

VII. Operations Report

A. State Librarian and Management Team Reports – Information item

Report from State Librarian Stephanie Bailey-White

- Much time has been spent monitoring legislation and the ICfL’s appropriations bill during the session. While we are relieved that HB314 was vetoed, much work needs to be done providing information on library policies and practices that are in place that could help mitigate concerns.
- I’ve been working to get out of the office and connect with more stakeholders. Events have included:
 - Idaho School Board Association’s Day on the Hill, February 20
 - Nampa Public Library bookmobile launch, March 15
 - Guest speaker at the March American Association of University Women (AAUW) meeting, March 15
 - Capitol for a Day in Gooding, March 17
 - Idaho EcosySTEM Spring Convening, March 23-24
 - Digital Access for All Idahoans focus group session in Salmon, April 6
 - Readyng Idaho’s Rural Communities to Capture the Benefits of Digitalization workshop in Sun Valley, April 13
 - Rural Success Summit in Weiser, April 25.
- Looking ahead to the next two months, I plan to work closely with Dylan and the Digital Access team on the draft state Digital Access for All Idahoans plan. I will also be working with staff to wrap up this year’s budget. I will be attending the annual Western Council of State Librarians meeting in Honolulu the first week in June. Travel and other meeting expenses are being covered by the Western Council organization this year.

Report from Deputy State Librarian Dylan Baker

- Our contracting partner for developing the Digital Access for All Idahoans (DAAI) plan, Boise State University Idaho Policy Institute (BSU IPI), has been conducting digital access regional focus groups at public libraries throughout the state. I attended two of the first focus groups, one at the Burley City Library on March 15 and another at the Twin Falls Public Library on March 16. A total of thirteen focus groups were planned, with the final one taking place at the Clearwater Memorial Public Library in Orofino on April 20. BSU IPI will also conduct a statewide phone survey on digital access issues once their Institutional Review Board and our federal funder has approved that component.
- I led a Library Development Staff Retreat on March 28-29 for 21 ICfL staff at the new Meridian Library District Orchard Park location. In addition to touring the new library space, ICfL Library Development staff conducted a workload analysis with the assistance of Administrative Services Manager Jamie Smith, HR Specialist Pete Nelson, and Management Assistant Allison Maier. Staff were also able to collectively identify and prioritize areas of improvement internally and determine next steps to addressing those.

- The ICfL partnered with University of Idaho Extension’s Digital Economy Program, the Idaho Department of Commerce’s Broadband Office, and the National Telecommunications and Information Administration (NTIA) on the “Readying Idaho's Rural Communities to Capture the Benefits of Digitalization” workshop in Sun Valley on April 13. Stephanie, Digital Inclusion Consultant Chelsea Summerlin, and I presented about the DAAI plan as well as tools and resources for local communities to use in preparing for broadband and digital access funding opportunities.

Report from Administrative Services Manager Jamie Smith

- **Budget:** Our FY2024 budget passed! A comparison of FY23 to FY24 is included in this month’s board documents.
- **Luma:** We are gearing up for end-user training in Luma and will be focused on that in April, May, and June. I will host “Luma Lunches” throughout May and June to support staff through the changes by reserving an hour each week to address any questions and concerns, or to walk through a process together. We have some great change management tools I am implementing as well, including a communication toolkit and change checklist to help everyone understand what they need to accomplish as we get closer to go-live.
 - Human Capital Management will go live on June 11, 2023.
 - Finance and Supply Chain Management will go live on July 1, 2023.
- **Year-End:** The Fiscal Team is also focused on closing out FY23, and we’ve established a cut-off schedule that aligns with the Luma transition. We are communicating this out every chance we get so staff know what to expect and we can plan ahead. The Management Team has already conducted our year-end scrub and mapped out spending for the rest of the fiscal year.
- **Staff:** Michelle Burnham has joined the ICfL team as our new Buyer. She is wonderful! She joins the team after a 25-year career at Micron Technology, where for 22 years she held a wide variety of procurement roles supporting global high-tech manufacturing. She has extensive corporate procurement experience in contract negotiations, supplier relations, project management, and cost controls and has already started translating her corporate experience into the public procurement world.

Report from E-Services Program Supervisor William Lamb

- I’m excited to announce that we have hired a new Graphic/Web Designer. Haley Westbook joins us from the Caldwell Public Library, where she has multiple years of graphic and marketing experience along with web development. We are excited to have her on board.
- The first part of our Technology Refresh project is underway. We’ve recently received 12 new laptops and will be pushing them out in the coming weeks. Additionally, we were able to replace all the desktop computers in the recording studio. This gets us onto a new cycle to ensure staff have the latest equipment to meet their needs.
- The E-Services team participated in the Library Development Staff retreat. We were able to identify action items to assist others in the agency by implementing new processes

for graphic and web development requests. We anticipate this will reduce the workflows and create a more streamlined process.

Report from Partnerships and Program Supervisor Amelia Valasek

- **Facilities Improvement Grant:** <https://libraries.idaho.gov/facilities-capital-improvements/#Grants>. The Letter of Intent phase closed on February 27. We received 47 letters of intent from Idaho libraries, totaling more than \$16.25 million in requested funds. Of these, 34 were requests for \$200,000 or more. In March, the ICfL's budget was approved by the legislature and signed by the governor to include \$3.5 million in spending authority to utilize the Treasury funds for this subgrant.
- **Youth Services (YS):** February and March were busy months for this team. The biggest items included the successful implementation of the ICfL's first ever Teen Convening. This was a two-day event aimed at public and school library staff who serve teens. Speakers and activities ranged from futures thinking to teen mental health to exploring the use of gaming as a learning tool. Although many people were involved in making this event successful, special recognition goes out to Jennifer Redford (YS Consultant) and Tina Schilling (Admin Assistant), who did the lion's share of making this event a success. Going forward, the ICfL hopes to host this event every two years. Additionally, the YS team was on the road a lot during the past two months doing site visits and facilitating training. These included several workshops related to summer learning/summer reading programs, presentations about early literacy in community spaces (i.e. laundromats), and several visits with school and tribal libraries in central, northern, and eastern Idaho.

Report from Talking Book Service (TBS) Program Supervisor LeAnn Gelskey

- **TBS:** February and March were busy months for outreach. I attended the program for Fred Riggers Day and participated in the Buy Idaho Event at the Capitol. It was nice to visit with others and spread information about our services. Customer Service Representatives Rebecca Ahlering, Judy Mooney, and Candace Reynolds all participated in the Idaho Commission on Aging's Nutrition Conference. All felt it was a good use of time as they were able to speak directly with a lot of home delivery people. I also worked with Allison to mail out information to all the campus disability centers in the state, hoping to reach any students who may need our services.
- **Let's Talk About It:** Final reports from participating libraries have been submitted, and Josie and I will complete the cycle for this year's program. Work will begin on the next cycle shortly.
- **That All May Read:** As part of one of the grant requirements to promote TBS, some of the Eagle Public Library staff chose to visit us at ICfL and receive training and a tour of the studio. They had many questions and were eager to sharpen their TBS skills.
- **Studio:** Speaking of the studio, Rachel has recruited a few new narrators, one of them being our very own John Held. Thanks, John! She reports that he has a great voice and is doing well. Rachel is also planning a volunteer luncheon to thank and recognize our great volunteers.