



**STATE LIBRARY
OF IOWA**

ANNUAL REPORT

FISCAL YEAR 2018

Accomplishments, Significant Events, and Strategic Plan Results from July 1, 2017 to June 30, 2018

MISSION

The State Library of Iowa strengthens Iowa libraries and information access for Iowans.

WWW.STATELIBRARYOFIOWA.ORG

EXECUTIVE SUMMARY

State Librarian Michael Scott

Hello!

I'm happy to present the State Library of Iowa's Fiscal Year 2018 Annual Report as State Librarian for Iowa. It is an honor to serve the state in this role for the past four years. I'm excited about the work the agency is currently doing and look forward to the opportunities the future holds.

While change seems to be a constant theme, the State Library of Iowa saw significant changes in FY18. In December 2017, the two public service areas at the State Library (the Main Library in the Ola Babcock Miller Building and the Law Library at the State Capitol) were consolidated into one public service area at the Law Library in the State Capitol. This move was in response to both the staff changes and losses hampered by continued budget challenges in FY18, the decrease in walk-in clientele at the Main Library, and the dramatic shift to email, chat, and phone to receive and respond to reference questions. As a result, services were shifted to the Law Library at the State Capitol with two staff members moving to that space. This has allowed the State Library to continue offering a high level of customer service and establishing more of a presence in the popular and iconic Law Library space (seen on the front cover of this report).

FY18 saw a focus on implementing some new technology tools for Iowa libraries. It was the first full year of a new suite of online resources from Gale, Transparent Language, and Credo. The costs for these resources are shared between the State Library and Iowa academic and public libraries. These new resources were available starting in July 2017.

In February 2018, the State Library signed a contract with the Urban Libraries Council (ULC) for their Edge product, making it available for free to all Iowa public libraries. According to the ULC, "Edge helps public libraries better serve their communities through improved public technology services." The product is a toolkit that public libraries can use to assess their technology services, based on a set of 11 nationally recognized benchmarks in three strategic areas: Community Value, Engaging the Community, and Organizational Management. The product was deployed in June 2018 and we have already received very positive feedback from libraries on the product.

I'm also pleased that 52 public libraries successfully completed the process of becoming accredited using the revised 6th edition of In Service to Iowa: Public Library Standards. These standards were updated in 2016 and a one-year moratorium was implemented in FY17 so that libraries had additional time to implement the new standards. The standards are a bit more rigorous than previous editions and I'm pleased that the number of accredited libraries continues to remain high. See page 7 in this report for a complete list and I offer my congratulations to the accredited libraries.

Finally, FY18 saw some major staff changes for the State Library. Alan Schmitz and Corey Quist left their positions. In addition, Debbie Crane, Sue Gruber and Tim Skeers all retired from their respective positions. We wish all the best to these staff members! We added one new staff member at the tail end of FY18: Lacey Partlow joined our staff as a Library Resource Technician. Fun fact: Lacey did her practicum work for her Master's degree in Library and Information Science at the State Library in the fall of 2017; we were thrilled to welcome her on full time!

I'm pleased with all that was accomplished at the State Library in FY18. I am looking forward to the future as we work to meet our mission to strengthen Iowa libraries and information access for Iowans.

For more information about the State Library of Iowa, go to www.StateLibraryofIowa.org.



A handwritten signature in black ink that reads "Michael Scott". The signature is written in a cursive, slightly slanted style.

Michael Scott
State Librarian

BY THE NUMBERS

FY18 Stats for the State Library

15,385 REFERENCE CONTACTS, INCLUDING



6,609
TO THE MAIN REFERENCE, LAW LIBRARY
& STATE DATA CENTER, AND

8,776
TO THE LIBRARY SUPPORT NETWORK

WELCOMED

68,453



VISITORS TO THE STATE
LIBRARY AND LAW LIBRARY

ISSUED 386
NEW LIBRARY CARDS,
FOR A TOTAL OF

11,001 CARDHOLDERS



OFFERED TWO NEW
All Iowa Reads
PROGRAMS FOR KIDS AND TEENS

3,796
PEOPLE REGISTERED
FOR STATE LIBRARY
COURSES



Offered 88
Continuing Education
Opportunities



33 FACE-TO-FACE

46 ONLINE

9 SELF-PACED

*CALENDAR YEAR DATA

BUDGET SNAPSHOT

A Summary of the FY18 Financial Picture

The State Library receives funding from both **state** and **federal** sources. Each year, federal dollars arrive in the form of a grant, with funds allowed to be spent over a two-year, Federal Fiscal Year (FFY) period.

Enrich Iowa funds are appropriated annually by the Iowa Legislature. The State Library distributes funding to Iowa libraries for through the Open Access, Interlibrary Loan and Direct State Aid programs.

STATE BUDGET RECAP	
Operating Expenses in FY18	\$2,077,449
Salaries & Benefits <i>(20 Full-Time Employees)</i>	\$1,854,167
Other State Agency Expenses <i>(Iowa Dept. of Administrative Services, Iowa Communications Network, Office of the Chief Information Officer)</i>	\$150,161
All Other Expenses <i>(Travel, Supplies, Rentals, Outside Services, Repairs, Collections)</i>	\$73,121

FEDERAL BUDGET RECAP	
Operating Expenses in FY18 from FFY17 Grant Funds	\$1,299,003
Salaries & Benefits <i>(6 Full-Time Employees)</i>	\$542,837
Other State Agency Expenses <i>(Iowa Dept. of Education, Iowa Dept. of Administrative Services, Iowa Communications Network)</i>	\$81,988
All Other Expenses <i>(Travel, Supplies, Rentals, Databases, Grants, Continuing Education, Workshops)</i>	\$497,095
Fees Collected <i>(From Iowa libraries for Online Resources Package)</i>	\$177,083

ENRICH IOWA RECAP	
FY18 Appropriation <i>(Distributed to Iowa libraries)</i>	\$2,464,823
Open Access	\$1,076,645
Interlibrary Loan	\$388,138
Direct State Aid	\$1,000,000

COMMISSION UPDATE

Iowa Commission of Libraries

The Iowa Commission of Libraries is the nine-member governing board for the State Library. Here were the membership changes to the Commission in FY18:

Todd Nuccio began as the Judicial representative.

Rita Martens stepped down as the new representative from the Department of Education upon her retirement and was replaced by **Erika Cook**.

Christopher Cox stepped down as the Academic representative to take a position at Clemson University. **Sarah Latcham** assumed the role of Chair.

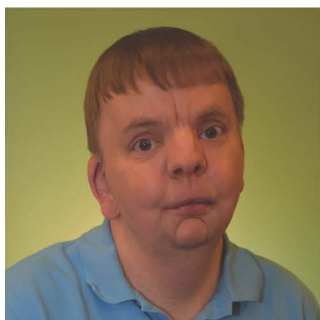


New Commissioners Todd Nuccio (L) and Erika Cook (R).

View the Commission webpage for upcoming meeting information and current membership at www.StateLibraryofIowa.org/Commission.

STAFF CHANGES

FY18 Comings and Goings



BEST WISHES

Alan Schmitz left his position as the SILO Coordinator in August.



BEST WISHES

Debbie Crane retired in March as the Library Resource Technician in the SE District.



BEST WISHES

Sue Gruber retired in June as a Library Resource Technician in the SW District.



BEST WISHES

Cory Quist left his position as a Librarian in the Law Library in August.



BEST WISHES

Tim Skeers retired from his position as a Cataloging Librarian in May.



WELCOME!

Lacey Partlow started in June as a Library Resource Technician with the major role of providing support to the Continuing Education program.

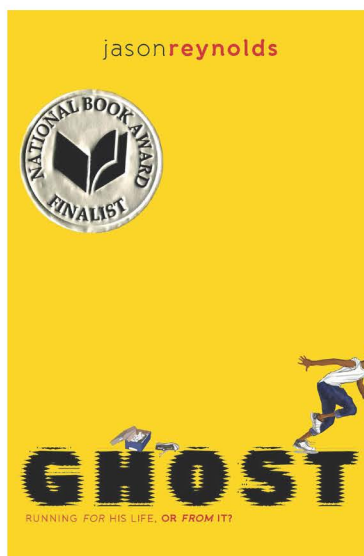
IOWA CENTER FOR THE BOOK UPDATE

FY18 Accomplishments of the State Library program

The **Letters About Literature** award ceremony was held at the Urbandale Public Library on April 27. Iowa author Michelle Edwards presented a program and read her book *Chicken Man*.

The **Traveling History of the Book Exhibit** was displayed in the towns of Newton, Perry, Oelwein, Rudd, Orange City, Rockwell, Fayette, West Des Moines, Remsen, Polk City, Manson, and Pleasantville.

All Iowa Reads launched new programs for Kids and Young Adults. The All Iowa Kids Read 2018 title was *The Girl in the Blue Coat* by Monica Hesse. The All Iowa Young Adults Read 2018 title was *Ghost* by Jason Reynolds. Both new programs were enthusiastically received.



STATE LIBRARY SUCCESS

FY18 Agency Results and Accomplishments

Online Resources Package

FY18 was the first full year that the State Library provided a new suite of online resources for Iowa libraries to buy into for their patrons to access. The resources include Gale, which provides comprehensive databases, full text journals, and highly-sought auto repair manuals; Credo, offering quality reference content with a one-stop search platform; and Transparent Language, which adds a complete language-learning system to more than 100 languages.



GALE
A Cengage Company

Transparent Language®

CREDO



A New Tool to Give Iowa Libraries an Edge

The State Library purchased access to the Edge program from the Urban Libraries Council for all public libraries in Iowa.

Iowa libraries will have the opportunity to use Edge to assess their current technology and will then receive an action plan for needed technology, and support to communicate its impact and plan for the future – all in an effort to support the local economy, workforce, lifelong learning and strong communities. The State Library will receive a statewide report with the goal of understanding and advocating for additional resources and support for the technology needs at Iowa public libraries overall.

WHAT IS EDGE?

Benchmarks – Set of national technology standards for public libraries.

Assessment Tool – Online tool to assess and evaluate current services.

Resources – A curated set of free online materials, tools, and information to support library success.



Recommendations and Planning Tools – Peer comparison data and tools to implement recommendations.

Training – Courses to guide libraries in using their Edge results effectively.

Community Engagement – Reporting and presentation templates for communicating, value of technology services to community leaders.

WHAT IS THE VALUE OF EDGE?

Edge **benchmarks library services against national standards** and compares results to similar-sized libraries and communities.

Edge provides libraries with **concrete data that empowers them to communicate the value of the library** to local leaders and other stakeholders.

Edge **positions libraries to drive community-based decisions** about public access technology investments.





Consolidation of Public Service Desks

The main service desk to the public was moved to the Law Library in the Capitol in December and the Main Library in the Ola Babcock Miller building was closed to the public and converted into private administrative offices. Two Reference staff members moved their offices to the Law Library to rotate staffing the public desks.

A new two-desk model at the Law Library was implemented with one desk serving as the main point-of-contact for visitors using library services. Reference staff share the responsibility for staffing this desk and focus on those coming into the library. The second desk, located on the north end of the Law Library, is used for responding to reference and information inquiries received via email, chat, and phone.



Libraries Accredited with New Standards

The first class of libraries using the revised 6th edition of *In Service to Iowa: Public Library Standards* successfully completed the process for becoming accredited. A survey was sent to the participating libraries for feedback on the new standards and process; results will be used to determine if any changes to the program are necessary. Another survey was developed and sent to the Tier 0 libraries to determine why they don't participate in the accreditation program with the goal of identifying barriers and bringing them back into participation in the future.

The following libraries were the first to be accredited with the updated standards. Congratulations!

- | | |
|-----------------|-----------------|
| ALEXANDER | LUVERNE |
| BENNETT | MADRID |
| BRITT | MALVERN |
| BUFFALO CENTER | MANNING |
| BURLINGTON | MENLO |
| CORRECTIONVILLE | MILO |
| CORWITH | MISSOURI VALLEY |
| CRESCO | MONROE |
| ELLSWORTH | NEWHALL |
| ESTHERVILLE | RED OAK |
| EVERLY | ROWAN |
| FARMINGTON | RUTHVEN |
| GILMAN | SAC CITY |
| GLADBROOK | SALEM |
| GRAETTINGER | SLOAN |
| GRANGER | SPRINGVILLE |
| GRINNELL | STATE CENTER |
| HOSPERS | STUART |
| HUBBARD | SWALEDALE |
| HUXLEY | SWISHER (2017) |
| KALONA | THOMPSON |
| KEOKUK | TIPTON |
| KLEMME | VAN HORNE |
| LARCHWOOD | WHEATLAND |
| LEWIS | WOODBINE |
| LIVERMORE | WYOMING |

NEW STRATEGIC PLAN

State Library Unveils FY18-22 LSTA Plan

The State Library unveiled a new five-year Strategic Plan as required to receive federal funding. Read the goals, objectives, and projects below. The full plan, including activities and progress reports, is available on the State Library website at www.StateLibraryofIowa.org/StrategicPlan.

GOAL 1

INFORMATION ACCESS

All Iowans have access to quality information resources and have the assistance needed to select and use the information to succeed personally, professionally, and academically.



OBJECTIVE 1

To improve the ability of Iowans to discover information resources.

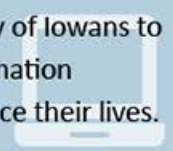


Project 1: Provide resource tools that allow Iowans to find and access materials.

Project 2: Create a digital library center at the State Library.

OBJECTIVE 2

To improve the ability of Iowans to obtain and use information resources that enhance their lives.



Project 1: Provide a variety of e-resources that patrons can access through their home library.

Project 2: Provide State Library services to state employees and the public.

Project 3: Collect and present access to statistical data on Iowa's libraries, population, and economy.

GOAL 2

INSTITUTIONAL CAPACITY

All Iowans are served by excellent local libraries that are technologically advanced and that employ knowledgeable and community focused staff who incorporate the best professional practices to deliver high quality library services.

OBJECTIVE 1

To improve the knowledge of library staff and boards so that Iowa libraries provide excellent services to their communities.

Project 1: Provide continuing education for library staff and trustees that highlight best practices and improve library governance, management, and service delivery.

Project 2: Administer an accreditation program that encourages excellent library service to Iowans, as defined by *In Service to Iowa: Public Library Standards*.

OBJECTIVE 2

To improve the physical and technological infrastructure of Iowa libraries.



Project 1: Increase library broadband for improved Internet access in libraries for Iowans.

Project 2: Provide website hosting and support for Iowa libraries to ensure a relevant online presence.

Project 3: Provide access to national tools that increase Iowa librarian and citizen support for increased investment in library technology.

Project 4: Create an incentive program for libraries to focus on these priorities: technology, community partnerships, evaluation and performance measures, and literacy.

Project 5: Provide Space Utilization grants for libraries to evaluate their existing space so that Iowans have accessible, welcoming, and functional buildings.



OBJECTIVE 3

To Improve the processes and procedures in Iowa libraries.

Project 1: Provide professional consulting one-to-one or in groups for library staff and trustees to ensure proper governance and management of Iowa libraries.

Project 2: Facilitate cooperative

purchasing to maximize library budgets.

Project 3: Provide a statewide delivery system.

Project 4: Administer an interlibrary loan program to provide libraries with a cost-effective framework for finding, requesting and borrowing items from other Iowa libraries.

Project 5: Provide a platform for library staff to communicate with one another and with State Library staff.

OBJECTIVE 4

Strengthen library governance to improve library operations by understanding the various roles involved in running a public library in Iowa.

Project 1: Develop a training program for library staff and trustees to ensure effective library governance.

Project 2: Investigate the development of library systems to strengthen library service to Iowans.

GOAL 3

LIFELONG LEARNING

All Iowans learn to be productive 21st century citizens.

OBJECTIVE 1

To improve the general knowledge of Iowans so they can be successful in their daily lives.

Project 1: Provide the information and tools needed for Iowa libraries to provide a summer reading program.

Project 2: Provide and promote a resource for sharing and collaborating on programming ideas for libraries.

View the complete and interactive Strategic Plan on the State Library website to see individual webpages for each Project which include Activities and Progress Reports from State Library staff.

www.StateLibraryofIowa.org/StrategicPlan



OBJECTIVE 2

Iowans will support and promote democracy, fulfill their civic responsibility and fully participate in community decision making.

Project 1: Encourage a variety of community engagement opportunities for Iowans.

Project 2: Improve access to job and career training for Iowans.

Project 3: Cultivate library services in Iowa libraries to be inclusive of all members of the community.

OBJECTIVE 3

To improve the literacy skills of Iowans.

Project 1: Provide methods that help Iowa libraries incorporate literacy into programming.

Project 2: Provide methods that help Iowa libraries incorporate digital literacy into programming that improves the ability of Iowans to use technology to find, evaluate, and use information.