ANNUAL REPORT

July 1, 2023 – June 30, 2024

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 2024 that support these directions.

✅ Complete   👍 In Progress   ⏳ On Hold

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

✅ *Replace Outdated Text Messaging Service*

Owner: Kathleen Weiss

Implement a new text message service in or before August 2023 to replace the aging solution from Innovative which is no longer supported by a growing number of carriers.

This goal is complete. CCS transitioned to Unique Management Services' Message Bee platform in August 2023. Text message delivery has been more reliable since the transition and CCS secured a $7000 invoice credit from Innovative to offset the cost of the service.

👍 *Succession Planning for CCS staff*

Owner: Rebecca Malinowski

Create a central repository for staff documentation on duties and responsibilities. Ensure that each staff member has documented responsibilities and procedures.

This project is being operationalized. CCS has a centralized repository of role profiles for each position which link to documentation and standard operating procedures. Staff continue to develop SOPs for their tasks.

Strategically build membership to further promote resource sharing in Illinois.

New Member Addition

Owner: Mieko Fujiura-Landers

Integrate the new library or libraries into the CCS community, including data migration into Polaris and complete staff training.

Mt. Prospect and Waukegan Public Libraries went live in October 2024.

Consider Consortium-Wide Find More Illinois Membership

Owner: Debra Wischmeyer

Evaluate the potential impact of Find More Illinois membership, including costs, increased resource sharing, and member library staff time. Answer the question, "Could Find More Illinois be an opportunity to enhance resource sharing in Illinois at a lower cost than expanding CCS membership to the smallest libraries in our service area?"

Almost all CCS members are live on Find More Illinois. Debra Wischmeyer continues to troubleshoot bugs and configuration problems with RAILS and Autographics while Kiara Lyons is partnering on implementation with the remaining libraries.

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

Vega Development Partner Program

Owner: Debra Wischmeyer

Participate in the Vega Development Partner Program and determine whether the Vega Discover product meets the needs of libraries and patrons, including comparative user testing between Vega Discover and other catalog interfaces.

This project is in maintenance mode as we conduct user experience testing on a variety of discovery platforms.

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

Expose Polaris Policies and Optimize Updates

Owner: Bob Barth

Develop a more accessible format for library staff to view existing Polaris policy tables and adopt a standard workflow for submitting requests for value updates.

Bob Barth has developed one tool focusing on material limit updates and has gathered some initial feedback from CCS and library staff.

Analyze Patron Use of Online Catalog – July 2022-January 2023
Use available tools such as Google Analytics, ILS statistics, and econtent provider statistics to analyze patron use of the online catalog with a focus on econtent discovery and access. Finish work started in FY 2022-2023 in the first quarter of fiscal year 2023-2024.

This goal is complete, with opportunities for further research identified.

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

ACH and Integrated Payables
Owner: Beth Stoneburner
Develop and implement a plan to move all eligible vendors to ACH. Review existing paper checks and evaluate integrated payables as an opportunity to bring further efficiency and security to CCS practices.

This goal is complete. CCS is set up to manage ACH payments as our preferred method. At this time, about half of CCS libraries have elected to receive rebates via ACH. As new vendors are added, we will prefer making ACH payments to writing checks.

Virtualize CCS Domain Controller
Owner: Marcin Urbanski
Save on hardware costs and increase office security by virtualizing the CCS office network domain controller.
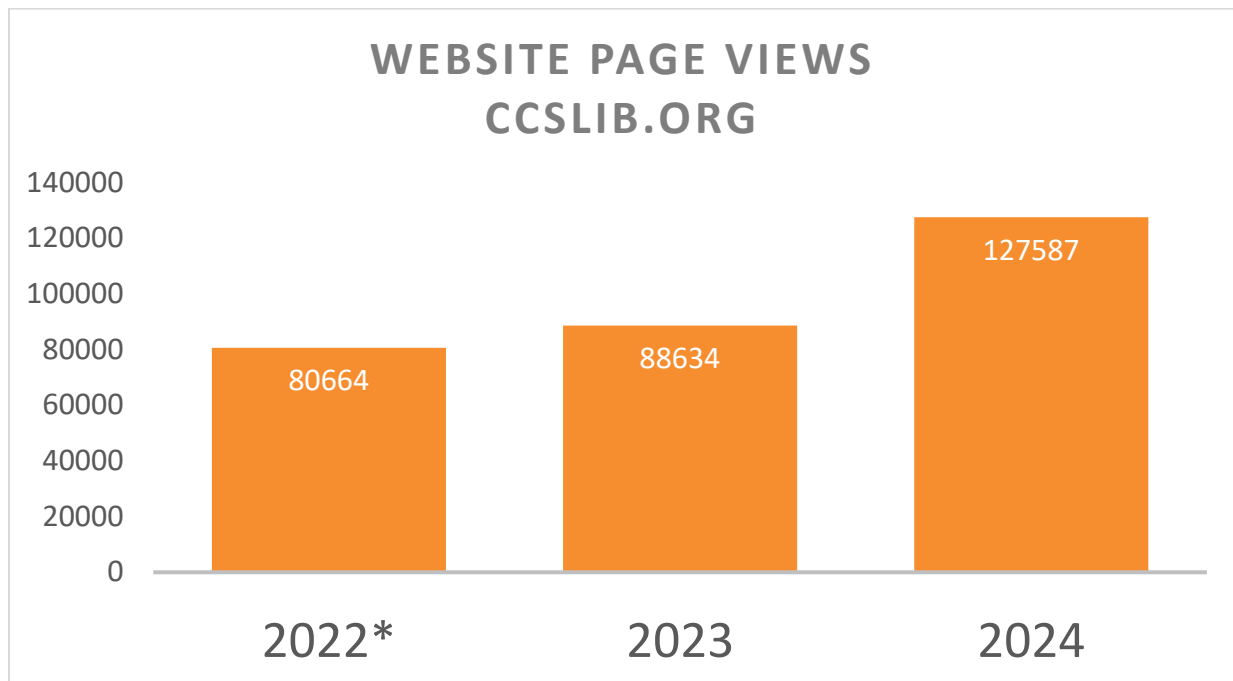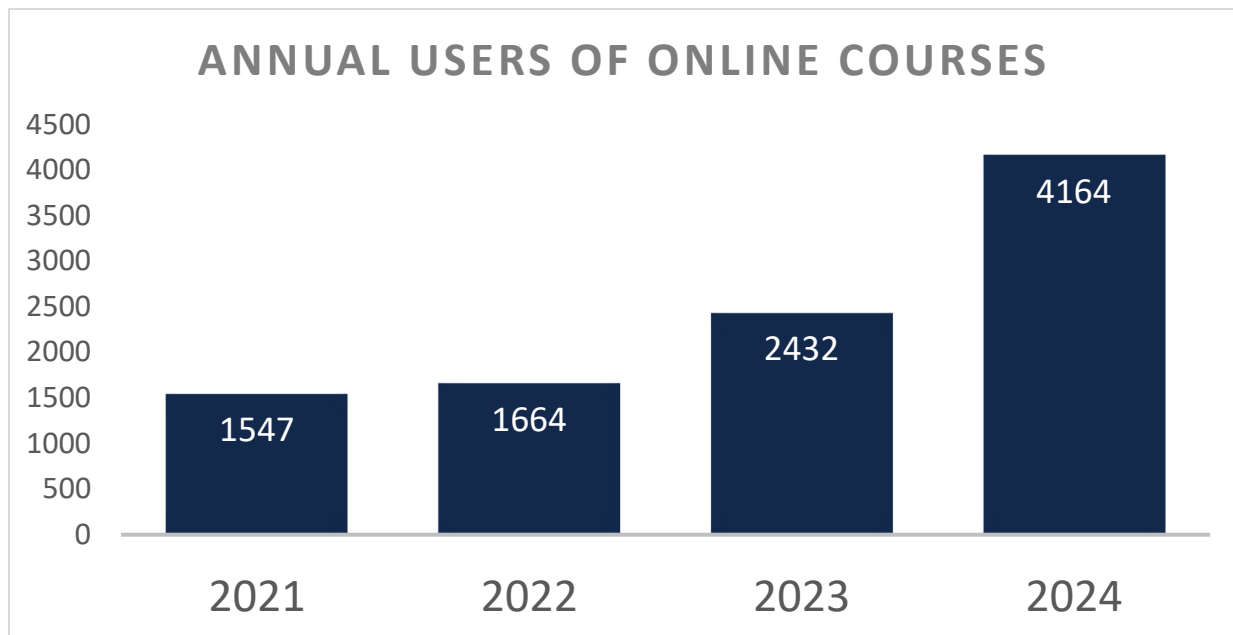
This project was largely complete prior to IT Manager Marcin Urbanski's leave. CCS staff partnered with OSG to complete the project. Decommissioning this server was a further step in decommissioning the colocation site, which will result in savings for CCS.

ENGAGEMENT

Summary

Fiscal Year 2023-2024 brough a 40% increase in number of live training sessions offered and a 25% increase in live attendance compared to the previous year.

Asynchronous engagement also continues to grow as demonstrated with online course use.

ANNUAL USERS OF ONLINE COURSES

Year	Users
2021	1547
2022	1664
2023	2432
2024	4164

WEBSITE PAGE VIEWS CCSLIB.ORG

Year	Page Views
2022*	80664
2023	88634
2024	127587

*Partial year; new website launched in October 2022

STATISTICS

Shared CCS Database

	2023-2024	2022-2023	2021-2022	% Change 22-23 to 23-24
Record Counts				
MARC Records	1,271,670	1,270,905	1,507,198	<1%
eContent Records	387,207	330,922	314,723	17%
Authority Records	928,800	926,548	927,335	<1%
Item Records	7,912,184	7,573,349	7,732,773	4%
Unexpired User Records	432,119	372,690	491,845	16%
Total Checkouts & Renewals	12,897,430	12,638,668	12,476,182	2%
Local Transactions	9,695,049	9,622,248	9,550,364	1%
Intra-CCS Reciprocal Borrowing	928,016	806,450	750,623	15%
Other Reciprocal Borrowing	790,433	797,095	764,076	-1%
Intra-CCS ILL	1,432,620	1,359,294	1,361,962	5%
Other CCS Sent ILL	51,312	53,581	49,157	-4%
Renewals vs. Checkouts				
Checkouts	7,175,882	7,059,843	6,967,362	2%
Renewals	5,721,548	5,578,825	5,508,812	3%
Staff or Patron-Initiated	260,695	252,211	287,290	3%
Automatic	5,460,853	5,326,614	5,221,522	3%
Holds Placed	1,673,816	1,617,396	1,547,676	3%

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.

	FY23-24	FY 22-23	FY 21-22
Names Added	1103	851	592
Names Changed	1364	1658	1066
Series Added	366	315	213
Series Changed	12	15	14

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

CCS SUPPORT DESK