APPROVED MINUTES OF THE
IDAHO BOARD OF LIBRARY COMMISSIONERS
February 13, 2015

The Idaho Board of Library Commissioners meeting was called to order at 10:00 a.m. MST on Friday, February 13 at the Idaho Commission for Libraries (ICfL) in Boise. Participating were Dave Mecham, Chair; Sara Staub; John Held; Pat Raffee; and State Librarian Ann Joslin. Also attending the meeting were Marj Hooper, Associate State Librarian; Pam Bradshaw, Program Supervisor; Roger Dubois, Administrative Services Manager; Shirley Biladeau, Continuing Education Consultant; Baxter Andrews, Technical Records Specialist; and Teresa Lipus, Public Information Specialist, serving as recorder.

I.   **Call to Order**

   A.   **Introductions:** New ICfL employee, Baxter Andrews, was introduced to the board.

   B.   **Revisions to Agenda – none**

   C.   **Announcements – none**

II. **Approval of Minutes**

   A.   **October 10, 2014 meeting (Board Document 15-19)**

   MSC/Raffee/Staub that the minutes of the October 10, 2014 Board of Library Commissioners meeting be approved as distributed in Board Document 15-19.
   Motion unanimously carried

III. **Open Forum - None**

IV. **Legislation, Policies, Rules**

   A.   **Legislation**
   The deadline for getting bills to the Legislative Services Office (LSO) for drafting has passed and February 16 is the deadline for bills to be introduced to committees. So far no Internet filtering bills have emerged. Much legislative energy is being devoted to the Idaho Education Network (IEN) broadband contract and the future of funding broadband in Idaho schools.

   B.   **Policies – none**

   C.   **Rules – none**

V.   **Federal Funds**

A. **Finances – none**

B. **Program – none**

C. **Grants**
   1. **LSTA applications received – information item (Board Document 15-21)**
   Continuing education and staff development grants continue to be very well used – to the extent that we added limitations regarding the number of times per year an individual may apply. Many smaller libraries are now applying.

VI. **General Fund and Miscellaneous Revenue Fund**

A. **Finances**
   1. **Miscellaneous Revenue Fund Object Transfer (Board Document 15-22)**
   Smaller grant funds, Let's Talk About It matching funds from libraries, and smaller donations are put in operating in this fund so we can spend them when we get them. Based on trend data, we've requested a permanent increase in spending authority in operating in Miscellaneous Revenue as part of our FY2016 budget submission. If approved, this should minimize the need for object transfers in the Miscellaneous Revenue fund in the future. It has been ten years since we adjusted these amounts and we are looking for the right balance.

   We continue to get more and more donations. Talking Book Service (TBS) users and their families are the bulk of the donors. We set up a website "Donate" button and page through Access Idaho and can now take credit card and e-check donations online. Use is picking up and this year we had our first request to do recurring donations. We absorb the administration fees (except with recurring donations). Katy Place, our Financial Specialist, has been working with Access Idaho to make the donation page much more user-friendly.

   In answer to a question, Dubois explained that we don't accept donations for Idaho libraries because that would greatly impact our spending authority. However, we might be able to help libraries set up online donations through Access Idaho, possibly with an E-branch module.

   MSC/Held/Raffee that the FY 2015 appropriation for the miscellaneous revenue fund be adjusted by transferring up to $26,000 from trustee and benefit to operating.
   Motion unanimously carried

B. **Program – none**

C. **Grants – none**

VII. **State Librarian's Report**

A. **Operations – information item**
   **1. Staff presentation, Shirley Biladeau, Continuing Education (CE) Consultant – leadership &
   community building**
   Biladeau handed out the *Alternative Basic Library Education* (ABLE) and *Supplemental Alternative Basic
   Library Education* (SABLE) brochures; a *Continuing Education Resource Guide*; the *Continuing Education
   2015* schedule; and the three *Continuing Education Grants* brochures—for trustees, library directors,
   and library staff.

   Created in 1998, ABLE and SABLE courses are designed for staff members who have no formal library
   training. We updated ABLE and are in the process of updating SABLE. Users get a certificate after
   completing the courses and filling out a survey. So far, 5,000 certificates have been issued in 32
   countries. It is widely acclaimed: other state libraries and even colleges are using the courses. A user in
   Australia was so happy with the courses that she sent us a $400 donation after receiving her completion
   certificate.

   The *Continuing Education 2015* **brochure** highlights an annual calendar of training events throughout
   the year. Anyone, including ICfL Commissioners, can access Info2Go listed in the brochure without pre-
   registering. Archives are available to all as well.

   LiLAC is the Library Leadership Advisory Committee established through a joint effort by ICfL and the
   Idaho Library Association (ILA) to develop a culture of leadership within the Idaho library community. It's
   a statewide effort that grew out of the Leadership Training Needs Assessment Summit held in the spring
   of 2014. LiLAC is an enthusiastic, high-energy group representing all levels from within the library
   community and different types of libraries. The three *Continuing Education Grants* brochures for
   trustees, library directors, and library staff were developed from this effort to get the word out about
   available CE opportunities and grants. Three groups also emerged from LiLAC: 1) Read2Lead, which will
   head a library community reading on leadership, 2) Mentoring, and 3) Leadership Development, which
   will hold a workshop at the 2015 ILA Annual Conference. LiLAC produces a quarterly newsletter and
   maintains a webpage on the ILA website with leadership development opportunities. One missing link at
   the current time is a trustee from the Idaho library community. We want their voice. Commissioner Sara
   Staub expressed an interest and other Commissioners will contact Biladeau with recommendations.

   Libraries Building Community Summit (formerly Community Building Summit) evolved from the 2013
   Libraries Building Community summit with Rich Harwood, Founder and President of The Harwood
   Institute. ICfL engaged Pat Wagner, who originally was a community planner, and brought together
   library teams (director, staff, trustees, community members) who then focused on project management
   and implementation. The first year included Eagle, East Bonner, Lewiston, Meridian, and Portneuf
   libraries. They developed a timeline, audience, benchmarks, and marketing ideas and followed up with
   check-ins and a report out. Great results include Eagle's "ah-hah moment" about the people they serve
   and the demographic they were not reaching; East Bonner's purchase of new property for a creative
   space; Lewiston's building of connections with community businesses; Meridian's community read; and

Portneuf's upcoming Make-It Palooza with area libraries. We plan to work with five libraries per year to create a community-building culture across the state.

Customer Service Training in the Prairie River Library District (Lewis and Nez Perce counties) was very successful. Director Claudia Jones brought staff together for daylong training; Dian Scott, ICfL Office Services Supervisor, did a "True Colors" personality/communication workshop and Biladeau supplemented in the afternoon with basic customer service communication skills. Staff viewed Web Junction training on working with difficult people ahead of time and were given other online tools for follow-up training. We've received some fabulous stories from this project. A staff member made a connection with a disabled homeless woman, learned her story, and connected her with much-needed services. Another staff member was able to deal with a chronically difficult patron; other patrons who witnessed the interaction complimented her skills. The training was a self-confidence builder and helped staff successfully approach people who were previously found to be intimidating.

Joslin added that a meta-analysis of Idaho Rural Partnership (IRP) Community Reviews since 2000 reveals valuable data about the role that public libraries play today. Libraries consistently ranked as highly-valued in the community, second only to the Fire Department. Biladeau and Lipus are following up with five highly-ranked libraries to find out what they think contributes to their success. This information will be shared widely and will most likely be on the agenda of the Idaho Economic Development Association 2015 Spring Conference in Lewiston, along with other findings from the meta-analysis. We continue to take advantage of "the right opportunities," and this also ties in with our 3rd strategic issue that libraries are valued community anchors.

B. **Management Team members' reports**
Dubois:
- Finances and programs are doing well; we just did our mid-year review and we are on track with our budget. We balance every month. We do a "mid-year scrub" before we set the following fiscal year budget. The scrub helps staff members who manage budgets keep on top of what they are spending, and whether they have extra money or they are on track to spend more than they had originally budgeted. We redistribute funds after the scrub and that puts everyone back in the black. This also helps us track if programs are growing and whether we need to reevaluate how we are using available resources. Hooper noted that the mid-year scrub is a helpful process, especially now that staff knows the process.

Hooper:
- We are happy to have Andrews and Patrick Bodily on board. Bodily jumped right in on public library statistics. We got the Kepler Award again for submitting them to IMLS on time and without error. The 2013 statistics report is currently being printed. Bodily has been here almost six months. Statistics has been his main focus and he also gets lots of calls from libraries, some asking for trustee workshops. He loves the work.
- We will soon begin working on the Library Services and Technology Act (LSTA) 5-year plan update, due in June 2017. This also ties in with our succession plan.

C. **Personnel**
Personnel report – information item (Board Document 15-23)
We have a couple of new hires and some changes to vacant positions. We are redefining the digital librarian position to include some broadband responsibilities, such as monitoring trends, developing a greater understanding of broadband, and helping libraries track wireless and peak use for planning purposes.

As part of the FY2016 budget, the Governor recommends removing two positions that have been vacant for several years due to lack of personnel funding. There are 1,500 vacant positions statewide and DFM is working to take them off the books.

D. **State Librarian's travel report – information item (Board Document 15-24)**
Joslin commented on her trip to Chicago at the end of January for the Chief Officers of State Library Agencies (COSLA) meeting. Turnover continues and new state librarians are jumping in and participating actively. The blizzard hit while she was there and she spent two full extra days working remotely from Chicago.

E. **Other – none**

VIII. **Old Business**
A. **FY2016 Tentative Meeting Schedule Change (Board Document 15-25)**
Because of the State Librarian's scheduling conflicts with the approved October 22–23, 2015 library tour and meeting date (Board Document 14-26), we are requesting that the date be changed to October 29 – 30, 2015. Bodily and Bradshaw will work together to plan the southeastern Idaho library tour.

MSC/Staub/Held that the FY2016 meeting schedule for the Idaho Board of Library Commissioners library tour and meeting as described in Board Document 15-25 be approved.
Motion unanimously carried

IX. **New Business**

A. **Stacks Digital Repository Annual Report & Exemption Consideration (Board Document 15-26)**
There are no new exemption recommendations from Danna Angevine, State Publications, Cataloging, and Acquisitions Librarian. The Digital Repository is required by Idaho Code and is the digital archive of official state publications. The number of views appears low, although we don't know if people are accessing some items directly from websites. The digital librarian was doing outreach to other state agencies when we were rolling out the program but that position has been vacant for several years. We are redefining the digital librarian position but the Digital Repository will be part of the job. The process is not totally institutionalized yet and we may need to reach out again to state agencies.

MSC/Raffee/Held that the following classes of publications be exempted from the Digital Repository through June of 2016 because of the current inability to efficiently or cost-effectively capture or process these formats:

- Dynamic websites
- State agency websites
- Interactive websites
- Publications that contain copyrighted material with no provision for access in a public archive or repository

Motion unanimously carried

B. **Succession Planning & Recruitment – discussion**
Financial, IT, support services, web services, and management team (MT) members have been actively involved in documenting what they do. We have processes for LiLI database review, selection, and purchase. We have a good orientation for new staff in place: how we work, services we offer, services available to state employees, which staff to go to or send librarians to when they have questions. The three Read to Me staff train each other. There is some cross training, and Jan Wall is training Kevin Tomlinson on E-rate. Cross training is more challenging with consultants, who have both evolving and reactive projects. We are looking at other areas that might need to be taken care of, and incorporating this process into the employee annual review process. Joslin is compiling a list for a new state librarian: organizational structure, job descriptions, and other items that are also in the Board manual.

In answer to a question about agency support for staff advancement, Hooper explained that staff development is also part of annual reviews. Staff can work with supervisors if they have a need. We provide time for people to do training and professional development. Biladeau added that, from staff perspective, supervisors are very supportive of staff professional development plans and ICfL is a supportive, flexible place to work.

Recruiting outside or within the agency is made on a case-by-case basis. There is not a lot of upward opportunity within the agency for staff. Many support staff positions have existing state registers of qualified applicants. Often with the professional staff positions we advertise nationally, recognizing that internal candidates can also apply.

C. **Next meeting – April 17, 2015, conference call 10 a.m. MDT**

X. **Executive Board Session [IC 67-2345(1)(b)]**
A. **State Librarian annual evaluation (Document 15-27)**
MSC/Staub/Raffee that the Board go into Executive Session pursuant to Idaho Statute 67-2345(1)(b), to consider the evaluation of a staff member.

A roll call vote was held with Held, Mecham, Raffee, and Staub voting in the affirmative. The Board entered into executive session at 12:15 p.m. MST.

Upon a motion and unanimous vote, the Board reconvened in regular session at 1:05 p.m. MST.

The Board read a letter commending State Librarian Ann Joslin for reaching out at the local, state, and national levels; working with budget constraints; tapping resources; and finding non-governmental

innovative funding to guide the Commission in all that it accomplishes. The Board also requested that draft succession plans for senior management team members be presented at the fall board meeting.

Joslin said she was fortunate to work with the ICfL Commissioners and staff.

MSC/Raffee/Held that Ann Joslin be given an Exemplary Performance rating and, as increased compensation, up to 5% of her existing salary in any form deemed appropriate by ICfL management and allowed by Idaho Code and the Division of Financial Management (DFM) and that this increase be implemented as soon as possible but no later than the start of Fiscal Year 2016.
Motion unanimously carried

XI. Adjournment

MS/Held to adjourn the meeting at 1:14 p.m. MST.