



November 2019

Introducing Samantha Bowers



Continuing Education Consultant

This month, we are excited to introduce Samantha Bowers, the State Library's new Continuing Education Consultant!

Samantha started her position on Nov. 1 and has been learning the ins and outs of the State Library's CE and Certification programs. We asked a few questions to get to know her better:

What is your background?

Prior to coming to the State Library, I worked for a large nonprofit in their specialized library. I coordinated library training efforts, worked the reference desk, and did the numerous "other duties as assigned" that come with working

in a small-shop library. I've also done reference, instruction, and teaching in academic library settings.

Education-wise, I went to Sibley-Ocheyedan High School in far Northwest Iowa (go, Generals!). After that I attended the University of Iowa for my undergraduate degree and my MLIS (2012 grad).

What are you looking forward to most in working for the State Library?

I'm very excited to support Iowa's libraries and librarians! I look forward to helping the State Library continue and improve on its service to you all. I know I have a lot to learn, but can't wait to get my hands dirty.

What are three words coworkers might use to describe you?

Hardworking, research-nut, and sometimes-too-loud-for-the-library.

Do you have a favorite book or movie?

As it's unfair to ask a librarian for her favorite book, here are the last 3 books I read:

1. *A Better Man* (latest in Louse Penny's Inspector Gamache series).
2. *Grant* (Biography of the General and President by Ron Chernow. Fun fact – did you know that the "S" in Ulysses S. Grant doesn't stand for anything? It was a typographical error on his West Point application).
3. *The Magician's Nephew* (I'm on a Chronicles of Narnia re-read with my 3-month-old son. I'm definitely enjoying it more than he is, as he's slept through most of it).

What do you like to do in your spare time?

I'm absolutely nuts about Iowa. In fact, my husband and I have visited all 99 counties photographing courthouses and exploring numerous state and county parks. I also love to read, bake, garden, and take the dog on walks.

We are thrilled to welcome Samantha to the team! Samantha can be reached at 515-281-6788 or Samantha.Bouwers@iowa.gov.

Announcing the ILOC 2020 Morning Keynote: Elizabeth Harrin

The morning keynote for the Innovative Libraries Online Conference (ILOC) 2020 will be UK-based project management expert Elizabeth Harrin!

How to be Awesome at Getting Things Done

Whether you're planning an author event or simply organizing your accreditation cycle, you'll definitely have projects as part of your library work – and you may even be leading some.

In this introduction to managing projects, Elizabeth Harrin will help you understand what a project is and how to balance the competing demands of time, cost and doing a good job in getting your work successfully over the line. We'll look at ways to stay organized and how to prioritize your growing To Do list. And we'll talk about managing expectations of the rest of the team and keeping them involved throughout.

You'll leave with plenty of practical tips for managing your work, and a template you can use to get any project off to a fantastic start.

About Elizabeth Harrin

Elizabeth Harrin has over twenty years experience in leading IT, business change and process improvement projects in the UK and France, across financial services and healthcare. She's a mentor and the author of 5 books. Elizabeth runs a company providing copywriting services to project-related businesses and is the award-winning blogger behind GirlsGuideToPM.com. Find Elizabeth on Twitter [@girlsguidetopm](https://twitter.com/girlsguidetopm).

Getting Ahead of the Game: Winning with Project Management

Thursday, Jan. 16 | 9:00 a.m. to 7:30 p.m.

ILOC offers keynote speakers, sessions on a variety of topics, and an evening session designed for trustees. Join us for a day showcasing the ways Iowa librarians stay on top of projects, using a variety of tools, technology and tracking tips on Come and go throughout the day, attending the sessions you're most interested in. Find out more and register at the link below.



[Register for ILOC 2020 on Jan. 16](#)



Join Us for Online Summer Reading Workshops in December

Sessions Offered by Library Size

Do you want to get ideas for how to run a summer library program from other libraries your size? ***Sizing Your Summer Program*** will offer online sessions based on community size so you have a chance to talk to similarly-sized libraries about how they run their summer programming.

The first half hour will be an introduction to the theme and a general review of the manual; the next hour and a half will be facilitated discussion about summer programming.

This is a chance for you to talk with other librarians about their successes and challenges and to get ideas for what might work from libraries in communities the same size as yours. Please feel free to attend the session you think best matches your needs and come ready to share and discuss!

Register for an online session based on your library's size:

- **Library Sizes A, B, C:** Tuesday, December 17 from 1:00 to 3:00 p.m.
- **Library Sizes D, E, F:** Wednesday, December 18 from 1:00 to 3:00 p.m.
- **Library Sizes G and Above:** Thursday, December 19 from 1:00 to 3:00 p.m.

[Register for Sizing Your Summer Program](#)

Other December Youth Services CE Opportunities

- [Build Your Storytime Toolkit \(Oelwein\)](#)
Thursday, Dec. 5 | 10:00 a.m. to 3:00 p.m.
Rescheduled from Nov. 12 with 6 spots open, this intensive, hands-on workshop will help you sharpen your storytime skills and be ready to present the best possible literacy and play based programs for ages 0-6. This workshop is suited for long-time presenters looking for fresh insight and new to the game librarians ready to expand their skills.
- [Check It Out! New Books for Ages 0-18 \(Webinar\)](#)
Monday, Dec. 16 | 1:00 p.m. to 2:00 p.m.
Join us each month for a review of brand new titles published for ages 0-18. You'll hear short booktalks of new titles (and new entries in ongoing series) from major and Indie publishers and get ideas on how to keep up with the endless tide of what's new in kidlit and young adult literature.

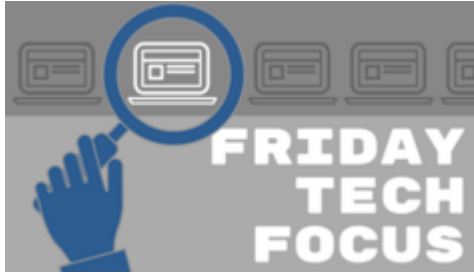
PLM and PLS Students: Please Complete Course Survey

Email with Survey Link Coming Soon

If you were in the most recent cohort of PLM and PLS students, please be sure to complete the course survey, which will be arriving in your email inbox soon with a link to Survey Monkey. Completed surveys are critical in helping shape the PLM and PLS courses to be the most effective which allows participating directors and staff to be successful in their work in libraries.

Congratulations on completing the course and thank you in advance for your feedback!

Additional December CE Opportunities



Friday Tech Focus

Friday, Dec. 13 | 9:30 a.m. to 10:00 a.m.

Join us on a Friday every calendar quarter to learn about a new tech or web tool, and discuss how it might be used in a library setting. We'll also show a "library-ish" (i.e., might be useful to librarians) mobile app and invite others to share their favorite app.

Perfect for the busy librarian! Spend 30 minutes learning about a new tool, then stay for informal discussion if you have time.

[Register for Friday Tech Focus](#)

Self-Paced Learning

Off Your Seat and On Your Feet: Providing Good Customer Service

1 Credit

What is the definition of "good" customer service? How do personalities, policies and procedures all affect customer services? What are the steps and the "10 commandments" of customer service, and what do we do with those difficult patrons? This webinar provides answers to those questions and includes aspects of circulation front-line service as well as some readers' advisory services which many small libraries incorporate into their circulation services. The presentation includes some role-playing examples of how to deal with difficult situations, examines the importance of good policies and procedures, and offers practical tips for delivering good customer services in not-so-good circumstances.

[Take the Customer Service Course](#)

Continuing Education Catalog

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The Continuing Education program is made possible in part by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by the State Library of Iowa.