

MINUTES

IOWA COMMISSION OF LIBRARIES

Date: November 13, 2020
Time: 10:00 a.m. – 12:00 p.m.

Location: Online via Zoom

Present: Joe Lock, Carrie Falk, Samantha Helmick, Dan Chibnall, Sarah Latcham, Norma Thiese, Brandon Denner, Jen Adams

Staff: Michael Scott, Nancy Medema, Marie Harms, Emily Bainter, Samantha Bouwers

1.0 Call to Order and Welcome

J. Lock called the meeting to order at 10:00 a.m. **M. Scott** welcomed new member Jen Adams, joining the Commission as representative from the Dept. of Education.

2.0 Set Agenda

C. Falk made a motion to approve the agenda as written. **D. Chibnall** seconded. Motion carried. No other comments on agenda.

3.0 Action Items

3.1 Receive and Approve July and September 2020 Meeting Minutes

N. Thiese made a motion to approve July and September minutes; **S. Helmick** seconded. Motion carried.

3.2 Receive and Approve FY20 Financial Reports and FY21 Financial Reports Through October 31, 2020

M. Scott presented the FY20 financial reports, which gives an overview of where the State Library state, federal, and miscellaneous accounts stood at the end of the fiscal year. The FY21 financial reports through October 31, 2020 were also presented and budgets remain on track for the current fiscal year.

S. Latcham moved to approve the financial reports, **J. Adams** seconded. Motion carried.

3.3. Election of Vice Chair for FY21

M. Scott spoke about the vacancy of a vice chair for FY21; **J. Lock** went over the for the position. **C. Falk** volunteered to serve as vice chair through the end of FY21.

4.0 Public Comment

No public comment

5.0 IA Learns Overview

M. Scott introduced **S. Bouwers**, Continuing Education Consultant, and went over the new IA Learns learning management system for Iowa librarians, which combines the continuing education catalog, on demand learning, and tracks librarians' progress towards endorsement in one system. **S. Bouwers** gave an overview demo of the IA Learns system.

6.0 Exercise: Online Resources Focus Group

M. Scott went over online focus groups with Iowa public librarians that have occurred this week in order to collect feedback and plan for future online resources offered by the State Library. The participants were asked about changes in their community, what patrons are asking for or requesting, what print resources they are not purchasing anymore, what tool or product would make a work process easier, and what "dream" resource they would like to have for their library. The commissioners were asked to participate in a mini-focus group exercise:

1. Describe what is going on in your community? In your library? What changes are you seeing in your community, now (pandemic) and/or in general?

N. Thiese has seen more interest in the e-resources offered by Bridges. **B. Denner** hasn't checked out a physical book in 9 months, but the Waukee Public Library offers curbside pickup and has family members that use the service.

2. What are your patrons asking for?

N. Thiese speculates that families with school-age children are looking to the public library for support with virtual learning and internet access; also picking up make-and-take kits. **S. Latcham** added that students' parents are asking for more tech assistance, many need replacement Chromebooks. Her school will go back to all virtual learning soon so expect more of those requests. **B. Denner** said northeast Iowa school had a tech person drive to homes in a van equipped with a hotspot to troubleshoot and update student computers. **S. Latcham** says many families are being encouraged to drive to school parking lots to use the wi-fi. At the Wellman-Scotfield Public Library board meeting Monday, the director stated a few families are coming to the library for change of scene and a place to stay while virtual learning. **N. Thiese** added there are people that count on the public library to use the computer; her library is now requiring 30-minute appointments. **S. Helmick** added in the chat that hotspots and make-and-take kits are in demand. **J. Adams** is listening for the educational impacts and is hearing about more opportunities for connecting with the recent social justice issues and protests. **C. Falk** is seeing more interest in resources for entertainment purposes such as streaming video, ebooks, audiobook, and genealogy research. She is not seeing as much demand for educational resources which finds concerning. The library hotspot checkouts are very popular. **S. Helmick** is hoping that innovative programming opportunities keep happening. Automatic renewals (up to two as long as there are no holds) are going over very well with patrons.

3. What resources have you provided in print that are difficult to keep up to date due to frequency or cost?

C. Falk is not purchasing travel guides due to the pandemic. **S. Latcham** is not purchasing as many series titles. **M. Scott** added that in the focus groups, many libraries reported they are doing away with a typical "reference collection" and are not keeping up the non-fiction collection as much as they used to.

4. Describe a tool, utility, or resource that would make a work process easier?

Examples: staff scheduling, meeting room and curbside scheduling software.

S. Latcham said that the automatic emails and reports in current ILS software are not good and could be improved. **S. Helmick** mentioned a tool that would allow for encrypted virtual meetings.

5. What is one "dream" online resource you would like to have for your library? Why?

No comments.

M. Scott spoke about the next steps in the process that include analyzing the focus group responses and assembling a task force of Iowa librarians to assist in developing priorities for online resources ahead of the bidding process next year.

7.0 Communications

7.1 **M. Scott** presented the State Librarian's Report.

- He met with the Iowa Academic Library Alliance on Oct. 30 to discuss how academic libraries fit into the process of giving feedback on the new online resources from the State Library.
- The State Library is transitioning to IT support from Office of the Chief Information Officer and is moving staff computers to the State of Iowa domain.
- He will be a guest judge for the Urban Libraries Council's Innovations Initiative for 2020.
- No library visits due to the pandemic.

7.2 **State Library Service Log**

- The service log will be presented at the next meeting.

7.3 **Commission Reports**

- **N. Thiese** reported that the AEAs are still working with schools and supporting them during the pandemic. They are offering virtual professional development and additional online resources to support student literacy.
- **J. Lock** The Cedar Rapids Public Library is closed again and schools are moving back to all virtual learning. Patrons have the opportunity to use a fee-based delivery service for library materials.

- **D. Chibnall** spoke about how many first-year students at Drake don't know what they're missing from the college experience because of the pandemic.
- **S. Helmick** looking at opportunities to use bookmobiles to make the library more accessible to the community.
- **S. Latcham** The Wellman-Scofield library board voted to close the library; currently allowing patrons to make 15-minute appointments. The library will try to do some innovating things with Santa and the holidays. Her school is moving back to all virtual learning next week. Some school buildings are offering curbside pickups for school library materials and plan to expand that service to students. Many overdues remain from spring semester.
- **C. Falk** Shenandoah Public Library closed this week and is going back to curbside service only. The library recorded a video of a veteran display and will post on Facebook since patrons cannot come in to the library to see it. Story walks have been popular in the community since the pandemic and the library is planning a holiday story walk in downtown businesses. The library is also offering grab-and-go craft bags. They saw an uptick in supervised visits once the weather got colder; she is not sure where those families will go now that library is closed again.

8.0 Adjourment

Next meeting will occur Jan. 8, 2021 from 10:00 a.m. to noon via Zoom.

J. Lock adjourned the meeting at 11:49 a.m.

Submitted by: Emily Bainter, Information Specialist