



# DISTRICT NEWS

STATE LIBRARY OF IOWA



Northwest District Bulletin

## Northwest Office Hours Summer Schedule

### First and Third Tuesdays July-August



Continuing through July and August, **Northwest District Office Hours** happen on the **first** and **third Tuesdays** at **10:30AM** in my Zoom Room; the login link is provided below.

As more libraries reopen, even with reduced hours, available staff time is now more limited and logically focused on welcoming people back inside. For that reason, we've moved from weekly meetings at the outset of the Coronavirus crisis to now **twice monthly**. We'll talk briefly about the BOLD360 Chat

Service new-on-the-scene, library reopening experiences, and anything else on your mind!

The office hours format is set up as a casual conversation. There is no C.E. credit because this is really a chance to stay connected, share experiences, and assist each other with questions.

**Summer Schedule (10:30-11:30AM)**  
**July 21 / August 4 / August 18**

Hoping you can join us on the  
**first** and **third Tuesday mornings** this summer.

**Bonnie McKewon @ Northwest District**

[ZOOM Room Login](#)

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## BOLD360 Chat Service Webinar

**This Wednesday July 22**, join an informational webinar about the **BOLD360 Chat Service** available to Iowa public libraries. This service is made possible through the State Library's share of the federal CARES Act funding. **BOLD360 Chat** provides live chat sessions that can be used by libraries of all sizes to answer patrons' quick questions in real time. This webinar will introduce library staff to the chat service, describe how it works, and discuss how and why a library might want to implement this service. Presented by James Morse from the **BOLD360** team at **10:00AM**, participants will be able to:



- Define online chat, web chat, chat room, chat session, chat agent and chat administrator
- Explain how companies use chat and the business impact of a chat service

- List some uses for chat in a library setting
- Know how to sign up for the service

C.E. Catalog

## Northwest District Office

1112 East Grand Avenue  
Des Moines, Iowa 50319

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