

1.1 Narrative Report

Introduction

This narrative provides information on the Reaching Across Illinois Library System's (RAILS) FY 2019 activities and accomplishments. These activities/accomplishments relate directly to the goals and objectives in our FY 2019 System Area and Per Capita Grant application and meet the requirements of the administrative rules for library systems.

1. Administration

Active Membership Review and Certification

Goal: *Conduct ongoing, active review of RAILS membership to ensure that all members meet system standards and complete the certification process, to welcome new member libraries to strengthen RAILS as a multitype library system, and to ensure current information on all member libraries*

Objectives	Activities/Accomplishments
Complete annual library certification	<ul style="list-style-type: none"> -Consulted with members on ongoing basis on the need to certify and answered questions about the process -Publicized need to certify via a variety of RAILS communication tools, including an alert on the RAILS website, multiple articles in the weekly <i>RAILS E-News</i>, and in-person encounters -Contacted/worked with libraries that did not certify to remind them of the deadline and to assist them as needed -Worked with members throughout FY 2019 to ensure that they met membership standards -At the end of the certification period, all but two RAILS libraries had either successfully completed the process or had requested withdrawal
Recruit new RAILS members	<ul style="list-style-type: none"> -Visited libraries that indicated an interest in RAILS membership to acquaint them with RAILS programs/services and to ensure that they met membership criteria -Worked with the RAILS Board on new member recommendations and sent recommendations to the Illinois State Library (ISL) for approval
Ensure that RAILS has accurate information on members	<ul style="list-style-type: none"> -Publicized importance of keeping L2 data up-to-date to all member libraries via a variety of RAILS communication tools, including regular articles in the weekly <i>RAILS E-News</i>, in-person member visits, and the development of a special L2 brochure -Consulted/provided instruction on keeping L2 data up-to-date on an ongoing basis via the L2 Help Desk

Goal: Complete development of revised system membership standards and help libraries meet the new standards by offering training and other support

Objectives	Activities/Accomplishments
Implement standards as of July 1, 2018 for data collection purposes only	<ul style="list-style-type: none"> -Collected data on draft potential core standards via a form on the RAILS website; 774 libraries of all types completed the form. Respondents were asked to indicate which standards they met, which they might have difficulty meeting, and what assistance RAILS might provide to help libraries meet the core standards. - Analyzed results of data collection to identify patterns, understand data outliers, and evaluate the question structure, for future revisions of the collection form -Consulted with libraries on a regular basis re the draft core standards -Provided updates on membership standards developments via the <i>RAILS E-News</i>, member update sessions, and other tools/encounters -Consulted with Greg McCormick at ISL on an ongoing basis re the proposed standards and how best to move forward -Worked with the Illinois Library Association (ILA) committee revising <i>Serving Our Public</i> to ensure that system membership standards aligned with the new version of those public library standards

Member Communication/Engagement

Goal: Fully engage with members from all types of libraries throughout the RAILS area to ensure they are aware of system programs/services and to better understand, anticipate, and meet their needs

Objectives	Activities/Accomplishments
Develop and implement a RAILS member engagement plan	<ul style="list-style-type: none"> -Developed two six-month engagement plans with in-person and online activities designed to engage all types and sizes of RAILS libraries. Plans were adjusted and new strategies were implemented based on member feedback throughout the year. -Incorporated new methods for engagement, including online networking opportunities that were open to any Illinois library staff member -See information on specific activities included in the plans below
Communicate about RAILS programs/services via a variety of tools/methods and ensure that all RAILS members have opportunities to communicate with RAILS for more information about available programs/services	<ul style="list-style-type: none"> -Promoted programs/services via the weekly <i>RAILS E-News</i>, the RAILS website, quarterly RAILS member updates, and other in-person and online encounters as detailed below -Visited as many member libraries throughout the RAILS area as possible, concentrating on libraries that had not been visited in the previous two years. Conducted pre- and post-visit surveys to determine topics to discuss, the effectiveness of the visits, and any follow-up actions needed. -Initiated online “new director welcome discussions” with specifics on how directors could make the most of their RAILS membership. Offered to visit new directors in person as desired. Held 23 discussions in FY 2019.

Objectives	Activities/Accomplishments
	<p>-Planned meetings in all areas of the system, as well as virtual meetings, to promote RAILS programs/services and to provide networking opportunities (see further information below)</p> <p>-Exhibited at the following library-related events/conferences to promote RAILS programs/services:</p> <ul style="list-style-type: none"> • SWANx 2018 annual conference – 166 booth visitors • Association for Rural and Small Libraries (ARSL) - 179 booth visitors • Health Science Librarians of Illinois (HSLI) - 50 booth visitors • PrairieCat Users Group (PUG Day) - 66 booth visitors • ILA - 425 booth visitors • Association of Illinois School Library Educators (AISLE) – 159 booth visitors • Illinois Youth Services Institute – 92 booth visitors • Reaching Forward - 218 booth visitors <p>-Scheduled one-on-one discussions with interested members to talk more about RAILS programs/services at ARSL, ILA, and AISLE</p> <p>-Revised RAILS programs/services booklet and promoted/distributed it to staff and board members at all RAILS libraries via member visits, conference exhibit booths, <i>RAILS E-News</i> articles, and other means</p>
Communicate benefits of RAILS membership to academic, school, and special library members	<p>-Used type of library mailing lists to communicate information about RAILS programs/services, including RAILS lists, and AISLE, Illinois Association of College and Research Libraries (IACRL), and Special Librarians Association – Illinois chapter (SLA-IL) lists</p> <p>-Worked with IACRL throughout the year to ensure that academic library staff were aware of system programs/services</p> <p>-Attended the Association for College and Research Libraries (ACRL) annual conference in Cleveland, Ohio to keep abreast of issues/trends facing academic libraries</p> <p>-Initiated School Library Tune-ups to discuss RAILS programs/services of special interest to schools one-on-one and to help school libraries with other challenges. Conducted 22 tune-ups in FY 2019.</p> <p>-Created/distributed new edition of <i>RAILS E-News for School Libraries</i></p> <p>-Attended AISLE Board meeting to discuss RAILS programs/services and other ways RAILS could help advocate for school libraries</p> <p>-Discussed ways RAILS could help school libraries with Jacob Roskovensky, AISLE Past-President</p> <p>-Gave presentations on “10 Ways RAILS Can Enhance Your School Library” and “E-Books and More! E-Content Services from RAILS “ at the Kane County Institute Day for school library staff</p> <p>-Gave presentation on RAILS programs/services for schools at RSA Back to School Workshop in East Peoria. Approximately 15 RAILS school library members attended.</p> <p>-Met with members of the Chicago Area School Library Network (CASLN) to help them become more familiar with RAILS programs/ services available to them</p>

Objectives	Activities/Accomplishments
	<ul style="list-style-type: none"> -Met with Lincoln Way Vertical Team group to discuss RAILS services for schools -Presented the webinar “10 Ways RAILS Can Help Your Special Library Succeed” for SLA-IL chapter -Attended the Special Libraries Association (SLA) annual conference in Cleveland, Ohio to keep abreast of issues/trends facing special libraries -Received a grant from SLA to attend the SLA Leadership Symposium in New Orleans. Provided live updates via SLA’s Connect platform throughout the symposium. -Promoted individual RAILS programs/services of special interest to different library types as described elsewhere in this document -Presented programs/sponsored exhibit booths at conferences for different types of libraries as described elsewhere in this document
Continue to expand RAILS’ social media presence to engage RAILS members	<ul style="list-style-type: none"> -Expanded internal RAILS social media team to include representatives from Communications, Continuing Education, and E-Resources teams -Tracked social media metrics for RAILS Facebook and Twitter sites. Saw steady increase in social media engagement throughout FY 2019, with a 43% rise in Facebook total reach and a 40% rise in Twitter likes. -Created new campaigns to boost awareness of RAILS resources such as Find More Illinois and BiblioBoard as detailed below
Update RAILS logo and brand to reflect revised strategic plan and to remove association with talking book services	<ul style="list-style-type: none"> -Began “soft” rollout of new RAILS logo in October 2018 and continued implementing new branding throughout the rest of FY 2019. New logo suggests an infinity symbol and indicates that RAILS programs/services are continually progressing (as detailed in the revised RAILS strategic plan). -Drafted branding handbook for RAILS staff and made preliminary guidelines available on the staff intranet

Goal: Foster networking and collaboration between staff from all types of RAILS member libraries to create a community of connected peers and to build on the strengths of multitype cooperation

Objectives	Activities/Accomplishments
Encourage networking between RAILS members	<ul style="list-style-type: none"> -Scheduled in-person RAILS Member Meetups (networking events) throughout the RAILS area and for all types of libraries. Held 16 meetups in FY 2019. Surveyed attendees and used feedback to plan future events. -Held networking events in conjunction with RAILS Board meetings scheduled at different locations in the RAILS area, including our Coal Valley and East Peoria service centers, and at Caterpillar, Inc., in Morton, Illinois -Partnered with IACRL to host a series of networking events for academic libraries, including events at Northwestern University in Evanston, Prairie State College in Chicago Heights, Waubensee Community College in Sugar Grove, and Methodist College in Peoria. During our strategic planning process, academic library staff told us they wanted more networking opportunities.

	<ul style="list-style-type: none"> -Held Illinois Academic Library Meetup at ACRL conference in Cleveland -Partnered with SLA-IL to host a networking event for special library staff at the Caterpillar Library in Mossville, Illinois -Introduced “RAILS Online Round Tables,” hour-long forums hosted by networking groups on specific topics and held via GoToWebinar. Two roundtables were held in FY 2019, for the Serving Patrons with Dementia and the 20s and 30s Programming groups. - In response to member feedback, added a new email list for libraries in the Bloomington/Normal area to help them network with one another - In response to member feedback, helped form a new networking group for For-Profit/Small Academic Libraries and held kick-off meeting -Met with Kankakee Area Library Association (KALA) group to discuss RAILS programs/services and how we could help them with networking-related activities -Met with Tri-County Director group to discuss RAILS programs/services and how we could help them with networking-related activities -Encouraged use of RAILS mailing lists/online forums for networking purposes. Helped members establish new lists as appropriate. -Publicized existing networking groups and helped members form new groups as appropriate
<p>Develop collaboration opportunities for staff from different types of libraries</p>	<ul style="list-style-type: none"> -Expanded multitype collaborative grant program to include partnerships with agencies, organizations, etc. in addition to libraries. Changed name to RAILS partnership grants. Awarded seven grants totaling \$30,360 in FY 2019. -Promoted partnership grant awardees to model best practices and to encourage other libraries to collaborate with each other

Goal: *Ensure that RAILS is meeting member needs in the most effective way possible*

Objectives	Activities/Accomplishments
<p>Evaluate impact and effectiveness of RAILS programs/services on members</p>	<ul style="list-style-type: none"> -Hired Data Coordinator & Research Analyst to oversee data collection, analysis, and related research to help RAILS make more informed decisions about our programs/services and their impact on members -See other sections of this document for information on the evaluation of specific RAILS programs/services via surveys and other activities
<p>Ensure all system members have opportunities to provide input on RAILS planning and evaluation activities and programs/services</p>	<ul style="list-style-type: none"> -Presented RAILS 2018–2022 Strategic Plan for board approval in September 2018. Plan is based heavily on input from RAILS member libraries of all types. -Widely promoted revised strategic plan and invited further comment from members. Developed infographic highlighting strategic plan goals to distribute to the RAILS community. -Continuously analyzed member feedback from strategic planning process to determine the most effective way to meet member needs -Continued to gather and respond to member feedback as described in other sections of this document

Objectives	Activities/Accomplishments
Develop new programs/services in response to member input as appropriate	<p>-In response to overwhelming member feedback from our strategic planning process, launched the My Library Is... campaign to help all types of libraries to tell their story and articulate their value to different stakeholders. FY 2019 campaign activities included:</p> <ul style="list-style-type: none"> • Surveying members to determine specific needs and planning activities to meet those needs • Debuting a campaign website, including helpful information and opportunities for Illinois library staff to share best practices • Planning continuing education (CE) activities as detailed below • Sharing the <i>Dreams Take Flight</i> video produced as a pro bono project for RAILS by the Imagination marketing firm with Illinois libraries and inviting them to use it in their marketing efforts • Beginning discussions with Imagination about producing a video focusing on why libraries are still needed in the age of Google. This was the top need identified by all types of libraries on the survey referenced above. <p>-Other programs/services developed in response to member feedback are described throughout this document</p>

Human Resources

Goal: *Attract, retain, develop, and reward a superb RAILS staff and foster a collaborative culture that seeks continuous improvement*

Objectives	Activities/Accomplishments
Ensure that RAILS has staff to support administrative rules requirements and strategic plan initiatives	<p>-Hired additional RAILS staff to support administrative rules and strategic plan initiatives</p> <p>- Re-examined RAILS staffing upon the departure of key staff to determine what skillsets were needed to best meet the current needs of RAILS members. Recruited for these new skillsets.</p>
Find additional ways to support and develop RAILS staff	<p>-Updated the RAILS Employee Handbook to reflect a friendlier, more positive tone; and to incorporate new and updated policies. Completed a revised draft and sent it to HR Source for review and comment.</p> <p>-Held first joint, in-person meeting of newly hired RAILS staff (six from Burr Ridge and three from East Peoria) to orient them to RAILS history and programs/services</p> <p>-Encouraged/supported professional development for RAILS staff</p> <p>-Continued work of RAILS Employee Committee to develop collaborative activities for staff</p> <p>-Held sixth in-service day for staff at Waubensee Community College in Sugar Grove</p> <p>-Expanded employee options available under the Employee Assistance Program</p> <p>- Conducted a wellness survey for staff to gather feedback to initiate a RAILS wellness program</p>

Finance/Accounting

Goal: Provide excellent stewardship of RAILS financial resources and participate in activities to help Illinois libraries manage their resources more effectively

Objectives	Activities/Accomplishments
Continuously monitor state funding and RAILS' expenditures and financial position	<ul style="list-style-type: none"> -Conducted annual review of costs/contracts -Continued to enhance the program budget process -Closely monitored RAILS investments and made changes as appropriate
Ensure financial sustainability for RAILS and RAILS members as possible	<ul style="list-style-type: none"> -Investigated and found efficiencies and cost savings for RAILS operations wherever possible -Streamlined processes and procedures wherever possible (see specific examples of these activities in other sections of this document) -Revised the departmental budget reports and implemented a quarterly reporting process
Provide leadership via RAILS staff participation on LIMRiCC (Library Insurance Management and Risk Control Combination) Board and LIRA (Libraries of Illinois Risk Agency) Board Executive Committee	<ul style="list-style-type: none"> -Participated on LIMRiCC Board via RAILS staff member serving as Treasurer -Participated on LIRA Executive Committee via RAILS staff member serving as Treasurer -Participated in additional library business management networking group meetings

Information Technology (IT)

Goal: Maintain a robust technology infrastructure to support RAILS operations, member services, and member communication efforts

Objectives	Activities/Accomplishments
Ensure a strong and secure technology infrastructure at all RAILS service centers	<ul style="list-style-type: none"> -Continued to upgrade, streamline, and replicate key elements of our technological infrastructure to the datacenter in Springfield, to ensure consistent high levels of service and continued operations in the case of local outages -Continued ongoing maintenance and upgrade activities for all RAILS technology systems, including operations, security, staff and vendor support of datacenter, networking infrastructure, applications, web services, staff and office technology, and other tools that support RAILS operations -Developed/procured, and supported new technology services required to underpin new RAILS services and initiatives -Successfully chose a new print vendor and deployed new multifunction copier/printers at all RAILS facilities -Installed GPS vehicle trackers on all RAILS vehicles -Performed security audit with USB device drop at RAILS service centers, with a 100% employee success rate

Objectives	Activities/Accomplishments
	-Replaced video surveillance systems at all RAILS locations
Assist with replacement of Library Learning (L2) platform to ensure accurate and secure data and a sustainable statewide solution	<ul style="list-style-type: none"> -Developed/submitted a grant application and received special grant funding from ISL to replace L2 -Facilitated a statewide series of town hall meetings with L2 stakeholders to gather input on features/functionality to include in the “new L2” -Surveyed interlibrary loan staff at system libraries to gather feedback on L2’s Resource Sharing Policy Directory -Scheduled regular meetings with stakeholders, including representatives of ISL, IHLS, and CPLS, to discuss the grant project -Developed an RFP for a vendor to work on the L2 replacement project -Publicized information about the replacement project and the need for system members to update their L2 information -Continued to serve as the lead agency with responsibility for L2 oversight, customization, etc.
Support communication with RAILS members	<ul style="list-style-type: none"> -Supported/enhanced RAILS videoconference and web conference services -Introduced Zoom to replace GoToMeeting and RAILS Live as RAILS’ web conferencing tool of choice. Zoom has a number of advantages, including cost efficiencies. It also integrates with Outlook for scheduling and the Polycom videoconferencing system. -Continued to make RAILS Polycom bridge available for IHLS use -Continued providing subsidized conference calling accounts to networking, continuing education, and other RAILS member groups

Facilities Management

Goal: Make changes to RAILS facilities to insure compliance with all building codes and continue to reduce RAILS’ physical footprint as possible

Objectives	Activities/Accomplishments
Develop long term plan to optimize number and locations of RAILS buildings and delivery hubs	<ul style="list-style-type: none"> -Continued working with LASA (Laboratory of Applied Spatial Analysis at Southern Illinois University Edwardsville) on the location of RAILS delivery hubs as detailed below -Met to discuss East Peoria service center space needs -Explored possibilities for alternate locations of Coal Valley, East Peoria, and Rockford service centers -Discussed PrairieCat’s long-term facility needs with PrairieCat management staff in light of possible changes in RAILS facilities
Continue to make changes at Burr Ridge service center to make the most efficient use of existing space and to meet the changing needs of RAILS staff and members	-Refurbished former talking book space to serve as a storage area for system records and RAILS conference exhibit supplies

Objectives	Activities/Accomplishments
Investigate/implement additional ways to enhance safety of RAILS staff and members at all facilities	<ul style="list-style-type: none"> -Held active shooter training for staff at Burr Ridge service center -Held CPR/AED training for RAILS staff -Upgraded/installed security cameras in all RAILS facilities -Modified the opening and closing schedule of the electronic access devices on entry doors to increase security

Other Administrative Activities

Goal: *Ensure the smooth operation of RAILS by maintaining a strong infrastructure*

Objectives	Activities/Accomplishments
Ensure that the RAILS Board is engaged, has a basic knowledge of RAILS programs/services, and that new board members receive a thorough and effective orientation to the system	<ul style="list-style-type: none"> -Made changes to board orientation and engagement activities based on evaluation project conducted in FY 2018 and ongoing board member feedback -Communicated regularly with board through the board mailing list and other means -Revised format of monthly board report to more closely align with RAILS strategic plan -Kept board informed about RAILS programs/services via Service of the Month reports at all board meetings -Kept board informed about other issues of importance to RAILS and member libraries via board development reports at all meetings -Formed board advocacy committee to educate board members about issues affecting RAILS and libraries that may require advocacy efforts -Revamped new board member orientation process. Invited existing board members to attend orientation as a refresher. Received positive feedback from attendees. -Developed/rolled-out board portal with all of the information board members need to be effective in one place -Had several discussions at board meetings on how to bring more diversity to the RAILS Board. Focused more intensely on attracting more diversity to the RAILS Board during FY 2019 recruitment efforts. -Scheduled board meetings in different parts of the RAILS area so the board could learn about different areas of the system. Scheduled networking events in conjunction with these meetings as possible. -Supported board conference/meeting attendance as appropriate
Continue work on RAILS records retention	<ul style="list-style-type: none"> -Worked with the Illinois State Archives on refining the RAILS record retention plan -Continued consolidation of records so that the Burr Ridge service center is the primary site for records management -Continued regular review of records for possible disposal; submitted application for disposal and disposed of records after approval was received

Objectives	Activities/Accomplishments
Assist members in holding networking meetings at RAILS facilities and adding member events to L2 calendar	-Assisted members with adding their meetings to the L2 calendar via a form on RAILS website and consulting with them about the process -Assisted members with scheduling meetings at RAILS facilities as appropriate via a form on the RAILS website and consulting with them about the process
Provide required reports/applications to ISL and distribute ISL information to RAILS members	-Submitted FY 2019 Area and Per Capita grant application -Submitted FY 2018 system annual report -Publicized ISL news to RAILS members via <i>RAILS E-News</i> and other means, including information about Per Capita and Equalization Aid Grants, Live and Learn Construction Grants, School District Library Grants, the Illinois Public Library Annual Report (IPLAR) survey, the Try-It! Illinois annual database trial, and Secretary of State Adult Literacy Grants -Encouraged members to subscribe to the ISL e-news -Included ISL staff in quarterly RAILS member update presentations as appropriate, including a presentation on the 2020 Census and a presentation on ISL's Talking Book and Braille Service

2. General Resource Sharing

Maintaining/Strengthening Resource Sharing (including training/consulting)

Goal: Continue to promote, support, and expand resource sharing among RAILS/Illinois libraries and encourage all libraries to share materials as freely and widely as possible

Objectives	Activities/Accomplishments
Promote benefits of resource sharing to all RAILS members	-Drafted revised RAILS Resource Sharing Plan, which was reviewed and approved by the RAILS Resource Sharing Committee, the RAILS Board, and ISL -Rolled out and promoted revised resource sharing plan to members to ensure adherence with system and state resource sharing policies and to encourage resource sharing --Worked with the RAILS Resource Sharing Committee to educate system members about the importance of resource sharing -Promoted and strongly encouraged resource sharing via the <i>RAILS E-News</i> , at library conference programs and exhibit booths, at networking group meetings, at member visits, and via other member encounters
Consult with members and offer training on resource sharing	-Provided training on copyright, including a webinar on "librarian copyright superpowers" and a webinar on copyright for digital collections -Provided resource sharing information on the RAILS website -Assisted members with resource sharing issues and helped them meet requirements in the RAILS Resource Sharing Plan and administrative rules via one-on-one consulting and member visits

Objectives	Activities/Accomplishments
Continue to look for ways to enhance resource sharing statewide and beyond	<ul style="list-style-type: none"> -Collaborated with ISL, IHLS, AISLE, CARLI, IACRL, ILA, SLA-IL, and other organizations as detailed elsewhere in this document -Served on the program planning committee for the International Coalition of Library Consortia (ICOLC) and attended the spring meeting -Explored the Inter-System Sharing Initiative offered by Auto-Graphics as a possible alternative to OCLC WorldShare ILL for some out-of-state interlibrary loans
Implement Explore More Illinois program as a way for libraries to work with cultural/recreational organizations to make their resources available and discoverable to Illinois residents and for libraries to foster community engagement, partnerships, and cultural literacy	<ul style="list-style-type: none"> -Debuted Explore More Illinois cultural pass program on April 1, 2019 -Recruited libraries and cultural attractions to participate. As of June 30, 2019, 205 libraries and 21 attractions participated in the program -Publicized the program to RAILS libraries via the weekly <i>RAILS E-News</i>, member update sessions, and other member encounters -Developed printable bookmarks and sample press releases for both libraries and attractions to help them promote the program -Developed an e-newsletter to send to Explore More participants

3. Bibliographic Access

LLSAPs and Related Services

Goal: *Lead and work with Local Library System Automation Programs (LLSAPs), independent consortia, and standalone libraries to expand resource sharing of materials*

Objectives	Activities/Accomplishments
Support existing RAILS LLSAPs	<ul style="list-style-type: none"> -Implemented new one-year LLSAP contracts for FY 2019 -Supported existing LLSAPs as of July 2018 (PrairieCat, RSA, and SWAN) per new contract requirements. Provided a mix of financial and in-kind support. -Began implementing a new annual LLSAP support grant program to replace the current LLSAP contracts (changes to take effect in FY 2020) -Met with RSA Board in conjunction with their first strategic planning process. Participated in RSA strategic planning process. -Met with PrairieCat Administrative Council
Support RAILS independent consortia to further expand and encourage resource sharing within the system	<ul style="list-style-type: none"> -Offered “core services only” LLSAP support to independent RAILS consortia that met the necessary requirements. Support offered included: use of RAILS meeting rooms, support for communication and collaboration (including a conference calling account), and the opportunity for prospective new member libraries to apply for LLSAP membership grants. -Began providing core-services only support to three consortia after they successfully completed the application process to become RAILS LLSAPs: CCS, Pinnacle, and Rock River Library Consortium (RRLC). This

Objectives	Activities/Accomplishments
	<p>brought the total number of RAILS LLSAPs to six. Approximately 549 RAILS libraries (individual buildings) participated in one of these six LLSAPs at the end of FY 2019.</p> <ul style="list-style-type: none"> -Met with RRLC to discuss its application to be a RAILS LLSAP, as well as future plans and possible service enhancements -Scheduled/held third annual in-service day for consortial staff -Attended an Indian Trails Public Library District board meeting to discuss the benefits of resource sharing and consortial membership. Encouraged the board to join the CCS consortium, which they did. -Worked with the RAILS Consortia Committee throughout FY 2019 to recommend ways to improve/increase consortial resource sharing
<p>Promote benefits of joining an LLSAP or independent consortium and work with libraries to join existing consortia</p>	<ul style="list-style-type: none"> -Determined future direction for RAILS Catalog Membership grant program -Offered RAILS Catalog Membership grants to help fund startup costs for potential LLSAP members. Application deadlines for FY 2019 were October 17, 2018, and April 17, 2019. -Awarded grants to 14 libraries and PrairieCat (to add the eight Northern Illinois Cooperative libraries). FY 2019 awards totaled \$341,902.05. -Promoted the value of consortia membership to all types and sizes of RAILS libraries via RAILS communication tools and member encounters -Promoted Find More Illinois as an alternative for libraries that are unable to fully participate in resource sharing because of financial or other limitations, including as a possible alternative to OCLC
<p>Support continued development and implementation of Find More Illinois resource sharing overlay</p>	<ul style="list-style-type: none"> -Expanded the Find More Illinois (FMI) program beyond the pilot project. At the end of FY 2019, FMI included one academic library, 27 public libraries, four school libraries, and five libraries in the implementation process. -Held multiple in-person presentations across the RAILS area and a series of webinars to acquaint libraries with FMI -Provided continued training and support for participating libraries, including assisting libraries in promoting FMI to their communities -Published e-newsletter for FMI participants -Developed scaled membership fee structure to make participation as affordable as possible for libraries of all sizes and types -Developed a plan for lender-only participation in FMI to encourage libraries with large collections that would significantly enhance resource sharing to participate -Met with IHLS staff to demonstrate FMI and to discuss possible future statewide implementation -Upgraded the SHAREit software that powers FMI. RAILS was the first site to upgrade to the new version. Worked with Auto-Graphics to provide feedback. -Worked with Auto-Graphics, SWAN, and EBSCO on developing patron authentication via OpenAthens. SWAN requires OpenAthens rather than SIP2 for patron authentication.

Objectives	Activities/Accomplishments
	<p>-Worked with Auto-Graphics to revise the pricing schedule in the RAILS/Auto-Graphics contract. This enabled development of a revised annual membership fee structure, which the RAILS Board approved in late FY 2019 and which took effect on July 1, 2019.</p> <p>-Heavily publicized FMI to potential participants, including:</p> <ul style="list-style-type: none"> • Publishing articles in the <i>RAILS E-News</i> on a regular basis • Scheduling booth hours to promote FMI at AISLE and ILA conferences • Working with Auto-Graphics to host a FMI reception at the ILA conference • Launching an eight-week FMI scavenger hunt activity via RAILS' Facebook page • Developing a FMI rack card to distribute at library visits, conference exhibit booths, and other member encounters

Additional Bibliographic Access Services

Goal: *Improve discovery of library collections to improve resource sharing statewide by helping libraries to organize their collections so materials can be located, retrieved and accessed in a timely manner*

Objectives	Activities/Accomplishments
<p>Encourage and support high-quality, cost-effective cataloging for all types of RAILS libraries</p>	<p>-Hired RAILS Cataloging Services Coordinator to assess/implement the recommendations of the RAILS Cataloging Working Group, including developing an ongoing basic cataloging skills curriculum for library staff and other cataloging services</p> <p>-Began developing a curriculum of basic cataloging and classification skills training, to be offered on an ongoing basis beginning in FY 2020</p> <p>-Offered cataloging training, including sessions on FRBR (Functional Requirements of Bibliographic Records), RDA (Resource Description and Access), and WEMI (Work, Expression, Manifestation, Item); and cataloging non-traditional items</p> <p>-Publicized Cataloging Maintenance Center (CMC) services to RAILS members via regular articles in the <i>RAILS E-News</i>, email lists, and in-person encounters</p> <p>-Formed Exposing Consortial Holdings Working Group to develop an alternative to The MARC of Quality (TMQ) batchloading records to OCLC via grant funding from ISL. This service will not be available as of July 1, 2020. The working group began its work in May 2019 and will present recommendations to the RAILS Consortia Committee in October 2019.</p>

4. Consulting and Continuing Education (CE)

Goal: Continue to develop, implement and evaluate a CE/consulting program that meets the changing needs of RAILS member libraries and that leverages partnerships and expertise within RAILS and among other organizations and partners

Objectives	Activities/Accomplishments
Offer CE/consulting services to meet requirements of administrative rules and membership standards	-Offered consulting/CE on resource sharing, library advocacy, management and practice, and other core service areas as described below and in the General Resource Sharing section of this document -Provided regular advocacy alerts via <i>RAILS E-News</i> and tips on how library staff could take action as appropriate -Encouraged participation in ILA Legislative Meetups
Plan CE/consulting to address RAILS member needs	-Surveyed all FY 2019 RAILS CE attendees. Analyzed and used feedback to plan future events as appropriate. -Planned CE/consulting to address needs identified during RAILS' strategic planning process, including training on succession planning, performance feedback, employment laws and regulations, writing effective grant proposals, and marketing the library -Planned series of CE events to help members use data to tell their stories more effectively in response to feedback gathered during RAILS' strategic planning process and via the survey conducted in conjunction with RAILS' My Library Is... campaign (see above) -Promoted events available via the RAILS CE Archives page to help members fulfill the CE requirement for the FY 2019 Illinois Public Library Per Capita and Equalization Grant
Identify/monitor issues and trends affecting RAILS members and provide CE/consulting to help members respond to those issues	-Provided training to help libraries deal with social issues and to respond to developing trends, including workshops/webinars on: <ul style="list-style-type: none"> • Conducting a library facility security assessment • Opiate users in the library • Disability awareness • Mental health first aid • Managing ill or injured employees • Promoting fairness and belonging and uncovering unconscious bias and harassment/discrimination -Provided E-rate consulting support for public libraries -Began promoting the importance for libraries to get involved in getting out the count for the 2020 Census by: <ul style="list-style-type: none"> • Developing a Census 2020 page on the RAILS website to alert libraries to the latest census developments and other helpful resources, including training opportunities • Inviting ISL's representative with the Illinois Complete Count Commission and the commission's program administrator to speak at a RAILS member update session • Attending meetings about the 2020 Census in Springfield and via webinar and connecting with other organizations that will be part of the effort to get out the count • Working with the Illinois Complete Count Commission to distribute relevant information to libraries

Objectives	Activities/Accomplishments
	<ul style="list-style-type: none"> • Alerting libraries to potential census grant opportunities via the <i>RAILS E-News</i> <p>-Initiated efforts to help libraries comply with the new Illinois minimum wage, including:</p> <ul style="list-style-type: none"> • Featuring a discussion of the minimum wage increase at a RAILS member update and inviting ILA's Executive Director to participate in the discussion • Partnering with ILA to ensure libraries had the most current information on the increase, as well as potential strategies for implementing increases • Hosting a webinar by HR Source on compliance <p>-Produced a monthly <i>Sparks</i> podcast on issues and trends affecting libraries of all types</p>
Support leadership training for Illinois library staff	<p>-Helped plan/support/implement the third annual Directors University in partnership with ISL, IHLS, and ILA. A total of 51 new directors attended, 30 of them from RAILS libraries.</p> <p>-Helped plan/support/implement the second annual Elevate leadership program in partnership with ISL, IHLS, and ILA. Eighty-nine library staff members from around the state participated; 64 were from RAILS libraries. Ten RAILS staff members were involved in the event, either as participants, mentors, and/or planning committee members.</p> <p>-Presented group viewings of the American Library Association's (ALA) three-part "Library Director Bootcamp"</p> <p>-Developed training sessions of interest to library trustees, including sessions on library accessibility for trustees and tax levies</p> <p>-Consulted with RAILS member library boards and attended board meetings on an ongoing basis to assist with training, policy and bylaws issues, hiring a new library director, and to ensure compliance with system membership standards</p>
Provide CE/consulting to support digitization activities and Illinois Digital Public Library of America (DPLA) hub	<p>-Provided ongoing support for DPLA and the Illinois Digital Heritage Hub via:</p> <ul style="list-style-type: none"> • RAILS Executive Director serving on the Illinois Digital Heritage Hub Board and helping to plan the April 2019 DPLAfest conference in Chicago • RAILS Executive Director participating in the planning of a program for DPLAfest, "The Indie Tidal Wave," in collaboration with Soon to be Famous colleagues, Biblioboard, and Minitex • Publicizing the call for proposals for DPLAfest and encouraging attendance at the conference via articles in the <i>RAILS E-News</i> • Five RAILS staff members attending DPLAfest <p>-Promoted the 2018 Upper Midwest Digital Collections Conference, including the call for proposals and the conference program</p> <p>-Promoted RAILS libraries that received digital imaging grants from the Illinois Secretary of State</p>

Objectives	Activities/Accomplishments
Support other activities to bring CE to all types of RAILS libraries and all areas of RAILS	<ul style="list-style-type: none"> -Used remote meeting tools, including GoToMeeting, Zoom, RAILS Live video streaming, and videoconferencing to give members a number of options for attending RAILS CE events -Offered CE grants to individual RAILS libraries, consortia, and networking groups to encourage them to offer CE of interest to other RAILS members. Eleven grants totaling \$25,949 were awarded. -Expanded number of RAILS training events targeting school librarians and eligible for Professional Development hours. A total of five events were offered that qualified for a total of 14 professional development hours. -Offered members access to live and archived webinars through People-Connect Institute (PCI) webinars. Topics included library services, leadership and management, skills development, and technology. -Regularly utilized the <i>RAILS E-News</i> to publicize CE offered by library schools, library-related organizations and associations, and other groups offering training of possible interest to RAILS members
Form partnerships to bring CE/consulting to libraries throughout the RAILS area and beyond	<ul style="list-style-type: none"> -Continued partnership with HR Source (formerly Management Association) to provide CE and discounted membership for RAILS members -Continued partnership with Ancel Glink to offer statewide FOIA/OMA hotline -Continued partnership with United for Libraries to provide statewide trustee training -Continued sharing RAILS-initiated CE and consulting services with IHLS and CPLS as possible -Continued to serve as a sponsor for library-related conferences as possible. RAILS sponsored the following conferences in FY 2019: ARSL, HSLI, ILA, AISLE, Illinois Youth Services Institute, Reaching Forward, and ICOLC.

5. Delivery

Goal: Continue to provide the highest quality delivery service possible to all RAILS member libraries via a number of different delivery methods and based on need

Objectives	Activities/Accomplishments
Provide high-quality delivery service to RAILS members based on need and volume	<ul style="list-style-type: none"> -Worked with members and staff to select the most appropriate delivery method (RAILS vehicle, U.S. Postal Service, and/or courier service) to meet their individual needs -Publicized available delivery services to all RAILS members -Acquired new delivery vehicles to replace aging vehicles
Outsource delivery to improve efficiency and fiscal accountability	<ul style="list-style-type: none"> -Continued contract with Continental Transportation to provide delivery service for members in Burr Ridge and Wheeling service areas -Continued contract with Comet Messenger Service to provide delivery service for RAILS libraries in Chicago as appropriate

Objectives	Activities/Accomplishments
Offer consulting/CE on delivery standards/procedures	<ul style="list-style-type: none"> -Developed a series of short instructional videos for front-line staff at system libraries who are responsible for preparing materials for delivery and other interlibrary loan functions. Made videos available via RAILS website and promoted them widely. -Consulted with members on a one-to-one basis and via the delivery ticketing system

Goal: Work with ISL and IHLS to continue to implement recommendations from Illinois State Library Delivery Advisory Committee

Objectives	Activities/Accomplishments
Create new community delivery partnerships (CDPs) where appropriate	<ul style="list-style-type: none"> -Identified potential CDP candidates -Contacted libraries to discuss CDP options -Initiated/achieved formal agreement with libraries
Ensure RAILS member participation in quarterly delivery fine counts	<ul style="list-style-type: none"> -Publicized need for all members to participate in fine counts via <i>RAILS E-News</i> and messages to RAILS delivery route email strings -Consulted with libraries on an individual basis as needed -Examined fine count data to determine potential changes to existing delivery routes -In response to member requests to be able to report fine count statistics online, continued to expand the pilot program for libraries to report statistics via L2. Gradually introduced automated program to all delivery service areas. Though we anticipated that the online form would be easier for libraries to complete, some had challenges completing it and some FY 2019 fine count numbers were skewed as a result.
Use statewide delivery ticketing system	<ul style="list-style-type: none"> -Continued to promote use of the ticketing system to RAILS members via delivery route lists, other RAILS communication tools, and in-person member encounters
Ensure one delivery point per library agency	<ul style="list-style-type: none"> -Ensured that libraries are aware of their delivery pick-up point, especially school libraries -Asked ISL to help us determine how to best serve Chicago Public Schools (CPS). CPS has over 600 schools that would have to share one delivery point. This is still an open issue that needs discussion with ISL.

Goal: Collaborate with ISL, IHLS, CARLI, and other stakeholders to investigate changes to current delivery structure in Illinois to make better use of state financial resources and achieve other efficiencies

Objectives	Activities/Accomplishments
Provide statewide delivery service through ILDS	<ul style="list-style-type: none"> -Continued to work with CARLI and IHLS to resolve issues related to statewide delivery and to explore future service improvements -Prepared for FY 2020 ILDS contract renewal and worked with ISL and CARLI on FY 2020 contract changes
Explore more efficient model to provide delivery service	<ul style="list-style-type: none"> -Continued working with LASA on a complete analysis of delivery routes and hub locations in Illinois and potential changes to improve efficiency and lower costs

Objectives	Activities/Accomplishments
	<ul style="list-style-type: none"> -Met with ISL, IHLS, CARLI, and LASA to discuss LASA's analysis and potential next steps -Invited LASA to a RAILS Board meeting to present their findings -Investigated possibility of automating internal daily delivery paperwork by capturing information electronically with tablets or other devices. Determined that this work will require an in-house software developer; this position is budgeted for FY 2020 and in the process of being filled.
Investigate multistate delivery arrangements with Missouri, Iowa, Wisconsin, and Indiana	<ul style="list-style-type: none"> -Wisconsin and Illinois delivery services were discussed at the annual meeting of RAILS and WiLS (Wisconsin Library Services) staff -Although interstate delivery arrangements are still of interest, work with LASA, IHLS, and ISL on intrastate delivery was of higher priority in FY 2019.

Goal: *Ensure accurate delivery data, including data on delivery routes and locations*

Objectives	Activities/Accomplishments
Monitor L2 delivery data	<ul style="list-style-type: none"> -Performed annual "L2 data scrub" to ensure that L2 delivery data remained current -Updated delivery data in L2 as changes were made

6. Reciprocal Access, Reciprocal Borrowing, Interlibrary Loan (ILL), and Nonresident Services

Goal: *Ensure that all RAILS members are familiar with and follow administrative rules and other statutes/policies regarding reciprocal access, reciprocal borrowing, interlibrary loan, and nonresident services*

Objectives	Activities/Accomplishments
Provide training and consulting on reciprocal access, reciprocal borrowing, ILL, and nonresident services	<ul style="list-style-type: none"> -Promoted and consulted with members on revised RAILS Resource Sharing Plan as described above -Conducted one-on-one consulting with members on relevant issues -Provided resource sharing training as described above -Provided instructional information and resources on the RAILS website, including training videos -Promoted intergovernmental agreement (IGA) template and other information available on the RAILS website to library boards and others interested in entering into an IGA
Gather and publicize nonresident information as required by administrative rules	<ul style="list-style-type: none"> -Publicized legal requirement for all RAILS public libraries to update their nonresident card participation and fee information in L2. Worked with libraries to ensure we received the required information. -Publicized nonresident card participation/fee information on RAILS website

Goal: *Support access to information for all Illinois residents and the role of libraries in providing information*

Objectives	Activities/Accomplishments
Continue to work on RAILS plan for serving the unserved	<ul style="list-style-type: none"> -Worked with Imagination, a Chicago marketing firm, on a pro bono pilot project to produce a video designed to expand service to the unserved in the Elgin area. The video is available in different lengths and in two languages, English and Spanish. The video was also utilized in RAILS' My Library Is... campaign as detailed above. -Formed RAILS Universal Service Committee, including representatives from the RAILS Board and member libraries -Contacted real estate professionals re adding information to the Multiple Listing Service that would provide home buyers with advance information about whether specific houses are part of a library taxing district -Asked the Ancel Glink law firm to provide information on amending the Library District Act to enable non-district libraries to merge into a district and to add unserved areas to the district. Worked on additions/changes to the Library District Law in conjunction with ILA and the Public Policy Committee. -Invited representatives from two RAILS community colleges to attend a RAILS Resource Sharing Committee to discuss community college services to reciprocal borrowers and the unserved -Asked community colleges in the RAILS area to complete a survey about services to persons without public library service; discussed results at a Resource Sharing Committee meeting
Work with ISL, IHLS, ILA, and other key stakeholders to address issues related to unserved and underserved Illinois residents	<ul style="list-style-type: none"> -Continued to participate in discussions with ISL and IHLS about issues related to the unserved/underserved in Illinois -Had conference call with ISL and IHLS to discuss the potential impact of unserved residents using libraries to complete the 2020 census and how to remove possible barriers
Identify virtual solutions to unserved/underserved issue	<ul style="list-style-type: none"> -Promoted BiblioBoard platform to deliver e-content to anyone in Illinois via a geolocation option via a number of communication channels

7. Other Resource Sharing Services

E-Resources/Self-Publishing

Goal: *Expand access to e-books and e-book projects to strengthen individual libraries and help communicate the value of libraries*

Objectives	Activities/Accomplishments
Continue to grow and develop eRead Illinois	<ul style="list-style-type: none"> -Hired E-Content Specialist to work with libraries using BiblioBoard and the Axis 360 platform of eRead Illinois to increase the circulation/use of these collections, train libraries and Illinois residents on the use of e-content, develop new ways for libraries to market the collections to their communities, and perform data-driven collection development -Developed/grew Axis 360 collection to meet user needs

Objectives	Activities/Accomplishments
	<ul style="list-style-type: none"> -Recruited RAILS libraries and IHLS non-SHARE libraries to join Axis 360 program. Eleven new libraries joined eRead in FY 2019 – eight school libraries and three public libraries. -Supported the marketing and training needs of participating libraries, including traveling to individual libraries to provide training. Presented 10 training sessions in FY 2019. -Relaunched eRead Illinois Axis 360 e-newsletter to provide updates, support tips, and other helpful information -Hosted “What’s New with eRead Illinois Axis 360?” webinar with Baker & Taylor (B&T) -With the help of RAILS IT staff, made several improvements to eRead renewal process to make it less cumbersome. -Launched B&T’s redesign of the Axis 360 website. The site is now mobile-responsive and can be viewed on any size screen. Received both positive and negative feedback from eRead members. Worked with B&T to respond to feedback and resolve issues. Met with the B&T team at ALA Midwinter to discuss additional improvements to the site and the app. -Made major push for B&T to improve the Axis 360 app and the overall user experience. Met with B&T team to discuss the issue at June 2019 ALA conference. This led to B&T hiring a new company to develop a redesigned Axis 360 app which will launch in FY 2020. -Changed eRead Illinois Axis 360 item loan period from 21 to 14 days and the hold pick up period from three to two days to maintain a low holds ratio, to allow patrons to get holds faster, and to maximize use of collection development funds -Promoted eRead Illinois to all types of libraries via a variety of communication tools and member encounters, including <i>RAILS E-News</i> articles, member visits, conference exhibit booths, and giving presentations at library-related events -Promoted the availability of scoping for school libraries
Continue to grow and enhance BiblioLabs partnership	<ul style="list-style-type: none"> -Hired RAILS E-Content Specialist as described above -Continued to partner with BiblioLabs and provided support for available offerings on the BiblioBoard platform -Promoted BiblioBoard offerings to all types of RAILS libraries via a variety of communication tools and member encounters, including weekly articles in the <i>RAILS E-News</i>, member visits, conference exhibit booths, and giving presentations at library-related events -Posted five boosted ads on Facebook to highlight RAILS’ BiblioBoard offerings -Promoted BiblioBoard offerings for specific types of libraries, including the Recovering the Classics collection and other resources for schools, and open educational resources (OERs) for academic libraries -Purchased additional BiblioBoard content for school libraries based on feedback received at the AISLE conference

Objectives	Activities/Accomplishments
	<ul style="list-style-type: none"> -Presented session at Chicago Public Schools staff in-service day on BiblioBoard resources -Met with the president of BiblioLabs to discuss improving access to BiblioBoard’s OER offerings to make them more visible
<p>Work on pilot project to test single sign-on consortial access for libraries subscribing to multiple e-book platforms</p>	<ul style="list-style-type: none"> -Continued to partner with Massachusetts Library System, New York Public Library, and Minitex on the Institute of Museum and Library Services (IMLS) SimplyE for Consortia grant project -Recruited the Pinnacle consortium as a beta-tester -Publicized the project to RAILS members and connected potential standalone library beta-testers with Minitex to find out more -Discussed the SimplyE project at a RAILS member update session, including a presentation from a Pinnacle staff member on their participation as a beta-tester; at Resource Sharing Committee meetings; and at Consortia Committee meetings
<p>Educate publishers on need for better e-book access and pricing for libraries and consortia</p>	<ul style="list-style-type: none"> -Provided continued leadership to ALA/American Association of Specialized and Cooperative Library Agencies interest group on consortial e-book platforms -Continued follow-up work on national E-Book Summit, including writing a report on the summit and working with ALA on next steps -RAILS Executive Director helped draft the “Resolution on E-Book Pricing for Libraries,” which calls for ALA to create a joint working group to address library concerns with publishers and content providers. The resolution also calls for the development of a public awareness campaign to provide accurate information to publishers on the value of libraries purchasing books. -Presented a session at Reaching Forward South on current and emerging issues surrounding e-content in libraries, including publisher e-book embargoes, controlled digital lending, e-content circulation trends, and more
<p>Participate in projects/partnerships to further self-publishing efforts</p>	<ul style="list-style-type: none"> -Promoted independent author offerings available through BiblioBoard, including the Indie Illinois anthology with books for all ages and Library Journal SELF-e Select, with fiction by independently published authors, selected by Library Journal -Continued offering group purchase pricing on BiblioBoard products for self-published authors -Continued participation in the Soon to Be Famous Illinois Author Project and the nationwide Indie Author Project. Helped develop STBF Manuscript Project, which offers winners professional editing and cover design. - Produced/promoted <i>Sparks</i> podcast on self-publishing, including interview with 2018 STBF winner and STBF committee member
<p>Work on other initiatives to improve and expand access to e-books</p>	<ul style="list-style-type: none"> -Met with the MyMediaMall/OverDrive consortium (name changed to Electronic Content Consortium) to discuss the possibility of RAILS providing infrastructure support. RAILS took over the billing for the consortium and helped them establish an email list.

Objectives	Activities/Accomplishments
	-Continued to participate in Flexible API Standard for Econtent NISO (FASTEN), a working group of the National Information Standards Organization

Discounts/Group Offers

Goal: Provide economies of scale for collaborative purchasing initiatives to help scarce member library dollars stretch as far as possible and to increase resource sharing

Objectives	Activities/Accomplishments
Continue to offer discounts and group purchases for products/services of value to RAILS members	<p>-In addition to offering an ongoing core group of discounts and group purchases, initiated offers for:</p> <ul style="list-style-type: none"> • Backstage Library Works discount on digitization, microfilming, authority control, cataloging, and related services • Public Web Browser (PWB) license renewal – allowing libraries to lock down web browsers and customize work stations • HF Group AcmeBinding savings through RAILS’ new bindery pickup program • Discount on the documentary <i>The Long Shadow</i> and associated services from the Together is Better Alliance • Quill for office supplies <p>-RAILS’ contract with Auto-Graphics for SHAREit (the software supporting Find More Illinois) includes discounted pricing for libraries for VERSO (an integrated library system) and MONTAGEdc (a digital collection management solution)</p> <p>-Promoted Internet Librarian Conference Group discount available through ISL</p> <p>-Gathered library feedback on interest in a group purchase/discount on movie licensing; this is being investigated for FY 2020</p>

Adult Education

Goal: Provide more opportunities for libraries to support the adult education needs of their customers

Objectives	Activities/Accomplishments
Help libraries support adult education for improved community literacy and workforce development	<p>-Continued providing scholarships to RAILS libraries to offer online high school diplomas to their communities through Gale Career Online High School (COHS) group purchase offer</p> <p>-Continued supporting the required COHS assessment platform, thus saving RAILS libraries money</p> <p>-Continued partnership with iPathways to provide instructional resources to successfully complete a high school equivalency exam</p>

Other Resource Sharing Activities

Goal: *Build cooperative relationships with partners and other stakeholders to expand resource sharing efforts throughout Illinois*

Objectives	Planned Activities
Continue sharing resource sharing projects and partnerships with IHLS and CPLS as possible	<ul style="list-style-type: none"> -Continued sharing partnerships and services described elsewhere in this document, including providing BiblioBoard access to anyone in the state of Illinois; offering eRead Illinois to non-SHARE IHLS members; providing statewide trustee training; providing the statewide FOIA/OMA hotline; managing/providing technical support for the statewide delivery ticketing system; managing/providing technical support for L2, including hosting/maintaining the L2 statewide continuing education calendar; and making the MyLibraryIs... website available to all Illinois libraries -Invited IHLS to participate in resource sharing projects and partnerships, including Find More Illinois and efforts to revise system membership standards, and to serve on relevant RAILS committees, including the Resource Sharing and Consortia committees
Collaborate on cooperative projects	<ul style="list-style-type: none"> -Collaborated with IHLS on contract to provide statewide delivery service through ILDS as specified above -Met with ISL and IHLS staff to discuss a variety of potential cooperative efforts, including statewide database access, delivery, and continuing education -Partnered with ILA on advocacy efforts and other initiatives of importance to system member libraries as described elsewhere in this document. Participated in ILA strategic planning focus groups. Met with ILA Executive Director to coordinate RAILS strategic initiatives with ILA's new strategic plan to avoid duplication of effort. Met with ILA Marketing Group to discuss ways we could work together to avoid duplication of efforts through the MyLibraryIs... campaign. -Met with WILS (formally Wisconsin Library Services) staff to share ideas for serving our members more effectively -Collaborated with partners on Directors University and Elevate statewide leadership program as described above -Discussed with CARLI Senior Director how RAILS and CARLI might collaborate to offer more OERs to Illinois academic libraries