President’s Message

As most of you know, this past winter brought monumental changes within our professional organization and within our library community. Our former ILA President, Dale Ross, found it necessary to step down from his duties to care for his wife and at the same time I was dealing with a death in my family. During this time, the public library community split over the proposal to cut the Library Service Areas’ (LSAs) budget and reorganize those services into the State Library of Iowa. Because of this perfect storm of sorts, the ILA Executive Board was unable to communicate a strong message giving all of you information on how the situation in the legislature was unfolding. I hope this will not happen again.

In my first communication with you I shared some of the information below in an electronic message that went out in late February. Since the Catalyst is the official newsletter that every member receives, I will repeat much of that information here. To date, I am happy to report the following:

- Your ILA Executive Board (EB) is committed to making the necessary changes to ensure the Association is responsive to your professional needs. We will ask for your help and ideas as we embark on this journey. The real strength of the Association lies not only in our unified efforts to better meet Iowa Library Community needs, but also lies at the core of our Association – the members and the subdivisions. We are committed to encouraging all of the subdivisions to think creatively about how they can best serve their members, which, in turn, better serves ILA.

- You will have the opportunity to share your ideas and concerns about the Association through various surveys that will come your way in the upcoming weeks and months. Please look upon these surveys as a friendly knock on your door for some good conversation, giving us your input so that the ILA Strategic Planning Committee, the Finance Committee and the EB may implement the changes you want and need.

- A close look is being given to our membership drive efforts; we realize we must recruit younger members

President’s Message continued on page 11

SNAPSHOT:

IOWA LIBRARIES 2010

Participating in Iowa’s Snapshot Day is as Easy as 1, 2, 3!

Brought to you through a partnership with the Iowa Library Association and the American Library Association, Snapshot Day celebrates the importance of all types of libraries to the state of Iowa. Please take photos at your library during National Library Week, April 11-17, 2010, and compile a few statistics. Select your three best photos to submit to the project, and watch as they are added to the slideshow of library photos from across the state. We appreciate your help advocating for Iowa’s libraries and are excited to include your photos.

The American Library Association will collect information from the state websites for advocacy efforts at the national level.

1. Submit up to three photos to the Flickr group by Monday, April 19, 2010. Please only submit photos you have obtained permission to use (see photo permission form). To submit your photos, you need to join the Flickr group.

2. Collect statistics on your programming and library visits during the day you select as your Snapshot Day and submit that data by Monday, April 19, 2010.

3. Watch for your pictures and information to show up on the ILA website!

Further information is available on the ILA website, www.iowalibraryassociation.org.
The ILA Executive Board met on March 3, 2010 at 10:00 a.m. at the ILA office in West Des Moines. Members present were: Vice-President / President-Elect Dale Vande Haar; Past-President Ellen Neuhaus; Board Members Louise Alcorn, Karen Davidson, and Alison Ames Galstad; and ALA Councilor Susan Henricks. Also present were Executive Director Laurie Hews, Kay Elliott, and Secretary Marilyn Murphy. Board Members Mary Heinzman and Tena Hanson participated by conference call. Absent was Jeffrey Pilz.

CALL TO ORDER

Vande Haar presided. He asked participants to introduce themselves.

AGENDA

Vande Haar distributed a revised agenda to which “Legislative Day Talking Points” and “Announcements” had been added. Galstad moved approval of the agenda, as distributed.

DALE ROSS’ RESIGNATION

Vande Haar stated that President Dale Ross had submitted his resignation via email. Neuhaus moved that the Board accept Ross’s resignation, with regret and with sincere appreciation for Ross’s service to the Association. The motion was approved unanimously.

Vande Haar read Article IV, Section 5 from the ILA Bylaws which state that “a vacancy in the office of President will be filled for the unexpired term by automatic advance of the Vice President/President-Elect. The Vice President/President-Elect will complete the unexpired term of the President and then serve his/her own year as President.”

VICE PRESIDENT DISCUSSION

Vande Haar also read Article V, Section 6 from the ILA Bylaws which state that “the Executive Board will fill all vacancies on the Executive Board between elections except for the President (Article IV, Sec. 5) and unless they deem it necessary and desirable to hold a special election.”

Vande Haar stated that Neuhaus had agreed to serve on the Board for an additional year in the Past-President role.

Alcorn moved that the Board fill the Vice President position for the remainder of the calendar year by appointment, from a slate of candidates to be developed by the Board. Motion carried. Board members will determine a nominee’s willingness to serve and communicate that information to Vande Haar by March 19, 2010. Nominees will be asked to prepare a paragraph-length biography and a statement of purpose. The Board agreed that the selection would be made at the April Board meeting. Vande Haar will communicate the process to the membership.

The Board discussed the duties of the Vice President, as stated in the Organization Manual. They agreed that the duties would be discussed by Vande Haar and the Vice-President.

LEGISLATIVE DAY TALKING POINTS

Hews distributed a handout for the Legislative Day Briefing. Alcorn read aloud the ILA Legislative Agenda and Talking Points from the handout. Vande Haar stated that he and Hews had participated in a meeting with legislators on Feb. 24, 2010. He stated that the Association had agreed to take the lead in developing a plan that would ensure the best possible library service for all Iowans. The legislators asked that the plan be completed by August.

ANNOUNCEMENTS

Vande Haar announced that Michael Dargan had agreed to serve as the chairperson of the Governmental Affairs Committee for the remainder of the year. Davidson moved approval of Michael Dargan as GAC chair for the remainder of 2010. Motion carried.

ADJOURNMENT – Neuhaus moved adjournment at 11:05. The next meeting is scheduled for April 2, 2010.
Customer Service

Traditionally, we think of public relations as marketing or advertising, but excellent customer service can be one of the best marketing tools available to you. While advertising and marketing may bring clientele into the library, it is excellent customer service that encourages loyal customers to spread the word about what you have to offer and how great you are.

- When someone enters the library, look up and greet them with a warm smile.
- Ask if you can help them find something.
- Point out new materials, programs, etc.
- Avoid library jargon.
- When asked for the location of an item, taking the individual to that item is better than pointing and saying “over there”.
- Make sure that you assist people in order. If you’re not sure who’s next, ask.
- If you know the person, show interest in his/her life, activities, family, etc.
- Listen attentively and if you don’t understand what the customer wants ask questions.
- If you can’t help customers right away, make sure that they know that you will be with them as soon as possible. If it takes more time than you first expected, remind them you haven’t forgotten them.
- If you are interacting with an individual and the phone rings, excuse yourself to take the call but make it as brief as possible. Tell the caller you are currently with a customer but will get back to them as soon as possible. Be sure to get back to the caller as promised.
- When answering the phone, smile and be cheerful. Identify yourself and the library.
- If the caller wishes to speak to a staff member who is not in the library, ask the caller how he/she would like you to handle the call (offer to help the individual if you are able, send the call to voice mail, leave a message, etc.).
- Whether in-person or on the phone, if a customer has a question you can’t answer, find someone who knows or can find the answer. If you need more time to research something, be sure to give the customer an estimate of when you expect to get back to him/her with an answer.
- When dealing with a customer who is dissatisfied:
  - Remain calm. Avoid power struggles and snap judgments.
  - Make it your goal to deescalate the situation and provide a solution that is acceptable to the customer.
  - Listen attentively without interrupting.
  - Repeat the complaint back as you understand it (“Let me make sure I understood what you said . . .”, “This is what I heard you say . . .” etc.).
  - Validate the customer’s feelings (“It can be frustrating when . . .”, “I know you’re angry . . .” etc.) This doesn’t mean you agree, it just means you recognize the emotion.
  - Acknowledge differences but don’t argue.
  - Use “I” statements to convey your message (“When I have been in this position I . . .”, “I would want . . .”, etc.). This allows you to offer suggested behaviors or solutions without telling the customer what to do.
  - Focus on the positive. Rather than, “I can’t let you use the computer all day,” say “You may use the computer for an hour and if no one is waiting, you may sign up for another hour.” Instead of “Our policy won’t allow you to check out 15 items,” try, “Our policy allows you to check out 10 items. When you return those you can check out 10 more items.”
  - Remember, “The customer doesn’t expect everything will go right all the time; the big test is what you do when things go wrong.” ~ Sir Colin Marshall
  - Never deal alone with someone who is out of control or a danger to others. Get another staff member to help you or call law enforcement.
- Give serious thought to policies. Implement them with the fewest restrictions possible; review them regularly and as needed.
- Empower staff to deal with situations as they arise.
- Ask if the customer was able to locate items. If not, ask if there is something you could help him/her find.
- Offer suggestions for items, services or upcoming programs that may interest the customer.
- Ask if there is anything else you can do to help the customer.
- Always invite the customer to return.
- Smile and thank the customer as she/he leaves.

Jet Kofoot
PR Committee Member

March/April Catalyst - 3
ALA Councilor – 2010 Mid-Winter Report
Boston, Massachusetts

ALA Executive Director Keith Michael Fiels – announced there will be a campaign to emphasize what ALA does for you. Membership stands at 61,739 members which is nearly a 5% reduction. 2011 will be a very tough budget year as the organization faces unprecedented financial challenges, but there is a commitment to maintain services to members.

Broadband Technology Opportunities Program (BTOP) and the Broadband Initiatives Program (BIP) are the federal broadband stimulus programs now open for Round Two. Successful lobbying from the ALA Washington Office after Round One explained the many challenges to libraries and a number of these comments were incorporated for Round Two. The successful projects are highly collaborative, such as partnerships with colleges, police, and fire departments for example. Information on Round Two was released on January 15. Interested libraries are urged to download the latest publication which is a profile of five library networks that successfully upgraded their broadband connectivity. This information is located at http://ala.org/casestudies. The ALA Washington Office is also hosting webinars for library applicants.

Creating a “Library Snapshot Day” encourages every library in the state to take pictures of “life in the library” for one day. ALA would like all states to do this in the month of April. The sheer number of people that use libraries in one day for example will surprise many people.

Office of Intellectual Freedom’s new director, Barbara Jones, was introduced. She has been the director for about a month. Jones has been working on intellectual freedom issues for many years. She asked to visit public and school libraries when she is in a particular state because she is very interested in seeing firsthand what happens in these libraries. (She said she will be visiting Winterset, IA soon.) Emphasis will remain on providing support from the beginning of an issue to the end. May 2 – 8, 2010 is Privacy Week.

Emily Sheketoff of the Washington ALA Office reported that National Legislative Day will be held June 29th at 11:00 a.m. while the Annual Conference is in D.C. She urges strong participation. She has requested $450 million for LSTA, some of which would be used to support jobs in libraries and to help people looking for work. Whether or not the Obama Administration plans to reverse the decision to remove the provisions for this in its budget proposal will not be known until after the State of the Union Address. Of this request, $100 million would be earmarked for databases to be delivered to all libraries in the United States.

CIPSA update—the Consumer Product Safety Commission provided a stay of a year, until February 14, 2010, regarding the testing for lead in paint in books. The procedures were not identified so there is another year’s stay to 2011. It has been determined that libraries will not have to test materials and that books published after 1985 do not need to be tested.

If anyone determines a book to be dangerous it should be removed from the shelf and Emily asked that the ALA Office in Washington be notified for the purpose of sharing this information with other libraries.

Roberta Stevens announced initiatives for her upcoming presidency. The first initiative will be to develop a fundraising toolkit in response to the budget cuts realized in libraries nationwide. The toolkit will focus on relationships built in libraries and on planned giving, highlighted in 2011 through various methods, including webinars, which will be archived for later access. The second initiative includes famous authors advocating for libraries with an emphasis on local authors and celebrities. “Our Authors, Our Advocates” will be developed over the next six months and debuted at the annual conference. Finally, she will explore using Web 2.0 social networking sites to let young people communicate why libraries are needed now more than ever. The objective is to “add to the arsenal of techniques for frontline advocacy and to engage a new constituency in supporting libraries.”

Council I, II, and III Excerpts

Total registration as of Monday, January 18 was 11,095 and topped Denver’s mid-winter attendance last year by about 900; student registrations were at 429 which is nearly double the number in Denver last year.

The Library Staff Certification program funded through an IMLS grant will be unveiled soon. The “American Dream Starts @ Your Library” is a series of model projects in public libraries that are replicable and support efforts to provide literacy services for adult English language learners through a one-time grant award of $5,000. The continuation of this project was made possible by a three quarters of a million dollar grant from Dollar General.

A new fundraising program for Spectrum Scholarships was publicly launched with a goal of raising $1 million in order to double the amount of awarded scholarships, increase the endowment, and enhance the program. Former ALA president Dr. Betty Turock has donated $100,000 to kick off a goal of raising $500,000 this year.

Motion passed for a Resolution to promote 2010 as the Year of Cataloging Research among professors of library and information studies and to other library associations.

Significant discussion outside of the Council was held regarding a resolution to “Endorse the Statement ‘Librarianship and Traditional Cultural Expressions: Nurturing Understanding and Respect.’ The resolution was removed prior to the Council vote and it is not known whether it will return at the Annual Conference. The issue required balancing of two major principles that could come into conflict: intellectual

Report continued on page 10
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March/April Catalyst - 5
2010 Legislative Day

(left to right) State Librarian Mary Wegner, ILA President Dale Vande Haar, ILA Past President Ellen Neuhaus, Governmental Affairs Committee Chair Mike Dargan and Northwest Library Service Area Administrator Bonnie McKewon pose before the legislative briefing in the Grant Room of the Jessie M. Parker building.

State Representative Chuck Isenhart, Dubuque, and ALA Councilor Susan Henricks, Director, Carnegie-Stout Public Library, Dubuque.

State Representative Marcella Frevert, Emmetsburg and Nathan Clark, Director, Emmetsburg Public Library.

State Senator Staci Appel, Ackworth, and Robert Berning, Director, Carlisle Public Library.

Southeastern Library Services Consultant Katie Dunneback and State Representative Cindy Winckler, Davenport.

Legislative Update

This shortened Iowa legislative session may have produced the most passionately debated library funding bill in recent memory. Due to the extensive shortfall in state revenues, the legislature was forced to initiate massive cuts in order to maintain a balanced budget, as required by the Iowa Constitution. Proposed cuts in library services funding came in the reorganization plan debated in the House. This plan called for the Library Service Areas (LSAs) to be incorporated into the State Library of Iowa as a means of saving money and avoiding a perceived duplication of services. The proposed legislation caused the Iowa Library Community (ILC) to split into groups supporting the LSAs and their services and also into groups supporting the structure and services of the State Library. ILA’s lobbyists notified ILA leadership as soon as the amendment was filed. The Executive Board sought to collect facts about the amendment and its implications for public library services in Iowa. The Board did not achieve consensus on a clear course of action, but did agree that protecting the best interests of ILA members and the communities they serve is the primary objective.

Because legislators were caught off guard by the outpouring of such strong emotions about the possible incorporation of the LSAs into the State Library, Representative Cindy Winkler (D-Davenport) called a special meeting on February 24 at the Capitol to try and resolve the issue. ILC representatives were invited by Rep.

Update continued on page 11
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Executive Board Minutes
December 18, 2009 • Reported by Mary Heinzman and Laurie Hews

The ILA Executive Board met on December 18, 2009 at 10:00 a.m. at the ILA office in West Des Moines. Members present were: President Ellen Neuhaus; Vice President Dale Ross; Past President Barbara Peterson; Board Members Jeffrey Pliz, Michael Wright, Mary Heinzman; and ALA Councilor Susan Henricks. Also present were Executive Director Laurie Hews, State Librarian Mary Wegner, Finance Committee Chair John Lerdal, Parliamentary Officer Kay Elliott and incoming Vice President Dale Vande Haar. Absent were Board Members Alison Ames Galstad, Karen Davidson and Rebecca Quinn; and Secretary Marilyn Murphy.

CALL TO ORDER

Neuhauas welcomed everyone.

AMENDMENTS TO/APPROVAL OF AGENDA

Neuhauas asked to add 4d Cash Flow Situation; 7k IASL Spring Meeting Budget; 7l IASL Spring Meeting Contract; 7m Leadership Institute Hotel Contract; and to move 7a to 4e Approval of 2010 ILA Budget. Hearing no other additions the agenda was approved as amended.

APPROVAL OF MINUTES

Peterson moved to approve the minutes of September 11, 2009 Executive Board Meeting as distributed. Motion carried. June 12, 2009 minutes in the ILFA Report section need correcting to read ‘Wright moved’. Wright moved to approve the minutes of the 2009 ILA Annual Membership Business Meeting as distributed. Motion carried.

EXECUTIVE DIRECTOR/TREASURER’S REPORT

FINANCIAL REPORT – The Balance Sheet for November, the Budget vs. Actual Sheet for January through November 2009, the Profit & Loss sheet for November 2009, and the Subdivision Fund Account sheet through November 2009 were distributed via the website.

MEMBERSHIP COUNT – The membership count as of 11/30 was distributed. It was noted that there are 35 fewer members than in 2008.

OFFICE UPDATE – New carpet has been installed in the three rooms, the North wall has been replaced. There have not been any recent ceiling leaks.

CASH FLOW SITUATION – Lerdal explained the current cash flow issue in finishing out the year. We may need to dip into the reserves to cover December and January expenses. The Committee recommends 1)selling 600 shares of the National Rural Utility Stock (today’s price is $23.55 per share); 2) do not renew the CD that comes due in January; 3) put less in the budget for the Leadership Institute (possibly get donations from EbscoHost or another corporate sponsor; and 4) consider publishing two of the 2010 Catalyst issues online. Peterson moved to sell 600 shares of National Rural Utility Stock and to not renew the CD when it comes due in January. Motion carried.

APPROVAL OF 2010 ILA BUDGET – Lerdal explained the proposed budget for 2010. Peterson questioned the ALA Councilor expenses. Henricks said she doesn’t have to stay an extra night at Midwinter due to ALA changing the length of the conference. Under Committees, it was mentioned that there will be fewer awards next year as only 2 plaques will be needed. Under Governmental Affairs Committee, the amount needed is less due to changes for National Legislative Day. Under Public Relations Committee, the amount is less because we will not have to print the bookmarks this year. Under Payroll Hews has requested to stay at the same rate of pay next year. There will be a slight increase in the pay rate for a part-time office assistant. Total of the budget is $285,300.

In the Receipts section, Lerdal stated that the carryover funds line is a source of concern. The Board should keep watching this line. There needs to be more income to offset the need to dip into these funds. The Annual Conference makes about the same amount of money every year, except for when it was in Coralville in 2007. An extra ILAF donation in 2010 will be used for office equipment. There was further discussion about the other recommendations from the Finance Committee. Lerdal said the Board should also look at increasing the membership dues (possibly every 2 years) to avoid continuing problems. Questions were asked about how our dues compare to other states, and when was the last time there was an increase in dues (1998). Vande Haar suggested that the Board should look at other options for office space. A member had suggested moving into space at the Des Moines Public Library. Ross moved to approve the 2010 budget. Motion was approved. Wright expressed thanks to Lerdal and the Finance Committee for their work.

PRESIDENT’S REPORT

ANNOUNCEMENTS – None

CORRESPONDENCE – Neuhaus reviewed several pieces of correspondence. They included a letter from the Governor that was read by Brian Jennings at the ILA Annual Conference; a letter sent to the office building owner by Neuhaus about the repair work needed; several thank you notes related to the Annual Conference; a letter from the Freedom to Read Foundation; a letter from Patricia Coffie about the business meeting at the ILA Annual Conference regarding student memberships.

CONFERENCE PLANNING COMMITTEE

Conference Financial Reports – Final Registration Statistics were distributed. There were 719 registered attendees and 88 booths with 138 representatives in the exhibit hall. A document comparing conference budgets for the last 12 years was distributed. Neuhaus distributed a summary document comparing receipts, disbursements and the net gains/losses for ILA’s budget for the last 12 years. It was noted that in three of the last 12 years ILA has lost money and in two of those three years the conference was in Des Moines. ILA needs to be looking at a long-term strategy of dealing with increasing costs while only having two main sources of revenue (dues and conference).

UNFINISHED BUSINESS

AD HOC COMMITTEE - Neuhaus read into the minutes the approval of the establishment of an ad hoc committee to evaluate online library education programs. The Executive Board members had voted earlier via email to approve the committee.

2010 LEADERSHIP INSTITUTE HOTEL CONTRACT - Ross
made a motion to accept the hotel contract for the Leadership Institute. Motion was approved.

IOWA LIBRARY FRIENDS ASSOCIATION - Wright and the president had discussed the possibility of dissolving the Iowa Library Friends Association and had sent a letter to their membership with a follow-up email to let them know that the subdivision would be dissolved if there was no activity or increase in membership. They have failed to meet the requirements as outlined in the Organization Manual. They have not held a business meeting or elected a full set of officers this year. According to policy, they will automatically be dissolved on December 31st if they do not meet the requirements. Wright moved to dissolve the group effective December 31, 2009. Motion was approved. Any money left in their account on December 31st will go into the ILA general account

NEW BUSINESS

LINE ITEM AND VISA CHARGES - Wright made a motion to allow payment of line items expenses and Visa charges for the remainder of the year as long as the expenditures do not exceed the amounts budgeted. Motion was approved.

ELECTION RESULTS - Neuhaus read into the minutes the results of the fall elections. Peterson, Neuhaus, Davidson and Hews met on November 9th to count votes. Vote counts were as follows:

- Dale Vande Haar - 299
- Kathy Bottaro - 229
- Louise Alcorn - 286
- Tena Hanson - 326
- Sara Doyle - 228
- Saul Amdur - 155
- Louise Hines - 328
- Kathleen Dahl - 207
- Kathy Botto - 260
- Louise Alcorn - 298
- Sara Doyle - 236
- Saul Amdur - 155

2010 MEMBERSHIP RENEWAL FORM - Hews distributed copies of the draft of the 2010 membership renewal form. Henricks asked that the word “be” be added to the last sentence in Ross’s letter. Hews explained the changes in library affiliation. She said they also added Discover as a method of payment. They will take the Friends Subdivision off the form under “Subdivisions” since they are dissolving the group. There was discussion about the fee for Trustees. Should the fee be $30 and include membership in the subdivision? Or should the fee remain $25 with $5 additional for membership in the subdivision? Elliott stated the fee schedule could not be changed without a vote by the membership. There was a suggestion to put the subdivision fee directly under the line for Trustee membership to make it clearer. Another change was suggested to correct the LAMA name to LLAMA. There was a request to make the “email address” field a required piece of information. Ross moved to accept the amended membership renewal form. Motion was approved.

REVIEW OF FINANCIAL RATES AND POLICIES - Ross explained that subdivisions need to be aware of the policies on page 36 in the Organization Manual. It is important for liaisons to remind the subdivision officers about the financial policies.

2010 CALENDAR - According to policy, the Executive Board must meet at least 5 times. Those dates were indicated on the calendar. An alternate date of December 17 was chosen for the December meeting as a snow date. Henricks moved to accept the calendar as amended. Motion was approved.

SUBDIVISION REPORTS - tabled until later in the meeting.

HOTEL CONTRACT FOR ILA CONFERENCE 2011 - tabled until later in the meeting.

PATRIOT ACT RESOLUTION - the Patriot Act Resolution was read into the minutes. The Executive Board had voted via email to approve the resolution. Elliott commented that the Executive Board does not have the authority to comment on federal governmental issues. It is not included in the policy manual under Legislative Policy. Elliott said there should be direct wording put into the policy as to who has authority to comment—the entire Board or just the President. It was the consensus of the Board to have the Bylaws Committee look into the wording regarding the Legislative Policy and Federal Relations.

SUBDIVISION ANNUAL REPORTS - Hews will send a list of the missing reports to the liaisons.

HOTEL CONTRACT FOR ILA CONFERENCE 2011 - Peterson said the closest hotels to the conference center are the Country Inn & Suites, the Holiday Inn Express, and the Hilton Garden Inn. There were no comped rooms mentioned in the bid from the Hilton Garden Inn. Peterson will contact someone at the hotel and check on that. Hews will follow up with the three closest hotels to negotiate further.

IOWA SMALL LIBRARIES ONLINE CONFERENCE - ILA has been asked to be an online exhibitor on January 21. Neuhaus will setup the Meebo widget. Pilz is available to answer questions. The general consensus is that ILA should do this.

IASS BUDGET – Ross will follow-up with questions about their proposed exhibitors as there was discussion about the fact that IASL wants exhibitors at their conference, but doesn’t want to charge them for the space. This may be a problem later for ILA with vendors for the Annual Conference. It was noted that IASL has enough money in their account to cover all conference expenses. Wright moved to accept the proposed budget. Peterson seconded the motion. The motion was approved.

IASS CONFERENCE HOTEL CONTRACT – Peterson moved to approve the hotel contract. Motion carried.

LEADERSHIP INSTITUTE APPLICATION – The application form was discussed. There is no mention of the fee on the form. Ross moved to accept the form. Motion was approved.

VICE PRESIDENT’S REPORT

ILAF REPORT – Wegner is working with the State Library Commission to appoint a replacement for Ross as their representative on the ILAF Board. ILAF contract with ILA for 2010 is $2500 and an additional amount of $2900 for office support has been approved by ILAF. They are discussing increasing their number of board members. Currently they can have up to 21. Ross recommended appointing Wendy Street to a three-year term as this year’s Executive Board appointment to the ILAF board. Peterson moved to accept this appointment. Motion carried.

NOMINATING COMMITTEE – Sheryl Groskurth has agreed to be the chair in 2010. The Committee will seek a public library member for the position of Vice President.

LEADERSHIP DEVELOPMENT COMMITTEE – Nancy Medema will chair. Ross has been in communication with her in regards to seeking outside funding sources for the Leadership Institute.

2009 ANNUAL PLANNING MEETING – More than 60 were in attendance at the Johnston Public Library. Ross thanked Director Willona Graham Goers and staff for their assistance with this event.

2010 COMMITTEE APPOINTMENTS – Ross will present a slate

Minutes continued on page 10

March/April Catalyst - 9
Minutes continued from page 9

to the Board via email. He has not found a GAC chair yet. This Committee will meet with the lobbyists, Campbell-Patterson Consulting, in January. Budget issues will be the main issue during the 2010 session. Legislative Day is March 3rd.

PAST PRESIDENT’S REPORT

AWARDS COMMITTEE - Peterson reported that Vicki Myron was the member of the year and Dorothy Garlock was the Johnson Brigham Plaque Award recipient. The list of awards presented was distributed in conference packets. New award proposals are being considered by the Committee.

PERSONNEL COMMITTEE – Committee met via conference call. Peterson and Neuhaus met with Hews after the Annual Planning Meeting. Peterson summarized comments from committee members. There is a need for an office assistant to be in the office when Hews is out of the office. Contained in the budget were monies for 20 hours per week for an assistant and some flexibility for months when more hours are needed. Committee recommends a bonus of $1500 for Hews to be paid in 2009 with no salary increase for 2010. Wright seconded the Committee motion for the assistant. Motion carried. Henricks seconded the Committee motion to give Hews a $1500 bonus for this year. Motion carried.

AL A COUNCILOR

ALA REPORT – The Council Listserv has been fairly quiet. The ALA 2015 long-range plan is available on the website for your comments.

RTSF – Annual report is completed.

PLF - Annual report is completed.

EXECUTIVE BOARD REPORTS

GODORT – Pilz reported they sent a newsletter after Annual Conference and plan for July 2010 workshop.

ACRL – Pilz reported their spring meeting is April 23.

ILTA – Pilz reported that Janet Adams was appointed to the ILAF Board. The training CD has been completed and is being distributed to all public libraries through the LSA’s. Pilz presented a copy of the CD to the Board for the archives.

STRATEGIC PLANNING COMMITTEE – Ross reported for Quinn that a questionnaire has been distributed to committee and subdivision chairs and the responses will be compiled. IFC – Wright reported that Barbara Jones has been appointed the new head of the ALA Office of Intellectual Freedom.

STORYTELLERS’ ROUNDTABLE – Wright reported that a newsletter was sent recently. Patricia Coffie submitted an article about the guerrilla storytelling at Annual Conference to a national publication. They've created a Facebook page. Neuhaus thanked Wright for his work on the Patriot Act Resolution and his work as chair of the Intellectual Freedom Committee.

CCLR – Heinzman reported they co-sponsored programs with ACRL at Annual Conference.

Information Technology – Heinzman reported that they would like to see the Midwest Technology Conference be held in Iowa but cost is an issue. Currently it’s held in Minneapolis on a college campus and they are not charged for the space.

VIDEO ROUNDTABLE – Heinzman reported that they are having trouble recruiting officers.

STATE LIBRARY REPORT

Wegner reported that they will make it to the end of the current fiscal year without having to lay off any employees. They are closing the medical library. They are giving some of those resources to the Hardin Library. Others will be disposed of. There is a chance that a revision of the library district wording will be taken up in the legislative session. She will be appointing a task force for a new edition of the Public Library Standards. They've added Live Chat to their website and have increased their number of reference questions by 50%.

Neuhaus thanked Board members for their work this year. Neuhaus thanked Peterson, Wright and Quinn upon the completion of their three-year terms.

Ross stated that ILA has been privileged to have Neuhaus as president. She has paid attention to many details.

Peterson moved to adjourn. Motion carried.

Report continued from page 4

freedom with full access to all and that of copyright. Indigent populations want to play a more active role in preserving their own culture and work with librarians to assist them in achieving this goal. Libraries that collect, display, preserve, or digitize traditional works may be unaware of the concerns of indigenous people who may feel exploited. The Intellectual Freedom Committee worked very closely with the committee in charge of this resolution and endorsed the document. Several other committees and divisions endorsed the resolution. Whether the resolution was withdrawn based on assertions of lack of communication and the desire to read more on the issue or for more political reasons is not known.

There was much discussion about the draft of the new strategic plan covering the Association’s goals and objectives for the next five years. A working discussion was held for all members to help shape these goals and objectives. All divisions, roundtables, committees, and other groups have also been invited to review and discuss the plan and to provide comments by February 15th. These discussions and comments will be incorporated into a revised draft which will be distributed to the entire membership in spring 2010 and members will be invited and encouraged to comment. Following this, the plan will go to ALA’s Executive Board in April and then to Council for the final review and approval in June at the Annual Conference in Washington, D.C.

A resolution was passed in recognition and honoring Ken Davenport. A copy will be sent to his family, NEILSA, and ILA.

Susan Henricks, ALA Councilor

As a cost-saving measure, the Finance and Editorial Committees are exploring publishing the Catalyst only online. Please update your member profile in the online membership directory to ensure that your email address is correct.
to our profession and offer them meaningful leadership roles within the Association. They are our future, not only with regard to ILA but also for our profession.

- We are looking at ways to cut operating costs. Is our bank giving us the best rates and services; are we getting the best rental rate for our office/meeting space? We know you expect us to spend the money wisely.
- The ILA By-Laws give the EB the authority to appoint a vice president. This will occur at the April 2nd meeting. Results will be announced immediately. This interim vice president is not president-elect. The ILA Nominating Committee is working on a slate of candidates for both vice president/president-elect and EB; these candidates will be announced in the May Catalyst.

I am confident that ILA will weather this economic storm and come out stronger, as we fix what needs fixing and enhance practices we do well.

I’ll stay in touch with you, and you do the same with me. Together we will do what is good for our Association and our profession.

Dale A. Vande Haar, 
ILA President

Winkler and other legislators to meet and share ideas and comments about the governmental re-organization bill. It was determined at this meeting that ILA President Dale Vande Haar would chair this informal committee to secure the necessary budget cuts. A second meeting was held in the State Law Library during the ILA Legislative Reception and at this meeting the LSAs presented their plan to save $300,000 and the State Library to save around $62,000. These plans were gratefully accepted by the legislators in attendance and a second charge was given: to design a reorganized Iowa library service delivery plan to be introduced into legislation during the 2011 legislative session. An amendment calling for this plan has been introduced by Rep. Winkler. As the Catalyst goes to press, a final vote on this amendment has not taken place, but it is anticipated that it will pass. A committee of ILC members will convene in the spring to work on this new charge. As progress is made, drafts of the proposed new delivery system for library services will be posted for your input. A final plan which we support and lobby for during the 2011 legislative session is our best chance of getting what will work for us versus having a plan that we may not like created by the legislature and imposed upon us.

If we all pull together and advocate for Iowa library issues with one voice, we’ll be successful. This is what the Iowa Library Association is about—successfully serving its members and the needs of all types and sizes of Iowa libraries.
Iowa Health Sciences Library Association
Spring Meeting

Friday, April 30, 2010

Mercy College of Health Sciences
928 6th Ave, Des Moines

Grant Writing: Turning Ideas into Dollars will be presented by Jacqueline Leskovec, RN, MLIS, MA. Ms. Leskovec is the outreach and Evaluation Coordinator with Greater Midwest Region/National Network of Libraries of Medicine.

In this workshop you will learn to identify public and private funding sources; describe the components of a typical funding proposal and know where to go for help throughout the process.

For more information and registration visit the ILA website at www.iowalibraryassociation.org, click on the calendar tab and then click to April 30.

Iowa Small Library Association
Spring Meeting

Friday, April 23, 2010
10 a.m. - 3 p.m.

ICN sites:
Creston, Eldora, Fayette, Hawarden, Sac City
State Library of Iowa in Des Moines

Altoona Public Library Director Kim Kietzman will present Customer Service the Disney Way 1:00 p.m. Participants will learn to identify and remedy institutional barriers to excellent customer service using the principles used at Walt Disney’s theme parks. Attendees will be made aware of the customer service cycle and learn to use the parts of the cycle to create a library culture that models and demands excellent customer service.

Participants will be able to articulate how customer service is a core component of library employee culture and how it is built from the ground up.

For more details, including costs, visit the ISLA section of the ILA website.