



News From the State Library of Iowa
June 15, 2020



State Library and CARES Act Funding

Iowa's Public Libraries Will Soon Receive ...

The State Library of Iowa received its allotment of the **federal CARES Act funding** in order to assist libraries responding to the Covid19 pandemic. The Institute for Museum and Library Services (IMLS) provided a total of \$30 million in **CARES Act funding** to all 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 these funds to address other efforts that prevent, prepare for, and respond to Covid19.

State Librarian Michael Scott writes: *"Our goal is 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 **IAShares** vehicles. Additional kits will be available for libraries to purchase on their own. State Library staff is working with Grainger, the supply vendor, to make additional kits available later in the year.

Project #2

The State Library understands that communicating with patrons can be a challenge. Aligning 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 reopening plans, programming, plus offering remote tech support for services like e-books, etc. **Bold360 Chat** is a contact-less, convenient, and efficient method of communication, allowing staff to quickly complete interactions with patrons 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, wherein 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!**

