



# IOWA CITY PUBLIC LIBRARY WINDOW

Fall 2020



## Changes, Core Values, & Strategic Planning: COVID-19 Edition

Elsworth Carman, Library Director

Change can be hard, and at Iowa City Public Library, working through the impacts of COVID-19 has brought a lot of change. No matter where you fall on the change readiness spectrum, adapting to new realities can be tough. It has been inspiring to watch library staff work together and adjust to the limitations of changing health and safety guidelines while building new service models that reflect emerging restrictions. Seeing our patrons embrace our new service delivery options has been equally exciting. Once again, I am impressed by the flexibility, ingenuity, humor, and dedication of both library staff and users.

It's important to note that this unexpected closure—something highly unusual in public library service—coincided

with the creation of a new ICPL strategic plan. As emotionally complex as this extended closure has been for library staff, it has provided an opportunity to think carefully about what our core services are, how we design, deliver, and evaluate

these services, and how we ensure that we are meeting the diverse and changing needs of our community. This is hard, deep work, and our new strategic plan will focus on reimagining ICPL as we reconnect with our community and fully engage in meaningful dialog about how we can best serve the community.

A significant part of this work will be to critically examine our processes, procedures, and practices through a social justice and equity lens. We will be intentional and strategic in working with black, indigenous, and people of color (BIPOC) in our community as we redesign what we offer and how we offer it. We want to take steps to address and reverse the passive observation of, and active contribution to, a shared history of injustice, institutional and systemic



Continued on pages 4 & 5

ICPL staff hard at work, processing books, DVDs, and other library materials for curbside pickup.



# THE WINDOW

Fall 2020

## NEWSLETTER STAFF

Mara Cole, GRAPHIC DESIGNER

### CONTRIBUTORS:

Elsworth Carman  
Becky Dannenberg  
Melody Dworak  
Trent Grierson  
Casey Maynard  
Patty McCarthy  
Brian Visser

## LIBRARY BOARD OF TRUSTEES

Wesley Beary PRESIDENT  
Carol Kirsch VICE-PRESIDENT  
Derek Johnk SECRETARY  
John Beasley  
Kellee Forkenbrock  
Robin Paetzold  
Tom Rocklin  
Hannah Shultz  
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## LIBRARY MANAGEMENT STAFF

Elsworth Carman  
LIBRARY DIRECTOR  
Brad Gehrke  
FACILITIES SERVICES  
Samantha Helmick  
COMMUNITY AND ACCESS SERVICES  
Anne Mangano  
COLLECTION SERVICES  
Patty McCarthy  
DEVELOPMENT OFFICE  
Elyse Miller  
ADMINISTRATIVE SERVICES  
Brent Palmer  
INFORMATION TECHNOLOGY  
Jason Paulios  
ADULT SERVICES  
Angela Pilkington  
CHILDREN'S SERVICES

## LIBRARY HOURS

The Library building and Bookmobile are closed until further notice.

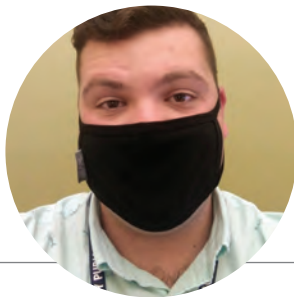
Help is available Mon - Fri 10am - 6pm. Library materials are available through curbside pickup and mail delivery. Current fines are suspended and due dates are extended.

Go to [icpl.org/COVID](http://icpl.org/COVID) for more info.

## CONTACT US

123 S. Linn St.  
Iowa City, IA 52240-1820  
PHONE 319.356.5200  
FAX 319.356.5494  
WEBSITE [icpl.org](http://icpl.org)

IOWA CITY  
PUBLIC LIBRARY



# What can you learn with your Library Card?

Trent Grierson, Public Relations Aide

Have you ever looked through your wallet and asked yourself “why am I holding on to all this junk?” I noticed the other day my wallet was practically bursting at the seams and decided it was time to purge. It’s amazing what I’ve held onto through the years: half-completed punch cards to restaurants long-since closed, at least a dozen business cards, a fortune from a cookie I got in my high school cafeteria, even a Euro coin I held onto in case I miraculously found myself in a place that didn’t accept U.S. currency.



After deciding these knick-knacks weren’t worth lugging around, I took stock of what remained in my billfold, which included a few IDs, my debit card, and the one item I’ll never be caught without: my Library Card.

Recent global events have proven the indispensability of your Library Card. ICPL’s massive collection of books represents only a fraction of the connections this card unlocks. This little plastic card also grants its holder direct access to:

Stream award-winning and classic films.

Learn a new language.



Read eBooks and eAudiobooks.

Peruse your favorite magazines with Flipster...



...and RBdigital.

Find more at [icpl.org/digital](http://icpl.org/digital)



Without this handy asset, I would have been bored stiff during quarantine. I stayed up-to-date on world events with our free access to *The New York Times*, watched Buster Keaton films on Kanopy, and even discovered a couple of regional artists with the Local Music Project.

Celebrate National Library Card Sign-Up Month and request your card today at [icpl.org/cards](http://icpl.org/cards). If you’re a K-12 student, you have access to all of the libraries in Johnson County without late fees with the AIM card! Check out [iowacityaimcard.org](http://iowacityaimcard.org) for more details.

Open up a world of possibilities and ask yourself:  
What can you learn with your library card?



# Library Love is Uplifting

Patty McCarthy, Development Director

Library friends are caring, charming, and curious. Conversations with them are very interesting—usually the highlight of my day. Library friends are lifelong learners. Fantastic storytellers. Devoted to reading for relaxation and education. Passionate about working to right wrongs. Dedicated to making our community the best it can be. Leaders. Followers. Community volunteers who give hundreds of hours to volunteer at the library, or on a library board or committee. Business owners who used a library database to help their employees learn a new language.

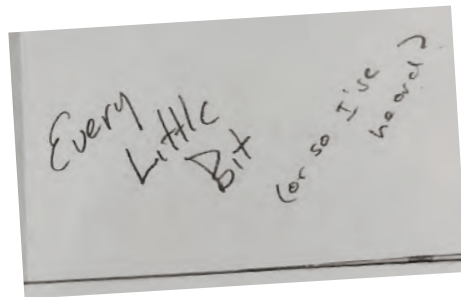
Some are shy. Some are sociable. They miss time inside the Iowa City Public Library. Some call it I-C-P-L. Some call it THE Library. They want to know how we're all doing too.

They are delighted to finally be able to return treasures borrowed during a visit before our COVID-19 closure. Why? Because other people are waiting to borrow them...and because they were concerned they'd lose them. Grateful to hear there

will be no fines on anything returned late in 2020, as long as the items are returned.

Library friends are incredibly generous. Their financial contributions helped the library add many more titles to the digital collection. Helped children watch daily storytimes on the library's social media. Helped grieving friends find solace after losing family members to COVID-19. Helped remind all of us that books=knowledge=power. Thank you for those donations. They make a profound impact in our community.

Since setting up "ICPL Development Office West" in our home, I've tried to set aside time every day to communicate with our library friends. Those who have given financial contributions of all sizes to the Iowa City Public Library Friends Foundation. We are all writing new chapters right now. Listening to our friends' stories, sharing emotions, and connecting over a new author or film found through ICPL, is uplifting. We feel your ICPL love. Thank you.



And thank you for sharing suggestions about engaging in new ways with the library while at home. I love this one from a fabulous couple who are exploring local history by watching the 100+ Tell Me Your Story interviews by Ellen Buchanan which are streaming on The Library Channel at [icpl.org/video](http://icpl.org/video).

Thank you for the kind notes, emails, and phone messages too. This message, "Every Little Bit (or so I've heard)" was carefully printed on paper encasing a crisp \$100 bill which arrived recently in our mail. I hope that the library friend who gave it anonymously reads this and feels our gratitude. Your generosity and that of all of our friends - and soon to be friends - makes the Iowa City Public Library the heart of our community.

Feel free to contact me at **development@icpl.org** or leave a message at **319-356-5249** to hear about the impact you can make as a friend of the Iowa City Public Library.

## Giving is easy

Opportunities open for everyone through the Iowa City Public Library when you give a financial donation. Your \$10 monthly debit will bring more experiences for all.

**Online** - Visit [icpl.org/about/donate](http://icpl.org/about/donate) to give by credit card.


**Mail** - Use the form at right to sign up for a monthly debit, or give by check or credit card.

**Payroll deduction** - Give through Iowa Shares if you work for the City of Iowa City, Johnson County, U of I, IC Community School District, and other local public and private employers.

Enclosed is my/our contribution of \$ \_\_\_\_\_

- |   |   |
|---|---|
| <input type="checkbox"/> <b>Literary Circle</b><br>\$2,500 and more   | <input type="checkbox"/> <b>Author's Circle</b> \$250-\$499 |
| <input type="checkbox"/> <b>Publisher's Circle</b><br>\$1,000-\$2,499 | <input type="checkbox"/> <b>Reader's Circle</b> \$100-\$249 |
| <input type="checkbox"/> <b>Editor's Circle</b><br>\$500-\$999        | <input type="checkbox"/> <b>Book Lovers</b> \$50-\$99       |
|   | <input type="checkbox"/> <b>Bookplate</b> \$1-\$49          |

Payment Type:

- ☐ Check made payable to the 
- ☐ Monthly debit of this amount \$ \_\_\_\_\_  
from this account: \_\_\_\_\_
- ☐ Please charge my:
- ☐ Visa   ☐ MasterCard   ☐ Discover   ☐ American Express

ACCOUNT NUMBER

EXP. DATE

CVV CODE

SIGNATURE (REQUIRED)

NAME(S)

ADDRESS

CITY

STATE

ZIP

PHONE

EMAIL

**Mail to:** Friends Foundation, Iowa City Public Library, 123 S. Linn St., Iowa City, IA 52240. **Questions?** Patty McCarthy, (319) 356-5249 or [patty-mccarthy@icpl.org](mailto:patty-mccarthy@icpl.org).





## Changes, Core Values, & Strategic Planning

(continued from front page)

racism, and normalization of the casual exclusion of BIPOC from positions of leadership and other meaningful opportunities. We know we will not be able to “fix” the social justice issues in our community or the library profession, but we are committed to moving the needle in the ways that we can.

We are fortunate to build on a legacy of strong, practical, values-driven strategic plans. Continuing this tradition means we will anchor our work with our established values of access, belonging, community, intellectual freedom, enjoyment, collaboration, and literacy, even while stretching and growing to serve a community with changing

needs. For the next three years, we will focus on renewal from the COVID-19 closure, leaning in and amplifying community aspirations, and employing our resources in a strategic way.

Right now, the library building remains closed to the public, and safety remains our highest priority. Staff are working hard to offer the best remote services we can. Curbside pickup, mailing materials to patrons, crafts-to-go, virtual programming, phone and chat reference services, and digital collections are used heavily by our patrons. We’re glad to accept returns again, and are actively moving toward offering limited access to computers and other technology equipment.

### We’re doing everything we can to keep our community healthy:

- Staff and vendors are required to wear a face mask and complete a health self-assessment before entering the building
- Staff are scheduled in work teams for group work to limit overall exposure
- We changed the layout of our work areas to accommodate social distancing
- We are quarantining materials for 72 hours before putting them back on the shelf
- We have eliminated overdue fines on all materials through the end of the year
- Our Board of Trustees has established a more frequent meeting schedule specifically focused on reopening plans and the impact of COVID-19 on the library

### We made some physical changes to the building for safety:

- We installed plexiglass barriers at most service points and places where face-to-face work happens
- We removed almost all furniture from the public floors to eliminate spaces for lounging and congregating
- We installed temporary shelving to accommodate changes in item storage
- We placed social distancing prompts on the floor in high-traffic areas
- We relocated some work areas throughout the building as needed
- Hand sanitizer may be found throughout the building

### We set the stage for safe use, but we’ll need your help to maintain the safest possible environment when our building reopens:

- We will require face coverings that cover the mouth and nose on all patrons age six or older
- We ask that people stay home if they have any COVID-19 symptoms
- We will enforce social distancing practices
- We encourage “express use” of the library in lieu of extended visits.
- More expectations may be introduced as scientific understanding of COVID-19 transmission advances. Working together, we can minimize risk and keep each other as safe as possible.

We will continue to ask for your feedback as we bring back traditional and try new services. You will see more frequent opportunities to tell us what you think about what we're doing as a library. To stay relevant and vibrant, we need to hear from you about what you need and want from your public library. Please take advantage of the information-gathering tools we send out, like surveys, invitations to focus groups, etc., but never feel like you need to wait to share your thoughts, opinions, and ideas. Reach out to me anytime, with comments, complaints, compliments, questions, suggestions, or just to check in. I look forward to hearing from you as we evolve as a library and move toward a new future together.

Your patience and support have been a gift throughout the library's closure. Thank you for hearing and understanding our process, valuing our safety practices, and championing the services we are able to provide safely. It means so much to all of us at the library to know we are still part of your daily lives. We are excited to see and serve you in different ways as we reopen. *Stay well!*



## Want an item on our shelves? Place a hold!

Interested in a book or DVD? Place a hold on available items in our catalog and we'll get it ready for you to pick up at curbside or we'll send it to you in the mail.

For additional details, go to: [icpl.org/holds](http://icpl.org/holds)



# REOPENING PLAN

Each phase includes the services provided in previous phases.  
All materials remain fine-free until January 1, 2021.

PHASE

1

## Focus on Phone, Chat, & Web-based Services

*Chat, email, and phone reference available; virtual programming*



PHASE

2

## Re-opened for Curbside Pickup; Remote Book Drops Available

*No-contact curbside holds pickup available; remote book drops in the community are open*



WE ARE HERE

PHASE

3

## Technology Access

*Limited technology access available in lobby meeting rooms; rest of the building remains closed*



PHASE

4

## Express Access to Library Building

*Express use of building available*



PHASE

5

## Bookmobile & Meeting Rooms Back in Service

*Bookmobile and meeting rooms will be in use; limited onsite library programs offered*



PHASE

6

## Full Access

*Outreach services are reengaged; library volunteers are scheduled for onsite service; the library is fully open*



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#withlovefromICPL



## Staff Picks...Just for You

Becky Dannenberg  
Children's Services Assistant  
& Melody Dworak,  
Collections Librarian



**D**o you miss wandering the Library stacks, moseying your way through the collections to stumble upon your next great read? Or are you comfortable at home but wouldn't mind help finding something new? Then you'll want to try the Library's newly revamped recommendation service: Staff Picks...Just for You.

At ICPL, we understand the feeling you get after you've devoured a favorite series and want to find something else to satisfy your need for more. We understand when you fall into a reading rut and are ready to explore uncharted territories.

We have a staff full of reading, movie, and music enthusiasts ready to listen to your needs and come up with suggestions that fit the bill. Tell us what you are interested in, and

our team will use our collective experience to recommend materials that are just right for you.

What do you have to do? Tell us about what you are looking for and give us insight into things that you have liked in the past. Call the Library at **319-356-5200** and have us help you fill out a questionnaire or fill it out yourself at [icpl.org/just-for-you](http://icpl.org/just-for-you).

*We can't wait to hear from you!*



## Diversifying our Collection

Casey Maynard,  
Children's Services Librarian

**B**ehind the scenes at ICPL, librarians are working on a diversity audit of our entire Young Adult collection. Designed as a way for librarians to amalgamate information regarding who is represented within a collection, a diversity audit involves spending time with a book to discern the intersectional identities found within a title.

There is no one way to conduct a diversity audit. In an effort to truly understand our Young Adult collection and ways in which we can improve it, ICPL librarians thought it prudent to look at each individual title we own accounting for: racial, and cultural identities, gender identities, socio-economic status, family comprisal, immigrant and/or refugee status, physical, and cognitive diversities, religion, and represented gender roles. Considering what we know about the importance

**“ICPL will continue to improve the way we serve and represent our diverse community.”**



of cultural insiders telling their own stories, ICPL's diversity audit has been specifically designed to account for content creators, as well as the potential for problematic representations within works as well.

This has been a long time in the making, involving multiple staff and departments working together to create data collection tools, physically audit the collection, and subsequently examine our data set. Librarians Anne Wilmoth and Casey Maynard are currently working behind the scenes on the last of the physical auditing process. Once this is complete we will share what we learn, begin to address identified gaps, and begin the auditing process for another collection to see how ICPL will continue to improve the way we serve and represent our diverse community.





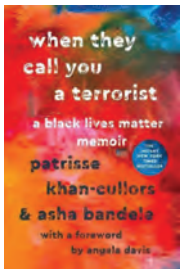
# Books = Knowledge = Power

Brian Visser, Adult Services Librarian

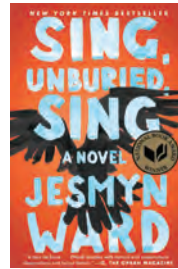


As part of the local Black Lives Matter activism, an anonymous community member posted a sign on ICPL's Building which read: "Books=Knowledge=Power!" We feel that deeply. If you feel powerless and want guidance on educating yourself about racial inequality and injustice in Amer-

ica, ICPL staff have been putting together lists to help. These lists cover titles for all ages, and explore racism, discrimination, and privilege in fiction and nonfiction. Below is one title from each list. **The full, curated lists are available at [icpl.org/BLM](http://icpl.org/BLM).**



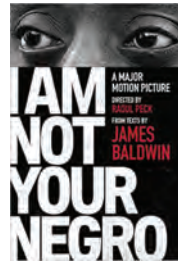
**MEMOIR & BIOGRAPHY:**  
*When They Call You a Terrorist: A Black Lives Matter Memoir*  
by Patrisse Khan-Cullors  
& Asha Bandele



**ANTI-RACIST ADULT FICTION:**  
*Sing, Unburied, Sing: A Novel*  
by Jesmyn Ward



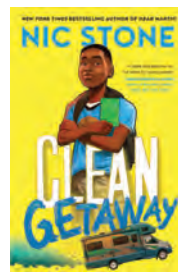
**SOCIOLOGICAL HISTORY BOOKS:**  
*Stamped from the Beginning: The Definitive History of Racist Ideas in America*  
by Ibram X. Kendi



**FILMS ABOUT CIVIL RIGHTS IN AMERICA:**  
*I Am Not Your Negro*  
by Raoul Peck



**YOUNG ADULT (AGES 13+):**  
*Pride*  
by Ibi Aanu Zobo



**ANTIRACIST BOOKS FOR MIDDLE-GRADE READERS:**  
*Clean Getaway*  
by Nic Stone

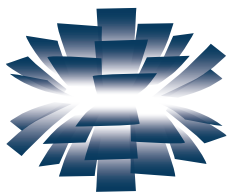


**CHAPTER BOOKS FOR YOUNG READERS AND THEIR FAMILIES:**  
*Some Places More Than Others*  
Renée Watson



**PICTURE BOOKS FOR YOUNG READERS AND THEIR FAMILIES:**  
*Hey Black Child*  
by Useni Eugene Perkins





# IOWA CITY PUBLIC LIBRARY

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**Local  
Postal Customer**



**MAUREEN CORRIGAN**

Book Critic for National Public Radio's Fresh Air



**LISA SCOTTLINE**

#1 Bestselling and Award-winning Novelist



## LOOKING FORWARD

The Annual Fundraiser for the Iowa City Public Library

**THURSDAY,  
OCTOBER 15, 2020  
7:00 pm, online**

Your bandwidth will sizzle during this dynamic conversation  
between Maureen Corrigan and Lisa Scottoline,  
to benefit the Iowa City Public Library.

Register online to reserve your spot for the exciting discussion.  
Our video chat gathering will take place online. You will receive  
an email with login details in advance of the event.  
Thank you for your generous support.

**[icpl.org/looking-forward](https://icpl.org/looking-forward)**

This event is open to the public.

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FOUNDATION



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