

FY2008 Annual Report

1.1 Significant Accomplishments

Administration/Fiscal Responsibilities IMPACT– the financial ability to provide services to member libraries

The System continued to meet its duty to assume a general leadership role that covers all aspects of library development.¹ Monthly financials were reviewed by the Board Treasurer and checks were signed by both the Board Treasurer (or other authorized Board member in the absence of the Board Treasurer) and the Executive Director. Financial obligations were approved by the legally established Board of Directors, which is responsible for all aspects of the System.

The budgeted deficit in the General Fund was decreased from \$243,711 in FY2007 to \$180,673 in FY2008, a difference of \$63,038.

Staffing/Personnel Development IMPACT– the physical and intellectual ability to provide services to member libraries

This was a tumultuous year for staffing. The Technology Manager that was hired after previous retirements, left in January. After evaluating how to address the evolving needs of member libraries, it was determined to once again re-organize. The GateNet Database Coordinator position was merged with half of the Technology Manager position. The Internet Applications Developer position was merged with the other half of the Technology Manager position. These mergers resulted in the creation of two new positions: the GateNet Manager position (fully funded by the GateNet member libraries) and the Technology Development Manager position (funded by the Area and Per Capita Grant).

A part time Marketing Consultant was hired at the beginning of the fiscal year. This position is meant to promote System services as well as to guide and provide educational events for System members.

Cataloging staff were moved to the first floor with the rest of the staff. Staff work spaces were reconfigured, thereby increasing opportunities for staff collaboration and streamlined communication.

For the first time in many years, the System met Standard G.2.2 outlining the minimum number of consulting staff required. LCLS has 134 member libraries, which then requires 4 full time equivalent (FTE) consultants, excluding the executive director. The Area and Per Capita Grant receipts covered 4.5 FTE consultants: the full-time Consultant Manager, the full-time Business Manager and Workforce Development Consultant, the part-time Marketing Consultant, the part-time Youth Services and Advocacy Consultant, the Technology Development Manager, and the part-time Information Resources Consultant.

Core Service Standards IMPACT– the philosophical ability to provide member services, as well as expectations for member services

Through several surveys, all System members had opportunities for input into or comment on planning and evaluation activities (D.4.1). These surveys included:

¹ Standards for the Services of Illinois Multitype Library Systems, Section D: General Administrative Standards

- ♦ Automation/Technology (GateNet Assessment) (E)
- ♦ Automation/Technology (Email Addresses) (E)
- ♦ Bibliographic Access (Catalogers) (F)
- ♦ Continuing Education (H.1.3)
- ♦ Electronic Resources (EBSCO/Gale) (E)

Automation/Technology (E) and Bibliographic Access (F):

The GateNet membership (58 of the 134 LCLS member libraries) developed and adopted new Bylaws and a Memorandum of Understanding. These documents outline the responsibilities and authorities of both GateNet members and GateNet funded staff and relationships between GateNet members and LCLS. Also new in FY2008 was the hosting of a proxy server at the LCLS building; this proxy server allows GateNet member libraries to authenticate their patrons for access to electronic databases to which those member libraries subscribe.

Consulting (G) and Continuing Education (H):

With the hiring of the Marketing Consultant, the System advanced both the answering of member questions regarding issues of marketing as well as the offering of new classes on the same topic. All consultants met their contact hours requirements (G.2.3) attending workshops, seminars, classes, etc. They also all spent at least five days, paid by the Area and Per Capita Grant receipts, at regional, state, or national professional meetings (G.2.4). No-one attended any international events.

System staff actively participated in the development of and prepared for the switch to the new statewide electronic continuing education calendaring database, known as L2. The CLeO database that was used throughout FY2008 and L2 both allow the System to maintain a continuing education calendar (H.1.2).

Delivery (I), Interlibrary Loan (J), and Reciprocal Access (K):

LCLS re-aligned with the other regional multitype Library Systems by cutting Saturday, Branch, and Holiday delivery while maintaining a minimum of twice weekly direct delivery to those member libraries that need and request such delivery (I.1.4).

While no longer providing direct interlibrary loan for member libraries, since it was no longer needed, the System continued to work with member libraries to improve local interlibrary loan service (J.1.2) by facilitating the participation of LCLS member libraries that do not participate in the GateNet consortia to be Associate members of that consortia.

The System continued to facilitate reciprocal borrowing for member libraries.

Reference (L)

While no longer providing “back-up” reference for member libraries, the System answered questions from the general public, and other interested parties, regarding library issues and topics. The general public was directed to member libraries on a daily basis. The System did not received any requests for “back-up” reference or any reference questions that would point to the need for “back-up” reference. System staff answered member library questions regarding library laws, management of libraries, HR, collection development, etc.

1.2 Challenges the System Faced

Probably the biggest overall challenge is the amount of work that remains to be done and the amount of resources (time, staff, and money) needed to be most effective and efficient in meeting System Standards. LCLS Area and Per Capita funding from the Office of the Illinois Secretary of State has been appropriated at \$1,082,923 annually since July 1, 2004, resulting in ever decreasing purchasing power (prior to that time the LCLS appropriation was approximately \$1,283,000). Unless this trend is reversed, or Systems find a means to bill members for more services, or earn income, Library System services will continue to constrict.

Throughout the last seven months of the fiscal year (December through June), the System experienced three different accountants. When the regular LCLS accountant resigned we employed a temporary accountant. There was a space of time without an official accountant before another permanent accountant was hired and then also left the System. Eventually, at the end of the fiscal year (and just in time for the annual audit) the accountant that had left in December was re-hired. The changes in staffing in this critical area resulted in our requesting, and receiving approval for, an extension on the submission of the official, Board accepted FY2008 Audit. The extension allows for corrections to be made in the assigning of fund accounts for payments so that LCLS receipts can remain transparent. The FY2008 Audit will be submitted by the end of October 2008.

Another challenge has been to continue to address those System Standards that remain relevant while maintaining a *commitment to quality and a readiness to pursue new avenues of development*.² It all comes back to the money; without increasing revenue we have been unable to consider those new avenues. Because of our budgetary constraints we did not do several things that would advance our ability to serve the LCLS member libraries. Our list includes:

- Reduced the offerings of advanced cataloging classes on specific formats
- Purchased fewer materials for the LCLS collection which focuses on how to run/administer/manage libraries of all types
- Dropped institutional membership with the American Library Association
- Continued to not have fully accessible doors for those members with physical challenges
- Limited interior construction for reconfiguration of office/work space
- Reduced yard and facilities maintenance
- Required staff to utilize fourteen-year-old task chairs, without repairs
- Declined to purchase any new vehicles, whether for courier or consulting services
- Increased the vehicle replacement schedule to 300,000 miles
- Cut courier services positions and moved to a completely part time driving staff
- Made very limited member visits
- Decreased delivery to member libraries by cutting Saturday, Branch, and Holiday delivery routes

² Standards for the Services of Illinois Multitype Library Systems, Section D: General Administrative Standards

1.3 Description of Inter-System Cooperative Programs and Services

Inter-system cooperation is such a part of what we do on a daily basis that it takes real effort to extrapolate those programs and services to highlight them separately. Working cooperatively and collaboratively with other Systems, agencies, and organizations is how we do business. By working in this manner we are able to benefit our membership by bringing experts and information to our area as needed. We are also able to oftentimes lower individual costs by incorporating economies of scale. A few of the cooperative programs and services that LCLS participated in are:

- WebJunction Illinois--an Illinois State Library project to develop a statewide Web site specifically for Illinois Librarians
- Illinois Library Association—staff seat on the ILA Executive Board and representative to the American Library Association Council, as well as participation on additional ILA committees
- Plinkit--a Rolling Prairie cooperative project to deliver the ability to easily create and update library Web sites to Illinois libraries
- WorldCat Local--a Lincoln Trail Libraries System cooperative project to investigate the feasibility of utilizing OCLC's World Cat Discovery project for Illinois libraries
- Library Partnership Trust--a North Suburban Library System cooperative project to negotiate best pricing structures for Illinois libraries from electronic resources vendors
- We entered into an intergovernmental agreement with the North Suburban Library System for their electronic newsletter technology
- We have continued to share staff expertise throughout the state with and from the regional multitype Library Systems
- We participated in visiting and understanding the various strengths of the four southernmost Systems (Lincoln Trail, Lewis & Clark, Rolling Prairie, and Shawnee Library Systems)
- We have continued to participate in a variety of regional and statewide groups and committees
- Cataloging Maintenance Center--LCLS is one of three sites in the state that provides quality cataloging services
- The Abraham Lincoln Presidential Library and Museum LSTA grant: *Lincoln's Legacy in Illinois Kits* – coordinated the distribution of sets of kits to public and academic libraries throughout the state – including the Chicago Public Library and the Illinois State Library

All of the above projects expand the tools, knowledge, skills, and abilities of member libraries staffs to provide quality library services to their communities.

We welcome and anticipate future collaborative projects that are beneficial for Illinois libraries. LCLS has continued working on expanding the Putting Illinois on the Map project to the entire state and widely marketing the capabilities and availability of the project Web site (illinoismap.info) to the greater library community.

1.4 Chart of Significant Changes in System Services, Internal Operations, or Budget Lines

This section to follow upon the completion and LCLS Board of Directors acceptance of the official LCLS Audit. We received approval for the LCLS Annual Audit submission to the Illinois State Library to be extended to October 31, 2008 (email communication between Anne Craig and Tina Hubert, dated August 28, 2008).