

FY13 Annual Report

Iowa Library Services

State Librarian Mary Wegner

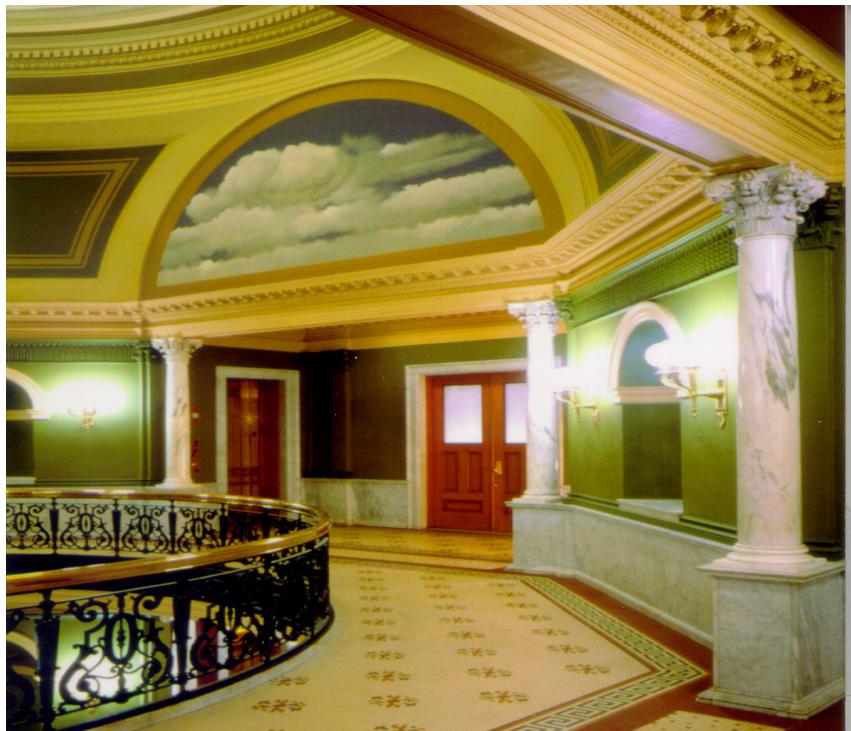
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Iowa Library Services

FY13 - Significant Accomplishments and Events

Accomplishments

- **Barb Corson, ILA Member of the Year**

Barb Corson, Program Director for Specialized Library Services, was named Member of the Year by the Iowa Library Association in October 2012. Corson was recognized for her work with libraries throughout the state of Iowa, including academic, school, public and special libraries. She also is president of the Iowa Library Association Foundation board and is instrumental in publishing the ILA newsletter, Catalyst. Barb was described as "the ideal professional colleague - creative, hard-working and focused on the broader goals of ILA and service to Iowa libraries." Others said that she "provides forward-thinking, confident, and proactive leadership." Other ILA members who nominated Barb for this award describe her as a "tireless advocate for libraries in Iowa, a believer in the personal touch by adding handwritten notes with application forms, who is personable and always willing and eager to engage in conversation and share experiences" and said that she "has developed a great working relationship with libraries of all types and sizes around the state; is smart, committed, reliable, a hard worker, and a wonderful colleague." We at IaLS couldn't agree more!

- **Statewide workforce-related online resource**

LearningExpress was chosen as the workforce-related online resource to be made available to all public and academic libraries in Iowa. This online resource is available because the legislature directed Iowa Workforce Development (IWD) to provide \$150,000 in funding to IaLS "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." LearningExpress was selected through the state's formal RFP process. Kerry Koonce, Communications Director for IWD, served on the RFP evaluation team along with IaLs staffers Jay Peterson, Marie Harms and State Librarian Mary Wegner. Thanks to the funding from IWD, LearningExpress will be available at no charge to all Iowa public and academic libraries for all of 2013.

- **Kids First conference**

More than 230 Iowa librarians from across Iowa took part in this year's Kids First Conference, "The Stories We Tell." The event was held Monday April 29 and Tuesday 30 in Urbandale. Merri Monks, Iowa Library Services youth services consultant, produced the event. Keynote speakers were Dr. Dipesh Navsaria (Books Build Better Brains), author Trent Reedy (Inshallah: Finding Something Better in a Trouble World), author Dori Hillestad Butler (Five Lessons Learned from a Lifetime of Writing), and author John Corey Whaley (The Bird is the Word). Conference attendees had to choose from more than 30 breakout classes held during the two day conference. A storytelling session was held Monday evening.

- **ILEAD USA grant project**

Iowa Library Services is partnering with the state libraries of Illinois, Colorado, Ohio and Utah to implement ILEAD USA through a Laura Bush 21st Century Librarian program grant from the Institute of Museum and Library Services. The purpose of the grant is to help librarians develop new leadership and technology skills by meeting a specific community need. Five teams of Iowa librarians were selected, along with librarians serving as instructors and mentors. The librarians from across the state gathered in Ames for three days in March and again in June to learn together and work on their projects. Alycia Peich is coordinating the project, which will conclude in October 2013.

- **Survey of Iowa librarians**

We distributed an online survey to Iowa librarians in February 2013, and received 406 responses. 39.7% (161 respondents) rated our programs and services excellent; 47.8 % (194) rated them good; 12.1% (49) rated them fair; and 0.5% (2) rated them poor. **87.5% of respondents (355) rated our programs and services good or excellent.**

406 respondents answered the rating question. In addition, there were three open-ended questions:

- (1) Please tell us about a recent experience in which you participated in an Iowa Library Services program or received a service from Iowa Library Services. (278 responses)
- (2) What could be done to make a difference in the programs and services that your library receives from Iowa Library Services? (221 responses)
- (3) What additional programs or services would you like Iowa Library Services to provide? (198 responses)

There were 697 total open-ended responses.

Survey themes were identified by the Management Team by analyzing responses. The management team discussed the themes with the Advisory Panel in May 2013 and with the Commission of Libraries in June 2013. The themes were:

1. **Communications** can be improved. There is confusion about who does what within IaLS and who should be contacted with questions. There were some requests that IaLS staff respond more regularly to iowalib discussions. In general, librarians want it to be clearer and easier to make contact with IaLS staff, and they also want IaLS staff to reach out to them.
2. More **personal contact** is desired. Comments include “more individual library attention is important” and “more visits to the libraries – more personal contact” and “I miss the hands on attention” and “it would be nice to have more face to face time.”
3. Some **small libraries** feel underserved. Comments include “make the little libraries feel that they still matter” and “a bit more understanding of the small libraries” and “they should at least know us small libraries are out here and sometimes we need recognition too”.
4. **Continuing education** is a source of concern. There is a perception that both f2f CE and locally developed online CE has decreased. Some librarians want more face to face CE programs; others want more online courses. There were several comments about having f2f classes closer to “my library.” There were **more requests for additional CE than for any other program or service.**
5. **More databases** are desired – genealogy was mentioned several times.
6. Development of a **free statewide delivery service** and a **statewide shared catalog** was mentioned several times.
7. Many respondents understand that **cuts in funding for IaLS** have affected IaLS programs and services.

- **Two Iowa winners of National Medal for Museum and Library Service**
The Institute of Museum and Library Services named the Marshalltown Public Library and the National Czech & Slovak Museum and Library in Cedar Rapids as two of ten recipients of this year's National Medal for Museum and Library Service. The nation's highest honor conferred on museums and libraries for service to the community, the National Medal celebrates institutions that make a difference for individuals, families and communities. The National Medal was presented by First Lady Michelle Obama at a celebration at the White House in Washington, DC on May 8, and State Librarian Mary Wegner was proud to be in the audience celebrating with the Iowa winners. Wegner said, "What a wonderful day for Iowa! The public library in Marshalltown and the National Czech & Slovak Museum & Library in Cedar Rapids are examples of institutions that are truly responsive to their communities, and I am so pleased that they have been chosen to receive this national honor. Iowa Library Services is happy and proud to celebrate with our colleagues in Marshalltown and Cedar Rapids." Said Marshalltown Public Library Director Sarah Rosenblum, "Each day Marshalltown Public Library profoundly demonstrates that a small but creative, committed and resourceful library can be a leader, developing replicable, innovative and creative programs that respond to its community. I am so proud that the IMLS is awarding us this medal because the library has a responsive tradition of library services that have helped the city and its residents to meet the challenges of the 20th century and positioned us for success in the 21st."
- **Art exhibits**
Helen Dagley co-ordinated eleven art exhibits by Iowa artists at the Main Library. The exhibits included the collection of Bill Angrick, former State Ombudsman. Bill's collection of African, Papua New Guinean, and South American objects included several dramatic, six-foot masks. Head dresses, textiles, and ceremonial pieces were also included in this very popular exhibit.
- **New IHDC software**
Specialized Library Services staff completed the migration of the Iowa Heritage Digital Collections archive from ContentDM to Omeka. The Omeka software will allow partners to more easily add items and to edit their collections.
- **New online catalog**
Specialized Library Services staff evaluated automation software for the state library collections, and selected Koha. The process of moving to the new software began in FY13 and will be completed in the first quarter of FY13. The change to Koha and Omeka open source software will result in significant cost savings for the agency.
- **Digital preservation education**
Tom Keyser, along with 21 library, archive, and museum professionals from around the Midwest, was selected by the Library of Congress to complete the second Digital Preservation Outreach and Education program. He used the knowledge gained in this

train-the-trainer program to offer six well attended online workshops to Iowa librarians about digital preservations issues.

FY13 service statistics

- Reference contacts (Main Library, Law Library & State Data Center): 9073
- Library Support Network contacts: 6140 (2988 consulting + 3152 support)
- Online searches by Iowans:
 - EbscoHost: 12.1 million sessions and 105 million searches
 - LearningExpress: 11,000 sessions and 109,000 searches
- Courses taught or coordinated by IaLS staff:
 - 176 sessions (115 face to face, 60 online, 1 ICN)
- Total course registration:
 - 4770 registrations (2093 face to face, 1608 online, 90 ICN)
- SILO interlibrary loan transactions: 92,491
- 66.24% of Iowans were registered library card holders in FY12
- Iowans checked out 29,090,233 library items in FY12 – that's **more than 80,000 checkouts every day**
- Iowans made 19,383,824 visits to public libraries in FY12 – that's **nearly 54,000 library visits every day**

FY14 Budget

For the first time since FY09, the legislature appropriated an increase in the operating budget for the state library. The Iowa Library Services FY14 budget includes an additional \$500,000 in our operating budget (+ 22.6%) and an increase of \$350,000 for the Enrich Iowa programs (+16.1%). In addition, the Economic Development appropriations bill again this year includes a provision instructing Workforce Development to allocate \$150,000 to the state library for the purpose of “licensing an online resource which prepares persons to succeed in the workplace.” This allows IaLS to purchase LearningExpress and make it available at no charge to all public and academic libraries in Iowa. Finally, the RIIF (Rebuild Iowa Infrastructure Fund) appropriations bill provided \$250,000 to IaLS “for hardware and software equipment for the state library, including laptop and tablet computers, audio and video equipment, and the purchase of online resources.”

Staff Comings and Goings

- **Jerry Balmer** joined the SILO program on July 9, 2012. He is a systems analyst who will be responsible for developing and maintaining SILO's web hosting services. Initially he will focus on upgrading PLOW to the latest version of the Plone content management system. Previously Jerry was the technology buyer for the Iowa State University Bookstore. He has over five years of web development experience in the agriculture and auto racing industries, and he's excited to get back into programming. He has degrees in Management Information Systems and Finance from Iowa State University.

- The position of **Karen Kemnitz**, Library Associate, was eliminated in August 2012 due to budget cuts. Karen began at the state library in February of 2003 and worked with state documents.
- **Nancy Medema** joined IaLS in February 2013 as Program Director for the Library Services Network., filling the position previously held by Sandy Dixon. Nancy has 35 years of experience with Iowa libraries: 12 at Davenport, which included six for Southeastern Library Services, and 23 at the Bettendorf Public Library, first as a lead library assistant and the past five as circulation services manager. Nancy has been actively involved in the Iowa Library Association as chair of the Support Personnel Forum, chair of the Johnson Brigham Plaque Committee, and chair of the Leadership Development Committee. Nancy grew up in Bettendorf, attended Iowa State University and graduated with a Bachelor of Arts degree from St. Ambrose University, a master of library science degree from the University of Iowa, and a Master of Arts degree in organizational leadership from St. Ambrose University. Nancy completed a certified public management program in February 2013.
- **Rinda Kramme**, Library Resources Technician, retired in April 2013 after 39 years with the state library. For the last decade Rinda processed and filled interlibrary loans, and previous to that she had worked in many other positions.
- **Kelli Bremer**, Library Resources Technician in the northeast district office, left IaLS on May 3, 2013 to move out of state with her new husband.
- **Karen Burns**, District Consultant in the southwest Iowa office, retired on June 28, 2013. Karen shared her extraordinary knowledge and talents with librarians in southwestern Iowa for 29 years, first with the Library Services Area and then with IaLS.

Commission of Libraries

- **Deb Hindman** was named a member of the Iowa Commission of Libraries in August 2012. She fills the position that the director of the Department of Education (DE) designates. Deb has been a K-12 Literacy Consultant for DE since January 2005. Her responsibilities include creating and delivering professional development materials to assist with the implementation of the Iowa Core Network; facilitating the Teacher Librarian Leadership Team; oversight of the K-3 Innovative Grant for At-Risk Students; co-facilitating the Literacy Leadership Team; organizing the Adolescent Literacy Research and Development Team, and more. Prior to coming to the Iowa Department of Education, Hindman worked at AEA 13 as a reading consultant for five years. She also taught for 21 years at elementary and middle schools.

- **Brandie Ledford**, director of the Sac City Public Library, was named by the governor in October 2012 to serve on the Iowa Commission of Libraries. She is the first Commissioner to specifically represent public libraries. Ledford has been director of the Sac City (pop. 2200) library since 2008. She received her undergraduate degree from Eastern Illinois University and her master's degree in Adult and Continuing Education from Western Washington University. Ledford grew up in southern Illinois and has also lived in Texas, Washington and Tennessee. She serves on the Sac City Arts Council and is a board member of Kids World, the local day care center in Sac City. Ledford said "I am so honored to be appointed by Governor Branstad to the Iowa Commission of Libraries. I hope that through my service on the commission I can help support the Iowa library community by representing small public libraries and the staff at Iowa Library Services who continue to teach me so much about providing excellent service to my community."
- In April 2013, Governor Terry Branstad appointed **Dale VandeHaar** and **Betsy Thompson** to the Iowa Commission of Libraries. They replace Monica Gohlinghorst and Jann Freed whose terms expired in April 30. The governor also reappointed **Pat Laas**. **Dan Boice** became chair of the Commission.
- **Laas** is serving a second term on the Commission. She lives in Bettendorf and is a clinical dietitian with Genesis Health Systems. She serves on the Bettendorf Public Library Board of Trustees and is on the Bettendorf Life Fitness Centers Advisory Board. Laas received a Bachelor of Arts degree from St. Mary of the Woods College, in Indiana, and a Bachelor of Science degree and a Master's Degree in business administration from the University of Nebraska, Omaha.
- **Boice** is the college librarian at Divine Word College in Epworth. He was originally appointed to the commission by Governor Vilsack in 2006. A native of West Michigan, Boice has Master's Degrees in history and library science, both from the University of Michigan. Before coming to Iowa, Boice held positions at Northern Illinois University and the University of South Carolina. Boice served for many years on the board of the James Kennedy Public Library in Dyersville, including a term as president. He is the chair of the Iowa Library Association's (ILA) Strategic Planning Committee and has served the ILA in many other positions.
- **Vande Haar** has been Des Moines Public Schools District Library Coordinator for the past 13 years. He has also been a high school and middle school teacher-librarian and taught English at Southeast Polk High School for 18 years. He has a Bachelor's Degree in art, English and history, and two Master's Degrees – one in library science, and one in education, curriculum and instruction. He also has a Ph.D. in education. He was president of ILA in 2010 and 2011, and has also been president of the Iowa Association of School Librarians. VandeHaar is the present chair of the University of Iowa's School of Library & Information Science Advisory Panel, and the Grand View University Library Advisory Panel. "Since entering the library profession in 1992 after teaching high school English for 18 years, I have come to believe that our public libraries are our most important state asset," said VandeHaar. "Libraries of all

sizes and types provide citizens access to necessary information to help to educate Iowans and give them the opportunity to be informed voters and participants in our state, local and national elections. As a commissioner, I promise to do my best to ensure thoughtful and purposeful decisions are made which enhance library services to our state's citizens, no matter the size of their libraries.”

- **Thompson** is director of the Sioux City Public Library, a position she has held since 1995. Thompson began her library career as a student, working in the library archives at Iowa State University where she earned her Bachelor's Degree in sociology. After earning a Master's Degree in library science from the University of Iowa, Thompson returned to Ames where she worked as adult services librarian then assistant director at the Ames Public Library. She worked for a library cooperative in Rochester, Minnesota for two years, returning to Iowa in 1981 where she served in various positions at the Sioux City Public Library. Thompson is passionate about reading and learning and embedding the library in the community as a partner in lifelong education. She is committed to, and really enjoys the strategic planning needed for the library to be an excellent community service. She has been involved with community projects from coordinating the Rotary exchange student program to chairing the Information Booth Committee when RAGBRAI last began the ride in Sioux City. Currently she is working on Sioux City's Blue Zones initiative for a healthier Iowa. Thompson says she is having fun reading to and playing with her two young grandchildren to help develop those oh-so-important literacy skills. Her term on the commission will run through April 30, 2017. Said Thompson, “Three specific library initiatives in which I would bring expertise to the commission are early childhood literacy, so every Iowa child has learned to read by grade three; bridging the digital divide so that all Iowans have access to technology and digital literacy initiatives; and reading for enrichment so that, as brain research of the past two decades shows, all Iowans broaden their perspective, are more empathetic, manage stress, and have healthy happy brains because they read.”
- These appointments complete the transition into the new makeup of the Commission, which was changed by reorganization legislation in 2012. The Iowa Commission of Libraries now consists of one member appointed by the Supreme Court, the director of the Department of Education (or the director's designee), and the following seven members who serve four-year terms:
 - Two members shall be employed in the state as public librarians.
 - One member shall be a public library trustee.
 - One member shall be employed as an academic librarian.
 - One member shall be employed as a librarian by a school district or area education agency.
 - Two members shall be selected at large.

Results – Iowa Library Services FY13 Strategic Plan

Yellow = FY13-FY17 Goal

Blue = FY13-FY17 Objective

Pink = FY13 strategy

Green = Report on FY13 progress toward strategy

IaLS = Iowa Library Services

LSN = Library Support Network

SLS = Specialized Library Services

SDC = State Data Center

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

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)

1a) Provide Summer Library Program workshops for Iowa librarians. Help plan & staff the Ia Author Fair & Hands-On book fair as part of Des Moines' Wonder of Words festival. Select, announce & provide education on the 2013 All Iowa Reads title.

1a) Merri Monks facilitated Summer Library Program workshops at seven locations with more than 400 librarians in attendance. The Library of Congress provided a \$1000 grant so that IaLS through our Center for the Book could partner with Des Moines Public Library and others on the Wonder of Words festival in October. The Center for the Book was a key player in planning and carrying out the Hands-on Book Fest and the Author Fair. *The Year We Left Home*, by Jean Thompson, was selected as the 2013 All Iowa Reads title. 102 librarians attended a webinar preparing them to lead discussions about this book. Robin Martin of the Center for the Book successfully persuaded Simon & Schuster, the publisher of the All Iowa Reads book, to make the book available to libraries for purchase as an e-book through OverDrive and for purchase in large print format through Read How You Want, a large print publisher.

Help libs meet the special lib-related needs of English language learners, job seekers, Iowans living in poverty & Iowans with disabilities. (LSN, SDC)

1b) Issue RFP & select an online resource for Iowa job seekers; provide training for librarians. Update & provide to libraries the population profile on Iowans with Disabilities.

1b) An RFP for an online resource for Iowa job seekers was developed; LearningExpress Library was selected and announced in December. Through funding provided by Iowa Workforce Development, LearningExpress Library is made available at no charge to all public and academic libraries and their customers. This funding was renewed in the 2013 legislative session. Marie Harms and Jay Peterson facilitated six LearningExpress workshops around the state with 64 attending. District Library Resource Technicians worked individually with libraries to add LearningExpress to their PLOW websites and set up the software. LearningExpress was publicized through IaLS listservs and personal contacts from district staff.

Take a leadership role in communicating the essential roles libs play as physical places for community gatherings & centers of early literacy skill development, lifelong learning, workforce development & economic enhancement. (LSN)

1c) Publicize & manage the Smart Investing grant & the new online resource for jobseekers.

1c) 18 rural public libraries were selected from 41 applicants to take part in Round 2 of the Smart Investing@Your Library grant, with IaLS leadership provided by Alysia Peich. A well-attended face-to-face statewide kickoff was held in October. The purpose of the grant is to help build the capacity of rural Iowa libraries to provide effective, unbiased investor education and financial programming. In the spring, Peich extended the length of the grant period, which allowed for additional programming.

Provide training & tools to assist local libs in building civic engagement in their communities. (LSN)

1d) Provide staff training on civic engagement.

1d) Mary Wegner attended training with ALA leaders and staff on the Harwood Institute civic engagement model and how it can be used by libraries. She introduced the Harwood concepts to IaLS LSN staff at a meeting in February. Wegner participated in a panel discussion about libraries and civic engagement at the ALA annual conference in June; she described the successes of IaLS district consultants who substituted a Harwood Institute discussion questionnaire for the traditional SWOT analysis when facilitating community planning sessions for Iowa libraries.

Collect statistical information about Iowa libs & help librarians use statistics to tell the library story. (LSN, SDC)

1e) Develop more tutorials to assist with public lib annual survey. Present workshop on using statistics to tell the lib story. Provide to libs up-dated population profiles on African Americans, Asian Americans, Latinos, Older Iowans, and Women.

1e) Scott Dermont held 4 webinars about completing the annual survey with 74 attendees. Annette Wetteland presented a webinar on Using Statistics: The Power of Personal Stories with 56 attendees. The State Data Center released the following 2012 profiles: Latinos in Iowa, Native Americans in Iowa, African Americans in Iowa, Women in Iowa, Asian and Pacific Islander, and Older Iowans. Gary Krob made a presentation at a Hardin County Library Association meeting on how to effectively use data to tell their library story, a presentation at the ILA conference on population trends in Iowa, and a presentation at the North Central Library Symposium on how to effectively use Census data.

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

Deliver consulting services & continuing education courses (online & face-to-face) for Iowa library staff & boards that highlight best practices in lib governance, management & service delivery. (All IaLS staff)

2a) Complete & implement IaLS comprehensive CE plan. Carry out the ILEAD USA grant focusing on using participatory/social technology. Experiment with using Moodle to provide just-in-time training. Visit at least 80% of IA public libs. Provide consulting on Planning for Results to at least 18 IA public libs. Update trustee handbook.

2a) A comprehensive IaLS Continuing Education plan was developed, implemented and is updated frequently. The ILEAD USA grant program, funded by IMLS, was announced in September. The purpose of the grant is to develop new leadership and technology skills in librarians while supporting them by a network of collaborating teams. Alycia Peich is managing the program, with additional leadership provided by Nancy Medema. Five teams of participants were selected to work on participatory/social technology projects in response to community needs. Two three-day sessions for ILEAD USA participants have been held, with the third and final session scheduled for October 2013. Moodle was successfully used as the online tool in providing the "Weed It and Reap!" series of workshops presented by Scott Dermont, Becky Heil and Jay Peterson. IaLS staff visited 455 public libraries this year – 84% of the total. District consultants facilitated Planning for Results sessions for 16 public libraries. The process of updating the Trustee Handbook was begun.

Define public lib standards & administer certification & accreditation programs built on the standards. (LSN)

2b) Develop additional tutorials to assist with the library accreditation report. Review the librarian certification program & explore developing an additional track or tracks for librarians who are not directors.

2b) A staff committee was named and began to review the current librarian certification program and explore development of additional certification tracts for staff who are not directors. Work will continue in the coming year.

Take a leadership role in monitoring trends & sharing information on technology & other developments that affect libraries. (All IaSL staff)

2c) Develop a process for monitoring trends & communicating/sharing info. Encourage public libs to participate in statewide Connect Iowa efforts in the goal of increasing broadband service across the state.

2c) SILO Coordinator Alan Schmitz and the SILO team began developing a new feature for the IaLS website, using Omeka software, which will allow libraries to share information, documents and photographs. IaLS staff presented a webinar in June on "Broadband Advocacy: Making the Case for Increased Bandwidth". Wegner continued to serve on the Connect Iowa program state broadband advisory group, and to represent the needs of Iowa libraries to this group.

Enhance the Putting Libs on the Web (PLOW) program. (LSN, SILO)

2d) Train new SILO systems analyst on Plone. Provide beginning & advanced PLOW courses.

2d) Jerry Balmer, new SILO Systems Analyst, joined the IaLS team on July 9; his Plone training began immediately. Marie Harms presented PLOW Round 7 in February and March. 13 took the classes for new PLOW libraries in Des Moines and 59 took refresher courses at 6 locations around the state. Harms also provided 9 Advanced Customization PLOW workshops around the state in April and May, with 48 attendees.

Provide training & tools to support local libs in delivering digital literacy and early literacy training so that Iowans can thrive in the 21st century. (LSN)

2e) Manage the News Know-how grant. Provide training for librarians on early literacy skill development & on digital literacy instruction.

2e) Librarians and teens from 8 Iowa communities (Algona, Carroll, Decorah, Dyersville, Grinnell, Knoxville, Sibley, and Sioux Center) participated in the News Know-how media literacy grant program. Very successful training sessions were held in Johnston and Cedar Rapids in July and August, and the students presented their final projects at their public libraries in November. Both students and librarians reported learning a great deal about news and media literacy, as well as about the role of the public library in helping people discover unbiased information. Town Meetings were held in September with a focus on choosing digital collections; 432 attended. In March, Monks facilitated workshops on Early Literacy in the Public Library for Children Age 0-3 at five locations around the state; 80 attended. In March and April, Tom Keyser taught six classes on Introduction to the Preservation of Digitized Collections, with 88 attending. In April, Merri Monks produced the Kids First Conference, which included an early literacy track; total conference attendance was 232. In May, each district held three face to face directors' roundtables which focused on digital literacy. In June, Karen Burns presented a workshop titled "Tweet That" on Twitter and the library, with 34 attending.

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

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)

3a) Develop a systematic approach to publicizing & managing databases & other digital resources. Identify strategies for moving forward with e-book training & consortial purchasing.

3a) A schedule for publicizing and signing up for EbscoHost add-on databases was developed. At each Town Meeting, discussions were held about eBook consortial policies and models for eBook lending. IaLS staff facilitated a vote by libraries in the OverDrive consortia on eBook checkout eligibility. The selection process for WILBOR/NEIBORS eBooks was formalized.

Help libs stretch their budgets by pursuing & publicizing lib discounts & facilitating the development of lib purchasing consortia. (LSN)

3b) Develop a systematic approach to publicizing library discounts & facilitating the development of library purchasing consortia

3b) An IaLS staff team was formed to develop a plan for managing library discounts and other statewide library purchasing opportunities. The team determined that IaLS should publicize information on discounts as soon as we are notified by vendors.

Support school library programs by collaborating with the Ia Lib Assn/Ia Assn of School Librarians, the Dept of Education, the Area Education Agencies & others. (LSN)

3c) Work with the Ia DE and other partners on the school library survey.

3c) Wegner collected information on library-related data available from the DE's annual Basic Educational Data Survey (BEDS). The Area Education Agencies are conducting a survey of school libraries this year. Wegner is serving on a DE-sponsored task force to articulate the role of the 21st century teacher librarian in Iowa schools.

Enhance the statewide SILO interlibrary loan system & develop a shared lib automation system or systems. (LSN, SILO, SLS)

3d) Participate in beta test of statewide resource sharing – new interlibrary loan software. Identify technology & support resources required to deliver statewide library automation.

3d) The multi-state statewide resource sharing software model did not materialize, so SILO staff evaluated development tools and began to build an Iowa-based new version of SILO interlibrary loan software.

Encourage & facilitate communication among Iowa libs aimed at sharing best practices & developing solutions to shared problems. (All IaLS staff)

3e) Work with Advisory Panel to develop a process/program for facilitating communication among Iowa libraries for the purpose of sharing best practices & mutual problem solving.

3e) SILO Coordinator Alan Schmitz and the SILO team began developing a new feature for the IaLS website, using Omeka software, which will allow libraries to share information, documents and photographs. Schmitz and other IaLS staff discussed this new sharing site, and its potential to facilitate communication, with the IaLS Advisory Panel at two meetings during the fiscal year.

4. Deliver access to Iowa Library Services' collections.

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

4a) Increase the number of reports on the SDC website looking at socioeconomic trends in IA. Develop training on accessing the data available on the SDC & Census Bureau websites.

4a) 2012 population estimates were released and added to the SDC website, along with other reports on building permits, state government tax collections and county business patterns. 281 reports were either added or updated on the SDC website. Krob gave two presentations to the PLM2 class on accessing data on the SDC and Census Bureau websites, and a presentation at the GODORT meeting on understanding and locating data from the US Census Bureau and other agencies with a focus on health data. Krob reviewed population estimates for the Census Bureau and sent in comments and corrections. Krob gave a presentation at the Multicultural Health Coalition on available health data from the U.S. Census Bureau. 2012 County and Metropolitan Area population estimates were released and the reports updated in the SDC website. Krob gave two presentations on how to use Census data effectively during National Library Week.

Expand & publicize Iowa Publications Online. (SLS)

4b) Add at least 1500 items to Iowa Publications Online and at least two new active depositors. Advertise IPO to both depositors & end-users.

4b) 1440 state documents were added to Iowa Publications Online during FY13, bringing the total number of documents to 13,321. SLS staff digitized and added 25 heritage documents to IPO to increase access to Iowa's historical treasures. IPO was publicized in a variety of ways including in the *SL Update*, at the ILA GODORT Summer Workshop, during Tom Keyser's six preservation workshops, in a class for National Library Week for 4 state employees, through flyers given to new state employees, through a display in the rotunda, and in a news item to promote the upgrade to ePrints, the IPO software. 6 new IPO depositors were added.

Improve access to & add additional collections to Iowa Heritage Digital Collections. (SLS)

4c) Work with Iowa libs & IaLS district offices to build IHDC & promote it to libraries & end-users.

4c) Rees and Corson completed the migration of data and creation of pages for the transfer of Iowa Heritage Digital Collections from ContentDM to Omeka. The IHDC went live in Omeka in June. Rees added the *Charles Ruben Keyes* collection from Cornell College and harvested the collection *The Editorial Cartoon of Brian Duffy* from the UI. Rees taught an online class about the IHDC and attended several workshops to improve her knowledge of digitization and digital archives. Rees contacted dozens of libraries about adding collections and assisted several with digitization questions. IHDC was promoted in the *SL Update*, to the district office staff, on IOWALIB and on Facebook.

Expand & promote Iowa Lib Services' collections. (SLS)

4d) Purchase additional materials for the Iowa Collection. Improve access & archival conditions of the A.J. Small Collection. Publicize both collections.

4d) Added 96 items to the Iowa Collection and 320 items circulated. Advertised the Iowa Collection in the *SL Update*, in in-house displays and in the rotunda display case. Keyser and Bridenstine created 48 boxes for and cleaned 55 items in the A.J. Small Room. Quist gave over 50 tours of the A.J. Small Room and taught a class during National Library Week classes about the origins of the initial State Library collection, a topic for which he has done much research.

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

4e) Continue cataloging projects in the Law Lib & Main Lib to improve accuracy in the IaLS online catalog; enhance web pages about state documents.

4e) Skeers created 275 original catalog records for state documents and, together with technical services staff, updated 231 others. Skeers cataloged 45 documents from the backlog. Keyser deleted over 20,000 unnecessary federal document bibliographic records from our catalog, which improves search results when searching for state documents. Keyser made improvements/updates to five state document webpages on the IaLS website. Due to losing two staff members in technical services, having another out for an internship, and the planned downtime for the automated system during the migration, the Document Depository Program has been at a standstill since March. Reorganization of workflows has been planned, and when the new system becomes live, work can again begin on collecting, archiving and distributing state documents.

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

Provide exemplary library service in the Main Library, the Law Library & the State Data Center. (SLS, SDC)

5a) Add reference service via text messaging. Provide new journal issue notification service to state employees. Promote reference back-up service for public libraries. Provide classes for state employees during National Library Week.

5a) Reference service via text messaging was made available through the Main Library during the first quarter of the fiscal year. In June, Dagley and Corson launched a journal table of contents awareness service for state employees, using EbscoHost; 110 signed up for the service in the first week. 844 reference questions from libraries were answered by the Main Library and Law Library in FY13. 9073 total reference questions were answered in FY13 by the Main Library, Law Library, and State Data Center. During National Library Week, 17 classes were presented to 175 students, including 4 new classes and 4 online classes. IaLS partnered with 3 state agencies that provided course instructors.

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)

5b) Ensure that all staff participate in professional development. Provide change management workshop for staff.

5b) A goal of annual participation in a professional development event or activity has been added to the performance goals of each IaLS staff member. Planning began in late FY13 for an all-staff development day, which is scheduled for November 2014.

Experiment with pilot projects & implement successful ones. (All IaLS staff)

5c) Develop a pilot project for AEA van delivery of public library materials. Respond to opportunities for additional pilot programs.

5c) The AEA van delivery pilot program did not develop; IaLS staff members continue to seek solutions to the need for a statewide delivery service for public library materials.

Share Iowa Lib Services successes with stakeholders. (All IaLS staff)

5d) Develop a process for identifying, collecting & sharing success stories.

5d) Methodology for identifying, collecting and sharing IaLS success stories was developed and implemented. Cory Quist, Law Librarian, began a Twitter feed for the Law Library. The IaLS Facebook page has 421 "likes."

Build & enhance partnerships with the Ia Lib Assn, Ia DE, AEAs, IPTV & other agencies & organizations whose mission complements that of IaLS. (All IaLS staff)

5e) Maintain communication with stakeholders. Respond to opportunities for developing new partners.

5e) Communication with stakeholders was maintained through our online newsletter Footnotes, our website, Facebook, iowalib and other mail lists, in-person updates, the periodic email update from Specialized Library Services, and meetings of the IaLS Advisory Panel. Existing partnerships with the Iowa Library Association, the Department of Education, IPTV, the Area Education Agencies, Connect Iowa and others were maintained. A new partnership was developed with the Healthiest State Initiative.

Presentations and Workshops given by Iowa Library Services staff in FY13

July 2012

Gary Krob presented *Health Information and available Federal data sources* (15) at the GODORT meeting. **Karen Burns and Eunice Riesberg** taught *EBSCOHost Database and e-book Training* at multiple locations (118). **Karen Burns and Eunice Riesberg** taught *How many?? Getting the NEIBORS/WILBOR Statistics for Your Library* (83). **Merri Monks** facilitated the *News Know-how Project* in Des Moines and Cedar Rapids (July and August) with presentations by **Mary Wegner and Maryann Mori** (40). **Sue Gruber** presented *Wednesday Website Worktimes: Portlets* (8). **Karen Burns** presented on *Wilbor and E-books* to Glenwood PL staff. (5). **Jet Kofoot** taught *Telling the Library Story: Marketing and Advocacy* for Public Library Management 1(13). **Maryann Mori** presented *Trustee Training* at Melbourne PL (3). **Various Iowa Library Services Staff** facilitated and presented *Exciting E-readers* (25). **Maryann Mori** taught *Wilbor* for the Milo PL staff and Board (8). **Maryann Mori** presented a *WILBOR overview* for the Lacona PL Board of Trustees (10). **Becky Heil** facilitated *Planning for Results* for the Clinton PL (50). **Becky Heil** facilitated *Planning for Results* for the Fairfield PL (50). **Becky Heil** presented *Trustee Training* to the Monticello PL Board of Trustees (8). **Becky Heil** taught *NEIBORS* to the Clarence PL (5). **Karen Burns** presented *Gadget Zoo* to the Glenwood PL (5) and Harlan PL (4).

August 2012

Annette Wetteland taught *Using Statistics: The Power of Personal Stories* (47). **Scott Dermont** taught *The Annual Survey - What you need to know for 2012* (70). **Karen Burns** taught *WILBOR Training August 2012*(14). **Maryann Mori** facilitated *Planning for Results* to the Norwalk PL (26). **Maryann Mori** facilitated *Planning for Results* to the Baxter PL (24). **Maryann Mori** taught *NEIBORS* to the Dysart PL staff (4) and to the Gladbrook PL (5). **Maryann Mori** taught *Trustee Training* to the Toledo PL Board of Trustees (6), the Van Meter PL Board of Trustees (6), and the Dallas Center PL Board of Trustees (7). **Bonnie McKewon** facilitated *Planning for Results* to the Storm Lake PL (25) and the Lake View PL (20). **Eunice Riesberg** presented *E-Book Troubleshooting* to the staff at Dyersville PL (12). **Bonnie McKewon** spoke at the Sloan Public Library grand opening (50). **Becky Heil** facilitated *Planning for Results* for the Dewitt PL (60). **Becky Heil** facilitated *Planning for Results* for the Washington Public Library (55). **Becky Heil** taught *Trustee Training* to the Monticello PL Board of Trustees (10).

September 2012

Gary Krob presented *How to Effectively Use Census Data* (14) at the Hardin County Library Association meeting. **Scott Dermont** taught *The Annual Survey - What you need to know for 2012* (4). **Iowa Library Services Staff** presented *Town Meetings* at six locations, with 432 attending. Each Town Meeting included presentations highlighting recent news and trends regarding how library collections are shifting in response to community needs, the **Town Meeting Players** presented “*The Weeder’s Dilemma*”, and sessions included *Weed ‘Em and Weep? Tips for Weeding Library Collections; Use Your Noodle--Learn Moodle! and Stacks & Clouds: Choosing Print and Digital Collections*. **Alysia Peich** facilitated and **Maryann Mori** taught *Public Library Management 1*(24). **Alysia Peich** facilitated and Sarah Willeford taught *Public Library Management 2*, **Merri Monks** presented the *Youth Services section*. (19). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* (15). **Sue Gruber** presented *Wednesday Website Worktimes: Colors, Themes and Skins* (14). **Maryann Mori** taught *Trustee Training* to Dallas County with five libraries represented (17). **Maryann Mori** presented *Storytimes (and more!) for Teen Parents* twice at the ALSC national conference in Indianapolis (34) and (41). **Maryann Mori** taught *Exciting E-Readers* to Greene County librarians (9). **Maryann Mori** taught *Trustee Orientation* to new trustees at Jefferson PL (4). **Eunice Riesberg** presented *Troubleshooting NEIBORS and E-books* to Grundy Center PL (4). **Bonnie McKewon** presented *Staff Development* to the Dickinson County libraries (18). **Becky Heil** presented “*Weed’em and Weep*” twice to the Association of Rural and Small Libraries conference in Raleigh, NC (80). **Karen Burns** presented *WILBOR training* for the Schleswig Public Library (8).

October 2012

Gary Krob presented *Iowa Population Trends* (24) at the Iowa Library Association annual meeting. **Scott Dermont** taught *The Annual Survey - What you need to know for 2012* (0). **Merri Monks** facilitated *Summer Library Program Workshops* over the ICN (90) and in seven locations (399). **Iowa Library Services staff** facilitated *Directors Roundtables* at 13 locations (in October and November) (142). **Jay Peterson** presented *Overview of EBSCOHost* (15). **Kelli Bremer** presented *Wednesday Website Worktimes: Website Clean-up* (14). Jet Kofoot presented *Collecting Bookmarks* to the Butler County Meeting (15). **Maryann Mori** taught *EBSCOHost Training* to the Tama County Library Directors (9). **Maryann Mori** presented *An Overview of Annual Survey* to the Mitchellville Board of Trustees (4). **Maryann Mori** facilitated an *All Iowa Reads* book discussion at New Virginia PL (3). **Maryann Mori** presented an *E-book Overview* for the staff and trustees of Bussey PL (6). **Maryann Mori** taught *Trustee Training* at Albion PL (8). **Bonnie McKewon** presented *Best Laid Plans...a look at PLA's Strategic Planning for Results* at the Iowa Library Association conference (20). **Alysia Peich** facilitated and presented at the *Smart Investing @your Library* kick-off event in Ames (28). **Becky Heil** presented *Trustee Training* to the Tiffin PL Board of Trustees (4). **Jet Kofoot** facilitated *Planning for Results* to the Burt PL (15).

November 2012

Karen Burns and Sarah Willeford taught *Information with Impact! Using Pecha Kucha for Presentations*. **Jay Peterson** facilitated *E-Rate Form 470 Online Training* (18). **Sue Gruber** presented *Wednesday Website Worktimes: Widgets* (13). **Maryann Mori** taught *Trustee Training* to Knoxville Board of Trustees (7). **Karen Burns** facilitated *Planning for Results* with the Coon Rapids PL. **Alysia Peich** facilitated and presented at three *ILEAD USA* information sessions for potential teams, mentors, and instructors (27). **Becky Heil** presented *Trustee Training* to the Preston PL Board of Trustees (11). **Becky Heil** presented *Adult Services Roundtable Learning Styles* to Mt Pleasant PL and Davenport PL.

December 2012

Bonnie McKewon and **Alysia Peich** taught *Library 101* (23). **Barb Corson** presented *Government Publications - Software Options for Repositories* at the Best Practices Exchange in Annapolis, MD (15). **Sue Gruber** presented *Wednesday Website Worktimes: The Golden Ration and Other Tips for Making Your Website Look Nice* (14). **Maryann Mori** taught *WILBOR and EBSCOHost* to the staff at Norwalk PL (9). **Maryann Mori** presented *Dealing with Difficult Patrons* to the staff at the Pella PL (10). **Alysia Peich** facilitated online resource training for *Smart Investing @your Library* grantees (15). **Becky Heil** taught *E-books* to Tiffin PL (5). **Becky Heil** presented *Hiring a Director* training to the Board of Trustees of the Monticello PL (8).

January 2013

Gary Krob gave a presentation *Data Resources for Iowa's Multicultural Communities* (20) for the Iowa Department of Public Health. **Alysia Peich** facilitated *Managing Difficult Patrons & Situations* (135). **Jay Peterson** taught *E-rate: Filing the Form 471* in five locations (49) and online (47). **Scott Dermont** taught *Setting the Standard: The Accreditation Application FY13* (63). **Merri Monks** facilitated *Performers Showcase Show and Tell* at two locations (81). **Robin Martin** facilitated *All Iowa Reads* (93). **Jet Kofoot** produced and various **Iowa Library Services Staff** presented at the *Iowa Small Libraries Online Conference: ISLOC2013* (**Becky Heil** and **Maryann Mori** were co-chairs) (333). **Sue Gruber** presented *Wednesday Website Worktimes: Adding Learning Express to Your Website* (15). **Robin Martin** presented *All Iowa Reads 2013 Webinar: The Year We Left Home* (72). **Maryann Mori** presented *Current/Future Technology for Libraries* at the Ogden PL board meeting (6). **Maryann Mori** taught *ALSC- Information Literacy* class online (15). **Maryann Mori** facilitated *Planning for Results* introduction for the Winterset PL (37). **Eunice Riesberg** presented *Troubleshooting Downloadables* at Blairstown PL (5). **Jet Kofoot** presented *Trustee Training* to the Board and staff of Kanawha PL (6). **Alysia Peich** presented *Staff Development for Effective Program Delivery* for new Smart Investing @your Library grantees at ALA Midwinter in Seattle (25). **Alysia Peich** presented *21st Century Skills in Libraries* at the Kirkendall PL staff development day (20). **Becky Heil** facilitated *Planning for Results* for the LeClaire Community Library (60).

February 2013

Marie Harms taught *PLOW 7.1: Getting Your Web Site Started* (13). **Maryann Mori** presented *Directors Roundtable: You as a Leader!* (56). **Merri Monks** facilitated *Youth Services Roundtable: STEM in Public Libraries* (46). **Jay Peterson and Marie Harms** facilitated *Overview of Learning Express Database* in six locations (64). **Nancy Medema** facilitated *Iowa Library Services Leadership Development Spring Workshop* in Urbandale (37). **Sue Gruber** presented *Wednesday Website Worktimes: Appealing and Useful Websites* (9). **Maryann Mori** facilitated a *Planning for Results* for Winterset PL (30). **Maryann Mori** taught *WILBOR Training* to the trustees of Colo PL (7). **Jet Kofoot** facilitated *Planning for Results SWOT* for the West Bend PL (3). **Becky Heil** presented at *Big Talk for Small Libraries -NE* online conference (60).

March 2013

Gary Krob presented *How to Effectively Use Census Data* (21) at the North Central Iowa Symposium. **Tom Keyser** taught four classes in the series *Introduction to the Preservation of Digitized Collections* (61). **Pam Rees and Maryann Mori** facilitated *Disaster Planning for Libraries* (39). **Bonnie McKewon** and **Alysia Peich** taught and **Becky Heil** facilitated *Library 101* (26). **Bonnie McKewon** taught *Trustees Top 5: Major Board Responsibilities #1 Hiring & Evaluating the Director* (74). **Bonnie McKewon** taught *Trustees Top 5: Major Board Responsibilities #2 Developing Policies* (54). **Bonnie McKewon** taught *Trustees Top 5: Major Board Responsibilities #3 Overseeing the Budget* (61). **Merri Monks** facilitated *Early Literacy in the Public Library for Children Age 0-3* at six locations (80). **Marie Harms** taught *PLOW7.2: Customizing Your Web Site* at six locations (55). **Maryann Mori** facilitated *Libraries Responding in Times of Crises* (48). **Alysia Peich** facilitated *Disaster Planning for Libraries* (40). **Iowa Library Services Staff** presented *Developing Digitally Literate Communities* (49). **Alysia Peich** facilitated the *ILEAD USA conference* in Ames (40). **Nancy Medema** taught *The Who, Why, and How of Stakeholders*; **Karen Burns** taught *Let's Get Together: Collaboration Tools*; and **Marie Harms** taught *Digitization and Copyright* at *ILEAD USA conference*. **Sue Gruber** presented *Too Much Text? (using PDF documents)* (10). **Robin Martin** presented *Iowa Center for the Book and All Iowa Reads* to the Jefferson Public Library adult reading group (30). **Trisha Hicks** produced and facilitated the *North Central Library Symposium* in Mason City (55). **Jet Kofoot** presented *Board Director Relationships: For the Good of the Library* at the North Central Library Symposium in Mason City (20). **Robin Martin** presented *Book Discussion Groups: How to Begin, Lead or Reinvent Yours* at the North Central Library Symposium in Mason City (40). **Maryann Mori** facilitated a *Planning for Results* for Knoxville PL (31). **Maryann Mori** taught *WILBOR Training* to the Board of Trustees at Stratford PL (6). **Maryann Mori** taught *Difficult Patrons & Customer Service* to the staff at Story City PL (8) and the staff at Knoxville PL (9). **Maryann Mori** presented *Trustee Training* at the Norwalk PL (6) and at the Woodward PL (7). **Maryann Mori** coordinated and hosted IaLS webinar *Libraries Responding in Times of Crises* (47). **Maryann Mori** facilitated a *Planning for Results* summary for the board at Winterset PL (6). **Bonnie McKewon** presented *Staff Development* for the Milford PL (7).

April 2013

Tom Keyser taught two classes in the series *Introduction to the Preservation of Digitized Collections* (27). **Bonnie McKewon** taught *Trustees Top 5: Major Board Responsibilities #4 Planning for the Future* (50). **Bonnie McKewon** taught *Trustees Top 5: Major Board Responsibilities #5 Advocating in the Community and Beyond* (50). **Jay Peterson and Becky Heil** taught *Overview of Collection Development* (48). **Jay Peterson** taught *Overview of EBSCOHost* (15). **Scott Dermont** facilitated and **Bonnie McKewon** taught *Public Library Management 1* (25). **Jay Peterson** facilitated and **Maryann Mori** taught *Public Library Management 2* (22). **Merri Monks** produced *Kids First 2013* in Des Moines with presentations by **Becky Heil, Maryann Mori, Sue Gruber, Robin Martin, and Nancy Medema** (275). **Nancy Medema** gave an *Iowa Library Services Update* at the Iowa Small Library Association Spring Meeting via ICN (35). **Sue Gruber** presented *Wednesday Website Worktimes: Adding Facebook Icons or Badges* (12). **Jet Kofoot** presented *Board and Director Relationships* at the Butler County Meeting (15). **Jet Kofoot** presented *Customer Service* at the Mason City PL staff training (16). **Jet Kofoot** presented *Collecting Bookmarks* to the Grundy County Meeting (4). **Maryann Mori** presented *Partnering to Promote Information Literacy* at the IASL conference (32). **Maryann Mori** presented *Early Childhood Literacy: from Concept to Implementation* at the KidsLib meeting (9). **Bonnie McKewon** facilitated a *Planning for Results* process at the Sioux City PL (7). **Trisha Hicks** spoke at the grand opening of the Village Post Office at the Burt Public library, the first Iowa library to receive this designation (82). **Becky Heil** presented *Social Media* to Monticello PL (7). **Becky Heil** facilitated *Planning for Results* for the Oskaloosa PL (80) and the Grinnell PL (60). During National Library Week in April, State Library staff taught in-person and online classes at the State Library, aimed primarily at state employees. **Pam Rees** taught *Reliable Health Information – Where Can I Find It on the Internet?* (2) and *Exploring Iowa's Cultural Heritage Online* (9). **Jay Peterson** taught *Get the Most from EBSCOHost* (13) and *Maximize Your Effectiveness: Using Webinar Software* (14). **Barb Corson** taught *Improve Your "Google" Skills* (10). **Gary Krob** taught *Using Census Data Effectively* (19). **Tom Keyser & Margaret Noon** taught *Save Your Documents: Iowa Publications Online* (4). **Tom Keyser** taught *Flash Drive/Hard Drive/DVD?: Preserving Your Digital Files* (32) and *Finding Information on Iowa State Government Websites* (3). **Cory Quist** taught *An Introduction to the Pioneer History of the State Library's Special Collection* (10). **Barb Corson** facilitated *Using the Iowa Administrative Code Online* (10); *Open Meetings/Open Records Laws: Know Your Rights and Responsibilities* (19); *Using the Legislative Web Site* (2); and *State Records Officers: Basic Records Management* (27).

May 2013

Jay Peterson facilitated *Early Literacy Station Demonstration for Iowa Public Libraries* in April and May (73). **Marie Harms** taught *Advanced Customization Summer 2013* in April and May at nine locations (48). **Maryann Mori** taught *Chocolate and the Art of Programming* (53). **Karen Burns and Eunice Riesberg** taught *All About E: Libraries in the eBook Landscape* (36). **Iowa Library Services Staff** facilitated nineteen *Director Roundtables* in various locations (146). **Sue Gruber** presented *Wednesday Website Worktimes: Table Tips* (9). **Maryann Mori** taught *Trustee Training* to the boards at Maxwell PL (6) and Story City PL (6). **Maryann Mori** presented a webinar *Chocolate and the Art of Programming* (53). **Bonnie McKewon** presented *Library Automation Options* to the Cushing PL Board of Trustees (7). **Bonnie McKewon** presented *EBSCOHost and Learning Express* to the combined Boards of Cushing and Correctionville libraries (15). **Bonnie McKewon** presented *Trustee Training* for Washta PL (5). **Jet Kofoot** facilitated *Planning for Results* community meeting for Wesley PL (30). **Trisha Hicks** taught *Learning Express* to the staff of the Nissen PL (5). **Becky Heil** presented *Social Media* to Mediapolis PL (5).

June 2013

Alysia Peich and Bonnie McKewon taught *Library 101* (16). **Jay Peterson** facilitated *Broadband Advocacy in Public Libraries: Making the case for increased bandwidth* (11). **Alysia Peich and Jay Peterson** taught *EBSCOhost for Professional Development* (18). **Scott Dermont** presented *Open Access Overview 2013* two times (16). **Karen Burns** taught *Tweet That! Twitter and the Library* (34). **Alysia Peich** facilitated the *ILEAD USA conference* in Ames (40). **Karen Burns** presented *Tool Time Challenge* and *Audacity*; **Marie Harms** moderated a panel on Joomla, Drupal and Wordpress at *ILEAD USA conference*, and taught *Metadata*. (20). **Alan Schmitz** taught an *Omeka* session at the *ILEAD USA conference* (8). **Bonnie McKewon** taught *Presentation Pointers* at the *ILEAD USA conference* (30). **Nancy Medema** participated on a panel at the *School Librarian Leadership Academy* in Coralville. **Sue Gruber** presented *Wednesday Website Worktimes: Picture Exhibits* (7). **Maryann Mori and Becky Heil** taught *WILBOR Selectors Training* (12). **Maryann Mori** taught *Board's Role in HR* to the trustees at Elberon PL (3). **Maryann Mori** taught *Oh, Those Teens!* at Webster City PL (13). **Bonnie McKewon** presented *Trustee Training* to Plover PL (5). **Becky Heil** taught *Trustee Training* to the Board of Trustees at the Oxford Junction PL (4). **Becky Heil** presented *EBSCO Refresher* to the North English PL (5).