

Chapter 20: Iowa Library Services

In 2011 Iowa Library Services was formed as a result of a legislative mandate to reorganize the delivery of library services to Iowa libraries, by combining the State Library of Iowa and the Iowa Library Services Areas. The new agency continues to be a division of the Iowa Department of Education. Like public libraries, Iowa Library Services is governed by a board of trustees called the Iowa Commission of Libraries. The Commission has policy and budget authority as well as the authority to hire and evaluate the State Librarian. Iowa Library Services' two roles are **Library Support Network**: improving library services in Iowa and **Library Services**: delivering specialized information services to state government and to Iowans.

Library Support Network

Library Support Network staff (comprised of the District Consultants and Learning Resource Technicians, and the Des Moines Consultants) work to make library service in Iowa the best it can be by offering services and programs for Iowa libraries. Library Support Network prides itself in being passionate about the value of libraries and the difference they make in people's lives; in advocating for libraries and librarians and seeking opportunities for them; in identifying and creating innovations for helping libraries improve services for Iowans. Although District office staff work with all libraries, their support is most critical for the public libraries located in smaller communities. The six District offices communicate regularly with library boards and staff at the local level. Help is provided by phone call, email, chat, or on-site visits. More information about the programs and services can be found at <http://www.statelibraryofiowa.org/ld> and is summarized below.

Adult Services: Continuing education and consulting to help Iowa libraries provide the best possible service to Iowa's growing older adult population.

Consulting: Consulting with local libraries may include assisting in setting up a computer network; helping apply for grants; clarifying statistics for state reports; trouble-shooting computers; interpreting cataloging rules; or conferring about any of the scores of issues affecting libraries. District office staff facilitate informal opportunities for librarians to learn from each other: county and regional meetings; roundtables by size of community or job responsibility (directors, children's librarians, supervisors, support staff, interlibrary loan staff); and roundtables for libraries using the same automation vendor.

Continuing Education: includes the Public Library Management classes, Town Meetings and other workshops for librarians and trustees. Learning opportunities are provided in person, online and over the Iowa Communications Network (ICN). Iowa Library Services provides an online continuing education catalog which includes information and registration for continuing education programs offered by Iowa Library Services and other sponsors.

Databases: access is provided to electronic databases such as EBSCOhost and OCLC FirstSearch through cost-effective statewide licenses. Libraries sign up for access to these products and pay a portion of the costs.

Direct State Aid (part of Enrich Iowa funding): is distributed to public libraries based on achievement of public library standards in *In Service to Iowa: Public Library Measures of Quality*. The three part formula includes:

- ❑ Base amount (\$1,000, \$2,000 or \$3,000) depending on compliance with three tiers of standards
- ❑ Per capita amount (\$0.20, \$0.40 or \$0.60) depending on compliance with three tiers of standards
- ❑ Three percent (3%) of the amount of funding received by the library in the previous year for service to rural residents and to contracting communities (The percentage is the same for all tiers.)

However, because the Direct State Aid program has not been fully funded by the State of Iowa, libraries receive a percentage of the amount they would receive with the formula.

Discounts for Libraries: are negotiated for libraries on supplies, books, DVDs, downloadable audio-books and technology. Iowa Library Services participates in the Iowa Educators Consortium (IEC), an initiative of the Iowa Area Education Agencies. IEC purchases allow schools and libraries to take advantage of aggressive pricing based on their purchasing volume.

E-Rate: provides discounted telecommunications services to K-12 schools and libraries. Iowa Library Services serves as the state E-rate coordinator. Every Iowa library that applies for the Universal Services Fund Discount Program for discounted Internet services must have an approved technology plan on file with Iowa Library Services.

Enrich Iowa: includes Direct State Aid (for public libraries), Open Access and Interlibrary Loan Reimbursement.

Interlibrary Loan Reimbursement: (part of Enrich Iowa funding): provides Iowans with equal access to library resources by encouraging and supporting interlibrary loan among all types of libraries. Participating libraries agree to provide interlibrary loan without charge to Iowa libraries and library users. The program pays a subsidy for each item loaned to eligible Iowa libraries.

Joblist: lists open positions in Iowa libraries, posted on the Iowa Library Services website.

Library Science Collection: provides books, journals and videos/DVDs on topics of interest to library directors, library staff and trustees, which are available through interlibrary loan.

Library Services and Technology Act (LSTA): Through the Grants to States program, the Institute of Museum and Library Services (IMLS) provides federal LSTA funds to state libraries, including Iowa Library Services, using a population-based formula. In Iowa, LSTA funds are used primarily to support statewide library development initiatives and services such as summer library program; developing the skills of Iowa library directors and staff to serve Iowans; statewide access to online reference databases such as EBSCOhost and FirstSearch; SILO interlibrary; Iowa Center for the Book; standards for public libraries.

New director orientations: Iowa Library Services provides support and professional development for new library directors. New librarians are contacted and on-site visits are scheduled to acquaint the librarian to library law, the board-director relationships, public library practices, and the help available from the library community.

Open Access (part of Enrich Iowa funding): is a reciprocal borrowing program which enables library card holders from a participating library to directly check out materials, free of charge, from over 600 other libraries participating in the program. Libraries participating in Open Access are subsidized by Iowa Library Services for each item loaned to a non-resident user.

The “Planning For Results” Series: Both librarians and trustees benefit from the Public Library Association’s “For Results” series, a planning model that encourages community-based input for improving public library administration, policies, and practices. A number of Iowa Library Services staff facilitate “Planning For Results” projects wherein library trustees, directors, staff, and citizens develop strategic plans, analyze policies, and enhance library collections, facilities, personnel, and technology. Following a “Planning for Results” process requires a serious commitment, but can lead to far-reaching changes in library service to the community.

Putting Libraries on the Web (PLOW): PLOW is a program of Iowa Library Services which has provided websites to approximately 300 Iowa public libraries. There is an opportunity for libraries to join the program once a year.

Public Librarian Certification: helps improve library service in Iowa by developing the skills of public library staff members. There are six levels of certification. Depending on the level, individuals must meet certain work experience and/or educational requirements. To renew a certificate, 45 contact hours of continuing education must be completed every three years.

Public Library Standards and Accreditation: encourages the ongoing development of quality library service in Iowa. The program is based on *In Service to Iowa: Public Library Measures of Quality*, a manual of standards for public libraries developed by librarians and trustees.

Public Library Statistics: Iowa Library Services collects data from public libraries. These statistics are helpful when libraries want to compare their own library activity and use from year to year; benchmark against other libraries of similar size; obtain statistics to support budget requests, plan for how the library will serve the community in the future.

State of Iowa Libraries Online (SILO): offers resource sharing services, including the Iowa Locator and SILO Interlibrary Loan, to all types of libraries in Iowa. SILO also provides DNS, e-mail, and Web hosting services to Iowa’s public libraries and is a joint program of Iowa Library Services and Iowa State University.

Telling the Library Story: This toolkit was developed by Iowa Library Services to “assist Iowa libraries in explaining and demonstrating the value of their services in order to increase use of and support for libraries.” It includes bookmarks, a template for creating an annual report, and suggestions for talking with policy makers.

Trustees: Services include the *Iowa Library Trustee’s Handbook*, general trustee training as well as training tailored for the boards of individual libraries or adjoining counties. Many topics focus on board development such as policy writing, budget and finance, advocacy, hiring and evaluating directors, public computer use, meeting room use, creating a friends group; facilities planning; automated system planning; and board responsibilities and effectiveness; and consulting on board issues. There is a trustee’s page on the Iowa Library Services website, <http://www.statelibraryofiaowa.org/ld/Trustees>

Youth Services: are programs and services provided to help Iowa libraries provide the best possible service to children and youth. They include the annual Summer Library Program; workshops and conferences such as Kids First; early literacy activities; consulting.

Library Services

Information Services: provides answers to reference questions; collections including books and videos specializing in government, management, medicine, and library science; and online access to magazine and newspaper articles. <http://www.statelibraryofiowa.org/services>

State Data Center: the official source for U.S. census statistics about Iowa such as population, housing, agriculture, business, industry and government. The Center answers census related questions and provides publications and data products including an extensive website: <http://www.iowadatecenter.org/>

State Documents Center: collection includes thousands of publications produced by state agencies, the state legislature, and state universities. Access to many documents is available electronically on Iowa Publications Online at <http://publications.iowa.gov/>. In addition to electronic access, print publications are made available to a network of public, university and college libraries across Iowa, providing Iowans with convenient geographic access to state publications.

Law Library: provides Iowa lawmakers, government employees, the Iowa legal community, and the general public with a highly specialized legal collection of treatises and both state and federal statutory, regulatory, and case law. Law Library staff answers reference requests and assist in locating needed legal information. <http://www.statelibraryofiowa.org/services/law-library>

Iowa Library Services
1112 E. Grand Avenue
Des Moines, Iowa 50319
(515) 281-4105
(800) 248-4483
<http://www.statelibraryofiowa.org/>
Newsletter: *Footnotes* (online newsletter)

Central Iowa District Office

1210 NW Prairie Ridge Drive
Ankeny, IA 50023-1564
(866) 642-7917
Newsletter: Electronic Mail list
Cedistrict@lists.silo.lib.ia.us

North Central Iowa District Office

210-A N Phillips St
Algona, IA 50511
(866) 642-7918
Newsletter: Electronic Mail list
Ncdistrict@lists.silo.lib.ia.us

Northeast Iowa District Office

415 Commercial Street
Waterloo, IA 50701
(866) 642-7919
Newsletter: Electronic Mail list
Nedistrict@lists.silo.lib.ia.us

Northwest Iowa District Office

529 Pierce Street
Sioux City, IA 51101
(866) 642-7920
Newsletter: Electronic Mail list
Nwdistrict@lists.silo.lib.ia.us

Southeast Iowa District Office

1112 E. Grand Avenue
Des Moines, Iowa 50319
(866) 642-7921
Newsletter: Electronic Mail list
Sedistrict@lists.silo.lib.ia.us

Southwest Iowa District Office

3501 Harry Langdon Blvd., Suite 190
Council Bluffs, IA 51503
(866) 642-7922
Newsletter: Electronic Mail list
Swdistrict@lists.silo.lib.ia.us