

# THE Envoy

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## ICfL Welcomes New Commissioner

Idaho Commission for Libraries (ICfL) is pleased to welcome Pat Raffee to the ICfL Board of Commissioners. Raffee, who lives in Post Falls and is Kootenai County Chief Deputy Clerk, was appointed by the Governor’s Office for a five-year term ending June 30, 2018. She fills the position on the Board representing northern Idaho.

A lifelong library user, Raffee has also provided community service through libraries in many capacities—as a volunteer helping raise funds and prepare new books for circulation; as a Friend of the Library selling items in the used book store; and as cofounder, former secretary, and current president of the Post Falls Library Foundation.

In addition to her interest in library issues, Raffee brings extensive public-sector experience to the Board of Commissioners. As a result of her role as Chief Deputy Clerk and previously as Executive Director of two local urban renewal agencies, she is knowledgeable in policy making and budgeting processes and familiar with Idaho Code and compliance with Open Meeting laws.

Raffee joined the other Commissioners and the ICfL management team in a regularly scheduled Board Meeting at the Lewiston City Library on October 18, 2013. Before the meeting, they had the opportunity to tour the Lewiston library—which recently celebrated a grand opening—and several other libraries in north Idaho. (See more about the tour of libraries on pages 2–3.)

Raffee replaces ICfL Commissioner Bruce Noble, who served as the northern Idaho representative for 18 years.



Pat Raffee, ICfL Commissioner

The Board of Commissioners is the policymaking body for ICfL. The Board promulgates rules for the Commission, fosters and promotes library service in the state of Idaho, and supports the Commission in delivering statewide library programs and services. Idaho Code 33-2503 lists the Board’s powers and duties.

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**Sustaining our history, empowering our present, and creating our future through partnerships**

**Idaho Commission for Libraries**

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**Mission:**

The Idaho Commission for Libraries assists libraries to build the capacity to better serve their clientele.

**Commissioners:**

John Held, Dave Mecham,  
Pat Raffee, Sara Staub,  
and Larry Weeks

**State Librarian**

Ann Joslin

**Commission Contacts:**

- Danna Angevine, state publications, cataloging, and acquisitions librarian
- Dian Scott, office services supervisor
- Erica Compton, reading programs coordinator
- Frank Nelson, southeastern Idaho library consultant
- Gina Persichini, networking consultant
- Jan Wall, northern Idaho library consultant
- Jeannie Standal, school library consultant
- Kevin Tomlinson, southwest/south central Idaho library consultant
- Kristina Taylor, grants/contracts officer
- Marjorie Hooper, associate state librarian
- Pam Bradshaw, program supervisor
- Roger Dubois, administrative services manager
- Shirley Biladeau, continuing education consultant
- Staci Shaw, reading programs coordinator
- Stephanie Bailey-White, reading programs coordinator
- Sue Walker, Talking Book Service consultant
- Teresa Lipus, public information specialist

The Envoy is mailed quarterly to all public library directors and trustees listed in the ICfL online library directory. PDFs are available at: [libraries.idaho.gov/publications/trustee-news](http://libraries.idaho.gov/publications/trustee-news)

**ICfL Board Tours Libraries in North Idaho**

The Idaho Commission for Libraries (ICfL) Board of Commissioners visited six libraries in north Idaho in October. The Board tours libraries annually, choosing a different area of the state each year. This year’s visit included Lewiston High School, Lewis Clark State College (LCSC), Grangeville Centennial Library, Grangeville Elementary/Middle School, and Prairie-River District Library Nezperce Branch on Thursday, October 17, with a tour and a regularly scheduled board meeting at Lewiston City Library on Friday, October 18.

Thursday morning’s first stop was Lewiston High School Library, lively with speech and biology classes doing research. Librarian Mary Ann Funk and staff have created a student-friendly atmosphere that promotes digital literacy. Twice weekly the library has “evening academy” 6-8 p.m., which allows students who participate in extracurricular activities, as well as students who don’t have computers, to access the library outside of regular school hours.

Next was Lewis Clark State College, where Director Sue Niewenhous gave an overview of the college and a tour of the library. LCSC staff members have been recipients of various continuing education grants through ICfL and several have collaborated with ICfL on projects and advisory groups. The Commissioners were pleased to hear about the library’s ability to piggyback off LiLI databases to get more bang from their library budget.

Next stop was Grangeville Centennial Library. Director Rebekah Hosman wore many hats as she gave a tour—also greeting library users at the door and answering the phone in the busy library. The Commissioners enjoyed hearing about the library’s community partnerships, as well as the many services provided to the community. They also enjoyed the children’s library space and seeing the colorful “storybook” quilts donated by the local quilters.

At Grangeville Elementary/Middle School Library, Principal Alica Holthaus welcomed the Commissioners and escorted them to the library. District Librarian Lynn Johnson and School Librarian Kelly Blair explained that, with 500 students, the library has 26-28 half-hour class visits per week. The Commissioners were impressed with the collaboration between the school library and ICfL, and were very interested to hear about the library’s participation in ICfL’s Read to Me mini-grant project and the circulation of new books.

The Nezperce library opened on a scheduled closed day and invited the public for the Board’s visit. Branch Supervisor Sharon Harris, trustees, and enthusiastic community members turned out to help showcase the library—which is less than four years old—and share stories about the many services the library provides. The library receives much community support and acknowledges donors of \$1,000 or more by displaying their family profiles.

*continued on page 3*



On Friday, before their board meeting in a conference room at the new Lewiston City Library, the Commissioners were treated to a tour. Director Alexa Eccles and Community Services Librarian Heather Stout explained how the former hardware and furniture store was transformed into the bright and welcoming library—retaining original features such as 100+ year-old red fir floors, tongue-and-groove ceiling, and brick walls, while

adding a soundproof teen space, moveable bookshelves, and beckoning reading areas. The Commissioners were pleased to hear about the recognition by the area businesses that the library is revitalizing the downtown area.

The annual fall tour of libraries is a highlight for the Commissioners. They enjoy getting out to visit libraries and staff and are always pleased to see the use of technology and the

**Board Tour** *cont'd from pg 2*  
online resources that are available statewide through the Commission, including the Lili.org databases and LearningExpress Library. And, they continue to be impressed with the collaboration between school and public libraries, and with libraries and their communities.

See photos of the board tour at [www.flickr.com/photos/icflphotos/sets/72157637205153144/](http://www.flickr.com/photos/icflphotos/sets/72157637205153144/).

### 2013 “What a Deal” Idaho Tax Credit Fact Sheet Available

The “What a Deal” Idaho Tax Credit fact sheet for 2013, designed to help you promote donations to your public or district library is available on the Idaho Commission for Libraries website at

<http://libraries.idaho.gov/page/public-library-contribution-tax-credit>. The credit is limited to the smallest of one-half of the amount contributed, 50% of the individual’s income tax, or \$500 (\$1,000 on a joint return).

To receive a deduction for 2013, individuals or corporations must donate to the library by December 31, 2013. If you have questions, check with your accountant or the Idaho State Tax Commission for complete information.

### 2013 Law Manual Now Online

The latest edition of Idaho Library Laws is now online as a PDF at <http://libraries.idaho.gov/node/9175>. This version updates any changes that were made to Idaho Code during the 2013 legislative session.

The paper version of Idaho Library Laws will not be reprinted at this time. If you have any question about the currency of a particular statute, check the online manual or go to Idaho Statutes at

[www.legislature.idaho.gov/idstat/TOC/IDStatutesTOC.htm](http://www.legislature.idaho.gov/idstat/TOC/IDStatutesTOC.htm) for the most recent version.

If you have questions, contact your area field consultant.

### Proposed Legislation Regarding Idaho Code 33-2606

Idaho Commission for Libraries (ICfL) has received permission to proceed with legislation that will change an incorrect citation in city library law, 33-2606. BOARD OF TRUSTEES -- MEETINGS. That section of code currently reads: “....All library board meetings are to be held pursuant to the open meeting law, sections 67-2340

through 67-2344, Idaho Code.” The only thing that this legislation will change is the citation on open meeting law. The final sentence should read: “All library board meetings are to be held pursuant to the open meeting law, sections 67-2340 through 67-2347, Idaho Code.” See Idaho Code Title 67, Chapter 23 for

any questions on the open meeting law citation, and please contact your area field consultant with any questions or concerns.

Even though current code 33-2606 does not include a correct citation on the open meeting law, libraries still must follow 67-2340 through 67-2347.

## Customer Service—A Skill or a Culture?

by Shirley Biladeau, continuing education consultant

Let's explore the question "Is customer service a skill to hire for—or is it a workplace culture?"

### A Skill

Perhaps the title of this section should be "Can customer service be learned or is it a natural ability?" In researching this topic, one can find various lists of customer service skills every library director, trustee, and employee needs. Here is a short list of skills/abilities anyone who works with the public should have. In the library, that includes the director, trustees, and all staff [accessed October 15, 2013 at [www.helpscout.net/blog/customer-service-skills/](http://www.helpscout.net/blog/customer-service-skills/)]:

- Patience
- Attentiveness
- Willingness to learn
- Clear communication skills
- Ability to listen
- Ability to ask questions

Of course, this list can be augmented with other soft skills. The reality, though, is that customer service stems from an individual's attitude at the point of contact with the customer. Back to the question "Can customer service skills be learned?" Yes, a willing learner can change and create new skills. Now the question becomes "Am I willing to change to improve my customer service skills?"

### A Workplace Culture

To provide excellent customer service, there must be:

1. A positive work environment to enable staff to serve the customer.
2. A customer service policy in

place and posted in the library and on your website.

3. An annual staff review that includes customer service competencies.

In public libraries, this process begins with the trustees and library director. Here are resources to explore:

- "Eight Keys to Creating a Customer Service Work Culture" from Inc. at [www.inc.com/articles/2000/08/20028.html](http://www.inc.com/articles/2000/08/20028.html).
- "Creating a Customer Service Culture" by Debra Templar at [www.slideshare.net/DebraTemplar/creating-a-customer-service-culture](http://www.slideshare.net/DebraTemplar/creating-a-customer-service-culture).
- "Tony Hsieh, Zappos, and the Art of Great Company Culture" <http://blog.kissmetrics.com/zappos-art-of-culture/>.

While customer service is a skill that can be learned by any willing individual, for customer service to flourish it must be nourished by a supportive workplace culture. As a library director or trustee, you can provide leadership, keeping customer service at the forefront of everyday activity. What will

be your first step in creating a customer service friendly culture in your library? Perhaps it might be what Anne Hankins at the Kuna Library District has done. The photo below shows the motto that employees see every time they step behind the information counter: "Patrons are the REASON not the interruption!"

Here are some upcoming WebJunction webinars to attend and/or review the archives:

- "Grace Under Pressure: Tips and Tricks to Cultivate a Positive Approach" Archive at [www.webjunction.org/events/webjunction/Grace\\_Under\\_Pressure.html](http://www.webjunction.org/events/webjunction/Grace_Under_Pressure.html)
- "Extreme Customer Service, Every Time" Thursday, December 12, 2013 2:00 p.m. Eastern / 11:00 a.m. Pacific Registration at [www.webjunction.org/events/webjunction/Extreme\\_Customer\\_Service\\_Every\\_Time.html](http://www.webjunction.org/events/webjunction/Extreme_Customer_Service_Every_Time.html)

Next time we will explore the concepts of Internal and External Customer Service.



Kuna Library District has a philosophy that employees are reminded of every time they step behind the information counter: "Patrons are the REASON not the interruption!"



## Health Literacy Resources—Your Health Idaho

Your Health Idaho, Idaho’s official Health Insurance Marketplace, is a new resource for Idahoans. It has resources available to guide people through the marketplace, including the Consumer Connector program with nearly 700 trained agents, brokers, and In-Person Assisters. Public libraries might consider the following ways to connect their communities to vital health insurance resources:

- Providing access to online or printed materials to help guide individuals through the website. At [www.yourhealthidaho.org](http://www.yourhealthidaho.org), information

and sample fact sheets are available for individuals, families, and small businesses.

- Helping library users access Consumer Connectors, who are trained by Your Health Idaho experts to help individuals understand the available options. Recommendations on purchasing a plan will come from an agent or broker who is licensed and regulated by Idaho’s Department of Insurance. See [www.yourhealthidaho.org/additional-resources/consumer-connectors/](http://www.yourhealthidaho.org/additional-resources/consumer-connectors/).

Your Health Idaho In-Person Assisters are encouraged to facilitate community presentations. If your library is interested in hosting an event or providing printed resources, please contact Your Health Idaho at [info@yourhealthidaho.org](mailto:info@yourhealthidaho.org). Or contact Delfina Krakau at [delfin Krakau@gmail.com](mailto:delfin Krakau@gmail.com) or 208-336-1986.

View an archive of the Idaho Commission for Libraries’ Info2Go! Healthcare Literacy webinar, with Your Health Idaho staff, at <http://libraries.idaho.gov/freetraining#INFO>.

## LearningExpress Library Contract Extended by Gina Persichini, networking consultant

The subscription to LearningExpress Library (LEL) has been extended through June 30, 2014. The Idaho library community pulled together to keep this valuable tool available to Idahoans through the remainder of the fiscal year when we were in danger of losing access. Please thank the organizations listed below for the continued access to LEL:

- Aberdeen District Library
- Ada Community Library
- Boise Basin Library District
- Boundary County Library District
- Buhl Public Library
- Burley Public Library
- Caldwell Public Library
- Camas County Public Library
- Cambridge Community Library
- Coeur d’Alene Public Library
- College of Southern Idaho
- Community Library Network
- DeMary Memorial Library (Rupert)
- Eagle Public Library
- East Bonner County Library District
- Garden City Library

- Hailey Public Library
- Idaho Falls Public Library
- Idaho State University
- Jerome Public Library
- Kuna Library District
- Larsen-Sant Library (Franklin County)
- Leadore Community Library
- Lewis Clark State College
- Lewiston City Library
- Lost Rivers Library District
- Mackay Library District
- Marshall Public Library
- McCall Public Library
- Meridian District Library
- Mountain Home Public Library
- Nampa Public Library
- Portneuf District Library (Chubbuck)
- Rockland School/Community Library
- Salmon Public Library (Lemhi County)
- St. Maries Public Library
- Stanley Community Public Library
- The Community Library (Ketchum)

- Twin Falls Public Library
- University of Idaho
- Valley Mountain Library Consortium

### What can libraries do next?

LearningExpress Library is a valuable investment and Idahoans should have an opportunity to take advantage of high-quality tools available to them. From 4th-grade grammar skills and college entrance exams to professional certifications and software tutorials; LearningExpress has something for everyone.

- Use it
- Promote it in your community (order free promotional items at <http://libraries.idaho.gov/page/lili-promotional-materials-order-form>)
- Take a Guided Tour (at [www.learnatest.com/leliImages/flash/help/GuidedTour/index.html](http://www.learnatest.com/leliImages/flash/help/GuidedTour/index.html)) or watch a webinar (at [www.learningexpressllc.com/support/webinars/home.cfm](http://www.learningexpressllc.com/support/webinars/home.cfm)).



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**Grant Writing USA Workshops at ICfL by Kristina Taylor, grants/contracts officer**

Idaho Commission for Libraries (ICfL) recently hosted two grant workshops offered by Grant Writing USA at our Boise office. Library staff from around the state; ICfL employees; and other state, county, and city employees who work with grants were invited to attend.

In August, 34 participants learned how to write grant proposals from start to finish, how to locate and track relevant grant opportunities, and how to report on a grant's progress and impact in the Grant Writing Workshop.

In September, 14 participants attended the Grant Management Workshop and learned how to manage federal, state, and local

government grants in accordance with laws and mandatory compliance guidelines. In addition, participants in this workshop learned how to navigate the numerous and diverse federal grant websites in this complicated field of grant work.

Through ICfL's Continuing Education (CE) Grants Program, six libraries were offered CE Grants to offset the majority of the costs required to attend these workshops. When asked about their workshop experience, participants said:

- "I learned how to get started in the grant process and was introduced to incredible resources for finding funding."
- "At this point, I feel confident

that I have the skills to search out and apply for grant funds."

Overall, the workshops offered by Grant Writing USA and hosted by ICfL were a success and helped meet the need for grant training in the library community, as well as for state and local government entities.

ICfL plans to host grant workshops by Grant Writing USA in 2014 and will announce this opportunity through the LibIdaho listserv when details are available. If you would like to receive a personalized email regarding this opportunity, please email me at [kristina.taylor@libraries.idaho.gov](mailto:kristina.taylor@libraries.idaho.gov).