



ANNUAL REPORT

July 1, 2021 – June 30, 2022

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.

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

ASYNCHRONOUS AND VIRTUAL ENGAGEMENT

CCS continued to improve asynchronous and virtual engagement. While we continue to look forward to in-person trainings in the future, we have found that attendance and engagement continue to be strong in a virtual environment. This year's statistics include additional information on how we're working with members online.

UPDATED WEBSITE

In October 2021, CCS relaunched our website. The new site brings together previously disparate tools in a more useable, responsive design and features integration with L2 for login and events.

NCOA SUBMISSION

CCS further streamlined the opt-in process to screen patron registration against the National Change of Address database. This service grew out of member requests and was developed with input from circulation staff members.

TRAINING EVALUATION

Operationalized regular analysis of tickets, group feedback and training evaluations to ensure quarterly training offerings meet member needs.

UPDATED CCS NOTICES

Completed updates to CCS notices to ensure that all CCS notices follow seven guidelines for eCommerce email and notices (Trust, Completeness, Timing, Value, Ease of Use, Content, and Design) in consultation with member library staff.

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

VEGA DEVELOPMENT PARTNER PROGRAM

CCS continued work with the Vega Development Partner Program, advocating for consortia needs during the development of Discover. CCS feedback will lead to improvements in holds processing, econtent management, and staff and patron authentication options.

IMPROVED SUBJECT HEADING ACCESS

CCS made key changes to improved access and discovery via subject headings, including replacing outdated terminology around immigrants and immigration and adding Homosaurus as an approved thesaurus for more robust terminology for LGBTQIA+ materials.

ENHANCED PASSWORD INTEGRATION

With the relaunch of ccslib.org, library staff can access ccslib.org, L2, and web reports with the same credentials. This increases security for patron data within web reports and encourages engagement with RAILS via L2.

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

RESOURCE SHARING POLICY

In response to member inquiries, CCS conducted an in-depth analysis of holds policies and patron behavior regarding holds, leading to a new resource sharing policy. The study found that CCS members meet their patrons' needs, purchasing appropriately for demand and filling holds quickly. The resource sharing policy acts as guardrails to ensure any future members or local policy changes continue to meet the high standard set by our members.

DEI AUDIT TOOL

After multiple prototypes and several rounds of user testing, CCS launched an interactive tool to support member DEI collection audits comparable to in-market tools from third-party vendors. This tool uses subject headings to identify material in several categories allowing libraries to benchmark their collection against their CCS peers. The tool will continue to be enhanced in the future.

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

CCS OFFICE SPACE CHANGES

CCS completed a needs analysis for office space and provided high-level options to Executive Committee, with a recommendation to either close the office and pivot to remote work or move to a smaller office in a building with conference facilities. Executive Committee directed CCS staff to further investigate opportunities for leased space in a building with conference space options.

STATISTICS

Shared CCS Database

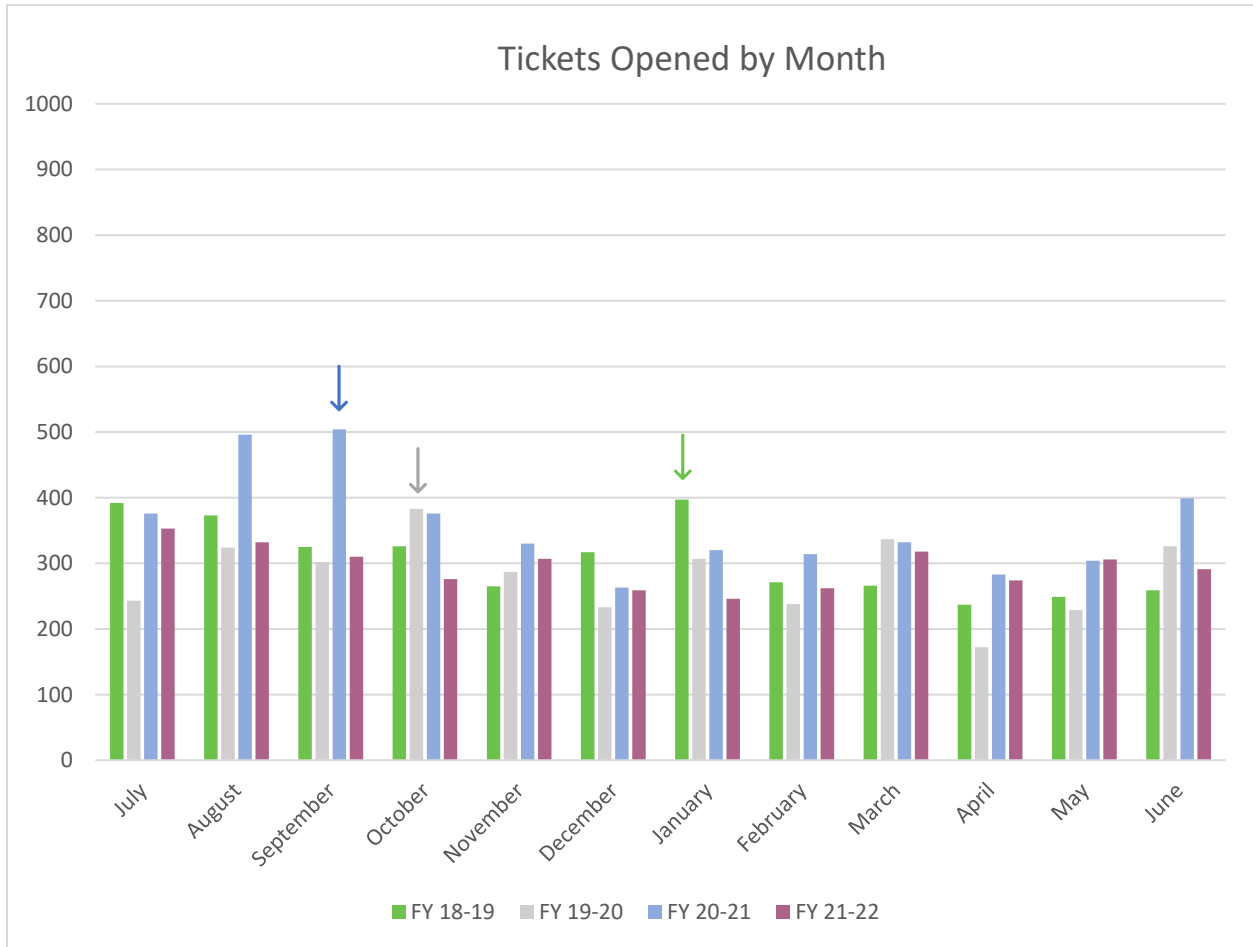
	Fiscal Year 2021-2022	Fiscal Year 2020-2021	Fiscal Year 2019-2020	Fiscal Year 2018-2019	Percent Change FY21 to FY22
Record Counts					
MARC Records	1,507,198	1,189,140	1,373,108	1,258,532	27%
eContent Bibs	314,723	297,985	242,505	189,582	6%
Authority Records	927,335	922,339	921,219	919,499	1%
Item Records	7,732,773	5,008,747	6,875,002	6,472,330	54%
User Records	491,845	499,687	584,914	541,578	-2%
Total Checkouts & Renewals					
Local Transactions	12,476,182	9,782,035	10,248,58	13,940,13	28%
Intra-CCS Reciprocal Borrowing	9,550,364	7,256,064	7,883,413	10,765,999	32%
Other Reciprocal Borrowing	750,623	548,045	684,840	910,546	37%
Intra-CCS ILL	764,076	538,815	787,518	1,095,442	42%
Other CCS Sent ILL	1,361,962	1,398,815	850,158	1,113,363	-3%
	49,157	40,296	42,654	54,784	22%
Renewals vs. Checkouts					
Checkouts	6,967,362	5,260,882	6,002,799	8,218,082	32%
Renewals	5,508,812	4,521,127	4,245,726	5,722,031	22%
Staff or Patron-Initiated	287,290	340,367	280,817	424,961	-16%
Automatic	5,221,522	4,180,760	3,964,909	5,297,070	25%
Holds					
Holds Placed	1,547,676	2,039,986	1,257,037	1,407,971	-24%

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

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

CCS SUPPORT DESK

	2021-2022	2020-2021	2019-2020	2018-2019	2017-2018
Tickets Opened	3534	4297	3381	3677	4698
Tickets Closed	3540	4444	3259	3911	4010



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 Member Engagement

ONLINE COURSES

With the launch of the new CCS website in October 2022, CCS can track more accurate statistics for online training courses. In the table below, previous fiscal year users are estimated based on quiz completion rates. FY 21-22 users and total engagement time are based on Google Analytics data.

CCS added three new online courses in FY 21-22:

- Acquisitions in Leap
- Cataloging in Leap
- Simply Reports for Public Services

Course Name	FY 21-22 Users	FY 20-21 Users	FY 19-20 Users
Acquisitions in Leap	50		
Acquisitions in the Client	71	14	10
Cataloging in Leap	121		
Cataloging in the Client	36	13	11
Circulation Functions in Leap	136	167	118
Holds and Holds Applications in Leap	99	161	113
Introduction to Interlibrary Loan in Leap	25	23	18
Introduction to Notices in Leap	37	136	100
Introduction to Outreach in Leap	15	13	
Introduction to Polaris and Leap	273	214	152
Introduction to PowerPAC	105	155	
Introduction to Searching in Leap	119	169	116
Introduction to Simply Reports	116	3	
Introduction to the Client	26	28	19
Leap for Circulation Managers	27	8	
Local Cataloging Practices	17	8	
Patron Registration in Leap	61	157	103
Polaris Offline in the Client	20	86	78
Record Sets in Leap	72	42	
Serials in Leap	22	2	
Serials in the Client	16	15	8
Simply Reports for Catalogers and Serials	18		
Simply Reports for Public Services	58		
Special Circulation Topics in Leap	52		
Working with patron accounts in Leap	72	133	89
Totals:	1664	1547	935

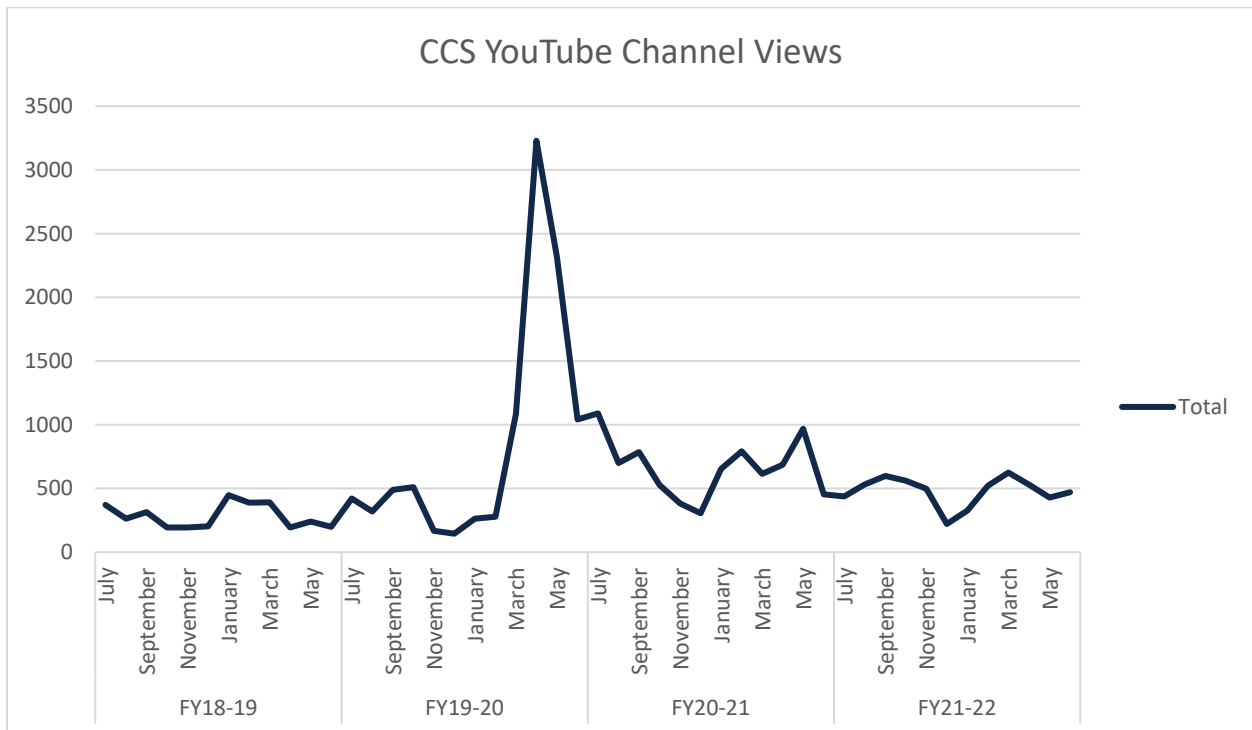
WEBSITE

CCS launched our new website on October 11, 2021. The new website consolidated multiple CCS tools, including our learning and training portals, into a single interface.

Month	Users	Sessions	Page Views
July 2021	1215	2112	4603
August	816	1820	3831
September	843	1760	3817
October	1274	3030	11,363
November	1266	2920	9150
December	900	2473	7207
January 2022	1086	2951	8747
February	1001	1676	7847
March	1144	3086	8991
April	1171	2992	8303
May	1257	3387	8896
June	1294	3528	7703

YOUTUBE CHANNEL

While views have declined post-COVID, the CCS YouTube channel continues to see strong engagement with an average of 480 views per month.



Almost half of total watch time is spent watching records of committee and group meetings, while 65% of total views comes from CCS-created training videos for Polaris.

	% Total Views	% Total Watch Time
Webinars/Training	14%	32%
Committees/Groups	21%	45%
How-To	65%	22%

CCS training videos have been frequently shared with the wider Polaris community at conferences like IUG. Our YouTube channel sees high engagement from outside of Illinois; approximately 48% of all views are from outside the state:

- Illinois: 52% of all views
- Other US states: 39% of view
- Non-US views: 9% of views

Synchronous Engagement

With the continuation of the pandemic, all synchronous engagement in FY 21-22 was virtual. Member Services staff led or hosted 22 virtual training sessions. These sessions included:

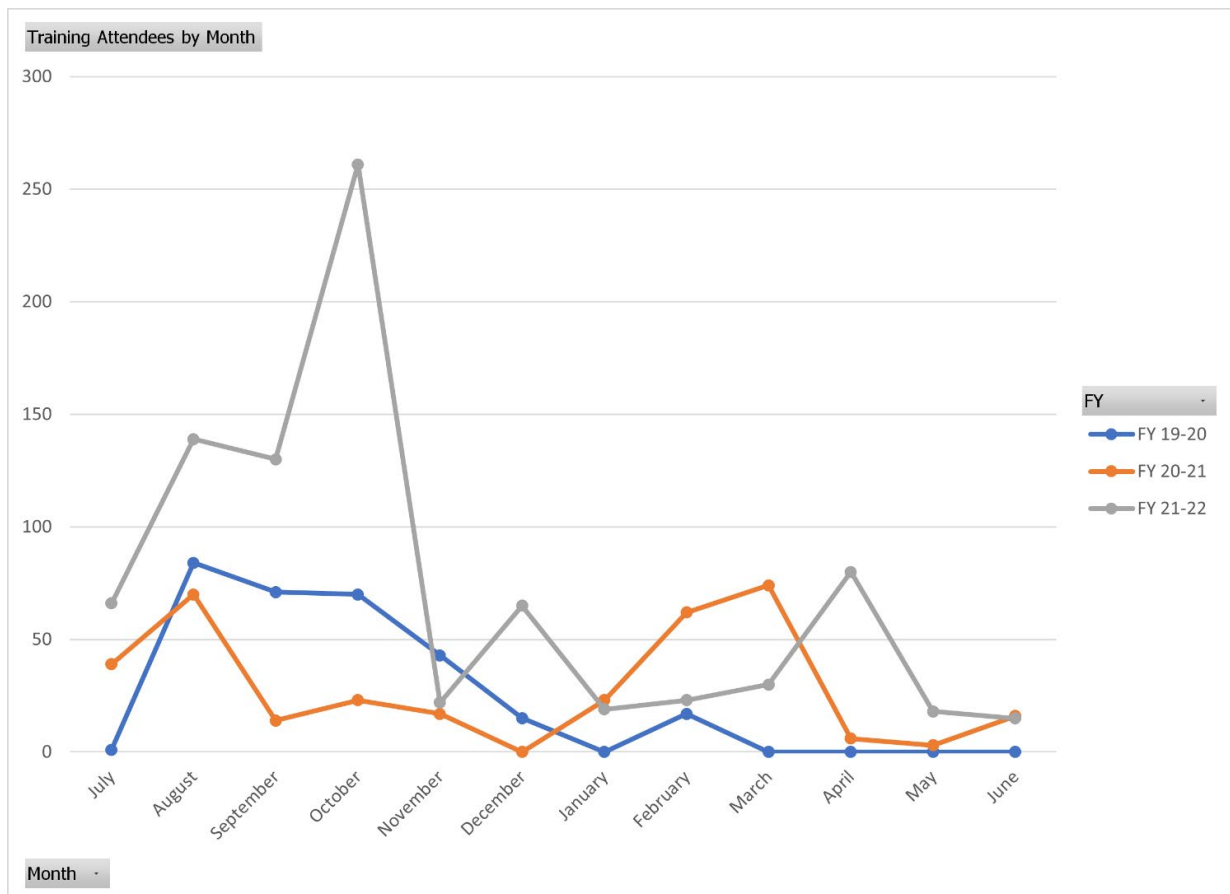
- 13 all-library training sessions
- 3 technical group officer orientations
- 6 grant-funded webinars

CCS was awarded a \$2,000 RAILS DEI grant in June 2021 and used funds to host 6 webinars focused on diversity in collections. A total of 508 individuals from across RAILS libraries attended these sessions live.

CCS continued to offer a virtual equivalent of site visits, which included:

- 15 custom trainings requested by a single library or in-depth consultations
- 7 new manager orientations
- 1 library in-service day visit

	FY 21-22			FY 20-21			FY 19-20		
	Sessions	Hours	Attendees	Sessions	Hours	Attendees	Sessions	Hours	Attendees
Training	22	21.5	814	31	32	237	20	56	140
Site Visits	23	21.2	55	19	20.5	110	17	91	267
Total	45	42.7	869	50	52.5	347	37	147	407



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 21-22	FY 20-21	FY 19-20
Names Added	592	542	502
Names Changed	1066	473	603
Series Added	213	154	68
Series Changed	14	2	8

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