

## VII. OPERATIONS REPORT

### A. Management Team members' reports – information item

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#### Report from State Librarian Stephanie Bailey-White

- Updates on the Telehealth and Libraries project and the new Digital Access for All Idahoans plan are included elsewhere in the agenda. Both are exciting “wins” for the library community thus far and I hope they receive Idaho legislative support.
- The ICfL hosted a second “Think Big” Forum for 15 library directors serving populations of over 10,000 on November 18. Topics included Self-Care During a Pandemic led by ICfL’s Annie Gaines, Health Initiatives at Nampa Public Library, Lewiston City Library’s ARPA-grant project and rooftop gallery, and barriers and benefits of library consortiums led by Portneuf District’s director. Library directors were briefed on the possibility of Telehealth funding and other funding requests in front of the 2022 legislative session.
- Personnel issues and working with partners take time and attention, as usual. The “Great Recession” has led to higher turnover than normal for partners, library staff statewide, and internally.

#### Report from Deputy State Librarian Tammy Hawley-House

- In September we added two new members to the Library Development team. Ismael Mendoza Medina joins us as the agencies first Bilingual/Bicultural Project Coordinator. Ash Whitwell replaces Emily Sitz, serving public libraries in northern and north-eastern Idaho as a Public Library Consultant from the Boise office.
- Idaho Family Reading Week was celebrated throughout Idaho by over 100 libraries during November 8-14, 2021. Seventy-seven public and 23 school libraries participated by hosting events emphasizing the importance of daily family/caregiver reading time and its support of early childhood literacy. This year’s theme “Believe & Achieve” was estimated to reach over 12,000 children. Over 4,500 books, 10,000 journals, and other resources were mailed to participating libraries, in addition to resources available on our webpage. This year we were able to offer journals in both Spanish and English. See our [Idaho Family Reading Week webpage](#) for more information.
- Ten public libraries across the state are developing partnerships to provide a small literacy center within local laundromats. These locations join three others in the state providing this service. The ICfL has provided the furniture, books, and literacy-rich resources to the following libraries:
  - Boise Public Library, Main Branch
  - Caldwell Public Library
  - Challis Public Library
  - Lewiston City Library
  - Meridian District Library
  - Portneuf District Library along with Marshall Public Library
  - Priest Lake District Library

- Twin Falls Public Library
- Valley of the Tetons District Library/Victor Branch
- The [Idaho Teen Reading Challenge](#) is a program for school and public libraries to challenge teens to read books outside of their comfort zone. During the months of October – April, teens are challenged to read eight books in eight different genres or categories. The ICfL supplies tracking sheets, punch-card bookmarks, hole punches, and other tools. The libraries provide access to books and great recommendations for new reads. This is the first year that the ICfL has offered this program and we had 46 public libraries and 38 school libraries register to participate – 84 total libraries. In May, we will hold a drawing for a gift card from the pool of teens who completed the challenge. The response from the library community has been enthusiastic so far.
- CE Consultant Annie Gaines compiled the results of our annual survey for continuing education services during FY2021. Of the 34 customers responding to the survey, 77% indicated that they made changes as a result of our trainings or sponsored activities. Time and funding were listed as the main barriers to participating in ICfL events and trainings. The LIBIdaho list serve was listed as the preferred way of receiving communication, followed by direct email, and ICfL newsletters. Over 70% of respondents indicated that the ICfL website, continuing education grants, online training, and being able to contact an ICfL staff member for a one-on-one consultation were very important to them.
- New Public Library Consultant Ash Whitwell, after only one month on the job, created a tutorial for library staff guiding them through the process of applying for a DUNS number, a new requirement from the IMLS.
- It has been a pleasure and an honor to have been part of the ICfL for the past six years. I am proud of the work that our agency does in assisting libraries and would like to thank each of you for your service as a commissioner.

**Report from Administrative Services Manager Jamie Smith**

- **FUNDING:** Our mid-year budget review is underway and will help us plan for the second half of the fiscal year. Luma, the state’s Enterprise Resource Planning (ERP) system for statewide unification in budget planning, financial management, procurement, payroll, and human capital management. is on track for full implementation of the Financial Management and Procurement modules by July 1, 2022. We will have a busy spring of training!
- **HR:** Governor Little’s HR Modernization project is still underway with full implementation slated for January 2023. The org chart along with more details should be coming in the beginning of the new calendar year. HR Modernization is simultaneously running alongside Luma Payroll and Human Capital Modules which will be implemented in January of 2023 as well.
- **FACILITIES:** The Division of Public Works is leading a bathroom project at ICfL to install an ADA compliant bathroom in the basement and on the main floor. Work is scheduled to be completed by the end of January, 2022.

**Report from Talking Book Services (TBS) Program Supervisor LeAnn Gelskey**

- The TBS team continues to promote the ‘Big, Bold, Blitz’ working with public library “ambassadors” and nursing home/care facilities. Twelve boxes of support materials have been sent out to the initial participating public libraries from all over Idaho. Boxes were also sent to their partner facilities. Word is beginning to spread through various care facilities, and some have inquired about receiving materials too. It is our hope to be able to visit some of our sites in Spring of 2022.
- Outreach Events:
  - We participated with the Idaho Commission for the Blind to reach students during the BSU Transition Institute.
  - Judy Mooney attended the Baby Boomers Lifestyle Expo and worked directly with approximately 80 new or potential patrons.
- Our second virtual book club program was held in November and the title chosen by the group was *A Dog Named Beautiful: A Marine, a Dog, and a Long Road Trip Home* by Rob Kugler. We hope to grow interest and participation as we plan the next four quarterly discussions.
- Personnel:
  - Colleen Clark, Volunteer Services Coordinator, has transferred to the Idaho Department of Labor. We wish her the best of luck in her new position.
- I attended the Association of Rural and Small Libraries (ARSL) Conference in Reno. Since the theme was ‘Equity, Diversity, and Inclusion,’ I learned more about removing barriers to access. I also visited the Nevada State Library which is home to the Nevada Talking Book Services. I learned so much from the staff and was very impressed by their efficient, stream-lined workflows. A tour of the Downtown Reno Library was offered so I went along. It was built during the ‘60s and was required to include a bomb shelter. In case you wanted to know, access is through a mock return-air screen in the reference section. It was a quite an experience. There is also a tropical forest in the building where four avocado trees thrive.

**Report from E-Services Program Supervisor Dylan Baker**

- In mid-August, we learned that ICfL was to be included in Phase 3 of the Governor’s IT Modernization Initiative, which would eliminate Operations & Support Senior Technician David Harrell’s position and replace it with our internal IT support being provided by ITS (Information Technology Services) in July at the start of FY23. Knowing this was on the horizon, David applied for and received a promotion working directly for ITS in November. As ITS is not ready to transition ICfL to full IT support until sometime in 2022, we are currently coping without dedicated IT staff. Web Developer Doug Baker and Library Technology Consultant William Lamb are assisting me with providing IT support for ICfL staff in the interim.
- After launching in November 2020, the IDEA (Idaho Digital E-book Alliance) has grown tremendously over the past year. As of November 29, 2021, IDEA has 21,832 unique titles, including 18,251 e-books and 3,581 audiobooks. 4,886 unique users have used the IDEA collection with 33,333 total checkouts. Students from 36 Idaho school districts

have checked out at least one item from the IDEA collection, with many more in the process of being connected. All the public libraries in Idaho with OverDrive access (including many that joined with support from our IMLS ARPA OverDrive funds opportunity) are sharing access to the IDEA collection and each other's collections using reciprocal lending agreements, except for Boise Public Library and Idaho Falls Public Library.

- A small team of ICfL staff led by Emerging Trends Consultant Deana Brown and I have been planning ICfL's first Digital Inclusion Summit for Idaho library staff and other partners throughout the state. The event is planned to be two virtual half-days on Wednesday, March 2 and Thursday, March 3 with keynotes, presentations, and planning occurring both days. We have already secured an opening keynote by Angela Siefer, the Executive Director of the National Digital Inclusion Alliance.
- Library Technology Consultant William Lamb, Youth Services Consultant Jennifer Redford and I provided the technical expertise needed for the two-day Idaho Library Association Annual Conference in October to be fully virtual via Zoom. I also presented two sessions at the conference, one on digital inclusion planning with Emerging Trends Consultant Deana Brown and another on maximizing library e-book collections with IDEA (the Idaho Digital E-Book Alliance).

#### **Report from Partnerships and Program Supervisor Amelia Valasek**

- ARPA "Students Learning/Adults Earning" grant – Since the August board meeting, the ARPA Learn/Earn grant team hosted a webinar for grant recipients to provide training on next steps, reporting, publicity, and other logistics required of subgrantees. In October, Amelia conducted targeted individual check-ins with the seven libraries who received grants over \$100K or who were using grant funds to purchase vehicles. The purpose of these check-ins was to ensure the grantees were on track to complete their projects by August 2022 and to identify any potential setbacks or delays early on.
- Partnerships – This year the federally-funded, multi-agency workforce system under the Workforce Innovation and Opportunity Acts is required to revise and resubmit their unified statewide plan. I have been attending and contributing to these planning meetings to ensure that libraries are considered and represented as partners in the workforce system.
- Let's Talk About It – Since the last board meeting, we successfully re-launched the local LTAI program across our library network. As of the December board meeting, participating libraries have successfully carried out 10 sessions, with the bulk of the remaining sessions taking place between January and March. We are finalizing details for our virtual spring LTAI program, which will be conducted in close partnership with the Idaho Humanities Council and cross-promoted with their Connected Conversations program.
- Summer Internship Grant – Seven of the eight funded libraries wrapped up their programs in August, with one library requesting an extension into October. Overall, the program achieved its goals, and feedback from participating libraries was generally

positive. Included below are two quotes from libraries regarding the value of the program:

- o *“The internship gave [our children’s librarian] the opportunity to garner and hone leadership and supervisory skills that will benefit the library in the future. [Our intern] brought an engaging, thoughtful and positive attitude to the internship that enhanced library patron experiences and program delivery.”*
- o *“It has been tremendously valuable to have [our intern’s] perspective and insight put towards helping us determine the future direction of the library makerspace. She has encouraged us, discouraged us, and given us totally new ideas that we never would have thought of ourselves.”*