Electronic Resources Critical to the Future of the South Dakota State Library

In a digital age, digital collections are increasingly important to most libraries. For the South Dakota State Library, however, they will be vital as we move forward on our new strategic plan. Electronic resources can be easily shared by patrons throughout the state. Statewide licensing generates economies of scale in purchasing that reduce the cost of information to all library patrons. Fundamentally, with an increased emphasis on electronic collections we can do more for more South Dakotans.

Increasing our emphasis on electronic resources, however, raises issues for staff, the State Library Board, the Secretary of Education and others in state government. At our December 13 meeting in Pierre, the State Library Board wrestled with some of these issues. We invited Dr. Rick Melmer, Otto Doll (Commissioner of the Bureau of Information and Telecommunications), and representatives from SDLA to join us in this conversation.

Collectively, we recognized the issues. Librarians have the expertise when it comes to choosing electronic resources. Day-to-day interaction with patrons helps them understand the priorities for their communities. The high price of an electronic resource, however, raises the stakes on each purchasing decision.

Two years ago, the State Library empanelled the Electronic Resources Critical to the Future of the South Dakota State Library

Eric Abrahamson, Chair, S. D. State Library Board leads discussion at the December 13th meeting.

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**Book Marks**

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DEADLINES

January/February issue - Dec. 15  
March/April issue - Feb. 15  
May/June issue - April 15  
July/August issue - June 15  
September/October issue - August 15  
November/December issue - Oct. 15

**ADVERTISING RATES**

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From the President... Robin Schrupp

The beginning of a new year always makes one think about resolutions for change - change in your personal life as well as changes occurring in the workplace, which for most of us is a library. Change is rarely easy and may even be uncomfortable at times, but in most cases generates positive results. Libraries continually strive to improve services and keep abreast of changes in societal trends and technological advances. The State Library is in the midst of a significant transition regarding its focus and resources, and that in turn prompts us all to take a harder look into the impending future of South Dakota libraries. We dare not become complacent in our ambitions or take our supporters for granted!

The challenge before us is to re-think the way we do business, the way we promote the value of libraries and librarians, and the way we interact with local and state government. A valuable opportunity to advocate for libraries is right around the corner - Legislative Day will be held on January 16th at the State Capitol in Pierre. The 2008 Legislative Platform will focus on three main issues:

1) To amend the current process of distributing and preserving state government information in paper and media formats, to include electronic formats
2) To provide statewide digital access to the current daily newspapers of Sioux Falls, Rapid City and Aberdeen as well as 18 major regional newspapers, for all South Dakota libraries
3) To enable the creation of Public Library Districts in South Dakota for the purpose of addressing the ongoing library needs of its population.

Legislative Day is a time to visit with state senators about these issues and voice your opinion. Legislators need to keep in mind that improvements in libraries promote education, literacy and economic vitality; they hold an inestimable value for the future of South Dakota!

Plans are well underway for the Spring Forums to be held Wednesday, March 12th in Rapid City and Friday, March 14th in Brookings (see schedule elsewhere in newsletter). 2008 is also the year that South Dakota will host “Branch Out”, a CE opportunity for library support staff. Mark your calendars for Friday, July 18th in Brookings.

Preparations are also being made for the SDLA Annual Conference to be held September 24-26 at Cedar Shore Resort in Chamberlain/Oacoma. Confirmed speakers/presenters (to date) include children’s author Will Hobbs who will speak on his latest book “Go Big or Go Home”, Susan Bard, presenter of two sessions on Early Literacy and Dialogic Reading, and Ken Davis - author, historian & humorist. There will also be a screening of the highly acclaimed movie “The Hollywood Librarian”, produced and directed by Ann Seidl.

Stay up-to-date on all Conference, Spring Forum, & Branch Out sessions and speakers by visiting our webpage, sdlibraryassociation.org. Continual updates will be posted on the CE wiki, so check back often.

In closing, I have just a couple of reminders. If you haven’t yet renewed your membership for 2008, please try to do so as soon as possible. As you can see, being a member of SDLA presents wonderful opportunities for growth... professionally and personally. Also, if you have concerns, questions or comments regarding SDLA activities, please feel free to contact me at gcliibrary21@hotmail.com or the Grant County Public Library - (605) 432-6543.
Efforts continue to make the migration to version 18 of the Aleph software a reality. Installation on SDLN's test server was completed in early November 2007. Since that time the staff have been engaged in basic testing to ensure the new version is running correctly on the server. We are currently waiting for assistance from ExLibris before issuing a call to member libraries to assist in local testing. After the member testing is successfully completed we can proceed with switch-to-production.

Version 18 promises enhancements to a number of subsystems:

**Systems**
*New capabilities with password control – password management policies can be maintained, such as setting minimum length of passwords as well as defining whether passwords need to be changed periodically*

**Acquisitions**
*Explicit "ClaimDate" for Serial and Standing Orders*

**Cataloging**
*Print to ADM—enables the placement of input and output files in the ADM library rather than the shared BIB library*
*There are several enhancements in the Overview Tree functionality such as an increase in the limit of items displayed from 99 to 750*
*Ability to delete several items in batch instead of deleting one at a time*

**Circulation**
*System configuration to automatically remove specific processing statuses when an item is circulated*
*Patron information restricted to appear in Circulation Module only*
*Amount of time an item is kept on hold shelf depends on pickup location, not owning library*
*Online recall available for hold requests placed in the GUI*

The SDLN staff will use email announcements to keep us apprised of the migration status. Know that much of the waiting continues to be caused by things outside of SDLN’s control.

On the personnel front, we have been engaged in interviews of candidates for the Instructional Librarian/Assistant Director position. We had a wonderful pool of applicants from which to choose, making our work both more fun and more challenging! We continue to advertise for the additional Programmer position. We hope that welcoming new staff will be part of the network’s new year celebration!

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**New SDLA Member**

Angie Lynn Wixon, Mears Library, USF

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**SDLA Treasurer’s Report as of December 17, 2007**

Financial information only available to members
Turning Customers into Guests: Great Library Service
by Dee Dee Raap

We all know “there’s no place like home,” thanks to Dorothy. Repeating that phrase returned her home to Kansas, freeing her from the Wicked Witch, the Munchkins and the Wizard of Oz.

We all value home, and places that make us feel safe, cared for, comfortable—even special. Those feelings bring out the best in us—reminding us to use the manners Mom taught us when we lived at home.

Making each customer feel welcomed, cared for and special is a customer service skill that pays great dividends. Customer retention, relationships and referrals result from great service. Libraries need to keep customers, need them to know more about what is available, and need the positive public relations referrals can bring.

Service this good becomes a very affordable marketing tool. Your customers will want to come back, and they’ll tell others about you so their friends can have the same great experience. Happy customers also make great potential donors to your library system. Here are three simple things that make service this good:

1. **Smile and greet each guest.** See those children, adults and families not “customers,” but as guests in your home. If someone came to your home, you’d smile and greet them. Give guests a genuine smile and a friendly greeting. It’s not hard. Just make eye contact with everyone who comes in to your library and act like you’re glad they came.

2. **Be engaging.** Look for opportunities to offer some insights, make recommendations, visit with guests—at least when they check books. Tell us about future events, new books, and what’s new on your web site. And if you can write down the name of an author, that’s great service. Librarians are tremendous resources, and when you share your knowledge, it shows you care.

3. **Show appreciation.** Thank every guest for coming and invite them to come again. They have choices—and they chose to come into your library. You can even thank us for paying our fines as you point out how easy it is to renew books over the telephone or via e-mail.

Libraries that offer great service treat customers like guests. Guests are welcomed with words, smiles and energy. We enjoy their company, and when they leave, we ask them to return as we thank them for coming—just as Mom taught us.

That’s how I see libraries. A home away from home, where I learn, relax and enjoy. It’s a place I share with my grandson every time he visits, because he’s learning to read and librarians make it fun. And that makes my library a very special place to me.

Dee Dee Raap, author of Dear Mom: Remembering, Celebrating, Healing, is a member of the National Speakers Association specializing in helping organizations achieve great service. For more articles and information on customer service, go to www.DeeDeeRaap.com.

Mountain Plain Library Association Awards

It’s time to nominate librarians, legislators, news media, and others who are noteworthy for a Mountain Plains Library Association Award.

To see the list of awards and the nomination form, go to http://www.mpla.us/documents/procedures/appendix6-B.pdf

Nominations are due to Awards Committee Chair Beth Avery, (Beth.Avery@unt.edu) by February 8, 2008.

The awards will be presented at the MPLA/ULA in Salt Lake City April 29-May 2, 2008.

Dee Dee Raap presented at the 2007 SDLA annual conference

South Dakota Library Association

Make plans now to attend a Spring Forum. It is a wonderful opportunity to gather with colleagues to learn and share.

Michael Sauers (www.travelinlibrarian.info/) will kick-off each Spring Forum.

Spring Forums

Rapid City Public Library
March 12, 2008
Brookings Public Library
March 14, 2008

http://2008sdlaspringforums.wikispaces.com
Thanks to a donation from a local church, the Centerville Community Library has a “yummy” entrance to their children’s area. Constructed out of carpet rolls for a Bible School theme, the church was hoping to find a new home for the “log cabin” house to avoid throwing it away.

Linda Holmberg knew right away it would be the perfect gingerbread house. After redecorating, it was placed in front of the doorway to the children’s area. It has really been a hit with the kids and patrons.

The library has many other possible uses for the house in the future including Grandma’s house from Little Red Riding Hood, Dorothy’s house from the Wizard of Oz (with Ruby Slippers sticking out), or Hansel & Gretel’s house.

submitted by Linda Holmberg Centerville Community Library

USD Library Director Dave Hulkonen retired in December after 25 years of service to USD.

Upon his departure, Mary Bushing (BA, MLS, EdD) will be directing the Library on an interim basis, through March 31, 2008. A search for Dean of Libraries is currently taking place.

There was a reception to honor Dave’s service on Thursday, December 13th from 2:00 - 3:30 PM on the 2nd floor of the I.D. Weeks Library.

Electronic Resources Critical to the Future of State Library cont.

Resources Task Force to assess the needs of the library community and to evaluate various electronic resources. Without exception, the State Library Board has honored the recommendations of the Task Force in the allocation of the resources we have available to purchase online materials. These purchasing decisions have also been channeled through the Governor’s Senior IT Committee.

As Commissioner Doll explained to the Library Board, the Governor has asked the Senior IT Committee to evaluate all major technology purchases (over $50,000) to ensure that they integrate with existing and planned hardware and software purchases. Over the last year, Senior IT has reviewed and approved five of six electronic resource purchasing requests made by the State Library. The request to renew Newsbank was not approved based on Senior IT’s evaluation of the costs versus the benefits.

The discussion with Commissioner Doll reinforced the concerns of members of the library community that content-related decisions should be made by librarians. Commissioner Doll suggested that Senior IT is willing to reconsider the Newsbank decision in light of the obvious concerns expressed by the library community and with new information provided by the State Library.

Overall, the discussion at the State Library Board meeting was positive and constructive. As we develop our electronic resources program, we will continue to seek input from the library community and patrons to determine which resources are most useful for the people of South Dakota.

I personally want to thank the staff at the State Library that has worked so hard on this issue and all of the members of SDLA who shared their concerns with the Board and other policymakers.

Eric Abrahamson
Thanks to a unique collaboration between Kodak’s Graphic Communications Group and the Center for Western Studies, photographs taken more than 100 years ago have come to life in a new photo book. Impressions of Tribal Life was produced on a KODAK NEXPRESS S3000 Digital Production Color Press. Impressions of Tribal Life compiles photographs taken by Father Ambrose Mattingly, OSB, who came to the Crow Creek Reservation in South Dakota in August 1888 as a priest with Immaculate Conception Indian Mission at Stephan.

Among his many skills as a painter, carpenter, plumber, farmer, teacher, and doctor, Father Ambrose also pursued photography from 1895 to 1905, capturing images that reveal a great deal about life on the reservation. The photo book features digital scans of glass plate images that have been enhanced by combining them with Native American artifacts to add color and texture.

The U.S. Geological Survey Office provided the scans, while the artifacts come from the personal collection of Kodak executive and CWS National Advisory Council member Jeffrey W. Hayzlett, who initiated the project.

“This collaboration with Kodak allows us to show case these historic photos and tell our stories to a wider audience through this publication,” said Dr. Harry F. Thompson, director of research collections and publications at the Center for Western Studies. Included in the book are an essay by Dr. Herbert T. Hoover on Catholic Indian boarding schools, a biography of Fr. Mattingly by Thompson, an excerpt from Vine Deloria, Jr.’s essay in A New South Dakota History, and a portion of a meditation by Fr. Stan Maudin, founder of the American Indian Culture Research center at Blue Cloud Abbey.

Impressions of Tribal Life brings the remarkable photography of Father Ambrose to public consciousness after more than a century,” said Hayzlett, Chief Business Development Officer and Vice President, Chairman’s Office, Eastman Kodak Company.

The book will be available at the Center for Western Studies (www.augie.edu/cws) in January and February 2008 in conjunction with a gallery exhibition of Father Ambrose’s framed photographs.

Remembering Beth Marie Quanbeck

Beth Marie Quanbeck died unexpectedly November 12, 2007. Beth Marie worked at the S.D. State Library from 1982 until 1994 at which time she left to work as assistant administrator at the Central Iowa Library Service Area.

Beth Marie served in a variety of capacities when she worked at the State Library. She was hired to be the Public Services Librarian and later transferred to the position of Director of Library Development. According to Dorothy Liegl, “she is probably best remembered in that position. She organized training opportunities including the annual Library Training Institute; launched collaborative project with Head Start; coordinated the annual collection of statistics; and much more.”

Most recently, she had accepted the position of library consultant with the Iowa State Library.

Beth Marie had extensive experience consulting with small, rural public libraries and was well known for her helpful, smiling personality and wonderful sense of humor.

Jane Kolbe honored

Former South Dakota State Librarian, Jane Kolbe, has been awarded the 2007 Library Leadership Award by the Arizona Library Association (AaLA). Jane has played a significant leadership role in the library landscape and has touched many organizations and countless individuals. This award recognizes, among many things, her outstanding work with rural and tribal libraries, including her help in organizing two national conferences for tribal libraries, archives and museums (2003 and 2005), and her success incorporating the Library Practitioner Core Competencies into the annual Library Institute.

She has been a Leadership Institute Mentor with the Mountain Plains Library Association Leadership Institute. Further demonstrating her commitment to building and strengthening the profession, she works with the School of Information Resources and Library Science at the University of Arizona and three urban libraries in the state to develop a leadership academy. The South Dakota Library Association awarded her its Distinguished Service Award in 1992.

from webjunction.org
Rather than give a long rundown of the activities that we and our fellow attendees went through or list the topics that were covered, we would like to share briefly our experience at Ghost Ranch. Only this unique opportunity could provide us the particular challenges that have resulted in understanding how we can be better leaders. No one leaves the Institute without multiple things to implement (or at least try to) in their own organization, but most of all and most frustratingly Institute gives each attendee something incredibly powerful and incredibly intangible.

South Dakota attendees of the 2007 MPLA Leadership were Jasmine Rockwell, Children’s and Youth Services Coordinator at the SD State Library and Robert Russell, Electronic Resources Coordinator at Northern State University.

As the name of the Institute says, leadership is the main thrust of the week. There were examples given from great authors on the subject on what it means to be a leader & how effective leaders view their world, both work and personal; there were fun and dynamic models with arrows aplenty to show processes; there was the notebook chocked full of information and helpful tabs on subjects such as “managing differences,” “risk taking,” “power & influence,” and “groups & teams;” and there was the inexorable Maureen Sullivan and our mentors to help guide us through the week. Leadership was explored in all the afore-mentioned notebook tab subjects and several other areas, with time for personal planning and reflection. We worked in both groups and with a learning partner at different times. We met with fabulous mentors who have been in the profession for a while and thus could offer excellent advice and insights. And talk about location, location, location! Being away from the busy world and having minimal contact with it (except to know that the Red Sox won the World Series), was invaluable and the landscape was breathtaking.

All of these things lead to the conclusion that there isn’t just one point we can fix in my mind to say “this is when I became a better library leader” – we are all still a work in progress. But we came away from a week of sharing, learning, and conquering problems (and a couple tricky mesa hikes) with more confidence, clarity about what we can do in our little library worlds, and with a support group that we will continue to stay in touch with.

Many thanks go to EBSCO, MPLA, SDLA, Northern State University, and the South Dakota State Library for helping to make this priceless week of learning and self-improvement a reality! We hope that we will only serve South Dakota patrons better as a result of our time at the 2007 MPLA Ghost Ranch Leadership Institute!

Interested in a similar experience for yourself? The MPLA Leadership Institute accepts applications from MPLA region librarians who have an MLS and two to twelve years on the job. If you meet these qualifications, get ready to submit your application in June 2008. More information on the institute at: http://www.mpla.us/leadership/index.html

Robert Russell & Jasmine Rockwell take a moment to relax at Ghost Ranch.
Please take a moment
to renew your SDLA membership!

Membership includes
♦ Member rates for the annual conference
♦ Subscription to Book Marks
♦ Continuing education opportunities
♦ Grant opportunities for
  professional development (2 for up to $400)
  scholarships (2 for up to $500)
  SDLA annual conference attendance (2 for up to $450)

Ask a colleague to join with you — their first year is 1/2 price!
http://www.sdlibraryassociation.org/join/index.asp