

Today in EYE-OPENER February 2, 2015

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1) Customer Service Workshops Coming in March: Iowa Library Iowa Library Services is pleased to announce a face-to-face workshop on the topic of customer service coming in March. This workshop—**“Frontline Staff and the Issue of Civility”**—will help you hone your customer service skills and understand how who you are impacts how you provide service to patrons.

The design of this workshop is a little different than others you may have attended in the past in that you have an assignment to complete BEFOREHAND. Everyone is required to complete a free online assessment and submit those results to attend the workshop. The assessment should only take about 15 minutes to complete.

When you register for this workshop, you’ll receive an email letting you know what you need to do to confirm your registration, including the link to the assessment tool and the email address needed to submit your results.

How you interact with the world influences your behavior regarding customer service. This training focuses on certain aspects of your personality. By taking the assessment and providing your results before attending the workshop, the trainers will be able to personalize the training for attendees.

“Frontline Staff and the Issue of Civility” will be offered in 7 locations statewide. Sheldon Public Library hosts this workshop in Northwest on March 24. Space is limited to 30 participants at each location; attendees receive 5 c.e. credits. Consultants Misty Gray and Jet Kofoot lead this workshop—read more and register in the c.e. catalog <http://www.statelibraryofiowa.org/cgi-bin/cecat/>

2) Order IASL Award-Winning Books: The **Iowa Association of School Librarians** partners with the Iowa Educators Consortium to discount the 2015-2016 IASL Award books. The ordering deadline is **February 13**, Perfection Learning is the vendor. For guaranteed availability of titles, FREE shipping, and a FREE poster for every set purchased, orders must be received by Feb13. Order forms are on the IEC website

http://www.iec-ia.org/vendor_partners/iasl-book-awards-2015-16/



Find pricing and specific titles on IEC's website above. IASL award books include winners of the:

- Goldfinch Award—21 titles if you order the entire set
- Iowa Children's Choice Awards—20 titles in this set
- Iowa Teen Awards—15 titles in this group
- Iowa High School Book Award—12 titles in this group

The Iowa Association of School Librarians (IASL) advocates for strong school library programs in all Iowa schools and provides leadership, education and support for its members. Toward that end, members support state and national guidelines for school library programs, work with AEA staff on shared goals, and consults with the Department of Education and the State Library regarding certification of teacher-librarians and staffing school media centers. Learn more about the mission of **IASL**, a division of the Iowa Library Association <http://www.iasl-ia.org/>



3) Blind Date With A Book: With Valentine's Day right around the bend, here's a lovely library promotion—**Blind Date With a Book**. This has really caught on in recent years, many libraries across Iowa and the nation have tapped into February's most famous holiday with this promotion for book lovers. Pull romance novels and love stories from your shelves, wrap the books in pink paper or Valentine-themed paper, display them with great signage—and maybe some candy hearts thrown in 😊

Iowa library staff show how to sweeten the deal. From Shelly Nelson at Gowrie PL *"...I put Valentine stickers and a Dove chocolate on each package. And this is not just for adults, kids love it too. When the books are returned, patrons put their name in a basket for a drawing—the winner received a mug with hot chocolate packets..."*

Sarah Uthoff at Oxford PL has this advice: *"...It will take longer to wrap the books than you probably think it will, so leave plenty of time to do it and make sure the barcode is visible. It was a lot of fun—I recommend it!! ..."*

Valentine's Day makes this timely, but libraries have done a variation of this for April's Fools Day, Spirit Lake PL wrapped books in brown paper during Banned Books Week, and Sioux City PL wrapped ghost stories in black paper for Halloween. Scan Facebook and Pinterest pages for photo ideas, or Google "Blind Date With a Book" to see displays.

Love this idea—Valentine's Day or any day!



4) Small Archival Projects Conference: This news comes from Becky Heil, IaLS Consultant with Southeast District. Loras College in Dubuque is hosting a Small Archival Projects Conference on April 17. Sponsored by DALINC (Dubuque Area Library Information Consortium), this is a good opportunity to learn more about digitization projects and to share your own local efforts.

Conference planners have issued a "All for Proposals," here's more *"...If you're looking for an opportunity to share what you've digitized in your collection or how you've accomplished it, please share your knowledge with others! The Small Archival Projects Conference Committee is seeking proposals for 50 minute presentations; 40-45 minutes for the presentation with 5-10 minutes for questions..."*



Presentations can be about any aspect of small archival projects including:

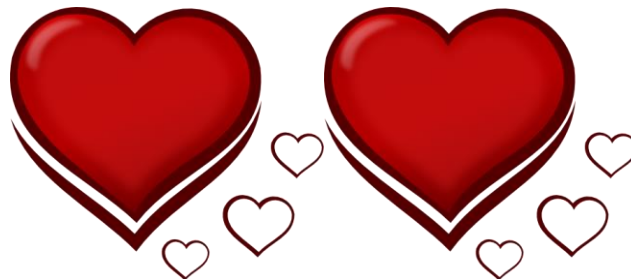
- Equipment selection
- Project management—budget, workflow, etc.
- Project selection—how do you decide what to digitize?
- Best practices
- Freeware, software choices, hosting options, etc.

- Grants
- Publicizing collections once they have been digitized
- Experiences of people who are willing to tell us what went well, what they'd do differently, etc.

Information about the conference including specific information for presenters is available at www.dalinc.org/smallarchival/present.html. The "Call for Proposals" form is here <https://www.research.net/s/smallarchival> Deadline for proposals is February 6; proposals will be blind-peer reviewed and candidate notified by February 13. Do you have a digitization story to share @ your library? Tell it in Dubuque!

5) Meetings / Events This Week: Iowa Library Services hosts a digitization webinar this **Thursday February 5.** (10:00-11:00AM) Pam Rees facilitates **"Steps to Digitizing a Collection For Online Access."**

At this writing, our normal listing of national webinars is not yet available for February. Keep checking back on this page <http://www.statelibraryofiowa.org/ld/c-d/continuing-ed>



Monday Morning Eye-Opener Editor:

Bonnie McKewon

Iowa Library Services

Northwest District Office

529 Pierce Street

Sioux City, IA. 51101

866-642-7920

bonnie.mckewon@lib.state.ia.us