount for SkyRiver (<http://theskyriver.com>). SkyRiver is a full-service bibliographic utility for cataloging.
- On January 8, 2018, RAILS began offering a group purchase discount for OpenAthens (<https://openathens.org>). OpenAthens provides single sign-on, identity, and access management software. This group purchase is available through June 30, 2018.

Shared Catalog Consortia

- The quarterly reports submitted by various consortia are included in the January board meeting packet.
- Contracts for FY2019 support to LLSAPs (PrairieCat, RSA, and SWAN) are in final stages of development. There will be no agreement for FY2019 with MAGIC, as it will dissolve before the end of FY2018 as its members go live in SWAN. RAILS kept target support flat at \$2.25 million total and redistributed the funding to the remaining three LLSAPs using the same formula as the FY2016–2018 LLSAP RAILS contracts. Draft contracts will be reviewed at the RAILS Board meeting on January 26, 2018, with approval requested at the February meeting.
- As recommended by the Consortia Futures Task Force, RAILS staff are developing an annual grant process for LLSAP support to begin in FY2020. At its January 22 meeting, the Consortia Committee will review an outline of the draft process, metrics for determining financial support, and in-kind services that will be available to all RAILS consortia. Work will then continue on the application package and support formula, with the intention of providing the information to the consortia in April 2018, with an August 2018 application deadline. Overall LLSAP support amounts will be determined as a part of the RAILS budgeting process.
- The OSMOSIS software process provided to RAILS and IHLS LLSAPs by The MARC of Quality (TMQ) for batchloading of consortial holdings to OCLC will not be available in the future, as the owners of TMQ begin their retirement. This service is supported by a grant from the Illinois State Library. RAILS is awaiting ISL's direction on the grant for FY2019 and is participating in an investigation of alternatives.
- RAILS and PrairieCat staff have been in conversations with the North Suburban Library District on its strategic plan as it relates to the Northern Illinois Cooperative (NIC), a consortium with one academic and seven public libraries. On January 10, several PrairieCat and RAILS representatives attended a meeting with NIC members to provide information and answer questions.

Member Engagement

Communications

- The January 18 RAILS Member Update featured a discussion of the RAILS strategic plan. Attendees were asked to come prepared to talk about what “kept them awake at night,” so RAILS could get input on member needs that the strategic plan might be able to address. Other topics included an update on

system membership standards, Find More Illinois, Explore More Illinois, and BiblioBoard. The update was well attended, with 160 people registered.

- RAILS changed the look of its weekly e-newsletter in January in response to feedback received on the member survey conducted last year. Changes include putting jump links at the top so members can go directly to the information they want to read and arranging the e-news content by subject headings. Future changes will also be based on member input.
- Deirdre Brennan's latest podcast features an interview with Karen Keefe, Executive Director of Hinsdale Public Library, about trends libraries should be paying attention to and what library staff can do to identify relevant trends. You can listen to the podcast and subscribe to automatically download future issues to your smartphone or mobile device at railslibraries.info/sparks.
- A new edition of the RAILS periodic [e-newsletter for academic libraries](#) was published in December 2017. Content featured the latest news about RAILS e-resources especially for academic libraries, including open educational resource collections (OERs) available for unlimited use and download through RAILS' partnership with BiblioLabs. There was also information about continuing education offerings for academic libraries (including recorded webinars), and much more.

Membership Changes and Issues

- The annual certification process for member libraries opened on January 2 and runs through March 31, 2018. RAILS staff are contacting members and assisting them with the process. Certification statistics as of January 12, 2018 are attached.

Multitype Collaborative Grants

- RAILS received nine multitype grant applications for the application period ending November 17. Three collaborative projects were approved for grant funding:
 - National Cambodian Heritage Museum and Von Steuben Metropolitan High School Library: A project focused on developing cross-cultural and cross-generational engagement between high school students and members of the Cambodian community.
 - Gail Borden Public Library District (in Elgin) and Elgin High School Library (SD U-46): Implementation of the First2Go program, a seven-week program supporting junior-level students who will be the first in their family to attend college.
 - Riverwood Elementary School (McHenry CCSD #15) and McHenry Public Library District: Implementation of the Walking Classroom, a program consisting of devices preloaded with podcasts aligned to Common Core standards that students listen to while walking.

Networking Events

- On January 18, Amanda Musacchio, Resource Sharing Specialist, hosted a certification networking event at the East Peoria service center to help attendees complete the certification process. This event took place before and after the RAILS Member Update.

Member Visits

- See the attached reports for statistics on member visits during November and December 2017.

Continuing Education and Consulting Services

Continuing Education

- See the attached reports for statistics on RAILS continuing education events during November and December 2017.

- RAILS awarded two CE networking group grants for the application period ending November 30—one to RSA in support of RSA Day and one to Libraries Working Together (LWT) to support its multi-library staff development day.
- Beginning in March 2018, RAILS will remove the networking group requirement from its CE grants. While networking groups will still be eligible, these grants will also be open to RAILS member libraries that wish to hold a CE event and make it available to RAILS members. This grant program expansion is being done to solicit a greater variety of grant proposals.
- Directors University 2018 is tentatively scheduled for June 4–8 at the Illinois State Library in Springfield. A planning committee is now formed and will begin meeting in late January.
- The Elevate Leadership Program is tentatively scheduled for April 28 at the University of Illinois Springfield campus. It will be facilitated by Adam Goodman, Director of Northwestern University's Center for Leadership. This leadership training initiative is a joint effort by committee members from RAILS, Illinois Heartland Library System, the Illinois Library Association, and the Illinois State Library.
- Upcoming CE opportunities include a customer service webinar on February 7, a webinar on sexual harassment in the workplace on February 14, and a half-day workshop (available in Burr Ridge and videoconference locations) on coaching employees on February 15.

Consulting

- The RAILS consultant directory was modified so that members can easily suggest outside consultants for listing in the directory and list themselves as a reference for a particular consultant.

Leadership and Innovation

- Jim Kregor, as Treasurer of both LIRA (Libraries of Illinois Risk Agency) and LIMRiCC (Library Insurance Management and Risk Control Combination) attended board meetings of both cooperatives, held on November 14 and January 16 (LIMRiCC) and November 8 (LIRA). Both cooperatives concluded successful years, as 2018 premiums were lowered for LIRA and held at the 2017 levels for LIMRiCC.
- On November 18, 2017, Joe Filapek presented at the board development day for North Chicago Public Library. He spoke on understanding the role of the library trustee
- On December 14, 2017, Joe Filapek presented on trends in adult services during the Reference Association of South Suburban Libraries' CE event, held at the Glenwood-Lynwood Public Library District.

Organizational Excellence

Human Resources

- Since the last operational report in November, RAILS had three new hires, all temporary positions (Laura Kuhl and Jessica Barnes, Member Engagement Managers, and Christine Koontz, Administrative Assistant) and four terminations (Amy Taylor, Rockford Driver; Debra Baaske, Member Engagement Manager; Evan Kay, Delivery Sorter; and Stephen Becker, Delivery Sorter). Hasan McGowan, Delivery Sorter, was terminated due to the Bolingbrook delivery restructuring but later rehired when another position opened up. (Terminations refer to all persons leaving RAILS employment for any reason, including resignations and retirements.)
- Recruitment is underway for the Technology Special Projects Coordinator and Member Engagement Manager positions.
- HR staff successfully conducted and completed 2018 insurance open enrollment for RAILS staff. Training activities included GoToMeetings, one-on-one sessions, and videoconference meetings to review changes and provide guidance and resources.
- HR and executive staff are working together to review and revise the employee handbook.

Information Technology

- A public bid for a new printer lease at all RAILS locations has been issued.
- RAILS IT staff are testing the impact of the Spectre and Meltdown chip bugs on staff computers and servers. The bug has been reported to cause a 5–30% decrease in computer performance.
- RAILS staff are researching Zoom, an increasingly popular web meeting/videoconferencing solution, to see if it provides the same high-quality experience as GoToMeeting, but for a lower price.

Professional Development

- Twenty RAILS staff will participate in facilitation training held on January 19 and March 12, 2018. Participating staff include the RAILS leadership team and other staff from the East Peoria, Bolingbrook, and Burr Ridge service centers.

Stewardship

Administration and Finance

- The Finance and Human Resources staff worked together to achieve a smooth 2018 health insurance enrollment process and timely 2017 W-2 reporting from RAILS' payroll vendor. W-2s have been distributed to all active and terminated staff for the 2017 calendar year

Facilities

- *Burr Ridge:* Bearings in both HVAC units were replaced on January 15, 2018.
- *Coal Valley:* On December 12, 2017, RAILS received an email from the Village of Coal Valley inquiring if there was interest in annexing the Coal Valley facility into the Village of Coal Valley. Subsequent investigation found advantages in both annexation and rezoning. Details and a request for approval are included in the January board meeting packet.

eRead Illinois Monthly Axis 360 Statistics - November - December 2017					
Confirmed Libraries					
RAILS	388				
IHLS	24				
Other	2				
Total	414				
Confirmed Libraries by Type					
	Academic	Public	School	Special	Total
RAILS	19	236	126	7	388
IHLS	2	8	14	0	24
Other				2	2
Total	21	244	140	9	414
Adoption Rate by Type (RAILS members only)	13%	57%	23%	3%	31%
	November-December 2016	November - December 2017	July 2015 - December 2016	July 2016 - December 2017	PROJECT LIFETIME TOTAL
Circulation	37,943	62,602	364,526	494,475	802,081
Total Items Added to the collection	1,139	331	11,407	9,167	36,369

Certification Statistics

as of January 12, 2018

RAILS Member Libraries That Have Completed Both Certification and ILL Traffic Survey			
As of January 12, 2018	Libraries that completed both ILL Traffic Survey and certification	Total RAILS members by type of library	Percentage of RAILS members that have completed both ILL Traffic Survey and certification
Academic	32	124	26%
Public	167	412	41%
School	153	559	27%
Special	53	192	28%
Total	405	1,287	31%

RAILS Member Libraries That Have Completed Certification Only			
As of January 12, 2018	Certification count of those who completed certification and not the survey	Total RAILS members by type of library	Percentage of RAILS members that have completed only the certification process
Academic	8	124	6%
Public	23	412	6%
School	17	559	3%
Special	8	192	4%
Total	56	1,287	4%

RAILS Member Libraries That Have Completed The ILL Traffic Survey			
As of January 12, 2018	ILL Traffic Survey count	Total RAILS members by type of library	Percentage of libraries that completed the ILL Traffic Survey
Academic	58	124	47%
Public	252	412	61%
School	248	559	44%
Special	76	192	40%
Total	634	1,287	49%

Unexpected Outcomes

A “no” response to one or more certification questions results in an “unexpected outcome.” RAILS staff follow up with RAILS members with unexpected outcomes to confirm that the library meets the current statewide membership standards.

Unexpected Outcomes		
As of January 12, 2018	Unexpected Outcomes	Reason for Unexpected Outcome
Academic	0	
Public	2	Two public libraries responded no to the question: <i>In the last 12 months, has the library completed the Illinois Interlibrary Loan Survey (ILL Traffic Survey)?</i>
School	1	One school library responded no to the question: <i>In the last 12 months, has the library completed the Illinois Interlibrary Loan Survey (ILL Traffic Survey)?</i>
Special	0	
Total	3	

RAILS Networking Events and Member Visits - November 2017

Networking Events			
None			
Member Visits			
Library Name	Date	Location	Library Type
Geneva Community Unit School District #304	November 2, 2017	School	Geneva
Indian Trails Public Library District	November 3, 2017	Public	Wheeling
Johnsburg Public Library District	November 3, 2017	Public	Johnsburg
Farmer City Public Library	November 6, 2017	Public	Farmer City
Bushnell Public Library District	November 8, 2017	Public	Bushnell
Carol Stream Public Library	November 9, 2017	Public	Carol Stream
Joliet Public Library	November 9, 2017	Public	Joliet
Village of Avon Public Library	November 9, 2017	Public	Avon
Forreston Public Library	November 13, 2017	Public	Forreston
Freeport Public Library	November 13, 2017	Public	Freeport
Skokie Public Library	November 14, 2017	Public	Skokie
Prairie Creek Public Library District	November 16, 2017	Public	Dwight
Glencoe School District 35	November 28, 2017	School	Glencoe
Hillel Torah North Suburban Day School	November 28, 2017	School	Skokie
Homewood School District #153	November 28, 2017	School	Homewood
Total Visits:			15

RAILS Networking Events and Member Visits - December 2017

Networking Events			
None			
Member Visits			
Library Name	Date	Location	Library Type
Bushnell Public Library District	December 1, 2017	Public	Bushnell
Forest Ridge School District #142	December 1, 2017	School	Oak Forest
Evergreen Park Elementary School District #124	December 6, 2017	School	Evergreen Park
H.A. Peine District Library	December 6, 2017	Public	Minier
Matteson School District #162	December 6, 2017	School	Richton Park
Marian Central Catholic High School	December 7, 2017	School	Woodstock
Naperville Public Library	December 7, 2017	Public	Naperville
Richmond Burton C.H.S.D. #157	December 7, 2017	School	Richmond
Pittsfield Public Library	December 8, 2017	Public	Pittsfield
Warren Township Public Library	December 8, 2017	Public	Warren
Glenview Community Consolidated School District 34	December 11, 2017	School	Glenview
Joliet Junior College	December 11, 2017	Academic	Joliet
Loyola Academy	December 11, 2017	School	Wilmette
Galva CUSD #224	December 12, 2017	School	Galva
Kaneville Public Library District	December 12, 2017	Public	Kaneville
Town and Country Public Library District	December 12, 2017	Public	Elburn
East Peoria CHSD #309	December 13, 2017	School	East Peoria
Four Star Public Library District	December 13, 2017	Public	Mendon
Lockport School District 91	December 13, 2017	School	Lockport
Manhattan Elementary School District 114	December 13, 2017	School	Manhattan
Mendon CUSD #4	December 13, 2017	School	Mendon
Glenwood-Lynwood Public Library District	December 14, 2017	Public	Lynwood
Roanoke-Benson CUSD #60	December 14, 2017	School	Roanoke
United States Environmental Protection Agency	December 15, 2017	Special	Chicago
World Book Publishing	December 15, 2017	Special	Chicago
Alden-Hebron Community Consolidated Unit #19	December 18, 2017	School	Hebron
Nippersink Public Library District	December 18, 2017	Public	Richmond
North Boone CUSD #200	December 18, 2017	School	Poplar Grove
Warren Township Public Library	December 18, 2017	Public	Warren
Messenger Public Library of North Aurora	December 20, 2017	Public	North Aurora
		Total Visits:	30

November 2017 Continuing Education Events					
Event	Date	Locations	Category	Format	Attendance
Drupal in an Hour	November 2, 2017	Online (GoToWebinar)	Technology	Webinar	21
Library Director Bootcamp (ALA 3-part series)	November 6, 13, and 20, 2017	Burr Ridge Service Center	Management Skills	In-person	30
		East Peoria Service Center		In-person	33
		Lake Forest Library		In-person	3
Total: 66					66
Book Repair Workshop	November 7, 2017	Glenview CCSD 34, Springman Middle School	Technical Services	In-person	9
Take Your Productivity to the Next Level	November 8, 2017	Burr Ridge Service Center RAILS Live	Management Skills	In-person	13
				Livestreaming	60
Total: 73					73
Developing Shareable Metadata for DPLA	November 14, 2017	Skokie Public Library	Cataloging	In-person	18
Trends in Safety and Security for Libraries	November 15, 2017	Online (GoToWebinar)	Management	Webinar	132
Think Like a Startup: Using Startup Technology Practices to Make Your Library Thrive	November 16, 2017	Online (GoToWebinar)	Technology	Webinar	16
Monthly Total					335

December 2017 Continuing Education Events					
Event	Date	Locations	Category	Format	Attendance
10 Tips for Complying with FOIA	December 5, 2017	Burr Ridge Service Center RAILS Live	Law and Legal Issues	In-person	3
				Live streaming	59
					Total: 62
Legal Immigration Resources and Services	December 6, 2017	Online (GoToWebinar)	Outreach	Webinar	34
Designing Training	December 12, 2017	Online (GoToWebinar)	Management Skills	Webinar	54
Interlibrary Loan Training	December 13, 2017	Illinois Institute of Art-Schaumburg	Interlibrary Loan	In-person	1
				Monthly Total	151