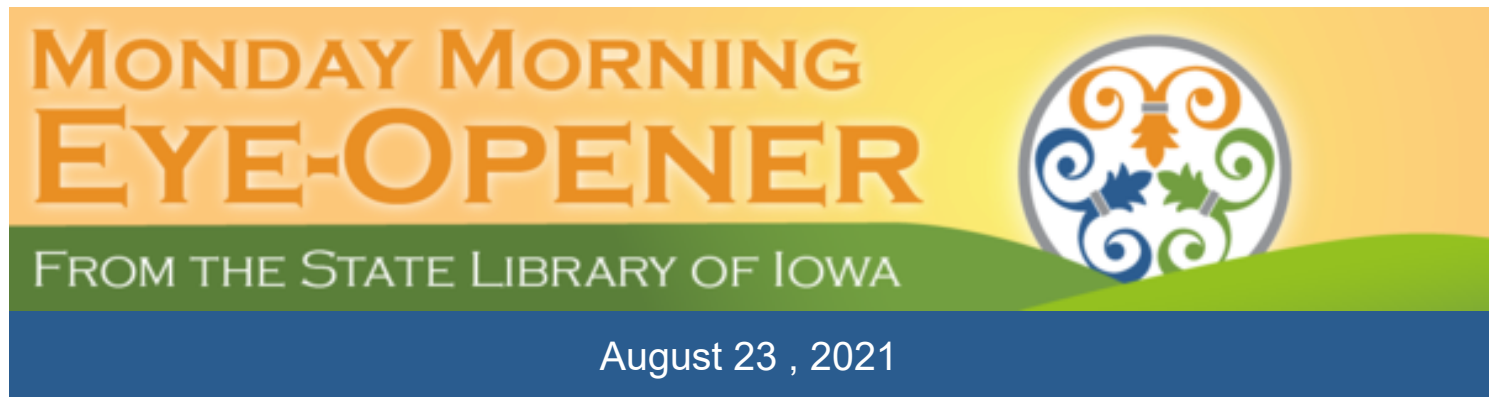


Monday Morning Eye-Opener August 23, 2021

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Training in Using HelpNow From Brainfuse

Webinars For Frontline Library Staff



Last week came the announcement that the State Library is providing another online resource for Iowa's public libraries. **HelpNow from Brainfuse** is a homework assistance and tutoring service. The State Library has recently signed a three-year contract; we expect the rollout to begin soon as the service is made available to the state's public libraries.

HelpNow will be available at no cost to public libraries for the first year, paid by the State Library through American Rescue Plan Act funding (ARPA). Libraries that currently subscribe to **HelpNow** will receive a pro-rated refund from Brainfuse for the amount remaining on their contract. Through an easy-to-use online classroom, **HelpNow** offers patrons of all ages state-aligned one-to-one tutoring, intensive writing assistance, targeted skill building, test preparation, an adult learning center, a full line of collaborative learning and self-study tools, and much more.

Front Line Staff Training

From Brainfuse, **Frontline Staff Training in HelpNow** will cover all features available to patrons of Iowa libraries. This includes live tutoring services; asynchronous tutoring features such as the Writing Lab and Send Question Center; the Skill Surfer online content library; and other academic, interactive tools to assist users with their learning needs. Brainfuse trainers will also demonstrate account features available to patrons

who elect to register an optional, free Brainfuse **HelpNow** account when accessing the services. Time will be allotted at the end of the demonstration for audience questions.

At the end of this webinar, library staff will feel equipped to talk about **Brainfuse HelpNow** with their patrons, support learners using **HelpNow**, and know who to contact if they don't know an answer to specific questions. There are five days and various time slots to choose from, all of which are found in IALearns.

Register for HelpNow Classes Today!

Watch For Email From Brainfuse

Brainfuse customer support has begun sending each library a unique **HelpNow** URL to be added as a link to the library's website. The email will include instructions and a link to promotional materials to help debut **HelpNow** to students and parents alike.

Brainfuse HelpNow is supported by the Institute of Museum and Library Services under the provisions of the American Rescue Plan Act as administered by the State Library of Iowa.

Update: Learning Circuit 2021

Now An All-Virtual Event September 30th

Last week came an announcement about the **State Library Learning Circuit** next month. Scheduled for **September 30**, the **Learning Circuit** will be an all-virtual event this year. We had hoped to host a hybrid event, combining a keynote speaker via ZOOM in the morning with an in-person workshop at six locations in the afternoon. But given the ongoing and evolving situation surrounding the COVID Delta variant, we felt we needed to reconsider that decision and present the entire day online.



Customer Service Is The Topic

Customer service remains the focus, beginning with the keynote presentation by Bryce Kozla speaking on the six principles of trauma-informed care. The afternoon portion will

include a guided discussion aimed at putting the library staff in the patrons' shoes, designing positive customer experiences in any size library.

Continuing Education Consultant Samantha Bouwers has more: *"Trauma-Informed Care started in the healthcare field, but there is a lot to being trauma-informed that can equip libraries to best serve our complex communities. A trauma-informed library is a place where the perspectives of people who have experienced trauma are honored, and one that provides positive spaces, services, and work culture."*

Flipping to All-Virtual

Our decision to flip to an all-virtual day wasn't made lightly. Sam Bouwers explained to everyone who had already pre-registered: *"we recognize that while this might be a relief for some people, it will also be a frustration for others. As eager as we are to get back together again for in-person workshops, the health and safety of the community we serve has to take top priority. We only hope that come next month, it will look like we made an overly cautious decision. So we do hope you can join us virtually, we're excited about the topic, and we're confident that libraries will benefit from what we have planned..."*

Register for Learning Circuit September 30th

September Promotions & Displays



September is just around the corner with Labor Day Weekend only two weeks away. September leads to some great library promotions, displays, newsletter material, programming, and more. Here are some ideas:

Anniversary of 9/11

Next month marks a milestone anniversary for America-- next month is the 20th anniversary of **September 11**. There have been many books written since, along with TV movies and motion pictures, making for easy in-house displays. For more promotional and programming ideas, visit the [9/11 Memorial Museum](#) to find educational resources for students, 20th anniversary webinars, and links to virtual museum tours.

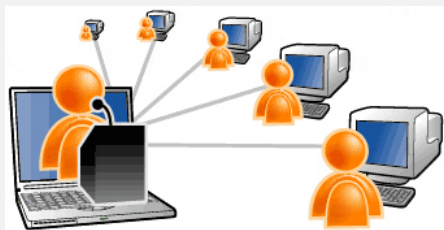
Library Card Sign-Up Month

September is **National Library Card Sign-Up Month**. Since 1987, this promotion has been held every September to mark the beginning of the school year. Libraries work to remind parents and youth that signing up for a library card is the first step towards academic achievement and lifelong learning. Not to mention a very cost-effective back-to-school item! The 2021 theme is “Libraries Empower.” Much more at [ALA's website](#)

More September Displays

National Courtesy Month, National Preparedness Month, National Disease Literacy Month and many more month-long acknowledgements throughout September found here [National Day Calendar](#)

This Week ...



It's a full week of State Library webinars...

Prepping For Accreditation. August 24. 10:00-11:00AM

For all libraries in the upcoming accreditation reporting cycle—those needing to report in February 2022—this extended online series is sure to be helpful.

Prepping For Accreditation begins tomorrow with the first session “**Planning Part 1.**” These are ZOOM conversations, considered consulting with Q&A, although not for c.e. credit. Libraries intending to increase their Tier status from Tiers 0-1-2 will also benefit. No registration is necessary, sessions will be recorded, here's the ZOOM Room link we'll use each time <https://zoom.us/j/450969235>

The Boardroom. August 24. 6:00-7:30PM

The third installment in **The Boardroom 2021** series is “**It's Great to Collaborate.**” pointing to the success that comes from fostering partnerships to advance projects. Considering logical partners within easy reach—like Friends Groups, other city departments, other libraries—this session looks at how library boards can help accomplish library goals—and even larger community goals—through collaboration. **Click button below to register.**

Fine-Free Libraries. August 26. 1:00-2:30PM

Important policy discussions are leading many library boards to conclude that traditional overdue fines impose a barrier to library access and, in many cases, acknowledge that fines are not a significant revenue stream. In this panel presentation, directors from four Iowa libraries relay

their experience in evolving to a fine-free policy, sharing their board decisions and the outcomes of the policy changes. **Click button below to register.**

Collection Conversations. August 27. 11:00AM-12:00PM

Hear from in-practice librarians, special guests, and Consultant Maryann Mori as they explore tools, topics, and trends of adult collection development. Friday's conversation is "Nonfiction: It's More Than Cookbooks." **Click button below to register.**

[Register in IALearn](#)

**An upcoming editor's vacation and Labor Day Weekend sends
Monday Morning Eye-Opener on hiatus for two weeks.**

Look for the next issue on September 13.

Enjoy your Labor Day holiday!



Monday Morning Eye-Opener

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