

# STATE LIBRARY OF IOWA

## ANNUAL REPORT

### FISCAL YEAR 2019

Accomplishments, Significant Events, and Strategic Plan Results from July 1, 2018 to June 30, 2019

#### MISSION

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

[WWW.STATELIBRARYOFIOWA.ORG](http://WWW.STATELIBRARYOFIOWA.ORG)



# EXECUTIVE SUMMARY

## State Librarian Michael Scott

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Hello!

I'm happy to present the State Library of Iowa's Fiscal Year 2019 Annual Report as State Librarian. It is an honor to serve the state in this role for the past five years. I'm excited about the work the agency is currently doing and look forward to the opportunities the future holds.

In FY19, the State Library continued to focus on various technology offerings for Iowa libraries. It was the second year we offered a suite of online resources from Gale, Transparent Language, and Credo, which saw steady use by libraries. In February 2019, the State Library renewed its contract with the Urban Libraries Council (ULC) for their Edge tool. Edge underwent a major upgrade to Edge 2.0 in March 2019, with an improved technology platform, updated benchmarks, and the ability to set and track goals related to technology. In total, 312 public libraries have completed an Edge assessment since we first began offering the tool in 2018. The State Library also launched Brainfuse in February 2019, a new online resource provider for career services, test prep, and software tutorials for Iowa libraries and Iowa Work Centers. Funding for Brainfuse comes through an appropriation to Iowa Workforce Development.

The Iowa Center for the Book's (ICB) All Iowa Reads program saw a second year of titles for kids and teens added to the program. *A Land of Permanent Goodbyes* by Atia Abawi (teen) and *Amina's Voice* by Hena Khan (kids) were the 2019 selections, in addition to the adult title, *This Blessed Earth* by Ted Genoways. In April 2019, the Letters About Literature award ceremony was held at the Urbandale Public Library. Soon after, the Iowa Center for the Book found out that the 2018-19 school year was the final year of support from the Library of Congress for the contest, and states will have to decide whether to continue the program independently. The ICB participated in the inaugural DSM Book Festival on March 30, 2019 in downtown Des Moines. Finally, *Everybody Wins! Iowa* was awarded the Iowa Literacy Award, along with a check for \$2,000 to continue their literacy efforts.

I'm pleased that 171 public libraries successfully completed the process of becoming accredited in FY19, bringing the total number of accredited libraries to 363 (achieving the highest Tier 3 status). In addition, 87 libraries achieved Tier 2 status and 33 libraries achieved Tier 1 status. Congratulations to our accredited libraries.

Finally, FY19 saw more staff changes here at the State Library. Continuing Education Consultant Alysia Peich left her position in March 2019. In addition, Steve Cox, Merri Monks, and Georgiann Fischer retired from their respective positions at the State Library. We wish all the best to these staff members! We welcomed two new staff members in FY19: Samantha Berch joined the State Library staff as an Accounting Technician and Angie Manfredi joined the Library Support Network team as the Youth Services Coordinator.

I'm pleased with all that we accomplished in FY19 and 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](http://www.StateLibraryofIowa.org).



A handwritten signature in black ink that reads "Michael Scott". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**Michael Scott**  
State Librarian

# BY THE NUMBERS

## FY19 Stats for the State Library

These statistics use data collected from the Library Support Network team using a service and support tracking software. Staff members log their interactions with libraries, including technical support requests, State Library program questions, consultations, and more.

| Support Tickets  | FY19 Total | FY19 Monthly Avg. |
|------------------|------------|-------------------|
| Tickets Created  | 8,986      | 749               |
| Unique Customers | 3,587      | 299               |



Support requests are received via phone, email, or occasionally in person.

### FY19 Tickets by Library Type

Staff receive requests from different types of libraries, but the vast majority come from public libraries.

**Public:** 8,237

**Special:** 320

**Academic:** 100

**N/A:** 57

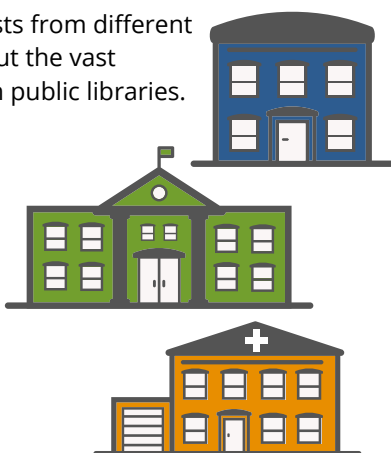
**State Agency:** 12

**School:** 10

**Institutional:** 9

**Regional:** 7

**AEA:** 3



### FY19 Top 10 Support Topics

Staff record the reason for the request when assisting customers. The top ten requests by topic received in FY19 include:

- 1. Accreditation** (882)
- 2. Bridges** (726)
- 3. Continuing Education** (473)
- 4. E-rate** (385)
- 5. PLOW** (310)
- 6. SILO** (190)
- 7. Boards** (190)
- 8. Annual Survey** (186)
- 9. OCLC** (171)
- 10. Planning** (148)



### FY19 Tickets by Public Library Size

The State Library assists public libraries of all sizes. Below is a pie chart on the percentages of requests received by public library size in FY19. The table below the pie chart is for comparison to show the sizes by population and the total number and percent of each size represented in Iowa.

#### Number of Requests By Size in FY19:

**A Size:** 1,486

**B Size:** 1,727

**C Size:** 2,013

**D Size:** 1,047

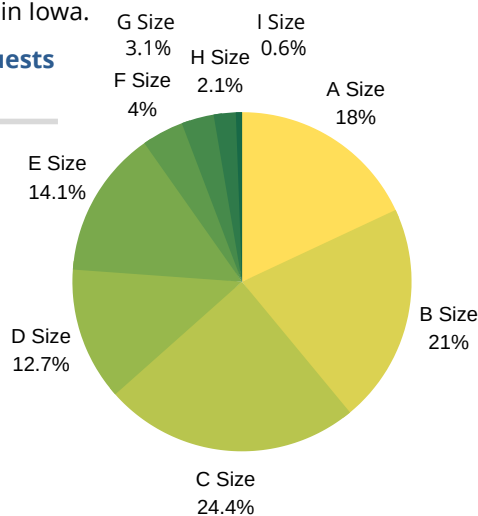
**E Size:** 1,160

**F Size:** 329

**G Size:** 255

**H Size:** 173

**I Size:** 48



#### Iowa Public Library Sizes: By Population, Total Number, and Percentage (544 Total)

|                              |                 |
|------------------------------|-----------------|
| A Size (Pop. <500):          | 147 total (27%) |
| B Size (Pop. 500-999):       | 131 total (24%) |
| C Size (Pop. 1,000-2,499):   | 135 total (25%) |
| D Size (Pop. 2,500-4,999):   | 48 total (8.8%) |
| E Size (Pop. 5,000-9,999):   | 41 total (7.5%) |
| F Size (Pop. 10,000-24,999): | 18 total (3.3%) |
| G Size (Pop. 25,000-49,999): | 10 total (1.8%) |
| H Size (Pop. >50,000):       | 11 total (2%)   |
| I Size (County System):      | 3 total (0.6%)  |

SMALLER

LARGER

# BUDGET SNAPSHOT

## A Summary of the FY19 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 FY19   | \$2,534,018 |
| Salaries & Benefits<br>(21 Full-Time Employees)  | \$2,318,557 |
| Other State Agency Expenses<br>(Iowa Dept. of Administrative Services, Iowa Communications Network, Office of the Chief Information Officer) | \$143,716   |
| All Other Expenses<br>(Travel, Supplies, Rentals, Outside Services, Repairs, Collections)  | \$71,744    |

| FEDERAL BUDGET RECAP   |             |
|--|-------------|
| Operating Expenses in FY19 from FFY18 Grant Funds  | \$1,645,435 |
| Salaries & Benefits<br>(4 Full-Time Employees)   | \$184,561   |
| Other State Agency Expenses<br>(Iowa Dept. of Education, Iowa Dept. of Administrative Services, Iowa Communications Network) | \$29,017    |
| All Other Expenses<br>(Travel, Supplies, Rentals, Databases, Grants, Continuing Education, Workshops)                        | \$1,431,858 |
| Fees Collected<br>(From Iowa libraries for Online Resources Package)   | +\$257,890  |

| ENRICH IOWA RECAP                                     |             |
|---|-------------|
| FY19 Appropriation<br>(Distributed to Iowa libraries) | \$2,530,063 |
| Open Access   | \$1,000,000 |
| Interlibrary Loan                                     | \$400,000   |
| Direct State Aid                                      | \$1,064,823 |

## 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 FY19:

**Matt Ely**, member at-large, left the Commission due to other obligations.

**Derrick Burton**, Library Director at Waldorf University, joined the Commission in June 2019; Burton represents academic libraries and will succeed Chris Cox's term through April 2023.

**Brandon Denner** also joined the Commission in June 2019 to fulfill Matt Ely's at-large term through April 2021.

### Bylaws Review Project

Last updated in 2015, the Commission made the decision to review the Bylaws to see if updates or changes were needed. Over several meetings in FY19, members received guidance from the Iowa Attorney General's Office and information from Law Librarian Mandy Easter. After discussion, it was decided that the Bylaws will remain as-is; however, hyperlinks will be added to the Iowa Code references to make it easier to access and read those references.

**Go to the Iowa Commission of Libraries webpage to read the bylaws, see upcoming meeting information and view current membership:**  
[www.StateLibraryofIowa.org/Commission](http://www.StateLibraryofIowa.org/Commission).

## STAFF CHANGES

### FY19 Comings and Goings

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**BEST WISHES**  
**Steve Cox**  
retired after  
17 years as the  
State Library  
Accounting  
Technician.



**BEST WISHES**  
**Georgiann**  
**Fischer** retired  
after 29 years  
as a Library  
Resources  
Technician.



**BEST WISHES**  
**Merri Monks**  
retired after  
10 years as the  
Youth Services  
Consultant.



**BEST WISHES**  
**Alysia Peich**  
left as the CE  
Consultant for  
a position with  
the Library of  
Congress.



**WELCOME!**  
**Samantha**  
**Berch**  
started in  
September as  
an Accounting  
Technician.



**WELCOME**  
**Angie Manfredi**  
joined the staff  
in January  
as the Youth  
Services  
Consultant.

## IOWA CENTER FOR THE BOOK UPDATE

### FY19 Highlights from the State Library program

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The **Iowa Literacy Award**, along with a check for \$2,000, was awarded in October to **Everybody Wins! Iowa** (below), which matches volunteer reading mentors with elementary students for weekly one-on-one sessions in the Des Moines metro area.



The 2019 **All Iowa Reads** titles were announced in October at the Iowa Library Association Conference:

- **Adults:** *This Blessed Earth: A Year in the Life of an American Family Farm* by Ted Genoways
- **Teens:** *A Land of Permanent Goodbyes* by Atia Abawi
- **Kids:** *Amina's Voice* by Hena Khan

The **Letters About Literature** award ceremony was held at the Urbandale Public Library on April 26; Iowa young adult author Maggie Ann Martin gave an address and presented certificates to honorees (right).



The inaugural **DSM Book Festival** was held March 30, 2019 in downtown Des Moines; the Iowa Center for the Book was invited to exhibit at a booth during the event. Staff promoted the All Iowa Reads program and offered free bookmarks and a drawing for the 2019 All Iowa Reads titles. Thousands attended and the event was considered a success and will be held again in 2020.





# STATE LIBRARY SUCCESS

## FY19 Agency Results and Accomplishments

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### Edge Success in FY19

The State Library continued to offer the Edge program to Iowa public libraries in FY19 from federal IMLS funding. Developed by the Urban Libraries Council, Edge is a management tool that helps libraries align their

technology resources to community priorities. Edge guides libraries to set measurable, strategic goals for digital inclusion and to engage government and community leaders in meaningful discussion about technology needs and plans.

**Edge 2.0:** Launched in March 2019, Edge 2.0 extends the technology access focus of Edge to incorporate a broader assessment of the library's efforts related to digital inclusion and a greater focus on outcomes. In addition to revised benchmarks, Edge 2.0 introduced an all-new online platform for subscribers, as well as new toolkits, resources and learning opportunities.

Iowa libraries have been finding success with Edge. As of June 30, 2019:

- 288 libraries (53%) completed the Edge 1.0 Assessment
- 54 libraries (10%) completed the Edge 2.0 Assessment
- 312 libraries (53%) completed an Edge Assessment (1.0 or 2.0)

*Do you need to prepare for a job interview?*

Connect with a live online interview coach.



### Brainfuse: New Online Resource for Career, Services, Test Prep, and Tutorials

In February 2019, the State Library launched access to Brainfuse, a new online resource provider for career services, test prep, and software tutorials for Iowa libraries and Iowa Work Centers. From academic tutoring to career coaching, Brainfuse offers innovative services designed to meet patron needs. Users decide how they want to acquire a skill or grasp a concept, and Brainfuse gives them the tools to master it. In addition, Brainfuse offers live coaching and live veteran support available during most afternoons and evenings. The State Library provides Brainfuse at no cost to Iowa libraries and Work Centers through a state appropriation from Iowa Workforce Development.



### Questions and Answers on Library Law Topics

The State Library unveiled a new resource in August 2018 to answer more than 75 common questions on library law topics in Iowa. Law Librarian Mandy Easter compiled the collection based on her frequent interactions with Iowa librarians and tapped into 18 years of experience providing legal reference services for the State Library. The resource provides an ideal place to start when library directors, staff, trustees, or city officials have questions about the ways local, state, and federal laws impact and affect the operation of the library and its services to the community.

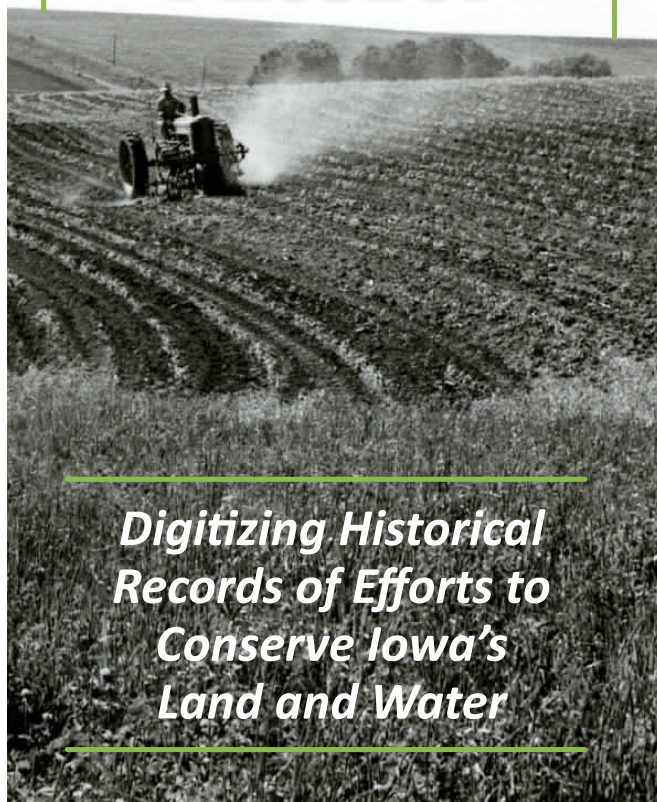
**Browse the Library Law FAQs at**  
[www.statelibraryofiowa.org/ld/k-p/legal](http://www.statelibraryofiowa.org/ld/k-p/legal)

## State Library Receives \$90,000 Grant from National Endowment for the Humanities

In December 2018, the State Library was awarded \$90,000 from the National Endowment for the Humanities in the form of a Chairman's Grant to digitize historical materials from Iowa's soil and water conservation districts and make them available to the public via Iowa Heritage Digital Collections (IHDC).

The grant will pay for new scanners and other equipment to digitize materials, and will allow State Library staff to travel to locations across the state to consult with districts and pick up materials for the project. Funds will offset a new staff member's salary and provide travel costs for the year-long project.

# IOWA CONSERVATION LEGACY PROJECT

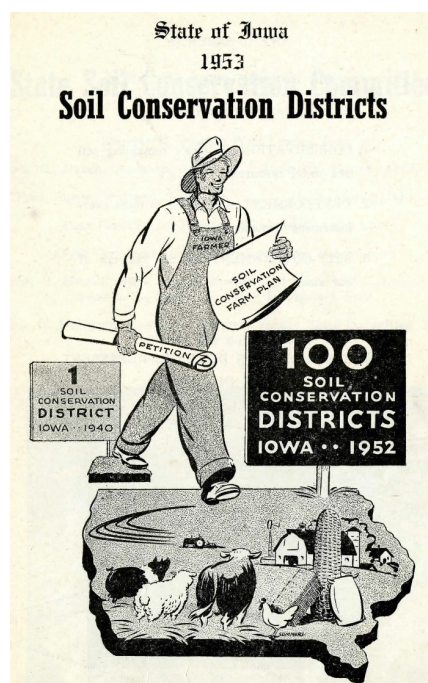


*Digitizing Historical  
Records of Efforts to  
Conserve Iowa's  
Land and Water*

The grant offers the opportunity to expand the availability of historical materials from a program focused on a key component of life in Iowa: soil and water conservation.

The focus of the grant project will center on county soil and water conservation districts that will celebrate their 75<sup>th</sup> anniversaries

of establishment in 2019 and 2020. The State Library will work directly with individual soil and water conservation districts as well as other agencies and organizations to promote the project and gather as many historical materials as possible.



## State Data Center Launches 2020 Census Website

The next Census in 2020 will require counting an increasingly diverse and growing population of around 330 million people in more than 140 million housing units. In preparation, the State Data Center launched a website in September 2018 for information and updates on Iowa's participation in the nationwide count. The website features large icons to navigate users to information on why the Census is important, timeline and Census updates, how to apply for Census jobs, partner committees, hard to count areas, and more. The website will be updated regularly leading up to and during the Census counts. A sample questionnaire will also be available once released from the US Census Bureau.

**View the State Data Center Census 2020 website at [www.iowadatacenter.org/2020census](http://www.iowadatacenter.org/2020census)**



# STRATEGIC PLAN: FY 19 ACCOMPLISHMENTS

## Results from Year Two of the LSTA Plan for FY18-22

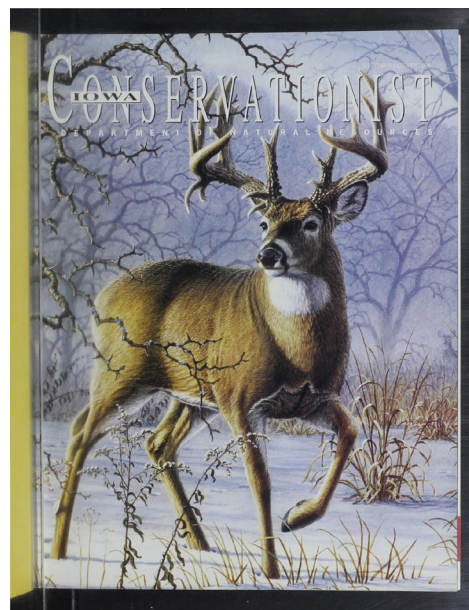
The State Library is currently in year two of the five-year Strategic Plan as required to receive federal LSTA funding. Read each goal and selected accomplishments for FY19 below. The full plan, including objectives, project, activities and progress reports, is available on the State Library website at [www.StateLibraryofIowa.org/StrategicPlan](http://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.

**Obj. 1, Proj. 2:** Partnered with the Iowa Department of Natural Resources to digitize archives of the *Iowa Conservationist* magazine (right) dating back to 1942, and *Iowa Outdoors* magazine from 2008 to 2013 for Iowa Publications Online.

**Obj. 2, Proj. 1:** Offered monthly webinars from vendors (below) in the Online Resources Package for academic and public libraries.



### 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.

**Obj. 1, Proj. 1:** Issued a CE Needs Assessment to Iowa librarians to evaluate their strengths and guide future continuing education topics offered by the State Library (see graph below).

**Obj. 1, Proj. 2:** Accredited 171 Iowa public libraries at Tier 3 status, bringing the

total up to 363 in FY19. In addition, 87 libraries are at Tier 2 status, and 33 libraries are at Tier 1 status.

**Obj. 3, Proj. 1:** State Library consultants made 461 in-person visits to Iowa libraries in FY19 and regularly met with new Iowa library directors.

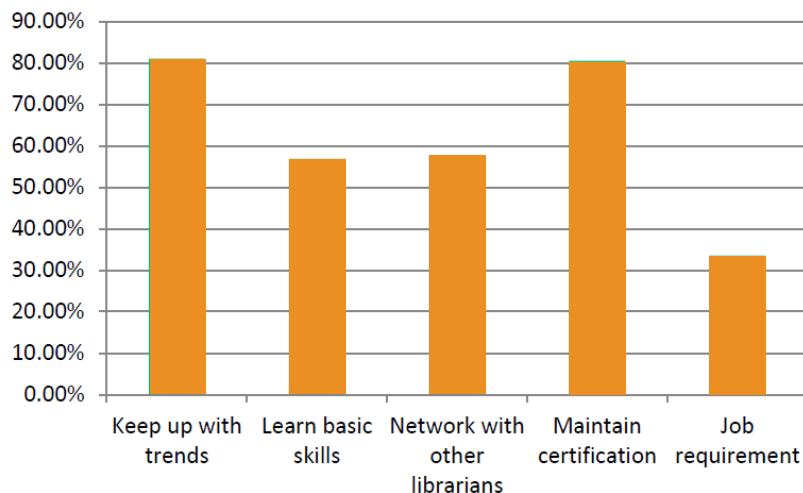
**Obj. 3, Proj. 3:** Issued an RFP in April 2019 for a statewide delivery system for Iowa public libraries.

**Obj. 3, Proj. 4:** Added new features in the SILO interlibrary loan system, including multiple copies request, draft requests, ability to log outside transactions, additional admin reports, and updates to workflow.



**Obj. 3, Proj. 5:** The Library Talk forum (above) continues to be an integral part of the Iowa library community, with more than 1,300 users generating 5,100 posts and 34,500 total visits in FY19.

**Question from the 2018 CE Needs Assessment: Why do you attend continuing education events? (Choose all that apply.)**





## GOAL 3

### LIFELONG LEARNING

All Iowans learn to be productive 21<sup>st</sup> century citizens.



**Obj. 1, Proj. 1:** Provided Collaborative Summer Library Program membership and manuals to all Iowa public libraries for the summer 2019 *A Universe of Stories* program (above).

**Obj. 2, Proj. 1:** Presented a statewide webinar, "Political, Religious, and Other Touchy Topics in the Library: Civic Engagement in Action," and used it to create an on-demand training module for librarians.

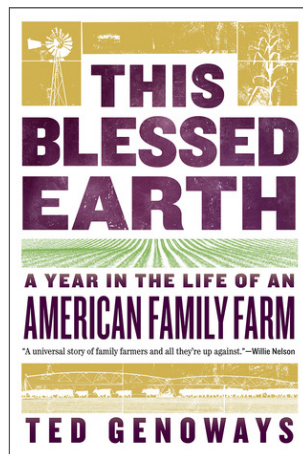


Many State Library staff attended statewide Future Ready Summits organized by the Governor's office (above).

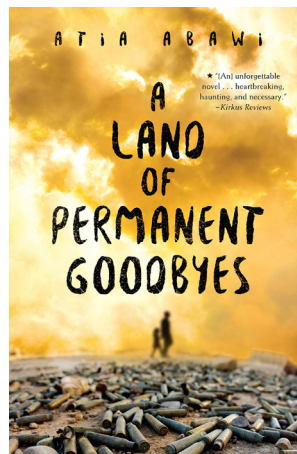


**Obj. 2, Proj. 2:** Launched Brainfuse, the new online resource provider for career services, test prep, and software tutorials for Iowa public and academic libraries and Iowa Work Centers.

#### 2019 Adult All Iowa Reads



#### 2019 Teen All Iowa Reads



#### 2019 Kids All Iowa Reads



**Obj. 3, Proj. 1:** The 2019 All Iowa Reads titles were announced at the Iowa Library Association Conference in October 2018 (above).

The Iowa Center for the Book promoted its programs and resources at inaugural DSM Book Festival on Mar 30, 2019 (left).

**Browse the comprehensive Strategic Plan on the State Library website to see objectives, projects, and activities for each goal, including progress reports and updates from State Library staff.**

**[www.StateLibraryofIowa.org/StrategicPlan](http://www.StateLibraryofIowa.org/StrategicPlan)**