Montana State Library
Statewide Library Resources Division
Montana Talking Book Library
FY 2015 Work Plan
July 1, 2014-June 30, 2015

The mission of the Montana State Library's Montana Talking Book Library, within the Statewide Library Resources Division is:

"Montana Talking Book Library offers the highest quality of free library services to Montanans who have blindness, low vision, a physical and/or reading disability".

This mission, although specific to Montanans who have a visual and/or physical disability, is within the realm of and applies to the overall agency's mission in the current MSL Long Range Plan for 2012-2022.

As part of the efforts to meet this mission, Montana Talking Book Library, within SLR, strives to help all Montana citizens who have a visual, physical or reading disability receive the information they need in order to improve and enhance their lives by:

- Providing accessible reading services to individuals with visual, physical or reading disabilities and institutions serving these individuals, to include public and private schools, assisted and independent living, and retirement facilities.
- Promoting cooperation and accessibility education among all Montana libraries.

In cooperation with and as a regional library of the National Library Service (NLS), MTBL engages in cooperative planning, development, and implementation of projects and pilots for new and improved library services to eligible Montanans.

This work plan is developed based on the goals contained in the MSL 2012-2022 Long Range Plan.

Goal One – CONTENT: MSL acquires and manages relevant quality content that meets the needs of Montana library users.

1.4. Manage the Montana Talking Book Library (MTBL) and serve eligible patrons (with Audio and Braille books and magazines as well as local Montana recorded books and in electronic formats) according to federal and state mandates.

MTBL Specific FY15 Objectives:
- Based on approval of a pending EPP funding request by November, 2014, secure legislative approval by May, 2015, for the completion of the Audio Digital Conversion Project which includes 795 analog titles remaining to be converted. The benefit to patrons is to offer access to, and meet the demand for greater content of, local Montana titles available in a digital format. To date, fifteen other Talking Book Libraries have downloaded our first converted digital book from BARD, for distribution to their patrons, saving MTBL *(Lead staff: Christie Briggs)*

- Research requirements and costs for a second in-house recording studio by March, 2015, to benefit an increase in the patron demand for a higher quantity of accessible on-demand and locally produced audio digital book and magazine titles. *(Lead staff: Christie Briggs, Erin Harris)*
- Develop a more systematic approach to selecting titles for permanent ILL quotas from the Multi-state center West by May, 2015, identifying and replacing resources used in the Montana Duplication-on-Demand system, in order to increase the efficiency and cost-effectiveness of MTBL resources, and the efficiency with which patrons receive series titles as well as maintaining access to titles in higher demand. *(Lead staff: Jackie Crepeau)*
- Complete the BARD (Braille and Audio Reading Download) Bibliographic Synchronization project for MTBL's digital storage and digital duplication system with NLS by May, 2015 in order to make higher quantities of in-demand titles available to patrons faster. This will increase the annual amount of BARD Duplication on Demand physical copies (predicated on the ability to purchase adequate digital cartridge resources), in order to meet patron demands for increased digital copies of book and magazine titles. *(Lead staff: Christie Briggs)*
- Through the MTBL-MLA (Machine Lending Agency) recycle cassette equipment by June 30, 2015, (based on the availability of adequate digital players and books) to ensure patrons will benefit from free access to easier-to-operate accessible digital players for listening to digital cartridges, as well as downloadable materials. *(Lead staff: Erin Harris and new Readers' Advisor –RA)*
- Complete the NLS cassette book recycle program by June 30, 2015, in compliance with NLS guidelines. This will benefit MTBL by having more in-house space to accommodate receiving a larger number of digital copies to the MTBL in-house collection, which in turn will meet increased patron demands for additional copies of available titles. *(Lead staff: Carolyn Meier)*
- Develop a plan to phase-in a fully automated circulation process of digital book inspection, check-in and inventory by June, 2015. This would increase efficiency and accuracy as the   cassette book collection continues to diminish and the considerable increase in the digital book collection. This would require coordination with the Director of the Volunteer Program to include cross-training of volunteers to the Montana Duplication on Demand process. *(Lead staff: Carolyn Meier, Erin Harris)*
- Complete the 2014/2015 digital book recall program by June 30, 2015, in compliance with NLS guidelines, to insure NLS has additional recycled resources to produce more books for patrons on a national and state level. *(Lead staff: Carolyn Meier)*
- To encourage Early Literacy of our younger Braille readers, MTBL will adopt the new rules of the Unified English Braille (UEB) system (which were adopted by the Braille Authority of North America in 2012) by June 30, 2015, to improve the quality and quantity of in-house children's twin-vision Braille collection and meet the Early Literacy education needs of our younger Braille readers. *(Lead staff: Christie Briggs, Carolyn Meier)*

Goal Two – ACCESS: **MSL provides libraries, agencies, and its partners and eligible patrons with convenient, high quality, and cost-effective access to free library content and services.**

2.1. Improve the user interface of MSL's Web sites and improve and expand online services to meet changing user needs.

2.3. Improve Montanans' access to library materials (including discovery, request, and delivery), providing more materials to choose from, and making access increasingly efficient.

2.9. Provide appropriate specialized access for the programs and resources available for MTBL patrons.

MTBL Specific FY15 Objectives:

- Purchase and install new HABC post-production and recording software by July 15, 2014, to complete post-production of newly completed "born-digital" titles, starting with MDB (Montana Digital Book) 2000, refining the markup and quality assurance processes by December, 2014. *(Lead staff: Christie Briggs, Erin Harris)*
- Accomplish the conversion of the new recording studio software from the existing LCM (Low Complexity Mastering) system recording software to HABC. LCM is no longer supported or updated by its manufacturer and runs only on the outdated Windows XP platform. This will benefit patrons by having a higher quality, more efficient platform for listening to newly recorded Montana titles. New digital titles will be uploaded to BARD, through an NLS process, and made available to patrons and other Talking Book Libraries nationwide, increasing MTBL's efficiency in decreasing staff time processing out of state patron ILL's. *(Lead staff: Erin Harris)*
- Improve the user interface of MSL's MTBL Web site through development of accessible DNN website formatting and ensure all MSL webpages have conveniently located ADA accessible toolbars for end users by December, 2014. *(Lead staff: Christie Briggs, Erin Harris)*
- Increase user access to MTBL and all MSL resources by incorporating the use of existing and additional social media tools by June, 2015. *(Lead staff: Erin Harris)*
- Provide patrons with additional NLS genre bibliography catalogs in digital audio, Braille, and Large print, by June, 2015 to increase awareness and benefit patron access to desired titles, authors and genres. *(Lead staff: Carolyn Meier, Jackie Crepeau, Martin Landry, new RA)*
- Establish a fully KLAS automated notification system for notifying patrons of overdue books by June, 2015, with a specific focus on waiting lists. Collaboration with KLAS is essential in working out the current database capabilities, determine best practices of other KLAS libraries, and implementing improvements to the

KLAS overdue reporting function. Success will be determined by a decrease in the number of overdue items and the amount of staff time required to notify patrons of overdue items. *(Lead staff: Martin Landry)*

- Upgrade KLAS (Keystone Library Automated System) database to accommodate bundling of multiple book and magazine titles by June, 2015 to benefit patron access to multiple titles on a single cartridge. *(Lead staff: Martin Landry)*
- Improve MTBL's WebOpac services to meet changing user needs for better search capabilities by June, 2015. *(Lead staff: Martin Landry)*
- By June, 2015, refine the Montana Digital Duplication on Demand and the NLS Interlibrary Loan processes to improve efficiency in the utilization of digital cartridge resources to accommodate   85% of MTBL patrons who are non-BARD users. It is anticipated that the number of non-BARD users will decrease over time, but much slower than anticipated due to several factors, including individual patron capabilities and skills, internet access, patron resources, and patron choice in whether to download or not. We are also working with NLS on Duplication on Demand resource solutions in this area. This will benefit patron demands for additional access to retrospective titles. *(Lead staff: Martin Landry, Carolyn Meier, Jackie Crepeau)*
- Increase MTBL Outreach to Montanans on a quarterly basis by coordinating efforts with the Communications/Marketing Coordinator by October, 2014. (Lead staff: Christie Briggs)
- Educate patrons on additional services available to them by March, 2015, such as commercial digital titles available from NLS (and how to access them), as well as the newly available iBill Currency Reader (and how to operate them) through consumer conferences, Bits of Gold newsletter, website and social media avenues. *(Lead staff: Christie Briggs, Jackie Crepeau, Erin Harris)*

Goal Three – TRAINING: MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

3.1. Enhance Montana State Library's statewide training opportunities including all formats with client-learning as the Library's goal.

3.4. Provide regular training opportunities for MSL programs and services.

3.5. Train and assist users to contribute content to MSL's collections.

3.6. Provide a central repository of training materials in various formats that support and make successful ongoing statewide projects and MSL resources and services.

MTBL Specific FY15 Objectives:
- Develop a training manual to transition volunteers from the obsolete LCM recording software to successfully operating the new HABC recording software by

December, 2014. Begin training volunteer teams on a one-on-one basis, completing all team trainings by April, 2015. *(Lead staff: Erin Harris)*

- Maximize Montana State Library's interdepartmental awareness and maximize MTBL staff training through understanding and promotion of all MSL programs for increased benefit to MTBL users, with emphasis on training patrons on utilizing MontanaLibrary2Go, and various e-book readers. The fall SLR retreat in October, 2014, will assist in this effort.

- Provide staff training opportunities to attend the KLAS User Training Conference on April 21-23rd in Oklahoma City, OK., as well as the 2015 Western Region Talking Book Library Conference on May 12-14th in Sacramento, CA.

- Provide digital talking book machine (DTBM) repair web-training to the new MTBL Readers' Advisor and Machine Lending Agent in the 2015 NLS training cycle. *(Lead staff: new hire)*

- By June, 2015, increase public librarians' awareness of available MTBL service options through several avenues, including upgrades to the MSL/SLR Learning Portal, at the Fall Workshop Poster Session in September, 2014, as well as coordinating with MSL/LD Consultants.. Public Libraries are often the first point of contact for finding specialized library services beyond what the Public Library may already provide. *(Lead staff: Christie Briggs, Martin Landry)*

- Train MTBL staff on BARD improvements, utilization of BARD Mobile APPS on iPads and Android devices by June, 2015, in order to assist patrons with troubleshooting operation of the same.

- Provide MTBL program information and BARD training to public libraries in coordination with Library Development (LD) Consultants by June, 2015. *(Lead staff: Christie Briggs)*

- Provide improved troubleshooting of BARD issues to patrons by June, 2015, through staff training and education of BARD improvements and issues. *(lead staff: Martin Landry)*

- Train MTBL staff by May, 2015, on the improved KLAS WebOpac search capabilities to benefit patron one-on-one training to maximize patron knowledge, skills and independence in searching MTBL's catalog contents. (Lead staff: Martin Landry)

- Provide training to BARD patrons on the operation and use of the BARD Mobile iOS APP improvements by January, 2015, and the BARD Mobile Android APP by June, 2015, which will offer additional specialized mobile resources to current MTBL high-tech BARD users. Also provide opportunities for Montana patrons to be beta-testers for both NLS BARD Mobile APPS. *(Lead staff: Christie Briggs, Readers' Advisors)*

Goal Four – CONSULTATION AND LEADERSHIP: MSL provides consultation and leadership to enable users to set and reach their goals.

4.4. Provide advice to partners and patrons concerning opportunities for cost-saving and operational-efficiencies.

4.5. Provide leadership and support to identify and address key information gaps for MSL partners and patrons. Gaps may include but are not limited to early literacy, access to sustainable Internet and technology services, access to legal and medical information resources, job related services and services to seniors.

4.7. Provide consultation and leadership to all local, state, federal agencies, and private entities who help MSL support Montana citizens who are blind, have low vision or are physically or reading handicapped.

MTBL Specific FY15 Objectives:
- Establish a quarterly schedule for increased awareness and utilization of the MTBL Patron Center by January, 2015, to increase client-learning of new technologies and build increased patron independence. Consult with similar agencies, organizations and private vendors, and training entities that assist and support patrons, in addition to the various patron consumer group events to accommodate patrons desiring more in-depth hands-on demonstration. This will serve patrons and their professional assistants by having a "go-to" place at MTBL for various technology demonstrations. *(Lead staff: Christie Briggs)*
- Update MTBL referral services for accessible technology information, cost-savings, and training resources to meet patron inquiries by June, 2015. *(Lead staff: Christie Briggs)*
- Provide leadership and consultation to Montana patron User Groups in September and October of 2015, and in April, 2015, in order to spread awareness and educate patrons on MTBL existing and new services. *(Lead staff: Christie Briggs)*
- Provide leadership and support to patrons through their public libraries to identify and address key information gaps for MSL partners and patrons through utilization of the online MSL/SLR Learning Portal by June, 2015. *(Lead staff: Christie Briggs and Erin Harris)*

Goal Five – COLLABORATION: MSL promotes partnerships and encourages collaboration among its users.

5.1. Facilitate information-sharing partnerships among federal, tribal, state and local government, businesses and citizens. Partnerships should promote the role of libraries in Montana communities, create funding opportunities for Montana libraries, and extend the reach of information services and delivery throughout the state.

5.2. Collaborate with state and federal agencies in order to improve access to public information.

5.3. Assist users in developing collaborative relationships and cooperative projects with other state, regional, national, or international partners (libraries, schools, colleges, museums, archives, local and tribal governments, non-profit organizations, government agencies, the business community, et cetera).

5.4. Assist in marketing content and services to users.

5.7. Work toward regional cooperative efforts, programs, and products that bring additional information value to Montanans.

MTBL Specific FY15 Objectives:
- Broaden MTBL services outreach consultation to Montana families having the potential to meet MTBL eligibility by April, 2015, through consultation with Montana Housing Authority, Blind and Low Vision and Vocational Rehabilitation services, Independent Living programs, and other identified entities. *(Lead staff: Christie Briggs)*
- Schedule monthly meetings to collaborate with similar client assistance agencies, organizations and consumer groups by August, 2014, to build reliable assistive resource networks for the benefit of end user independence, education and training. *(Lead staff: Christie Briggs)*
- Collaborate with NLS Quality Assurance and Studio Recording staff by March, 2015, in order to upload local MTBL newly recorded digital materials to the BARD online website, increasing availability of Montana titles to patrons nationwide. *(Lead staff: Erin Harris)*
- Collaborate with the NLS Braille Specialist and Montana K-12 schools, and consultation with the Montana School for the Blind's traveling consultants, to provide education materials on the new Braille rules by May, 2015. *(Lead staff: Christie Briggs, Carolyn Meier)*
- Research and develop potential opportunities to collaborate with local and national organization partners by June, 2015, to provide excellent host training opportunities to support training-to-work efforts. *(Lead staff: Christie Briggs)*

Goal Six – SUSTAINABLE SUCCESS: MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

6.1. Achieve and maintain funding at a level commensurate with MSL's mission.

6.2. Sustain administrative resources sufficient to support mission critical content and services.

6.3. Evaluate new and continuing content and services against MSL's mission and long range plan.

6.5. Use Federal Library Services and Technology Act moneys to support new MSL pilots and projects; and support ongoing projects using State funds.

6.6. Recruit and retain the staff necessary to meet the responsibilities of MSL's mission and Montana statutes.

6.7. Foster staff members' value and satisfaction in their achievements and their contributions to MSL's mission.

6.8. Diversify MSL's staff knowledge, skills and abilities.

6.9. Develop the leadership and management skills of MSL staff.

6.11. Provide for an information technology infrastructure which insures industrial strength capacity, and reliability.

6.12. Seek guidance from advisory groups and other sources to inform programmatic and policy decisions.

MTBL Specific FY15 Objectives:
- Research potential opportunities to develop a Friends Group for MTBL. As recommended bi-annually by NLS, review by March, 2015, well established and successful Friends Groups from other Talking Book Libraries. The benefit would be to develop direct support of needed MTBL resources, as well as build long-range statewide awareness of MTBL services in order to reach more patrons. *(Lead staff: Christie Briggs)*
- Foster staff members' value and satisfaction in their achievements and contributions to MTBL by providing an annual "lunch out". *(All staff)*
- Foster volunteer value and satisfaction in their contributions with an annual formal appreciation luncheon. *(Lead staff: Erin Harris, Christie Briggs)*
- Establish an Advisory Group to MTBL by June, 2015, with representation from six communities, made up primarily of MTBL consumers, BLVS, VA VIST, MAB and NFB-MT representatives, to review and make recommendations to the Regional Librarian regarding MTBL services. To meet quarterly via teleconference. *(Lead staff: Christie Briggs)*