

State Librarian's Report

May 25 to August 3, 1999

My report is consolidated under the goals and objectives of the MSL's long-range Plan.

Library Development

Goal 1. Objective 1.1. The Montana State Library will seek broad-based support and use information from many sources when planning to improve and enhance the delivery of electronic library services.

Activities:

- ◆ Facilitated Networking Task Force meeting.

Objective 1.2. By December 1998, all Montana public libraries will have either direct or dial-up access to the Internet.

Activities:

- ◆ Worked with the Gates Learning Foundation, to promote and announce Gates Foundation grant to public libraries in Montana.

Objective 1.3. The MSL will facilitate efforts to have all Montana public libraries declared eligible for telecommunication discounts from Federal and State governments.

Activities:

- ◆ Liaison with PSC and national entities regarding the E-Rate.

Objective 1.5. By July 1998, 25% of school libraries, 70% of public libraries, and all academic, college, and special libraries will offer full-text, electronic periodical databases.

Activities:

- ◆ Selected vendor, oversaw application process and accounting procedures, and provided information on program.

Goals 2. Montana citizens will have timely access to information despite its location or format.

Objective 2.2. By 2001, all public, academic, and school libraries may send all of their interlibrary loan request electronically. Objective 2.3. By 2000, all academic and 50% of all public library catalogs will be available for searching through remote access.

Activities:

- ◆ Along with Director of Statewide Library Resources, coordinated the work of the MLN director.
- ◆ Met with the Pacific Northwest State Librarians, OCLC, and WLN to talk about issues of mutual concern.
- ◆ Worked with MLA director to draft MLN plan and related activities.

Goal 4. Objective 4.1. By 2002, 50% or 41 public libraries will be funded at 85% of the national average for library funding.

Activities:

- ◆ Started informal survey of state aid to public libraries in other states.
- ◆ Met with the Advisory Committee of Madison County LIP to talk about legal structures for public libraries.
- ◆ Met with the Director of the Great Falls Public Library to discuss Cascade County Library services.

NRIS

Goal 1. Objective 1.1. Provide timely and effective service to requests for information on Montana's biological resources, emphasizing rare or endangered plant and animal species and biological communities through the Natural Heritage Program (NHP).

Activities:

- ◆ Worked with Heritage coordinator and NRIS director to devise stable and secure funding for the NRIS program.
- ◆ Organized meeting of the MGIC working group on coordination.
- ◆ Met with Director of the DEQ and staff to discuss NRIS funding.

Information Services

Goal 1. Objective 1.1. Increase State employees' use of State Library services by 50% by January 1998 and 25% per year thereafter.

Activities:

- ◆ Worked with SLR manager and Information Services Supervisor to plan and implement a focus group of state employees.

Goal 1. Objective 1.2. By December 1999, all State Library materials will reflect the needs of state government and the professional development needs of Montana's libraries.

Activities:

- ◆ Met with Federal documents compliance officer to discuss results of her visit to review federal documents collections and processes.

Other Activities

- ◆ Attended MLA/MPLA joint conference in Big Sky. Staffed MSL booth, gave welcome to conference attendees, introduced program presenters, moderated a panel program of state librarians, hosted a meeting of the Western Council of State Librarians, and presented two Association awards.

- ◆ Appointed to the Summitnet Executive Council by Governor Racioc.
- ◆ Attended meeting with State Agency librarians.
- ◆ Planned and led meeting of the Law Revision Task Force.

Statewide Library Resources

Talking Book Library (TBL)

(Report submitted by Briggs and Staffeldt for Briggs, Christopher, Gebhardt, Madison, Meier, Merrin, and Staffeldt)

Goal 1. Staff, volunteers, and patrons will work in a safe, comfortable, and efficient working environment.

Activities:

- ◆ Summer Youth Volunteers have been stripping obsolete and broken books, demagnetizing old tapes and generally helping us catch up in certain areas.
- ◆ Upgraded Solaris Sun Server on June 14, 1999; it is now Y2K compliant.
- ◆ The Keystone (KLAS) database system was upgraded June 28, 1999, to add new features.

Goal 1. Objective 1.2. Finalize plans to reorganize circulation area, including mailroom, stacks, and machine room.

Activities:

- ◆ Obsolete machines have been returned to National Library Service.
- ◆ Summer Youth Volunteers have updated our machine inventory to accurately reflect machines available to patrons.
- ◆ Summer Youth Volunteers have completed cleaning and boxing machine headphones, preparing them for easy mailing to patrons.

Goal 2. Montana residents will receive the best possible service from the Montana Talking Book Library.

Activities:

- ◆ Results of the patron survey have been tabulated. Results will be featured in the Patron Newsletter in September and the Commission meeting in October.
- ◆ Based on patron requests through the patron survey, we purchased ADA software and accessories to begin a pilot program with patrons wanting electronic access to library services.
- ◆ Contracted with Utah State Library for the Blind & Physically Handicapped to offer Braille services to patrons. A rate increase was implemented by Utah in the amount of \$55.00/patron (from the previous \$53.00/patron).
- ◆ Cheryl Christopher started July 19, 1999, as a new Reader Adviser. She has extensive experience in libraries and telephone customer service. She has completed several training modules to date and will be continuing her training.

- ◆ Completed the newly revised large print format Descriptive Video Catalog and mailed to participating patrons. The audio version is in process.
- ◆ Changed the format for labeling Descriptive Video mailing containers, in order to decrease the amount of missing DV's.
- ◆ The Summer Reading Program ends on August 6, 1999. There are a total of ten (10) participants. Two of the ten read more than their contract.
- ◆ Completed the book warranties and returned them to their publishers for replacement.
- ◆ Returned all broken book containers for recycling.

Goal 2. Objective 1.0. Establish ongoing training and continuing education for staff.

Activities:

- ◆ All staff, except Cheryl Christopher, has completed Microsoft Outlook training. Cheryl is scheduled for August 10, 1999.
- ◆ Attended the Western Conference for Talking Book Librarians in Santa Fe, New Mexico June 7, 8, and 9th.
- ◆ Hosted 20 Nursing Home Activity Directors from the Montana Health Care Association on June 8th, giving them an overview of our program and how to serve patrons in their facilities.
- ◆ All staff, except Cheryl Christopher, attended the Montana Association for the Blind's Summer Orientation Program (SOP) on the MSU campus July 8, 1999.

Goal 2. Objective 2.1. Increase the percentage of qualified patrons being served.

Activities:

- ◆ New patrons signed up for service: May: 17; June: 34; July: 30

Goal 2. Objective 2.7. Increase the amount of information available through electronic means about the Talking Book Library and related services.

Activities:

- ◆ A Descriptive Video Catalog website link for patrons has been established.

Goal 2 Objective 2.8. Improve the quality of the Montana Cassette Recording Program by January 2000.

Activities:

- ◆ The Summer Youth Volunteers (six total) have been working on various projects throughout the library.
- ◆ The September 16, 1999, Volunteer Recognition Event is being planned. Commissioners will receive special invitations with detailed information.
- ◆ New volunteers signed up: May: 2; June: 3
- ◆ The newly completed descriptive video Catalog is being recorded at the prison to expedite completion.

- ◆ Recordings of the following books were completed in our local Recording Program: June: *Bear Aware; Mountain Lion Alert; From the Quarries of Last Chance Gulch; The White Calf; Montana Bill; Death in Yellowstone; Rain or Sine; The Elk Hunter*. July: *Wilderness First Aid; Muddy Fork and Other Stories; Desert Star; Noisy Soil* August: *Frontier Soldier*
- ◆ Recordings of the following local magazines were completed in our local Recording Program: *Montana Magazine of Western History (Summer, 1999)* *Wild Outdoor World (May/June, 1999)*

Library and Information Services Department (LISD)

(Report prepared by Cornish, Holt, Meredith and Staffeldt for Carlson, Cornish, Holt, Madison, McHugh, Meredith, Miller, Pepper-Rotness, Smith, Staffeldt, and Williams)

Goal 1. All state employees have access to the current and accurate information that they need.

Activities:

- ◆ Began monthly posting on Wired-MT of description of a state agency websites.
- ◆ Provided Internet training for the legislative audit staff.
- ◆ Received and processed 318 paper federal documents, 605 microfiche and 53 new CD's. This last figure represents the increasing trend of federal documents being distributed in electronic format.
- ◆ There has been extensive shifting of periodicals into the compact shelving. Our goal is to have all the journals from 1990 to current in the regular periodical shelves.
- ◆ With the end of our fiscal year, publishers are being very prompt in sending orders. Twenty-two new titles were added to the general collection and forty-nine new titles were added to the reference collection.

Objective 1.1. Increase utilization by state government employees.

Activities:

- ◆ Revised extensive bibliography of MSL resources on grant writing to categorize resources by type and special interest for different audiences.
- ◆ Documented use of the various resources of the library facility with a weeklong hourly census of patron use.
- ◆ Documented use of the library facility by analyzing data from a people counter installed at the entry.
- ◆ Prepared for and participated in a FOCUS group of state employees discussing the preferred future for library services from the State Library for state employees.
- ◆ Solicited feedback from patron populations and made revisions to the new information services policy for approval by the Commission.

- ◆ Analyzed data from the new computer-based reference desk log and began a trial of moving reference desk staff off the front desk and transferring phone answering responsibilities to circulation staff. Purpose is to provide more uninterrupted time to reference staff for in depth reference activities.

Objective 1.2. By December 1999, all State Library materials will reflect the needs of state government and the professional development needs of Montana's Libraries.

Activities:

- ◆ Reviewed collection management policies from several public and school libraries.
- ◆ Coordinated Foundation Center workshop at MSL. Representative from the Foundation Center gave workshop on their print and computer resources. There were 25 attendees from state agencies and nonprofit organizations.
- ◆ Gave tour of Foundation Center Collection to a private class of 10 people.
- ◆ Worked extensively with the federal document collection in the library; wrote a collection development policy specifically for federal documents.
- ◆ Deselected the number of federal publications to be received from GPO. While at one point, the Library was receiving 37% of the documents available, we're now down to 16%.
- ◆ Met with other state agency personnel to coordinate our collection with theirs.
- ◆ New signs designating the federation publications collection have been installed.
- ◆ Finalized a new housing agreement with Western Montana College for ERIC documents.
- ◆ A federal government employee recently inspected the federal publications collection. She was supportive of our changes and felt we were on the right track in our management of the collection.
- ◆ Solicited suggestions from the library community and made revisions to the new collection development policy for approval by the Commission.

Goal 2. The staff is well-trained and excels in providing service to all users.

Objective 2.1 SLR will offer a coordinated schedule of continuing education for all staff.

Activities:

- ◆ Several members of the LISD staff attended WLN/OCLC workshop, as staff continues to deal with the transition from WLN to WLN/OCLC database and environment.
- ◆ All State Library staff attended the mandatory Outlook training as we joined the rest of state government in the new Microsoft office suite.
- ◆ Attended a workshop on reference work as part of the Paraprofessional Institute in Dillon for two and half days. The class consisted of reviewing, evaluating and using standard reference sources. They also explored the

reference interview and good customer service.

Goal 4: Montana citizens have easy and accurate access to state information.

Activities:

- ◆ Cataloged sixteen new state publication titles in June and twenty eight titles in July. The total number of titles added to our holdings for this time period was 125, volumes added were 172.
- ◆ The total number of volumes and titles distributed through the State Publications Distribution Center for June and July was six hundred and fifty one items.

Goal 5. Objective 5.2. All state agency libraries cooperate to improve services to their clients.

Activities:

- ◆ Negotiating with Legislative Services and MT-PRRIME group in the continuation of the cooperative annual FOLIO maintenance expenses.
- ◆ Met with state agency librarians to discuss new collection development and information services policies, share findings from the state government employee focus group, and to solicit similar input for a new LISD long range plan

Library Development (LDD)

(Report submitted by Gunderson and Staffeldt for Cooper, Finn, Gunderson, Jackson, Newell, Reymer, and Staffeldt)

Goal 1. Objective 1.1. MSL will seek broad-based support and use information from many sources when planning to improve and enhance the delivery of electronic library services.

Activities:

- ◆ Attended June Montana State Library Commission meeting in Helena, providing updates on Library Improvement Project for Madison County, LSTA project status, Montana Library Network Director activities, and Statewide Periodical Database.
- ◆ Attended Gates Foundation ceremony in Helena.
- ◆ Attended MLA/MPLA annual conference in Big Sky; participated in conference sessions, consulted with librarians, and provided technical assistance to conference staff and presenters.
- ◆ Attended training session on Microsoft Outlook 98.
- ◆ Attended Networking Task Force meeting July 1 in Helena.
- ◆ Provided input for planning the Montana Library Network.
- ◆ Attended Golden Plains Library Federation Meeting on July 24.
- ◆ Arranged for OCLC Training Sites in Montana from June 1 through June 25.

- ◆ Attended OCLC training at Lewis and Clark Library.
- ◆ Attended the LIBRARY LINK meeting in St. Ignatius.

Goal 1. Objective 1.2. By December 1998, all Montana public libraries will have either direct or dial-up access to the Internet.

Activities:

- ◆ Continued assistance to LSTA Internet Connectivity Project Phase I libraries. Participating libraries with a balance in grant funds were contacted and reminded of spending deadlines.
- ◆ Assisted libraries participating in the LSTA Internet Connectivity Project Phases I & II with final equipment purchases.
- ◆ Consulted with the LSTA Internet Connectivity Project Phase II libraries in Choteau, Fort Benton, Livingston, Ronan, Superior, and Virginia City.

Goal 1. Objective 1.3. Montana public libraries will be eligible for telecommunication discounts from the Federal and State governments.

Activities:

- ◆ Reviewed technology plans for participation in E-Rate Program for Ekalaka, Harlowton, and Twin Bridges.
- ◆ Consulted with the following libraries on E-Rate issues: Big Timber, Cut Bank, Libby, Plains, and Twin Bridges.

Goal 1. Objective 1.4. Increase librarians' and trustees' understanding of the use of technological resources in libraries.

Activities:

- ◆ Consulted with Deer Lodge on automated circulation system implementation.
- ◆ Consulted with Red Lodge on library automation and Internet issues.

Goal 1. Objective 1.5. By July 1998, 25% of school libraries, 70% of public libraries and all academic, college, and special libraries will offer full-text, electronic periodical databases.

Activities:

- ◆ Assisted in the design of the logistical structure for implementing the statewide magazine database program.
- ◆ Met with Gale Corporation Representative Hillary Fox to clarify and resolve statewide subscription issues associated with InfoTrac access.
- ◆ Consulted with libraries statewide to recruit participation in the statewide purchase of the InfoTrac magazine database ultimately contacting over 600 libraries by telephone, email, and regular mail.

Goal 2. Objective 2.5. MSL's consulting division reflects the needs of the State's libraries.

Activities:

- ◆ Provided orientation for new Statewide Technology Librarian, Suzanne Reymer.
- ◆ McHugh and Meredith created a bibliography of resources to supplement the library standards.
- ◆ Provided consulting to the following libraries: Baker High School, Belt, Billings-Education America Campus, Boulder, Bozeman, Butte High School, Chester, Choteau, Darby, Deer Lodge-Montana State Prison, Dillon, Ekalaka, Ennis, Fort Benton, Glasgow, Glendive-Dawson Community College, Helena, Hamilton-Rocky Mountain Laboratory, Hardin, Harlowton, Havre, Kalispell, Lewistown, Livingston, Missoula, Moore Public Schools, Pablo-Salish Kootenai College, Plains, Poplar-Fort Peck Community College, Sheridan, Stevensville, Superior, Terry, Three Forks, Valier, Twin Bridges, Virginia City, Whitehall, White Sulphur Springs, and Wibaux on topics including, but not limited to, budgeting, building remodeling, certification, continuing education, directory information, Fall Workshop, grant funds, institutional library service, interlibrary loan reimbursement, LaserCat, LSTA projects, library buildings, library standards, MLA information, public library information, training opportunities, and statistical information.
- ◆ Onsite visits were made to Alberton, Belgrade, Big Timber, Bozeman, Columbus, Darby, Dillon, Eureka, Hamilton, Hardin, Laurel, Red Lodge, St. Ignatius, Sheridan, Stevensville, Three Forks, Whitehall, and Virginia City.
- ◆ Provided LaserCat technical assistance to Chester, Deer Lodge, Dillon, Helena-Montana Historical Society, and Whitehall.
- ◆ Provided ongoing assistance and support to the Advisory Committee for the Madison County Library Improvement Project and attended Committee meetings in Ennis, Sheridan, and Virginia City.

Goal 3. Objective 3.1. By June 1998, MSL will offer Montana librarians and trustees a comprehensive, professionally planned schedule of continuing education options.

Activities:

- ◆ Planning for MSL's September 1999 Fall Workshop in Lewistown continued. Registration forms were sent to individuals requesting them and also appeared in the July issue of Big Sky Libraries. Meals and a walking tour of Lewistown have been scheduled.
- ◆ Work continued on revisions for the Trustee Manual.
- ◆ Planning and preparation for an interlibrary loan workshop to be presented at the October 1999 Montana Education Association annual conference in Missoula continued.
- ◆ The annual review and revision of the LDD section of MSL's long-range plan were completed.

Goal 3. Objective 3.2. By January 2000, the number of participants in the

certification program will have doubled to 454.

Activities:

- ◆ Approved twelve programs for the Montana Educator's Association Conference and twenty-two programs for continuing education contact hour credits.
- ◆ Consulted with the librarians in Billings, Bozeman, Dillon, Harlowton, Helena, Kalispell, Three Forks, and Whitehall with certification questions.
- ◆ Montana Library Certification Program Manual-sent draft copy of revised manual to focus group members, compiled comments and prepared manual for printing.

Goal 3. Objective 3.4. The use of MSL's collection of professional materials by librarians and trustees will increase by 10% each year.

Activities:

- ◆ Promoted and encouraged use of the MSL professional collection when consulting with public libraries.
- ◆ Meredith continued posting relevant professional and reference materials to Wired-MT and in Big sky newsletter. She continues to receive thanks for the postings. There is great interest in the materials, particularly the professional materials, all that were posted have subsequently been checked out.

Goal 5. Objective 5.1. Annually, MSL will coordinate statewide plans and programs for libraries.

Activities:

- ◆ Distributed the Montana Public Library Annual Report of Statistics to all the public libraries and interested parties.
- ◆ The fourth and final issue of the first LaserCat statewide subscription was sent to participating libraries.
- ◆ Continued work with OCLC/WLN on the 1999-2000 LaserCat CD-ROM group purchases through MSL. As of July 30, 1999, fifty libraries have requested single issue LaserCat subscriptions, and eighty-three libraries have requested four-issue LaserCat subscriptions.
- ◆ Attended LDD team meeting in Helena on 07/06/99.
- ◆ Suzanne Reymer, Statewide Technology Librarian for Sagebrush Federation and South Central Federation, joins the LDD team on 07/06/99.

Goal 6. Objective 6.1. MSL will promote planning and budgeting at state institutions in an effort to have budget supported plans for library services in place for 50% of such facilities by the end of 1998 and for 100% of state institutions by the end of 2000.

Activities:

- ◆ Additional information about library services to residents/staff of state

institutions was gathered from MSL's records and from neighboring states. This information will be added to a report to be made for the August Advisory Council meeting.