

## Iowa library maillist moderated for viruses

As a temporary measure to curb incidences of viruses on the lowalib maillist, the State Library is moderating messages.

Every incoming message will be scanned for viruses and attachments with viruses before being posted to the entire list. Because the list will be moderated, there will be a lag between the sender posting and the message being seen on the list.

The State Library continues to look for an automated solution for doing server side scanning of incoming mail.

Libraries are reminded of the importance of using virus protection software that is correctly configured and regularly updated to detect the most current viruses.

## Storm Lake library reflects diverse customer needs

Libraries play a big role in bringing communities together, especially in rural, geographically isolated areas. The Storm Lake Public Library is doing just that with new, innovative programs and services to meet the needs of a diverse community.

The population of Storm Lake now includes Mexicans, Laotians, Tai Dam, and Haitians. Huff, youth services librarian, and Susan Stone, director of the Storm Lake Public Library, work diligently to meet the needs of a growing, changing population.

"It's important we have the books and services that reflect our society," said Huff. "Our patrons expect it."

The library hosts English as a second language courses. Bilingual story times include singing "Twinkle, Twinkle Little Star" in both English and Spanish. Programs include the annual "Mexican Chocolate" cooking class and the Iowa Arts Council

folklife festivals, featuring local dance troupes and culinary artists.

"It's wonderful to watch a person shed his factory demeanor and become a musician," said Huff. "We have a local artist visit the library whose paintings are beautiful. There is a lot of talent here that has to be showcased, and what better place to do that than in the library."

The library also serves mentally disabled adults with reading programs. They provide a homebound delivery service, and visit 14 area preschools for storytimes.

This year Huff and Stone took their show on the road with a display at the American Library Association's (ALA) annual conference in Chicago. Not only were they the only Iowa library represented in the exhibit area, they were also the smallest library chosen for the honor.



Storm Lake Library Director Susan Stone, center, Elizabeth Huff, left and ALA President Sarah Long stand in front of the Storm Lake library's display at this year's ALA annual conference in Chicago.

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# FOOTNOTES

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## Notes from the State Librarian

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On August 3, 2000, the Library Services Task Force met for the first time.

We were very pleased to have First Lady Christie Vilsack join us and share her thoughts. Mrs. Vilsack's message identified a



number of issues that we, as a library community, need to consider as we plan for the future. Because her remarks were so powerful, I want to share them with you this month.

### Windows of Opportunity

I like a room with windows. I like the play of light through my clear leaded windows in Mt. Pleasant casting rainbows across the carpet. I like the patterns of light sprinkled across the hardwood floors as the afternoon sunlight slips through the lace curtains in my office at Terrace Hill.

Windows organize - like my camera - framing the landscape, excluding some details, highlighting others.

The library community—you members of the Library Services Task Force—have a window of opportunity—an opportunity to shed light, to frame the discussion of how libraries should provide services in Iowa. It is, however, a small window. For the next two-and-a-half years you have a supportive governor and you have me generating grass roots support for libraries. You have a committed leader in State Librarian Sharman Smith, who has been in Iowa long enough to know the issues facing this state's library community and who has the will to evaluate and change. You have no guarantees past that time, so I urge you to use the window and shed light while the opportunity lasts.

As you go about your work, please remember that libraries in Iowa do not exist in a vacuum. They are subject to all of the forces at work - in our society at large - and in our state in particular - that are causing change, and in many instances, growing pains.

Decisions being made at the state level concerning workforce development affect the future of libraries and your work here can affect the changing workforce.

Decisions being made about family and corporate farming will affect the future of

libraries and your work here can affect the future of agriculture in Iowa.

Decisions being made about class size and technology in schools will affect the future of libraries and your work here will influence the future of education in Iowa.

The presence of a strong library system will make it possible to sell Iowa to young families who are moving back to Iowa or moving here for the first time. Whether we attract more Iowans, younger Iowan's and better paid Iowans to our state depends on what you decide here, because libraries are one of our most important economic development tools in Iowa and through books, periodicals, research tools and technology, you are our window to the world.

With 540 libraries in place in our communities, we have the chance to make current information available to every citizen of Iowa regardless of their economic status or their geographical location.

Let me give you some snapshots of what I see as I travel the state. Maybe some of my observations will be of value since I am an outsider - not a librarian, not a trustee, not an administrator, not a politician - just a patron.

The other day on RAGBRAI I stopped at Mitchelville to read, tell stories and promote my statewide literacy initiative. I had to climb up on the circulation counter to be seen by all the children. There must have been a hundred packed into that tiny building. There, a successful children's librarian has built a summer reading program that no longer fits in the building. Like many libraries in Iowa, there isn't enough room. What will we do about that?

The Packwood library doesn't have a computer. The librarians are volunteers. It is only open a few days a week. The volunteers don't know or aren't sure about Enrich Iowa. How can we help the inexperienced librarian with little or no budget provide services to her community?

During RAGBRAI libraries across the state opened to guests who needed to check e-mail and keep in touch with business and home. Some needed to read a newspaper and were delighted to find the *Wall Street Journal* in places like Redfield and Adel. Several libraries chose to close during RAGBRAI, missing a valuable opportunity to serve our guests. How will we encourage more community partnering?

In some towns, including my own, Mt. Pleasant, the library is not open on Sundays, the one day of the week that many who

work - especially those who work night shifts - can use it. How will we make library services more available to the underserved?

The Knoxville library has recently hired a full-time children's librarian which freed up a half-time librarian to do outreach especially in nursing homes and care centers. The new librarian has started a poetry slam for teenagers - 30 of them, boys and girls - who show up on Friday nights to read poetry, their own and others. It succeeds because the kids take ownership of the programming. The librarian provides the space and the adult supervision. Will libraries rise to the challenge of meeting the needs of citizens beyond the walls of the library and provide innovative ways to keep children reading beyond grade school?

In Cherokee one of the librarians instructs seniors in the use of the computers, including her first grade teacher, who taught her to read. Seniors are flocking to libraries to check their stocks, use e-bay and visit with their grandchildren via e-mail. How will we meet the growing technology needs of all of our citizens?

As I cross the state, citizens say, "I think we could save money by combining our school library and our community library." They have done this in the Amanas. They seem happy with this arrangement, but it raises questions that need to be answered about how public and school libraries are different.

With my statewide literacy initiative I am trying to address the issue of partnering between school media specialists and public librarians. In my community they're good friends. I haven't found that to be true everywhere, often because there is never time to talk about how they might partner. How will we connect professionals in the library community so they can provide better services?

In Council Bluffs, the community wouldn't support a new library, but gambling money provided the community a beautiful building. Will the community continue to support the library since they had no stake in building it?

In Norway, the mayor asked me about filtering. He didn't want his young children (regular library users) to visit inappropriate sites on the Internet. He listened when I explained that he should read the policy developed by his library. I also reminded him that no one was going to be looking at anything inappropriate when the librarian's desk was right behind the computer. This issue isn't going away, however. Is the library community going to react defensively or be proactive and educate citizens about First Amendment rights and the differences between the needs of public library and public school patrons?

Story County has started a model "Books for

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# FOOTNOTES

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Babies" program. Each library in the county partners in this endeavor to provide each child born in the county a book. Are there other ways that small and large libraries can partner so that they share expenses and responsibilities?

I have received letters from media specialists all over the state, urging me to action about the legislature's refusal to reconsider a bill to require media specialists in school libraries. At a time when we are investing millions in technology how do we communicate to a reluctant legislature or to reluctant school boards that it is vital to have a specialist in each school to assure that the machinery works and that children learn how to use it to access information?

At the state Library for the Blind, I saw how new software can allow the sight impaired to choose their own books instead of relying on a sighted person to choose for them. How does our library system intend to keep up with the needs of our disability community?

Forty plus libraries have become certified for the first time thanks in part to Enrich Iowa money. How is the library community going to convince legislators to continue to increase that fund, keeping in mind that neighboring states access as much as 13 million dollars a year of direct public support to libraries?

This year the existence of regional libraries barely survived a direct hit in the legislature. Legislators received more e-mails from constituents on this issue than from constituents upset about regents university funding. How is the library community going to continue to use this kind of grass roots and librarian activism to call attention to the needs of Iowa's citizens?

I taught the first 18 years in a public school. I know that the needs of my middle school library are different than those of the college library I used at Iowa Wesleyan during the last six years of my teaching career. I know how we depended on the AEA library, especially for media resources and instruction in using the technology. I also know from touring most of the Community Colleges in the state how vital those school's resources are to the students and to the industries in Iowa who depend on them for retraining workers. How do we meet the different needs of all these clients?

You know that you have a tremendous task in front of you—setting aside your own special interests to look at the library interests of the state as a whole. That's hard. But I know you're up to the task.

If you had chosen not to convene this task force, had been arrogant enough to think you are as efficient as you possibly can be. If you had been naive enough to think that withstanding one assault in the legislature means you're immune from those who would like to spend that

money elsewhere; you'd be courting disaster. But you are here, ready to work. You have an impressive group of people committed to strong library services in Iowa. I commend you for agreeing to gather information and frame the issues so the legislature can make informed decisions. If outsiders were making these decisions for you, I'm sure you wouldn't like the results. Thanks for taking your time and expending your energy for this good cause.

There's one thing libraries don't have to worry about. You have the cleanest bathrooms in the state. I was reminded of that on RAGBRAI. And of course that's how I got involved with libraries to begin with.

## Congratulations Farmersburg

The dream of a Farmersburg library began in January 1998. With money from grants, donations, benefit events and pledges, work began in August 1999. On June 3, 2000, a ribbon cutting ceremony and grand opening was held for the new 2,400 sq. ft., debt-free building which contains the library, city clerk's office and meeting room. Said library trustee Dorothy Kluth, "We have built it. Now please come!"

## 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.

**Nadine Avey**, Stuart  
**Janice Borton**, Albion  
**Cheryl Haman**, Stanhope  
**Susan Macken**, Waverly  
**Todd Reed**, Roland  
**LaWanda Roudebush**, Fort Dodge  
**Marjorie Spear**, Plover  
**Jean Wenke**, Keosauqua

## Librarians will learn how to help visually impaired

The State Library is sponsoring a teleconference for librarians interested in providing assistive technology services to the visually impaired.

"Pathways to Independence Through Assistive Technology: Computer Technology Used by Persons Visually Impaired" will be held over the ICN from noon to 1:30 p.m. September 20.

"Public libraries have focused on access to their buildings and are now beginning to take steps toward providing assistive technologies to their patrons," according to D&F Associates, Inc., who designed the teleconference.

The program will demonstrate the latest technologies allowing the visually impaired to improve information access to develop job skills and to meet their needs for technology literacy and independent living. Attendees will also examine innovative models of library and community collaboration to serve the visually impaired.

One hour of CE credit is offered. ICN sites include: Ames High School, Vinton Braille School, and libraries at Belle Plaine, Belmond, Davenport, Pleasant Hill, Marion, Orange City, Oskaloosa, Bettendorf, Dubuque, Elgin, Sac City, Hawarden, Iowa City, Humboldt, Columbus Junction, Fort Madison and West Union.

Requests have been made for libraries in Fayette, Waterloo, Hudson and Manchester.

Check the State Library website, [www.silo.lib.ia.us](http://www.silo.lib.ia.us), under Announcements for registration information.

3 August 2000

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# FOOTNOTES

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## New version of FirstSearch offers more and easy to use

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A redesigned and enhanced version of OCLC FirstSearch is now available at <http://firstsearch.oclc.org>. The new service began August 20.

A FirstSearch promotional toolkit was distributed several months ago to libraries with active FirstSearch authorizations. Additional toolkits may be requested at [http://www.oclc.org/oclc/fs\\_new/promo.htm](http://www.oclc.org/oclc/fs_new/promo.htm).

### Major changes include:

- Expanded administrative control and customization. It is possible to set up a user id for public access computers and set the administrative module so that only the unlimited searching databases are available to the public. Another user id will allow library staff to search additional databases for reference. Contact BethMarie Quanbeck or Katherine Von Wald at Central Iowa Regional Library System (515) 223-7709 for details.

- Basic, advanced and expert searches. A database-specific thesaurus is available for search assistance.

- Cross-database searching across three selected databases. Note: WorldCat is always default marked, so it is necessary to unmark it if three other databases are selected.

- Easy to search in French and Spanish. Even after getting search results, you can switch to another language.

- Allows FirstSearch to choose the best databases. Type in a search

term and mark "suggest best databases" box. FirstSearch will scan each database and rank them based on the estimated number of postings. From the list, select up to three databases to search simultaneously. Note: this will count as three searches if per-search databases are selected.

- Easy to see who owns material in Iowa. Each record displays information on who owns the material. Library users will know if their library has it, or if it must be requested through interlibrary loan.

### **Do not confuse WilsonSelect with WilsonSelectPlus**

WilsonSelect is Iowa's subscription database. Only WilsonSelect allows libraries unlimited full-text searching. WilsonSelectPlus is a per-search database, just like BooksInPrint or PerABs. Wilson SelectPlus includes approximately 500 more full-text titles than does WilsonSelect.

### **Documentation Notebooks**

Participating libraries should have received new documentation:

- Cover letter
- Database cards to replace cards currently in the notebook. The cards read "OCLC FirstSearch Databases, Fourth Edition."
- "Managing the OCLC FirstSearch Service" (a booklet).

File the new cards in the FirstSearch

notebook and discard the old cards, along with old documentation.

### **Useful online information for using the new FirstSearch**

Take a guided tour of the new OCLC FirstSearch at: [www.oclc.org/firstsearch/about/guidetour.htm](http://www.oclc.org/firstsearch/about/guidetour.htm).

Electronic documentation  
<http://www.oclc.org/firstsearch/documentation/index.htm#about>  
A number of documentation items to better understand and use the new FirstSearch system

Administrative module reference guide  
[www.oclc.org/oclc/fs\\_new/admin\\_ref.htm](http://www.oclc.org/oclc/fs_new/admin_ref.htm)

Promotional materials  
Request form at [http://www.oclc.org/oclc/fs\\_new/promo.htm](http://www.oclc.org/oclc/fs_new/promo.htm)

Firstsearch support  
<http://www.oclc.org/firstsearch/support/index.htm>

Questions regarding use of the new FirstSearch may be directed to any regional library; or BethMarie Quanbeck / Katherine Von Wald, Central Iowa Regional Library System, (515) 223-7709; or Judy Jones, State Library, 1-800-248-4483. Check with your regional library about training opportunities and look for new FirstSearch and Electric Library information sessions over the ICN Oct. 31 and Nov. 1. More information will be forthcoming.

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# FOOTNOTES

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## First Lady takes to the road with *Iowa Stories 2000* initiative

First Lady Christie Vilsack participated in this year's RAGBRAI to focus the spotlight on community libraries as part of *Iowa Stories 2000*, her literacy initiative.

Vilsack spent seven days biking



*First Lady Christie Vilsack at one of her library stops on RAGBRAI.*

First Lady Christie Vilsack stopped at the following public libraries on her bicycle trip across Iowa: Harlan, Elk Horn, Exira, Anita, Fontanelle, Greenfield, Stuart, Redfield, Adel, Dallas Center, Granger, Polk City, Bondurant, Mitchellville, Colfax, Newton, Pella, Knoxville, Bussey, Albia, Blakesburg, Ottumwa, Packwood, Washington, Winfield, Mediapolis and Burlington.

approximately 230 miles from one community to another, visiting 28 libraries to promote literacy and storytelling. At each stop, Vilsack read stories to children and spoke to adults about the importance of reading to their children regularly.

Vilsack also challenged each adult to take a book (donated by Scholastic Book Fairs) and read it to a child. After doing so, the adult and child will sign a card in the pocket of the inside cover of each book. The book will then be passed on to another adult who will read it to a child. Vilsack asked children and adults to fill the cards with names before December 1, and mail the books back to Terrace Hill. The First Lady will then donate the books, already read by thousands of children, to a charitable organization, library, or school so children can continue to enjoy them.

## Database Advisory Committee holds meetings

In response to requests from a number of libraries and library groups, the State Library is coordinating a project that would result in a statewide "best price" agreement for selected electronic databases.

Various groups and agencies representing all library types were asked to appoint individuals to serve on the Database Advisory Committee.

The committee's role is to:

- review the results of a survey of databases currently used throughout the state;
- develop database selection criteria;
- recommend to the State Library database selections.

In July, the committee held its first meeting where it reviewed the summary results and developed criteria that it would use to evaluate the various databases to be examined. The committee looked at two groups of databases -- general periodical and specialized. On August 1, the committee discussed their review of three general periodical databases. At their next meeting, they will discuss their evaluations of specialized databases.

Once the database evaluations are completed, the State Library will undertake vendor discussions in an effort to establish a "best price" for Iowa libraries. It is anticipated the process will be completed by the end of the year.

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# FOOTNOTES

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## **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**

Managing the reference needs of any library is an on-going challenge. The State Library has received the following books recently that may help carry out this task. They are available through SILO/ILL. If you have trouble finding a title in SILO, contact Rinda Kramme, State Library, 1-800-248-4483 or e-mail [rkramme@mail.lib.state.ia.us](mailto:rkramme@mail.lib.state.ia.us).

### ***Developing Reference Collections and Services in an Electronic Age***

Kay Ann Cassell

Neal-Schuman, 1999

This book provides librarians with a blueprint for developing a reference department that meets their own users' expectations. The most successful plans encompass balanced collection development, new or enhanced reference services, and improved library instructions - all based on users' expectations and needs. Practical and successful details are offered.

### ***Recommended Reference Books for Small and Medium-Sized Libraries and Media Centers***

Bohdan S. Wymar

Libraries, Unlimited, 1998

Designed to assist smaller libraries in the systematic selection of suitable reference materials for their collections, it aids in the evaluation process by choosing substantial titles in all subject areas. The increase in the number of reference books published, in combination with the decrease in library budgets, makes this book very useful.

### ***Managing the Reference Collection***

Christopher W. Nolan

ALA Editions, 1998

Managing the reference collection is the key to ensuring that information provided is up to date, accurate, and of sufficient quantity and quality to meet the diverse needs of the library's customers. This book provides the fundamental tools to select, organize, and manage that collection. Guidelines are given in key areas of reference collection management, including: developing a reference collection development policy, implementing selection policies and procedures, selecting and managing electronic reference sources, and evaluating and weeding reference collections.

### ***The Reference Encounter***

Marie L. Radford

ACRL Publications in Librarianship No. 52, 1999

Sweeping changes in the reference process are occurring due to advances in information retrieval technology and the Internet. This book challenges the traditional view of reference goals: the belief that users seek only satisfactory answers to their questions. The research presented shows that building positive relationships with library users is of critical importance. The relational model of communication provides the theoretical foundation used to frame a better understanding of the reference process. Illustrated with the eloquent voices of both library users and librarians, the results help explain the complex nature of the communication process inherent in reference transactions.

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# FOOTNOTES

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## University of Iowa library school offers fall ICN courses

The University of Iowa School of Library and Information Science is offering three graduate courses as part of its distance education program. The courses may be used for continuing education or applied toward the M.A. degree in library and information science. Anyone planning on taking more than one or two courses should contact the school for an admissions packet. Tuition costs are \$192 per credit hour. To register or inquire about sites, call 1-800-272-6430. For more information see "Distance Education" on the school's website, [www.uiowa.edu/~libsci](http://www.uiowa.edu/~libsci).

### 21:143 RESOURCES FOR CHILDREN 3 semester hours (s.h.)

Evaluation of print and electronic resources appropriate for preadolescent children; developmental stages of children as they relate to library resources.

Instructor: Gayle Luck, professor of education, Cornell College

Schedule: Wednesdays, 6 to 8:45 p.m., August 23-December 13

Locations: Council Bluffs, Davenport, Des Moines, Dubuque, Humboldt, Nevada, Ottumwa, Sioux City

### 21:260 STRATEGIC MANAGEMENT 2 s.h.

Principles of strategic planning, management, leadership; user-centered library and information center services; designing internal management information systems for decision making; creating a climate conducive to change.

Instructors: John Pollitz, director, St. Ambrose University Library; Kay Runge, director, Davenport Public Library

Schedule: Tuesdays, 6 to 8:45 p.m.  
August 22-October 31

Locations: Ames, Council Bluffs, Davenport, Des Moines, Dubuque, Ottumwa, Sioux City

### 21:271 COLLEGE & UNIVERSITY LIBRARIES

2 s.h.

Objectives, organization, unique functions and services of academic libraries; educational environment in which academic libraries function; examination of issues and problems affecting academic libraries. Prerequisite or corequisite: 21:260

Instructor: Cavan McCarthy, visiting professor, SLIS

Schedule: Thursdays, 6 to 8:45 p.m.  
August 25-October 26

Locations: Ames, Council Bluffs, Davenport, Des Moines, Dubuque, Ottumwa, Sioux City

## Iowa library volunteer named "Iowan of the Day" at 2000 State Fair

Ruth Piper, a longtime volunteer for the Eldora Public Library was one of 10 individuals in the state to be named "Iowan of the Day" by the Iowa State Fair Blue Ribbon Foundation.

Dan Gehring, library director, nominated Piper. "She does two things that are very unusual in a volunteer. She works very hard and puts in around 20 hours a week, and over 1000 a year," said Gehring.

## ISLA Corner Fall 2000

*by Dee Crowner, ISLA President*

The Iowa Small Library Association (ISLA) fall meeting will be September 22, 2000 at the Oskaloosa Public Library. Registration will begin at 9 a.m. followed by a short business meeting, and updates from the State and Regional libraries and the Iowa Library Association.

The remainder of the morning will be spent in open discussion, so bring problems, concerns and great ideas to the meeting. After lunch there will be a program on technology basics, such as patrons and the use of the Internet, and information on using Electric Library.

Everyone concerned with small libraries is welcome to attend; participants do not have to be ISLA members and no pre-registration is required.

Members will receive an agenda in the mail. For more information, contact Dee Crowner, 520 W. Cherry St., P.O. Box 520, North Liberty, IA 52317; (319) 626-5701.

At her award presentation at the State Fair, Piper received, among other things, \$200 cash; motel accommodations for a night; four Grandstand show tickets; and a one-year subscription to *Iowan Magazine*. The award honors Iowans who make significant contributions to their communities, while exemplifying the qualities and characteristics associated with Iowa integrity, dependability, sense of community and strong work ethic.

# FOOTNOTES

## Changes planned for NCES Academic Library Survey

The National Center for Education Statistics (NCES) will collect data from academic libraries in Fall 2000. While the information collected will remain the same, there will be several changes in how and when the data will be collected and reported. Changes include:

- Web-based data collection.

The interactive forms will be available on the NCES web page from October 6, 2000 through February 15, 2001. Each academic library

director will receive a letter in August 2000 containing a User ID and password for the library. He/she will be asked to indicate a "key holder" who will enter the library's data.

- Web based registration. Beginning August 15, key holders will register with NCES using a web form.
- After February 15, 2001, the reporting window will be closed. Data will be imputed (estimated) for non-respondents in national and state summaries.

- Fast turn around. If the response is at least 80 percent, NCES will release an edited but unimputed file of library data on the NCES web site in June 2001 and summary tables (E.D. Tabs) in October 2001.

- Peer comparison program. The NCES Web site will soon contain software that enables peer group comparison using 1998 data. The 2000 data will be available in that program as soon as the final file is posted in June 2001.

## FOOTNOTES<sup>1</sup>

<sup>1</sup>The 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

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### State Library Services

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

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