Montana Library Network (MLN) Commission Report
December 2005—January 2006
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LDD Goal 2: To ensure that all Montana citizens have access to quality library services.

1. The Networking Task Force met January 27. I have included a summary of this meeting; this summary is likely the most noteworthy part of this report.

2. The Montana Shared Catalog (MSC), since December, has welcomed Jennie Stapp onto staff. During December and January, the MSC:

   Has added the following libraries:
   - Sheridan Public Library
   - Rosebud County Library
   - Bicentennial Library (Colstrip), branch of Rosebud County
   - Plains K12 School library
   - Pablo Elementary, branch of existing Ronan Schools library

   Is beginning to add the following libraries:
   - TRIC/PLUK Library, Billings
   - Billings Medical Clinic Library (Deaconess)
   - Darby Community Library
   - North Valley Public Library, Stevensville

   Has begun a third round (for this fiscal year) of recruitment and adding libraries.

   Has added 5,700 NetLibrary e-books to the MSC, to be used by all MSC librarians. These collections include texts aimed at public and academic libraries. Interestingly, these NetLibrary books were purchased by Partner libraries.

   Is getting close to bringing Director's Station online. Director's Station is a very friendly, very powerful software application—a statistical report generator. It uses both MSC and national data, providing not only a view of ones' own library, but in addition of ones' library compared to others'.

   The MSC is batch loading OCLC numbers to existing OCLC-number-deficient catalog records, to allow better access to State and Federal documents.

   Finally, the Partners have agreed that certain items, when loaned to another Partner library, will stay at the requesting library until recalled or requested via interlibrary loan by another Partner library. This saves time for the user, cuts courier costs, and reduces handling costs for participating libraries.

3. MLN's travels have including traveling to do Montana Shared Catalog training. Newell traveled to Seattle to meet with Washington State Library staff, and a group of

Washington libraries, in regards to Washington beginning a statewide OCLC contract and a Washington equivalent of MLNCAT.

In addition, I traveled to Portland to meet with other OCLC-Western Member's Council delegates.

4. We are exploring beginning a demonstration project with OCLC and Sirsi/Dynix, to use the NISO (National Information Standards Organization) Circulation Interchange Protocol (NCIP) and Z39.50 data interchange protocols, to allow users from one library, using one vendor's online catalog, to make unmediated requests for items owned by another library, with a different online catalog and circulation system.

Included would be trials using various means of moving materials between libraries, and directly to patrons' homes or place of work.

This project is expected to develop over the next couple of months.

Networking Task Force Meeting
Friday, January 27, 2006
Montana State Library

SUMMARY

Attending
Andrine Haas
Barry Brown
Bob Cooper
Bonnie Williamson
Bruce Newell
Cheri Bergeron
Darlene Staffeldt
Dee Ann Redman
Gail Wilkerson
Honore Bray
Jennie Stapp
Jodee Kawakaki
John York
Julie Klauss
Lyn McKinney
Maggie Meredith
Mike Price
Sarah McHugh

Montana Shared Catalog

Jennie Stapp was exultantly introduced as the MSC's new employee. The MSC selection process was described, as was the modified new library financial support model (in most

instances, initial license and data conversion costs would be borne by federal Library Services Technology Act moneys).

While the NTF continues to applaud the MSC's success and supports its expansion, we spent some time discussing the future possible impacts of large numbers of libraries joining the MSC. The NTF explored various means by which logical partners, such as the Office of Public Instruction, might assist in ameliorating the possible impact of adding a large number of new MSC libraries.

Planning

The NTF invested significant care and spent considerable time discussing the Montana Library Network's share of Montana State Library's draft strategic plan. The following is a high-level summary of what was discussed and recommended. These recommendations will be shared, functioning as a straw-man-plan, with Montana librarians and other stakeholders. We will seek reactions to what's included, as well as solicit suggestions regarding what we've missed. The draft plan may be viewed at: http://161.7.9.20:81/BusinessPlan/BPInvite.asp

The NTF advised MSL to sustain current MLN programs, and to address some old concerns in new ways.

MLN programs to sustain:
- Montana Shared Catalog — Continue to grow the MSC. Incorporate fiscal management of the MSC into the State Library's budget.
- MLNCAT, Montana's statewide catalog — MLNCAT is viewed as an increasingly strategic component for improving statewide library services
- Statewide OCLC and e-content purchase programs — there is a need to make the annual enrollment processes more efficient, to enroll more of Montana's school libraries, and to purchase additional shared e-content. The NTF recommended that MSL request statewide funds to completely fund OCLC costs for all Montana libraries.
- Library automation standards — continue promulgating relevant library standards.
- MLN as library-to-library relationships — not just a service of MSL (but continue MSL MLN-related activities).
- Continue support, where possible, of Montana's virtual reference cooperative.
- Continue to evolve MLN's Web presence — to meet user's evolving needs.
- Promote collaboration — when it serves users' and libraries' needs.
- Continue and improve training — training is an essential part of the mix.

New programs addressing old needs:
- Montana Library Card
    o The Montana State Library, working with Montana libraries of all types, creates at "Montana Library Card" (or its functional equivalent)—a means by which users in participating libraries have convenient lawful access to library content and services in every participating library in the state.
    o May not be an actual card, rather, a set of functional relationships and underlying infrastructures.

- o From MCA 22-1-301, adding all types of libraries and voluntary participation.
- o See fulfillment and authentication processes, immediately below.
- Reengineer 'fulfillment' process
  - o Closely associated with the Montana Library Card; each one depends the other.
  - o MSL assists Montana libraries with 'fulfillment', that is, getting the right library content into our users' hands quickly, efficiently, and at a price libraries can afford. Fulfillment may include a variety of tools and processes, including but not limited to: acquisitions, courier services, shared collections or jointly purchased content, floating collections, collection development, reference, interlibrary loans, and et cetera.
  - o See authentication process, immediately following.
- Simplify end-user access to e-content and e-services
  - o Work with others (library vendors, OCLC, shared catalogs, et cetera) to provide users with access to their library's online content (authentication).
  - o Include the option of federated searching, that is, the ability to search multiple content 'containers' with a single search.
  - o See 'fulfillment' and 'Montana Library Card' programs immediately above.
- Create profusion of Montana-related digital collections
  - o Work collaboratively toward developing, managing, presenting, and preserving Montana-relevant digital content.
  - o Support the Montana Memories Project, providing libraries with a means of making Web-accessible Montana-related digital content, and providing Montanans with access to digital collections and items relating to Montana's cultural heritage.
  - o Encourage libraries to partner with museums and archives, statewide, regionally, nationally, and internationally.
- Seek state funding for ongoing statewide projects
  - o Federal Library Services and Technology Act moneys are used to support new MSL projects; ongoing projects are supported by State funds.
  - o MSL asks and obtains from State sources funds necessary to deliver quality networked library content and services to all Montanans.

Statewide e-content addition

Choosing between Book Review Index Online, twenty titles from the Gale Virtual Reference Library, Oxford Reference Online, and Testing and Education Reference Center, the NTF chose the Testing and Education Reference Center.

The TERC combines Peterson's college search references with interactive educational and vocational test preparation instruments. It includes information about graduate and undergraduate degrees and vocational and 2-year degrees. The higher education school database is searchable by location, major, tuition, sports and more. It also includes interactive online practice tests (22 education-related, 23 career-related tests). Some e-books are included.

This will become available by early February, 2006, to all current subscribers of the statewide contract-provided Gale/InfoTrac full-text databases.

Fulfillment

The NTF agreed that, from a policy standpoint, it makes sense to approach interlibrary loans planning and policy from our user's point of view. We agreed to call this process 'fulfillment' because it emphasizes library user outcomes, not libraries' tools and processes. Our goal is getting the right library content into our users' hands quickly, efficiently, and at a price we can afford.

Fulfillment includes some or all of the following library processes: acquisitions, interlibrary loans, peer-to-peer unmediated borrowing and lending, a statewide library card, MLNCAT, FirstSearch ILL, courier services, shared collections, floating collections, cooperative collection development, et cetera. The NTF suspects that fulfillment will rely upon blended solutions of existing and new processes and procedures, to meet our clients' content-related needs.

The NTF recommended that the State Library:

1. Work with OCLC on "pilot program for unmediated resource sharing" between libraries on separate integrated library systems (ILS) using Z30.50 and NCIP protocols, including "experimenting with delivering items directly to patrons' (home, office, etc.)." Quotes from Jennifer Pearson, OCLC.

2. Initiate an interlibrary loan protocol work group (IPWG) comprised of members from NTF, MSL Commission, and the Montana Library Association's ILL Interest Group reexamines Montana Interlibrary Loan Code and propose revision.
    a. Include a review of other states' and national ILL codes.
    b. The revision would be subject to statewide review, modification, and adoption.
    c. Training and marketing efforts would be incorporated into the entire process.

3. Seek statewide funding for OCLC services, replacing local funding for OCLC, and providing a workable starting-point for library development and collaboration, statewide. The amount to be requested is approximately $550,000/year.

By fall 2006, the NTF will submit a report to the State Librarian regarding what is learned from the OCLC/Montana fulfillment pilot project (#1 above), and the review of ILL protocol (#2 above). This may result in recommendations to the MSL Commission for consideration and action, late fall 2006.

Next meeting

April 24, perhaps in Bozeman (we are checking budgets to see if this is feasible).