

VII. OPERATIONS REPORT

A. Management Team members' reports – information item

Report from State Librarian Stephanie Bailey-White

- I presented the State of the State's Libraries and an update on ICfL at the Idaho Library Association (ILA) Annual Conference, Oct 4 in Nampa. The video is posted at <https://www.youtube.com/watch?v=TJXER1zWch8>. I also led a Trustee Day session that provided an overview of what ICfL does.
- We kicked off an ICfL "Listening Tour" at the ILA Conference. We currently have a survey that's open through the end of October. It takes about 10-12 minutes to complete and provides feedback about many of our current services. Members of the Idaho library community can also use a form at <https://libraries.idaho.gov/listening/> or email: listening@libraries.idaho.gov. All feedback through this form and email may be submitted anonymously. Or, if individuals would like a response, they can include their name and email address. We hope this will be an easy way for library staff to let us know about their pain points, those things that have worked well – or not – and areas that we might be able to help with. We are also scheduling some specific feedback opportunities during November through May. We're hoping library staff will share some of their challenges and successes and ideas for ICfL to consider for the near future. (See handout for tour dates and times – Commissioners are welcome to attend any of these.) We've told directors and others that as we move into the year 2020, it's a great time to help us improve our services to the Idaho library community. I've let them know I'm happy to come to their library to chat or do a presentation for your trustees and/or staff.
- I provided the Governor's Office via the Dept. of Labor with a list of five challenges to rural communities along with some of the resources ICfL is providing to help address those challenges.
- I convened a meeting with ICfL's Deputy Attorney General and members of the management team to discuss ramifications of setting up a Foundation for Idaho Libraries. Will be meeting with the Idaho Historical Society's Director on November 20th to glean more information on best practices.
- I'll be traveling to a University of Idaho Library Advisory Board meeting November 1 then on to Hartford, CT for a COSLA (Chief Officers of State Library Agencies) meeting.

Report from Program Supervisor Randy Kemp

Programs

- Summer Internships concluded by late September with a summary online video conversation among seven of the nine mentors and one intern. In the process of completing a summary report to include ideas on improving the program for next year.
- History Harvest. Continuing the conversation with Idaho State Archives staff on partnering with them for customized training on digitization of historical artifacts.

Partnerships

- VMLC library consortia conversation on partnerships, August 16. Engaged the four library directors in attendance.
- Libraries as Launchpads. Pilot program in New Mexico on training and equipping entrepreneurs in libraries. Creative Startups applying for additional funding from IMLS and including Idaho in the list of potential state partners.
- "Partners in Place: Community Space Sharing for Tomorrow's Workforce," has been accepted for the 2020 Symposium on the Future of Libraries at the ALA Midwinter Meeting in Philadelphia, late January. Five states on the panel sharing experiences of co-locating/collaborating with other organizations in workforce development.
- Under a grant from the Lumina Foundation to the State Board of Education, Boise State University Extended Studies is piloting a training program with the Mountain Home and Glens Ferry libraries in order to build the capacity of those libraries to help nontraditional students in their communities connect to post-secondary resources. Developing 2019 Fall; deploy 2020 Winter.
- Idaho Rural Partnership. I again participated in the full board meeting in Parma on August 14.
- Idaho Department of Labor. Conversations among ICfL and the IDOL continued as well as negotiations among IDOL Workforce Consultants and Idaho public libraries about co-location of Workforce Consultants. MOA's in place with several libraries, including Potlach, Troy, Payette, Mountain Home, North Bingham County Library (Shelley), Aberdeen District Library, and Ashton.
- Continued in-person conversations with Idaho Department of Corrections librarians and education specialists about incorporating library skills training into opportunities with incarcerated individuals.
- As part of a day-long Workforce Development Summit hosted by the Idaho Workforce Development Council, facilitated two break-out groups on how libraries are an integral component of the workforce ecosystem.

Organizational Learning

- Small group of ICfL staff exploring a second Customer Relationship Manager (CRM) called CiviCRM. Integrated into WordPress, designed with the nonprofit (rather than the sales model) in mind.
- Recruitment and interviewing for Software Engineer II (Web Developer) replacement position.
- Facilitated the Talking Book Service Advisory Committee meeting in September.
- Supporting Tammy Hawley-House, co-planned an Idaho Library Association pre-conference on trauma-informed librarians.
- Participated as a panelist at an Idaho Library Association session: Onboarding New Employees: Turning Outsiders into Insiders.

Report from Administrative Services Manager Roger Dubois

FUNDING:

Based on board documents, employees are encouraged to conserve where and when possible. However, we are not projecting any budget or program reductions at this time.

INFORMATION TECHNOLOGY:

Even though we will delay purchasing new computers and software for a year, requirements change. Often new requirements require adjustments to budgets to ensure we don't sacrifice security and performance. We continue evaluate our computer requirements based on what we need in relation to what we have available.

PERSONNEL:

Projections in personnel costs cover a three-year period. Without a projected CEC (Change in Employee Compensation) for FY2021, we still want to be able to honor our longevity for employees who reach milestones.

Report from Deputy State Librarian Tammy Hawley-House

Professional Development Opportunities

- Datapalooza, a regional one-day training, focuses on the annual collection public library statistics, provides some practical experience using the outcome-based evaluation tool from Project Outcome, and offers attendees a crash course in data visualization. Information regarding the upcoming wireless filtering requirements will also be shared. Eastern Idaho Field Consultant Patrick Bodily and Broadband Consultant Dylan Baker will be coordinating and delivering the training in American Falls-Oct. 21, Lewiston-Oct. 23, and Mountain Home-Oct. 25.
- The Youth Services Team is coordinating Read to Me Rendezvous 2019, scheduled for November 6 & 7 in Boise. The topic of Day 1 is Meeting Diverse Needs with guest facilitators Dr. Jamie Campbell Naidoo and Katie Scherrer. Day 2 is focused on kindergarten readiness and leveraging of partnerships. Up to 80 library staff from public and school libraries are expected to attend.
- Nineteen staff members from ICfL attended the annual October ILA conference in Nampa. In addition to networking, delivering customer service on the spot, and expanding staff development through conference learning, ICfL staff:
 - coordinated a trustee track and recruited a record number of trustees to attend- Emily Sitz
 - organized and delivered three preconferences: True Colors, Adult Services Across Idaho, and Trauma-Informed Librarians
 - presented ten sessions on a variety of topics
 - oversaw the delivery of sessions by the ICfL's Special Projects Library Action Team (SPLAT) and the Library Leadership Advisory Committee (LiLAC)
 - coordinated the LiLAC Conversation Cafe