



Monday Morning Eye-Opener November 13, 2017

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Good Morning! November 13, 2017

Message From Michael Scott



Changes to State Library Reference Services

This memo is from State Librarian Michael Scott and concerns changes to the State Library's Reference Service. Prompted by a new [5-year strategic plan](#) now in place, State Library management has evaluated and re-focused the agency's reference services in order to meet this goal **"Iowans will have access to quality information resources."**

Michael has more: "...For a number of years, the State Library has maintained two public service points: the Main Library in the Ola Babcock Miller Building and the Law Library at the State Capitol. Looking at our statistics, we've seen the number of reference questions coming into both libraries remain steady. What has changed significantly is the way that we receive those questions. The vast majority for both locations are received via email, chat, or phone, with fewer questions coming from in-person visits.

Additionally, staffing for the two locations has declined due to staff changes and losses that are further hampered by our ongoing budget challenges. Finally, walk-in clientele has slowed over the years at the Main Library, while Law Library visits continue to remain high due to year-round public tour groups and high use from lobbyists, legislators, and other state employees during the Legislative session.

With those factors in mind, the State Library will be consolidating our reference services to one location in the Law Library **starting Monday, December 18, 2017.** The public service desk at the Main Library Miller Building will close and all public reference and information services will move to the Law Library. Librarians Helen Dagley and Pam Rees will move their offices to the Law Library and, along with

Amy Rollinger, will provide reference and information services for the agency. The Miller building will continue to house our administrative offices and program staff.

Reference questions received via email, phone, and chat will not be affected and should not be interrupted during this transition. Public access computers, public printing, and in-person reference and information services will be available at the Law Library for State Library card holders, state employees, and the general public during regular business hours Mon-Fri 8:00AM-4:30PM. The State Library will also continue to provide legal reference services. All phone numbers will remain the same: toll free 800-248-4483 or 515-281-4102 for Reference/Information Services and 515-281-5124 for Legal Reference.

We have also used this opportunity to move part of our collection. Our special Iowa collection is now located in a very accessible and inviting space in the Law Library; we hope this visibility helps increase circulation and that visitors might find interesting volumes to peruse.

We are excited about this opportunity to restructure our reference and information services program at the State Library. By consolidating these services to the highly visible and iconic Law Library, we hope to see more use while maintaining the high quality services our customers have come to expect. We also want to emphasize that libraries will notice minimal, if any, changes to the services we offer; we are communicating this change to the public and wanted to make you aware as well..."

My thanks to Michael Scott for this article. You are welcome to contact Michael with any questions or concerns (michael.scott@iowa.gov / 800-248-4483 / 515-281-4105)

A Bookish Newsletter

Book Browse

BookBrowse is an affordable, reader-



focused online magazine suited for library staff and patrons alike. It's a great tool for collection development, as well as an engaging readers' advisory resource for book discussion groups.

For instance: in its November issue, **Book Browse** features

- **Books to Movies Releasing Fall 2017 and Early 2018**
- **Best for Book Clubs in 2018**
- **Review of Lincoln in the Bardo by George Saunders** (what is a "bardo?" **Book Browse** explains..)

Some of the **Book Browse** content is available for free, but full access is for subscribers only. There are three subscription options:

- [Individual memberships](#) for \$35 per year
- Patron & librarian access ([instant quote*](#))
- Librarian-only access ([instant quote*](#))

If you're interested in taking a closer look at what **Book Browse** has to offer, libraries are offered full, unlimited access **now through December 31st**. Click the link below and log in using **bbtrial17**. You can also watch a 25-minute tour of **BookBrowse** <https://www.bookbrowse.com/lib/tour/> And for more information, contact Elena Spagnolie (elena.spagnolie@bookbrowse.com / 1-800-745-5306 x 109)

Book Browse



Next Library101 December 12th

New directors, staff, or trustees—take note. The next **Library101** is scheduled for **December 12th (9:30-11:30AM)** Sponsored by the State Library, **LIBRARY101** is typically offered four times each year. This 2-hour online program introduces newly hired directors to library support systems and services in Iowa.

It's a friendly, helpful orientation: you'll meet State Library staff—at least virtually—helping you match names with faces. We'll discuss public library service standards and provide explanations of popular statewide programs, with plenty of time to answer your questions. People new to support staff positions, as well as trustees, are encouraged to attend.

Look to the c.e. catalog to register for **LIBRARY101**. Doing so ensures that you will receive follow-up email with the link to the Adobe Classroom. New to your library job? Then join Alysia Peich and me online for **LIBRARY101!**

C.E. Catalog

This Week

It's a week without workshops or webinars, at least State Library-sponsored. But don't forget about other online options from other education providers compiled on our website.

Education Opportunities



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