

ICN trustee workshop fees dropped

Beginning July 1, 2000, the \$5 participant fee for library trustee workshops will be eliminated. Libraries will continue to be charged for adding ICN sites.

Two new trustee program videos available

The State Library's Audiovisual Services unit has the following trustee program videos available:

Grantwriting - #11164

Raising our Standards (library standards related to Enrich Iowa) #11165

To borrow the videos, call the State Library Audiovisual Services unit, 1-800-248-4462.

Audiovisual Services to be phased out. (see article on page 3.)

Enrich Iowa funds increase by \$300,000

"This (education) bill sends a strong message that education in Iowa doesn't end with a high school or college degree. If Iowa is going to realize its promise...we must continue to create more lifetime educational opportunities." Governor Tom Vilsack, education bill signing, May 10, 2000.

Enrich Iowa funding will grow by \$300,000 in FY2001, bringing the total amount of direct state aid to Iowa public libraries to \$1 million.

"Given the outstanding ways Iowa librarians used FY2000 Enrich Iowa funds to improve local library services, I can't help but be excited about the prospects for the coming fiscal year," said State Librarian Sharman Smith. "We are all grateful to the Iowa General Assembly and Governor Vilsack for showing their support of public libraries and the importance of library services."

Other legislative issues:

Regional Libraries.

Drastic cuts in the Iowa Regional Library System budget and a study to begin disassembling the system were averted. The Regional Libraries' budget remained at the FY00 level with no funding for technology specialists nor salaries.

State Library.

The State Library FY01 budget was

reduced by \$48,000. This is in addition to the cut taken earlier this year.

Vetoed was a provision requiring the Iowa Commission of Libraries to coordinate, with the Area Education Agencies and Regional Libraries, a study of the support functions currently provided by the Regional System and to develop a plan to provide said services more effectively and efficiently. The Iowa Commission of Libraries is undertaking a broader study of the delivery of library services in Iowa. (See "Notes from the State Librarian," pg. 2.)

Internet Filtering.

Libraries receiving Enrich Iowa funds in FY02 will be required to have an Internet use policy. The new language in the appropriations bill is as follows:

"A public library that receives {Enrich Iowa} funds in accordance with this lettered paragraph shall have an Internet use policy in place, which may or may not include Internet filtering. The library shall submit a report describing the library's Internet use efforts to the division {State Library}."

Over 90 percent of Iowa libraries are in compliance with this regulation.

School Library Media Centers.

The requirement for school library/media specialists in public and accredited private schools in Iowa was not reinstated.

FOOTNOTES

Notes from the State Librarian

The time has come for members of the Iowa library community to take a hard look at ourselves and how we provide services to the residents of Iowa.



Iowa has a strong tradition of library service with 540 public libraries, 1700 school library/media centers, 79 academic libraries, and 113 special libraries, as well as, the State Library, seven Regional Libraries and 15 Area Education Agency Media Divisions, each with its own governance and funding structures. The mission and primary customer base of each type of library is different, yet cooperation among libraries is strong and benefits all Iowans. But as strong a library network as Iowa has, there are always things we can do to make it better.

Over the years we have all heard and had to answer questions such as: Why don't we have more joint school/public libraries?; Does Iowa need a State Medical Library?; What is the role of the State Library?; Why do we need libraries when we have the Internet?; How does loaning a book cost a library when the book is just sitting on the shelf?; Shouldn't Regional Libraries' services be provided by the State Library or the area education agencies or the community colleges?; Why do we need trained school librarians/media specialists? Why do we have so many independent libraries?; and Why don't school libraries, public libraries, and community college libraries cooperate more? The list goes on.

Because of these questions and the need to continually improve, the Iowa library community must analyze how services are currently delivered to Iowans, compare our system to systems in other states, and determine the best model for the future delivery of library services to Iowans.

With all of this in mind, the Iowa Commission of Libraries, upon my recommendation, is convening a task force to study the delivery of library services in Iowa and to make recommendations for improvement. The task force, will represent all types of libraries and include library users and governing authorities. We will have a great deal of work to do in a very short time. Outside consultants will be used to ensure a balanced, objective process.

The larger library community will be included in the process through a series of open forums. Upon review and acceptance of the task force recommendations, it is the intent of the Commission to make recommendations to the Governor and to the Iowa Legislature in January 2001.

It is my hope that we, as a library community, can approach this self-analysis with the same enthusiasm, realism, and objectivity as we have with Open Access, Access Plus, and Enrich Iowa. This is a critical juncture for libraries in Iowa. We must seize this opportunity to develop a model for the delivery of library services that will provide Iowans with responsive and effective library services for years to come.

FOOTNOTES

Iowans named to National Advocacy Honor Roll

The State Library is pleased to announce that the following Iowa library advocates have been named to the National Advocacy Honor Roll by the Association for Library Trustees and Advocates (ALTA) of the American Library Association.

Tom Harkin, U.S. Senator

Dale Ross, Chair of the Iowa Commission of Libraries

Kay Runge, Director, Davenport Public Library

Christie Vilsack, First Lady of Iowa

Tom Vilsack, Governor of Iowa

The purpose of the National Advocacy Honor Roll is to identify and celebrate those individuals who have actively supported and strengthened library services at the local, state or national levels.

The honorees will be recognized at a banquet on July 7 in Chicago in conjunction with the American Library Association's Summer Conference.

Libraries win, lose

Congratulations to the M.M. Hoffman Public Library, Dyersville. On May 8, residents passed (by 72%) a referendum for a new library.

Unfortunately, Independence voters defeated a one-cent sales tax option that would have provided \$253,843 a year, and help pay for a new library.

State Library to discontinue Audiovisual Services

The State Library will discontinue video services effective August 31, 2001.

The change, adopted by the Iowa Commission of Libraries, was based on a number of factors, including:

- Changes in usage patterns, technology, and materials formats;
- Escalation of costs
- Need to redeploy staff and resources to meet increased customer demands.

Discontinuation of the service will be phased in as follows:

1. Effective immediately, no new video titles (except management and library science) will be purchased.
2. The current collection will be maintained and circulated until August 31, 2001.
3. Staff will be reassigned to other State Library programs and services.
4. A plan outlining the disposition of the existing collection will be developed over the next few months.

Photo temporarily unavailable

Participants at the Library of Congress Commemorative Postage Stamp event in Des Moines included State Librarian Sharman Smith (left) and Joleen Baxa, district manager, Hawkeye District, U.S. Postal Service. Also in attendance was First Lady Christie Vilsack.

The State Library of Iowa and the U.S. Postal Service celebrated the Library of Congress Commemorative Postage Stamp with a special event May 11 in the law library, State Capitol. The State Library provided special cachet envelopes which are post-marked with a line drawing of the State Library and a special commemorative postage stamp of the Library of Congress. The envelopes, available through the State Library, are on sale for \$1.33. Checks should be made out to the State Library of Iowa. Send requests to State Library of Iowa, E. 12th and Grand, Des Moines, IA 50319. For more information, contact Lisa Manley or Geri Mallett, 1-800-248-4483; (515) 281-6788, or e-mail requests to gmailto:mail.lib.state.ia.us.

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FOOTNOTES

Iowa Commission of Libraries - Minutes April 25, 1999 - Kirkendall Public Library, Ankeny

(These minutes are considered draft until approved by the Iowa Commission of Libraries)

Present: Dale Ross, Chair; Nancy Ross, Vice-Chair; Mary Wegner; Eldon Huston; Dwight Carlson; John Bennett

Absent: Berta Van Ekeren; William O'Brien

Guests: Myrna Anderson, Librarian, Kirkendall Library; Emily Navarre, Southeast Regional Library

Staff: Sharman B. Smith; Beverly Beck; Alison Brinker; Annette Wetteland; Sandy Dixon; James Alsip

1.0 Set Agenda

Due to other commitments of Commission members, the following adjustments were made in the agenda: Order: 6.0 Action Items moved up after Financial Report. Presentation by Myrna Anderson from 4.0 E to after 6.0. 7.0 A Commission Retreat moved to 4.0 A 3. Additions: 7.0 D. 2000-2001 Plan of Service Presenters. 4.0 D, Emily Navarre, Southeast Region replaced Katherine Von Wald, Central Region.

2.0 Minutes

Minutes approved as mailed. Motion by Carlson; second, Huston.

3.0 Financial Report

Brinker reviewed the budget reports for year-to-date thru March 31. After discussion, Huston moved to receive the financial report. Second, N. Ross. Motion carried.

6.0 Action Items

A. Bylaws - Sharman Smith

At the December meeting, the Commission asked Smith to check on items 9 and 13 in the bylaws to see if they were required by statute. Item 9 will stay the same, item 13 will read *The State Librarian shall ship send the meeting packets (including the agenda) to Commission members at least seven (7) days prior to Commission meetings.* Smith also reformatted the bylaws by category. Commission will vote on bylaw changes at the June meeting. Huston suggested the bylaws changes be reviewed by Bill O'Brien or the State Library's Attorney General.

B. Recommendation - Service Changes - Smith

Smith recommended elimination of Audio Visual Services and provided the rationale behind the recommendation. After discussion, Huston moved to adopt the recommendation but to closely monitor customer impact. Second, Wegner. Roll Call Vote: D. Ross - yes; N. Ross - yes; Bennett - yes; Huston - yes; Carlson - yes; Wegner - yes. Motion carried unanimously.

C. Recommendation - Task Force on

Statewide Delivery of Library Services - Smith Smith recommended the Commission appoint a task force to study the delivery of library service in Iowa and provided the reasons for

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the recommendation. Carlson moved the Iowa Commission of Libraries appoint a task force to study the delivery of library service in Iowa with the task force recommendations presented to the Commission in December 2000. Second, N. Ross. Roll Call Vote: D. Ross - yes; N. Ross - yes; Bennett - yes; Huston - yes; Carlson - yes; Wegner - yes. Motion carried unanimously.

4.0 Communications

E. Host Library - Myrna Anderson, Director, Kirkendall Public Library

Anderson shared with the Commission the budget presentation she did for her City Council and distributed handouts.

A. Special Reports

1. Statewide Database Licensing Advisory Committee - Jim Alsip. The goal of this project is to obtain the best possible pricing for electronic information databases for libraries throughout the state. Libraries are being surveyed to determine what databases are being used. An advisory committee representing all types of libraries will review the results of the survey, determine criteria for selecting databases, and assist in the evaluation of the databases, etc. The first committee meeting will be held in June.

2. Iowa Stories 2000 Initiative - Sandy Dixon, Annette Wetteland. First Lady Christie Vilsack announced the creation of Iowa Stories 2000 at a news conference April 10th at the Law Library. Seven Iowa communities (Ames, Bayard, Belle Plaine, Cherokee, Independence, Oskaloosa, and Algona) have been selected as pilot sites. Information packets containing Project Plan, Pilot Communities, Guidelines for Community Participation, Background information were distributed to the Commission.

3. Commission Retreat - Sandy Dixon. The retreat has been scheduled for June 15-16 at Lake Panorama, beginning with dinner on the 15th and ending at 3:00 p.m. on the 16th. The focus of the retreat will be the Iowa Excellence - Self Assessment project.

B. Commission Reports

1. Public Library Association Conference [PLA] - Dale Ross. Very useful conference. It is smaller than ALA and concentrates on public libraries. Next conference will be held in Phoenix, AZ in 2002. Jim Alsip attended and agreed, the conference was on target and current.

2. N Ross stated she had attended a legislative breakfast in Harlan and Council Bluffs.

C. State Librarian's Report

1. Legislative Update - FY2001 budget

figures are as follows: Enrich Iowa \$300,000; Regional Library budgets - same as FY2000; State Library - decrease of \$47,876 (1.5% decrease) from FY2000 appropriation after earlier rescission. Regions are not included in salary bill.

2. Assistant State Librarian's position - Advertised in American Libraries; Library Journal; Hotline; and the Des Moines Sunday Register. May 12th is the closing date for applications. Expect to conduct interviews in mid-June with new person on board in August.

3. Correspondence from Bert Wagoner - We will advise Mr. Wagoner of the closing of the A/V department.

4. SILO Changes - SILO staffing is being reorganized to provide programmer backup and to free lead programmer to do more system development.

5. Census 2000 - The Commission received a copy of a Census 2000 flyer from Congressman Greg Ganske's office. [Information provided by Beth Henning, State Census Data Coordinator.]

6. Commemorative Stamp - The State Library and the Des Moines Post Office will host a ceremony celebrating the Library of Congress' Bicentennial with a special issue stamp on May 11th, at 10:00 a.m. in the Law Library. A State Library cachet (commemorative envelope) will be available. First Lady Christie Vilsack and the Des Moines Post Master will be present at the ceremony.

7. Vacancies - Beverly Beck, will be retiring at the end of June.

8. ALA Legislative Day - Sharman B. Smith, Annette Wetteland, Dale Ross, Eldon Huston, Berta Van Ekeren, and Mary Wegner will be going from State Library. The Iowa delegation will also include Gina Milsap and Carol French Johnson. Also attending will be four Slovakia librarians, two interpreters, and Matt Kollasch from UNI.

D. Iowa Regional Library System Report - Emily Navarre, Southeastern Library Services

- Navarre distributed a brochure of Southeastern Library Services. There are fifty-four libraries served by Southeast. LeClair is breaking away from the system and going on their own due to a bequest.

The Regional System trustees have been working on a new funding formula. Under the current formula, population declines in Southwest and North Central Regions will be devastating to Regional funding. Current funding models being explored will require decreases in funding for Central, Southeast, and East Central Regions.

FOOTNOTES

Iowa Commission of Libraries Minutes

Cont. from Pg. 4

7.0 Discussion Items

A. Building Plans – State Library will occupy entire ground floor – federal and state documents will occupy the east side of the ground floor and Technical Services will be on the west side of the ground floor along with a shared mail room and break room for the entire building, and archival storage. State Library will occupy east side only on first, second and third floors. First floor east will hold public policy materials and magazines, second floor east the Medical Library and third floor east Library Development offices. There will be information desks on all four floors of the library. In addition, the State Library will have a computer training lab, a traditional ICN classroom, and an enhanced conference room on third floor. The east wing is to be completed by fall 2000 and the west wing in two years. Smith displayed samples of carpeting and fabrics to be used in the Library and discussed the colors to be used throughout the building. Commissioners received copies of the floor plans of the building.

B. ALA, Chicago July 6-12, 2000 – Smith reminded the Commission of the ALA conference July 6-12 in Chicago. Five Iowans will be inducted into the ALTA/ALA National Advocacy Honor Roll. Iowa inductees are First Lady Christie Vilsack; Governor Tom Vilsack, Senator Tom Harkin, Dale Ross Chairperson of Iowa Commission of Libraries; and Kay Runge, Director of Davenport Public Library. They will be honored at the ALA/ALTA National Advocacy Honor Roll Banquet on Friday, July 7, during the ALA Annual Conference.

C. Plan of Service – Smith distributed copies of the FY2000 - 2001 Plan of Service. The plan will be on the June agenda for approval. In order to meet statutory requirements, the report must be submitted to the Department of Education by May 1.

Next Meeting: June 27, 2000, place to be announced.

There being no further business the meeting was adjourned.

Public Library Management 1 and 2 offered

The State Library is offering Public Library Management 1 and 2 beginning in August and September, respectively. The registration fee is \$35. To request a registration form, contact Fran Fessler, State Library, (515) 281-5790; 1-800-248-4483; ffessle@mail.lib.state.ia.us.

Public Library Management 1

Deb Tobias, Instructor
Registration deadline - July 24, 2000

Tuesday, August 29, 2000

10 a.m. to 2 p.m., Altoona Public Library

Tuesdays, 9 to 11:30 a.m., September 5, 12, 19, 26; October 10, 17, 24

Tentative ICN sites: Ankeny, Atlantic, Bellevue, Boone, Cedar Rapids, Fayette, Fort Madison, Hudson, Osceola, Oskaloosa, Sac City, Spencer

Public Library Management 2

Vicki Myron, Instructor
Registration deadline - July 31, 2000

Wednesday, September 6, 2000;

10 a.m. to 2 p.m., Pleasant Hill Public Library

Wednesdays, 9 to 11:30 a.m. September 13, 20, 27; October 4, 11, 25; November 1

Tentative ICN sites: Algona, Ankeny, Bayard, Belle Plaine, Belmont, Bettendorf, Clarinda, Fayette, Gowrie, Iowa City, Manchester, Norwalk, Ottumwa, Sloan, Spencer, Waverly

Covey Foundation sponsors library grant program

Lois Lenski, the 1946 Newbery medalist for *Strawberry Girl*, had a life-long concern that all children have access to good books. To help this goal she established the Lois Lenski Covey Foundation to provide grants to public and school libraries serving disadvantaged populations.

The Lois Lenski Covey Foundation has annually awarded grants to rural and urban public and school libraries and to agency libraries serving at-risk children. The grants have ranged from \$500 to \$5000. Successful applicants have proposed purchases to update

their collections generally or to expand their holdings in special areas. The Foundation welcomes applications from libraries with real need and limited book budgets. A two-page application form is available from The Lois Lenski Foundation, Attn: Arthur F. Abelman, Moses & Singer, 1301 Avenue of the Americas, New York, NY 10019-6076. To qualify for year 2000 grants, completed application forms must be received no later than September 30, 2000

FOOTNOTES

LIBRARY SERVICES HIGHLIGHTS

Patents*ILL*Medical*Census*Public Policy*

Library Science*State and Federal Documents*

Audio Visual Services * Law

by Barb Corson

State Library Reference Librarian

There are times in every library when difficulties arise between staff and customers. These situations require librarians to have skills in dealing with difficult circumstances. To assist libraries in improving skills and developing strategies for handling such situations, the State Library has a number of resources available.

Serving the Difficult Customer: A How-to do-it Manual For Library Staff
Kitty Smith
Neal-Shuman, 1994

This book addresses the attitudes, values, and communication problems experienced and presented by library staff and the majority of the people with whom they must interact every day. It explores a variety of difficult situations and their probable causes. Further, it recommends strategies and tactics that staff can use to empower themselves and better handle difficult and potentially difficult situations and behavior.

Customer Service
Suzanne Walters
Neal-Shuman Publishers, 1994

Includes a chapter on problem solving and complaint management. "Complaints give us an opportunity to hear from our customers. They give us an opportunity to improve our service." This how-to-manual gives very practical advice such as: respond immediately, stress what you can do for the customer, not what you can't do, don't challenge the customer, and allow the customer to express their anger.

Managing the Problem Library Patron
(1996 videocassette, 30 minutes, VH11148)

Managing the Problem Library Patron trains library staff to anticipate and recognize types of problem behavior and recommends specific procedures and approaches for elimination or neutralizing such behavior. The video recommends procedures to insure the safety and well-being of both library patrons and staff.

Enhancing External Communication: Managing Conflict
(1996 videocassette, 25 minutes, VH11094)

This program provides library staff with skills and strategies to help them prevent and effectively manage on-the-spot conflicts with external customers. Accompanied by Facilitation Guide. (Part of Series *Library Staff Development*.)

Books are available through SILO/ILL. To request items Audio Visual Services, call 1-800-248-4462.

UI names new library director

The University of Iowa has named Nancy L. Baker as the director of the university's main and 11 branch libraries effective August 15.

Baker has been director of libraries at Washington State University, Pullman, Washington, since 1991. There, she led the overall administration of operations and personnel at 11 libraries, including branch libraries in Spokane, Vancouver, Olympia, and the Tri-Cities area of south central Washington.

Baker replaces Sheila Creth, former University of Iowa Librarian, who resigned December 1999.

Certification Update

Congratulations to the following public library staff recently certified for the first time through the State Library's Iowa Certification Program for Public Librarians.

Tamara Filbert, Cedar Rapids
Carrie Haverman, Mediapolis
Mary Fran Nikolai, Garnaville
Teri Rogers, Coralville
Ricardo Sauro, Tipton
Jane Seedorff, Lamont
Thomas Shepley, North Central
Regional Library, Mason City

FOOTNOTES

Iowa delegates visit U.S. Congress

Several Iowa library advocates visited Iowa's Congressional delegation May 1 and 2 as part of National Library Legislative Day. Pictured in the first photo below are Berta Van Eckren, Iowa Commission of Libraries (ICL); Gina Millsap, Chair, Iowa Library Association (ILA) Governmental Affairs Committee; Mary Wegner, ICL; Sharman Smith, State Librarian; Senator Charles Grassley; Carol French Johnson, ILA President; Annette Wetteland, State Library; Dale Ross, Chair, ICL; and Matt Kollasch, University of Northern Iowa, who was touring with a delegation of Slovakian librarians in Iowa and Washington, DC. The second photo shows the group with Congressman Jim Leach.



Iowa wins ninth Keppel Award

Iowa received its ninth Keppel Award at on March 28, 2000 in San Antonio Texas. The award is presented each year to the qualifying chief officers (Sharman Smith) and data coordinators (Gerry Rowland) of state library agencies. The award is given for submitting prompt, complete, and high-quality public library data. Iowa is the only state in the nation to be honored for nine consecutive years.

McKewon selected for PLA seminar

Bonnie McKewon, director of North West Regional Library System in Sioux City, has been selected by the Public Library Association (PLA) to participate in a three-day "train-the-trainer" seminar in Nashville, TN. Twenty library professionals nationwide were chosen through a competitive application process to receive training on "Managing for Results," which will occur June 19-22, 2000.

"Managing for Results: Effective Resource Allocation for Public Libraries" was written and published by PLA in January 2000. It is designed to give library staff the tools they need to gather information about their current resources, and to make better decisions about allocating those resources in ways to achieve the library's short-term and long-range plan.

Upon completing the training, McKewon will be considered an official PLA Managing for Results trainer. She may conduct a workshop at this year's Iowa Library Association Conference.

FOOTNOTES



Library Milestones

A booth sponsored by the **North Central Regional Library** (left) won the prize for the "most skillful marketing of product" at the North Iowa Business Expo held April 5 in Mason City.

The **Mediapolis Public Library** celebrated its grand re-opening May 13. The library was completely remodeled after a devastating fire in July 1999.

The **Cedar Rapids Public Library** has received a \$2,500 grant from the National Science Foundation and the Alfred P. Sloan Foundation for a project titled "Fast Forward: Science, Technology and the Communications Revolution" beginning in September. The programs will focus on film, telephone, radio, television and the Internet.

FOOTNOTES¹

¹The Official Newsletter of the
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This publication is partially funded under the Library Services and Construction Act administered by the State Library of Iowa.

Iowa Commission of Libraries

Dwight Carlson (Des Moines)
Eldon Huston (Des Moines)
William O'Brien (Des Moines)
Dale Ross (Ames)
Nancy Ross (Harlan)
Berta Van Ekeren (Monroe)

State Library Services

Audio/visual services; Information services and medical library; Specialized consulting services; Law library; Networking; State Data Center; Publications; State documents program

State Library of Iowa
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Des Moines IA 50319

BULK RATE
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MEDIA SPECIALIST/LIBRARIAN