

# Monday Morning Eye-Opener March 27, 2023

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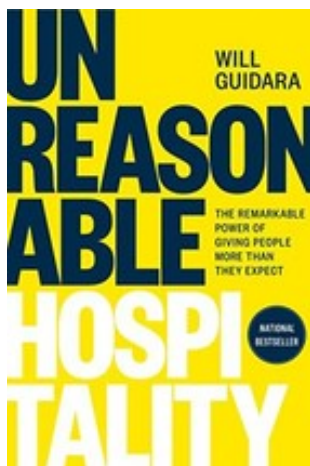
## MONDAY MORNING EYE-OPENER

FROM THE STATE LIBRARY OF IOWA



March 27, 2023

## Next Big Ideas Book Discussion



### Unreasonable Hospitality May 19th

The next **Big Ideas Book Discussion** is scheduled for **May 19** (9:30-11:00AM) And the book up for discussion is [Unreasonable Hospitality: The Remarkable Power of Giving People More Than They Expect](#) (c2022) by Will Guidara. First time author, but long-time restaurant owner, Will Guidara was twenty-six when he took over a struggling two-star bistro in New York City. Eleven years later, the restaurant had received many awards, most notably being named one of the best restaurants in the world.

Since customer service is always top-of-mind in public libraries, this book about transforming customer experiences is sure to connect with library service in ways large and small. From Amazon: *“Today, every business can choose to be a hospitality business. And we can all transform ordinary transactions into extraordinary experiences. Guidara urges us all to find the magic in what we do—for ourselves, the people we work with, and the people we serve.”*

In **Big Ideas Book Discussions**, State Library staff and partners facilitate discussions using books outside of library management, but with plenty of application to library management. Choosing books on leadership, customer service, presentation skills, etc. we connect those ideas with public library service.

Participants are encouraged to purchase books used throughout the **Big Ideas** series for local collections. Join us for the next good read: [Unreasonable Hospitality](#).

[Register Today](#)

# Iowa Small Library Association News

## Spring Meeting April 28

Save this date on your calendars—**April 28** for the **Iowa Small Library Association Spring Meeting**.

Organizers are planning two programs that day, complete with two C.E. Credits. Registration is open at the button below.



**10:00AM. Working with Library Volunteers** presented by Marta Petermann, Adult Programming Librarian and Volunteer Coordinator @ Hiawatha Public Library. How can you effectively recruit and retain volunteers at your library? What is the scope of their role and how do you consistently let them know their value? Marta Petermann has built a mighty volunteer corps at Hiawatha Public Library and will demonstrate that you can, too.

**11:00AM. Area Agencies on Aging and Public Libraries, the Perfect Partnership in the Making** presented by Aubury Krueger-Kutchara. What is an Area Agency on Aging and what is the scope of the services they provide? Aubury Krueger-Kutchara will provide information on six Area Agencies on Aging in Iowa and will share specific examples of how you can work with your local agency.

In addition to earning two C.E. Credits, one attendee from a Size A or Size B library will be eligible to win a \$100.00 Summer Reading Award. Also two ILA/ISLA members will be eligible to win a scholarship (not to exceed \$250.00) to attend the **Iowa Library Association Fall 2023 Conference in Dubuque October 11-13**. Both awards will be random drawings.

The cost is \$5.00 for ILA / ISLA members, or \$10.00 for ILA / non-ISLA members, or \$15.00 for non-ILA / non-ISLA members. Learn more about the [Iowa Library Association](#), the ISLA Subdivision, and membership dues.

[Register for ISLA Spring Meeting](#)

## From Iowa Dept of Management ...

### Town Hall-Style Meetings on Digital Services

This information was shared with the State Library earlier this month and should be of interest to Iowa's library community. The Iowa Department of Management—via the Office of the Chief Information Officer—is holding over 50 town hall-style meetings this spring to solicit feedback from Iowans concerning digital services and broadband Internet. Many of



3/30 @ Des Area Community College Southridge Center Campus

3/30 @ Ottuuma Indian Hills Community College

Town Hall Meetings on Digital Services

### Monday Morning Eye-Opener

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