

VI. Operations Report

A. State Librarian and Management Team Reports – Information item

Report from State Librarian Stephanie Bailey-White

- I worked with Digital Inclusion Consultant Chelsea Summerlin to host a preconference session, “Navigating the Digital Frontier: Empowering Idahoans to Thrive Online,” ahead of the Idaho Library Association Annual Conference in Twin Falls. Representatives from the College of Southern Idaho, College of Western Idaho, and other organizations and libraries attended and had good conversations about how to help bridge the digital divide. I was also able to attend an Idaho Department of Commerce session on Broadband 101 and hear from interested parties in southwest Idaho.
- I attended the annual meeting of the Chief Officers of State Library Associations (COSLA) in Newport, Rhode Island. It was the 50th anniversary of this organization and a good opportunity to connect with nearly every state librarian in the country. Reports on the reauthorization of the Museum and Library Services Act, innovative programs from other state libraries, and panels on media and information literacy were highlights.
- Idaho efforts to commemorate America250 continue. The group has a new charter that was emailed to Commissioners. As plans develop further, we will continue updating board members from the coordinating state agencies.

Report from Deputy State Librarian Dylan Baker

- I submitted our revised Digital Access for All Idahoans (DAAI) Plan to the National Telecommunications and Information Administration (NTIA) within the period of performance (November 15, 2022 to November 14, 2023) for our State Digital Equity Planning Grant. The final 200+ page DAAI Plan is available on our Digital Access for All Idahoans Plan webpage (<https://libraries.idaho.gov/digital-access-for-all-idahoans>), with summary handbooks of the plan printed for wide distribution. We now await NTIA’s review and official acceptance of our plan or notice of any additional requested edits.
- I represented the ICfL at the groundbreaking of the Meridian Library District’s south branch on Thursday, October 19, 2023. This new library branch, located at the corner of Lake Hazel and Locust Grove, will replace the Meridian Library’s existing Silverstone branch.
- I organized a two-day ICfL All-Staff Retreat and Training Event at the end of November. The first day featured an offsite retreat at Boise State University’s Albertsons Library and included presentations from the BSU Process Management Lab, team breakouts, and collaborative discussions on our core performance areas. The second day involved onsite trainings and included topics such as hope-centered approaches to customer service, internal communication guidelines, and an overview of safety procedures. Special thanks to Library Learning Consultant Deana Brown and Management Assistant Allison Maier for their assistance developing the agenda and reaching out to presenters for the event.

Report from Financial Manager Jamie Smith

- **Budget:** The ICfL’s fiscal year 2025 budget was submitted, and we’re able to focus on fiscal year 2024. We will do a mid-year budget scrub to analyze the status of spending thus far and make sure we’re on track with our projected spending for the rest of the fiscal year.
- **Luma:** I’m continuing to host “Luma Lunches” for staff every other week to demonstrate processes, answer questions, and troubleshoot problems. This seems to be working really well! The Fiscal Team continues to meet regularly to work specifically on Luma processes together, learn, and problem-solve. We are still very much in the learning phase of Luma and have a number of trials and errors, but we’re getting better each day. Our agency appears to be struggling less than others, and I think that’s due in large part to our agency’s dedication to supporting each other through it.

Report from E-Services Program Supervisor William Lamb

- **Connecting Idaho Students: Tablets to Teach and Transform:** The ICfL opened a second round of this program on November 1, 2023, focusing on schools that are not currently connecting to IDEA. The first round focused on schools that do not use any e-books with Sora by Overdrive. The first round of this program had seven applicants, and the ICfL distributed 77 tablets to school districts as an incentive to sign up for Sora. The deadline for the second round is November 30, 2023. As of November 17, 2023, we’ve had five applicants.
- **Knowledge Base:** Our team is working with Public Library Consultant Clay Ritter to launch a new knowledge base (KB). This KB will include enhanced search capabilities to allow directors, trustees, and library staff to search for things that are relevant to them. Ultimately we anticipate this becoming a “one-stop” shop that replaces the 185-page Trustee Manual and 365-page Idaho Library Law manual, along with many other resources. This new KB will significantly reduce staff time in allowing more streamlined updates to ensure the library community has the most up-to-date information.
- **IT:** Equipment for the ICfL office wireless upgrade has been ordered and is pending installation by the Idaho Office of Information Technology Services (ITS) to complete the project. The cabling contractor has completed their work and now is waiting on ITS to finish their parts. In the first quarter of next year we will be upgrading staff computers as part of our new tech refresh program to ensure that all staff have the latest equipment to accomplish their work. This will be the second year of a committed program and efforts have been going well.

Report from Partnerships and Program Supervisor Amelia Valasek

- **Facilities Improvement Grant:**
 - The first round of grant payments went out the door in early November, following some Luma-caused delays. The ICfL successfully submitted its first federal quarterly report for this grant at the end of October. We continue working with our partners at the Department of Commerce and the United States Department of the Treasury to iron out administrative processes and ensure all the back-end grant management and payments run smoothly.
 - We finalized a contract with Minnesota-based consultant Library Strategies to provide technical assistance and wrap-around support related to the facilities grant. This project consists of eight webinars open to all libraries and focused on the fundamentals of a

successful building project; twice-monthly office hour sessions connecting facilities grantees with ICfL staff and expert consultants; and an in-person workshop about facilities projects, which will be held ahead of ICfL's Public Library Directors Summit in March 2024. To date, we have successfully completed two webinars and three office hour sessions.

- **Telehealth:**
 - We are very nearly finished with our telehealth outreach project, which is funded through the Blue Cross of Idaho Foundation for Health and carried out in partnership with Cornerstone Whole Health of Idaho. We printed and have started distributing telehealth promotion kits to participating libraries. We have also finalized a "Getting Started Guidebook" for libraries who are interested in implementing a telehealth access point at their facility. We anticipate making the guidebook publicly available in the near future.
 - We wrapped up Round 2 of the Upgrade Your Space project with the Idaho Department of Health and Welfare, which will bring on another 10 library locations. As our partners at Health and Welfare still have funding available for this project, we anticipate opening a third round of the project as a first-come, first-serve application to run from early December 2023 through March 2024.
- **Youth Services:** The Youth Services team, led by YS Consultant Staci Shaw, successfully hosted the Read to Me Rendezvous in early November. This was the third major statewide event the team hosted in calendar year 2023 (along with the Teen Convening in March and Summer Summit in July). It has certainly been a busy year for the team. The Rendezvous is a long-running training that takes place every two years and provides an opportunity for public library staff to learn the fundamentals of early childhood learning. The priority audience for this training was novice library staff who have been on the job less than three years, and/or have limited experience with training related to developmentally appropriate children's programming. This year's event was attended by 50 library staff members. Additionally, 10 experienced library staff members served as table facilitators. Feedback from the event was overwhelmingly positive.

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

- **Talking Book Service:**
 - Public Information Officer Donna Eggers and I performed site visits in Jerome, Wendell, and Gooding. We stopped at the three libraries and the senior centers in Jerome and Wendell.
 - The 2024 TBS calendar is finished and off to the printer. Mailings will start the first week of December. It's been fun to create a commemorative calendar recognizing the 50th anniversary of TBS in Idaho.
- **Let's Talk About It:** With continued support from the Idaho Humanities Council, I have been working with scholars and staff to develop a new theme for the LTAI program. The focus will be indigenous authors and stories. I will continue to share more information as we proceed with development.
- **National Library Service (NLS):** Our NLS consultant, Pam Davenport, will be making a site visit in April 2024. Due to the pandemic and prolonged travel restrictions, she was unable to visit in 2020. I look forward to hosting and will share her thoughts and recommendations after her visit.