

# Iowa Library Services FY12 Annual Report

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# Iowa Library Services

## FY12

### Significant Accomplishments and Events

#### Accomplishments

- Library services reorganization legislation was passed by the legislature on June 29, 2011 and signed by the governor on Wednesday, July 27, 2011. The reorganization became effective immediately. Six district offices were established, in Algona, Ankeny, Coralville, Council Bluffs, Sioux City and Waterloo, each staffed by a librarian consultant and a library resource technician. Nine of the twelve new district positions were filled and announced to the library community by Monday, August 2, and the remaining positions were filled before Labor Day.

The bill created a streamlined model of state-funded support services for libraries by combining the Library Service Areas and State Library into one agency, called Iowa Library Services (IaLS). The new agency preserves the close-to-home services that Iowa libraries depend on, while ensuring the consistent availability of services across the state.

The reorganization bill also created a new Advisory Panel for Iowa Library Services, to be made up of no fewer than eleven members representing libraries of all sizes and types, various population levels and geographic regions of the state. The legislation calls for the Executive Board of the Iowa Library Association to appoint a simple majority of the members of the Advisory Panel, and for the state librarian to appoint the rest. Mary Wegner and Dale Vande Haar, ILA President during 2011, worked closely together to select 22 panel members from 117 applications. The Advisory Panel will, in accordance with the bill, “advise and recommend . . .evidence-based best practices, to assist the commission and division to determine service priorities and launch programs, articulate the needs and interests of Iowa librarians, and share research and professional development information.” Iowa Library Association officers (past president, president, and president-elect) and the ILA GAC chair will serve as ex-officio members of the panel. The Advisory Panel held four very productive meetings during FY12.

- IaLS Library Resource Technician Rinda Kramme assisted with the reorganization transition by processing out of state interlibrary loan (ILL) requests for many public libraries in the state until the new district staff could be trained. She filled or referred more than 3500 ILLs for these libraries from July to March. She also assisted in training district staff on interlibrary loan referral procedures.
- The Iowa Library Association (ILA) offers the ILA Leadership Institute every two years. Approximately 25 librarians are selected to take part in three days of leadership training sessions that focus on both personal and professional skills. IaSL librarian consultant Merri Monks was chosen to participate in the 2012 Institute, and Mary Wegner was also involved as part of a panel discussion on leadership.

- IaLS staff completed work with other Iowa institutions on a \$40,000 Connecting to Collections grant project from the federal Institute of Museum and Library Services. The final program was a two day workshop, *Disasters Happen: Preparation & Response Training*, held in Cedar Rapids. Three IaLS staff members attended and were trained in disaster response.
- The Iowa Center for the Book (ICB) selected Tracy Kidder's acclaimed *Strength in What Remains*, as our tenth annual *All Iowa Reads* book (for 2012). It is the true story of Deogratias Niyinzokiza, a young physician from Burundi, who survives genocide only to find himself a homeless immigrant in America. The ICB *Letters About Literature* (LAL) program for students in grades 4-12 had another record year with 2,276 Iowa students entering their work into the pool of 59,000 letters nationally. 89 Iowa teachers, librarians and 18 parents coached the students who submitted letters. Our annual LAL Award Ceremony was held in May; the speaker was award-winning Iowa children's author Dori Hillestad Butler. Robin Martin, ICB Coordinator, and Fran Fessler, IaLS secretary, represented Iowa by staffing the Iowa booth in the Pavilion of the States at the 11th annual **Library of Congress National Book Festival** in Washington, DC in September. More than 200,000 people took part in the event. The **Iowa Author list** has tripled in size since its inception three years ago. It contains information about 300 authors presently living and writing in Iowa. Readers can find out what authors have written; libraries, schools and other organizations can find out who is available for speaking engagements; and authors can reach a wider audience. Available from the ICB website, the list is searchable by author name, genre, audience level, and county of residence. Entries include authors' comments about their writing, awards received, contact information and all books published. This year we began adding images of the authors to their entries.
- The Main Library hosted seven art exhibits by Iowa artists, including beautiful paintings of American Indians, cowboys, wildlife and vivid western landscapes by Ron McKewon, husband of Northwest District Office librarian consultant Bonnie McKewon.
- The Law Library provided a striking location for part of a gala dinner at the Capitol during the World Food Prize event in October, and also was the venue for a reception before a dinner in February for the Vice President of China, Xi Jinping. In addition, the Law Library was the site for several CBS broadcasts during the Iowa political caucuses in January. We are always glad to welcome back broadcaster Bob Schieffer, who remarked during his Law Library air time four years ago that he was broadcasting from the "most beautiful room in America."

- We were notified that IaLS was selected to receive a second Smart Investing@your library grant from the American Library Association (ALA) and the Financial Industry Regulatory Authority (FINRA) Investor Education Foundation, after we successfully completed a similar project in 2010-11. Eighteen libraries (three from each of our six districts) were selected as participants in the second round, from a pool of 41 applicants. The participants are: Carroll Public Library, Decorah Public Library, James Kennedy Public Library (Dyersville), Estherville Public Library, Fort Madison Public Library, Independence Public Library, Knoxville Public Library, Missouri Valley Public Library, Newton Public Library, Osage Public Library, Ottumwa Public Library, Sac City Public Library, Shenandoah Public Library, Sibley Public Library, Sioux Center Public Library, Washington Public Library, Kendall Young Library (Webster City), and West Bend Public Library. The program supports public libraries across the country in their efforts to meet financial education needs at the local level.
- Iowa public library directors from Britt, New Hampton, Newton and Ottumwa, along with IaLS librarian consultant Alysia Peich, were among 215 participants from 45 states and the District of Columbia who met in Washington, D.C. in late April to share ideas in support of public libraries' efforts to meet the urgent and growing needs of communities affected by the economic downturn. Attendees shared stories of patron impact, and worked together to learn about common challenges and find new, 21st century solutions to support their local economies. The conference was funded by a grant from the Institute of Museum and Library Services, who have supported workforce recovery efforts in U.S. libraries through state library summits, face-to-face and online training.
- The Iowa Library Services Strategic Plan for FY13-17 and the Library Services and Technology Act (LSTA) Five Year Plan were completed in June 2012. The planning process was coordinated by John Langhorne, business consultant from Iowa City. The process for the development of the Strategic Plan included (1) completion of a written evaluation of the LSTA Five Year Plan for 2008-2012, (2) surveys of four stakeholder groups – public library staff, academic library staff, Advisory Panel members, and IaLS staff members, (3) a full day discussion of potential themes and goals with the Advisory Panel, (4) a discussion of potential themes and goals with the Commission of Libraries, and (5) sharing a draft of the new plan with the Iowa library community, with a request for feedback and suggestions, through our e-mail lists.
- State Librarian Mary Wegner hosted the spring meeting of the Western Council of State Librarians in Des Moines on May 15 and 16. Sixteen state librarians from states west of the Mississippi participated in continuing education and a business meeting and sharing of best practices. The purpose of the Western Council of State Libraries is to provide a forum for encouraging interstate collaboration, as well as continuing education opportunities for state library staff members. Attendees were particularly impressed with the beautiful Law Library.

- Timothy Owens, Senior Library Program Officer at the Institute of Museum and Library Services (IMLS) visited Iowa in August 2011. Besides interviewing many of the Des Moines-based Library Support Network staff, Owens travelled to northeast Iowa with State Librarian Mary Wegner and Sandy Dixon, Program Director for the Library Support Network. The journey included Decorah, Wellsburg and Bondurant public libraries and Northeast Iowa Community College. All the libraries have important programs paid for with federal Library Services and Technology (LSTA) funds through IMLS.

## **FY12 service statistics**

- Reference contacts (Main Library, Law Library & State Data Center): 8,468
- Library Support Network contacts: 5842 (3194 consulting + 2648 support) (covers Sept 1 – June 30)
- EBSCOhost searches by Iowans: 61,357,848
- Courses taught or coordinated by IaLS staff: 160 sessions:  
89 face to face, 68 online, 3 ICN
- Total course attendance: 4516:  
1746 face to face, 2545 online, 225 ICN
- SILO interlibrary loan transactions: 98,674
- 68.7% of Iowans were registered library card holders in FY11; 20% increase since FY01
- Iowans checked out 29,498,942 library items in FY11; 16% increase since FY01  
That's nearly 82,000 items checked out EVERY DAY.
- Iowans made 19,861,484 visits to public libraries in FY11; 42% increase since FY01  
That's more than 55,000 library visits EVERY DAY.

## **Staff Comings and Goings**

- The position of Betty Johnston, Statistical Research Analyst, was eliminated in November due to budget cuts.
- Sandy Dixon, Program Coordinator for Library Support Network, retired in June after 28 productive and eventful years of service. Dixon began her career at the State Library as a continuing education consultant in August 1984. Her first assignment was to develop a certification program for public librarians which began in 1986. As part of certification, Dixon helped establish the Public Library Management (PLM) classes. Among her many achievements, Dixon was named Librarian of the Year in 1993 by the Iowa Library Association. "Sandy's work has truly made a difference in the quality of library services available in our state," said State Librarian Mary Wegner. "I want to express my profound admiration and appreciation to Sandy for all she has meant to the Iowa library community over almost 30 years. What a wonderful career."

## Results – Iowa Library Services FY12 Strategic Plan

Yellow = Strategic priority

Blue = Objective

Pink = FY12 strategy

Green = Report on FY12 progress toward strategy

IaLS = Iowa Library Services

LSN = Library Support Network

SLS = Specialized Library Services

SDC = State Data Center

<p><b>1) Promote high quality library services for all Iowans through the use of technology.</b></p>
<p>Develop a statewide shared library automation system. (LSN, SLS)</p>
<p>1a) Development of a statewide shared library automation system is postponed due to budget cuts. Instead, IaLS will monitor the development of a new ILL software system being created through a multi-state consortium including Iowa.</p>
<p>1a) Schmitz &amp; the SILO office worked with the ISU Library in late 2011 to beta test a connector between ISU's online catalog and the ILL/resource sharing software under development through a multi-state consortium that includes Iowa. In spring 2012, Schmitz held discussions with the project manager for the ILL/resource sharing software being developed, covering the status of the beta test, software connectors to various library automation systems, developing an ISO 10160/10161 connector; and plans for testing the new software. Schmitz and Harms also discussed the new union catalog, patron initiated ILL, &amp; the most recent alpha code release with the software developers at Equinox. Next steps at IaLS in the development of the new ILL/resource sharing software will follow the release of a beta version of the software by developers at Equinox.</p>
<p>Increase statewide availability of subscription databases &amp; other digital resources. (LSN, SLS)</p>
<p>1b) Administer FirstSearch and EBSCOhost including the add-on databases. Obtain library discounts for more databases and digital resources such as Britannica and Tumblebooks.</p>
<p>1b) Peterson, Cox and Dixon administered EBSCOhost and FirstSearch for Iowa public and academic libraries, as well as the EBSCOhost add-on databases. Peterson taught several online sessions about using EBSCOhost with 96 attending, and facilitated EBSCOhost buying group training with 23 attending. The EBSCOhost contract was renewed. 465 public &amp; academic libs signed up, an increase from 463 last year. 61 public libs (up from 54 last year) are participating in EBSCOhost buying groups which provide discounted pricing on 7 additional Ebsco databases. Peterson arranged discounted library pricing for Movie Licensing USA, Britannica, and the AWE Early Literacy stations. Harms, Kofoot &amp; Peterson reviewed RFPs for an online career development resource. An IaLS staff team created consistent policies and pricing for the WILBOR and NEIBORS audio book and e-book consortia. Burns, McKewon, Kofoot, Riesberg, Heil &amp; Mori worked w/ libs joining the NEIBORS/ WILBOR consortia for the first time.</p>
<p>Encourage public libraries to upgrade the speed of their Internet service. (LSN, SILO)</p>
<p>1c) Educate public libraries about the advantages of high speed Internet. Participate in the State's broadband initiatives.</p>
<p>1c) Wegner met with a representative of Connected Nation to discuss the Connect Iowa initiative and the role of Iowa libraries regarding broadband access, use and adoption. Connect Iowa, in conjunction with the Iowa Economic Development Authority, is working with broadband providers in Iowa to create detailed maps of broadband coverage and is developing a statewide plan for the deployment and adoption of broadband in Iowa. Wegner's column in the March issue of <i>Footnotes</i> highlighted the Connect Iowa Initiative and the development of local broadband technology committees. Wegner was named to the statewide Connect Iowa Advisory Committee and attended the group's first meeting. Iowa libraries were the subject of a Connect Iowa blog posting in June: "<i>Libraries have a big role to play in terms of making Iowans more digitally literate.</i>" <a href="http://www.connectiowa.org/blog/post/state-libraries-share-connect-iowa-goal">http://www.connectiowa.org/blog/post/state-libraries-share-connect-iowa-goal</a></p>
<p>Enhance the Putting Libraries on the Web (PLOW) program by developing new features &amp; adding new libraries. (LSN, SILO)</p>
<p>1d) Offer PLOW Round 6. Provide updated resource links for PLOW websites. Update demographic information on PLOW websites with annual Census data.</p>
<p>1d) PLOW Round 6 was offered. 14 new PLOW libraries were added. Harms taught 2 sessions of Getting Your Website Started, with 21 attending. During the year, Harms also taught 20 in-person sessions of PLOW Advanced Customization with 135 attending, 6 in-person sessions of PLOW for library staff with 38 attending, and 7 in-person sessions of Customizing Your Website with 66 attending. Updated resource links were provided for PLOW Round 6 libraries. PLOW websites received new demographic information with updated annual Census data.</p>
<p>Help libraries use technology to provide services and solve problems. (LSN, SILO)</p>
<p>1e) Participate with other state libraries in the ILEAD USA grant focusing on 2.0 technologies. Restructure SILO Help desk so that a library's first contact is the District Office Library Resources Technician.</p>
<p>1e) To prepare for the ILEAD USA grant application, Peich surveyed Iowa librarians on their use of 2.0 tools; Peich and Cox prepared a preliminary budget for the grant request. Peich worked with the Illinois State Library to submit the grant application for the ILEAD USA project. We were notified in mid-June that the grant project was funded by the Institute of Museum and Library Services. Iowa is one of four states working with the Illinois State Library, the sponsoring agency, to carry out this project - the others are Colorado, Ohio and Utah. The ILEAD USA project will bring together teams of librarians from across Iowa 3 times over a period of 9 months to immerse themselves in continuing education that focuses on uses of participatory/social technology. Each of the 3 meetings will be 3 days long. At the end of the 9 month period each team will have a project that they can use in their libraries to enhance the lives of their community members. In addition to developing new technology skills, the program also builds leadership skills.</p>
<p>The SILO Help desk was restructured, with the goal of establishing district Library Resource Technicians (rather than a SILO staff member) as the first point of contact for</p>

technical support requests from local libraries. The district LRTs received extensive training from SILO staff members and Harms. By the end of FY12, the LRTs were handling all technical support requests, with backup support when necessary from Schmitz and Harms.

## 2) Strengthen the capacity of Iowa libraries of all types and sizes to provide the best possible library service to Iowans.

Offer new learning opportunities, in a variety of formats, for librarians, lib staff & trustees. (All IaLS staff)

### 2a) Further develop the Intro to Youth Services course series. Promote online learning opportunities. Experiment more with Moodle.

2a) The Introduction to Youth Services course series was not further developed in FY12, due to the necessity of addressing other priorities within the Library Support Network.

Online learning opportunities were promoted to Iowa librarians in a variety of ways. Karen Burns led a team of 12, mostly IaLS Library Support Network staff, who organized and produced the annual Iowa Small Libraries Online Conference (ISLOC) in January, with 237 attending. During FY12, IaLS staff offered 66 online class sessions. To further promote online learning, Peich sent a monthly email message to Iowa librarians which listed upcoming free online courses from around the country. When the 71 students who took Public Library Management (PLM) 1 in FY12 were asked if, after taking PLM 1, they were more likely to take another class online, 80% responded with "strongly agree". When the 50 students who took PLM 2 were asked the same question, 84% responded "strongly agree."

Peich converted the PLM 2 class to Moodle, completing the transition for both PLM classes. She also trained 6 LSN consultants in the use of Moodle during FY12, to better prepare them to use Moodle in the future. Of the 71 students who took PLM 1 in FY12 and the 50 students who took PLM 2 in FY12, 100% responded that they thought Moodle was an effective tool for accessing class material.

Improve public lib funding. (LSN)

### 2b) Collaborate with ILA to increase funding for libraries. Offer online class in grant writing. Encourage public libraries to apply for E-rate discounts on telephone service. Offer a class on forming library Friends groups.

2b) Wegner worked with ILA officers to develop the 2012 ILA Legislative Agenda; it calls for additional state funding to fully implement & operate IaLS & for increased funding for the Enrich Iowa programs. The Iowa General Assembly appropriated an additional \$500,000 for Iowa libraries in Enrich Iowa funding for FY13, and level funding for the IaSL operating budget.

Peich coordinated a 4-part series of webinars on grant writing conducted by Lance Noe, of Drake University, with 22 participating.

Peterson co-taught three online E-rate workshops with 52 attending, and taught 18 classes on E-rate form 470 with 225 attending. He also taught 11 in-person classes on filing E-rate form 471 with 111 attending and coordinated 4 online sessions about the form with 94 attending. Peterson also assisted Iowa public libraries with E-rate questions, helped resolve questions about the transition from the previous NEILSA E-rate consortium, resolved service provider issues for some public libraries and helped new library directors get ready to apply for E-rate funds.

Dixon coordinated a webinar on starting a library Friends group with 47 attending.

Update public library standards. (LSN)

### 2c) Objective has been met.

2c) Public library standards were updated in FY11.

Improve public library district legislation. (LSN)

### 2d) Objective has been met.

2d) Improved public library district legislation was passed in 2010.

Enhance knowledge & skills of IaLS staff to provide leadership and consulting services to our constituents. (All IaLS staff)

### 2e) Continue to establish Iowa Library Services as an effective and responsive agency. Train all IaLS staff on new technologies for customer communication: live chat, new newsletter software, new calendar software. Train district office staff on IaLS and SILO programs & technology, to equip them to assist local libraries. Train library consultants on Planning for Results process.

2e) Following the passage of library system reorganization legislation, Wegner & Dixon worked with the Department of Education CFO to close the former Library Service Area offices. 12 district staff members were hired (a District Consultant and Library Resource Technician for each district) & 6 offices were rented. New laptops, phones, and other equipment were deployed for all district staff. The six library district boundaries were redrawn to insure more equitable access to district staff. Reorganization progress was shared regularly with Iowa libraries. The new IaLS Advisory Panel met for the first time on 8/10/11. Topics discussed included a review of legislation, the Advisory Panel charge, a progress update, and the election of Greg Heid as chairman and Doug Raber as chairman-elect. The Advisory Panel met on 11/30/11: topics discussed included tech support for IaLS, transition update & funding. The Advisory Panel met on 3/7/12 & discussed pending funding legislation, WILBOR/NEIBORS, OCLC out-of-state interlibrary loans, & other reorganization transition issues. The Advisory Panel met on 4/17/12 & worked on the IaLS strategic plan. An all-staff meeting was held 6/11/12 to discuss the new strategic plan and its implementation.

District staff members were trained on live chat, calendar software, TeamViewer remote desktop support tool, & OTRS, the online ticketing system which tracks customer service requests from libraries. Training was also provided on IaLS programs including PLOW, SILO ILL, the Locator, the IaLS websites & mailing lists. The district LRTs began providing out-of-state interlibrary loan referral services for their libraries in spring 2012, and became the first point of contact for libraries with technical support

requests.

In early 2012, McKewon provided a 3-part series of webinars for consultants on the Planning for Results process.

Continue to work closely with ILA, IA DE & AEAs to best equip Iowa libraries to provide high quality services. (All IaLS staff)

## 2f) Maintain communication with stakeholders and partners through regular channels of information sharing.

2f) Monks participated in the governor's Education Summit on July 25 and 26. IaLS staff attended the Iowa Library Association conference in October, and staffed the agency booth. Wegner presented an IaLS update to conference attendees. Wegner regularly participated in meetings of the Iowa Library Association Executive Board, the Iowa Urban Public Library Association, AEA media directors, directors of public university libraries (U of Iowa, ISU and UNI), and the Vilsack Foundation. Dixon and Wegner participated in two forums on state library capacity building sponsored by the Bill and Melinda Gates Foundation. Wegner continues to serve as the vice-chairman of the Legislative Committee of the Chief Officers of State Library Agencies. Wegner, Burns & Riesberg met with representatives of the AEAs to discuss possibilities related to AEA van delivery of public library interlibrary loan materials. Corson presented an IaLS update at the spring conferences of the ILA/Association of College and Research Libraries and the Iowa OCLC Users Group. Wegner & 3 Iowa librarians visited Iowa congressional offices in Washington DC, during the American Library Association annual Legislative Day, to discuss the role of Iowa libraries & how federal library funding benefits Iowans.

## 3) Build the capacity of Iowa libraries of all types and sizes to prepare Iowans for a bright future & enhance Iowa's quality of life.

Position Iowa libs as essential civic institutions & centers for community gatherings, lifelong learning, workforce & economic development. (All IaLS staff)

### 3a) Submit an editorial article on the e-government role of libraries in Iowa.

3a) Iowa Library Services worked with ILA to encourage librarians to respond to a *Des Moines Register* request for suggestions regarding what the 2012 Legislature should focus on. Librarians responded and on December 20, 2011, the lead *Register* editorial was titled "Libraries have a role in education reform."

Prepare lib directors to be community builders & leaders who are responsive to changing community needs. (All IaLS staff)

### 3b) Maintain regular communication with IWD & public libraries; offer webinars on IWD's new portal. Offer training on Understanding Poverty. Offer training on population trends in Iowa. Pursue grant for librarian training with DMACC & IWD.

3b) Wegner and Dixon held regular meetings with IWD staff to convey library concerns about the virtual access points (VAPs), and worked to keep Iowa libraries informed. Ed Wallace from IWD participated in 4 Town Meetings to discuss the VAPs with librarians. Libraries were informed about online demos of the Virtual Access Point (VAP) software provided by IWD. The VAP software was installed on the IaLS first floor public access computers and in the Law Library. IaLS & IWD issued a joint press release about IaLS becoming a VAP.

The legislature passed a bill (HF2337) which requires IWD to "allocate \$150,000 to the state library for the purpose of licensing an online resource which prepares persons to succeed in the workplace through programs which improve job skills and vocational test-taking abilities." DAS required IaLS to go through a formal RFP process for this online resource. As FY12 came to a close, IaLS was still working with DAS and IWD to determine what online resource would be purchased.

Because of budget cuts, IaLS could not afford to hire a trainer for the Understanding Poverty curriculum.

Krob gave an Iowa Population Trends presentation to the IaLS Advisory Panel in March and to the Iowa Commission of Libraries in May; these presentations informed the development of the new IaLS strategic plan.

Due to time constraints, we did not pursue the collaboration with DMACC on a training grant request.

Help libs improve services to immigrants & older adults. (LSN)

### 3c) Continue development of the Adult Services section of the IaLS website. Offer adult services roundtables in all districts.

3c) Links in the adult services section of the IaLS website were updated and updated content on the Smart Investing grant project on financial literacy training was added.

An online roundtable on adult services – Library Services for Non-English Speaking Persons - was offered statewide in February; 22 attended.

Help libraries improve services to teens, to ensure that they are prepared for success. (LSN)

### 3d) Convene a new teen services advisory council. Participate in an ALA grant to develop media literacy in teens & promote the public library role as source of reliable information.

3d) Monks revamped the former Youth Services Council into two councils, youth and teen. Each council will have 18 members and meet 4 times a year, once in person and the other three online.

Wegner and Monks coordinated a pilot news literacy project for teens, sponsored by the American Library Association. Wegner and Monks participated in a retreat in Chicago to further develop the News Know-How media literacy grant program. Iowa is the only state carrying out the program statewide; other sites are Chicago, IL; Oak Park, IL; and Baltimore, MD. Peich, Burns & Mori are also team members for the Iowa project. A webinar about the project was presented to Iowa public librarians in January. To provide a background for Iowa librarians in information literacy and the public librarians' role in developing information literacy skills in public library customers, Monks, Mori & Riesberg taught Concepts of Information / News Literacy with 43 attending, and Burns & Peich taught Evaluation of Sources & Principles of Searching, with 30 attending. Eight librarian participants in the News Know-How news literacy grant project for teens were selected, representing the public libraries in Algona, Carroll, Decorah, Dyersville, Grinnell, Knoxville, Sibley, and Sioux Center. Each librarian will work with two to four teens on the News Know-How project. Training will be held in July and

August 2012.

Provide statewide training to librarians on the fundamentals of early childhood literacy to ensure that all children are ready to learn upon entry to school. (LSN)

3e) Promote the public library's role in early childhood literacy development. Train Iowa libraries on PLA's "Every Child Ready to Read." Continue to look for partnership opportunities with DE, IPTV, & others.

3e) The Summer Library Program workshops included a strong focus on early literacy, including presentation of specific techniques for involving very young children in summer reading programming. In November and May, Monks taught PLM 2 sessions on Youth Services which addressed early literacy and how librarians can develop early literacy skills in preschoolers and work with parents of preschoolers.

Due to budget constraints, IaLS was not able to purchase the Public Library Association's training materials on "Every Child Ready to Read."

Monks collaborated with IPTV on a federal grant-funded initiative called "Ready to Learn" which brought Dan Wardell and special story times to the public libraries in Waterloo and Storm Lake. Goals of the project include IPTV partnering with IaLS and the Iowa Department of Education to provide greater education opportunities for children, parents and educators from low-income communities. Monks also serves on the Department of Education's Ready to Read Birth-Three team, and made 3 presentations on books for preschoolers at Every Child Reads train the trainer sessions.

#### 4) Ensure access to unique Iowa collections.

Improve access to statistics about Iowa's population & economy. (SDC)

4a) Share updated State Data Center publications with Iowa libraries. Give 6 presentations on Iowa data and accessing the data on the SDC website.

4a) Krob sent a message to the iowalib mailing list for Iowa libraries each time he updated a State Data Center Data Profile, such as African Americans in Iowa or Women in Iowa.

During FY12, Krob made 18 presentations to over 500 participants. The presentations focused on three main issues: Iowa population trends, how to access the data on the State Data Center website, and using data from the 2010 Census and the American Community Survey.

Expand and publicize Iowa Publications Online. (SLS)

4b) Expand, diversify and promote Iowa Publications Online (IPO). Increase deposits to IPO. Advertise IPO to both depositors and end-users.

4b) 2,085 state documents were added to IPO during FY12, bringing the total number of documents to over 12,000. SLS staff digitized and added 58 heritage documents to IPO to increase access to Iowa's historical treasures. Keyser trained two Department of Corrections staff to be depositors, and they deposited 71 documents in just two months. On average, the number of documents added each month increased by more than 50 over last year. During the year, Keyser contacted several agencies to find out why they stopped depositing and helped set up new depositors for those agencies. A total of 15 new, active depositors were added. Noon added the first videos to IPO, which were 1960's films from the Department of Transportation. IPO was advertised twice during the year in the *State Library Update*, and two emails were sent out to the list of depositors promoting IPO. Several Iowa legal documents were added to IPO and were linked and promoted on the IaLS website.

Develop the Iowa Heritage Digital Collection. (All IaLS staff)

4c) Add additional Iowa Library Services collections to Iowa Heritage Digital Collections (IHDC). Work with district offices and Iowa libraries to add collections.

4c) Rees added two new collections to IHDC: *Bicentennial Reflections—The History of the Des Moines Public Schools 1846-1976* and a group of photographs showing the Iowa Capitol Complex in 1913 paired with photos showing similar views in 2010. Rees and Corson also worked with partners to add the Des Moines Public Library Postcard collection and the Abraham Lincoln documents owned by the State Historical Society of Iowa. IHDC was promoted in the *State Library Update*, in news items on the IaLS website, and in several Facebook posts. Rees contacted many libraries about partnering who had indicated interest on a survey. Corson and Wetteland created a flyer about IHDC to use when promoting it to potential partners.

Promote the IaLS special collections in law and materials about Iowa. (SLS, LSN)

4d) Advertise Live Chat reference services, the Law Library and the Iowa Collection in various ways. Continue to develop the Law Library's A.J. Small Room & Special Collections.

4d) Promoted LiveChat, the Law Library and the Iowa Collection throughout the year in the *State Library Updates*, in several news items on the IaLS website and in several Facebook posts. The Iowa Collection was also promoted in the display case in the rotunda of the Miller Building. Reference staff answered over 1,200 LiveChat information requests. Staff worked with IowaInteractive during the renovation of the State of Iowa's main page to ensure that the "Live Support" link remained on the site. The Law Library staff were interviewed for an article about the A.J. Small Room, the secure room for the Law Library's special collections, which ran in several newspapers. Quist gave 25 tours of the Small Room to over 250 people including dignitaries associated with the Chinese vice-president's visit to Iowa and a delegation from Armenia working with the Iowa Department of Commerce. Corson created a web page which displays the cover and table of contents for the most recent issue of 14 journals with an Iowa connection in the IaLS collection. Georgiann Fischer updates the page daily.

Improve access to Iowa's state documents. (SLS)

4e) Continue cataloging projects in the Law Library and Main Library to improve accuracy in our online catalog. Enhance web pages for state documents.

4e) Skeers created 305 original catalog records for state documents and, together with technical services staff, updated 864 others. Keyser enhanced the state documents web pages. He also developed a web page which brings together links to online databases produced by state agencies and gave presentations about it at the Iowa Library Association Government Documents Workshop and at the Iowa Library Association's Annual Conference. Links to the site were added to the SLS main page and the site was promoted in the *State Library Update*. Keyser and Bridenstine continued to clean, repair, and create archival boxes for documents in the A.J. Small Room. Quist and Corson collaborated with the Iowa Legislative Services Agency (LSA) & the Law Library Microform Consortium to make all years of the *Acts* and *Code of Iowa* available on the LSA website. Quist and Corson enhanced the Law Library's web pages, adding links to digitized Iowa legal documents archived in IPO. Several more state document journal titles were added to the journals on the display case in the first floor library, and back issues of the journal *Iowa Outdoors* from the Iowa Department of Natural Resources were moved up to the first floor in response to high usage from patrons. The new web page for journals with an Iowa collection contains the covers and tables-of-contents for 3 state documents: *Annals of Iowa*, *Iowa Heritage Illustrated*, and *Iowa Outdoors*.

**5) Tell the Iowa library story – that libraries of all types and sizes enrich Iowa and make Iowa a desirable place to live, work, and play.**

**Help libs publicize their programs & services. (LSN)**

5a) Offer training on Bibliostat Connect, software which allows libraries to create bar charts and graphs from public library statistics to assist them in telling their story.

5a) Training on Bibliostat Connect, software which allows libraries to create bar charts and graphs from public library statistics, was delayed until after the release of an expected major upgrade of the software.

**Communicate the essential roles Iowa libs play in their communities. (All IaLS staff)**

5b) Participate in statewide committees to be "at the table." See 3b.

5b) Riesberg is a member of the Iowa Literacy Council. Martin is a member of the Wonder of Words (Des Moines book festival) planning committee. Wegner is a member of the selection committee for the Des Moines Public Library Foundation Iowa author awards. Heil serves as President of the National Association of Rural and Small Libraries. Mori and Wegner serve on a committee that considers how libraries can assist Iowa veterans; IaLS district staff distributed Veteran's Affairs booklets to public libraries to help them be more aware of veterans' needs and services.

Other instances of IaLS staff participating in statewide or national committees of interest to libraries are mentioned throughout this report.

Martin and Fessler represented IaLS and our Iowa Center for the Book at the National Book Festival on the national mall in Washington DC. The Iowa Center for the Book exhibited at the Iowa Talented & Gifted conference and the Iowa Association of School Librarians conference, and participated in a children's book fair in Iowa City. IaLS staff worked with ILA to carry out ILA's annual Legislative Day reception, which was held in the Law Library.

**Improve the quality of statistical information about Iowa's public libraries. (LSN)**

5c) Develop one or more online tutorials for the annual survey.

5c) Dermont completed three tutorials for librarians on completing the annual survey. The tutorials are available on the IaLS website.

In other activities relating to statistical information, the annual chart showing use of Iowa public libraries was developed and released in December, illustrating growth in the number of library cardholders, in checkouts, and in visits to libraries. Later in the year, the *FY11 Pocket Digest of Iowa Public Library Statistics* was produced and distributed.

**Share Iowa Library Services successes. (All IaLS staff)**

5d) Use newsletters, news releases and social networking tools to share IaLS news and successes. Recognize staff achievements.

5d) *Footnotes*, the IaLS online newsletter, was published in September, highlighting Town Meetings, new technology in Public Library Management classes, Iowa Center for the Book participation in the National Book Festival, and a reorganization update. The December issue of *Footnotes* covered proudest achievements of 2011 and plans for 2012 from IaLS and libraries around the state. The March issue recognized the work of the IaLS Advisory Panel and the children's and teen's advisory panels, as well as the News Know-How grant project and ILA's Legislative Day. In June, the focus of *Footnotes* was the new IaLS strategic plan for FY13-17, Sandy Dixon's retirement after 28 years of service, and Iowa librarians chosen to participate in the ILA Leadership Institute.

The IaLS Facebook page was updated regularly throughout the year and now has 250 friends. Most of the Facebook postings highlight IaLS staff and interesting aspects of their work.

The IaLS *FY11 Annual Report* and the *Enrich Iowa FY11 Report to the Legislature* were released online:

<http://www.statelibraryofiaowa.org/about/annual-reports/annual-reports10/fy11arp/view>

<http://www.statelibraryofiaowa.org/ld/e/enrich-ia/erfr/Direct%20State%20Aid%202011.pdf/view>

A report on IaLS use of federal funds to support Iowa libraries was produced in April and delivered to Congressional offices in DC by Wegner (see 2f).

**Iowa Library Services  
FY12  
Presentations and Workshops Given by Iowa Library Services Staff**

**July 2011**

**Marie Harms** taught *PLOW Advanced Customization* (6 attended). **Alysia Peich** facilitated Public Library Management 1 (27). **Scott Dermont, Marie Harms and Sandy Dixon** taught *July Reports: No More Do Overs!* (60). **Jay Peterson** taught *Overview of EBSCOhost and EBSCO Resources* (26). **Scott Dermont** taught *The Annual Survey – What you need to know for 2011* (16). **Gary Krob** presented *Understanding the 2010 Census, the American Community Survey and What It Means for Iowa Data Users* in Ames to 15 participants at the Midwest Travel Model User Group quarterly meeting.

**August 2011**

**Marie Harms** taught *PLOW Advanced Customization* (40). **Scott Dermont** taught *The Annual Survey – What you need to know for 2011* (60). **Annette Wetteland** taught *Using Statistics: the Power of Personal Stories* (27). **Sandy Dixon** taught *Trustee Training: Trustee Essentials* (15). **Jay Peterson** facilitated *EBSCOhost Buying Groups Training* (23). **Jay Peterson** facilitated *E-rate Overview* (17). **Gary Krob** presented *Iowa Population Trends* online to 90 staff members of the Iowa Department of Management Early Childhood Office.

**September 2011**

**Iowa Library Services Staff** presented *Town Meetings* at six locations, with 445 attending. Each Town Meeting included a movie premiere (starring IaLS staff), poster sessions on IaLS programs and projects, and facilitated discussions on *Library as Third Place, Library Technology, and Library Funding*. **Marie Harms** taught *PLOW Advanced Customization* (6). **Merri Monks** gave a presentation on *books for preschoolers* at a Department of Education-sponsored Every Child Reads Birth-Three train the trainers event. **Bonnie McKewon** facilitated *Lakeside Learning* (42). **Alysia Peich** facilitated and **Maryann Mori** taught *Public Library Management 1* (23). **Alysia Peich** facilitated and **Jet Kofoot** taught *Public Library Management 2* (24). **Jay Peterson** facilitated *E-rate Overview* (35). **Merri Monks** and **Mandy Easter** presented *Copyright and Fair Use in the Public Library* in Iowa Falls (16). **Bonnie McKewon** presented *Planning for Results overview* to the Le Mars Public Library Board (10). **Becky Heil** presented a *library board orientation* for the Anamosa Public Library Board (10). **Gary Krob** presented *Understanding the 2010 Census, the American Community Survey and What It Means for Iowa Data Users* in Ankeny to 20 participants at the Iowa Association of Regional Councils staff retreat, and to the Public Library Management 2 class with 24 attending. **Gary Krob** presented on the availability of census data and how to access the data on the State Data Center website to data users at the Iowa Department of Public Health. **Mary Wegner** gave an *IaLS overview and update* at a statewide meeting of the Iowa Special Library Association (30).

**October 2011**

**Merri Monks** facilitated *Summer Library Program Workshops* at eight locations (in October and November) with 446 attending. **Merri Monks** and **Debbie Crane** facilitated the *Southeast Teen Roundtable* in North Liberty. **Jay Peterson** taught *E-Rate Form 470 Online Training* (82). **Tom Keyser** presented *Finding Iowa Government Information* at the Iowa Library Association annual conference (24). **Cory Quist** gave a presentation to 30 Armenian dignitaries in the Law Library. **Bonnie McKewon** presented *Library Services Reorganization Update* to a Cherokee County librarians meeting (20). **Bonnie McKewon** demonstrated the *Adobe Connect Classroom* to an Ida County librarians meeting (20). **Bonnie McKewon** facilitated two *Planning for Results* sessions in Le Mars with 40 attending at each. **Gary Krob** participated in the Iowa Municipal Finance Officers Association Resource Roundtable, answering questions about accessibility of census data to 30 attendees. **Mary Wegner** presented an Iowa Library Services update to the membership at the annual Iowa Library Association conference.

## November 2011

**Jay Peterson** taught *Filing the E-rate Form 470* (122). **Merri Monks** facilitated a *Summer Library Program Workshop* over the ICN with 107 attending. **Merri Monks** and **Mandy Easter** taught *Copyright and Fair Use in the Public Library* (46). **Merri Monks** and **Mary Wegner** facilitated a *News Know-How* pilot training session (20). **Marie Harms** taught *PLOW for Library Staff* (7). **Bonnie McKewon** facilitated a *Planning for Results* final session in Sibley (25). **Bonnie McKewon** presented *Introducing Adobe Classrooms* 3 times in November and December with 15 total attending. **Bonnie McKewon** presented *New Trustee Orientation* for the Sutherland library board (10). **Karen Burns** facilitated a *board self-assessment* for the Clarinda Public Library trustees (8). **Tom Keyser** gave a presentation to staff from DHS about databases that can help them locate people (25). **Gary Krob** presented *Using Hard Data to Build Strong Proposals* to 50 attendees at the Iowa Nonprofit Summit in Ames.

## December 2011

**Jay Peterson** taught *Filing the E-rate Form 470* (21). **Marie Harms** taught *PLOW for Library Staff* (31). **Karen Burns** and **Eunice Riesberg** taught *Putting Your Library on Facebook* (70). **Maryann Mori** taught *Information Literacy in the Public Library* (47). **Maryann Mori** provided *A to Z Database Training* for staff at the Pella Public Library (9). **Karen Burns** taught *Getting the Most from Google Searching* (37). **Jet Kofoot** taught *Using Book Trailers* (29). **Eunice Riesberg** facilitated a *Youth Services Roundtable* (11). **Becky Heil** facilitated a *Youth Services Roundtable* (12). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* (50). **Sandy Dixon** and **Jet Kofoot** presented at *Director's Roundtable and Open House* (32). **Merri Monks** and **Mandy Easter** presented *Copyright and Fair Use in the Public Library* in Dubuque (24). **Bonnie McKewon** made presentations to four public library boards: *Planning for Results Next Steps* for Le Mars (10); *New Trustee Orientation* for Webb (7); *WILBOR service preview* for Doon (7); and *Director Hiring Guidance* for Washta (7). **Karen Burns** gave a presentation about *WILBOR* for the Mount Ayr library board (6). **Gary Krob** presented *Understanding the 2010 Census, the American Community Survey and What It Means for Iowa Data Users* in Ames to 30 participants at the Iowa Department of Transportation's Metropolitan Planning Organization quarterly meeting.

## January 2012

**Robin Martin** facilitated *All Iowa Reads* (67). **Iowa Library Services Staff** organized and produced *Iowa Small Libraries Online Conference* with 237 attending. **Bonnie McKewon** presented *Good Question: Phrasing Survey Questions for Best Results* at ISLOC (27). **Jet Kofoot** presented *Book Trailers* at ISLOC (29). **Becky Heil** presented *Decluttering Your Collection* at ISLOC (67). **Maryann Mori** was part of a panel presentation on *Teen Faces, Spaces and Places* at ISLOC (55). **Alysia Peich** led a poster session on *Cool Programs* at ISLOC (55). **Karen Burns** led a poster session on *Widgets* at ISLOC (26) and provided several Adobe classroom orientations for ISLOC presenters. **Merri Monks** gave a presentation on *Books for Preschoolers* at a Department of Education-sponsored Every Child Reads Birth-Three ICN session. **Becky Heil** facilitated three planning sessions for the Davenport Public Library with average attendance of 12 at each session. **Maryann Mori** taught an online course sponsored by the Association of Library Services to Children on *Information Literacy from Preschool to High School* (9). **Maryann Mori** presented on *WILBOR and eBooks* for Ankeny school librarians (5). **Bonnie McKewon** presented *WILBOR Service Previews* at public library board meetings in Aurelia, Little Rock and Early (42). **Maryann Mori** presented on *NEIBORS and eReaders* for the Tama County librarians meeting (8). **Jay Peterson** taught *Filing the E-rate Form 471 Online* (94). **Jay Peterson** taught *E-rate: Filing the Form 471* (57). **Scott Dermont** taught *Setting the Standard: the Accreditation Application* (77). **Eunice Riesberg** presented *Downloadable eBooks, Audio Books and NEIBORS* at a meeting of the AEA 267 InfoTech Advisory Council (20).

## February 2012

**Scott Dermont** taught *Setting the Standard: the Accreditation Application* (16). **Alysia Peich** facilitated *Grant Writing Webinar Series* (22). **Jay Peterson** taught *Overview of EBSCOhost* (70). **Jay Peterson** taught *E-rate: Filing the Form 471* (39). **Marie Harms** taught *PLOW 6.1: Getting Your Web Site Started* (14). **Sandy Dixon** facilitated *Need Some Friends? Starting a Library Friends Group* (40). **Iowa Library Services Staff** facilitated and **Mary Wegner** presented at *Directors Roundtable: Advocacy* (53). **Iowa Library Services Staff** facilitated and **Merri Monks** and **Mary Wegner** presented at *Youth Services Roundtable: Advocacy* (47). **Iowa Library Services Staff** facilitated and **Maryann Mori** presented at *Adult Services Roundtable: Library Services for Non-English Speakers* (19). **Maryann Mori** presented *WILBOR Training* for libraries and/or trustees in Mitchellville (9); New Virginia (6); Toledo and Tama (23); Urbandale (30) and Churdan (7). **Karen Burns** presented *WILBOR and eBooks* for the Osceola library staff (5), a *WILBOR Introduction* for the Cass County librarians (8), and a *WILBOR Introduction* for the Chariton board, with members of the public attending (20). **Bonnie McKewon** presented *WILBOR Service Previews* at public library board meetings in Sheldon and Merrill (37) as well as an online session (5). **Becky Heil** presented a *Library Board Orientation* for the Winfield Public Library board (10). **Gary Krob** presented *Iowa Population Trends* at the Iowa Early Childhood Conference with 45 attending. **Gary Krob** presented *Understanding the Decennial Census and the American Community Survey* to 20 students in a sociology class at Des Moines Area Community College. **Gary Krob** presented *Understanding the 2010 Census, the American Community Survey and What It Means for Iowa Data Users* to 15 attendees from the Iowa Department of Education.

## March 2012

**Jay Peterson** facilitated and **Maryann Mori** taught *Public Library Management 1* (25). **Alysia Peich** facilitated *Public Library Management 2* (25). **Marie Harms** taught *PLOW 6.2: Customizing Your Web Site* (53). **Bonnie McKewon** taught *The Board's Role in Human Resources* (sessions 1-3) with 161 attending. **Bonnie McKewon** presented *Policies for Results* for the Sibley Public Library board (12). **Alysia Peich** taught *Search Strategies* (29). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* (14). **Maryann Mori** taught *The Face of Facebook: How Teens Are Using Social Media* (38). **Maryann Mori** presented "Smart Searching" for the Perry library staff (6). **Maryann Mori** presented *Converting Your Live Presentation for an Online Audience* at the Library Technology Conference in St. Paul, MN (17). **Jet Kofoot** presented *Library Board Duties and Responsibilities* for the Dumont trustees (10). **Karen Burns** facilitated two *Planning for Results* sessions in Clarinda with 19 community members at each. **Karen Burns** presented *WILBOR Troubleshooting* for the Cass County librarians (5). **Becky Heil** facilitated two planning sessions for the Mt. Pleasant Public Library with average attendance of 15 at each session. **Gary Krob** presented *Iowa Population Trends* at the Iowa Library Services Advisory Panel meeting (35). **Mary Wegner** spoke about IaLS services and programs at a staff meeting of Iowa State University librarians (20).

## April 2012

**Bonnie McKewon** taught *The Board's Role in Human Resources* (sessions 4-5) with 122 attending. **Bonnie McKewon** presented *Library Services Reorganization Update* to a Calhoun County librarians meeting (20). **Jet Kofoot** taught *Collecting Bookmarks* (35). **Robin Martin** facilitated and presented at *Readers United: Starting a Book Discussion Group @ Your Library* (42). **Sandy Dixon** facilitated *Trustee Training: Iowa's Open Meetings Law* (52). **Karen Burns** and **Eunice Riesberg** taught *In the Cloud: Cloud Computing* (37). **Sandy Dixon** and **Eunice Riesberg** facilitated a staff in-service planning and analysis session for the Dubuque County Library (15). **Eunice Riesberg** facilitated a planning session for the Cascade Public Library board (6). **Jet Kofoot** presented *Changes in the Accreditation Standards* at a Butler County librarians meeting (12). **Jet Kofoot** presented *Library Board Duties and Responsibilities* for the Manly trustees (8). **Karen Burns** facilitated two *Planning for Results* sessions in Glenwood with 17 community members at each. **Merri Monks** facilitated *Youth Services Roundtable: Summer Library Program Update* (106). **Merri Monks** gave a presentation on *Books for Preschoolers* at a Heartland AEA session for Every Child Reads Birth-Three trainers. **Merri Monks** co-facilitated a presentation on the *IPTV Transmedia Project* at the Storm Lake Public Library. **Maryann Mori** taught an online course sponsored by the Association of Library Services for Children, "*Information Literacy from Preschool to High School*" (13). **Maryann Mori** presented a *NEIBORS introduction* for Gladbrook staff and trustees (8) and *trustee training* for the St. Charles library board (7). **Becky Heil** presented *Library Principles* to library staff, board members and government officials in Washington County (25). **Gary Krob** presented *Iowa Population Trends* at the Iowa District Court Administrators meeting with 27 attending. **Gary Krob** presented *Understanding the 2010 Census, the American Community Survey and What It Means for Iowa Data Users* to the Public Library Management 2 class with 15 attending.

## May 2012

**Marie Harms** taught *PLOW Advanced Customization* (24). **Merri Monks** facilitated *Teen Volunteers in the Public Library* (51). **Merri Monks**, **Maryann Mori** and **Eunice Riesberg** taught *Concepts of Information/News Literacy* (43). **Maryann Mori** facilitated and **Sandy Dixon** spoke at *Director's Roundtable and Open House* (30). **Karen Burns** and **Eunice Riesberg** taught *WILBOR Training* (34). **Karen Burns** and **Eunice Riesberg** taught *In the Cloud: Cloud Computing* (42). **Jet Kofoot** presented *Library Board Duties and Responsibilities* for the Meserve trustees (6). **Bonnie McKewon** presented a *WILBOR service preview* (12). **Bonnie McKewon** presented a *Planning for Results overview* to the Storm Lake library board (10). **Maryann Mori** presented *e-Reader Training* for staff and volunteers from the Lacona library (3). **Becky Heil** presented sessions on *E-readers and Overdrive* for staff and board members in Tiffin (5 attended) and Montezuma (9 attended.) **Barb Corson** presented an Iowa Library Services update at the ILA/ACRL conference to 95 participants and at the IOUG conference to 40 attendees. **Gary Krob** presented *Iowa Population Trends* at the Iowa Commission of Libraries meeting (16).

## June 2012

**Marie Harms** taught *PLOW Advanced Customization* (47). **Karen Burns** and **Alysia Peich** taught *Evaluation of Sources and Principles of Searching* (30). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* (23). **Pam Rees** taught *Introduction to Iowa Heritage Digital Collections* (38). **Alysia Peich** facilitated and **Marie Harms** taught *Public Library Management 2* (13). **Scott Dermont** taught *Open Access Overview* (70). **Jet Kofoot** presented *Public Library Accreditation Standards and the Importance of Accreditation* to the Thornton trustees (6). **Mandy Easter** gave the presentation *Using the Iowa Legislative Website* at the Ahlers and Cooney law firm in Des Moines for 24 staff. **Maryann Mori** presented *What it's Like to be a District Consultant* at a Commission of Libraries meeting (10). **Maryann Mori** provided a training webinar for the new WILBOR selection committee (10). **Maryann Mori** presented *Building Projects* for the Scranton library board and staff (10). **Gary Krob** presented *Understanding the 2010 Census, the American Community Survey and What It Means for Iowa Data Users* to 15 regional administrators of the Iowa Department of Education's Head Start program, to 20 city of Des Moines employees, and for the Public Library Management 2 class to 15 participants. **Gary Krob** presented *Using Hard Data to Build Strong Proposals* to 20 attendees at the Iowa Community Action Association annual meeting in Des Moines.