



Receive Updates



Monday Morning Eye-Opener August 3, 2020

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Chat Service Now Available to Public Libraries

In June, the State Library announced plans for spending its share of federal **CARES Act** money. The Institute for Museum and Library Services (IMLS) provided a total of \$30 million in **CARES Act** funding to state library agencies for two purposes. The primary purpose—to expand digital network access, purchase Internet accessible devices, and/or provide technical support services. The secondary purpose—to address other efforts that prevent, prepare for, and respond to Covid-19.

The State Library of Iowa divided its **CARES Act** allotment into two projects. The first project is providing **PPE kits** to every public library in Iowa; those PPE kits will be delivered via IAShows. The second project provides a live chat service called **Bold360 Chat** to all Iowa public libraries that choose to participate. The State Library will pay for this service for the next **two years**. The rollout of this new service began just weeks ago and is now available for public libraries to sign up.

Marie Harms writes “...libraries in Iowa are slowly re-opening to the public, but limiting the number of people allowed in the building. Staff still need to assist patrons with questions and provide a level of service they are used to, while reducing the health risks associated with face-to-face interactions. So a live chat service is a fresh way to serve customers by answering questions and providing

information virtually and online. Through the State Library's CARES Act funding, every public library now has the choice to opt into an easy-to-deploy chat solution for their website using Bold360 Chat. Contact-less, easy, fast, and effective! "

About Bold360

Bold360 is a live chat program that allows patrons to engage in a virtual chat with their local librarians through a chat window deployed on the library's website. Patrons will be able to initiate a chat by clicking a chat button that will be visible on the library's site, regardless of whether a person accesses the site via a mobile device or laptop.

This service allows library staff the ability to help customers find information, use the online catalog, reserve books, learn about upcoming programs—all without in-person engagement. Chat is a quick and easy way for library staff and customers to engage—live and in real time—without waiting for email responses. This service is completely web-based and accessible from the library's website. Using a chat service like **Bold360** is especially relevant during the COVID pandemic, as it ensures that patrons are still getting the customer service they're used to while reducing health risks associated with face-to-face interactions.

The **CARES Act** program is supported by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by State Library of Iowa

Find a Frequently-Asked-Questions page, instructions about how to sign up for the service, along with an informational webinar held on July 30— all by clicking the button below!

[Sign-Up For Bold360 Chat Service !](#)

"Prepping For Accreditation" Series



Season Two Conversations Continue

If your library is in the next accreditation cycle, then February 2021 is the time to submit your accreditation application and corresponding paperwork. And if you'd like ample time to discuss the accreditation process and learn more about what's required—well in advance of the deadline—

then join our *"Prepping For Accreditation"* series.

District Consultants will facilitate, focusing on specific standards like strategic planning, required policies, the ADA Checklist, board business, and more. We'll have material prepared, but these sessions are largely designed for conversation and Q&A, in a format similar to District Office Hours.

The second topic in the “*Prepping For Accreditation*” series is scheduled for **Thursday August 13**. The topic is “**Planning Part 1: Demographics & Community Data**” (10:00-11:00AM)

While intended for libraries in the next accreditation cycle (February 2021) these sessions will also be valuable for all other libraries wanting to increase their Tier status and move from Tier 0-1-2. These meetings will be equally helpful for newly hired directors, certainly any library board members are welcome to attend. Lots of topics remaining, here’s this year’s schedule at a glance (10:00-11:00AM each time)

Schedule & Topics

August 13: Planning Part 1 Demographics and Community Data

September 10: Planning Part 2 Mission Statement, Goals, Objectives

October 8: Board-related Standards

November 12: The ADA Checklist

December 10: Personnel Standards

January 14: Policies & Standards.

January 28: Application Submission Process.

Click the button below for the ZOOM Room we’ll use each time. Plan for one hour, although the length may vary from month-to-month depending on the number of attendees and the number of questions. Because these are consulting sessions, not intended as workshops, c.e. credit will not be awarded; no advance registration is necessary. There is no c.e. credit, although we do intend to record each session and add the recordings to the State Library’s accreditation web page..

So if your library is in the next accreditation cycle—or if you plan to increase your Tier status from 0-1-2-3--then plan to participate in this returning series

[Prepping For Accreditation Zoom Room](#)

ARSL Conference Moves Online



September 28-October 2

The **Association for Rural & Small Libraries (ARSL)** has joined ranks with many other conferences, deciding to move its 2020 event entirely online. The **ARSL** board and conference committee admitted this was a tough but unanimous decision. And just as disappointing for mid-westerners, since the in-person venue was slated for Wichita, KS, certainly within driving distance for Iowans.

ARSL's 2020 virtual conference theme is SOAR with Libraries: Sharing Our Amazing Resources. The dates are **September 28th-October 2nd**. Registration is open at the conference website linked below. Registration fees vary: \$50.00 for **ARSL** members, \$65.00 for non-members, and \$25.00 for trustees or Friends Groups / Foundation affiliates. There are also group rates available, making it more affordable to register several people on a library staff.

Each day of the virtual conference runs from 9:00AM-1:15PM, with multiple sessions to choose from, as well as keynote speakers each day and a virtual exhibit hall. Among the many topics to choose from:

- Security for Rural Libraries: Staying Safe When Help is Far Away
- School Library Lessons for the Public Library World
- Mental Maintenance
- How Rude: The Price of Incivility in the Workplace
- Social Media for Small Libraries

About ARSL

The **Association for Rural & Small Libraries** is a network of persons throughout the country dedicated to the positive growth and development of libraries. **ARSL** believes in the value of rural and small libraries and strives to create resources and services that address local, state, and national priorities for libraries located in rural communities, serving its members in these ways

- Develops a place to join in the conversation about rural and small libraries
- Shares successes, stories, challenges and ways to solve barriers to access unique to the sustainability of rural librarianship
- Plans an annual rural & small conference catered specifically to the needs of rural librarians
- Increases recognition, awareness, and visibility for rural librarians

[ARSL Conference Registration](#)

Online Learning Ahead

Believe it or not, this is a rare week without a State Library-sponsored webinar 😊
But here's a look ahead to three online programs scheduled for next week:

Prepping For Accreditation

Our **"Prepping for Accreditation"** series continues next **Thursday August 13** when the topic is **"Planning Part 1: Demographics & Community Data"** (10:00-



11:00AM) See article above for more details, click button for the ZOOM Room.

[Prepping for Accreditation ZOOM Room](#)

The Boardroom Session #2

The Boardroom series continues next **Thursday August 13** with the second installment **“The Art of the Board Meeting”** (6:00-7:30PM) based on the book The Art of Gathering by Priya Parker

This year, **Boardroom** webinars bring in concepts from various nonfiction books, connecting the books’ ideas to the business of library boards. Thursday evening looks at the art and science of board meetings. Iowa Open Meetings law come into play, as well as streamlining procedures and paperwork. From revamping agendas, to taking minutes, to ensuring that all voices are heard, come away with suggestions for more effective meetings.

There is no obligation to read the book prior to the program. Attendance at this webinar helps satisfy standard #8 **“...all members of the library board of trustees participate in a variety of board development training each year...”**

[C.E. Catalog](#)

Big Ideas Book Discussion

Friday August 14 is the third **Big Ideas Book Discussion** for 2020 when the title up for discussion is Stories That Stick: How Stories Can Captivate Customers, Influence Audiences, and Transform Your Business (c2019) by Kindra Hall. This virtual discussion is scheduled for **August 14** (9:30-11:00AM) From Amazon: “... *Telling these stories well is a simple, accessible skill that anyone can develop. Hall presents storytelling as the underutilized talent that separates the good from the best in business. She offers specific, actionable steps that readers can take to find, craft, and leverage the stories they already have and simply aren’t telling...*”

In this case, we actually **DO expect** people to read the book ahead of time ... kind of necessary for a lively book discussion! Registration open in the C.E. Catalog

[C.E. Catalog](#)



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