

VII. OPERATIONS REPORT

A. Management Team members' reports – information item

Report from State Librarian Stephanie Bailey-White

- The ICfL budget hearing before the Joint Finance and Appropriation Committee (JFAC) on January 18 seemed to go well. Questions were asked from three legislators about our grants programs, the Idaho Digital E-Book Alliance, and funding for Wi-Fi Filtering. Budget setting should start to take place toward the end of the month.
- The executive director of the Blue Cross of Idaho Foundation approached the ICfL staff to see if we would be interested in a libraries and telehealth pilot program. We have been meeting with them for the last two months to see what a pilot program with one to three rural libraries might look like. An initial email to select library directors gauging interest showed that most think there are needs in their communities and want to be part of the solution.
- In an effort to strengthen partnerships and promote the Idaho Digital E-book Alliance and other initiatives, I will be presenting at regional superintendents meetings in February and March. Staff are also working with State Department of Education staff on a regular basis, and we hope these relationships continue to develop.
- The agency continues to work through health and safety concerns related to COVID. Meetings to discuss safety and security concerns led to improvements in that area led by Roger.

Report from Deputy State Librarian Tammy Hawley-House

- The Idaho Digital E-book Alliance is off to a great start after launching in November. Twenty-five school districts (this includes a handful of stand-alone schools), two public libraries and one public library consortium are now part of the alliance. Several other school districts are in the queue with OverDrive. Set up time with Overdrive is taking up to a month, depending on ease of connection. We have purchased approximately 6500 titles to date, with funding for more this year. Nearly 2000 items have checked out, most within the past 30 days. We have monthly informational chats scheduled through March.
- We launched a new tool in our professional development toolbox in December. Niche Academy offers library-specific courses and tutorials on a variety of topics. This online learning platform is freely available to Idaho library staff, volunteers, and trustees. We currently have 248 enrolled learners in the academy. Learners have enrolled in 684 tutorials and completed 109 tutorials. Visit <https://my.nicheacademy.com/idaho> to learn more.
- Staci Shaw is working with the State Department of Education (SDE) to develop library training focused on how school and public library staff can better support children with learning disabilities. This project is funded by a professional development grant the SDE received to support special education. We are contracting with a BSU professor and

an Idaho librarian to develop training. We plan to launch the training via Niche Academy at the end of March.

- Make It at the Library this year will consist of online training for library staff via Niche Academy in February and March and a small grant to participating libraries. We will train designated staff of 46 libraries with financial support from the STEM Action Center. Deana Brown is working with the ICfL staff, Idaho librarians, and others to create learning modules in Niche Academy. Applications for this program exceeded our capacity within 48 hours.
- Kristina Taylor and Staci Shaw rolled out a pilot program, Idaho Laundromat Literacy, to increase access to books, promote literacy while families are engaged in a weekly routine that is often accompanied by valuable down-time, and serve families who are less likely to frequent their local public library. Working with staff members of the Coeur d'Alene Public Library, two "Family Read, Play, Learn Centers" were placed in local laundromats in January. The ICfL staff are also working with the Community Library Network and Gooding Public Library staff to place centers in Post Falls and Gooding in the coming months. This program will be expanded next fiscal year. To learn more about this national project, visit <https://laundrycares.org/>. A news report of the Coeur d'Alene opening can be viewed [here](#).
- Library staff training for teens has grown by leaps and bounds this year. Jennifer Redford recently launched the [Transforming Teen Services training](#) tutorial on the ICfL's Niche Academy. The content for this training is part of a national effort and is made available through an IMLS grant. Jennifer has been involved with the project since 2019 and has recently presented at ALA mid-winter on the topic. Feedback from our customers include appreciation for offering training that can be worked around school librarian's hectic schedules and a public library director who plans to include it in their new hire training.

Report from Administrative Services Manager Roger Dubois

FUNDING:

- As of December 2020, state revenue \$204.9M over projections. The current estimate to the end of the fiscal year is approximately \$600M over projections.
- FY2021 budgets are on good footing to finish the fiscal year. We have some big projects we are looking at for facility and security improvements, as well as program support.
- FY2022 budgets look positive due to the projected revenue surplus. We anticipate restoration of the 5% governor holdback, a 2% CEC increase, \$54,000 contract, and general inflation increase, and \$307,000 for an e-book and e-audio enhancement.

HR: We identified a "surplus position" for Legislative Services Office (LSO) and the Division of Financial Management (DFM) to approve eliminating. This position was mentioned in our JFAC presentation. It is a federally funded position and will reduce our overall federal FTE count to 10.

FACILITIES: We have two major construction projects pending. The first project, office construction, which was previously approved by the Board for LSIF support, is expected to start no later

than April. We were able to utilize our current General fund appropriation and no longer require LSIF support. The second project, additional ADA compliant restrooms will start soon. This \$100,000 project is funded through Facilities. The last project worthy of mentioning is our security upgrades. We are working with Capital Mall Security to improve employee safety and security through a mixture of passive surveillance and electronic access.

Report from Talking Book Services Program Supervisor LeAnn Gelskey

- The National Library Service (NLS) Virtual Conference was attended by most TBS staff this year. The theme was “Access, Discovery, Engagement” and the focus was on technology and multiple pilot programs. We all found it interesting and useful. More information can be found at <https://www.loc.gov/nls/about/news/quarterly-newsletter-news/news-october-december-2020/>
- Chief Officers of State Library Agencies (COSLA) hosted a conversation for TBS staff from State Library Agencies in December. The purpose of the conversation was to allow staff to share experiences and self-care strategies as the services they provide patrons have been particularly impacted by the pandemic. Library staff have faced a higher demand for the emotional support they provide to those facing isolation, stress, and anxiety. Stephanie also attended and a good discussion was had by all.
- The four Customer Service Reps are enrolled in an Introduction to Cataloging course presented by Library Juice Academy. It is asynchronous and will run through the month of February. I thought it imperative that they receive training in cataloging since they are responsible for adding subject classifications and subject headings to the records received from the National Library Service (NLS) and Library of Congress (LOC) as well as KLAS (the vendor used by TBS staff). They had not received this type of training previously and didn't fully understand changes they were making to the records. Through this course they will receive practical, hands-on training for non-catalogers, including an introduction to copy cataloging, and guides to make the job of cataloging easier. By the end of February, they will have the tools and techniques necessary for cataloging tasks.
- The outreach to public libraries is going well. Calendars were mailed in November and the informational packets were sent the first part of January. An invitation to our upcoming [Info2Go! Read Your Own Way: All About the Talking Book Service](#) webinar was included along with flyers, bookmarks, promotional materials, and a tote bag. Customer Services Representatives will follow up directly with each library director in the coming months. Our next outreach project will be aimed at assisted care facilities and nursing homes.

Report from E-Services Program Supervisor Dylan Baker

- We successfully completed the two \$1 million grants we were awarded in August 2020 through the Idaho Department of Commerce's Public Broadband Grant opportunity for “Rural Libraries Connecting Idahoans via Wi-Fi Hotspots.” Forty-seven public library buildings in communities serving fewer than 10,000 people received new network equipment, including indoor and outdoor wireless access points, with six years of licensing (including content filtering and malware protection) and six years of network support. We had a photo op and press event at the Payette Public Library in November and

the overall project was also included in [a national PEW Issue Brief](#) and [an AP News article](#).

- After being unsuccessful in filling the open Broadband Consultant position in October 2020, we slightly modified that position into a more general Library Technology Consultant role, which we posted and interviewed for in December 2020. I am thrilled that we were able to hire William Lamb, who served as the Director of the Mountain Home Public Library for the past four years and as their Technology Manager for the past twenty years. William started in his new role on January 11, 2021 and has already been rapidly learning all aspects of his new responsibilities.
- Operations & Support Senior Technician David Harrell has been leading a project to migrate staff files from a shared network drive accessible only in the office to our Microsoft Office 365 SharePoint storage solution accessible anywhere. David (with backup from the E-Services Team) has been providing regular trainings and providing as-needed answers and support to facilitate staff migration to a modern cloud storage solution – a necessity when work is being conducted more and more outside of the office.
- Graphic/Web Designer Ben Bibikov and Web Developer Doug Baker are starting work to migrate ICfL’s websites, including LiLi.org and eBranch websites hosted for libraries, to a newer web hosting platform that will improve speed and performance while reducing overall cost. The current plan is to start with the main ICfL website, followed by our other websites in a staggered fashion over the course of this year.

Report from Partnerships and Program Supervisor Amelia Valasek

- Onboarding – I am very excited to be joining the ICfL team and I hope that my prior experience and relationships with the Workforce Development field, as well as my experience running a small rural library will be beneficial to helping the ICfL meet its strategic goals. I am grateful for all the support and encouragement I have received from the agency as I’ve gotten up to speed.
- Summer Internship grant – We will be offering the summer intern grant again in the summer of 2021 for up to eight public libraries. In the past the program has required interns to complete a project in partnership with another organization in the community. This year the grant will focus more specifically on the mentorship aspect of the internship, with more intentional focus on helping library staff understand their role as mentors, and interns understand the nature of library work and connecting them with career development resources.
- Let’s Talk About It – The ICfL is currently working with the Idaho Humanities Council (IHC) to refresh and revamp this popular program for a Fall 2021 roll-out. As part of this “refresh,” we are aiming to develop new themes, new formats, and improved outreach to attract a wider audience. As creating and implementing new themes requires considerable effort and resources, this will be an ongoing process. We are currently in the process of developing our implementation plan with the IHC and will be able to provide more specific information about the program roll-out at the April meeting.

- Workforce – I have plugged into the Workforce Development system and am in the process of making meaningful connections. I attend regular meetings such as the monthly One-Stop Coordination and WIOA Advisory group meetings. I also presented to the Outreach Committee of the Workforce Development Council on February 3 about why libraries make great partners for workforce development initiatives and outreach. I will continue to look for opportunities and partnerships in this arena.