

VII. OPERATIONS REPORT

A. Management Team members' reports – information item

Report from Deputy State Librarian Tammy Hawley-House

- Over 50 public library directors joined us March 12 & 13, in Boise for a two-day Summit. Highlights of the event included a keynote by Rolf Hapel, Distinguished Practitioner in Residence at the University of Washington iSchool and former director of the public library in Aarhus Denmark, a participatory demonstration of McCall Public Library's Doing Democracy program, and a panel of potential library partners discussing economic and workforce development opportunities, <https://libraries.idaho.gov/continuing-education/plds/>.
- On March 11, we held a Meet & Greet at the ICfL Boise office. The three-hour event showcased our programs and services allowing staff working in Idaho libraries a chance to meet individually with our staff. Tours of the agency were provided.
- The Library Development Team has been hard at work finding ways to provide virtual service to our customers and have come up with some creative ways to do so. Some examples include:
 - A special edition of the Youth Services' e-newsletter the SCOOP, full of COVID-19 resources, <https://libraries.idaho.gov/wp-content/uploads/Scoop-Newsletter-Special-Edition-March-2020.pdf>
 - Weekly online Zoom informal chats where people can gather to talk about their experiences during the COVID-19 crisis
 - A COVID-19 website of resources, <https://libraries.idaho.gov/covid-info/>
 - Weekly blog posts of recent library-related COVID news
 - A professional development LibGuide for library staff working remotely and seeking learning opportunities, <https://guides.lili.org/CEforCOVID19>
 - Offerings to host virtual Board meetings for public libraries
- Additionally, numerous online resource vendors are reaching out to us offering temporary access to their resources. Staff are seeking ways to take advantage of these offers, while finding the best ways to provide access. Some of the resources include:
 - Tumblebooks
 - EBSCO eBook collections
 - Niche Academy
 - Audio BookCloud
 - Teen BookCloud
- Several staff members are involved in seeking grant funds for expanding services. Projects include:
 - An IMLS grant to assess the needs of school librarians in the rural states of Idaho, Montana and Alaska
 - A grant to provide primary resource training to librarians, teachers and others
 - Funding to begin a Laundromat for Literacy program in Idaho
- E-rate filing efforts are underway and public library statistics are being compiled for publication.
- All in-person trainings through May have been cancelled, as has staff travel.

Report from Program Supervisor Randy Kemp

Programs

- Summer Internship grant: eight libraries participating (nine last year). Recruitment and employing interns may require creativity and flexibility given the uncertainty around reopening closed libraries.
- History Harvest: Showed off the portable digitization kit at the Public Library Directors' Summit Meet & Greet. People intrigued and excited to receive training and use the kit in their community to digitally capture artifacts of all types: letters, photographs, scrap books, 3D objects.

Partnerships

- Facilitated a panel at the Public Library Directors' Summit March 12: "Blend Your Library into the Workforce Mix." Public libraries are logical places for resources and services to connect economic and workforce development opportunities to the members their local community. Panelists represented the Idaho Department of Commerce, Idaho Women's Business Center, Idaho Rural Partnership, libraries (Meridian, Ada Community) conducting outreach with the Idaho Department of Corrections, and Career & Technical Education. Library directors connected with the panelists for future collaborations.
- Census 2020 ICfL Webinar on February 10 with Census Bureau representative and two Idaho librarians: Moscow and Pocatello. Jeannie Standal co-hosted. Also participated in monthly State Complete Count Committee meeting.
- Census 2020 Projects
 - Bookmarks for elementary school libraries in Title-1 schools. Monies from the Idaho Community Foundation. Ben designed based on artwork from three student contest winners (managed by the Idaho Commission on the Arts). Many of 99,000 bookmarks delivered to school libraries; others on hold due to closures related to coronavirus.
 - Census Kiosks. A separate \$10,000 grant through the Idaho Community Foundation from the Cambia Foundation to fund eight laptops in libraries serving hard-to-count census tracts. David and the fiscal team assisting with many of the last-minute logistics. A simple desk and the laptops shipped to libraries in March.
- Libraries as Launchpads pricing model. Cohort model for an entrepreneurship curriculum with facilitators, mentors, and library staff. Costs range from \$45,000 - \$185,000 depending on delivery and number of participating libraries. Have had several conversations with Creative Startups, the New Mexico-based organization running the program.
- Accepted an invitation from Boise State University to join a community engagement conversation in Payette on February 14. Part of a rural impact program (with Mountain Home and McCall as the other sites).
- Onsite conversations with new contacts at the Idaho Women's Business Center (Feb 18) and the Boise-area Small Business Development Center (Feb 24).

Organizational Learning

- Pivoting in time of global pandemic.
- SPLAT. Joined day one of the SPLAT two-day meeting to hear about early ideas regarding SPLAT's plans for the coming year in light of expected changes with LiLAC. LiLAC is sunseting; current members to be informed and advised to apply for SPLAT membership and take advantage of the ICfL's Continuing Education opportunities such as funding for classes and conferences.

Report from Administrative Services Manager Roger Dubois

FUNDING:

- We are currently reviewing current budgets to determine the impact on upcoming expenditures in light of the Governor's executive order.

INFORMATION TECHNOLOGY:

- Most of our IT purchases are on hold and we are looking at the long-term impact of delaying upgrades.
- With all employees telecommuting, we stretched our IT equipment to the max. We used all our laptops, purchased additional cell phones and MiFi's to assist employees, and developed work-arounds to barriers for those employees who typically can't work from home.

PERSONNEL:

- Change in Compensation (CEC) and employee pay increases are put on hold and not approved to start early this year. We estimate approximately \$43,000 in salary savings.
- Division of Human Resources (DHR) and the Division of Financial Management (DFM) are updating guidance almost daily and rules and procedures are changing consistently. Pete, our HR Specialist, is meeting with DHR weekly via video to stay apprised of changes. Stephanie also has a weekly meeting with DHR.
- We have implemented telecommuting opportunities for all employees and no loss of pay is expected for anyone.