ANNUAL REPORT

July 1, 2022 – June 30, 2023

OVERVIEW

MISSION
Provide effective, high-quality and future-focused library technology to members to promote resource sharing, facilitate knowledge sharing, and improve the patron experience.

VISION
CCS is on the forefront of library technology and adapts to changing needs and environments.

GUIDING PRINCIPLES
The guiding principles underlie all of the work CCS does and are the driving forces in CCS decision-making.

- We support resource sharing.
- We foster a culture of collaboration and community.
- We provide professional development, training, and networking opportunities.
- We adopt those technologies and services which enhance the user experience.
- We practice fiscally responsible stewardship of member library resources.
- We engage all member libraries and respect their diversity.

STRATEGIC DIRECTIONS

In 2021, CCS Governing Board adopted the following strategic directions to ensure CCS continues to work towards our stated vision:

- Develop flexible, responsive services that will continue to improve the patron and staff experience.
- Strategically build membership to further promote resource sharing in Illinois.
- Identify and pursue new opportunities for enhancements of core ILS services to improve patron and staff experiences.

- Help libraries use ILS data effectively for internal decision-making and communication with stakeholders.
- Continue to focus on providing value to CCS members through fiscally responsible stewardship of member library resources.

The following summarizes activities in FY 2023 that support these directions.

Develop flexible, responsive services that will continue to improve the patron and staff experience

EVALUATE CATALOGING AND ACQUISITIONS WORKFLOW FOR EFFICIENCIES

In FY 2023, Rachel Fischer created multiple internal reports related to this goal as well as multiple training resources for members. Her research confirmed:

- Leap will be ready for many but not all technical services operations in FY 2024. We will determine in partnership with Warren-Newport how to proceed with their training.
- There are more affordable alternatives to OCLC but no one tool is a complete replacement and the options available are not yet as robust as OCLC. CCS will further consider Find More Illinois and alternate cataloging utilities in the future, perhaps as pilot initiatives.

She also considered various opportunities for increased cataloging services at CCS. Her research showed that only 6 CCS members have used cataloging services through RAILS and one through the Cataloging Maintenance Center (CMC). This could indicate either 1. There is not robust interest in external cataloging support within our membership or 2. The interest that exists is for full cataloging services which does not align with a previously conducted survey of administrators. In that survey 4 libraires indicated significant interest in full cataloging services while 19 libraries indicated interest in "specific original cataloging provided by CCS (world languages, local history, or other specialized collections the library adds to regularly)." This is what is provided by RAILS and CMC

UPDATED CCS NOTICES

CCS moved from Innovative Interface's delivered text message notices to MessageBee from Unique Management Services. Increasing delivery issues with III's email-to-text platform led to the change. MessageBee uses direct SMS messaging. CCS negotiated a $7000 credit from Innovative to offset the cost of the new service, and it was deployed less than 6 weeks after approval by Governing Board.

Strategically build membership to further promote resource sharing in Illinois.

NEW MEMBER ADDITION – WARREN-NEWPORT

CCS staff reviewed and updated all online courses prior to Warren-Newport training, which will continue to benefit all members. Warren-Newport technical services staff were trained largely in Leap, which will serve as a pilot for Leap use for technical services across libraries.

Due to rising services costs from III, CCS staff took on system configuration for Warren-Newport that was previously done by III Project Manager. CCS staff developed and tested methods for building and configuring branches, ultimately designing a method that is significantly less staff-intensive than the III procedure. All future incoming members will benefit from this research.

Our post-migration survey indicated most respondents felt prepared and informed during the transition (49 participants, could select more than one response).

Staff Self-Reported Feelings
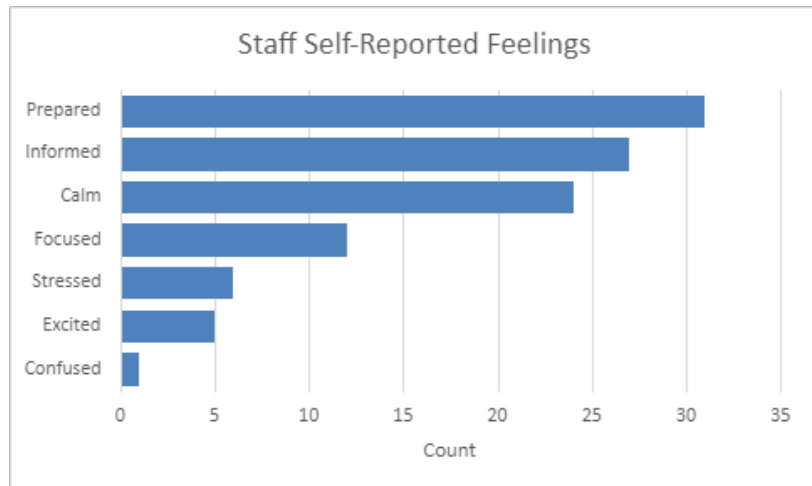
MONITOR INTEREST IN CCS
Over the past year, five libraries have approached CCS for more information about membership. Mt. Prospect Public Library and Waukegan Public Library are pursuing membership with anticipated go lives in calendar year 2024.

Identify and pursue new opportunities for enhancements of core ILS services to improve patron and staff experiences.

VEGA DEVELOPMENT PARTNER PROGRAM
CCS continues to participate in the Vega Discover Development Partner Program. In December 2022 CCS completed user testing in Vega Discover directly comparing PowerPAC and Vega performance. The results were mixed, with users having more success in several tasks in PowerPAC than in Vega. CCS added additional go live blockers to our list with III and shared the full report. CCS will retest Vega after additional development is completed in FY 2023-2024 and will expand testing to other interfaces for additional comparative data. Governing Board will review and vote on any recommendations from CCS regarding the implementation of discovery interfaces.

Help libraries use ILS data effectively for internal decision-making and communication with stakeholders.

DEI AUDIT TOOL

Rachel Fischer conducted training and outreach around the Diversity Audit Tool and worked with Bob Barth and Virginia Seward on targeted updates. 26 libraries used the tool in FY 2023.

ECONTENT USE ANALYSIS

Patron use of eContent in the online catalog is measurably low, accounting for a very small percentage of eContent checkouts. Library staff anecdotally report using eContent records as conversation starters with patrons, but CCS has no data to quantify these reports. CCS also assessed staff time spent on centralized management of the eContent records and found it sustainable.

At the time research commenced, CCS was experiencing regular system performance issues related to eContent and there was some discussion of removing eContent from the catalog to preserve overall system performance. After CCS aggressively pushed for a resolution within the software, III was able to make several changes to resolve our performance issues. As a result, CCS did not need to pursue conversations about removing these records. However, it does remain an open question when considering future discovery tools—Because so little measurable engagement with eContent comes from the online catalog, should the ability to manage complex, multiple integrations be a priority in selection?

Continue to focus on providing value to CCS members through fiscally responsible stewardship of member library resources.

CCS OFFICE RELOCATION

The CCS office relocation will save members $76,000 annually while preserving a relatively central, physical office space for CCS staff and member use. The new space also brings opportunities for larger meetings and training at the CCS office which will begin in FY 2024.

BENEFITS CHANGES

CCS added the Wellness Insurance Network's high deductible/health savings account plan to our insurance offerings which was selected by two staff members. This change brings benefits savings to CCS while maintaining robust and competitive offerings for staff.

ENGAGEMENT

CCS Staff Presentations and Publications

PRESENTATIONS

Fujiura-Landers, M. "Power Searching In Polaris LEAP." October 14, 2022. WILIUG.

Fischer, R., S. Brandwein, E. McKinley. "Working Towards a More Inclusive Catalog." October 20, 2022. ILA.

Fujiura-Landers, M., M. Hammermeister, D. Wischmeyer. "PowerPAC Adjustments: Easy Changes, Big Results." May 12, 2023. IUG.

Fujiura-Landers, M. "Conquer your ILS Upgrade." May 13, 2023. IUG

Fischer, R. "Using the Homosaurus in a Public Library Consortium: A Case Study." May 23, 2023. CALC.

Fischer, R. , K. DuClos, C. Theobold. "You Want Me to Look Where for What?" June 2, 2023. WILIUG.

PUBLICATIONS

Fischer, R. "Using the Homosaurus in a Public Library Consortium." *Library Resources and Technical Services,* v. 67, no. 1. https://journals.ala.org/index.php/lrts/article/view/7985/11117

Fischer, R. "Just-in-Time Training for Continuous Improvement within a Consortium." In *Transforming Technical Services through Training and Development.*

Synchronous Training and Engagement

	FY 22-23			FY 21-22			FY 20-21		
	Sessions	Hours	Attendees	Sessions	Hours	Attendees	Sessions	Hours	Attendees
TRAINING	23	21	368	22	21.5	814	31	32	237
SITE VISITS*	17	15.5	38	23	21	55	19	20.5	110
MIGRATION	13	21	76						
TOTAL	**53**	**57.5**	**482**	**45**	**42.5**	**869**	**50**	**52.5**	**347**

*Includes virtual and in-person consulting

Asynchronous Engagement
ONLINE COURSES

Course Name	FY 22-23 Users	FY 21-22 Users	FY 20-21 Users
Acquisitions in Leap	89	50	
Acquisitions in the Client	44	71	14
Cataloging in Leap	122	121	
Cataloging in the Client	50	36	13
Circulation Functions in Leap	226	136	167
Holds and Holds Applications in Leap	135	99	161
Introduction to Interlibrary Loan in Leap	51	25	23
Introduction to Notices in Leap	51	37	136
Introduction to Outreach in Leap	18	15	13
Introduction to Polaris and Leap	465	273	214
Introduction to PowerPAC	136	105	155
Introduction to Searching in Leap	231	119	169
Introduction to Simply Reports	138	116	3
Introduction to the Client	41	26	28
Leap for Circulation Managers	43	27	8
Local Cataloging Practices	54	17	8
Patron Registration in Leap	100	61	157
Polaris Offline in the Client	25	20	86
Record Sets in Leap	106	72	42
Serials in Leap	45	22	2
Serials in the Client	24	16	15
Simply Reports for Catalogers and Serials	27	18	
Simply Reports for Public Services	45	58	
Special Circulation Topics in Leap	56	52	
Working with patron accounts in Leap	110	72	133
Totals:	**2432**	**1664**	**1547**

WEBSITE – CCSLIB.ORG

	FY22-23	**FY21-22***
Users	10,566	7,806
Page Views	88,634	80,664
Engaged Sessions	20,199	12,950
Total Sessions	36,420	26,718

*Partial year; new website launched in October 2022

YOUTUBE CHANNEL

	FY22-23	**FY21-22**	**FY20-21**	**FY19-20**	**% change FY 22 to 23**
Total Views	8,978	5,750	7,955	10,266	56.14%
Total Watch Time	789.4	451.6	585.2	646.3	74.80%
New Subscribers	31	24	21	19	29.10%

Staff are engaged with a variety of content types. The most watched videos include brief tutorials, full training sessions, and meeting records. The top five most viewed videos:

1. Introduction to Leap and Polaris
2. Polaris Notice Bootcamp
3. CCS Diversity Audit Tool Training
4. Looking at an Item Record in Leap
5. Simply Statistics: Creating Statistics Reports in Simply Reports

STATISTICS

Shared CCS Database

	2022-2023	2021-2022	2020-2021	% Change 21-22 to 22-23
Record Counts				
MARC Records	1,270,905	1,507,198	1,189,140	-16%
eContent Records	330,922	314,723	297,985	5%
Authority Records	926,548	927,335	922,339	0%
Item Records	7,573,349	7,732,773	5,008,747	-2%
User Records	372,690	491,845	499,687	-24%
Total Checkouts & Renewals	12,638,668	12,476,182	9,782,035	1%
Local Transactions	9,622,248	9,550,364	7,256,064	1%
Intra-CCS RB	806,450	750,623	548,045	7%
Other RB	797,095	764,076	538,815	4%
Intra-CCS ILL	1,359,294	1,361,962	1,398,815	0%
Other CCS Sent ILL	53,581	49,157	40,296	9%
Renewals vs. Checkouts				
Checkouts	7,059,843	6,967,362	5,260,882	1%
Renewals	5,578,825	5,508,812	4,521,127	1%
Staff or Patron-Initiated	252,211	287,290	340,367	-12%
Automatic	5,326,614	5,221,522	4,180,760	2%
Holds Placed	1,617,396	1,547,676	2,039,986	5%

eContent is not included in checkout and renewals statistics. eContent bibliographic records include:

- Overdrive
- Axis 360
- Cloud Library
- Kanopy
- Hoopla
- GVRL

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.

	FY 22-23	FY 21-22	FY 20-21
Names Added	851	592	542
Names Changed	1658	1066	473
Series Added	315	213	154
Series Changed	15	14	2

- NACO statistics include work done by NACO contributing library staff. As Data Services Librarian, Virginia Seward provides services in addition to authority control.

CCS SUPPORT DESK

	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
Tickets Opened	3324	3534	4297	3381	3677
Tickets Closed	3375	3540	4444	3259	3911