

Statewide Library Resources contributions to  
The State Librarian's Report  
Compiled by Darlene Staffeldt  
January 25, 2002

**Library Development Department**

(Report submitted by Jackson for Cook, Cooper, 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:

December Commission meeting in Helena.

Four meetings with Hi-Line Shared Catalog participants in December and January.

January Networking Task Force meeting in Helena.

December Annual FSCS Conference in Washington, D.C.

An e-mail workshop presented by Records Management staff in January.

The ALA Mid-Winter Conference in New Orleans in January.

Met with Darby Public Library Building Finance Committee.

Participated in conference calls and planning sessions for the Montana Shared Catalog.

Assisted with the LISD open house for patrons in December.

Participated in December and January LDD Conference Calls.

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

Activities:

Consulted on E-Rate, filtering and CIPA queries from libraries in Anaconda, Belgrade, Belt, Big Timber, Billings, Bozeman, Broadus, Cascade, Choteau, Darby, Dillon, Ekalaka, Fairfield, Havre, Hot Springs, Jordan, Miles City, Plains, Philipsburg, Polson, Stanford, Stevensville, Three Forks, Twin Bridges, Valier, Virginia City, West Yellowstone and Wibaux.

Continued monitoring E-Rate funding waves for Year 4 (2001-2002). To date Montana has received a total of \$3,527,157. This was awarded in the following amounts by institution: Consortia = \$25,579, Private School = \$43,933, Public Library = \$135,025, Public School = \$3,322,621; and in the following amounts by type of fund: Internal Connections = \$785,068; Internet Access = \$876,836; Telecom Services = \$1,865,253.

Provided information to libraries about deadlines for Year 5 (2002-2003), including the January 17, 2002, application window closure. 62 public libraries began the filing process and 56 have completed applications on file with the Schools and Library Division. Presumably, the six remaining libraries have filed applications but these have not yet been received or are waiting to have the data entered.

**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:

Performed laptop lab overhaul for upcoming trainings in 2002.  
Provided instruction for Cascade, Choteau, and Shelby on the use of CatExpress and web-based ILL.

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

Activities:

Provided consulting to the following libraries:

Amsterdam Public School, Anaconda, Augusta, Baker, Belgrade, Belt, Billings, Boulder, Bozeman, Bridger, Browning Public Schools, Cascade, Cascade Public Schools, Chester, Chinook, Choteau, Circle, Colstrip, Conrad, Custer County High School (Hardin), Cut Bank, Darby, Dawson Community College (Glendive), Deer Lodge, Denton, Dillon, Drummond, Drummond Public Schools, Dutton, Ekalaka, Ennis, Fairfield, Flathead County High School (Kalispell), Forsyth, Fort Benton, Fort Smith	School, Frenchtown School, Glasgow, Great Falls, Hamilton, Hardin, Harlem, Harlowton, Havre, Havre High School, Helena, Helena College of Technology, Helena High School, Hobson School, Hot Springs, Jordan, Jordan Public Schools, Judith Gap Public Schools, KG School(Gilford), Kalispell, Lewistown, Libby, Libby Middle/High School, Lodge Grass Public Schools, Malta, Miles City, Missoula, Missoula Public Schools, MSU-Great Falls, MSU- Northern (Havre), Plains, Plentywood, Polson, Powell	County High School (Deer Lodge), Red Lodge, Red Lodge High School, Richey Public Schools, Rocky Boy School, Ronan, Roy School, St. Ignatius, Salish-Kootenai Tribal College (Pablo), Shelby, Sheridan, Sidney, Sidney Public Schools, Stanford, Stevensville, Thompson Falls, Three Forks, Townsend, Twin Bridges, University of Great Falls, Valier, Virginia City, West Yellowstone, Whitehall, White Sulphur Springs, Wibaux, Winnett, Wolf Point and Yellowstone Art Museum
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On the following topics:

automation, bookmobiles, bar codes, board issues, book challenges, budgeting, CatExpress, censorship, CIPA, collection management policies, continuing education courses, copyright, equipment, e-rate, federations, Gates Institutes,	grants, InfoTrac, ILL, laptop lab, LaserCat, Let's Talk About It grants, library records confidentiality, library construction, library directory, library district law, library laws, LSTA, long range plans, MLA, MLN Gateway, Montanaiana Regrant Program, OCLC,	public/school library agreements, shared catalog projects, SIRSI, space needs, statistics, summer institutes, summer reading programs, teleconference series, trustees, trustee handbook, unattended children policies, wired-mt, WorldCat.
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Onsite visits:

Belt, Cascade, Charlo, Chester, Choteau, Colstrip, Conrad, Cut Bank, Darby,	Drummond, Dutton, Fairfield, Forsyth, Harlem, Havre, Lewistown, Malta, Miles City,	Polson, Shelby, Sidney, St. Ignatius and Valier.
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**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:

Continued planning and arrangements for three Gates Summer Institutes scheduled for 2002.  
Continued planning and finalized speakers for the 2002 MLA conference.  
Began planning for the 2002 Fall Workshop, which will be held in Helena.

Coordinated the College of DuPage's Soaring to Excellence 2002 teleconference series for Helena. Twenty-five area librarians attended the second program in the series on search engines. The series is being co-sponsored in Helena by MSL, Carroll College and Lewis and Clark Library.

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

Activities:

Consulted with the librarians in Bozeman, Cascade, Drummond, Great Falls, Livingston, St. Ignatius and West Yellowstone on certification questions.

**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.

Posted monthly announcements on the statewide library electronic list describing new library development materials added to the MSL collection. The list will also now be available from the LISD web page in a section entitled "Books for Librarians".

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

Activities:

Monitored the progress and expenditures of MLN's two FY 2001 Montanaiana Regrant Program projects.

Prepared and submitted the 2001 Annual Report to IMLS for Montana's LSTA program.

Monitored the three ALA Let's Talk About It (LTAI) grants awarded to Glendive, Great Falls and Gallatin County.

Attended strategic planning sessions for LDD and MLN in December.

Provided coverage for TBL during strategic planning sessions.

Monitored the progress and expenditures of the LSTA Lake County Library Improvement Project.

Attended Lake County Library Improvement Project meetings in Charlo and St. Ignatius.

Announced the completion and start up dates of the On-line Montana Library Directory and Annual Public Library Statistics.

## **Montana Talking Book Library Report**

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

Activities:

Books, magazines, newsletters and descriptive videos were circulated to Montana patrons:

November: 11,563. December: 10,716

New book titles and copies received:

November: 195 new titles; 1,064 copies. December: 110 new titles; 553 copies\*

\*these statistics reflect a distribution error by the publisher, resulting in receipt of fewer titles & copies than was requested. Future reports will reflect retrieval of expected quantities.

Machines replaced for existing patrons and machines issued to new patrons:

November: 99. December: 100

Christie Briggs gave a Talking Book services presentation to 30 residents in Townsend on November 28, 2001.

Moriah Haley worked with KLAS to complete the WebOpac data-base subject code re-indexing by November 3, 2001, for the first quarter of the federal fiscal year.

Cheryl Christopher and Christie Briggs fine-tuned the document archive schedule for MTBL in December, 2001.

**Goal 2 Objective 2.1: Increase qualified patrons being served.**

Activities:

New patrons:

November: 31 adults, 2 juveniles, 1 schools, 1 library, 1 Nursing Home

December: 29 adults, 5 juveniles, 2 schools

Other Activities:

MTBL staff attended a ½ day retreat to develop department Long Range Plan on December 20, 2001.

**Goal 2. Objective 2.8: Improve the quality of the Montana Cassette Recording program.**

Recordings of the following books and magazines were completed:

Helena Recording Studio:

November: An ornery Bunch by WPA Writer's Project. Montana Frontier Lawyer: A memoir by Lew L. Callaway

December: The Ice Bear by Dorothy Hinshaw Patent. Portulacas in the Wheat by Grace Stone Coats.

Lewis and Clark in the Bitterroot ed. by Dale Burke. "Montana, Magazine of Western History-Summer 2001"

"Montana Outdoors Magazine" – Sept/Oct, Nov/Dec, 2001 issues.

Prison Recording Studio: November: None completed (several in process). December: Wild Outdoor World (WOW) magazine- Nov/Dec, 2001 issue

New volunteers: November: Patrick Roberts – TBL/SLR

Other Activities:

MSL staff volunteered six hours (for each attendee) to develop and craft Christmas ornaments for our volunteers on November 6, 13, & 27th.

Susie Merrin, Coordinator of Volunteer & Recording programs visited the Prison Recording program members at Deer Lodge on December 18, 2001.

Volunteer, Millie Huxley, hosted a Christmas luncheon to honor MTBL staff on December 13, 2001.

MTBL staff held a "Dessert Day" for Green Thumb volunteer, Billie Cooper and other volunteers on December 19, 2001.

**Library and Information Services Division**  
Report prepared by Suzy Holt and Sarah McHugh

**LISD SERVICES TO STATE GOVERNMENT**  
Adopted 10/99; Progress report, January 2002

In a nutshell, the message from focus groups was “Retain your friendly, service-oriented staff, collect resources useful to us, tell us about them, and deliver them to our desktop.”

In 2002, state employees throughout Montana are familiar with and value the services of the Library and Information Services Department.

- Nov 2000 - print flyer describing resources and survey of library use, distributed with paychecks - more than 500 surveys returned;
- Feb 2001 – follow up mailing of flyer to about 1500 new employees since Nov
- Mar 2001 - additional print copies of flyers provided to payroll clerks for new employees; multiple requests for more flyers.
- Nov 2001 – email promotion with URL link to described web-based services and resources. The LISD web pages experienced over 14,000 hits that month and more than 8000 in December.
- Jan 2002 – Posting monthly Library Updates to database of almost 400 active library users to promote new resources, services, and workshops.
- Jan 2002 – planning to implement email promotion to new state employees monthly
- Jan 2002 – Regular monthly workshops giving an overview of library resources and web page services are initiated; staff from 9 agencies attend first sessions
- Jan 2002 – On site overviews at agency subdivision staff meetings scheduled
- Nov 2002 – anticipate repeat of survey to measure any growth in awareness and use.

The Governor supports the department as a strategic partner with professionals, executives and other information providers by delivering timely, authoritative information resources to desktops of state employees advising and making decisions.

- Feb 2001 Weblibliography for the Governor’s Conference on Value-Added Agriculture that was distributed at the conference.
- Mar 2001 Guide to libraries and bibliography created for The Small Business Development Center web-based small business distance learning program out of U of M.
- Apr 2002 Governor’s economic development office director on panel with librarians at the MLA conference in April 2002. “Better Business@Libraries”

Friendly, service-oriented librarians, generally knowledgeable in state government affairs, consult with agency representatives to monitor emerging issues.

- CSS staff monitors news releases from state agencies.
- Publications Assistant uses news releases to solicit print copies of reports
- CSS staff increasingly contacts agency professionals for feedback on issues and resources of interest.
- Database of library service users created to solicit input from professionals for collection development and journal subscription reviews.

Using expert knowledge of information resources in these subject areas, they create descriptive guides and bibliographies pointing to relevant resources.

- Descriptive guides and bibliographies on small business development and value-added agriculture.
- Monthly postings to Wired-MT about notable new state agency publications, new books, and useful print and web-based reference resources; (continuing)
- Webpage for Montana librarians to be launched
- Annotated collections of links relating to an agency area of interest or “hot topic” of state government concern are being compiled

An easy to use web interface provides employees with reliable access to pertinent, up-to-date resources of the state library and other agency libraries, including books, journals, state documents, federal documents, reference databases, and specialty online journals and bibliographic databases.

- Internet MLN access to our catalog; no statistics available. MSL joins 16 other libraries in forming the Montana Shared Catalog and selecting Sirsi's Unicorn Consortia System and the iBistro portal.
- 2001 - the LISD online databases webpage scores high in rank for hits with journal list pages follow closely, State Publications Center page, journal lists and selected agency libraries also appear in the top ten most viewed.
- Links to lists of state agency publications (with URLs) and selection of federal agencies and document databases.
- 2000-2001 – More than two dozen new journal subscriptions based on requests.
- Online versions of journals provide access to more than 60 full-text journals from journal list webpage and from the catalog. URLs provide direct link to specific state and federal documents and journals from webpages and from the catalog (no way to monitor use).
- 2000- InfoTrac databases promoted to state agencies
- Online reference resources added include ReferenceUSA Business Directory, State Capital Universe, FirstSearch databases, Choice Reviews Online, Books in Print w/ Reviews, and Foundation Center Online.
- Management memo to all agency directors increased number of publications received for the depository program and contact persons named.
- 2001 - 2002. MSL and the MT Historical Society Library and Archives agree that MSL will retain all state publications for 30 years. The Historical Society Library will select which items are then sent to their collection.
- 2002 - Increase in the number of depository libraries requesting all state publications will increase distribution of documents throughout the state.

Librarians design and promote value-added information services in response to identified needs.

- Descriptions of other agency libraries and their resources on webpage.
- PDF version of agency library brochure posted on webpage for user printing.
- List of journals by title and subject on webpages.
- Guide to genealogy resources in Helena created and published as handout.
- In planning, the GILS project will be a major implementation of this goal.
- Other useful projects would entail creating indexes to a variety of print materials, such as environmental assessments.
- In planning, the newly created Montana NACO Funnel Project will provide training in conducting authority work and restore the creation of new name and subject authority records in OCLC.

State employees use the department's website and their email software to register, request loans, photocopies, current awareness services, literature searches, and document retrieval, and to schedule training or consulting services.

- 2001 - Web based forms created for online service requests; use of these forms or email is a growing method of contact.
- 2001- Four January workshops filled with registrations via email.
- 2001 - Requests for consulting services from DNRC and HHS via email.
- 2001 - Email and web- forms facilitate use by non-Helena-based employees.
- 2001 - Current awareness services are based on email requests and distributions.
- 2002 - Promotion of current awareness services to Library Update list

Urgent requests receive priority attention and are handled within required timeframes.  
I believe this is accomplished routinely but have not investigated.

Librarians are readily available by telephone or at the Library and assist individuals to define questions, use resources, and develop strategies for finding answers in unfamiliar topic areas.

2001 - All calls to reference desk reach professional or specially-trained staff. Training in reference interviewing techniques and customer service has been provided to all client services staff.

Librarians provide expert instruction in using the Internet and networked information services and in managing individual professional and agency information resources.

- Public service staff have trained in several specialty areas, including Census materials, searching professional material databases in FirstSearch, WorldCat, OCLC advanced searching techniques, customer service, reference interviewing techniques, InfoTrac searching, designing webpages, and more.
- Monthly workshops are being presented on topics requested by employees
- Agency librarians are being encouraged and assisted in joining the Montana shared catalog system

State employees frequent the quiet reading area, free from distracting phone calls and colleagues, to research issues and monitor current developments described in periodicals and other publications recently received in the Library.

Logs of the in-house use of materials are maintained. Anecdotal expressions of appreciation for the quiet study atmosphere. Walk-in use remains slight.