



ANNUAL REPORT

July 1, 2020 – June 30, 2021

OVERVIEW

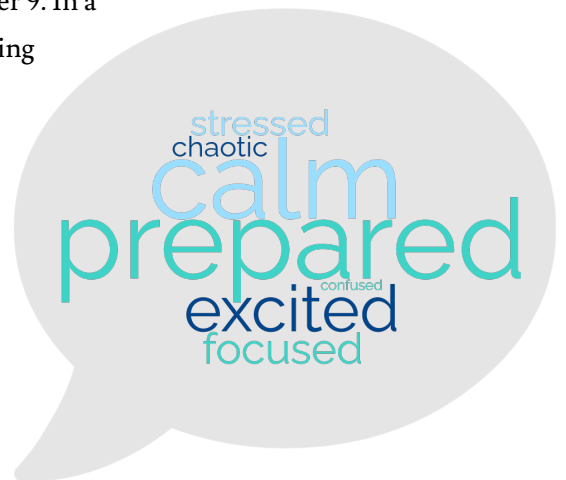
Priorities in Fiscal Year 2020-2021 included developing [a new strategic plan](#) that would be highly adaptable and wrapping up work on the existing plan. The COVID-19 crisis and subsequent changes in the library and office environments demonstrated the increasing need for agility and flexibility in services. The new strategic plan will be reviewed annually to ensure the strategic directions are still valid and develop specific priorities for the year.

NEW MEMBERS

Grayslake and Palatine went live in CCS on Wednesday, September 9. In a post-migration survey, respondents overwhelmingly reported feeling “calm” and “prepared.”

All respondents somewhat or strongly agreed with the statement: “CCS effectively communicated what would happen and how to prepare for the migration ahead of time.”

While Grayslake and Palatine staff were trained 100% remotely, moving forward we anticipate a hybrid approach to training that will use the online tools developed this year as well as in-person session where they will be most effective.



STRATEGIC PLAN PROGRESS

The strategic plan guides our work at CCS. In FY 2020-2021, we closed out the strategic plan developed in 2016 and work with the Long Range Planning Committee to develop [a new plan](#) reflective of our current circumstances (effective July 2021). Projects in FY 2020-2021 continued to support these strategic initiatives:

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

Define, Increase, and Demonstrate the Value of CCS

PROVIDE SAVINGS FOR MEMBERS

July 2020-June 2021

CCS rebated \$280,000 to members from the excess Development Fund balance in FY 2020-2021. CCS staff also worked with the Budget and Finance Committee to update the Fiscal Accountability Policy to include guidelines for the Development Fund balance that will guide CCS administration and the Treasurer in future budget discussions.

CCS was also able to provide members with grant funds from the RAILS LLSAP Support Grant totaling \$164,087.

STREAMLINE AND MODERNIZE WEB PROPERTIES

October 2020 – June 2021

CCS issued a request for proposals for website design and development in October 2020. In partnership with the selected vendor Planeteria, developed a plan to combine properties at ccslib.org, learning.ccslib.org, and training.ccslib.org and update the backend technology. Planned to launch in October 2021, the new ccslib.org will integrate with L2 for user and events management and collocate documentation and training courses.

OPERATIONALIZE GATHERING/INCORPORATING PATRON FEEDBACK

January 2020-June 2021

User Experience Specialist Kathleen Weiss worked with the User Experience Advisory Group to analyze and improve notices. Changes are expected to be implemented in the first half of Fiscal Year 2022.

EVALUATE CCS OFFICE SPACE

May 2021-June 2021

Operations Manager Beth Stoneburner and Acting Director Debra Wischmeyer met with a commercial real estate agent in May 2021 to kick off the office space needs assessment and search. As we move into the new fiscal year, we will continue to assess the changing work environment due to COVID-19 and how that impacts future office space needs.

Increase Shared Learning

CCS AWARDED CONTINUING EDUCATION GRANT

April 2021-June 2021

Member Services Librarian Rachel Fischer applied for a RAILS CE grant focusing on Diversity, Equity, and Inclusion. The awarded grant funds will be used to present a series of webinars on developing diverse collections which will support the CCS initiative to develop a collection audit dashboard for member use.

Make the Data Useful

DEI DASHBOARD

April 2021-June 2021

Member Services Librarian Rachel Fischer and Systems Administrator Bob Barth developed a prototype subject analysis dashboard. This tool can be used by member libraries working on collection audits to identify under- or over-represented groups in their collection. Fischer also co-convened a new networking group within RAILS: DEI in Metadata. This group aims to foster the importance of a shared understanding of the inclusive library metadata practices in Illinois libraries. This group will also provide advice and support for Illinois libraries to create and maintain more equitable, diverse, and inclusive metadata content.

NCOA CLEANUP

November 2021-June 2021

Member Services Librarian Mieko Fujiura-Landers and Systems Administrator Bob Barth worked with interested libraries to send patron files through the National Change of Address Database (NCOA) to help maintain accurate patron records. Landers and Barth developed a process to partially automate record cleanup and effectively use member library staff time to ensure record quality and accuracy.

IMPROVING ACCESS THROUGH SUBJECT HEADINGS

February 2021-June 2021

Member Services Librarian Rachel Fischer worked with the Standard Cataloging Rules and Practices (SCRAP) Advisory Group and Cataloging and Metadata Management (CMM) Technical Group to change existing subject headings referencing “illegal aliens” and add subject headings from Homosaurus, an LGBTQ+ vocabulary. Based on search term analysis, these changes will make content about immigrants and immigration and LGBTQ+ themes more accessible to patrons.

RACE/ETHNICITY DATA

May 2021 – June 2021

After a member request to add fields to collection race and ethnicity data, CCS contracted with consultant Biz Lindsay-Ryan to help CCS determine the most appropriate and effective way to support the library in their project and present to Governing Board on the importance of gathering such data, patron privacy and trust, and staff biases. Her presentation is slated for July 2021.

What's Out There

VEGA PARTNER PROGRAM

December 2020-June 2021

CCS has joined the Vega Development Partner Program with Innovative Interfaces, in which CCS staff provide input into the development of a new discover layer and associated suite of tools. Our goal in participating is to ensure that the tool is effective for consortia like CCS, where members have complex needs.

OTHER KEY ACTIVITIES

Succession Planning

Operations Manager Beth Stoneburner updated the CCS Succession Plan in partnership with the Executive Committee in anticipation of Executive Director Rebecca Malinowski's family leave. Malinowski provided training and documentation to Member Services Manager/Acting Director Debra Wischmeyer in advance of her leave.

LLSAP Sustainability Working Group

Executive Director Rebecca Malinowski has accepted a seat on the RAILS Consortia Committee's working group on LLSAP Sustainability. Work will begin in Fiscal Year 2021-2022 on the following charge:

LLSAP Sustainability Working Group is established to develop and recommend the following to RAILS:

- A plan, not to exceed 5 years, to ensure that all RAILS LLSAPs are financially self-sustaining.
- A plan for RAILS to support capital investment in LLSAPs, including but not limited to
 - Technology or software upgrades
 - Membership expansion
 - Research and development related to technology and services design and delivery
 - Cost savings and efficiency enhancements, including potential mergers of existing LLSAPs.

STATISTICS

SHARED CCS DATABASE

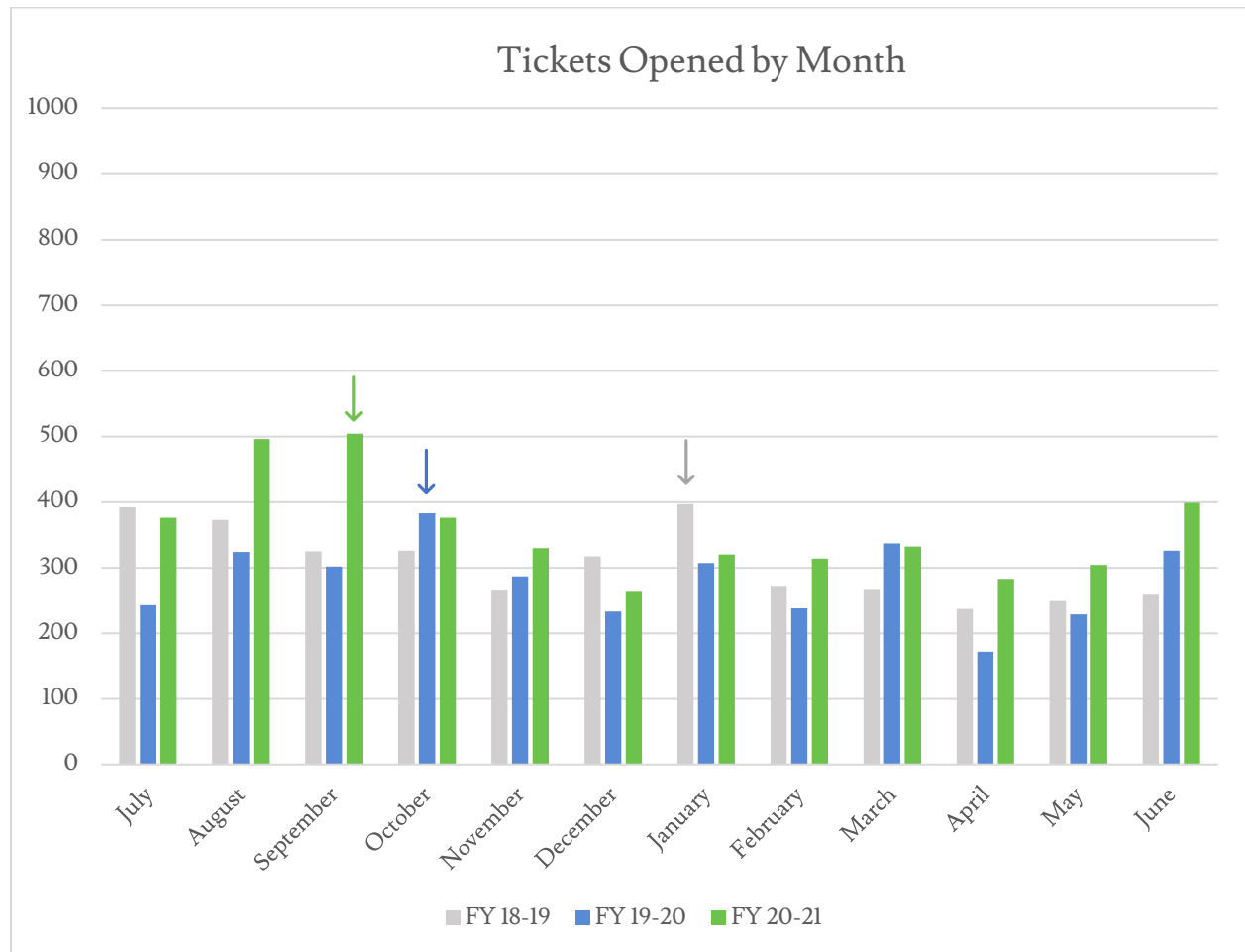
	Fiscal Year 2020-2021	Fiscal Year 2019-2020	Fiscal Year 2018-2019	Fiscal Year 2017-2018	Percent Change 19-20 to 20-21
MARC Records	1,189,140		1,258,532	1,233,943	
eContent Records	297,985	242,505	189,582	142,091	23%
Authority Records	922,339	921,219	919,499	919,806	0%
Item Records	5,008,747	6,875,002	6,472,330	6,096,600	-27%
User Records	499,687	584,914	541,578	475,220	-15%
Total Checkouts & Renewals	9,782,035	10,248,583	13,940,134	12,768,269	-5%
Local Transactions	7,256,064	7,883,413	10,765,999	10,335,765	-8%
Intra-CCS Reciprocal Borrowing	548,045	684,840	910,546	816,492	-20%
Other Reciprocal Borrowing	538,815	787,518	1,095,442	885,273	-32%
Intra-CCS ILL	1,398,815	850,158	1,113,363	678,633	65%
Other CCS Sent ILL	40,296	42,654	54,784	52,106	-6%
Renewals					
Checkouts	5,260,882	6,002,799	8,218,082		-12%
Renewals	4,521,127	4,245,726	5,722,031		6%
Staff or Patron-Initiated	340,367	280,817	424,961		21%
Automatic	4,180,760	3,964,909	5,297,070		5%
Holds Placed	2,039,986	1,257,037	1,407,971	1,584,585	62%

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

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

CCS SUPPORT DESK

	Fiscal Year 2019-2020	Fiscal Year 2018-2019	Fiscal Year 2017-2018	Percent Change 18-19 to 19-20
Tickets Opened	3381	3677	4698	-8%
Tickets Closed	3259	3911	4010	-17%



January 2019 – Morton Grove goes live on Polaris (FY 18-19)

October 2019 – Indian Trails goes live on Polaris (FY 19-20)

September 2020 – Palatine and Grayslake go live on Polaris (FY 20-21)

ASYNCHRONOUS ENGAGEMENT

Most courses on training.ccslib.org has a unit completion quizzes. We can use the number of submitted quizzes to gauge engagement with each topic. Note: staff may have completed a quiz more than once. Duplicates have not been removed.

Several courses were added in FY 2021, as reflected in the table below.

Course	FY 2020-2021	FY 2019-2020	~Time to Complete (hr)
Acquisitions	14	10	6
Cataloging	13	11	4
Circulation Functions	167	118	2.25
Circulation Managers	8		3.5
Getting Started with Polaris and	214	152	1.15
Holds and Hold Applications	161	113	1.3
Interlibrary Loan Basics	23	18	1.5
Introduction to Simply Reports	3		2
Leap Searching	169	116	2.25
Local Cataloging Practices	8		2
Notices	136	100	0.75
Outreach	13		1.5
Patron Registration	157	103	2
Polaris Offline	86	78	0.6
PowerPAC Basics	155		0.75
Record Sets in Leap	42		1.25
Serials	15	8	4
Serials in Leap	2		0.5
Simply Reports for Cataloging	0		2.5
Specialized Circulation Topics	n/a		0.6
Staff Client Basics	28	19	1.5
Working with Patrons	133	89	2
TOTAL	1547	935	43.9 hours

SYNCHRONOUS ENGAGEMENT

With the continuation of the pandemic, all synchronous engagement was virtual. Member services staff led 31 training sessions. These sessions include 9 all-library training sessions, 20 migration office hours and training sessions, 1 technical group officer orientation, and 1 conference presentation by R. Fischer.

CCS continued to offer a virtual equivalent of site visits, which included 12 custom trainings requested by a single library or in-depth consultations, 6 new manager orientations, and 1 library in-service day visit.

	Fiscal Year 2020-2021			Fiscal Year 2019-2020		
	Sessions	Hours	Attendees	Sessions	Hours	Attendees
Training	31	32	237	20	56	140
Site Visits	19	20.5	110	17	91	267
Total	50	52.5	347	37	146	407

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 2020-2021	Fiscal Year 2019-2020	Fiscal Year 2018-2019
Names Added	542	502	486
Names Changed	473	603	432
Series Added	154	68	26
Series Changed	2	8	3

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.