

VII. OPERATIONS REPORT

A. Management Team members' reports – information item

Report from State Librarian Stephanie Bailey-White

I have been extremely pleased at how the ICfL staff have supported the needs of Idaho library staff and our internal customers during the pandemic. Staff shifted gears very quickly and pitched in where they were needed to ensure a seamless transition. Talking Books continued to go out to patrons. Trainings and meetings were moved to online, and grant programs have been launched. All of this was accomplished while getting feedback from the field to best meet needs. The more reports I hear from other State Librarians, the more I appreciate our staff and the can-do spirit of Idahoans in general.

Projects that I'm currently working on include working with other staff on the statewide ebook group, the CARES funding team, and the academic library support team. I'm also involved in the internal group working with the State Board of Education, the Lumina Foundation and others to support libraries in connecting veterans and other adult learners with resources through their local public library. The State Board of Education staff have let us know \$100,000 will be transferred to ICfL in June to implement this initiative.

I'm thrilled to have LeAnn Gelskey on board and overseeing a big transition in the Talking Book Services. Although the timing wasn't great, and some of the orientation had to be done online rather than in person, she has hit the ground running and is a quick learner. With three pending vacancies in different areas of the organization, it's a good time to assess the needs of our customers and how we can best meet those needs. Supervisors have been working with HR Specialist Pete Nelson to work through some interesting scenarios for the agency.

Report from Deputy State Librarian Tammy Hawley-House

- The Library Development Team continues to find ways to provide virtual service to our customers and is focusing on providing trainings in an online environment.
- Over 12,000 books were sent out to 24 locations where libraries are partnering with emergency food community organizations during COVID.
- Staff members Jeannie Standal and Allison Floyd received \$20,000 for a Teaching with Primary Sources regional grant. This funding will assist in training teacher librarians to use the rich set of primary sources available from the Library of Congress and other sources.
- Funding from the Federal CARES Act, awarded through the Institute of Museum and Library Services, is being quickly turned around to Idaho libraries in the form of grants for digital inclusion and personal protective equipment (PPE).
- A small team is exploring the possibilities of statewide eBook support. We held our first meeting on May 26, 2020, with a focus group made up of library staff from across the state. Next steps include meeting with potential vendors and seeking funding sources.
- An internal team is working on the creation of the new Lilischools.org website. This site will be available July 1, 2020, for school staff and parents in supporting their students' academic needs.
- Patrick Bodily, our Eastern Field Consultant and State Data Coordinator, will be leaving us on June 12. His goal is to have the public library statistics submitted to IMLS before he leaves. He will be sorely missed.

Report from Program Supervisor Randy Kemp

Programs

- Summer Internship grant: seven of eight continuing with their intern program this summer (six) and fall (one). Flexible librarians adapting to change.
- Workforce Development post pandemic. Conversations with other state library agencies and re-researching the trends of re-employing workforces, compiling ideas and opportunities for libraries to support their communities alongside capacity development through the ICfL. Developing summary document on [workforce development in a pandemic](#).

Partnerships

- Video calls with Emsi (workforce and economic modeling data) and Creative Startups (non-profit organization facilitating “Libraries as Launchpads” program) representatives in preparation for potential future trainings with Idaho librarians and workforce development practices.
- Idaho Rural Partnership (IRP). Invited by executive director of IRP to a working group evaluating and refining the IRP community review process in the time of the pandemic in order to more rapidly address rural Idaho community needs.

Organizational Learning

- A contributor to several ICfL project teams: CARES funding; eBooks/ eAudio; and LiLi for Schools.
- Leadership Superpowers. Completed a six-session online course on leadership development.
- StrengthsFinder. Completed self-assessment quiz.
- Re-opening plan development with all ICfL supervisors and human resources.

Report from Administrative Services Manager Roger Dubois

FUNDING:

- As fiscal year 2020 comes to a close and we prepare for the start of fiscal year 2021, we are adjusting to reductions and changes to program budgets and operating procedures.
 - Fiscal year 2020 resulted in two 1-percent general fund reductions, totaling \$83,000.
 - Fiscal year 2021 begins with a 2-percent general fund appropriation reduction in Operating costs totaling \$83,100 and a projected 5% general fund rescission of \$207,700.
- Fiscal year 2020 results will be available next meeting.

HUMAN RESOURCES:

- DFM (Division of Financial Management) has suspended all pay increases for fiscal year 2020, and the planned CEC (change in employee compensation) for fiscal year 2021 has been canceled.
- DFM has implemented a hiring freeze for the foreseeable future. In HR, we are discussing process changes and the best way to respond to personnel changes and vacancies.

INFORMATION TECHNOLOGY:

- Equipment upgrades were postponed for fiscal year 2021 and may be postponed for fiscal year 2022. We plan to utilize existing funds to purchase replacement items as required.

Report from Talking Book Services Program Supervisor LeAnn Gelskey

- In early 2020, the Talking Book Service began a new program called Scribe that holds multiple titles on one high-capacity cartridge. Due to the COVID-19 outbreak, staff ramped up the transition to ensure more patrons would have multiple titles in case we needed to shelter in home. As of the end of May, nearly all the 3,500 patrons have been moved over to this new and more efficient system. We are still working through some kinks, but most of the process and equipment is operating smoothly. The workflow is changing significantly, and we will be monitoring it all going forward.
- The four Customer Service Representative (CSRs) have been busy working from home following the Stay-Home order. Out of the shared usage totals for all ICfL staff with cell phones, they utilized the most time—1,503 out of 2,619 minutes.
- Dian Scott and LeAnn Gelskey are working on a transitional management plan as she will be retiring in June. We will miss her!