



FY 2018 2019

BERTHA BARTLETT PUBLIC LIBRARY ANNUAL REPORT

Programs continue to drive interest in library services

In both Story City and Gilbert, programs drive the schedule, forming a connection that will foster a love of reading that will carry young people into adulthood, and drive a need for knowledge.

From pre-school to Senior living facilities, our programs reach a wide assortment of individuals. Monthly Book Clubs are offered at both the Bertha Bartlett Public Library and at Timberland Village. Knit-Pickers congregate weekly, sharing skills, stories, and resources.

Early Dismissal programs began years ago when the schools sent children home early for staff development time. Usually twice a month we offer programs to both Tweens and Elementary students are offer activities that include problem-solving, visualization and creative ingenuity.



we offer at the library. From Escape Rooms to construction of bridges and buildings, we

Our KOOL kids (Kids of our Library), also enjoy time together after school, when they combine real skills and the resources

continue to encourage children to look beyond the obvious and help them learn how to research and find examples so that they can ultimately solve real-world problems.

Makerspace projects combine Stem and Steam activities that include robotics, Legos, Keva Planks, Magna Tiles and Snap Circuits. In addition, the Maker Space activity area includes sewing, scrap-booking, card making, knitting and brain puzzles.

The Summer Reading programs allow us to do more weekly programs for teens, and Infants, and expand our programs to incorporate more complex activities and incorporate book clubs, and other reading materials.



Expansion, efficiencies come to forefront of Trustees and Staff

As the library staff, volunteers and boards began this fiscal year, we immediately started facing the issue of space. We did not know we would be able to start planning for an expansion into the Tekippe photography building at that time, although we knew that was on the horizon somewhere.

The library space needs are varied.

- We need study room, ideally able to seat 5 to 10
- Expanded space for all our collections, particularly large print
- Need to rework the public computers
- Need access to storage space that is not in the attic (safer and more OSHA compliant)
- Need more room for backroom collection because we are constantly shifting to create more space out front, and materials are still in demand.
- our Makerspace tools to be accessible to the public
- We need charging stations for the public
- We need to be able to provide programming space without closing off the library Kinne wing.
- We need a quiet zone for those who need to concentrate for study, for testing and for simply reading.

The library is more than a building....it's the people who work in it. Sometimes our community doesn't understand what we do, or how we fit into the daily needs.

- We are the go-to place when family members acquire devices that need set up for Bridges.
- We are the people who help individuals figure out how to do wireless printing.
- We are the people who help job seekers navigate through the websites and set them up to improve their job skills.
- We are the place even our most tech savy families go when their printers fail, or computer crashes, to complete the tasks they need to accomplish.

Our collection of materials are heavily used. We have a readership who browses our non-fiction, and chooses classics and materials which have passed the test of time. We are pulling our dated materials and check reviews to find more up-to-date, better publications, and to our chagrin, often find we have the best materials available.

The online databases, downloadable materials, and internet searches provide a new dimension for our community. But the basic information and services provided by library staff, teaching how to use those resources and tools often boils down to library intervention.



Statistics continue to measure the growth and changes throughout the library

50,555 items were circulated from the library's physical collection between July 1 2018 and June 30 2019. In addition, another 7700 items were downloaded from Bridges, which gives access to audio books and e-books.

But the traditional library services are as much in demand as they were 50 years ago. We are still providing assistance with locating materials people want to read, we are checking out more and more physical copies, and we are still in need for personal reference services, from finding phone numbers to assisting with computers.

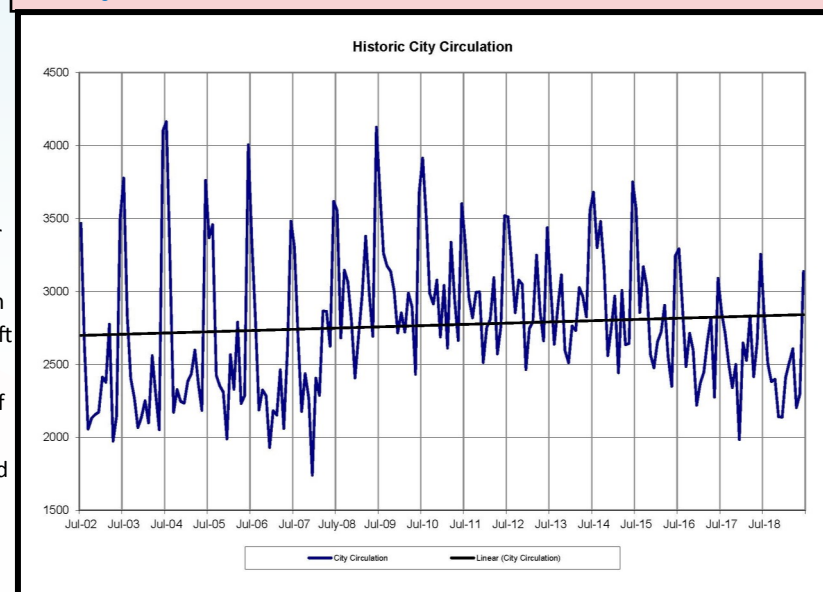
Technology has forced the traditional librarian to evolve, still offering good customer service, still answering reference questions, locating books and other materials. But when it comes to

today's technology, library staff is asked to assist in problem solving technology issues that overwhelm our general public.

In the last accreditation survey from the State Library of Iowa, one key shift from the traditional library role, was the requirements that the majority of the staff be comfortable in assisting patrons with computer problems, and other technology issues. Our staff in both Story City and Gilbert has been consistent in our ability to address

most minor computer problems, and help educate our public in downloading materials from Bridges (our online audio and book database consortium) to their devices, whether it is a phone, a tablet or a laptop computer. Interlibrary Loan services are also at an all-time high!

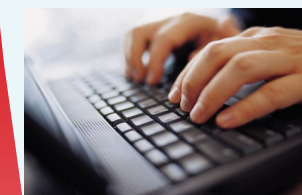
This graph demonstrates the shift that occurred in 2007-2008 when we changed checkout periods from 2 to 3 weeks, and again in 2011-2012 when we began our downloadable e-books and audio books. We also saw an impact when Broad Street was closed west of us, and changed user habits.



INFORM, EDUCATE, RECREATE AND

The library mission statement boils down to the above: we strive to make all things available to our patrons, whether it is a short-term project for school, a new job that needs new skills, coordinating children of the community to learn to problem solve in a fun way or helping our patrons and all our employees into being better communicators, using the many tech tools we have today. This is how :

We Put the Story in Story City!



Bertha Bartlett Public Library earns Accreditation in 2019

The library keeps in the forefront of library services, by maintaining the highest level of accreditation.

This past January, the Library Director, Kolleen Taylor, with the help of the Board of Trustees and her staff, completed the process of reviewing and updating policies, evaluating accessibility using ADA guidelines and re-writing the long-range plan. The final step, the application, includes 85 standards, ranging from dates of meetings to statistics.



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CHILDREN'S PROGRAMS CONTINUE TO ATTRACT NEW GENERATION

From Preschool Storytimes, Storytime Express, After-School Makers' Club, KOOL Kids, Tweens Team, Early Dismissal Programs, and all our Summer Reading Programs, we strive to have something for every age all year round.

The library doesn't take many breaks during the year, and it takes a team to coordinate all the different programs and time to plan projects and activities that engage our youth, while developing the message that the library is the place to both learn and have fun. We try to balance our activities so they are learning in a subtle way, building projects that actively forces them to solve problems and take creative initiative to look at things a different way.

Each month there are different themes for the Preschool and books are made available easily for parents in special bins, inviting families to explore the themes on their own. One day a month, Homeschool parents bring their children to the library for programs best done in a group environment.



The Bertha Bartlett Public Library is open 7 days a week, manned by 10 dedicated employees

At a point when the hourly wage is under discussion from every angle, The Bertha Bartlett Public Library is blessed to have a staff who understands the service we offer is much more valuable than the wages we are paid.

Although small in number, the ten employees include 2 with Masters degrees, 1 finalizing her masters and 2 in the midst of undergraduate studies. All others have a minimum of 2 years of college, and most have a Bachelors degree. One is certified in non-profit management and also is trained in computer repair and maintenance. Each of them have built their technology skills to the point they are able to assist the public with websites, job applications, e-mail problems, and printing.



Although a better equalization was designed in the 2017-2018 fiscal year, setting up a wage matrix that considers the job skills and experience these dedicated employees bring to the table, it is hard to compensate adequately for the heart that they each bring to the job every day. They know their skills and service is needed by the community and they strive to meet the needs as they come to work.

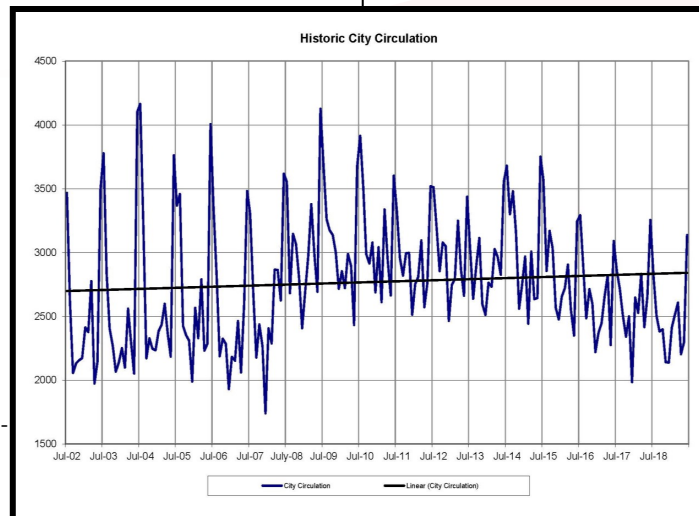
They know that the library is the only place in Story City where one can quickly find a computer when their system crashes at home, their printer dies, or they just run out of ink. They know we are one of the few places who will send out faxes. They know that many in our community would go without access to the Internet without us, and the reason that we have people waiting for us to open, and we have company until closing time is that we are needed.

OPEN 7 DAYS A WEEK, INTERNET MAKES US AVAILABLE 24 HOURS

We made a choice several years ago to upgrade to Aureon to stabilize our internet connection. This was a service we decided was important to our community, and even at the high cost, we have not regretted the decision. The reliability of our network has improved dramatically

With this availability, we have found we can leave our Wifi on 24/7. In previous years, we found we had to disconnect our Wifi each evening to insure it

would work well the next day. The upgrades we have made with our line and with new routers has allowed our patrons to use the services, and we have seen a surge in the number of requests to do wireless printing from both phones, tablets and laptops.



Tracking Wifi use was a new requirement by the State Library. In the 2018-2019 fiscal year, we had 5,342 unique wifi connects, averaging 445 connections per month.



Need for private spaces increases

Quiet space, working space, space for discussions, space for tutoring, space to take classes, space for testing, space for family counseling sessions. These all are requests we get at the library each month and try to find a place for them.

For years we have been able to accommodate our boy scouts, girl scouts, Loaves and Fishes and the occasional city or chamber meeting, in addition to the regular programs we offer each week. Today the space needs have multiplied with the way people are using the library differently.

With digital education peaking, we are the place where students are coming to review materials, take tests and get recertified. We are also the place where tutoring individual students require an environment where they can concentrate. Employers can send potential employees or existing employees to take online classes to improve job skills.



Over the past five years, we have also seen an uptick in online interviews occurring in the library. With the improved fiber-optic cable for Internet services installed in the last 3 years, the improved Wifi capabilities allows job seekers to come to a neutral environment to put forth their best face for future employers.

The schools are also using the library for tutoring sessions, to coordinate meetings beyond the classroom, and for training opportunities.

The library director has also been meeting with local businesses and the Chamber of Commerce staff, offering to host workshops to teach about the many tools available, hoping to assist in their business growth and development. Using the library to help build a stronger and better community seems like a natural role for the library at the Bertha Bartlett Public Library in Story City.

Bridges, databases, and online programs create virtual library services

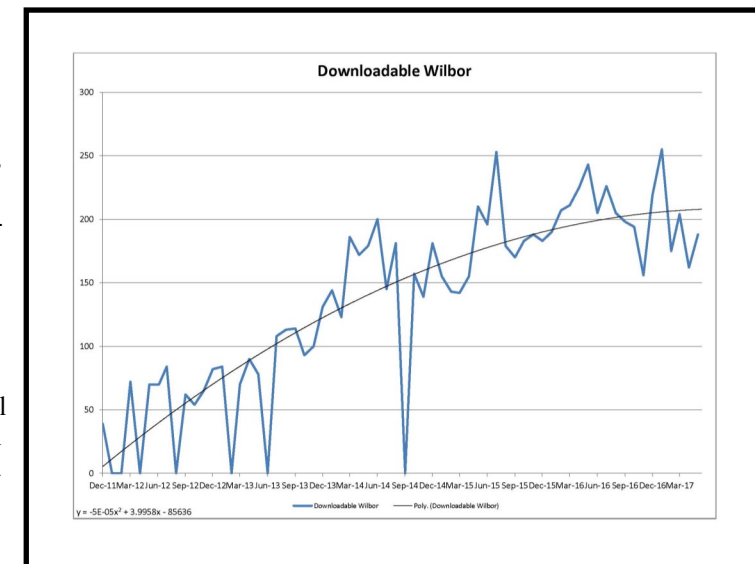
Although space is an issue for us, library services have now broadened with the increased number of ways the Internet can be accessed. Ten years ago, our public computers at the library were the only way patrons could use our internet services, and online resources could only be accessed from within the library. Downloading audio books, e-books, movies and magazines had not even been considered. The ease of this part of our library services has dramatically improved and with it, so has the number of people using those services.

But the augment of the many different databases we now purchase through Gale which are available through our library website opens the realm of virtual library services, with information available on nearly every subject. In some cases, these databases assist local residents who are

working on research projects to complete work on their Bachelors, Masters or PhD programs. But even the home mechanics can benefit, as the Chilton manuals are also all available now online through the Gale Database resources.

Credo Reference has taken the place of the encyclopedias on our shelves, offering facts at our fingertips through the Internet.

Those who wish to learn a new language, whether it is Norwegian, Spanish, or Chinese can also find assistance from the Transparent Language database. Offering nearly 100 different languages, it also allow users the opportunity to choose the dialect which will meet their needs the best.



With Brainfuse, our newest online resource for job seekers, they can search for new jobs and have the resources to build a resume, work online with counselors to give advice, and practice interviewing skills in advance of an actual interview. Job Now/Vet Now also offers specific tools to