Idaho Commission for Libraries

THE Nexus

IDAHO LIBRARY COMMUNITY

State Librarian Ann Joslin

What's Happening at ICfL

Staff at the Idaho Commission for Libraries (ICfl) is off to a busy start in 2014, attending the American Library Association Midwinter Meeting, preparing for the Commission's February 7 budget hearing before the Joint Finance-Appropriations Committee (JFAC), participating in national initiatives, and shepherding ongoing projects.

- **Routes to Reading:** We're beginning year two of our three-year "Grade-Level Reading" grant project. An evaluation and an interim report from the first year are posted on the Read to Me Resource Page. In the first year, we sent 313 Books to Go bins containing over 32,000 high-quality books to 58 libraries which, working with 154 local partners, made them available to over 7,000 Idaho children. Find more report highlights in The Scoop, January 9 and more information about the project here.
- Upcoming **Read to Me trainings** include a Read to Me 101 Webinar on February 5 and the Read to Me Annual Meeting March 6-7.
- **Bright Futures Summer Outreach Program application** for publicly-funded public libraries is open until March 20. These opportunities are designed to reach more children with summer reading programs, especially those considered "underserved." See more about Bright Futures and register here.
- The **Make It at the Library** pilot 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.
- **MoneySmart Week @ your library** is April 5-12. ICfL will provide bookmarks and two posters to public, school, or academic libraries to help promote their Money Smart events. Find more information and register here.
- **Idaho Library Snapshot Day** will take place during National Library Week, April 13-19. Watch for information on LibIdaho in the coming weeks on how to participate.
- Many **Continuing Education** opportunities are available in 2014, including Info2Go, other webinars, and workshops. Check out the ICfL Free Training page. School librarians will also want to see libraries.idaho.gov/page/continuing-your-education.
- The **OCLC interlibrary loan (ILL**) system is changing, with a new interface called OCLC WorldShare ILL. All libraries with OCLC accounts need to be using the new platform by April 2014. See more here.

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LearningExpress Library 3.0 and GED® Content Now Available

Thanks to the commitment of 41 Idaho libraries, the current LearningExpress Library (LEL) subscription is in place through June 30, 2014. The Governor has 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 during January, February, and March.

LEL underwent an interface change late last year. Because the new GED preparation materials are being added to the LearningExpress 3.0 platform in late January, Idaho Commission for Libraries is introducing the new LearningExpress Library 3.0 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/ have been updated to provide access to the new LearningExpress Library 3.0 interface. The links take the user to a splash page with three options:

1. Go to the old interface to complete already-in-progress tests and courses. It is the "CLICK HERE" link in the bottom, center of the page.
2. REGISTER for the new interface. All users will have to create a new login for the new interface. The new login is the user's email address.
3. Go directly to LearningExpress 3.0. Do this if you already have a login to the new interface by clicking on the LearningExpress Library 3.0 image.

This LEL splash page will be available until the end of June 2014. We will be able to see how many users are accessing through the old and new sites. If we notice that users are no longer accessing the old interface, we may change this date.

Content
- New GED® test prep materials are available in the High School Equivalency Center on the new LearningExpress Library v3.0 platform. Full-length practice tests in each of the GED® test subject areas with detailed diagnostic scoring and full answer explanations are available on the LearningExpress Library v3.0 platform as of January 28. While some materials including tutorials and Spanish language versions of the test are in production, the following GED® test-related content is now available:
  - An interactive tutorial introduction to the computer-based 2014 GED® test.
  - Diagnostic tests for patrons to determine their readiness to take the GED® test.
  - Pre-GED® test basic skills practice and skill building tutorials in reading, writing, math, grammar, vocabulary, and spelling.
  - Download a PDF flyer about the LEL GED® test preparation materials here.
- Later this year, tutorials for 2013 Microsoft Office products will be added to LEL.
- Popular Software Tutorials are still a part of the Idaho subscription.
- In the updated interface, the learning centers have been reorganized to better group the content. So, there will be changes to the location of some tools.

Training
We have not yet scheduled real-time training, but encourage you to make use of the videos (full length and clips) available at www.learningexpresshub.com/learningexpresslibrary/user-guides/full-length-video to get to know the new interface.

Library News From Around the State

Find out what is happening in Idaho libraries. Do you have news about your library that you'd like to share in an upcoming Nexus e-newsletter? Please let Teresa Lipus know at teresa.lipus@libraries.idaho.gov.

Ada Community Library marked 25 years in the Victory location with an open house on Thursday, January 23. Refreshments were served and activities included a "fashion show" of materials published or released in 1989, "Gadget Garage" demonstrations of current library technologies including their new 3-D printer, remarks by Ada Community Library founders, and 80s music played by students of Boise Rock School.

Ada Community's Star Branch, which opened in the Star Senior Center in January of 1989, celebrated on Saturday, January 25 with an open house and "Fun With Math and Science" activities.

Blackfoot Public Library's new director is Lisa Harral.

Challis Public Library joined the Library Consortium of Eastern Idaho.

Idaho Community Foundation Grant Recipients (http://www.idcomfdn.org/)

   American Falls District Library - $2,000 to set up e-books, purchase four types of e-readers for patrons to use in the library, and train employees on the e-readers so they can offer advice and help to patrons.

   Bear Lake County Library District - $3,000 to build a keyword searchable database of historic newspapers (1880 to present).

   Camas County School District – $2,500 to help purchase equipment and furnishings required for a library renovation project.

   Collister Elementary School (Boise) – $2,000 to buy current non-fiction (science and history) books for the library and seating needed to enjoy them.

   Dora Erickson Elementary School (Idaho Falls) - $1,000 to buy non-fiction library books.

   Garden Valley District Library – $2,000 to purchase slat wall end panels and canopy tops for metal shelves to be used for displays.

   Hailey Public Library – $1,620 to purchase an all-in-one color printer with scanning, faxing, and Wi-Fi capability for library patrons.

   Hazel Stuart Elementary School (Shelley) - $1,000 to purchase books and audio books for the school library.

   Larsen-Sant Public Library (Preston)- $3,000 to digitize back issues of the local newspaper, *The Preston Citizen.*

   Library Consortium of Eastern Idaho (LCEI)- $4,000 to purchase digital books for the consortium E-Book Project.

   North Bingham County District Library (Shelley) - $1,000 to buy hardwood blocks to help children develop skills in math, science, literacy, and communication.

   Shoshone Public Library – $2,000 to provide a broader selection of audio books on CDs for library patrons.

   Soda Springs Public Library - $1,000 to purchase devices to be used in training programs sponsored by the library to teach digital literacy.

   Valley Mountain Library Consortium – $1,250 to purchase digital projectors, laptop computers, and projector screens for library programming.

Ririe Public Library: Ririe Middle School Students in Ken Craner's class awarded $1,000 to the Ririe City Public Library as part of *CenturyLink, Inc.'s Middle School Philanthropy Program*. Students at 10 middle schools across the state were given the opportunity to distribute $3,000 per school among local nonprofits impacting their particular community and the Ririe students selected their public library as one of the recipients.

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

Saturday, January 6 from 3-5 p.m. maxed out our fire code capacity in our 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 connected 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 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!

See more about Portneuf Library's Gizmo Garage in the Idaho State Journal at www.idahostatejournal.com/members/ keeping-up-with-technology-at-portneuf-district-library-s-gizmo/article_2251ca8a-791a-11e3-a880- 001a4bcf887a.html.

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

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 on 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 Extreme Customer Service, Every Time.

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

ICfL Welcomes New Web Developer

Idaho Commission for Libraries (ICfL) begins the new year with a new web developer, welcoming Edgar Correa in early January. Correa, who graduated from Nampa High and attended Boise State University, has been in the web development world since 2001 when he joined HP as a contractor doing web support for a group of internal and external websites. From there he worked for State agencies, as well as private companies such as Idaho Power. With more than 10 years experience in the web world, Correa has worked on several projects from small websites to full web applications, social media marketing and application development, and mobile web and app development. This background will come in quite handy with current and future projects at the Commission.

Correa had heard good things about the Commission and thought he could make a difference here, using his skills to help promote the many programs and services that ICfL and Idaho libraries provide. He can use his experience in social media marketing to help ICfL create social network campaigns to get the word out, giving the community another channel to learn more about the tools and resources available to them.

Correa has lived in Nampa since 1990 when his family migrated from Mexico. Along with his wife, two kids, and their dog (who, he claims, runs the house), he likes to travel and enjoy the outdoors (when it's warm!) hiking through the national parks as well as Idaho's forests. He and his wife currently spend as much time as possible with the kids (now teens) before they head out to college.

We're delighted to have Correa on board. With his background, skills, and enthusiasm, he's a great addition to the Commission.

SWIM Graduates: Where are they now?

In 2010, four states—South Dakota, Wyoming, Idaho, and Montana (SWIM)—collaborated to provide education scholarships for librarians and library media specialists to work in the region's rural communities 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 the next Nexus e-newsletter.

Megan Egbert – Youth Service Manager, Meridian Library District, Meridian — oversees eight youth services staff and all youth services programs, oversees the 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."

When asked if she recommends an MLIS, Egbert says, "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."

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, Jerome—trains and manages kid clerks/volunteers, acquires materials and equipment that support curriculum, manages budget and library materials, collaborates with teachers and administrators as needed, supports students and staff with computers/digital resources, participates in instructional training and school committees, provides counsel and instruction for advisory students (homeroom) in curricular matters, communicates with parents as needed, and assists students in locating online resources for research.

When asked if she recommends an MLIS, Humphries says, "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."

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, uploading files, metadata, responding to user questions, and marketing the resource. Other responsibilities include participating in planning to deliver continuing quality services, resources, and projects to library workers statewide.

When asked if he recommends an MLIS, Ivie says, "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."

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.
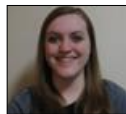
Beth Swenson - Outreach Librarian, Twin Falls Public Library, Twin Falls — was previously a reference librarian. Since earning her MLIS, she became the Outreach Librarian for the Twin Falls Public Library, which is an entirely new position for the library. She handles outreach responsibilities for the 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.

When asked if she recommends an MLIS, Swenson says, "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."

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, Twin Falls— 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.

When asked if she recommends an MLIS, Tueller says, "I would recommend getting a MLIS if someone is interested in library work or the information field."

Long-term, Tueller would like to continue to learn more about different aspects of the library and the information world in general.

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 Wyoming.

The Edge Initiative

The Edge Initiative—created with the vision that all people should have opportunities to enrich and improve their lives through open access to information and technology services provided by public libraries—was developed and tested over several years by a national coalition of leading library and local government organizations. Funded by the Bill & Melinda Gates Foundation and led by the Urban Libraries Council, the Edge is a management and leadership tool helping libraries create a path for the continuous growth and development of their public technology services.

Through a suite of tools, Edge supports libraries in making strategic decisions and identifying areas for improvement. The Edge Toolkit gives libraries a look into their local data—from operations to partnerships and programming—to assess how their community is using the technology and how best practices can be put into place to align future growth and services with community priorities. It also provides useful resources to package and showcase the data to other community leaders.

Twenty randomly selected Idaho public libraries will be part of the 2014 launch of the Edge benchmarks and toolkit, assessing and planning improvements to their technology services to better meet their community needs.

EveryoneOn.org update

On March 21, 2013 a three-year national public service campaign called EveryoneOn was launched. This campaign is run by the non-profit Connect2Compete (C2C), and is designed to promote the importance and value of digital literacy. Studies show that over 60 million Americans don't use the Internet at all. This limits access to valuable job-searching opportunities, health care information, and education resources. One of the core messages of EveryoneOn is to encourage people who are limited or non-Internet users to learn how to do "one thing better online."

Public libraries are key to the success of this effort because of the demonstrated commitment to providing free access to the Internet as well as to improving people's skills. One simple way public libraries can get involved is to update their information in the Training Locator Tool, which takes about five minutes. To update your library's information, visit the Tools & Resources section of the EveryoneOn site, and view the "Instructions for Training Locator Tool."

For more information about how libraries can be involved, visit the WebJunction blog by Kendra Morgan at www.webjunction.org/news/webjunction/everyoneon-importance-digital-literacy-skills.html. The post includes a link to a recorded webinar with an overview of EveryoneOn, as well as links to the campaign materials.