

THE Envoy

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What's Happening at ICfL

Staff at the Idaho Commission for Libraries (ICfL) is off to a busy start in 2014, presenting to Idaho Legislative Committees such as the Joint Finance-Appropriations Committee (JFAC) and the House and Senate Education Committees, participating in national initiatives, and shepherding ongoing projects.

State Librarian Ann Joslin continues to serve as President of Chief Officers of State Library Agencies (COSLA). Networking consultant Gina Persichini was recently elected by the American Library Association (ALA) Council to the ALA Executive Board for a three-year term from July 2014 through June 2017. Project coordinator Erica Compton

has been making national and international presentations about Idaho's "Make It at the Library" project, most recently at the Institute of Museum and Library Service (IMLS) 2014 WebWise Conference in Baltimore. New web developer Edgar Correa joined the staff in early January. Correa, who graduated from Nampa High and attended Boise State University, has been in the web development world since 2001.

Routes to Reading: Year two of our three-year "Grade-Level Reading" grant project is underway. An evaluation and an interim report from the first year are posted on the Read to Me Resource web page. The Read to Me Annual Meeting is March 6-7.

Bright Futures Summer Outreach Program applications for publicly-funded public libraries are open until March 20. These opportunities are designed to reach more children with summer reading programs. See more on our Summer Reading web page.

The "Make It at the Library" project is in year two. The first-year staff will serve as mentors and share best practices to help replicate the project with six new libraries. Trainings will take place in February, May, and November.

Money Smart Week @ your library is April 5-12. Find more information at <http://libraries.idaho.gov/page/money-smart-week-your-library>.

Idaho Library Snapshot Day will take place during National Library Week, April 13-19. Watch for information on the LibIdaho listserv in the coming weeks on how your library can participate.

Many **Continuing Education** webinars, courses, and workshops are available. Check out <http://libraries.idaho.gov/freetraining>.

The **OCLC interlibrary loan (ILL) system** is changing. All libraries with OCLC accounts need to be using the new platform by April 2014.

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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
- Gina Persichini, networking consultant
- Jan Wall, northern Idaho library consultant
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- 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

LearningExpress Library 3.0 and GED® Content Available

Thanks to the commitment of 41 Idaho libraries, the current LearningExpress Library (LEL) subscription is in place through June 30, 2014. The Governor recommended ongoing funding for the LEL statewide license. The status of continuing the subscription will be determined as the Joint Finance-Appropriations Committee (JFAC) and the full legislature work through the budget process this legislative session.

New platform

LEL underwent an interface change late last year. Because the new GED® test preparation materials were added to the LearningExpress Library 3.0 platform in January, Idaho Commission for Libraries introduced the new platform now, to tie in with that content. The old interface will be accessible through the academic year.

Getting there

The links on <http://lili.org/> were updated to provide access to the new LearningExpress Library 3.0 interface and take the user to a splash page with three options:

- *The old interface:* Use the “Click here” link on the bottom, center of the page to complete already-in-progress tests/courses.
- *Registration for new interface:* Use the “REGISTER” button. All users have to create a new login for the new interface. The new login is the user’s email address.
- *The new interface:* Use the “LearningExpress Library 3.0” image after a login has been created.

This LEL splash page will be available until the end of June 2014.

Content

New GED test prep materials are available in the “High School Equivalency Center” on the new LearningExpress Library 3.0 platform, including:

- An interactive tutorial introduction to the computer-based 2014 GED test.
- Diagnostic tests for patrons to determine their readiness to take the GED test.
- Basic skills practice and skill-building tutorials in reading, writing, math, grammar, vocabulary, and spelling.
- Full-length practice tests in each of the GED test subject areas, with detailed diagnostic scoring and full answer explanations.

Popular Software Tutorials are still a part of the Idaho subscription. Later this year, tutorials for 2013 Microsoft Office products will be added to LEL.

In the updated interface, the learning centers were reorganized to better group the content. So, there will be changes to the location of some tools.

Training

We have not scheduled real-time training yet, but encourage libraries to use the videos available at www.learningexpresshub.com/learningexpresslibrary/user-guides/full-length-video to get to know the new interface.



Retirements at the Eastern Field Office by Marjorie Hooper, Associate State Librarian

While we at the Idaho Commission for Libraries (ICfL) may be sad as Frank Nelson and Debby Wylie leave us after so many years, we wish them nothing but the best as they enter this new phase of life: Retirement!!

I know all the public libraries will join with me in thanking Nelson and Wylie for their untiring work with the annual data collection. Their collective skills and knowledge make them a hard act for anyone to follow.

During his 25 years of dedication as the eastern Idaho area field consultant, Nelson has covered the

gamut of questions and situations for libraries. He has helped many libraries through grant applications, districting projects, building programs, budget development, board orientation sessions, and new library directors while conducting thousands of site visits and meetings—just to name a few of his activities. He has celebrated their victories and supported them through many a crisis. He will be missed.

Even though there will be no staff at the Eastern Field Office (EFO) for awhile, ICfL will continue to provide consulting services. We are asking anyone in the EFO

area to call the Boise office for service. If you are already working with someone on a project, please continue as is. If something comes up that would have meant a call to Nelson, please contact me using any of the following methods:

- Boise Office number – 208.334.2150
- Boise Toll-free number – 208.458.3271
- My email – marj.hooper@libraries.idaho.gov

The job announcement for the consultant’s position for eastern Idaho will be out within the next couple of weeks. We will fill the position as soon as we can.

Extreme Customer Service by Shirley Biladeau, Continuing Education Consultant

Gretchen Caserotti, Director, Meridian Library District, provided valuable guidance for library staff looking to enhance customer service in a WebJunction webinar called *Extreme Customer Service, Every Time*. Sharing insights from her own work in library service, as well as knowledge gleaned from best practices in the private sector, Gretchen’s presentation emphasized that library staff hold the key to turning excellent customer service from a talking point into a reality of library practice. Key points included the

following:

- Library patrons know good customer service.
- Extreme customer service is a culture, not a checklist.
- Trust must be built between library staff and library leadership, to quickly find resolutions to internal issues that may impact patrons.
- Strategic thinking at all levels is necessary to provide creative solutions to pressing patron issues that may not fall within established library protocol.
- There is no script for extreme customer service.

- The answer is yes. Now, what’s the question?

The webinar archive page lists a number of sources from professional literature that were shared to emphasize each of these areas of customer service. For slides, a chat transcript, and the complete archived webinar, go to www.webjunction.org/events/webjunction/Extreme_Customer_Service_Every_Time.html.

Adapted from WebJunction ~ www.webjunction.org/news/webjunction/delivering-extreme-customer-service-from-the-inside-out.html.

USDA Rural Development Grants and Loans Available for Small, Rural Libraries

The United States Department of Agriculture Rural Development Program has funds in the form of loans and grants available for the development of essential public community facilities in the most financially needy rural

communities with a population of up to 20,000. This round of funding will focus on assisting public libraries in our small, rural communities of Idaho. For more information about the Community Facilities Direct

Loans and Grants, plus the “Know your Farmer, Know Your Food” program, check out <http://libraries.idaho.gov/blogs/shirley-biladeau/usda-rural-development-grants-and-loans-available-small-rural-libraries>.

SPLAT Corner: ICfL’s Gizmo Garage – Closing the Digital Divide, One Device at a Time
By Jezmyne Dene, Director, Portneuf District Library, Chubbuck, ID

Saturday, January 6 from 3-5 p.m. we maxed out our fire code capacity in the Idaho Room as we held Portneuf Library’s first Gizmo Garage. The Gizmo Garage is an Idaho Commission for Libraries (ICfL) initiative. There are four Garages throughout the state containing eReaders, tablet computers, and other tech goodies. These Garages are shared with libraries for the purpose of staff training and development and training and service to the public. The Portneuf Library was a lucky recipient of one Garage.

Upon first receiving the Gizmo Garage from ICfL in October, Portneuf Library staff checked out the assortment of tablets and eReaders for a few weeks. Each staff member was expected to play with the device checked out to them, adding apps and connecting it to library materials, in order to learn how the device worked and interfaced with library digital content. After a few weeks, the staff exchanged devices and tried something new. As a result, the majority of the Portneuf Library staff became well acquainted with the operating systems of

different devices and established an understanding of how these things connect to library materials. The Portneuf Library, in cooperation with the other Library Consortium of Eastern Idaho (LCEI) libraries, buys 3M eBooks, and independently subscribes to audiobooks through OneClickDigital and movies, TV shows, audiobooks, and music albums through Hoopla. These things are app based, but also accommodate viewing/listening on computers. In order to provide excellent customer service to library users, the Portneuf Library staff needed to learn how to connect these apps on many different devices. The ICfL’s Gizmo Garage enabled the library staff to master these skills with little cost to the library itself.

The library’s first Gizmo Garage event was tremendous. Three library staff members helped twelve adults who attended the class. Eleven of the adults brought their own devices they’d received at Christmas, needing to learn how to use the devices and wanting to connect it to library digital

materials. One attendee wanted to play with the devices provided by ICfL in the Gizmo Garage, as she was uncertain which kind of tablet she wanted to purchase. The event was very busy as the library staff members helped the users learn how to create accounts, set up settings, download apps, connect emails, and link to library holdings. iOS, Android, and Nook operating systems were brought in by attendees, and all devices left with access to eBooks and audiobooks. The library staff was well equipped to answer questions and assist the attendees because of their experiences learning how to use the devices on loan in the Gizmo Garage. The event was a huge success, and future classes were requested.

The Gizmo Garages are in your area! North Idaho, Boise, Magic Valley, and SE Idaho all have Garages, maintained by your SPLAT members. Ask your nearby SPLAT member to host a Gizmo Garage at your library today!

The Gizmo Garages are made possible in part by the U.S. Institute of Museum and Library Services.

Upcoming Celebration Weeks and National Library Events

Teen Tech Week, March 9–15, encourages teens to use libraries’ non-print resources and to recognize that librarians are qualified, trusted professionals in the field of information technology.
Money Smart Week®, April 5–12, promotes personal financial literacy. Libraries partner with community groups, government agencies,

educational organizations, and other financial experts to help consumers learn better personal finance management.

National Library Week, April 13–19, celebrates libraries and librarians and promotes library use and support. Idaho libraries can also participate in Idaho Library Snapshot Day this week.

National Library Workers Day, April 15, recognizes all library workers, including librarians, support staff, and others who make library service possible every day. Visit <http://ala-apa.org/nlwd/> to “Submit a Star” from your library and find other ways to celebrate. See more events at www.ala.org/conferencesevents/celebrationweeks.



SWIM Graduates: Where are They Now?

In 2010, four states—South Dakota, Wyoming, Idaho, and Montana (SWIM)—collaborated to provide scholarships for librarians and library media specialists through the SWIM Regional Collaborative Library Education Project. The project was funded through a grant from the Institute of Museum and Library Services (IMLS) Laura Bush 21st Century Librarian Program. Scholarship recipients received financial support and the opportunity to earn an American Library Association-accredited Masters of Library and Information Science (MLIS) or a School Library Media Endorsement. After two years of dedication and hard work, the SWIM cohort graduated in August 2012. Here's a look at what some of these librarians are doing today. Look for more stories in upcoming Envoy newsletters.

Megan Egbert, Youth Service Manager, Meridian Library District, oversees eight youth services staff and all youth services programs, oversees ordering for the youth services collection, and represents the library in the community for opportunities relevant to 0-18 year olds and parents. She's in the same position as before earning her MLIS, and "still loving it." Long-term, Egbert would like to be a director some day or write children's books, or possibly both.

Sonja Humphries, School Librarian/Media Specialist, Jerome High School, trains and manages kid clerks/volunteers, acquires materials that support

curriculum, manages budget and library materials, collaborates with teachers and administrators, supports students and staff with computers/digital resources, participates in instructional training and school committees, provides counsel and instruction for advisory students, and assists students in locating online resources. Long-term, Humphries is looking at retirement in 10-15 years, but in the meantime, is considering a certificate in Education-Literacy, or Early Childhood Studies, or Teacher Consultant.

Thomas Ivie, Digital Initiatives Librarian, Wyoming State Library, left his library paraprofessional position of over 15 years at the University of Idaho College of Law Library for a professional librarian position at the Wyoming State Library. In his previous position he worked in serials and government documents. Now he manages the Wyoming Newspaper Project. This includes identifying partnerships with individuals and organizations that have historic Wyoming newspapers, contracting the digitization of newspapers, responding to user questions, marketing the resource, and participating in planning to deliver continuing quality services and resources to library workers statewide. Long-term, Ivie wants to be a sponge and soak up all the knowledge he can and learn as much as he can from other leaders. He aspires to be one of those leaders someday.

Beth Swenson, Outreach Librarian, Twin Falls Public Library, was previously a reference librarian. Since earning her MLIS, she became the Outreach Librarian for the Twin Falls Public Library, which is an entirely new position for the library. She handles outreach responsibilities for the library, including partnering with any local agencies, and any presentations at service groups or clubs. Currently, her main duties are involved with the library's bookmobile, scheduling bookmobile stops, driving the bookmobile a majority of the time, and producing any promotional materials. She has also gotten quite good at writing press releases. Since she is the first one to do this particular job, she had to figure out a lot of things; she appreciates her six years of experience as a reference librarian and "incredibly patient" coworkers. Long-term, Swenson would ultimately love to work in an archive or do research in archives for PBS or History Channel documentaries. Until then, she is very content in providing services to those who may have a hard time getting to the library.

Jessica Tueller, Reference Librarian, Twin Falls Public Library, moved from being the Youth Services Assistant to reference in the adult section of the library, where she does reference, collection development, weeding, programming, supervisory duties, patron assistance, and education. Long-term, Tueller would like to continue to learn more about different aspects of the library and the information world in general.

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SWIM *continued from page 5*

SWIM librarians were asked if they recommend an MLIS, drawing a variety of responses:

- “It depends on a person’s reasons for getting one. I think there are valuable things that can be learned during an MLIS program, but I also think if someone is a curious learner they can gain skills and experience in a variety of formats.”
- “Absolutely YES! An MLIS is such a marketable degree! There are so many options for employment: music industry, museums, special collection libraries, health facilities, technology/software corporations, toy companies, parks & recreation facilities, government offices, schools, public libraries, universities, and other educational facilities.”

- “Whether or not to pursue a Master’s degree is a very personal decision. For myself, it was necessary in order to advance my library career. The decision depends on your career goals. You have to want it and be committed to it. Otherwise, it isn’t worth doing. More than that, though, you have to be aware of and weigh the sacrifices involved in pursuing the degree—like less time with family and friends, the financial cost, and the overall stress of it all. For an older, non-traditional student like myself, it requires a complicated balancing act of life, family, work, and school. For me, it was worth it.”
- “Before I had an MLIS, I didn’t see the point of it. I was doing the exact things that my MLIS coworkers

were doing, and it seemed like a lot of work (it was). However, after obtaining one, I wholeheartedly encourage getting it. It will open new doors for me and allow me mobility if I choose to look for a different position. Also, it never hurts to have a little more training in my field of choice.”

- “I would recommend getting a MLIS if someone is interested in library work or the information field.”

Congratulations to these SWIM graduates for all of their hard work and achievements, and many thanks to them for their dedication to improving library services in Idaho, and now in Wyoming as well.