

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.

Objective 1.1. Reorganize work areas to achieve maximum use of space.

Activities:

- ◆ Obsolete equipment is being returned to the National Library Service in preparation for consolidation of space in the machine room. This will make room for better space management of the Keystone/KLAS/SUN server and the new ADA compliant patron workstation.
- ◆ Books on warranty are 95% complete for return to manufacturer for replacement.
- ◆ A new system of identifying and purging mismatched books on a monthly basis was established in October. Purging of old mismatched books prior to that time has begun. This will free up additional space for new books.

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

Activities:

- ◆ Six new descriptive videos are being added to the collection: *Amistad*, *Antz*, *Dante's Peak*, *Good Will Hunting*, *Hope Floats*, and *Twins*.
- ◆ Magazine circulation has been improved through a team effort of TBL staff and volunteers, along with Keystone staff to assure that patrons receive current magazine issues in a timely manner.
- ◆ Established a monthly staff meeting to review patron issues, including school and nursing home procedures.

Outreach activities included:

- ◆ 2000 Health Fair booth at Carroll College October 19th. Lee Madison and Christie Briggs made 1000 service contacts.
- ◆ Public Library Division Retreats in Miles City on October 22nd and 23rd and in Helena on October 30th. Christie Briggs made 98 service and community contacts.
- ◆ Kalispell MAB Chapter meeting on Nov. 5th. Christie Briggs made 35 service contacts.
- ◆ Helena Kiwanis meeting on Nov. 8th. Christie Briggs made 30 service contacts.
- ◆ Patron survey results were tabulated, resulting in the following: Patrons gave us high marks in the areas of timely, efficient, and courteous service (84%-

98%); books, magazines, descriptive videos, and equipment are received in good shape (89%); handicap accessibility of our library (100%). Patron interest in learning how to access our services via computer (67%). We appreciate the comments and suggestions for improvements. We take these seriously and integrate patron suggestions into our annual work plans and fiscal budgeting processes.

- ◆ Cheryl Christopher is including these survey results in the November issue of the Patron Newsletter "Bits of Gold."

Objective 2.2. Comply with 80% of the standards in the ALA's "Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the blind and Physically handicapped."

Activities:

- ◆ Roberta Gebhardt is conducting a library self-audit of equipment for 60 patrons. The audit was started in October. Thirty-one patrons have responded thus far, with four errors found.
- ◆ BPHICS reconciliation has been completed by Roberta Gebhardt. All equipment has been reconciled.

Goal 2. Objective 10. Establish ongoing training and continuing education for staff.

Activities:

- ◆ Cheryl Christopher attended a Montana State Computer Security class in October. It has been recommended for an inservice to all MSL employees.

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

Activities:

- ◆ New patrons signed up: September: 39 October: 48

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

Activities:

- ◆ Newsletter will be on the TBL's homepage.

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

Activities:

- ◆ New volunteers: November: 1 - Elisabeth (Elsie) Semple
- ◆ Review Committee for on-going evaluation of recording teams is up and running. They have reviewed their first team and will start their second team review in November.

- ◆ A problem with the Quantegy master reels has been identified and actions being taken through quality assurance checks to replace faulty reels.
- ◆ Recordings of the following books were completed in our local Recording Program:
 - October: *Anaconda Montana; Wishes and Fishes in Bluebird; Trees Call for What They Need.*
 - November: *Buffalo Prairies and Buffalo Men; Backpacking Trips; More From the Quarries of Last Chance, Vol. 3.*

Library and Information Services Department (LISD)

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

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

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:

- ◆ Several LISD staff and volunteers have weeded selected portions of the federal documents collection, produced an "offers list," and transferred documents to the full depository library at the University of Montana.
- ◆ Priorities within the Preferred Future statement have been established and a new organizational structure for the department has been proposed. A personnel consultant has been retained to assist in the development of new position descriptions for all FTE.

Objective 1.3. Each year, library users and staff have access to easy-to-use, current information technology.

Activities:

- ◆ Streamlined statistics gathering and analysis mechanisms have been developed, using Excel software, for managing current awareness services and document delivery services.
- ◆ Meredith has continued monthly postings to Montana librarians on Wired-MT regarding professional development and general reference tools available from MSL. Additional postings describe the content of selected state agency webpages.
- ◆ Meredith has resigned her position at the Montana State Library as of November 12, 1999.

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:

- ◆ Janet Hunter attended a state-sponsored workshop on computer security. She relayed handouts and information from the workshop to other staff at their regular weekly meeting.

Library Development (LDD)

(Report submitted by Gunderson and Staffeldt for Cooper, Finn, Gunderson, Jackson, 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 October Montana State Library Commission meeting in Billings and provided updates on Gale Infotrac project (statewide database), LSTA project status, E-rate, and Montana Library Network.
- ◆ Made presentations regarding a possible Library Improvement Project for Lake County to the boards of the Swan Lake, Polson, Ronan, and Arlee libraries, the city councils of Polson and Ronan and to the Lake County Commissioners.
- ◆ Provided input for planning the Montana Library Network.
- ◆ Attended Academic and Special Library Division Retreat on September 29 and October 1 in Chico.
- ◆ Attended Pathfinder Federation Advisory Board meeting in Fort Benton on October 7.
- ◆ Attended Tamarack Federation on October 8 in Hamilton.
- ◆ Attended Sagebrush Federation Meeting in Miles City on October 9.
- ◆ Attended October 16th Grand Opening of the Great Falls Public Library's new Bookmobile.
- ◆ Attended October 17th open house at Dillon City Library which unveiled the results of the LSCA-funded Title II remodeling project.
- ◆ Attended MLA Public Library Division Retreat October 22-23 in Miles City.
- ◆ Attended Public Library Director's Meeting October 29 in Helena.
- ◆ Attended MLA Public Library Division Retreat October 29-30 in Helena.
- ◆ Attended South Central Federation Meeting on November 6 in Billings.
- ◆ Attended Library Services Advisory Council meeting on November 9 in Helena, providing updated reports on Statewide database project, E-rate, LSTA, and Montana Library Network.
- ◆ Attended Networking Task Force meeting November 10 in Helena, providing updated reports on Gale Infotrac Project (statewide database) and E-rate.

- ◆ Attended Golden Plains Federation Meeting on November 11.
- ◆ Attended IMLS's LSTA State Programs Division Conference in Washington, D.C. on November 15-17.

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

Activities:

- ◆ Worked with all LSTA Phase I and Phase II Internet Connectivity Projects to receive final reports for each of the 29 projects.
- ◆ Consulted with the LSTA Internet Connectivity Project libraries in Livingston, Three Forks, Jordan, Fairfield, Scobey, Conrad, Harlem, Chinook, Virginia City, Dutton, Valier, and Circle.

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

Activities:

- ◆ Consulted with Montana libraries participating in E-rate by providing Year Two information about when to file BEAR forms and how to complete form 486; by resolving problems between frustrated librarians and SLD officials; and by advising on how to appeal SLD decisions; and by providing Year Three information on changes to forms; how to file on-line; and explaining the process to new librarians and libraries planning to join the E-rate program in upcoming year.
- ◆ Reviewed technology plan from Livingston-Park County Public Library for participation in the E-rate program.

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

Activities:

- ◆ Final transfer of ownership of the LSCA-funded "Have Laptop Will Travel" portable computer lab from Missoula Public Library to MSL was completed.
- ◆ Consulted with Ovando and Deer Lodge on automated circulation system implementation.
- ◆ Consulted with Teton County public libraries on MLN and a countywide OPAC.
- ◆ Consulted with library in Joliet on how to transfer files between Winnebago and LaserCat.
- ◆ Consulted with library and board in Miles City on Y2K issues and options as well as the possibility of contracting with Parmly Billings for shared OPAC.
- ◆ Consulted with library in Jordan on new library automation system and the development of a school/library consortium.

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 Hot Springs, Dillon, Twin Bridges, and Thompson Falls to make Gale InfoTrac database operational on library computers.
- ◆ Assisted subscribing libraries with questions about the Infotrac database and set up procedures.
- ◆ Provided Gale Infotrac training at Twin Bridges High School for public and school librarians; at Big Horn County Library for public library staff, and at the Public Library Division Retreat at Miles City.

Goal 2. Objective 2.4. Increase the ability of Montana's library workers to answer reference questions and to process interlibrary loan requests locally.

Activities:

- ◆ Assisted with interlibrary loan workshop for the October 1999 MEA annual conference in Missoula. Seven school librarians attended.
- ◆ Conducted LaserCat ILL training at Darby.

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

Activities:

- ◆ Provided consulting to libraries at Baker, Billings, Boulder, Bozeman, Chinook, Conrad, Darby, Deer Lodge, Dillon, Drummond, Ennis, Fairfield, Forsyth, Fort Benton, Glasgow, Glendive, Hamilton, Hardin, Havre, Helena, Joliet, Kalispell, Lewistown, Libby, Livingston, Manhattan, Miles City, Missoula, Plentywood, Philipsburg, Plains, Polson, Ronan, Roundup, Shelby, Sheridan, Stevensville, Superior, Thompson Falls, Three Forks, Townsend, Twin Bridges, Valier, Virginia City, West Yellowstone, Whitehall, and Wibaux on topics including, but not limited to, automation, certification, directory forms, e-mail, fall workshop, federation reports, grant funds, institutional library service, interlibrary loan, Internet use, laptop lab, LaserCat, LSTA projects, library boards, library buildings, library standards, mill levy, MLA, position descriptions, training opportunities, trustees, salaries, statistics, and weeding.
- ◆ Provided LaserCat technical assistance to Columbus schools, Montana Historical Society, Montana College of Technology, Havre High School, Rocky Boy High School, Fairfield schools, Bozeman High School, and public libraries in Belgrade, West Yellowstone, Plains, Deer Lodge, Darby, and Whitehall.

- ◆ Provided ongoing assistance and support to and attended meetings in Twin Bridges and Sheridan of the Advisory Committee for the Madison County Library Improvement Project.
- ◆ Onsite visits were made to Baker, Billings, Boulder, Broadus, Colstrip, Darby, Denton, Dillon, Drummond, Eureka, Forsyth, Glendive, Hot Springs, Joliet, Jordan, Laurel, Lewistown, Libby, Miles City, Missoula, Moore, Polson, Ronan, Roundup, St. Ignatius, Sidney, Stanford, Swan Lake, Plains, Thompson Falls, Troy, Twin Bridges, Whitehall, Wibaux, and Winnett.

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 continued for the Summer Institute 2000. A visit was made to Rocky Mountain College campus and a draft contract agreement with the college is currently being reviewed by MSL's lawyer. Information from other states about similar training institutes has been collected to assist in the final planning for next June.
- ◆ Prepared evaluation summary from MSL Fall Workshop in Lewistown to use as tool for planning future training opportunities.
- ◆ Provided training on Y2K issues and Internet usage for participants at the MLA Public Library Division Meeting in Helena on October 29.

Goal 3. Objective 3.2. By January 2000, the number of participants in the certification program will have doubled to 454.

Activities:

- ◆ Presented a certification workshop at the MLA Public Library Division Retreats in Miles City and Helena, and at the South Central Federation Meeting in Billings.
- ◆ Consulted with the librarians in Billings, Bozeman, Conrad, Dillon, Fairfield, Forsyth, Hamilton, Hardin, Havre, Helena, Lewistown, Livingston, Manhattan, Miles City, Three Forks, Townsend, Twin Bridges, West Yellowstone, Whitehall, and Wibaux with certification questions.
- ◆ Approved six programs for the MLA Public Library Division Retreats, and twenty programs for continuing education.
- ◆ Approved nine applicants into the Enrollment Level and three applicants into the Certification Level of the Montana Certification Program.

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.

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

Activities:

- ◆ Completed work with OCLC/WLN on the 1999-2000 LaserCat CD-ROM group purchase through MSL. Fifty-four libraries ordered single-issue LaserCat subscriptions, and eighty-four libraries ordered four-issue LaserCat subscriptions.

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:

- ◆ Update report on institutional library service in Montana since 1986 was presented to the Advisory Council at its November meeting.
- ◆ Annual reports were requested from the four public libraries providing LSTA-funded contracted library services to residents of state institutions.