

## 1.1 Significant Accomplishments

### *Completion of the MLS Strategic Planning Process and the MLS Organizational Core Competencies*

The MLS Annual meeting, held in October, was utilized to complete the member input for the strategic plan. After the meeting the MLS Planning Committee and the Leadership Team met to finalize the plan. *Guiding Values* were also developed by the board and a cross functional team of MLS staff came together to develop: "The MLS Difference: Guiding Values and Organizational Core Competencies".

Core competencies are defined as those abilities, skills and behaviors which staff is expected to demonstrate in the performance of their responsibilities, regardless of their job description, title or years of service. This list includes core competencies that MLS recognizes as a requirement of all employees. Additional competencies may be developed that are service specific, department specific and job specific. Each employee's performance is evaluated on a combination of these competencies. Supervisors are evaluated with an additional set of core competencies. A copy of "The MLS Difference" is included as part of our significant accomplishments.

IMPACT: Performance Evaluations occur every year in August. The document we use was created by the Performance Evaluation Committee led by Susan Pasetti, Director of H.R. The core competencies were folded into this document. Each employee is expected to exhibit our values in our work with members and with each other. We anticipate the impact will create "The MLS Difference" that will be noticed by the membership.

### *Completion of the Emergency Procedures Manual and the training of supervisors as Safety Team members.* <http://www.mls.lib.il.us/intranet/emergency.asp>

IMPACT: staff has a document which takes them through a step by step process of what to do in case of an emergency. Before every meeting or continuing education event a staff member has been designated to read, the MLS Evacuation Instructions document. Instructions are given for exiting the building.

### *Development of the Public Library Director's Toolkit*

<http://www.mls.lib.il.us/members/toolkit.asp> this resource provides directors with sources of information to help them with everything from best practices and budget to advocacy and collection development.

IMPACT: A web resource which takes public library consulting to another level, just in time information on just about any topic of interest to a public library director. The toolkit is available on our website to all.

### *Negotiation of fifty online databases with federated search access through SWAN*

Sixty-three member libraries are participating in this large group purchase of online databases. The contracts were negotiated by staff with the intent of loading thirty on to Research Pro software through our vendor (Innovative) for federated searching.

IMPACT: Residents in sixty-three public libraries will have access to federated searching of the databases and entire SWAN catalog.

### *MLS Internship Central Database*

[www.mls.lib.il.us](http://www.mls.lib.il.us)

The MLS Internship Central database is an online database of library internships in Illinois. Any Illinois Library System member may post an internship, and anyone may search for an internship.

IMPACT: This is a one of a kind FREE service for libraries in Illinois searchable by library type, keyword description for full or part-time internships.

### Reciprocal Borrowing Detail

In FY09 the MLS Reciprocal Borrowing Facilitator submitted 2,414 credits to MLS Finance in order to reimburse MLS libraries for losses by MLS reciprocal borrowing patrons. At the same time, 1,886 debits were issued for these transactions. In addition, subsequent charge back debits and credits were issued when patrons paid the bills for these items at the owning libraries. In FY09, MLS issued bills to Chicago Public Library for delinquent reciprocal borrowing patrons/items in the amount of \$6,120.14. Other libraries outside of MLS and Chicago were billed directly for another 197 items valued at \$4,466.40. In addition to the debiting and crediting for lost materials, Reciprocal Borrowing sends delinquent reciprocal borrowing patrons and regular library patrons to collection on a weekly basis (3511 patrons in FY09). At present, 52 MLS libraries currently use either Unique Management or Transworld Services for their collection agency. The Reciprocal Borrowing Facilitator communicates with these two collection agencies on a daily basis updating patron statuses when bills are paid. These collection agency updates are generated through a series of stored queries and reports on the SWAN production machine. On any given day the Reciprocal Borrowing facilitator responds to 15-20 phone and email contacts from member libraries and their patrons regarding the creation of cards for reciprocal borrowers, reciprocal borrowing credits and debits, verification of the status of patrons, and discussion with patrons about their accounts.

Reciprocal Borrowing services cost approximately \$50,000 when you include the employee's salary and benefits. The cost at each individual library varies, but there is definitely an economy of scale savings by using a centralized, specialized service.

MLS is prepared to offer tiered pricing for existing Reciprocal Borrowing services, plus a new service; billing for interlibrary loan losses, thereby relieving staff at the member libraries from performing this task.

*Note: RB is defined as the patron going to the item at another library. ILL is defined as the item going to the patron through a request placed in SWAN. All tiers would receive annual CE and consulting on RB/ILL payment issues.*

Cost per annum	Services Provided
\$250.00	Reciprocal borrowing (RB) debits & credits for losses, including CPL and other systems.
\$500.00	RB plus ILL debits and credits for losses.
\$750.00	RB and ILL debits and credits for losses, transmittals and updates to one of two collection agencies for RB losses. (31 current libraries)
\$1000.00	RB and ILL debits and credits for losses, transmittals and updates to one of two collection agencies for RB and internal patron losses. (21 current libraries)