



# ANNUAL REPORT

July 1, 2018 – June 30, 2019

## OVERVIEW

In Fiscal Year 2018-2019, we focused on adjusting to our new normal as Polaris libraries, including working with Innovative Interfaces to resolve intermittent performance issues. Morton Grove Public Library began circulating with CCS, and Indian Trails Public Library District was approved as a new member.

CCS governance was another area of focus, with committees working to update the membership fee structure, revised and extend the strategic plan, and evaluate our governance structure.

In Fiscal Year 2019-2020, we will wrap up several projects and take on an evaluation of centralized cataloging, focus on staff development, and clarify and document our membership strategy and application process.

## NEW MEMBERS

### Morton Grove Public Library

July 2018-January 2019

Morton Grove began circulating on the CCS database in January 2019 after a successful migration led by CCS Member Services Manager Debra Wischmeyer. As the first addition to CCS since 2011, the Morton Grove project was a key opportunity to clarify procedures and documentation for onboarding. This work will continue with the FY 19-20 project to clarify membership criteria and applications.

Most Morton Grove staff were trained directly by CCS over 6 sessions with 50 attendees. Morton Grove project leaders Helga Scherer and Jeff Ray led additional internal training.

## Indian Trails Public Library District

January 2019-June 2019

Indian Trails Public Library District membership was approved by Governing Board in January 2019.

Work in FY 18-19 included profiling and mapping, which set the stage for training to begin in FY 19-20.

Go live is planned for October 2019. Member Services Manager Debra Wischmeyer is leading the project for CCS, with Matt Teske taking the lead at Indian Trails.

## STRATEGIC PLAN PROGRESS

The [strategic plan](#) guides our work at CCS.

Initiative A: Define, Increase, and Demonstrate Value of CCS

Initiative B: Formalize CCS Posture

Initiative C: Increase Shared Learning

Initiative D: Make the Data Useful

Initiative E: Answer the “What’s Out There?” Question

Initiative F: Consider Structure Organization

Initiative G: Developed a Clear Digital Content Strategy

### INCREASED VALUE

20 of 25 members see reduced fees

\$6360 average savings

\$1830 average increase

## Define, Increase, and

## Demonstrate the Value of CCS

### UPDATE MEMBER FEE STRUCTURE

July 2018-November 2018

*Goal A1: Trust*

Between July and September 2018, the Budget and Finance Committee analyzed various scenarios for CCS member fees. The group wanted to develop a fee structure that is:

- Easy for current and potential members to understand
- Sustainable and scalable
- Relatively stable year-to-year for libraries

The recommendation, which was approved by Governing Board, was to use property tax income, less long-term capital debt, to calculate 25% of member fees. The remaining 75% of necessary revenue will be divided equally among members.

## ENGAGE RAILS SUPPORT

November 2018

*Goal A1: Trust*

Governing Board agreed to become a RAILS LLSAP, making CCS eligible for financial support in Fiscal Year 2018-2019. Potential members can also apply for RAILS grants to offset migration costs.

## ESTABLISH A PATRON EXPERIENCE NORTH STAR

February 2019-July 2019

*Goal A2: North Star*

Developed a User Experience Specialist role to focus on gathering direct patron input on PowerPAC, notices, and other patron-facing tools. Kathleen Weiss was hired in June 2019 with a July start date.

## MONITOR AND REGULARLY REPORT ON SYSTEM PERFORMANCE

July 2018-June 2019

*Goal A1: Trust*

Due to changes in system performance reporting, the revised strategic plan defined: “Monitor and regularly report on system performance to hold Polaris to a high standard” as a goal, rather than striving for 99.999% up time.

In May 2019, Executive Director Rebecca Malinowski and President-Elect Kate Hall attended Innovative Director Link to meet with Innovative Interfaces leadership about the ongoing performance issues CCS experienced. Leadership committed to resolving ongoing econtent issues and completing load testing prior to adding new libraries. Polaris version 6.3, expected June 2019, will include an update to resolve econtent processing for CCS.

## Increase Shared Learning

### NEW MANAGER ORIENTATIONS

July 2018-June 2019

*Goal C3: Onboarding & Training*

### ORIENTATIONS

Circulation 8

IT/Operations 2

Reference 1

Planned rebates of \$6396 or \$8248 as a result of RAILS support

Previously focused on technical services and circulation managers, CCS New Manager Orientations have been expanded to any newly hired or promoted manager in CCS. These one-on-one orientations cover CCS membership benefits, member responsibilities, relevant policies and procedures, and committee information in addition to an overview of Polaris.

## TRAINING

15 topics

57 sessions

481 attendees

## TRAINING HIGHLIGHTS

July 2018-June 2019

### *Goal C3: Onboarding & Training*

In the past year, CCS has offered introductory and advanced Polaris training, as well as MARCedit, SQL, and Running Effective Meetings trainings at the CCS office.

Most libraries also took advantage of customized group training on-site at libraries. On-site training is an opportunity for intra- or cross-departmental discussion and collaboration. Libraries have used these trainings as opportunities to refine workflows and update practices.

All libraries took part in at least one on-site or in-office training session in FY 18-19.

## Make the Data Useful

### WEB REPORTS 2.0

July 2018-August 2018

#### *Goal D1: Develop a framework around reporting*

Web Reports was redesigned with a more user-friendly layout, including more clearly accessible archives and brief descriptions for each report. The new design retains the Favorite Reports feature from the previous version and adds report categories for better navigation.

New reports are added regularly based on library requests, and key reports have detailed documentation available on the learning portal at <https://www.learning.ccslib.org/reports>.

## Consider Structural Reorganization

### GOVERNANCE EVALUATION

March 2019-June 2019

#### *Goal F1: Develop more efficient governance*

The CCS Long Range Planning Committee selected Library Strategies to help CCS evaluate board governance structures, the effectiveness of CCS's current structure, and options moving forward. On June 12, CCS held a governance retreat to create a forum for discussion on the goals of CCS governance, values of members, and opportunities for improvement. The Long Range Planning committee will continue to work towards specific recommendations for Governing Board in Fiscal Year 19-20.

## Develop a Clear eContent Strategy

### ECONTENT TASK FORCE

May 2019-June 2019

*Goal G1: Determine whether it is advantageous to centralize econtent*

The eContent Task Force met in May 2019 to review its charge and outline a plan of action. The group's first goal is to determine if CCS should pursue centralized patron authentication, and if so, which tool to offer. Their work will continue in Fiscal Year 19-20.

# PERSONNEL UPDATES

## New CCS Staff

Kathleen Weiss starts as User Experience Specialist, July 2019

## Professional Development Highlights

October 2018

Illinois Library Association Elevate Preconference – Rebecca Malinowski

November 2018

RAILS Consortia Day: Mieke Fujiura-Landers, Rebecca Malinowski, Kathy Schmidt, Debra Wischmeyer

LITA Library Technology Forum: Mieke Fujiura-Landers

March 2019

Computers in Libraries: Debra Wischmeyer

May 2019

Innovative Users Group: Bob Barth, Mieke Fujiura-Landers, Debra Wischmeyer

Director Link for Public Libraries: Rebecca Malinowski

June 2019

Wisconsin Illinois Innovative Users Group: Bob Barth, Virginia Seward

Electronic Resources and Libraries Online – CCS staff

## Library Leadership Changes

Su Reynders resigned from Lincolnwood, May 2019

Jenn Hunt starts as Acting Director at Lincolnwood, May 2019

Holly Sorensen retired from Des Plaines, June 2019

Roxane Bennett retired from Fox River Valley, June 2019

Lauren Rosenthal starts as Director of Fox River Valley, June 2019

Jo Bonell starts as Executive Director of Des Plaines Public Library, July 2019

# STATISTICS

## SHARED CCS DATABASE

	Fiscal Year 2018-2019	Fiscal Year 2017-2018	Fiscal Year 2016-2017	Percent Change 17-18 to 18-19
MARC Records	1,258,532	1,233,943	1,157,282	2%
Physical Records	1,056,195			
eContent Records	189,582	142,091		33%
Authority Records	919,499	919,806	898,821	0%
Item Records	6,472,330	6,096,600	5,531,801	6%
Physical Records	4,607,682			
eContent Records	1,864,648			
User Records	541,578	475,220	595,927	14%
Total Checkouts & Renewals	13,940,134	12,768,269	13,239,418	9%
ILL and RB				
Local Transactions	10,765,999	10,335,765		4%
Intra-CCS Reciprocal Borrowing	910,546	816,492		12%
Other Reciprocal Borrowing	1,095,442	885,273		24%
Intra-CCS ILL	1,113,363	678,633	706,731	64%
Other CCS Sent ILL	54,784	52,106	53,361	5%
Renewals				
Checkouts	8,218,082			
Renewals	5,722,031			
Staff or Patron-Initiated	424,961			
Automatic	5,297,070			
Holds Placed	1,407,971	1,584,585	1,681,156	-11%

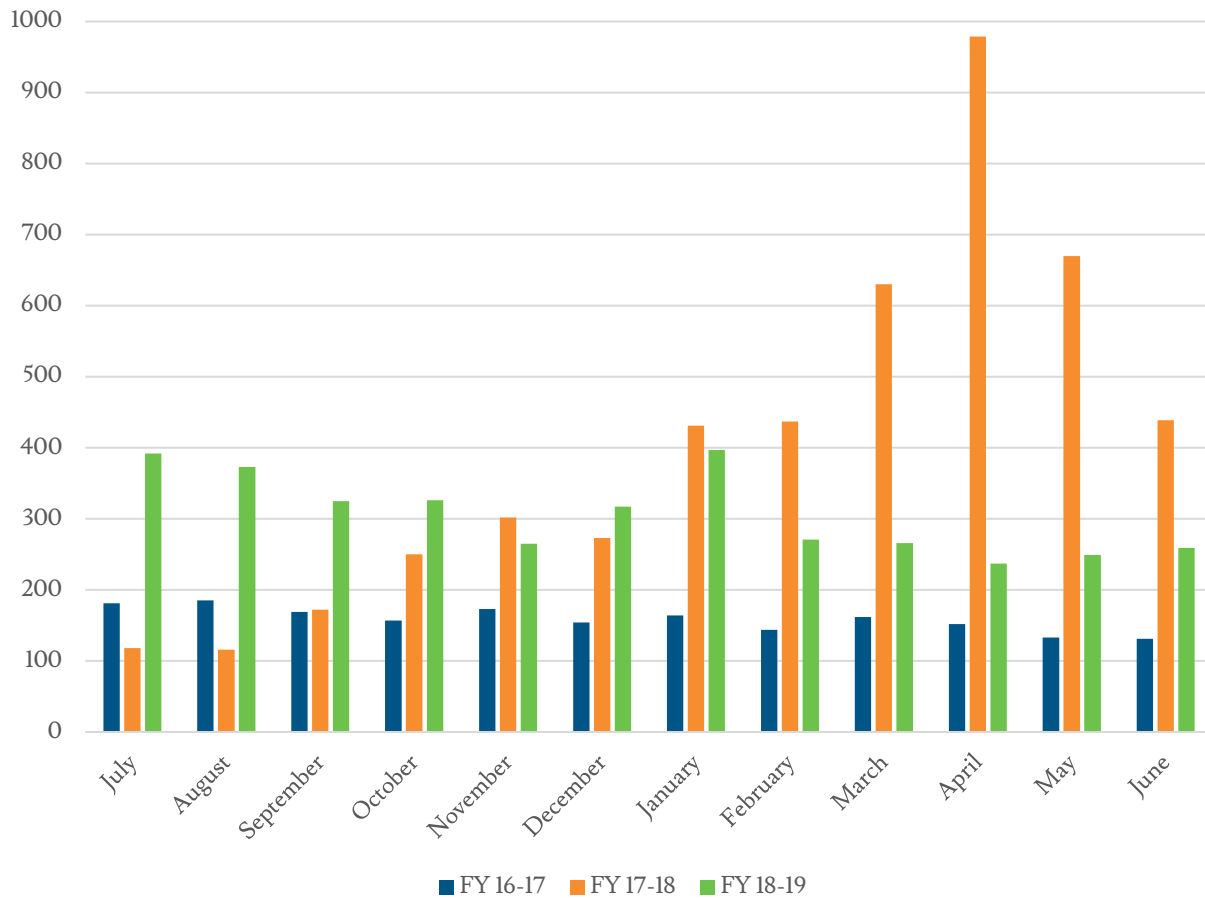
[More information on eContent records counted in Fiscal Year 2018-2019](#)

eContent is not included in checkout and renewals statistics.

## CCS SUPPORT DESK

	Fiscal Year 2018-2019	Fiscal Year 2017-2018	Fiscal Year 2016-2017	Percent Change 17-18 to 18-19
Tickets Opened	3677	4698	1905	-22%
Tickets Closed	3911	4010	1779	-2%

## TICKETS OPENED BY MONTH



April 2018 – CCS goes live on Polaris

July & August 2018 – New acquisitions libraries set up EDI

January 2019 – Morton Grove goes live on Polaris



## TRAINING SESSIONS

	Fiscal Year 2018-2019			Fiscal Year 2017-2018		
	Sessions	Hours	Attendees	Sessions	Hours	Registrations
Polaris-led				24	251	317
CCS-led	35	109	219	46	146	587
CCS Site Visits	28	65	323			
<b>Total</b>	<b>63</b>	<b>174</b>	<b>542</b>	<b>70</b>	<b>397</b>	<b>904</b>

## NAME AUTHORITY COOPERATIVE PROGRAM (NACO) WORK

Through the NACO program fully trained catalogers can contribute new or edit existing authority records into the Library of Congress authority files.

Authority records provide quality control in the library's catalog, ensuring that Author, Subject, and Series headings are standardized. As part of the NACO program, CCS helps to provide standardized headings for not only our catalog, but catalogs throughout the world.

	Fiscal Year 2018-2019	Fiscal Year 2017-2018	Fiscal Year 2016-2017
Names Added	486	704	642
Names Changed	432	1295	829
Series Added	26	37	41
Series Changed	3	15	20

NACO statistics include work done by NACO contributing library staff. Reporting shifted from Library of Congress to OCLC last year, which may account for the difference year to year. As Data Services Librarian, Virginia Seward provides services in addition to authority control.