

Business and Human Resources Services Center

2022-2023 Annual Report

I. Unit Narrative

1. Major Activities and Accomplishments

Library Annual Recognition Event. HR and ODT organized the Library's Annual Recognition Event, held virtually January 12, 2023. This program is the only all-employee event to celebrate and honor employee contributions and involves closing the Library for a half-day. This was the Third year that it was held virtually.

Performance Evaluations. The annual Library staff performance evaluation was conducted via the electronic database created in 2018 by our in-house Information Technology team. We had a 100% completion rate this year. The Library also participated in the IHR's Cornerstone Performance Evaluation Pilot using 13 employees.

Library HR Summit. The HR & ODT teams continued the monthly virtual meetings in FY23. There were 10 meetings due to combining the summer session. These meetings included information about policies and changes, shared best practices, provided opportunities for feedback and requests.

Advancement-Library-Foundation (ALF) Manager Skills Training. Zoe Revell & Jake MacGregor co-facilitated, alongside training and development professionals at Advancement and University Foundation, the third cohort-style supervisory skills training program and continue efforts to build up this program.

2022-2023 Library Outstanding Awards series. Jake MacGregor & Hanna Lafond-Hyman co-chaired and administered the 6 Outstanding Awards throughout the academic year to recognize exceptional contributions across all Library employee groups and provide support to nominators for putting strong nominations forward to the campus level to spotlight Library talent and contributions to the campus mission.

DEIA Education Series. Zoe Revell co-facilitated several of the first module offerings to Library employees alongside Victor Jones. Zoe also provided back-end logistical support in setting up and configuring the Zoom sessions and administering session evaluations for feedback for an effective online learning experience.

2022-2023 Academic Professional (AP) Promotion Program (Year 4). Susan Breakenridge & Jake MacGregor administered and coordinated the 4th annual cycle of the AP Promotion Program to support career advancement for Library APs.

New Dean Onboarding: ODT worked with Susan Breakenridge, Chris Prom, and Mary Laskowski to collect and synthesize background information about the Library (including compiling submitted unit summaries) and the larger campus in advance of Dean Stewart's start date. HR & ODT also worked extensively with Sara Berthier and Heather Murphy in helping plan and organize the Summer Social Event that featured a meet and greet with Claire Stewart.

Internal Control Audit of the University Library. The report consisted of 15 findings with 11 rated as Moderate and 4 rated as low. One of the fifteen is a finding for University Payables (UPAY) on a Library Service Level Agreement (SLA). Implementation dates were identified for the auditors to recheck the items. All should be completed prior to 6/30/2024.

Representation on committees **outside** of the UIUC Library for FY23

Susan Breakenridge – ALA-HRDR committee; ACRL Budget & Finance Committee; Big Ten Academic Alliance – Library HR (April 2023); Senate Campus Operation Committee; IHR-Training and Employee Development Advisory Committee; Administrative Budget Committee; HR Caucus; Budget Office Council; and Business Manager Group; Cornerstone Performance Management System Kick-Off; and Pilot Performance Management roll-out

Skye Arseneau – 2023-2024 Performance Management Steering Committee; 2021-2023 Cornerstone Performance Management System Kick-Off and Pilot Performance Management roll-out; Project Management Community; Business-Information Technology & Human Resources Campus Collaboration Committee; Big Ten Academic Alliance - Library HR; Applicant Tracking System Advisory Committee (JDXpert and Cornerstone) – Rollout July 2022

Jake MacGregor – ALF Supervisor Skills Training planning team, Operational Excellence Change Leadership Team, Illinois Human Resource Exit Survey Working Group, Assistant Chancellor for Culture, Learning, and Engagement Search Committee

Zoe Revell – AFL Supervisor Skills Training planning team, Campus Charitable Fund Drive, Training & Development Professional Network

Kimberly Johnson – Budget Office Council, Business Manager Group, Certified Business Administrator Group, Bus-IT Collaboration

2. Major Challenges faced during the year

HR: The noted challenges during the year were the number of OAE Accommodations being processed and the relationship with OAE Staff. Some of the accommodation requests from OAE were unrealistic (make the ground floor perfectly flat). Another challenge was the layoff of the Library Clerk position. Also challenging to HR is the lack of priority given to searches by the committee members which impacts response time and ultimately hire dates.

ODT: An ongoing challenge for ODT has been finding enough, available Ambassador volunteers to meet the demand for matching to new hires (especially Civil Service employees) for informal onboarding and relationship building. More of an unusual situation, an external trainer backed out of their contract at the last minute after ODT had invested effort into developing Library-specific training scenarios, Zoom session configuration and coordination, communications, and registration. As a result, ODT has been pursuing campus-based options to more easily source this content and training expertise. Finally, we also outgrew existing exit survey data collection methods and needed to design, develop, and adopt a more sustainable and flexible method (in place as of June 2023)

Business: FY2023 had some staff challenges with two employees being out on medical leave while still being down two full-time positions. The Internal Controls Audit review start in Spring of 2022 continued into 2023. We received the findings in April.

3. Significant changes - Many were noted in the major challenges section.

4. Contributions to the Library-wide programs

Library-wide program support - The HR and ODT staff contributed to the library’s success of hiring and onboarding 31 positions. Specifically, Aneitre Johnson and Kim Hutcherson helped provide the candidates with information and support through the interview process and general HR support for employees. Aneitre Johnson was lead contact for all Graduate Assistantship communication and processing. Kim Hutcherson also provided the payroll support for the entire library. Zoe Revell helped identify ambassadors and match them with the new hires. Hanna Lafond-Hyman provided support to hiring supervisors and student employees. Skye Arseneau provided a significant number of HR-related consultations and labor relationship discussions with supervisors and employees and specifically managed AP and Civil Service OAE accommodations. Susan Breakenridge specifically handled faculty and AP labor relation issues and faculty OAE accommodations, coordinated the remote/hybrid requests/reviews, and negotiated new AP hiring contracts. Jake MacGregor provided significant coordination and supervision of numerous organizational development initiatives: AP Promotion Program, Library Outstanding Awards, the ODT Advisory Committee, and process improvements. Zoe Revell coordinated the multi-day 2022 Graduate Assistant training. The Business Office staff provided support to library units with their unique purchasing and contract needs. Chad Lewis provided individuals with grant support. Theresa Appiah provided support to units that needed Honorariums done for their special programs, p-card reconciliation, and banner account reconciliation. Jennifer Gavel provided training on the Purchasing App and Chrome River to Library staff as well as BANNER account reconciliation and training to business office staff. Katie Slough provided travel arrangement and reimbursements. Kim Johnson provided Business-related consultations and calculations for unit heads and AULs. Susan Breakenridge provided budget development and general business operation overview.

DEIA Efforts – Zoe Revell helped co-facilitate the initial offerings of the DEIA Educational Series offered broadly to Library employees. Zoe coordinated the Library’s presence at the iSchool’s GLAM Recruiting Fair. Susan Breakenridge, Aneitre Johnson and Jake MacGregor continue to work in the HR-DEIA Best Practices Group to improve inclusion and equity in Library search processes and onboarding materials.

Instruction Services / Facility management - Zoe Revell served on the Instruction Implementation Group to review and improve instructional spaces for teaching and learning. Skye Arseneau continues to work with the Assistant Dean for Facilities to address facility-related accommodation needs for employees.

Individual & Community Well-being – Zoe Revell served on the Wellness Committee, which held its annual Spring Walking Challenge with 90 Library employees participating in this month-long program. Zoe also informally coordinated the annual Acts of Kindness holiday effort, which offers an opportunity for Library employees to come together to collect and wrap donated gifts for a local family in need.

5. Summarize Unit Annual Goals for FY23 reported in FY22 Annual Report

Goals for calendar 2022 (not FY22)	BHRSC areas	Review of Goals
Launching redesigned website	Business, HR, ODT	HR/ODT launched new website Dec. 2022; Business Office had to put their work on hold
Providing Library HR Monthly Summit	HR, ODT	Provided 10 monthly meetings, combined 2
Updating Workflow/Process & Cross-Training	HR	Made significant progress
Conducting Library HR Assessment & Analysis	HR	Made initial steps but need to continue work on reports from HR systems

Offering 2 new trainings broadly to Library employees	ODT	1-De-escalation training by UIPD COAST, 2-the 3rd ALF supervisor skills program, & 3-Creating SMART Goals for supervisors & unit heads
Publishing the new Library Supervisor Competency framework for Library supervisors and unit heads	ODT	Soft launched Aug 2022 with additional refinement Sept-Dec 2022 https://www.library.illinois.edu/staff/supervisor-resources/
Adopting Qualtrics for better data collection, reporting, and visualization	ODT	Adopted to support Outstanding awards program, Supervisor Competency self-evaluations, and future use cases. Adopted qualitative tool Taguette for exit interview reports after determining it was a better fit than Qualtrics
Developing and implementing an internal communications strategy to raise awareness of ODT's role and service offerings	ODT	Rolled out ODT website featuring new content about common ODT questions (webinars, trainings for individuals and groups), and increased frequency of LibNews periodic reminders about trainings and upcoming professional development opportunities
Launching new Purchasing App	Business	Completed - https://my.library.illinois.edu/purchasing/
Launching new credit card payment form for patrons with document requests	Business	Completed May 2023
Developing Business Office written policies	Business	Ambitious goal - made some tweaks to the Business Office webpage to remove old, unnecessary links
Finishing internal control audit review	Business	Auditors provided report April 13, 2023; We have until 6/30/2024 to address items.

6. Unit Annual Goals for FY24

Overarching goals for the BHRSC include expanding and enriching communication channels for sharing information with Library units and employees on important HR and business policies, practices, procedures. This included finalizing and launching a redesigned BHRSC webpage that can serve as an information hub, continuing to offer the new HR Summit series with unit heads and supervisors to provide opportunities for dialog on important and emerging topics, and seeking ways to partner with other Library committees and working groups to identify opportunities to have greater impact in increasing organizational effectiveness.

Goals for FY2024	BHRSC areas involved:
Continue to improve the Library HR Monthly Summit	HR, ODT
Continue updating Workflow/Process & Cross-Training	HR
Continue to improve Library HR assessment & analysis efforts	HR
Offering 2 new trainings broadly to Library employees	ODT
Transition Exit Interview information to Taguette	ODT
Supporting DEIA Module implementation	ODT
Transitioning supplies/facilities to use the Purchasing App	Business
Developing Business Office written policies (potential update webpage)	Business
Complete Internal Control Audit Recommendations by June 1, 2024	Business

7. What your unit needs (if anything additional) - The BHRSC needs a tool for case management for HR related items. Library IT has been exploring some options for over a year with no suggestions coming out. The BHRSC will need continued access to expertise within the Library for web development, technology and AV support, communication, etc.

II. Statistical Profile

Office hours or business hours available

HR – office hours: Monday – Friday: 8:30-Noon; 1-5pm

ODT – business hours: Monday – Friday: 8:30 - 4:00

Business Services – business hours: Monday – Friday: 8:30 - 4:00

Personnel

Name	Classification/%	Title	Special note
Susan Breakenridge	AP – 1.0 FTE	Assistant Dean – Business & HR	
Business Services			
Kimberly Johnson	AP – 1.0 FTE	Assoc Dir – Fiscal Operations	
Chad Lewis	CS – 1.0 FTE	Grants & Contracts Associate	
Theresa Appiah	CS – 1.0 FTE	Business/Administrative Assoc.	
Jennifer Gavel	CS – 1.0 FTE	Accountant II	First Day 7/18/22
Katie Slough	Extra Help		
Katie Slough	CS – 1.0 FTE	Accounting Officer	First Day 3/13/23
Laura Eichelberger	Extra Help		
Vacancy	CS – 1.0 FTE		Search approved in Aug.
Human Resources			
Skye Arseneau	CS – 1.0 FTE	Associate Director	
Aneitre Johnson	CS – 1.0 FTE	Human Resource Associate	Reclassified 2/5/23
Kim Hutcherson	CS – 1.0 FTE	Human Resource Associate	
Hanna Lafond-Hyman	CS – 1.0 FTE	Office Support Associate	
Zoyia Khan	SA	Student Assistant	
Organizational Development and Training			
Jake MacGregor	CS – 1.0 FTE	Organizational Development & Training Coordinator	
Zoe Revell	CS – 1.0 FTE	Training & Development Specialist I	

Services Statistical Overview (July 1, 2022 – June 30, 2023)

Human Resources

Position classification	# Searches Posted in FY23	# Employees Starting new position in FY23	# Searches Completed with hire in FY23	# Searches Closed without Hire or On-Hold in FY23	# Searches In-Process or Pre-Announcement in FY23
Faculty	16	6	9	2	6
AP	5	3	3	0	0
CS–Exempt	8	3	8	2	2
CS–Non-Exempt	23	21	22	0	6
Total	52	33	52	4	14

Position Classification	Separations				
	Resignation	Retirement	Death	Resigned position for another library position	Totals
Faculty	1	2	0	0	3
AP	3	2	0	1	6
CS – Exempt	2	0	0	0	2
CS – Non-Exempt	10	3	0	6	19
Other					
Hourly	19 EH; 2 HG	N/A	N/A	N/A	21
Grad Assistant	4	N/A	N/A	N/A	4
Returning Retiree	1	N/A	N/A	N/A	1
Unpaid	0	N/A	N/A	N/A	0
TOTAL	42	7	0	7	56

Number	Activities
186	I-9 records
16	Audits requested
14	Audits approved (Reclassification/Promotion)
0	Audits pending
2	Audits denied
1	Audits appealed with no change to decision
324	Transactions in HRFE 17 – faculty 10 – academic professionals 22 – civil service 75 – graduate assistants 134 – students 38 – graduate and academic hourly 28 – extra help
1105	Transactions in JOYCE
21	Active FMLA
16	Current Accommodations (3 short-term)
190	Performance Evaluations Completed (100%)

ODT

Number	Activities
12	Exit interviews completed
29	Library Outstanding Award Nominations received
9	Library Outstanding Awards awarded
10	Academic Professional Promotions Completed
131	Webinars communicated/posted to Library Employee Calendar
29	Ambassador/Super Ambassador match-ups
24	onboarding surveys completed
3	DiSC facilitated workshops provided
24	Total Library DiSC Session Participants

14	Total Trainings designed/developed/administered by ODT (collaboratively or individually)
5	Library ALF Manager Skills Graduates
45	Attendees at 2022 GA Training
25	ODT Consultations for Library employees and groups

Business Services

Number	Activities
65	Honorariums Completed
15	Contracts Completed
173	Purchase Orders Completed (by the Business Office)
	Total for Library 889- Facilities, IT, Media Commons
4	Grants Initiated and/or completed
475	P-Card Transactions Processed
503	T-Card and Reimbursement Transactions Processed

Other

Library Annual Event Overall Experience Satisfaction Rating (72 respondents)				
Online event held January 12, 2023				
1 (Poor)	2	3 (Neutral)	4	5 (Excellent)
1%	5%	22%	44%	26%

Library Remote and Hybrid Work Agreements	
70	# of remote and hybrid work requests supported in FY23