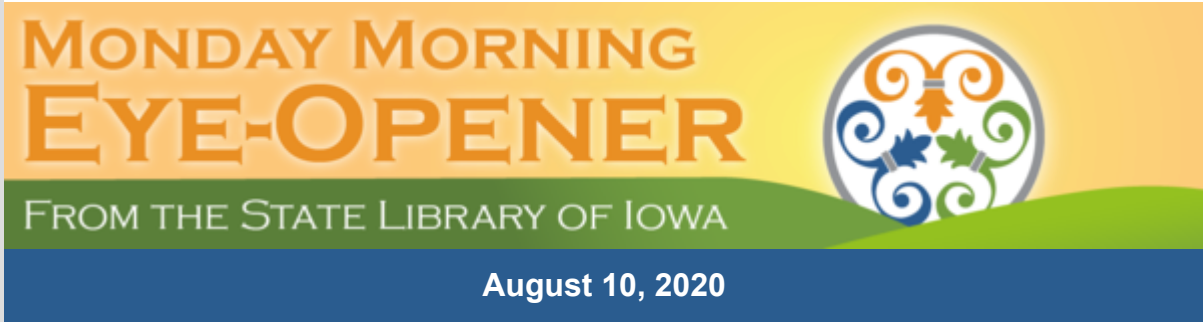




Monday Morning Eye-Opener August 10, 2020

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DMCA Licenses Up For Renewal

Recently, libraries have been asking about receiving an invoice to renew a copyright license. At first glance, that invoice might look suspicious, but it is legitimate. And if you don't remember having paid this before, that's understandable, too. It's now been three years since public libraries were urged to do this in their role as as "online service providers."



The **DMCA license**—which stands for the **Digital Millennium Copyright Act**--renews for \$6.00 every three years. The license recognizes the public library as a provider of public Internet access and helps to alleviate problems when people illegally download content via the library's computers.

If your library has ever received a "cease and desist" letter from your Internet service provider, you'll appreciate the benefit of this license. It's not uncommon for public libraries to be notified of illegal downloading activity happening on the library's computers, typically by people illegally downloading movies. So this **DMCA** license indicates that a public library will pledge to curtail illegal use of its public Internet computers and to report the library director (typically) as an "agent."

About DMCA & Designating an Agent

The **Digital Millennium Copyright Act** provides safe harbors from copyright infringement liability for online service providers. In order to qualify for safe harbor protection, certain online service providers—like public libraries—must designate an agent as the person who will receive notices of copyright infringement.

To designate an agent, a service provider must do two things: (1) make contact information for the agent available to the public on its website and (2) provide that same information to the federal copyright office, which maintains a centralized online directory

of designated agent contact information for public use. The service provider must also ensure that this information is up to date.

So in short: yes, this invoice for \$6.00 regarding the **DMCA** is legitimate and should be included in upcoming bill payments. For a good refresher, find background reading and video clips specific to the **DMCA** and Iowa libraries posted on the State Library's website.

[Read More About the DMCA](#)

BRIDGES Invoices Coming Soon



Plus Accreditation Certificates and Annual Survey News

It's been a frequent question lately, that's why we're happy to report that **BRIDGES invoices** are on the way. Every **BRIDGES** member library should receive two envelopes in the next week: one is your library's platform fee, the second is your library's content fee.

New this year is the option to pay your **platform fee online**. Payments can be made by ACH / E-check or credit card with this [Electronic Payment Form](#) When making an electronic payment, please note that processing fees will be automatically assessed during the payment process:

ACH / ECheck = \$0.30 processing fee

Credit Card = 2.5% processing fee

If you have any questions about using this form, please contact Samantha Berch, Accounting Technician II, at the State Library (samantha.berch@iowa.gov) or phone at 515-281-8947. Once again, the **Electronic Payment Form** is only for the **BRIDGES EBook Platform Fee**. The **BRIDGES EBook Content Fee** must be paid directly to Overdrive as noted on that invoice.

Accreditation Certificates

In other news, the accreditation certificates are now back from the Governor's office. Those are typically mailed to all accredited libraries by late June, but the signing process was delayed this year as Coronavirus issues took precedence. Look for the certificates by mail and a press release by email coming soon.

Annual Survey Release Delayed

Scott Dermont explains that the **FY2020 Annual Survey** will probably not open up until the week of August 17. At this point, the **Annual Survey** deadline is still

expected to be October 31, which still allows a full two months for completion. The delay in opening the survey surrounds the availability of tech support at Bibliostat, the company behind the software; infrequent tech support has had a major impact on report preparation. Any questions about the **FY2020 Annual Survey** should be directed to Scott Dermont at scott.dermont@iowa.gov



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.

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 re-opening to the public in limited ways, while 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, sign-up instructions, and an informational webinar held on July 30—all by clicking the button below. Plus ... try it out by chatting with [District Staff](#) !

Sign-Up For Bold360 Chat Service !

Online Learning Ahead



Zoom Room link ...

Three Webinars Later This Week ...

Prepping For Accreditation

Our *"Prepping for Accreditation"* series continues on **Thursday August 13** when the topic is *"Planning Part 1: Demographics & Community Data"* (10:00-11:00AM) No registration needed, Click below for the

Prepping for Accreditation ZOOM Room

The Boardroom Session #2

The Boardroom series continues on **Thursday evening 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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