

Iowa Library Services Strategic Plan FY13-FY17 – FY16 Results

Mission: Iowa Library Services provides leadership for Iowa libraries and expands access to information for Iowans.

Goal 1: Equip Iowa libraries to build community and enhance quality of life for Iowans.

Objectives 1a	Strategies 1a - FY16	Results 1a - FY16
Stimulate and promote public interest in books, reading, literacy & libs through programs such as the Iowa Center for the Book & the annual statewide Summer Lib Program. (LSN)	Provide Summer Library Program workshops. Select the 2016 All Iowa Reads title, publicize, and offer training. Send Traveling History of the Book exhibit to 12 Iowa libraries. Promote books and reading for all ages. Provide Letters About Literature program for Iowa 'tweens and teens. Present the Library of Congress/Iowa Center for the Book 2015 Literacy Award to recognize an outstanding literacy organization in Iowa.	<ul style="list-style-type: none"> • Summer Library Workshops held in 6 locations with 378 attendees. 362 SLP Manuals were distributed at ILA and the workshops, only mailed 238 manuals. • All Iowa Reads webinar promoting 2016 book <i>Lila</i> by Marilynne Robinson held with 59 attendees. • The Traveling History of the Book was on display in Sidney, Carroll, Boone, Waverly, Postville, Whittemore, Sibley, Burlington, Atlantic, and Washington. No library requested for June or December. • Big Ideas Book Discussion held with 43 participants on book <i>13 Ways to Kill Your Community</i>. • Youth Services Roundtables held in 6 locations with 91 attendees, focused on book selection for youth and programming ideas. • Letters About Literature event held at DMPL on May 6. Two of Iowa's winners received national recognition for their letters. • The Library of Congress/Iowa Center for the Book 2015 award was presented to Raising Readers of Story County in the Law Library. Nominations for Iowa Literacy Award opened and advertised on website, Twitter, IowaLib, and both COB's and SL's Facebook pages.
Objective 1b	Strategies 1b - FY16	Results 1b - FY16
Help libs meet the special lib-related needs of English language learners, job seekers, Iowans living in poverty & Iowans with disabilities. (LSN, SDC)	In partnership with Iowa Workforce Development create webinars to assist librarians who help Iowa job seekers. Offer training for librarians on career facilitation. Update the Iowans with Disabilities population profile & provide to libraries. Create population profile that looks at the foreign-born in Iowa. Partner with Iowa Library for the Blind in providing webinars on services available for library patrons. Encourage libraries to participate in providing summer meal sites to students.	<ul style="list-style-type: none"> • Krob updated the Iowans with Disabilities population profile. • Peich provided training on career facilitation during Town Meetings with 114 attendees. • Digital Literacy Resources for Job Seekers webinar held with 15 attendees. • Presented webinar <i>Intro to Free Health Information</i> with 31 attendees. Presented online training <i>Serving Mentally Ill Library Users</i> with 58 attendees.
Objective 1c	Strategies 1c - FY16	Results 1c - FY16
Take a leadership role in communicating the essential roles libraries play as physical places for	Investigate federal funds to allow us to grant more space utilization grants. Provide training to consultants in library physical space utilization. Collaborate with Dept. of Ed. in	<ul style="list-style-type: none"> • Provided 2 webinars of PLA's Project Outcome to reinforce how to gather information on library services and programs outside of just numbers, had 59 attendees.

community gatherings and centers of early literacy skill development, lifelong learning, workforce development, and economic enhancement. (LSN)	the grade level reading program. Explore programs to assist libraries in providing lifelong learning opportunities to their communities.	<ul style="list-style-type: none"> • Provided webinar Money Matters to promote Money Smart Week in libraries with 26 attendees. • Presented webinar <i>Online Career and Job Resources from Iowa Workforce Development</i> with 19 attendees. • 109 librarians attended Director Roundtables, with topic of adult programming & providing ideas to libraries to incorporate into programming for their patrons.
Objective 1d	Strategies 1d - FY16	Results 1d - FY16
Provide training and tools to assist local libraries in building civic engagement in their communities. (LSN)	Encourage Iowa libraries to participate in civic engagement activities with the upcoming presidential elections. Publicize the participation of State Library in the caucuses when the Law Library hosts CBS News. Develop a webpage on civic engagement to provide tools and resources for librarians. Publicize Iowa Cities Week (Oct 12-16, 2015). Provide training to Iowa libraries on providing citizenship courses.	<ul style="list-style-type: none"> • The <i>Monday Morning Eye Opener</i> for Sept. 28th publicized Iowa Cities Week to encourage Iowa libraries to become involved in their city's celebration. • Many Iowa towns held caucuses in their libraries, conferring with State Library on legalities and rules pertaining to them. • Big Ideas Book Discussions are held online to encourage libraries to hold book discussions in their communities and to look at literature outside of library services. Webinar in May was book <i>It's Complicated: the Social Lives of Networked Teens</i> by Boyd with 32 attendees. Webinar in June was repeat for trustees and councils to participate of <i>13 Ways to Kill Your Community</i> by Griffiths with 40 attendees.
Objective 1e	Strategies 1 - FY16	Results 1e - FY16
Collect statistical information about Iowa libraries and help librarians use statistics to tell the library story. (LSN, SDC)	Update population profiles on African Americans, Native Americans, Asian Americans, Latinos, Older Iowans, and Women and make profiles available to libraries. Update the questions on Annual Survey to libraries to gather more digital information. Update and move Interesting Facts and Use of Iowa Public Libraries on the website. Develop new format for Pocket Digest and make available to libraries.	<ul style="list-style-type: none"> • Krob updated the Latinos in Iowa, African American community, and the Status of Women in Iowa. Also updated profiles of Asian and Pacific Islanders, as well as Older Iowans. • Annual Survey was due Oct. 31st with results being compiled.

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Goal 2: Strengthen the capacity of Iowa libraries to provide the best possible library service to Iowans.

Objectives 2a	Strategies 2a - FY16	Results 2a - FY16
Deliver consulting services and continuing education courses (online & face-to-face) for Iowa library staff and boards that highlight best practices in library governance, management and service delivery. (All IaSL staff)	Offer both face-to-face and digital learning opportunities to meet the needs of Iowa Library staff and trustees. Develop two asynchronous training programs for 'just in time' training opportunities. Visit at least 80% of Iowa public libraries. Develop two new Training-in-a-Box products. Investigate multiple trustee training options.	<ul style="list-style-type: none"> • LSN Staff provided consulting for 10,226 queries. Staff made 617 library visits. Continuing Education opportunities consisted of <ul style="list-style-type: none"> ○ 60 online sessions with 2020 attendees ○ 83 in-person sessions with 1720 attendees. ○ 7 self-paced module with 234 attendees. • Development and presentation of <i>Policies for Results</i> as an asynchronous course was added to offerings with 28 attendees. • The 3-part webinar "Jumpstart Your Trusteeship" was offered in the evening with 169 attendees of both librarians and trustees.
Objectives 2b	Strategies 2b - FY16	Results 2b - FY16
Define public library standards & administer certification & accreditation programs built on the standards. (LSN)	Evaluate and revise <i>In Service to Iowa: Public Library Standards</i> document including engagement with shareholders. Promote the Public Library Staff certification program. Continue process of investigating improvements to the Enrich Iowa Program. Investigate potential programs in partnership with colleges and universities to develop enhanced library skills for Iowa librarians.	<ul style="list-style-type: none"> • Public Library Support (PLS) was publicized via Iowalib and the CE Catalog and offered to 29 attendees via Moodle. • Staff committee reviewed and revised the Standards, presented to Advisory Council and received approval from the Commission. Significant changes made to achieving Tier 1, making it more difficult to achieve Accreditation. • Committee for Enrich Iowa Review progressing with option to offer the Task Force.
Objectives 2c	Strategies 2c - FY16	Results 2c - FY16
Take a leadership role in monitoring trends & sharing information on technology & other developments that affect libraries. (All IaSL staff)	Provide Library Horizons webinars focused on new trends and ideas from ALA, ARSL, and PLA. Present a webinar focusing on Teen Tech Week. Investigate and promote the use of white space broadcasting and other broadband expansions to resolve issues of connectivity in Iowa rural libraries.	<ul style="list-style-type: none"> • Heil and Kofoot attended ARSL in Little Rock at the end of September and are working on developing webinar. • Library Horizons webinar held to report trends and happenings from Association of Rural and Small Libraries (ARSL) with 43 attendees, and the Public Library Association conference with 43 attendees. • Teen Tech Week webinar provided with 45 attendees. • Friday Tech Focus webinar was held with 29 attendees. • Publicized the Small Library Association Conference in CE Catalog.
Objectives 2d	Strategies 2d - FY16	Results 2d - FY16
Enhance the Putting Libraries on the Web (PLOW) program. (LSN, SILO)	Provide individual support and at least 6 face-to-face classes for training on PLOW websites.	<ul style="list-style-type: none"> • Harms and LRTs hold Wednesday Website Worktimes to provide website support and training to librarians. • Two PLOW 10.1: Getting Your Website Started workshops were held for 18 people who hadn't had PLOW sites previously. • Eight PLOW workshops for customizing websites were held for 77

		attendees. Six additional sessions were held to train on PLOW with 19 attendees.
Objectives 2e	Strategies 2e - FY16	Results 2e - FY16
Provide training & tools to support local libraries in delivering digital literacy and early literacy training so that Iowans can thrive in the 21st century. (LSN)	Provide training on the use of LearningExpress to encourage the use of digital resources in public libraries. Provide training to Iowa librarians on new e-book platform.	<ul style="list-style-type: none"> • Learning Express bookmarks with resources for librarians and patrons were distributed at Town Meetings. • Six webinars featuring EBSCO as a tool were held with 88 attendees, in addition to 6 in-person trainings with 40 attendees to assist librarians in becoming aware of the wealth of information available to their patrons.

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Goal 3: Maximize library service for Iowans through enhanced collaboration to benefit Iowa libraries of all types.

Objectives 3a	Strategies 3a - FY16	Results 3a - FY16
Increase statewide availability of subscription databases & other digital resources. Research & share developing trends in making e-books & other digital resources available through libs. (LSN, SLS)	Investigate options for improving delivery of statewide databases. Continue to monitor and share developing trends regarding availability of other digital resources. Monitor the effectiveness of state-wide discounts available to libraries.	<ul style="list-style-type: none"> Offered streaming video service through Bridges. Purchased small collection which allowed libraries with Advantage Collections to purchase movies for their library. Added 5 new libraries to Bridges, enabling them to provide eBooks and eAudiobooks to their patrons.
Objectives 3b	Strategies 3b - FY16	Results 3b - FY16
Help libraries stretch their budgets by pursuing & publicizing library discounts & facilitating the development of library purchasing consortia. (LSN)	Investigate a statewide delivery system for library materials. Negotiate and publicize at least two discounts for libraries. Develop a budget strategy to better leverage funding options for state-wide e-resources. Help libraries identify cost saving measures.	<ul style="list-style-type: none"> Bridges team working to assess and develop collection development plan for new platform. Pursued and provided discounts to Iowa libraries on AWE Early Literacy stations and did a consortia paper purchase. Three sessions of E-Rate webinars were provided to encourage and support libraries filing for reimbursement of technology and connectivity with 48 attendees. LEAP team was developed to investigate discounts, encourage e-rate participation by Iowa libraries and encourage broadband development across the state.
Objectives 3c	Strategies 3c - FY16	Results 3c - FY16
Support school library programs by collaborating with the Iowa Library Association/Iowa Association of School Librarians, the Department of Education, the Area Education Agencies & others. (LSN)	Continue to partner with Dept. of Education in providing students with literacy training during summer programs. Work with ILA to promote the importance of school libraries through its legislative agenda. Develop a webpage on homeschooling to provide resources and tools for libraries	Monks attended meeting with Iowa Reading Research Center on Project for English Language Learners. Also attended Early Childhood Iowa Stakeholder Alliance meeting.
Objectives 3d	Strategies 3d - FY16	Results 3d - FY16
Enhance the statewide SILO interlibrary loan system & develop a shared lib automation system or systems. (LSN, SILO, SLS)	Write new software for SILO ILL to modernize and improve service. Investigate a shared ILS to enhance libraries sharing of materials to Iowans.	<ul style="list-style-type: none"> Committee formed to investigate shared ILS and Harms and Schmitz visited 39 libraries in Feb. and Mar. to gather feedback on a shared statewide automation system. Report provided and project put on hold. SILO staff working on new software for SILO ILL. Harms provided 6 Interlibrary Loan Roundtables with 136 participants around the state.
Objectives 3e	Strategies 3e - FY16	Results 3e - FY16
Encourage & facilitate communication	Promote and publicize Iowa Library Commons, register 50	<ul style="list-style-type: none"> Provided webinar "Size Doesn't Matter: Transforming Big Ideas into

<p>among Iowa libraries aimed at sharing best practices & developing solutions to shared problems. (All IaLS staff)</p>	<p>contributors and upload 200 items. Monitor lowalib to capture best practices and post on our website for improved accessibility.</p>	<p>Small Library Environments” with 58 attendees in order to promote use of programming or new ideas into the smaller libraries.</p> <ul style="list-style-type: none"> • Iowa Library Commons is the method of sharing ideas and resources between libraries with 67 contributors. IowaLib continues to facilitate discussion and answer questions between librarians. • Staff testing new software to take the place of IowaLib.
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Goal 4: Deliver access to Iowa Library Services' collections.

Objectives 4a	Strategies 4a - FY16	Results 4a - FY16
<p>Improve access to & understanding of statistics about Iowa's population & economy. (SDC)</p>	<p>Develop presentations on regional population trends in Iowa focusing on data from the US Census Bureau and various state agencies. Develop tutorials and training classes on using the new SDC website.</p>	<ul style="list-style-type: none"> • Data collection from nursing facilities and prisons started as part of the population estimates program. • Existing reports on Immigration, Pension, Building Permits, Foster Care, and English Language Learner data were updated. • New report on looking at County Business Patterns was added to the website. • The 2015 state population estimates were released and published on the SDC website. The 2010-2014 American Community Survey data was released in early December. Final 2015 population estimates were released with a specific focus on city populations and demographic characteristics for all of Iowa as well as for each of the 99 Iowa counties. • Krob gave training on using Census data and accessing the data on the SDC website to two PLM2 classes, the State Association of Government Accountants, and the North Central Iowa City Clerks. Presentations on population trends in Iowa were given to the Iowa Department of Management, and the Early Childhood Initiative State Board. • Krob was a representative for the agency at a Census presentation focusing on the 2020 Redistricting program which was also attended by multiple state agencies.
Objectives 4b	Strategies 4b - FY16	Results 4b - FY16
<p>Expand & publicize Iowa Publications Online. (SLS)</p>	<p>Develop a systematic approach to contacting departments about using IPO as the repository for state documents. Offer at least one class a year to new state employees about depositing into IPO. Publicize IPO to depositors and users at least six times. Add at least 2000 items to IPO. Continue to partner with the Legislative Services Agency to add high-value, legacy documents to IPO. Ensure redundancy and back-ups for the IPO data. Explore working with agencies to digitize microfilm of unique, legacy state docs and add to IPO.</p>	<ul style="list-style-type: none"> • 2335 documents were added to IPO. • 14 new depositors added. • IPO was publicized in the December 2015 <i>State Library Update</i> with an article about how the Department of Natural Resources Water Quality Bureau archives its <i>Water Summary Update Reports</i> in IPO, and general information about IPO for all agencies/departments. • Corson met with State Archivist to discuss collaboration with SHSI. • Corson and Keyser met with staff at the IA Dept. for the Blind to discuss improvements to IPO when being accessed by a Web reader for the blind and then worked with SILO staff to implement the improvements requested. • SL staff met with a group from DNR to answer questions about IPO which resulted in 3 new DNR depositors and an increase from 8 DNR documents deposited in 3rd Qtr. FY15 to 30 documents deposited in

		<p>3rd Qtr. FY16.</p> <ul style="list-style-type: none"> Received inquiry from Cass County Soil and Water Conservation about the possibility of adding their annual reports to IPO. Will be explored in next few months.
Objectives 4c	Strategies 4c - FY16	Results 4c - FY16
<p>Improve access to & add additional collections to Iowa Heritage Digital Collections. (SLS)</p>	<p>Offer at least four training or promotional sessions for IHDC. Create an Exhibit for the Official Registers and publicize. Partner with DNR to create an exhibit for the DSM River Plat Map Project. Add at least four SL collections to IHDC. Create an exhibit about the history of the State Library in IHDC. Partner with House & Senate to create a collection of their photos and other materials. Publicize IHDC through our website and social media and at conferences. Digitize and create exhibit of territorial legacy documents from 1838-1843 in our collection. Explore collaboration with SIHI for digitizing historical collections.</p>	<ul style="list-style-type: none"> Met with staff from Washington, Winterset, Keokuk, Kalona, Fairfield, and Burlington Public Libraries to discuss IHDC projects. Additional non-public library contacts included: <ul style="list-style-type: none"> Ankeny Historical Society Fort Des Moines Johnson County Historical Society Palmer College of Chiropractic Waukeee Historical Society Rees contacted several other libraries about projects. A new section "Featured Exhibits" was added to the IHDC homepage, which highlights exhibits: <ul style="list-style-type: none"> AJ Small Room History of the Iowa Library Association Theodore Parvin, First Territorial Librarian of Iowa Staff added <i>Reports of the Iowa Library Commission</i>, began projects with Mills Co. Soil and Water Conservation Board and Buena Vista University. Announced two 'crowd-sourced' collections: WWI in Iowa, and Iowa Bookplates and staff created the collections and added materials owned by the SL. Rees gave a presentation at the Iowa Library Association Conference titled <i>Keeping The Past Alive: Create A Local History Digital Collection Free With IHDC</i>. Rollinger added the Traveling Library of Iowa collection, and two new exhibits: Iowa State Librarians and Traveling Library of Iowa. IHDC has 27 partners and 95 collections. Began IHDC project with intern to digitize a group of state documents from 1859-1930. Documents were grouped together in seemingly random way. Project was put on hold later in the quarter as student dropped internship with State Library in favor of another internship.
Objectives 4d	Strategies 4d - FY16	Results 4d - FY16
<p>Expand & promote Iowa Library</p>	<p>Create exhibit in IHDC about the A.J. Small Room and its</p>	<ul style="list-style-type: none"> Quist gave informal tours to more than 200 visitors to the AJ Small

<p>Services' collections. (SLS)</p>	<p>collections and promote it. Refine and develop impromptu promotional sessions about the A.J. Small collection to law library visitors. Use varied media and add links in our webpages to promote special collections. Create at least six visually dynamic displays in the rotunda to promote special collections. Continue to create monthly new book lists and advertise them on our website and to cardholders.</p>	<p>Special Collections.</p> <ul style="list-style-type: none"> • Added a full text database for library science journals; • Special collections were promoted on social media, the website, and in the State Library Update. • New book lists were created and advertised for each month. • Quist gave two formal presentations about the State Library's historical collections to the James C. Jordan Award winners and the Iowa State University Foundation. • Quist presented to 25 potential legislators who belong to the 50/50 in 20/20, an organization that encourages women candidates; Quist provided a private presentation for Sen. Rita Hart and her extended family visiting from Germany. • Law hosted a reception for the National Governor Association annual conference in which 32 state governors from around the country were able to experience the law library's impressive collection. The event was very well regarded as we had original native resources from all of the participating states dating as far back as the 1700's.
<p>Objectives 4e</p>	<p>Strategies 4e - FY16</p>	<p>Results 4e - FY16</p>
<p>Improve access to Iowa's state documents. (SLS)</p>	<p>Create and maintain a robust webpage with active links for the depository libraries. Ensure that every state document that is requested is available in IPO. Follow trends in cataloging to make bibliographic records discoverable via an internet search. Evaluate the discovery service now available from ByWater as an add-on to Koha. Proactively solicit state documents from agencies still producing them in paper. Promote state documents on the website and in social media.</p>	<ul style="list-style-type: none"> • Skeers requested missing state docs. • 51 legacy documents were added to IPO. Legacy documents are documents that are part of the State Library's state documents collection where only a single copy is available. • Completed two shipments of state documents for the documents depository program.

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Goal 5: Foster a culture of innovation and collaboration within Iowa Library Services.

Objectives 5a	Strategies 5a - FY16	Results 5a - FY16
Provide exemplary library service in the Main Library, the Law Library & the State Data Center. (SLS, SDC)	Connect with state agencies to promote the use of Live Help for their webpages. Establish protocol for evaluating SL policies every three years. Create and publicize monthly art exhibits in the main library. Partner with the Legislative Services Agency to host their exhibits in the law library. Survey SL patrons about the effectiveness of our services.	<ul style="list-style-type: none"> • Keyser, Easter, Rees, Peterson, and McKewon presented programs at the Iowa Library Association Conference, many staff members attended sessions. • Provided notices of new books added to the collection on a monthly basis; hosted monthly art exhibits in the Main Library; improved the overdue notice process and provided email notification of upcoming due dates, • Provided a display in the rotunda to advertise national Library Week and Iowa's libraries. • The Law Library hosted a workshop and later presented to the Dunn Library staff (Simpson College). The event was very well received and is likely to be a model for future collaboration. • Cory Quist presented to the Iowa Commission on Civil Rights Latino affairs division, worked with them to schedule law as a future meeting location.
Objectives 5b	Strategies 5b - FY16	Results 5b - FY16
Continuously upgrade the knowledge & skills of IaLS staff so that they are equipped to manage change with flexibility & provide high quality leadership, consulting & information services to our constituents. (All IaLS staff)	Ensure that all staff participate in purposeful development. Host all staff in-service training day. Provide training on space utilization.	<ul style="list-style-type: none"> • A speaker was brought in to talk about threat assessment in the workplace. • Provided staff training on Camtasia software to create training videos. • Provided virtual access to PLA conference sessions as a group; staff required to watch 5 sessions and report 2-3 things they learned per session.
Objectives 5c	Strategies 5c - FY16	Results 5c - FY16
Experiment with pilot projects and implement successful ones. (All IaLS staff)	Initiate a pilot project for a shared automation system. Explore a partnership with DSM Parks & Rec to digitize and exhibit historic DSM City Cemetery deeds and burial records. Initiate a pilot project to encourage creating consortia.	Announced grant opportunity for paid registration for one Iowa librarian to Research Institute for Public Libraries (RIPL)
Objectives 5d	Strategies 5d - FY16	Results 5d - FY16
Share Iowa Library Services successes with stakeholders. (All IaLS staff)	Publish at least four <i>SL Updates</i> to publicize IaLS' programs and successes. Refine Social Media Polices for the website homepage, FB and Twitter. Share successes with the Commission, the Advisory Panel and on social	<ul style="list-style-type: none"> • The visit from President Obama was shared via Facebook, Town Meetings, and lowalib. • Showcased new format of Annual Report to the Commission and via the website.

	media. Create a Social Media Team.	<ul style="list-style-type: none"> • <i>State Library Update</i> published in September, December, and March • Held a book signing event for Georgiann Fischer who published a book entitled <i>The Legend of Santa Dan and Mark the Elf</i>; <i>State Library Update</i> was published in March.
Objectives 5e	Strategies 5e - FY16	Results 5e - FY16
Build & enhance partnerships with the Ia Lib Assn, Ia DE, AEAs, IPTV & other agencies & organizations whose mission complements that of IaLS.	Continue existing partnerships with Dept. of Ed. on literacy, grade level reading, and summer programs. Expand partnership with IWD to provide training for librarians on their services. Partner with Volunteer Iowa to provide training to Iowa librarians on the best use of volunteers.	<ul style="list-style-type: none"> • Partnered with Volunteer Iowa to provide training on the use of volunteers in libraries during Town Meetings. Staff partnered with the Legislative Services Agency to track down legacy legislative documents for their collections. • Staff met with staff from the Iowa Dept. of Natural Resources and the Dept. of the Blind to discuss improvements to Iowa Publications Online, a mutually shared resources provided by the State Library; Corson worked with staff from several different agencies on guidelines for electronic records from the State Records Commission.

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