

Today in EYE-OPENER March 23, 2015

- 1) RAGBRAI Riders @ Your Library
- 2) SILO Best Practice Series
- 3) EBSCO Classes In-Person In April
- 4) Sioux County Libraries Invitation to Staff Development Day
- 5) Meetings / Events This Week



1) RAGBRAI Riders @ Your Library: RAGBRAI 2015 begins in Sioux City on July 19 and winds up in Davenport on July 25. For all the towns in between, there are libraries too, already planning what will be their involvement in the 43RD Register's Annual Great Bike Ride Across Iowa.

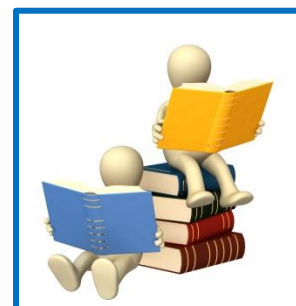
Libraries should rightfully be involved because RAGBRAI opens wonderful community engagement opportunities. Maryann Mori, Consultant with Central IA District, is an avid biker and RAGBRAI rider herself. She's written this article about what Iowa libraries can do to welcome riders from all over the world: *"...As a RAGBRAI rider, I can tell you that the riders love libraries, especially if your library is right on the path of the ride. Some riders will hunt for you even if you're off the designated route that passes through your town. It's a given to have bathrooms open, AC, water fountains, and places to recharge portable devices. You already have those things in place. But here are some other welcoming things that libraries have done during RAGBRAI:*

- *Offer freebie paperbacks (no need to have a library card, just take a book and enjoy)*
- *Allow cyclists to stay overnight in the library. Knoxville and Waverly, among others, have done this, and it's a wonderful service*
- *Offer WI-FI and computers; find a way to have extra outlets and charging stations for portable devices and make those recharging areas obvious*
- *Provide a "recoup room" via a meeting room where cyclists can crash for a few hours just to stretch out, sit in quiet, or soak up the A/C*
- *extend normal hours of operations to coincide with RAGBRAI's arrival (possibly staying open later or opening earlier in the morning)*
- *Have a guest book for cyclists to leave impressions of your library's hospitality*
- *Purchase a RAGBRAI poster and have cyclists sign it with their home cities notes. Zearing PL did this, the poster is now a great memento*
- *Offer homemade cookies; if libraries are planning to do a food booth, I recommend goodies on the healthy side. Try hard-boiled eggs on a stick, fresh fruit such as baggies of chilled grapes, cold strawberries, or watermelon slices as a welcome alternative.*

Most of all, have a welcoming attitude toward the cyclists. Many of us scope out libraries along the route, and it's a little disheartening to learn that the library is closed on the day RAGBRAI comes to town. If you can keep your doors open and provide at least one of the aforementioned amenities, please do so! Participating in RAGBRAI events allows the library to be a team player, it's a way to showcase the city's amenities, and it's a great way to meet some very cool people from all over the U.S. and beyond! ... "

Maryann reminds us that there has been some good information shared in previous district newsletters and in **Footnotes** about libraries and RAGBRAI. For instance, here's a link to a **Footnotes** article from 2012 <http://www.statelibraryofiowa.org/archive/2012/09/news-ft9-12/view> Thanks to Maryann for this article!

2) SILO Best Practice Series: Earlier this month, the SILO Management Team upgraded some SILO Interlibrary Loan features. And robust conversation, before and after the upgrades, says to us that ILL service is alive and well across the state ☺ This article and ones to follow in the next few weeks are intended as reminders of "best practice" when using the SILO ILL system. Today recaps the recent upgrades effective on March 2nd. Thanks to Marie Harms for this summary:



- ✓ The 'will send / will not' send options are now radio buttons
- ✓ The user must select one of the 'will send / will not' send radio buttons. If neither option is selected, the user will be directed back to the same page.
- ✓ If '**will not send**' is selected, the confirmation page **will not display** address information, nor the item and transaction information. At this point, the request moves on to the next library in the lending string.
- ✓ If '**will send**' is selected, the confirmation page **will display** with the borrowing library's address, along with the item and transaction information. At this point, the transaction is closed and the lender should send the item.
- ✓ The borrowing library's contact information has been removed from the lender open pages, and the various email notifications. In order to send the item, the transaction must be processed from within the SILO ILL System.

- ✓ All of the ISBNs from the bibliographic record will now display on the lender open transaction. Before this change, only the first ISBN number was displayed, causing confusion when only the ISBN for the e-book was displayed
- ✓ The "Modify Library Directory Information" page now includes the **Library Type** field as a drop-down menu

Marie shares this statistic: "...the SILO ILL System remains popular and relevant. Last year, 105,680 requests were made, with 86,322 requests filled for an 81.7% fill rate..." Look for more SILO "best practices" next time. And be sure to contact us with any ILL questions or concerns...



3) EBSCO Classes In-Person In April: Iowa Library Services is sponsoring **EBSCOHost** training in April. These classes are coming to Northwest and North Central Iowa this time, having been offered in the other Districts last summer and fall. The instructor will be Lisa Dennis, a national trainer for the EBSCO corporation.

EBSCOHost is available to all Iowa public libraries for a small yearly fee. It contains literally thousands of magazines and journals on a variety of topics, many of the articles are full-text. This important training session will provide instruction in searching

EBSCOhost more effectively, as well as marketing the product to your patrons.

Thanks to **Holstein** and **Sanborn Libraries** for hosting this workshop on **April 28**—one date, two locations. A morning session at **Holstein** runs from **10:00AM-12:00PM**; an afternoon session at **Sanborn** runs from **2:00-4:00PM**. Choose whichever location is closest for you. Two c.e. credits, register in the c.e.catalog <http://www.statelibraryofiaowa.org/cgi-bin/cecat/> See you there!

4) Sioux County Libraries Invitation to Staff Development Day:

The Sioux County Public Libraries are planning their first countywide staff development day in April. And they are all anxious to extend an invitation to staff from other Northwest libraries to join them! Sioux Center PL is hosting this event on April 21st. Here's the schedule:

- Registration 8:30—9:00AM
- Opening Session @ 9:00AM = New People, New Programs at Iowa Library Services
- Session #2 @ 10:00AM = Old School: Book Repair Demo
- Session #3 @ 11:00AM = New School: The Low-Down on Downloading to Devices



The in-service ends at noon so that attendees can get back to work by afternoon if need be. But not before lunching together—our priorities are in place!

The cost is \$10.00 / person; if any library sends 3 or more staff, the total cost is \$25.00. This is under the auspices of Sioux County Libraries, this is not listed in the c.e. catalog. So to register, please RSVP the number in your party to Becky Bilby bbilby@siouxcenter.lib.ia.us by April 15. Special thanks to the Sioux County Libraries—Alton, Boyden, Hawarden, Hospers, Hull, Orange City, Rock Valley, and Sioux Center—for graciously inviting other Northwest Iowa libraries to attend this staff development day!

5) Meetings / Events This Week: Tomorrow is Northwest's turn for an in-person workshop titled "Front Line Staff and the Issue of Civility." Misty Gray and Jet Kofoot have been canvassing the state with this customer service workshop. NW location is Sheldon Public Library; Amanda and I attending and we hope to see many of you there!

Catch a few more national webinars this month; full descriptions and registration information found here

March 24. 12:00-1:00PM. *Telling Stories Through Email: How to Write Appeals that Rock!* sponsored by Network for Good <http://www1.networkforgood.org/for-nonprofits/webinars>

March 24. 2:00-3:00PM. *Responding to a Budget Crisis* sponsored by United for Libraries <http://www.ala.org/united/training/webinars>

March 25. 11:00AM-12:00PM. *Management Gone Social* sponsored by American Management Association <http://www.amanet.org/news/events-calendar.aspx>

March 26. 12:00-1:00PM. *How Do I Apply to College? Helping Patrons Meet Their Higher Education Goals* sponsored by WebJunction <http://www.webjunction.org/events/webjunction.html>

March 26. 1:30-2:30PM. *Decision-making: Crystal Ball or Magic 8 Ball?* sponsored by Colorado State Library <http://cslinsession.cvlisites.org/>

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