

STATE LIBRARY ADVISORY PANEL MEETING NOTES

DECEMBER 7, 2018



ONLINE ATTENDEES: Mary Fran Nikolai, Jan Grandgeorge, Sue Mannix, Dee Schrodt, Tonya Boltz, Greta Grond, Glenda Mulder, Ellen Petty, Melia Tatman, Becky Bilby, Katherine Martin, Susan Schrader, Victor Lieberman, Dianna Geers, Anne Coulter, Sandy Long

STATE LIBRARY STAFF: Michael Scott, Nancy Medema, Marie Harms, and Emily Bainter

CALL TO ORDER, WELCOME & INTRODUCTIONS:

- **Michael Scott** called the meeting to order at 2:01 p.m.
- **Michael Scott** introduced new member **Greta Grond** from Northwestern College representing Private Academic Libraries.

REVIEW AGENDA:

- No changes or additional items to the agenda.

STATE LIBRARY UPDATES:

- **State Librarian Report (Attachment):**
 - **Michael Scott** has been visiting libraries and emphasizing the importance of completing the **Edge** assessment for technology needs. We are doing very well with libraries completing the assessment and are working towards goals: we hope that 90% of libraries with over 5,000 population will complete the assessment, and we are about halfway there at 45% completed; for libraries under 5,000 we are aiming for 50% completion, and we are at 32%. Libraries are responding positively to completing the assessment and finding out it's easy and the results are very useful. State Library staff, including district consultants and LRTs, are available to assist; the Edge program itself also has good customer service staff. The end goal is to use the results to further support public libraries in their technology needs and hopefully leverage support from the legislators and other funding sources for technology grants.
 - **Michael Scott** also attended five **Future Ready Summits** across the state organized by the Governor's Office. State Library staff attended all but one session that was offered. Interesting conversations and discussions talking about post high school options and alternatives to the traditional college route for graduates. The lofty goal for these summits is that by 2025, 75% of Iowans will have some sort of post-secondary education, training, or certificate program completion. State Library staff that attended plan to meet and debrief on the events and how libraries could fit in and have a seat at the table to help with these programs. More information: <https://www.futurereadyiowa.gov/>
 - **FY19 Budget** is rolling along, no news at this point. We have a budget; there will be a meeting of the Revenue Estimating Conference in December which will be used as the basis for the Governor's budget to be released in January. We started spending money from our Federal budget in October (agency has two years to spend this funding), which



is a little later than in previous years. We've had several staff retire over the past six months or so and are at a point where we can start evaluating agency needs and filling some of these positions. The newest Federal funding has yet to be deposited but should be soon.

- **Career Services Online Resource Update**- we went out for bid for an online resource to provide career services, i.e. Learning Express. We received responses and have reviewed the proposals but are not able to announce anything yet. Information should be forthcoming soon. A committee of State Library staff and several librarians from public and academic librarians were on the RFP review committee. We did receive an extension on Learning Express which will be available to libraries through the end of January 2019.
- **Michael Scott** has contacted members whose terms are up at the end of the calendar year; we will be saying goodbye to three members- Patricia Dawson (Special libraries), Jennie Garner (F size libraries), and Katherine Martin (Regents libraries) and will welcome new members next year. Thank you to those members who are able to stay on for another term.

- **FY18-22 Strategic Plan Update: Nancy Medema**
 - We continue to provide an online resources package for libraries to buy into for their patrons. We offer regular webinars from the vendors to provide tips and insight into the products; these are posted in the CE Catalog. We are developing a process for considering and adding new online resources to this package.
 - State Library Reference staff are learning a new tool to answer common questions the public asks about state government. We are partnering with the state IT department on this tool.
 - The State Data Center has launched a website for the 2020 Census with information on the program and its progress.
 - The Continuing Education Team met in November and are working on planning for next year's programs. The theme for next year will be Community Engagement, with something offered once a month aligned to that theme.
 - Edge workshops were held across the state this fall to assist libraries with completing the assessments.
 - The Statewide Delivery System team met for the first time recently and reviewed past progress and efforts. The team will look at existing delivery methods with the goal to pull data and put on a map to visualize where we have delivery service and where we are lacking.
 - The Development of Library Systems team met with the initial task of developing a definition of a public library which will be discussed later in the meeting.
 - Summer Reading Manuals have been sent out to public libraries; webinars will occur in January. We also just received the acceptance from the new Youth Services Consultant who will start on January 22.

- **Edge Update: Marie Harms**
 - The State Library's current contract with Edge runs through Feb. 2019. We set a few goals at the beginning of this process; we need 14 more libraries with 5,000 or greater population to complete Edge assessment to meet our goal; and 82 libraries with under 5,000 population need to complete it to meet our goal.

- The State Library is depending on Advisory Panel members from public libraries to be in a leadership role and complete the Edge program; there are several who have not completed the assessment yet.
 - **Marie Harms** presented on the Edge program, which acts like a technology assessment consultant for libraries to determine what the community needs are for technology and digital resources and measures their performance. Libraries that complete the assessment receive an Edge toolkit including reports, planning tools, and an action plan to move forward with obtaining support from stakeholders for technology needs and upgrades.
 - Libraries can go to www.libraryedge.org to register for an account and get started with the assessment.
 - So far, the top three recommendations for Iowa libraries that have completed the assessment are to provide and maintain a roster of community organizations that offer technology services, conduct an annual community survey for feedback on technology resources, and provide a collection of online resources for job seekers and employment skill-building resources. This is just a start and we hope to have more libraries complete the assessment to get a better big-picture idea of what support the agency can provide.
 - **Questions/Comments: Susan Schrader:** How often does a library complete the assessment? Marie, action plans can take several years; Texas libraries initially completed it four years ago and now are retaking the assessments to measure progress. **Becky Bilby:** The Edge assessment did not take hours and was highly valuable. We saw areas that were lacking and are now working on them. It was worth every minute we put into it. We are putting into action easier ways for people with disabilities to use our computers; we are also highlighting e-government resources on our website. **Jan Grandgeorge:** We were pleased to find out that we were actually rated a little higher than I thought we'd be. We will be looking at procedures and changes that the assessment recommends. **Michael Scott:** I will follow up with Advisory Panel members to encourage them to register in the next few weeks. If you've registered and haven't completed the assessment, jump in and see if you can have it completed in the next month. Keep in mind these action plans can easily be added to the library's Strategic Plan. **Sandy Long** added that the assessment showed the library's public access computers were out of date; they are now in the process of raising funds for five new computers.
- **State Library Service Logs (Attachments)-**
 - **Marie Harms** shared new reports on the contacts State Library staff receives from libraries. The data comes from a new ticketing system that the State Library launched in July. The reports are infographic style and show total tickets, average number of customers, breakdowns by library type and size, and the top ten topics libraries requested support for. Currently the data is reported by 18 Library Support Network staff but we hope to add Reference staff requests to the data in the future.

GROUP DISCUSSION

- **Public Library Definition & Eligibility- Nancy Medema**
 - **Nancy Medema** presented a draft document; the purpose of the document is to differentiate between publicly and tax-supported libraries and privately established endowed libraries that are open to the public, to determine eligibility for State Library

consulting and education services and funding, and to fulfill the state Library's statutory requirement to equalize and improve library services to Iowa citizens.

- We used other state library definitions and the federal government definition to draft this document. The end goal is to have this put into the Iowa Administrative Rules.
- We would like input from the Advisory Panel on the current document in the next few weeks; State Library staff will meet to discuss feedback and recommended changes before we start the process to add the text into the Administrative Rules.
- The document will be provided to Advisory Panel members along with a deadline for feedback. This document will also be presented to the Commission at next week's meeting; we will also continue this conversation at the next Advisory Panel meeting in March.

ROUND ROBIN

- A few members gave updates on current events at their library.

OTHER TOPICS OR QUESTIONS

- **Michael Scott** encouraged everyone to check out the new titles for All Iowa Reads program. The 2019 adult title is in conjunction with Nebraska called *This Blessed Earth: A Year in the Life of an American Family Farm* by Ted Genoways. There are also titles for teens and kids. The State Library has purchased book sets that libraries can borrow to lead group discussions; contact your district LRT to reserve the sets. The kickoff webinar will occur in January, with webinars for the youth and teen programs in February. More info: <https://www.iowacenterforthebook.org/air/home>

ADJOURNMENT:

- **Michael Scott** adjourned the meeting at 4:01 p.m.

NEXT MEETING DATE

- **Tentatively March 13, 2019** in conjunction with ILA's Iowa Library Legislative Day in the Law Library. Time is to be announced; most likely 9:30 a.m. to noon.