Consortial Reports

CARLI/I-Share
- No report

Cooperative Computer Services (CCS)
- No report

LINKin
- No report

Northern Illinois Cooperative (NIC)
- The NIC directors continue to work with PrairieCat staff to move the migration process along. An implementation team is being formed with representatives from the NIC libraries and PrairieCat staff.

Pinnacle Library Cooperative (PLC)
- Pinnacle has entered into an agreement with Unique Management to provide chat services to our patrons. Once implemented, the chat widget will appear on our PAC, our OverDrive page, and our libraries' individual websites. Unique Management staff will handle the interactions with patrons and answer many of the basic questions about our library policies, programs, and services. Anything that they cannot answer will be escalated to our library staff. We're looking to roll out the service on our PAC and OverDrive page in late November, with the websites to follow in the following months.
- Our consortium's OverDrive collection has reached one million circs! To celebrate the event, the patron who checked out the one millionth item in OverDrive won a Samsung Galaxy tablet. Pinnacle also provided gift cards to other patrons as additional prizes.

PrairieCat
- PrairieCat members held a Resource Sharing Summit at the DeKalb Public Library on August 17. Forty-three attendees representing 29 libraries met to discuss resource sharing topics and to build consensus for decision making by the Resource Sharing Committee. The summit was facilitated by Amanda Standerfer and by all accounts was very successful. PrairieCat will hold these summits annually from now on.
- PrairieCat just hired a new Training and Outreach Coordinator. Amanda Augsburger, who previously held the position of Community Engagement and Learning Supervisor at the Davenport Public Library, joined us on September 24. We currently have a job opening for our Senior Systems Specialist position, after the departure of Kacy Kelly in July.
- PrairieCat held our fifth annual PUG (PrairieCat User's Group) Day on September 28. The daylong miniconference included sessions on fundraising, community partnerships with police departments, library and patron law, youth services programming, author programming, services to autistic patrons, and cataloging local history and genealogy, among others. RAILS staff also presented sessions on Find More Illinois, Explore More Illinois, and our newly redesigned website. Our "Top Tech Trends" panel also returned this year.
- PrairieCat is currently working with NIC directors to build an implementation team and training schedule. All eight NIC libraries will join PrairieCat in the coming year. The project kicks off in November with a targeted go-live of mid-May 2019.

- PrairieCat will hold our biannual member updates from October 18 to November 1. These meetings are held at seven locations throughout our service area and are intended to enhance engagement and knowledge sharing among our staff and membership.

Resource Sharing Alliance NFP (RSA-NFP)

- RSA finished the migration of several new or upgrading members. We continue to work with those still in the process of migrating.
    - Valley District Library (in Fairview) is fully integrated.
    - Bushnell Public Library District is fully integrated.
    - Prairie Creek Public Library District (in Dwight) is circulating but not filling holds yet.
    - Neponset Public Library is circulating but not filling holds yet.
    - Ransom Memorial Public Library (in Altona) is cataloging.
    - Flanagan Public Library District is cataloging.
    - Williamsfield Public Library District is cataloging.
- This has been the summer of job interviews and hiring staff. RSA filled an open Member Services Specialist position and a Cataloging and Database Coordinator position. We just hired a new Member Services Specialist, who will have about two months of overlap with our current Member Services Specialist, who will retire at the end of the year. That person starts in mid-October. We have interviews for an open Cataloging and Database Specialist position in early October. RSA hopes to add two new staff members to our team if we can work out the budget lines.
- This has been the summer of catch-up, inbox cleaning, administrative work, and just plain old putting out fires. Being short-staffed over the summer vacation times has left us short of upgrades and behind in support. We did upgrade our online catalog with a small version bump and patched Symphony to fix some bugs. We've also contracted for, but not yet started work on, two new eRC (eResource Central) connections for e-stuff in our catalog and the new SirsiDynix Mobile app.
- RSA applied for the RAILS LLSAP support grant and spent some time gathering all the information required for that paperwork. Our school libraries are historically hard to get data from; their ideas of what a "collections' budget" is varied widely!

Rock River Library Consortium (RRLC)

- No report

System Wide Automated Network (SWAN)

- We continue to track support tickets to assess the post-New19 migration impact on our support structure. The downward trend in support tickets submitted post-migration is a welcome development. We hope to continue this trend through proactive site visits, training events, and updated documentation—all priorities through the end of the calendar year.
- This has been an especially difficult period for SWAN staff with the loss of Kate Boyle. Kate was a leader, mentor, friend, and family member to her SWAN colleagues. Staff appreciate the outpouring of support from our members.
- Post-migration, SWAN staff will be working with the membership to identify areas for improvement and efficiency. Coordination and reliance on feedback and leadership from our advisory and user groups are critical in our effort toward continuous progress.
- We have reached a stage of stability after the May 1 migration and the catalog deduplication. While support tickets continue at an elevated clip, many of these are due to new procedures and processes for the new members, replacement of reporting through BLUEcloud Analytics,

coordination with 3rd party vendors, and e-resource authentication via OpenAthens instead of EZproxy.

- The bibliographic deduplication was completed in July, getting our bibliographic database to 1.5 million records, which is close to where it should remain. The process brought its own cleanup demands in the areas of large print books, serial bibliographic and serial control records, and miscellaneous errors.

- Bibliographic Services exported our bibliographic database to MARCIVE, our vendor who tracks author, title, and subject headings and delivers authority records for local use. The July 4 bibliographic and authority database updates filled in the gaps in our authority processing from migration. We also took the opportunity to introduce processing on our bibliographic records, including subject and genre term normalization, heading updates, and RDA conversion to records cataloged using AACR2 and earlier standards.

- Our bibliographic records are now compliant with RDA standards, updated with Lexile and Accelerated Reader measures, and updated with name and subject access points per changes to the authority database that have taken place over the years. Our local authority database was also fully refreshed, and we have added records corresponding to genre and medical subject headings.

- We are very excited to officially have our new e-Resources Consultant in place, reporting to Tara Wood on the User Experience (UX) team. Robin Hofstetter joined us in a limited part-time capacity on August 1, working remotely on a few projects, and moved to full-time status on August 27. Robin previously served as e-Resources and Metadata Librarian for the University of Illinois at Chicago, where she also was an assistant professor. She is incredibly passionate about and talented with managing online tools, databases, and resources, as well as cataloging and authority control. She has also served as Head of Tech for Roosevelt University and has public library experience in serials, acquisitions, cataloging, and technology at the Public Library of Cincinnati. She has her MLIS degree from Kent State University. We very much look forward to what creative and innovative ideas she'll be bringing to our UX team.

- We conducted usability interviews with several SWAN member library staff in preparation for the SWAN support site redesign project. The official project kickoff meeting took place July 10, and we have set the redesigned site's launch date for December 4, 2018. Along the way, SWAN staff (in conjunction with Brian Smith of RAILS) will complete a full content weeding process, followed by a content refresh, in which we update and/or rewrite important documentation to new web publishing standards tailored to the new site.

- We have been working with EBSCO and OpenAthens to develop improvements to the OpenAthens and Articles Search setup process. Our goals include providing a clear outline to libraries of the steps they will need to take and a clear timeline, so members know how long the process will take when they request a new Articles search set up or "Athenized" links.

- St. Charles has transitioned to WorldCat Discovery/WorldShare ILL for patron-initiated ILL requests. We are using the process from this pilot to transition our entire membership to WorldCat Discovery for a more uniform solution across our membership. OCLC consulting is working with us to gather the credentials we need to set up the remaining libraries, and we will reach out to SWAN members when their WorldCat Discovery instance is ready. Once documented, we will share this solution with the entire membership through a webinar and will help in this configuration for a more uniform solution across our membership.

- We will do some baseline testing of the current catalog and some testing of prototypes of new features. These include a tabbed search interface with sections for physical items, downloads, and articles; changes to facets and facet labels; and StackMaps, a third-party application that

displays a map of libraries' collections in the catalog. We are currently finalizing prototypes and are on track for testing in late September and early October.

- SWAN IT continues to assess and improve the state of the Azure cloud infrastructure, working with SirsiDynix personnel to speed up nightly maintenance processes and report runtimes. We have scheduled the first step in the cloud migration—the Symphony 3.5.3 upgrade of our production environment—for October 10. The OS upgrade of SWAN's Symphony production ILS will take place this fall. The final move to Azure will be completed in January 2019.
- The annual SWAN event (SWANx) was a huge success. The final attendance was 350 and the survey feedback gave us high marks on the keynote speaker, the conference location at Moraine Valley Community College and Business Center, and improvements on our registration process.
- SWAN staff are evaluating SirsiDynix's BLUEcloud Mobile app for a potential SWAN-wide rollout.
- Green Hills Public Library District was admitted for full membership in SWAN, with a membership vote of 64 in favor, none opposed. (SWAN bylaws require 2/3 membership approval.) This project will be conducted with a small team of SWAN staff working tightly with Green Hills staff. The go-live is expected to be early February 2019.