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Monday Morning Eye-Opener June 15, 2020

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MONDAY MORNING EYE-OPENER



FROM THE STATE LIBRARY OF IOWA

June 15, 2020

State Library and CARES Act Funding



What Iowa Public Libraries Will Soon Receive

The State Library of Iowa received an allotment of the **Federal CARES Act** funding in order to assist libraries responding to the Covid-19 pandemic. The

Institute for Museum and Library Services (IMLS) provided a total of \$30 million in **CARES Act** funding to state library agencies for two purposes.

The primary purpose is to expand digital network access, purchase Internet accessible devices, and provide technical support services. The secondary purpose is to use funds to address other efforts that prevent, prepare for, and respond to Covid-19.

State Librarian Michael Scott writes: *"Our goal is s to use our portion of the **CARES Act** funds to provide all 542 Iowa public libraries with a tangible product that will have a positive impact on their ability to serve their communities. This ruled out creating sub-grants, which would only impact a subset of libraries. Some of the more affordable technology options we considered would have required all libraries to have Internet filtering in place—something we knew would be a barrier for some. Additionally, we wanted to provide something quickly—not knowing what the future holds regarding the virus—which then ruled out the time-consuming, required process of going out for bid..."*

So given the **CARES Act** purposes and considerations, State Library administration has decided to provide the following to each public library in Iowa:

Project #1

The State Library cares about the health and well-being of the staff in Iowa's libraries and we know that many libraries are struggling to find the personal protective equipment needed to fully open to the public. As a result, we will be providing each public library a Protect & Disinfect Kit including:

- 56-quart clear storage bin with lid
- 3-ply surgical masks, box of 50 (2 boxes)
- Nitrile gloves, large, box of 100 (1 box)
- All purpose cleaner, 32oz bottle (2 bottles)
- Paper towels (2 rolls) / Hand Sanitizer, 8oz. bottle (6 bottles)
- Bleach, 32oz bottle (1 bottle) / Wypall wipes, 56 per pack (1 pack)

These kits will be delivered via the **IAShares** delivery system after June 30. It will take some time to get every kit to every library because they will be sent as space permits in the vehicles. Additional kits will be available for libraries to purchase on their own; State Library staff is working with Grainger to make additional kits available later in the year.

Project #2

The State Library understands that communicating with patrons can be a challenge. In line with the **CARES Act** primary purpose to “...*provide technology support services,*” as outlined by IMLS, the State Library will be providing **Bold360 Chat** service to any Iowa public library that chooses to participate. The State Library will pay for this service for the next **two years**. The rollout of this new service will begin in July 2020.

Bold360 Chat is a live chat service that can be used by libraries of all sizes to interact easily with patrons on topics such as re-opening plans, programming, plus offering remote tech support for library services like e-books, etc. Chat is a contactless, convenient, and efficient method of communication, allowing staff to quickly complete interactions without waiting for email responses. This service is completely web-based and accessible from the library's website. Some features of **Bold360 Chat** include:

- online and offline message systems
- ability to force webpages
- auto-invite and hotkey canned messages
- user-defined statuses and auto-thread emails
- robust reporting and more

LogMein, the company behind **Bold360 Chat**, will offer an informational webinar, where many of these terms will be explained and demonstrated. Specific date and time is pending and will be announced later.

On behalf of the entire staff at the State Library of Iowa, we are happy to announce this plan for spending our agency's share of the CARES Act funding. More to come!

The Boardroom 2020 Series

Begins in July

After a 1 year hiatus, the State Library is pleased to announce that we are reprising the **Boardroom** series. Starting in July, **Boardroom 2020** will be comprised of five webinars running July through November.



Each episode in **Boardroom 2020** will be 90-minutes from 6:00-7:30PM; each session will be awarded 1.2 c.e. credits. And in a new twist, this year the programs will be based on books! In most cases, the books come from our **Big Ideas** discussion series, with the material adjusted to include board-specific issues. **Note: there is no requirement** that registrants read any of the books prior to the webinars. **July's date is decided == July 23rd == and open for registration.** The other dates will be finalized soon, for now a look at target months and topics:

Schedule and Topics

July 23 == Problem Solving the Upstream Way (based on Upstream by Dan Heath)

Aug == The Art of the Board Meeting (based on The Art of Gathering by Priya Parker)

Sept == The Board's Role in Storytelling (based on Stories That Stick by Kindra Hall)

Oct == The Iowa Library Trustees Handbook (coming 2020 edition, State Library publication)

Nov == Age Diversity on Library Boards (based on The Ones We've Been Waiting For by Charlotte Alter)

Importance and Rationale

- Since the pandemic began, our agency has provided ample classes, discussions, and roundtables for library staff to assist them in meeting their continuing education requirements. Now **Boardroom 2020** sets up Iowa library trustees to fulfill their own education standard—**Standard #8: "all members of the library board participate in a variety of board development training each year..."**
- For library boards, their normal practices—including presentations at meetings—were upended this spring as well. With approximately 4,000 trustees statewide, with turnover in membership, and with trustee education

as a Tier 1 standard, this continues to be an important niche to fill in our training efforts.

- In previous years, many library directors logged into their account in the C.E. Catalog and once registered, they shared the ZOOM Room link with their board members via email. And in previous years, many boards opted to hold "viewing parties" in the library meeting room, while other trustees opted to login individually from home. This year, at any given library, a blend of those two approaches may be in order!
- Either way, there is no expectation that attendees read any of the books prior to the webinars. Although we do hope that boards will want to acquire the books and read them afterward to further discussion at future meetings.

The first session is scheduled for Thursday July 23—Problem Solving the Upstream Way. It's open for registration in the C.E. Catalog—join us!

C.E. Catalog

Changes to PLOW Website Statistics

Improvements Coming This Summer

Marie Harms has this news about changes to accessing PLOW website statistics. Libraries with PLOW websites will soon receive usage statistics by email on a monthly basis. **The first statistical report will be emailed on August 1st, based on July website use.** Reports will list the number of visits and actions. Actions includes all the activity of a visitor while on the site, including pageviews, downloads, and form submissions.

Marie writes ***"these reports should look familiar to library staff with PLOW websites—familiar and much easier to access as well. Currently, when staff log into their PLOW website, they have to scroll through several screens and then find only a few tidbits of useful information. Also important to note--no training is needed! We are hopeful that the improved ease of accessing website statistics, combined with better data, will lead more library directors to share PLOW website usage stats more frequently with their library boards."***

The State Library is out-sourcing web site statistics to Matomo, a website analytics company. Individual library accounts will be disabled in Matomo in July in lieu of the emailed reports.



More in-depth statistics will still be collected. If your tech team or administration needs additional information regarding your PLOW website usage, whether occasionally or temporarily, simply contact the **Library Resource Technician (LRT)** assigned to your District. They are:

- **Amanda Grom** == LRT for Northwest and Southwest Districts
amanda.grom@iowa.gov
- **Dori Buls** == LRT for Central and Southeast Districts dori.buls@iowa.gov
- **Trisha Hicks** == LRT for North Central and Northeast Districts
trisha.hicks@iowa.gov

This Week



Space Planning & Reopening Webinar

A unique webinar this **Thursday June 18th** (10:00-11:30AM) combines space planning with phased reopening of library buildings. Sponsored by the State Library, this webinar is titled ***“Moving Through Your Phased Reopening.”***

Here's more from the C.E. catalog: *“As libraries continue to expand services to their communities and move through the various stages of reopening, hear from two national experts on how to do this safely. David Vinjamuri of New York*

University and ThirdWay Brand Trainers and Joe Huberty of Engberg Anderson Architects will cover some of the key issues the library staff should consider when reopening to the public, along with some thoughts from their specific areas of expertise in space design...”

We have a request for attendees: if you have questions about space planning in general or questions about social distancing furnishings in particular, please submit questions for the presenters in **in advance of the webinar by [filling out this form](#)**.
Still time to register!

[C.E. Catalog](#)

District Office Hours

District Office Hours continue this week, but with a caveat. Each district is arriving at a new schedule moving into the summer months. Some will continue weekly sessions for the time being, others are looking at a different schedule. In all cases and places, though, these remain casual conversations, good ways to stay connected and share common experiences and questions. Because days and times vary, simply contact your District Office for your area information.

[Contact Us](#)

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