

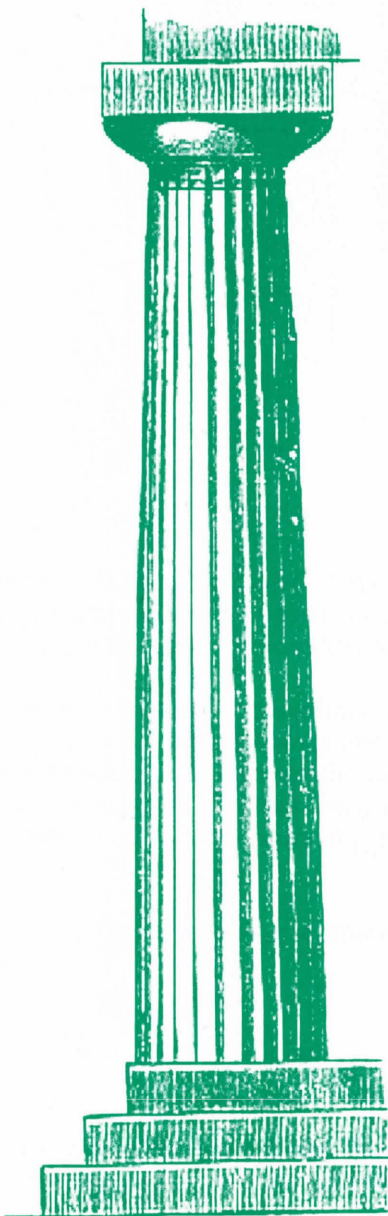
Annual
Report

State
Library of
Iowa

2000-2001

Vision for Library Service in Iowa

Each Iowan will have equal access to information and ideas in order to lead an enriched life through lifelong learning and to participate knowledgeably and productively in a democratic society.



Iowa Commission of Libraries

John Bennett, Iowa City
Term expires April 30, 2003

Pamela E. Bradley, Burlington
Term expires April 30, 2003

Dwight Carlson, Des Moines
Represents the Director of the Department of Education

Monica Gohlinghorst, Council Bluffs
Term expires April 30, 2004

Eldon Huston, Des Moines
Term expires April 30, 2001

William O'Brien, Des Moines
Iowa Supreme Court Administrator

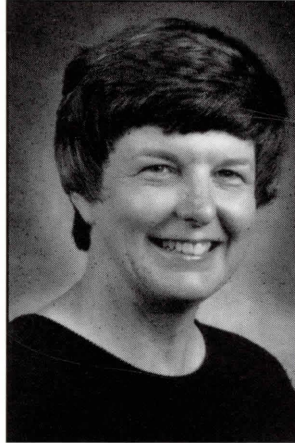
Dale Ross, Chair, Ames
Term expires April 30, 2003

Berta Van Ekeren, Monroe
Term expires April 30, 2001

The front page graphic, created by Larry Malmin, Department of Health, is a re-creation of the design on the elevator doors of the Ola Babcock Miller Building.

From the State Librarian

The Iowa library landscape has changed significantly in the past year. The Commission of Libraries established priorities for moving Iowa's library system forward based on the work of the Library Services Task Force. The Iowa Legislature established Library Services Areas, with newly configured boards, to replace the regional libraries. The State Library moved back into its home in the beautifully restored east wing of the Ola Babcock Miller Building. A rosy state financial picture rapidly deteriorated. Sharman Smith, State Librarian for nine years, returned to her home to take a similar position in Mississippi.



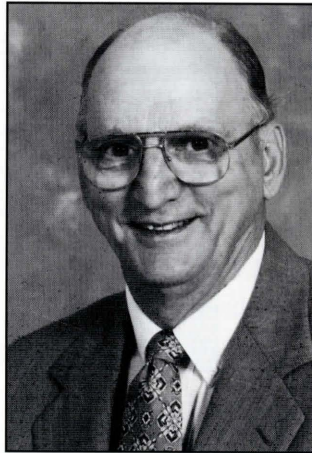
And yet much is the same. Iowa's libraries continue to be cornerstones of the communities they serve. Iowans still depend on their college and university libraries, their public libraries, their school libraries and their special libraries. Iowa librarians remain eager to provide high quality library materials and services to Iowa citizens of all ages. The State Library and Library Service Areas are firmly committed to helping libraries be the best that they can be. Libraries continue to confront budget challenges with creativity and concern. Librarians collaborate with one another and with state and local organizations to maximize resources and improve customer services.

I am delighted to have been chosen to serve as your new State Librarian. I look forward to working with the entire Iowa library community to support and improve all of Iowa's libraries. During the coming months, the State Library will focus its efforts in three areas: (1) working to accomplish the Commission of Libraries priorities (available on the State Library web site at www.silo.lib.ia.us/libraryservices/tffreport.pdf); (2) facilitating new partnerships involving Iowa libraries; and (3) telling the story of Iowa libraries -- their programs and services, their needs and accomplishments, the lives they touch and the librarians who make it happen.

Working together, we will make Iowa's libraries better, stronger and more vital elements of our communities.

Mary Wegner
State Librarian

From the Chair, Iowa Commission of Libraries



On January 22, 2001, the Iowa Commission of Libraries presented Governor Vilsack and the Iowa General Assembly with a set of priorities for moving Iowa's library system forward in a manner that ensures all Iowans have equitable access to quality library services. The Commission's priorities were based on the recommendations of the Library Services Task Force, a group of 46 Iowans from across the state who represented lay citizens, legislators, and library trustees and librarians from all types of libraries.

Of the 11 recommendations presented by the Commission to the Governor and Legislature, the replacement of the Iowa Regional Library System with Library Service Areas (LSAs) was top priority. While geographic boundaries and services would remain essentially the same, the revised governance structure provided overall statewide direction, consistency and accountability; maintained "local" touch and representation; involved customers in decision making; and strengthened working relationships between the State Library, the LSAs, Area Education Agencies (AEA) Media Divisions and Community Colleges.

The Iowa General Assembly enacted and the Governor signed into law House File 637 which created Iowa Library Service Areas.

Creating LSA boards was an arduous task because each had to include at least one AEA representative, public library trustee, public librarian, community college representative, two at-large representatives and a library user. They were required to be balanced by gender and political party affiliation. Trustees and librarians had to be nominated and elected. And the whole process, for all seven LSAs, had to be completed in a few short weeks.

Thanks to the wonderful cooperation of members of Iowa's library community, the LSAs and their boards are now established and meeting regularly. Conversations with new board members and LSA administrators are very encouraging and reflect a willingness to pursue other cooperative ventures.

One expectation is that we can have in place over the next five years a statewide library system focused on serving the many needs of all Iowans in their quest for timely and reliable information so necessary in our increasingly complex world.

**Dale Ross, Chair
Iowa Commission of Libraries**

HealthInfoIowa makes its debut...



www.healthinfoiowa.org

With over 20,000 hits a month, *HealthInfoIowa* has made a significant impact on the health information needs of Iowans.

This past year, nearly 850 librarians, educators, health care professionals and consumers were trained how to use the web site, which offers timely, simple and trustworthy online resources for consumer health information.

As one health sciences librarian noted, "...I find the site useful for pointing me to credible health sites for the consumer. There is so much health information available on the Internet. Some is credible; some is not. *HealthInfoIowa* links the user directly to a site that meets pre-determined criteria for accuracy and currency."

HealthInfoIowa has also expanded personal networks that cross professional boundaries. For example, during training sessions, public librarians continually expressed their appreciation for the support and services of the State Library's medical reference librarian, as well as of health science libraries in Iowa. They were pleased to learn of channels through which they could funnel requests for print materials. Librarians were also interested in the discovery that county extension education directors address many of the same health information needs, using many of the same reference and information retrieval strategies that librarians employ.

HealthInfoIowa was funded by a grant from the National Library of Medicine. The Iowa Consumer Health Information Project managed the grant. Members included the State Library; Ames Public Library; Hardin Library for the Health Sciences, University of Iowa; Iowa Department of Public Health; Des Moines Public Schools; Iowa Substance Abuse Information Center; and Methodist/Lutheran/Blank Children's Hospitals. The State Library maintains the web site.



....along with Iowa inventors web site



www.silo.lib.ia.us/patents

State Library staffer, Karon Polyard, compiled an electronic database of Iowa inventors and patent holders from 1843-1974. The information tells the residence of an inventor on the day, month and year his or her patent was granted, as well as details of the invention. The database is searchable by inventor, town and subject and is of special interest to genealogists.



Since its debut in January 1997, SILO (State of Iowa Libraries Online) has continued to be an invaluable resource to librarians and the people they serve. SILO connects libraries to information resources available via the Internet. Some of these resources include electronic card catalogs of the State Library, public libraries and Iowa's university libraries; and the statewide "card catalog" known as the Locator that lists over 3 million books owned by Iowa libraries.

Last year, libraries borrowed nearly 100,000 books and other materials from each other using the SILO interlibrary loan system. The system makes it possible for Iowa's libraries to obtain books and other information their customers want without having to buy the material.

Over 590 libraries used SILO's FirstSearch program (information databases) nearly 900,000 times. And Electric Library, a full-text online reference database available on SILO to all public libraries, was used nearly 400,000 times in FY00 to retrieve information.

NEXT EXIT A GOOD BOOK!

Reading Road Trip USA draws summer crowds

This year's summer library program, "Reading Road Trip USA," drew nearly 45,000 Iowa children to their local public libraries. Research shows that children who participate in summer reading programs gain substantially in both vocabulary and reading comprehension.

Iowans want access!

The number of Iowans who walk into libraries anywhere in the state and borrow materials continues to grow. Transactions through Open Access, Iowa's statewide "library card" program, grew from 2,687,683 million in FY00 to 2,889,997 in FY01.

Equally successful is Access Plus, the state's book sharing subsidy program. To obtain books and other information for customers, 615 libraries made 180,604 loans to other libraries in FY01, an increase of nearly 17,000 transactions over FY00.

State Library sponsors advocacy training for trustees

The State Library of Iowa, with funding assistance from Libraries for the Future, sponsored five library advocacy workshops for public library trustees in May, 2001. Over 144 trustees and library directors attended the workshops.

The goal was to diversify and expand the community of Iowa library advocates in order to increase support for public libraries. Participant evaluations strongly suggested the goal was met. Many indicated they were going to educate fellow board members, prepare a packet of materials to orient trustees, get more actively involved in funding issues, attend city council meetings, and share key points about effective lobbying.

LSTA maintains Iowa's successful Partnership Grant program

Over \$100,000 in Library Service and Technology Act (LSTA) funds were awarded to Iowa libraries who are partnering with other community organizations to provide innovative services in their communities. The competitive grant projects encourage partnerships between libraries of different types, agencies, community organizations or other groups.

An example of types of partnerships formed include a project between the Boost4Families Support Group, the Villisca Community School and the Villisca Public Library. The library brings books each week to children who attend a special daycare program at the school. The project provides kids who may not otherwise have access to the library with a great collection of reading material. An incentive program was also established that rewards students for the time they spend reading.

Town Meetings

Attendance at State Library and Library Service Area Town Meetings continues to break records. This year 436 librarians were on hand to learn more about "The Elusive Search for Perfect Customer Service" through a series of humorous, though thought-provoking, skits.

Afternoon sessions focused on library marketing and public relations programs, finding and understanding census information, and using the new web site, *HealthInfolowa*.

Participants shared their thoughts about the value of the annual Town Meetings: *"I was surprised there is so much health information on the Web that I didn't know how to access. Our library hasn't purchased a PDR because of the cost. Now I will be able to help patrons find the most up-to-date information."*

"I have a much better understanding of how to use census figures and where to find them!"

"I plan to review our policies and make sure all the public service staff and volunteers are aware of them. We'll spend more time in staff meetings talking about how we treat our customers."

"I plan on using many of the marketing tools discussed. Great ideas on how to promote the library!"



Gerry Rowland and Beth Henning, State Library, performed a humorous skit on customer relations.

State Data Center

FY01 was nothing if not hectic for Beth Henning of the State Data Center. On March 12, the center received Iowa's redistricting information. The Governor's office, the Census Bureau and the Legislative Service Bureau were alerted, followed by an influx of telephone calls from reporters statewide.

More information arrived from the U.S. Census Bureau in May, when demographic profiles for each county and incorporated place were released.

The State Data Center answered 1,180 information requests in FY01.

Information Services

The State Library Information Services unit serves myriad customers with its specialized legal, medical, public policy and library science collections. Health care professionals, lawyers, state agency personnel, legislators, librarians and the general public are regular users of the library's materials.

All totaled, the information services desk, the law library and the medical library handled over 17,000 requests for information and materials in the past year.

State Library receives Gates Foundation grant

The Bill and Melinda Gates Foundation accepted the application of the State Library for technology grants for public libraries.

The grant, worth nearly \$3.4 million, will be used to improve public access to computers and the Internet in Iowa public libraries. In addition, software, installation and training, technical support and publications will be provided.

The computers will begin arriving in April 2003.

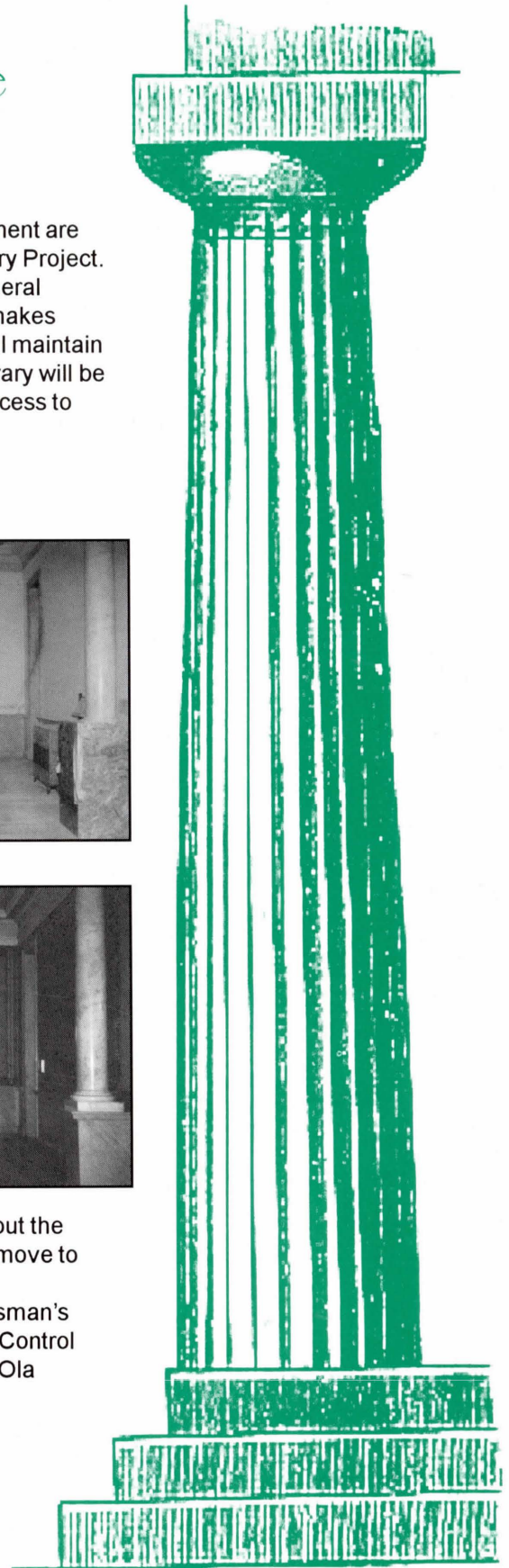
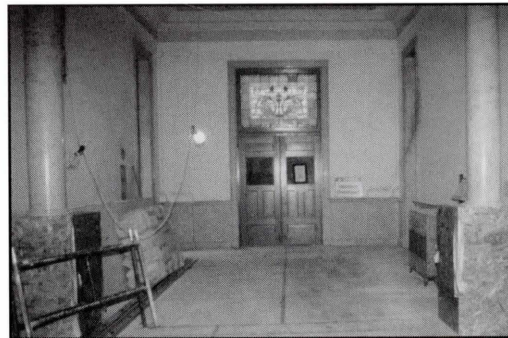
State agency reports go online with help from State Library

The State Library of Iowa and the Information Technology Department are partnering to implement the Electronic State Document Repository Project. The project is the outcome of legislation passed by the 2001 General Assembly which states, in part, "An agency which produces or makes available for public inspection written reports or newsletters...shall maintain such reports or newsletters in an electronic form." The State Library will be responsible for cataloging the documents and ensuring public access to them.

Before and After: New life for a great old building

Renovation of the Ola Babcock Miller Building (formerly Old Historical) progressed quickly last year. The State Library moved to the newly restored east side of the building in the early spring. State agency staff were invited to an open house in March for tours of the building and to learn about the myriad services available. The state documents depository will move to the west wing of the building in late 2001.

The building also houses the Office of Citizens' Aide/Ombudsman's office, part of the State Treasurer's office, and the Office of Drug Control Policy. A formal re-naming of the building from Old Historical to Ola Babcock Miller is scheduled for January 2002.



State Library of Iowa
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