



Reaching Across Illinois Library System

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February 16, 2018

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

- RAILS and Illinois Heartland Library System provide Illinois Library Delivery Service (ILDS) to 141 locations statewide, primarily academic libraries. RAILS holds the ILDS contract with the University of Illinois; that contract ends June 30, 2018, but allows for up to three one-year renewals. Staff are currently working on the FY2019 renewal agreement.
- Most RAILS deliveries and ILDS shuttles were canceled on February 9 due to the northern Illinois snowstorm that began the evening of February 8 and extended into February 9. Affected libraries were notified through RAILS email delivery strings or the ILDS email list. Deliveries in the East Peoria service area were made as usual, as that area was not as hard hit by snow.
- The third FY2018 delivery fine count is scheduled for February 19–23, 2018.
- RAILS will begin recording short delivery training videos during the last week of February. These videos will be recorded at Naperville Public Library and will demonstrate proper procedures for labeling, packaging materials, and other pertinent delivery topics. Editing will take place during March, with a planned release date in April.

### *E-book Projects*

- The Popup Picks collection, hosted on the statewide geolocated BiblioBoard platform, has a new curation developed in partnership with the Chicago Children’s Museum. The curation supports the museum’s exhibit *Heart & Seoul: Growing Up in Korea* and was timed to coincide with the 2018 Winter Olympics in Pyeongchang, South Korea. See the curation at <https://library.biblioboard.com/home>. (If clicking the link leads to an error page, copy and paste the URL into your browser to ensure that geolocation works correctly.)
- See the attached report for eRead Illinois Axis 360 statistics.

### *Explore More Illinois*

- Work continues on recruiting museums for participation in Explore More Illinois and on exploring patron authentication options with Quipu, the software provider.

### *Find More Illinois*

- Implementation for the Find More Illinois pilot project began soon after RAILS Board approval of the pilot project budget at its January 26 meeting. Twenty-one RAILS libraries from three shared catalog consortia (I-Share, PrairieCat, and Rock River Library Consortium) will participate in the pilot, including

academic, public, and school libraries. The full list of participants is available on the RAILS website at <https://www.railslibraries.info/services/overlay-pilot>.

- Find More Illinois information on the RAILS website has been updated and reorganized, and Find More Illinois has been added as a second-level menu item to give the project more prominence.
- RAILS and Auto-Graphics staff had a project kick-off call on January 31 and began meeting weekly on February 14.
- Eric Bain began as Technology Special Projects Coordinator on February 5 and started working with Auto-Graphics, consortial, and member library staff on implementation tasks.
- Z39.50 connectivity has been established with all three consortial integrated library systems, and an email list has been set up to facilitate communication with and among pilot participants. (Z39.50 is a communications protocol for searching and retrieving bibliographic data from online databases.)
- Training for RAILS and member library staff has been scheduled for April 3 (library staff training at RAILS Burr Ridge), April 4 (system administration training at RAILS Burr Ridge), and April 5 (library staff training at RAILS Coal Valley).

### *Group Purchases and Discounts*

- Two webinar demonstrations of OpenAthens (<https://openathens.org>) were held: one for RAILS academic library staff on February 6 and one for RAILS public library staff on February 8. OpenAthens provides single sign-on software to make accessing e-resources easier. RAILS is coordinating a group purchase for early adopters; the deadline is June 30, 2018.
- On February 16, RAILS hosted a lunch and learn event for Gale Cengage Career Online High School (<http://www.careeronlinehs.org>).

### *Shared Catalog Consortia*

- The Northern Illinois Cooperative (NIC) is exploring future options. RAILS provided a facilitator for a meeting on February 7 with NIC's library directors. Deirdre Brennan, Jane Plass, and Anne Slaughter also attended. The facilitated meeting helped the group agree on a general time frame and some immediate next steps.

## **Member Engagement**

### *Communications*

- As part of the strategic planning process, Deirdre Brennan will tour the RAILS area to hear from members about their challenges and needs. The following sessions have been scheduled:
  - Glenwood-Lynwood Public Library District on Wednesday, February 21, from 1:00 to 3:00 p.m.
  - Indian Trails Public Library District on Thursday, February 22 from 10:00 a.m. to noon
  - Freeport Public Library on Thursday, March 1, from 10:00 a.m. to noon. Also by videoconference at Burr Ridge and streaming through RAILS Live.
  - Kewanee Public Library District on Friday, March 2, from 10:00 a.m. to noon
 RAILS is also scheduling sessions for academic, school, and special libraries in March and April.
- Deirdre Brennan's latest podcast features an interview with Diane Foote, the new Executive Director of the Illinois Library Association (ILA), about the path to her new role, the benefits and challenges of taking over from a well-respected director, legislative meet-ups, and her goals for ILA. Deirdre and Diane also discuss the role and power of the ILA when communicating with legislators. You can listen to the podcast and subscribe to automatically download future issues to your smartphone or mobile device at <https://www.railslibraries.info/sparks>.

### *Membership Changes and Issues*

- RAILS staff continue to work with member libraries on the annual certification process. See the attached report for certification statistics.

### *Networking Events*

- Amanda Musacchio, Resource Sharing Specialist, hosted three certification networking events to help attendees complete the certification process: January 25 at RAILS Coal Valley, February 13 at RAILS Bolingbrook, and February 15 at RAILS Burr Ridge.

### *Member Visits*

- See the attached report for statistics on member visits during January 2018.

## **Continuing Education and Consulting Services**

### *Continuing Education*

- See the attached report for statistics on RAILS continuing education events during January 2018.
- RAILS awarded three CE networking group grants for the application period ending January 27, 2018. Library UX Chicago received a grant to support their workshop on storytelling with data. Tri-County Directors received a grant to support their CE event titled “Avoiding Mistakes: Library Legal 101 for Directors and Trustees.” Finally, RAILS will support the PrairieCat Users Group Day and its variety of CE opportunities through a CE networking group grant.
- Based on member feedback shared during the January 18 member update, RAILS is currently in discussion with the Depression and Bipolar Support Alliance (DBSA) to offer mental health first aid training for library staff at member libraries. This training is currently being planned for summer or fall 2018.
- Upcoming CE opportunities include a webinar on technology trends on March 8, a workshop on counseling for improved performance on March 13 (Burr Ridge and select videoconference locations), and a webinar on negotiating vendor contracts on March 15.

## **Leadership and Innovation**

- Jim Kregor attended an Executive Committee meeting of LIRA (Libraries of Illinois Risk Agency) on January 31, 2018. At this meeting, Jim was re-elected as Treasurer of LIRA for a one-year term.
- Veronda Pitchford organized the February 9 meeting of the ASCLA consortial e-book interest group, which was held in Denver during the American Library Association midwinter meeting. (ASCLA is the Association of Specialized and Cooperative Library Agencies, a division of the American Library Association.)

## **Organizational Excellence**

### *Human Resources*

- RAILS had no new hires and one termination (Laura Kuhl, temporary Member Engagement Manager) since the December 2017/January 2018 operations report. (Terminations refer to all persons leaving RAILS employment for any reason, including resignations and retirements.)
- Recruitment for the Technology Special Projects Coordinator position concluded with the internal appointment of Eric Bain to the position. Interviewing is beginning for the Member Engagement Manager position.
- HR and executive staff continue to work on reviewing and revising the employee handbook.

### *Information Technology*

- IT staff are testing updates for OTRS, the ticketing software used by all the LLSAPs and for statewide delivery.
- New virtual servers have been spun up and provisioned for Explore More Illinois and Find More Illinois projects. They will support the future ticketing systems and websites for these projects.
- IPLAR data is being refreshed in the RAILS CRM (customer relationship management) software. IPLAR is the Illinois Public Library Annual Report.

### *Professional Development*

- Twenty RAILS staff participated in the first of two facilitation training sessions, held on January 19 at Burr Ridge. The all-day session was facilitated by John Newton of John Newton and Associates. Staff explored a variety of facilitation topics, including meeting management techniques, engaging passive meeting attendees in discussion, and moving towards meeting outcomes. The follow-up session will be held on March 12 for the same group of staff.

## **Stewardship**

### *Administration and Finance*

- On February 1, RAILS received the balance (\$3.962 million) of its FY2017 area and per capita grant award. As a result, RAILS has sufficient funds to invest in certificates of deposit (CDs). The Finance staff placed approximately four million dollars with PMA Financial Network to invest in six-month CDs at a rate of 1.62%. RAILS will receive approximately \$32,900 on this investment.

### *Facilities*

- RAILS service centers in Bolingbrook, Burr Ridge, Coal Valley, and Rockford were closed on February 9 due to the northern Illinois snowstorm that began the evening of February 8 and extended into February 9. (RAILS East Peoria was open, as that area was not as hard hit by snow.) Staff, the RAILS Board, and member libraries were notified in accordance with RAILS inclement weather procedures. Many RAILS members also closed that day.
- *Burr Ridge:* During a routine HVAC inspection, dust and dark spots was discovered on the walls and floor of the mechanical room. Two different environmental companies inspected the room and believed it was not mold. However, an air quality sample and wall culture test discovered slight traces of mold. Bluestone Environmental removed the mold and cleaned the area. A second air quality test will be done in the next several weeks as follow-up.

## eRead Illinois Monthly Axis 360 Statistics - January 2018

<b>Confirmed Libraries</b>					
RAILS	390				
IHLS	25				
Other	2				
<b>Total</b>	<b>417</b>				
<b>Confirmed Libraries by Type</b>					
	<b>Academic</b>	<b>Public</b>	<b>School</b>	<b>Special</b>	<b>Total</b>
RAILS	19	238	126	7	390
IHLS	2	8	15	0	25
Other				2	2
<b>Total</b>	<b>21</b>	<b>246</b>	<b>141</b>	<b>9</b>	<b>417</b>
<b>Adoption Rate by Type (RAILS members only)</b>	<b>13%</b>	<b>60%</b>	<b>23%</b>	<b>3%</b>	<b>32%</b>

	January 2017	January 2018	PROJECT LIFETIME TOTAL**
<b>Circulation</b>	29,481	34,650	844,884
<b>Total Items Added to the collection</b>	424	188	34,173

# Certification Statistics

as of February 8, 2018

<b>RAILS Member Libraries That Have Completed Both Certification and ILL Traffic Survey</b>			
As of February 8, 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	59	124	48%
Public	271	412	66%
School	327	559	58%
Special	92	192	48%
<b>Total</b>	<b>749</b>	<b>1,287</b>	<b>58%</b>

<b>RAILS Member Libraries That Have Completed Certification Only</b>			
As of February 8, 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	16	124	13%
Public	31	412	8%
School	46	559	8%
Special	15	192	8%
<b>Total</b>	<b>108</b>	<b>1,287</b>	<b>8%</b>

<b>RAILS Member Libraries That Have Completed The ILL Traffic Survey</b>			
As of February 8, 2018	ILL Traffic Survey count	Total RAILS members by type of library	Percentage of libraries that completed the ILL Traffic Survey
Academic	82	124	66%
Public	310	412	75%
School	362	559	65%
Special	100	192	52%
<b>Total</b>	<b>854</b>	<b>1,287</b>	<b>66%</b>

## 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.

<b>Unexpected Outcomes</b>		
As of February 8, 2018	Unexpected Outcomes	Reason for Unexpected Outcome
Academic	0	
Public	1	One public 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>
School	0	
Special	0	
<b>Total</b>	1	

## RAILS Networking Events and Member Visits - January 2018

<b>Networking Events</b>			
<b>Event</b>	<b>Date</b>	<b>Location</b>	<b>Attendance</b>
Certification networking event	January 18, 2018	RAILS East Peoria	8
Certification networking event	January 25, 2018	RAILS Coal Valley	2
		<b>Total</b>	<b>10</b>
<b>Member Visits</b>			
<b>Library Name</b>	<b>Date</b>	<b>Location</b>	<b>Library Type</b>
Bourbonnais Elementary SD #53	January 9, 2018	Bourbonnais	School
Grant Community High School District 124	January 10, 2018	Fox Lake	School
Grayslake Community High School District 127	January 10, 2018	Grayslake	School
Polish Museum of America Library	January 11, 2018	Chicago	Special
Reed-Custer CUSD 255U	January 11, 2018	Braidwood	School
Resurrection College Preparatory High School	January 11, 2018	Chicago	School
Troy Comm. Consolidated Elementary SD 30C	January 11, 2018	Plainfield	School
Illini Bluffs UD #327, Illini Bluffs High School	January 16, 2018	Glasford	School
Fox Lake School District 114	January 17, 2018	Spring Grove	School
Johnsburg Public Library District	January 17, 2018	Johnsburg	Public
Sugar Grove Public Library District	January 17, 2018	Sugar Grove	Public
Will County SD 92	January 17, 2018	Lockport	School
Chaney-Monge School District #88	January 19, 2018	Crest Hill	School
Rockdale Public SD 84	January 19, 2018	Rockdale	School
LaGrange Highlands School District #106	January 22, 2018	LaGrange	School
Warren-Newport Public Library District	January 22, 2018	Gurnee	Public
Western Springs School District #101	January 22, 2018	Western Springs	School
Oak Brook Public Library	January 23, 2018	Oak Brook	Public
Prospect Heights School District 23	January 24, 2018	Prospect Heights	School
Saint Patrick High School	January 24, 2018	Chicago	School
AIWood CUSD #225, AIWood Middle-High School	January 25, 2018	Woodhull	School
Clover Public Library District	January 25, 2018	Woodhull	Public
Bishop McNamara High School	January 26, 2018	Kankakee	School
Bloomington Public Library	January 29, 2018	Bloomington	Public
Prairie Creek Public Library District	January 30, 2018	Dwight	Public
Peoria Public Library	January 30, 2018	Peoria	Public
Flanagan-Cornell District #74, Flanagan HS	January 31, 2018	Flanagan	School
		<b>Total</b>	<b>27</b>



<b>January 2018 Continuing Education Events</b>					
<b>Event</b>	<b>Date</b>	<b>Locations</b>	<b>Category</b>	<b>Format</b>	<b>Attendance</b>
Compliance with the Open Meetings Act	January 11, 2018	Burr Ridge Service Center RAILS Live	Law and Legal Issues	In-person Live streaming	2 64
					<b>Total: 66</b>
Developing Leadership Skills	January 17, 2018	Online (GoToWebinar)	Management Skills	Webinar	131
What's To Come in 2018? Assessing and Staying On Top of Adult Leisure Reading and Collection Development Trends	January 18, 2018	Online (GoToWebinar)	Readers Advisory	Webinar	75
Livestreaming @ the Library	January 22-February 2, 2018	Online (Teachable.com)	Technology	Online course	67
				<b>Monthly Total</b>	<b>339</b>