

**Library Services & Technology Act**

**FY2013 State Program Report**

**Montana State Library**

## Project Report

**Project Code:** 2013-MT-48738

**Project Title:**

LSTA Administration Project

**Project Number:**

**Library Name:**

Montana State Library

**Project Director:**

Kris Schmitz

**Phone Number:**

406-444-3117

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**Library Building:**

**LSTA Funds Expended:**

\$41,638

**Cash Match:**

\$1,565

**In Kind Contributions:**

\$

**Total Cost:**

\$43,203

**Number of Persons Served:**

**LSTA Purpose:**

Library technology, connectivity, and services

**State Goal:**

Goal 1. MSL provides consultation and leadership to enable users to set and reach their goals and provides appropriate trainings and training resources so that the best use can be made of the resources offered

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**IMLS Secondary Performance Category:**

Provide tools for the future

**Primary Users:**

Library staff and volunteers, Public library trustees, Statewide public

**Secondary Users:**

**Primary Services:**

SLAA LSTA Administration

**Secondary Services:**

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Partnership?**

**Exemplary?**

**OBE-Related?**

**Project Purpose:**

The allowable 4% pays part of the indirect costs to administer a federal grant project including the State of Montana's Statewide Cost Allocation Plan (SWCAP) recovery fees and State Library staff who oversee LSTA funds granted to MT. The Administration Project

makes it possible for the state to participate in the LSTA grant program.

**Project Activities/Methods:**

The Statewide Cost Allocation Plan (SWCAP) fee is a requirement for each state agency that receives funding from the federal government. The MT Department of Administration annually prepares a statewide cost allocation plan. This plan distributes service agency indirect costs among the grantee agencies in accordance with principles and procedures established by federal regulations and guidelines. SWCAP costs are for services provided without charge to the recipient agency and for services provided with an interagency charge or billing. SWCAP costs must be incorporated into the indirect costs submitted by each state agency to its cognizant federal agency. The SWCAP fees are direct billed to agencies on a quarterly basis. If an agency cannot pay the entire allocated share of SWCAP costs from non-general fund sources, it must make up the difference from its management services/central services cost pool of a general fund appropriation. In addition to SWCAP fees, the Administration Project includes MSL Central Services staff that sets up appropriate financial categories for each project, manages all accounts payable, prepares regular drawdowns, and writes and issues checks as appropriate. All LSTA projects are tracked to ensure that each request for reimbursement is appropriate and in accordance with stated project goals before expenditures are approved for payment. In addition, it is required that all LSTA grant funds be input into the state financial system so bills and payments can be tracked for the State of Montana financial reports. Project staff prepares federal cash transaction reports and are vigilant that the agency is in compliance with federal and state rules and regulations at all times. During this report period, this project also acted as fiscal agent for the Montana Shared Catalog and served as the fiscal agent for the purchase of statewide products such as MontanaLibrary2Go (downloadable audio and eBooks) collecting fees from participating libraries and making all payments to the appropriate vendor. The LSTA Coordinator, paid by state general funds, provided oversight for the use of the grant award by assuring projects were in compliance, agreements were transacted, requirements were understood and enforced, questions and concerns were communicated to the IMLS State Program Officer, and all documentation needed for the State Library to remain eligible to receive LSTA funds was completed and submitted by deadlines.

**Project Outputs:**

There were 2 part-time staff members for this project. 4 quarterly payments were made to the Department of Administration to cover SWCAP fees. Nearly 200 hours for 2 State Library Central Services employees were required to issue approximately 414 LSTA-related warrants and prepare 23 drawdowns from the 2013 award to MT. In addition, staff prepared 4 quarterly reports to state government officials detailing the LSTA program and six financial reports to the State Library Commission on the status of the state allotment. Project staff also prepared federal cash transaction reports for tracking LSTA, four quarterly grant accrual reports, and supplied fiscal details for MT's State Program Report that is submitted to IMLS each year. The LSTA Coordinator spent 239 hours in planning, administration, compliance, and reporting for the LSTA grant awards received by the state. This included completion and submission of the State Program Report for the 2012 LSTA grant award in December 2013.

**Project Outcomes:**

The diligence of MSL Central Services staff and the LSTA Coordinator in administering these funds has resulted in the successful administration of the grant and a clean audit in state FY13. MSL also received a site visit from its IMLS Program Officer in May 2013. The LSTA Coordinator made arrangements for the Program Officer to attend a Network Advisory Council, to meet MSL Commissioners and staff - particularly LSTA project

coordinators – and to review staff practices for maintaining LSTA-related financial records and project reports. In addition, the LSTA Coordinator provided the Program Officer with written documentation of MSL’s compliance with federal statutes and regulations as requested in the Grants to States site visit checklist. The LSTA Coordinator and several MSL staff accompanied the Program Officer on a scheduled tour of 9 libraries, and a stop at a regional library federation meeting, over the course of 2 days to demonstrate how LSTA-funded projects have benefitted libraries throughout the state.

## Project Report

**Project Code:** 2013-MT-48747

**Project Title:**

Montana Shared Catalog Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-3004

**Library Building:**

**LSTA Funds Expended:**

\$188,495

**In Kind Contributions:**

\$57,168

**Number of Persons Served:**

458031

**LSTA Purpose:**

Library technology, connectivity, and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Library staff and volunteers, Rural populations, Statewide public

**Primary Services:**

Information Access and Services, Interlibrary Loan, Virtual Library Services

**Project Number:**

**Project Director:**

Ken Adams

**Email:**

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**Cash Match:**

\$277,558

**Total Cost:**

\$523,221

**State Goal:**

Goal 3. MSL promotes partnerships and encourages collaboration among libraries and other organizations to expand and improve services to patrons

**IMLS Secondary Performance Category:**

Provide tools for the future

**Secondary Users:**

**Secondary Services:**

Collection development, Resource sharing, Virtual union catalogue

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Project Purpose:**

The MT Shared Catalog (MSC) Project continued to build and support a consortium based on an online catalog and integrated library system that brings together libraries of all types and sizes from across the state to share resources, work collaboratively, and

**Partnership?**

**OBE-Related?**

enhance services to patrons and students.

### **Project Activities/Methods:**

MSC staff facilitated the growth and development of the statewide catalog, evaluated and implemented new products and updates, negotiated licenses and fees, and provided technical support to MSC members. During the reporting period there were 4 full-time staff members to support the MSC: 2.34 paid with LSTA funds and 1.66 paid from MSC membership fees. A 5th staff member, to be paid from member dues, was hired in September 2014 but did not begin work until October 2014. MSC staff is responsible for web development, installing and maintaining hardware, installing and updating software, administrative and technical support, database management, new library implementation, providing training for new libraries, and training member library staff in ongoing use of MSC tools. The MSC Executive Board, representing each library type in the consortium (publics, academics, schools, and specials), meets regularly to address a variety of MSC issues including adding new libraries, training, best practices, bylaws, cost formulas, budgets, vendors and products, and more. MSC hosts 2 semi-annual membership meetings to keep all member libraries informed on MSC projects, services, and available tools. The MSC staffs an "Ask Us Room" during these semi-annual meetings that allows attending librarians to discuss problems or questions in person with MSC support team members. Significant accomplishments of the 2 meetings during this period were the approval to proceed with a massive, operational reorganization project that will simplify and streamline system administration, and the approval to hire an additional technical services position. MSC members also share news and help each other resolve issues through discussion group email lists, online social networks, and a mentorship program. New products were tested and implemented in spring and summer 2014 to take advantage of new technology related to mobile devices: (1) MobileCirc allows staff to perform most common circulation functions on a mobile device (Apple or Android and, (2) An opt-in SMS text messaging service called "Shoutbomb" that allows patrons to receive circulation related texts to their mobile devices. Other mobile device apps are now in wide use by the consortium include the "BookMyne" catalog app for tablets and phones and the "Social library" catalog search app for Facebook pages. MSL is the fiscal agent for the MSC and collects funds from members for annual operation costs based on the size of the library. These costs included hardware and software licensing and support and salary for 1.66 FTE. Each year, libraries across the state are invited to apply to join the MSC. LSTA funds are available to help libraries with start-up costs. Notices of the application process and guidelines are made at the end of the year through MSL's various channels of communication. Libraries applying for membership must have demonstrated commitment to sharing resources, and guarantee that their financial resources are sufficient to sustain membership. Applications are screened by MSC staff. Those applicants recommended for acceptance are reviewed by the Network Advisory Council (NAC) and approved by the State Library Commission. The MSC website is:  
[http://libraries.msl.mt.gov/Home/statewide\\_projects/montana\\_shared\\_catalog.aspx](http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog.aspx).

### **Project Outputs:**

\$172,150.80 in FY13 LSTA was used to pay for salary and technology infrastructure for 2.34 MSC staff. During this reporting period, 3 library locations applied for and joined the MSC: James E. Shanley Tribal Library at Fort Peck Community College in Poplar, and Judith Basin County Free Library, with 2 locations in Stanford and Hobson. Applications were significantly fewer than previous years as libraries were encouraged to wait until the operational reorganization project was completed. \$13,250 in LSTA was paid to Integrated Library System (ILS) vendor SirsiDynix for costs related to initiating the new libraries' software licenses, creating new profiles and policies, loading new library data, and project management. One library also requested LSTA funding for DataMap services to set up and

process bibliographic and patron record data from the libraries' legacy systems for data conversion and delivery to SirsiDynix for loading into the MSC ILS (\$3,093.80) for a total of \$16,343.80 in LSTA funding for adding new libraries in this reporting period. The MSC consortium now includes 169 libraries statewide: 6 academic libraries, 83 public libraries (includes branches), 68 school libraries, and 12 special libraries. The MSC shares nearly 1 million bibliographic records with almost 4 million items available to 458,031 Montanans served by the consortium. Over 5.5 million items are circulated annually by the MSC. MSC staff responded to more than 17,000 support requests from members and other library staff, providing information and technical support during this period. On-site training was offered for MSC members in 14 locations and through 30 online webinars. Trainings covered reports, circulation, statistics, cataloging, new vendor tools, and information about the reorganization project. 423 people attended these workshops and webinars, totaling more than 2,000 hours in classes to learn how to use the online tools available to MSC members. Second "cataloging parties" for Darby Schools and for McCone County Library were organized to help complete adding their non-automated collections into the MSC database. 7 MSC librarians each donated 2, 8-hour days to help these libraries finish preparing their collections for the MSC. Direction and governance for the MSC project is provided by the MSC Executive Board. The board met 7 times during this report period, including an all-day retreat, donating 120 total hours. The MSC Content Management Committee of 14 members met to help with the acquisitions module and school library content needs and met twice for a total of 12 hours. There were also 2, 6-hour MSC membership meetings: October 2013 attended by 92 members, and May 2014 which brought 89 members together. This represents nearly 3,000 hours donated by librarians across the state on behalf of the MSC during this reporting period. MSC members contributed \$277,558 in member fees during the reporting period.

### **Project Outcomes:**

The major accomplishment of the MSC during this reporting period was the planning, tasking and working on a massive, operational reorganization project that affects all aspects of the MSC system administration. The project plan was presented to and approved by the membership at their 2013 Fall Meeting. Outcomes of this project will be streamlined and simplified system configuration and circulation policies, which will help increase operational efficiencies and resource sharing opportunities and better situate the consortium to adapt to changes in technology. The areas served by the 3 new member libraries are located in the central and eastern portions of the state. Community members depend on their local library to provide access to technology, information, community resources, and reading materials. As a result of joining the MSC, patrons and students at these libraries can now search the statewide catalog online to search the collections of 169 libraries of all types; place a hold on an item directly for delivery to their local library; and explore enriched catalog content, including downloadable audio and eBook collections, book summaries, reviews, and book jacket covers. They can also navigate outside the scope of the MSC to search statewide, regional, national, and worldwide databases of library holdings. Through collaboration and cost sharing, the MSC consortium is able to provide advanced discovery and library management services and dramatically increase access to resources to even the smallest of rural communities statewide.

### **Other Results:**

The MSC ILS vendor, SirsiDynix, is in the process of developing, testing and releasing several new "cloud" based products that are intended to eventually replace their aging client/server based "Workflows" products. The MSC is currently participating in a pilot of one of these products, "BLUEcloud Analytics," which will soon replace the Directors Station server used for manipulation and display of statistical data. The MSC staff has also begun full implementation of the vendor's "Enterprise" search interface, which will replace the

current public access interface. 14 libraries are now using Enterprise as their primary search interface, with 42 others in the development and testing phase.

### **Anecdotal Info:**

Recent MSC comments from librarians and patrons: "...very pleased with the exceptional level of service offered by the MSC support staff to the MSC members." (Fort Peck Community College Library staff) "The item type and item category cleanout is making my job of collecting statistics SO, SO much easier. Thank you for making this happen." (ImagineIf Libraries staff, referring to the MSC reorganization project) "...I have to say, [MSC staff person] that you are a pleasure to work with – as are all of you at the MSC! Your correspondences are very polite." (Billings Public Library staff) "The MSC Enterprise and MobileCirc sessions were a great launch point as the MSC moves forward implementing these for mobile devices. The ability to share insight with other sites stimulates a healthy discussion and [MSC staff members] did a great job of filling in some of the fuzzier details on how all this new stuff works." (Missoula County Public School District library staff) "When it comes to the MSC, all I can do is sing praises for it. As you know, when we signed on to the MSC we were without ANY card catalog, electronic or otherwise. When we went live it was like coming out of the dark ages. It made our job so much easier knowing what we had in our collection." (Stone Child College Library staff) "We have done several ILL's from the Office of Public Instruction library collection which has been very beneficial to our staff. They have been able to access DVDs and books to help with professional development that they can use at their convenience. It has saved the school district money by borrowing the materials. It has helped one teacher to study for sign language interpretation test. It is really nice that they can search so many libraries in one place - the shared catalog. We have also been able to share our novel sets with some smaller school libraries that do not have funding to buy all the novels." (Missoula County Public School District library staff) "I'm a school librarian. In years past, much of my library curriculum has been helping 3rd-8th grade students put books on hold. They really like the amazing selection they have as opposed to just choosing from our small library. This year, I've moved it down to Kindergarten 1st and 2nd, as well as the older kids. They LOVE it!! I use the kids' catalog with the young kids, so often they put books on hold that they could check out by simply walking over the shelf and picking them out, since the Kids' catalog is fairly limited in scope. However, the young kids just love the act of putting a book on hold on the computer, and then getting it delivered. They breathlessly come up to her, "we put a book on hold!" In summary, the MSC is probably the best thing that we have in our library." (Montana Academy-Marion library staff)



## Project Report

**Project Code:** 2013-MT-48748

**Project Title:**

OCLC Group Services Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-5350 40644

**Library Building:**

**LSTA Funds Expended:**

\$59,627

**In Kind Contributions:**

\$900

**Number of Persons Served:**

603923

**LSTA Purpose:**

Library technology, connectivity, and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Library staff and volunteers, Statewide public

**Primary Services:**

Information Access and Services, Interlibrary Loan, Software and Equipment

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Project Purpose:**

MSL administered the contract and enrollment process for the OCLC Group Services contract, which provided discounted access to 6 different OCLC cataloging and interlibrary loan services, as well as reference access to the OCLC WorldCat database, to enrolled

**Project Number:**

**Project Director:**

Cara Orban

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**Cash Match:**

\$468,616

**Total Cost:**

\$529,143

**State Goal:**

Goal 2. MSL acquires and manages relevant quality content that meets the needs of Montana library users and provides libraries and patrons with convenient, high quality, and cost-effective access to library content and services

**IMLS Secondary Performance Category:**

Provide tools for the future

**Secondary Users:**

**Secondary Services:**

Document and materials delivery, Resource sharing

**Partnership?**

**OBE-Related?**

multi-type libraries statewide. Library patrons benefited because enrolled libraries utilized these services and software to make it easy to go online and discover the contents of library collections worldwide, to find a wanted item in any library, and to place a simple loan request so that item is brought to the patron's home library with the greatest speed and cost efficiency. Centralized resource sharing through the use of these online services improved the quantity and quality of material available to MT patrons, prevented unnecessary spending on materials, and allowed library staff at the local level to work more efficiently. Without these services, patrons would have little access to materials beyond the scope of what their local libraries are able to purchase individually. Communities benefited by gaining greater access to materials and greater return on investment in their local library, which was able to maximize the value and breadth of its collection budget through sharing patron-requested materials. The OCLC Statewide Group Services contract is paid with a state Legislative allocation, LSTA, and library enrollment fees. Enrollment fees for all enrolled libraries were discounted by state funds and LSTA monies assigned to the total cost of the statewide OCLC Group Services contract during this reporting period. Costs to libraries were determined by a formula that keeps OCLC affordable for all enrollees.

#### **Project Activities/Methods:**

The OCLC statewide Group Services contract is paid with a state Legislative allocation, LSTA, and library enrollment fees. Enrolled libraries have access to discovery, cataloging, and interlibrary loan tools, with costs based on a formula that keeps OCLC affordable for all libraries. The Group Services contract includes access to CatExpress, Connexion, FirstSearch, WorldCat, and WorldShare Interlibrary Loan. In-person training with OCLC was organized at the MT Library Association Annual Conference in April 2014 and at the MSL Fall Workshops in September 2014, to help library staff become comfortable with the new WorldShare Interlibrary Loan platform.

#### **Project Outputs:**

The OCLC Statewide Group Services contract made more than a dozen cataloging and resource sharing tools available to 251 public, academic, school, and special libraries and branches that were enrolled during this period. The state FY14 contract was paid from 3 sources: State funds contributed \$98,885, FY13 LSTA contributed \$38,392, and library enrollment fees paid directly to OCLC contributed \$369,730. The FY13 LSTA contribution to state FY15 Group Services was \$21,235. During the reporting period, MT library staff added 3,140 original records to WorldCat, updated 2,810,405 existing WorldCat records with local holdings, filled 49,758 interlibrary loan requests, and lent 50,420 items using OCLC interlibrary loan tools. (The number of updated WorldCat records includes the number of set and delete holdings actions for the MT Shared Catalog consortium, which was excluded in last year's report.) A total of 52 library staff attended the 2 in-person WorldShare Interlibrary Loan trainings.

#### **Project Outcomes:**

LSTA contributions from MSL helped maintain reasonable costs to libraries for the OCLC Group Services. Access to OCLC MT Group Services enabled enrolled libraries to catalog items and make their library collections discoverable online via the WorldCat.org web portal and database, discover items in other library collections worldwide, and make or fulfill lending requests through the WorldShare Interlibrary Loan and FirstSearch online tools. All members of the MT Shared Catalog are required to enroll in OCLC Group Services. These services help fulfill the MSC member libraries' mission "to improve their own and other member libraries' ability to deliver quality materials and services to their patrons." Additionally, libraries outside of the MSC enrolling in Group Services benefit from the cost savings for these services and share resources with MSC, other non-MS,

and out-of-state libraries.

**Other Results:**

A 9-member OCLC Cost Share Formula Task Force was seated by the State Librarian in 2013. This Task Force, comprised of staff from public, academic, special, and school libraries, was charged with assisting MSL to study the current OCLC cost share formula used to fund the statewide OCLC Group Services contract. In particular this Task Force was asked to research and evaluate formulas, to consider regional purchases, and alternatives to OCLC services. The Task Force met twice online over summer and fall 2013, and once again in January 2014. The new cost formula that resulted from these meetings was recommended to the Network Advisory Council and approved by that Council in January 2014. MSL implemented the new cost share formula as recommended in State FY2015. Costs have been redistributed based on student enrollment (for school libraries), student FTE (for academic libraries), or user records (for public and special libraries), and on WorldCat holdings within each library type group. As a result, costs are no longer based on "legacy" information pertaining to online or offline use of OCLC services, but now reflect actual representation in WorldCat and current student or patron counts.

## Project Report

**Project Code:** 2013-MT-48739

**Project Title:**

Statewide Collaborative Access Project

**Project Number:**

**Library Name:**

Montana State Library

**Project Director:**

Cara Orban

**Phone Number:**

406-444-5350

**Email:**

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**Library Building:**

**LSTA Funds Expended:**

\$23,900

**Cash Match:**

\$171,248

**In Kind Contributions:**

\$

**Total Cost:**

\$195,148

**Number of Persons Served:**

507582

**LSTA Purpose:**

Library technology, connectivity, and services

**State Goal:**

Goal 2. MSL acquires and manages relevant quality content that meets the needs of Montana library users and provides libraries and patrons with convenient, high quality, and cost-effective access to library content and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**IMLS Secondary Performance Category:**

Enhance a lifetime of learning opportunities

**Primary Users:**

Library staff and volunteers, Statewide public

**Secondary Users:**

**Primary Services:**

Information Access and Services

**Secondary Services:**

Database access

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Partnership?**

**Exemplary?**

**OBE-Related?**

**Project Purpose:**

The Statewide Collaborative Access Project serves as a partner with MT libraries to ensure access to electronic resources for all Montanans. The project evaluates access tools, explores costs for statewide access, develops pilot projects, negotiates licenses and

pricing, and provides training and consulting assistance focused on making it possible for libraries and library users to have easy access to needed information resources.

### **Project Activities/Methods:**

1. EBSCO Discovery Service (EDS), known as "Discover It" in MT, is a centrally indexed, customizable search tool that allows MT patrons to search holdings of the EBSCO statewide databases, WorldCat, MT Memory Project, and 3 library catalogs (Butte Silver Bow, Lewis & Clark, and MT Shared Catalog). Records representing the MT Natural Heritage Program Field Guide and MT Geographic Information Systems Data List collections created and maintained by the MSL Natural Heritage Program and Geographic Information divisions were added to all Discover It profiles during this period. These records provide end-users with an additional access point for discovering these 2 unique resources. The GIS Data List is MSL's inventory and metadata repository for GIS layers created by state and local governments. The Field Guide is an online resource providing information on identification, habitat, ecology, reproduction, range, and distribution of MT species. Every library can customize profiles by selecting appropriate databases and search options for their user groups. They can also add links to their own e-resources to enhance the utility of this tool. MSL staff regularly offer trainings for library staff statewide to learn how to search and customize Discover It. 2. Remote authentication into Discover It is simplified by use of the statewide OCLC EZproxy central authentication tool. EZproxy authenticates library patrons against a SIP server using library card numbers, and provides remote access to licensed content. Any MT library with a SIP (Session Initiation Protocol) license can use EZproxy. 3. All MT libraries had state-funded access to 24 EBSCO statewide databases and 1 online tutoring service provided by Tutor.com. To provide access to these and other library resources to all Montanans, MSL staff maintained a central website called My Montana Library. Project staff also provided direct database URLs, training and support, and collected statistics. <http://MyMontanaLibrary.org>.

### **Project Outputs:**

1. \$16,250 in FY13 LSTA was spent on renewing EDS (Discover It) for State FY14, with the other half paid by the MSC. MSL staff led 4 in-person Discover It trainings across the state during this reporting period; 64 attendees participated in 4 different trainings each averaging 3 hours long. Staff also led 9 webinars, which were attended by a total of 53 attendees: 5 "just the basics" introductory webinars and 4 advanced customization webinars. MT patrons initiated 69,069 sessions and 10.4 million searches in Discover It, up from 56,570 sessions and 7.4 million searches in the FY2012 reporting period. 6,064 records from the MT Natural Heritage Program Field Guide and 370 records from the MT GIS Data List were added for all libraries during the reporting period, at a total cost of \$5,000, paid with FY13 LSTA. 2 public libraries paid a total of \$6,000 to keep their catalog records integrated and updated in Discover It for all patrons statewide to discover. 2. \$2,650 in FY13 LSTA was paid to renew the statewide EZproxy license. 168 libraries were able to use EZproxy. MSL had configured products from 17 database vendors to use EZproxy in addition to the EBSCO suite linking to 23 databases and 11 different interfaces, including Discover It. 3. During this reporting period, 729,865 EBSCO database sessions were initiated, and 10,630 live tutoring sessions and 1,897 Skillscenter sessions were conducted using HomeworkMT. MyMontanaLibrary.org was accessed 65,548 times during the reporting period. 4. During this reporting period, \$165,248 in state Coal Severance Tax funds helped fund the statewide suite of 24 EBSCO databases that are searchable through Discover It and MyMontanaLibrary.

### **Project Outcomes:**

1. Discover It use in libraries increased by 22%. Access points to MT resources have increased as library patrons are able to search across records for MT content mentioned

above, as well as new collections from libraries statewide now represented in the MT Memory Project. 2. Although overall session counts in EBSCO databases decreased from the last reporting period (down by 149,859), overall searches increased (from 16 million to 21.9 million) as did full text retrievals (from 933,057 to 960,754). Individual session counts probably decreased due to more frequent access through the Discover It, which can search across databases simultaneously without having to initiate a new session for each resource searched.

## Project Report

**Project Code:** 2013-MT-48740

**Project Title:**

Statewide Collaborative Content Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-9816

**Library Building:**

**LSTA Funds Expended:**

\$105,444

**In Kind Contributions:**

\$8,760

**Number of Persons Served:**

507582

**LSTA Purpose:**

Library technology, connectivity, and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Library staff and volunteers, Rural populations, Statewide public

**Primary Services:**

Cultural Heritage Programs, Digitization and Digital Library Projects, Virtual Library Services

**Project Number:**

**Project Director:**

Sarah McHugh

**Email:**

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**Cash Match:**

\$190,823

**Total Cost:**

\$305,027

**State Goal:**

Goal 2. MSL acquires and manages relevant quality content that meets the needs of Montana library users and provides libraries and patrons with convenient, high quality, and cost-effective access to library content and services

**IMLS Secondary Performance Category:**

Sustain our cultural heritage

**Secondary Users:**

**Secondary Services:**

Local history, Preservation, Digitization, Digital library projects, Portals and related Web projects

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Project Purpose:**

**Partnership?**

**OBE-Related?**

In the Statewide Collaborative Content Project, MSL provides leadership and serves as a partner with libraries to offer more and better electronic resources to their communities. The project evaluates available resources, solicits input from librarians, explores costs for statewide availability, develops pilot projects to demonstrate the value of electronic resources, negotiates licenses and pricing, and promotes availability and use of the resources by libraries and their patrons. The project assesses patron information needs and works with vendors to negotiate the best possible price. The 2 services described in this project are MontanaLibrary2Go and the Montana Memory Project.

### **Project Activities/Methods:**

1. MontanaLibrary2Go is a consortium service that offers circulating downloadable digital e-books and audiobooks to patrons at participating libraries. The service is provided by OverDrive, a digital content distributor. MSL holds the contract. Existing academic institution members have been grandfathered in to the new contract initiated in July 2014. LSTA was used to cover one-time vendor library participation fees and the annual vendor hosting fee. All content was purchased through participating library member fees. These fees were based on a cost-share formula based on patron count and approved annually by the membership. MSL staff worked with OverDrive to add new libraries, led online trainings for participating libraries on accessing circulation and collection statistics, promotional materials, and support documentation, created step-by-step tutorials on the MSL Learning Portal, created a page documenting membership meetings and committee work on the Statewide Library Resources Portal, facilitated meetings for the membership, Executive Committee, and Selection Committee, worked with the Selection Committee to purchase new content each month, and provided basic technical support and troubleshooting to participating library staff. The MontanaLibrary2Go Executive Committee is comprised of 5 elected volunteer members representing libraries of different sizes, as well as an ex officio member from MSL. The Executive Committee meets quarterly in person or online to discuss administrative issues and to prepare budget materials for the MontanaLibrary2Go annual meeting. Representatives from each participating library (the "Governing Board") are invited to attend the annual membership meeting to approve changes to selection policy and procedure and to the content budget. The Selection Committee was comprised of 9 volunteer members during this reporting period, representing public and academic libraries across the state. These selectors ordered content for the shared collection on a rotating, monthly basis. Selections were based on circulation statistics, patron requests, and the collection development policy and procedures as approved by the Executive Committee. MontanaLibrary2Go is accessed at <http://MontanaLibrary2go.org>. The MontanaLibrary2Go Selection Committee decided that the scope of the MontanaLibrary2Go Local e-content pilot collection should be limited to titles of state or regional interest. The MontanaLibrary2Go selection procedure was revised to include local author donations, which are sent on a monthly basis to that month's selector who evaluates whether the title is appropriate for the collection. The selection team will then review before the title is added to the collection. MSL staff worked on the website infrastructure, patron authentication, and the Adobe Content Server (ACS) upgrade during this time. 2. The Montana Memory Project (MMP) is a collaborative collection of digital content contributed by libraries, museums, archives, and cultural institutions, providing citizens with free internet access to unique information about their communities and often relating to the state's cultural heritage. In part, these collections and items document the MT experience. Much of the content is historic material, though some is contemporary. All items serve as a resource for education, business, pleasure, and lifelong learning. Many libraries, museums, archives, and cultural institutions across the state have added or are in the process of adding materials to this collection. LSTA funds are used to fund the full-time MMP Director position and to purchase the OCLC CONTENTdm software, hosted server, and the Digital Archive for long term preservation of



master files. MSL continues to partner with the State Historical Society Research Center to fund and implement the MMP. The MMP website is <http://montanamemory.org>.

### **Project Outputs:**

1. MSL staff led 2 hour-long online trainings, which were attended by 16 library staff and replayed a total of 21 times. 6 libraries (5 academic and 1 public) joined MontanaLibrary2Go during this time, for a total of 89 participating library systems. 5 libraries received \$1,500 each to cover one-time vendor fees (\$7,500). LSTA was also used to pay the annual hosting fee for all members (\$12,000). During this period, 3,275 new titles (4,458 copies) and 580 licensed titles were added to the shared collection (\$179,015 from member library funds), for a total of 17,174 titles (22,539 copies), plus 1,982 licensed titles. MTLibrary2Go patrons checked out 607,637 items. 16,921 patrons signed up for the service during this time (51,057 total registered MTLibrary2Go patrons). Library staff submitted 264 support requests for patrons during this period. The 5 person Executive Committee met 3 times (6 meeting hours donated). The membership met once for its 2 hour annual meeting; 24 staff from 24 libraries were in attendance. The Selection Committee volunteered 22 hours per month on average, selecting content for the shared collection. MSL staff worked 70 hours on infrastructure and authentication for MontanaLibrary2Go Local. \$1,702.79 in FY13 LSTA funded the ACS renewal and MT Historical Society ebooks. 2. \$58,952.38 in FY13 LSTA funded the salary, technology infrastructure, and travel for the MMP Director position. MMP staff presented trainings and workshops introducing the MMP as a community resource, explaining how to contribute collections, and how to collaborate with other organizations to create collections. 12 presentations were presented to live audiences totaling 18.5 hours of training to 300 people, in all. MMP staff also presented 2 hour-long webinars about the structure of the MMP and how it came into existence to participants from the Western United States to another 80 people. MMP staff met with 30 libraries and museums in-person and 8 online or on the phone to discuss potential MMP collections and how to get started. Each meeting was an hour long and was with 1 to 6 individuals. MMP staff traveled 7,087 miles this past year to present and conduct outreach meetings. MMP staff conducted 32 online software trainings in this reporting period using GoToMeeting to support contributors. These one hour trainings assisted 1 to 6 trainees. During the past year, \$6,258.12 of FY13 LSTA funds assisted 9 organizations in adding collections. The funding specifically paid for the costs of digitizing the materials by a central vendor. The funding recipients included 4 public libraries, 1 museum, 1 school & 1 academic library, 1 state agency library, and 1 city agency. LSTA funds were also used during this period to pay for the CONTENTdm annual subscription and the statewide Digital Archive subscription that provides long term preservation of master images (\$11,808.58). The cost of these subscriptions is shared with the Historical Society Research Center, which contributes the other half. Currently the MMP has 78 collections from 38 contributing organizations representing 755,762 images. Since the last reporting period 254,762 items have been added to the MMP. Due to the rapid growth of the collections additional hosted storage was required and purchased with LSTA funds for \$7,222. A new Google Analytics feed was applied to our CONTENTdm pages to monitor website traffic on September 1, 2013. This new feed tracks visits to our specific URL [www.mtmemory.org](http://www.mtmemory.org) rather than the CONTENTdm URL <http://cdm16013.contentdm.oclc.org>. Since that date our webpages have had 79,629 users who have viewed 554,300 pages of content in 118,610 sessions. An MMP Advisory Council was formed to help with promotion and outreach. This council met twice this past year Members gave 4 hours of service to the MMP. A cataloguing committee was formed to review the metadata standards of the MMP and to create new metadata guidelines. This group of 10 volunteered 6 hours.

### **Project Outcomes:**

1. Use of LSTA funds for eliminating startup fees and hosting a central platform for shared content allowed all sizes of public libraries in the state to participate in ebook and downloadable audiobook lending and offer a vast collection of content to their patrons at minimal cost. The new membership cost share formula includes three different subtiers within what was previously the lowest tier, to create a more equitable cost structure per patron for the smallest libraries. The new lowest tier for new participating libraries (0-999 patrons) paid an annual fee of \$482 for access to over 22,000 items by the end of FY13, averaging out to under \$.02 per item. The value and popularity of this service has inspired many donations from member libraries, Friends groups, and library federations toward the shared content budget in the amount of \$40,396. This amount was collected from 6 public libraries and 4 federations representing all sizes and budgets. The number of checkouts during this period increased by 32%. Through its 3 meetings the Executive Committee completed this work: advised MSL staff on terms for negotiating the new contract with the vendor; drafted and recommended changes to the cost share formula, for the benefit of smaller library members; evaluated options for adding new content formats to the collection and presented these options to the membership; facilitated an end-user survey to discover patron attitudes regarding holds ratios and check-out times; and recommended the annual budget to the membership in May 2014. MSL staff continued to learn more about working with the Adobe Content Server on the State network and developing packaging tools during this period. The Selection Committee's new procedures for reviewing local content helps guide acquisition choices in this new area of electronic resources collection development. 2. As a result of meetings between the MMP Director and potential institutional partners, 13 new collections have been added or are currently being worked on by new partners. The number of items in the MMP has increased by 66%. The cataloguing committee created new guidelines and reviewed metadata requirements in fall 2013. The new basic metadata requirements were applied to the existing collections and collection search results have vastly improved. The out-of-the-box CONTENTdm webpage design lacked a friendly user interface. This past year new front pages were designed and published. These pages organize the vast array of content into format types to make content easier to find. A formal partnership was entered with the Mountain West Digital Library (MWDL). The MMP content is harvested by their aggregation services and MMP content is searchable on their website. The MWDL is a Service Hub of the Digital Public Library of America (DPLA) and our MMP content is also now available on this national website.

#### **Other Results:**

#### **Anecdotal Info:**

Feedback from participating library staff: MontanaLibrary2Go "I love the e-books and being able to select from home, this is a great service!" (Billings Public Library patron) "When I pay our MontanaLibrary2Go bill, I know I am buying WAY MORE than just access to the materials. We are also getting top-notch professionals to do the selection and acquisition of those materials. And I am so grateful that you do this for all of us. Thank you selection committee!" (Dillon Public Library staff) MMP "Thank you, thank you, thank you! The 1918 editions of the Pioneer are up, and I immediately found my 2x great-grandfather's obituary. It changed so much of what circumstantial evidence I had on hand. It truly is an invaluable resource. Thank you again!" (Researcher from Wabbaseka, AR) "When descendants of Darby area former residents come by the library to ask questions about their ancestors, we direct them to a book when applicable and show them how to find information and photos on the MMP. Visitors interested in their family genealogy are eager to search the digital images and documents. We also have residents searching for information about a specific historical event such as the Building of the Big Ditch or the Apple Boom and we direct them to the digital files. Most are simply amazed

that this information is now so available and easy to access.” (Darby Community Library patron) “A woman was researching her father-in-law’s brief residency in Missoula, MT as a High School Student (1923-1924). That portion of our MCHS collection is online and she will be able to access the gentleman’s photos/class history, etc. online. It is good work that is being done to archive these documents. Her father-in-law is still alive and living in Tennessee and she is very excited to reconnect him with his High School years as he had lost his yearbook. Thank you for facilitating this project and your continued support.” (Missoula County Public School District staff) “The MMP collections have been a useful resource for our patrons and others researching the Polson area or working on family histories. We’ve had interest from at least one user outside our immediate area, as well. A recent researcher commented that the key-word searchability was very helpful.” (North Lake County Library staff)

## Project Report

**Project Code:** 2013-MT-48745

**Project Title:**

Statewide Consulting Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-9816

**Library Building:**

**LSTA Funds Expended:**

\$227,911

**In Kind Contributions:**

\$

**Number of Persons Served:**

507582

**LSTA Purpose:**

Library technology, connectivity, and services

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Library staff and volunteers, Public library trustees, Statewide public

**Primary Services:**

Library Development, Staff Development Education and Training, Technology Infrastructure

**Project Number:**

**Project Director:**

Sarah McHugh

**Email:**

samchugh@mt.gov

**Cash Match:**

\$7,193

**Total Cost:**

\$235,104

**State Goal:**

Goal 1. MSL provides consultation and leadership to enable users to set and reach their goals and provides appropriate trainings and training resources so that the best use can be made of the resources offered

**IMLS Secondary Performance Category:**

Provide tools for the future

**Secondary Users:**

**Secondary Services:**

Library science education and skills, Management skills, Technical skills, Computer hardware and software, Integrated library systems, Telecommunications and networking hardware and software, Community and user studies, Marketing and promotion of library services, Strategic planning

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Partnership?**

**Exemplary?**

**OBE-Related?**

**Project Purpose:**

The consulting project provides training and consulting assistance focused on making it possible for libraries and library users to have easy access to needed information resources.

**Project Activities/Methods:**

1. 3 full-time library consultants offer consulting in general and specialty areas of library development and provide continuing education opportunities for librarians and library trustees statewide. A. The E-Rate consultant attended annual E-Rate trainings in October 2013 in Portland, OR and the 2014 Schools Health & Libraries Broadband Conference in Washington, DC, participated in the American Library Association E-Rate Task Force, and provided data to ALA Office for Information Technology Policy on MT library broadband availability, E-Rate costs, and participation. This consultant prepared comments representing MT libraries for the Federal Communications Commission E-Rate Modernization Order, and attended monthly State E-Rate Coordinator teleconference meetings. B. The 3 consultants also helped revise the criteria for receiving the "Excellent Library Standards Award" (ELSA). The ELSA recognizes libraries that use MT's Public Library Standards to assess and improve their services. Other types of libraries can also earn the award based on applicable standards. C. 1 consultant led a webinar which introduced librarians to Wilderness Act 50th anniversary resources and events, and compiled a "Wilderness" readers' advisory book list from MT librarian suggestions. D. Many MT libraries supported ACA enrollment by providing information, programs, and locations for Navigators to help individuals enroll. MSL consultants maintained a website with information for librarians and patrons, including ACA library events around the state, regular reports on enrollment, and deadline reminders for librarians, and made direct contact with librarians about upcoming area events. E. The consultants also developed a public library district transition planning template. The template is an online tool that identifies stakeholders, creates a timeline, coordinates activities, and identifies benchmarks. 2. The Technology Petting Zoo is a set of tablets and e-readers that library staff can use to experience working with new technology. As library patrons increasingly use tablets to access library content and services, MT librarians continue to educate themselves to provide better support to their users. MSL updated the content and administration of its TPZ kits during this period.

**Project Outputs:**

1. The consultants presented 42 in-person trainings that 779 librarians and trustees attended. They presented 8 webinars for 80 attendees. Trainings were 1-3 hours in length. They responded directly to 330 requests for information and made 122 visits to libraries around the state, travelling 30,615 miles. A. 60 MT public libraries participated in the E-Rate program. B. \$215,010.21 in FY13 LSTA was spent for salary, technology infrastructure, and travel for the 3 consultants. 2. 10 new iPad tablets and 10 Google Nexus tablets were purchased for new "tablet labs" that add training opportunities in addition to our existing laptop labs. (\$12,900.55). 115 librarians attended a poster session at the 2014 Fall Workshop where they had the opportunity to try out tablets and learn about their applications. \$7,193 in funds from the Gates Foundation also helped fund the TPZ and tablet labs.

**Project Outcomes:**

1. All 3 consultants worked and trained with library staff and trustees in order to improve

knowledge statewide of library governance and law, collection management, library federations, personnel issues, MT Public Library Standards, reporting public library statistics, public library district development, branch creation, ADA compliance, strategic planning, digital librarianship and online presence, EDGE participation, ethics, community engagement, intellectual freedom, library insurance needs, broadband issues, the MSL Statewide Library Resources website, library workplace applications, mobile applications, OCLC enrollment, inter-local agreements, library accounting, and library administrative and technology planning. A. Consultants individually completed special projects which included assistance with E-Rate compliance and reporting, filtering, development of an online bandwidth survey, technical support for the MT Memory Project and Discover It, collection development for a shared statewide Professional Library Materials collection, and the Share Your Story pilot. B. The 60 libraries participating in E-Rate saved \$82,800 through the program. C. As a result of the new ELSA standards, libraries are encouraged to strive harder to improve library services. The public library district transition planning template reduces the stress of the transition to a district and helps keep the process on track. 2. 2 new tablet labs purchased with FY13 LSTA support guided exploration and training for library staff on workplace apps and concepts like roving reference and embedded librarianship. Projectors and speakers augment these training labs. As the comfort level has increased and the technology itself rapidly and continually changes, MSL has switched to maintaining a core set of 5 TPZ kits. Each kit is customized specifically to supply the appropriate equipment to the 3 Statewide Consultants, the MSC Trainer and the Talking Book Library staff so that they can provide effective training and support to the librarians and TBL patrons they serve. The new kits include a Google Nexus, iPad Mini, Samsung Galaxy, Dell Venue, and Asus Transformer Book, as well as various versions of the Kindle e-reader.

## Project Report

**Project Code:** 2013-MT-48753

**Project Title:**

Statewide Early Literacy Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-3115

**Library Building:**

**LSTA Funds Expended:**

\$51,848

**In Kind Contributions:**

\$23,360

**Number of Persons Served:**

60909

**LSTA Purpose:**

Services for lifelong learning

**IMLS Primary Performance Category:**

Enhance a lifetime of learning opportunities

**Primary Users:**

Children, Library staff and volunteers, Pre-school children

**Primary Services:**

Education-Related Services for Children and Teens, Literacy Programs, Staff Development Education and Training

**Project Number:**

**Project Director:**

Sara Groves

**Email:**

sgroves@mt.gov

**Cash Match:**

\$8,012

**Total Cost:**

\$83,220

**State Goal:**

Goal 3. MSL promotes partnerships and encourages collaboration among libraries and other organizations to expand and improve services to patrons

**IMLS Secondary Performance Category:**

Strengthen families and children

**Secondary Users:**

Disadvantaged children

**Secondary Services:**

Reading development, Reading readiness, Summer reading programs, Family literacy, Library science education and skills

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Project Purpose:**

The Statewide Early Literacy Project helps libraries plan and implement programming and other services for a targeted audience by providing educational materials, promotional ideas, training, and Web resources. In this reporting period, the targeted project audience

**Partnership?**

**OBE-Related?**

was children ages 0-7 and the project purpose was to help parents, caregivers, librarians and educators recognize the value of sharing language and literacy with children to foster early literacy skills.

### **Project Activities/Methods:**

1. Ready2Read: This project continued to focus on early literacy by developing programming and providing age-appropriate materials for public libraries to serve children ages 0-7. LSTA funds were used for 1 part-time staff and a contract consultant. During this reporting period, the emphasis was on training for librarians in the areas of early learning and early literacy programs. The Ready2Read website is <http://ready2readmontana.org/R2R-flash-main.html>. 2. MSL hosted its 3rd Ready2Read (R2R) Rendezvous at the Bozeman Public Library in Bozeman in April 2014. The 3rd Rendezvous had been originally scheduled in October 2013; however, because of the Federal government shutdown, the Rendezvous was rescheduled in April 2014. The 2014 Rendezvous was funded through LSTA. Training was offered at the 2014 Rendezvous featuring developmentally appropriate play spaces in libraries and how to integrate play in library programming and space; how to integrate early literacy and developmental information into storyhours for mixed ages; and how to position your library as a center of the community for youth programming. 3. Ready2Read Goes Wild: MSL developed a partnership with MT Fish, Wildlife & Parks (FWP), MT Public Broadcasting Station (PBS), and the MT Head Start Collaboration Office. Working with the partners, MSL staff worked to develop a series of six videos that support the existing "Wild" trunks. Using the "Wild" trunk themes (owls, ungulates, tracks, creepy-crawlies, water, and bears), the videos feature topic specialists with the goal of helping early childcare educators as well as parents and caregivers understand a) the basic information on each topic; b) how to present science lessons to children age 3 – 5 years old; and c) understand how to incorporate literacy into science education. The videos were filmed by professional videographers from MT PBS. Production of the videos was paid for by the MT Head Start Collaboration office. Graduate students at MT State University's early childhood program aligned the trunk contents, activities, and videos with the newly-released (2014) MT Early Learning Standards as well as with the Head Start Child Outcomes Framework. There are also additional activities available online, including vocabulary highlights and additional resources lists. The videos are now available online at <http://www.pbslearningmedia.org/collection/ready-2-read-goes-wild/>. PBS LearningMedia provides direct access to thousands of classroom-ready, curriculum-targeted digital resources and is designed to improve teacher effectiveness and student achievement. Resources are aligned to Common Core and national standards and include videos and interactives, as well as audio, documents, and in-depth lesson plans. You can browse by standards, grade level, subject area, and special collections. You can also favorite and share resources with your class and colleagues. Best of all, PBS LearningMedia's basic service is free for libraries and PreK-12 educators. 4. The Collaborative Summer Library Program (CSLP) is a consortium of states working together to provide high-quality summer reading program materials for children at the lowest cost possible for their public libraries. By combining resources and working with an exclusive contracted vendor to produce materials designed for CSLP members, MT public libraries can purchase posters, reading logs, bookmarks, certificates and a variety of reading incentives at significant savings.

### **Project Outputs:**

1. During this reporting period, 10,000 informational "Ready2Read!" cards, 25,000 bookmarks, and 25,000 magnets were created for distribution in libraries. Additionally, nearly 2,000 posters were distributed. 11,200 new magnets were ordered. \$3,524.82 in FY13 LSTA funded these materials and DVDs of the "Go Wild" videos (see #3). In addition



to the Ready2Read Rendezvous, 14 in-person and online trainings were offered: STEAM & the Makerspace: Engaging Programs for Youth; Stay and Play Activities: Math, Science & More Fun for Families after Storytime; Fizz, Boom, Read! Sharing Summer Reading Ideas; Supporting Children's Social-Emotional Behavior in a Public Library Setting; Books and Babies in your library; How to develop a play space; why play matters: how to implement play in your Library; Blocks: the World's Best Toy; The Best of Books and Babies Programs; How to Make your Library More Child-Friendly; Summer Reading; How to Be a Family-Friendly Library; Presenting Every Child Ready to Read; and Programming for School-Age Kids. 90 library staff and trustees attended in-person, and recorded webinars were replayed 134 times. 2. 38 librarians attended the Ready2Read Rendezvous in 2014, representing 22 libraries in communities of varying sizes statewide. 3 tribal libraries and 1 school-community library were also represented. (The 2013 Rendezvous had to be rescheduled for Spring 2014 due to the Federal government shutdown. Registration had been: 58 librarians, representing 42 libraries in communities of varying sizes statewide. 7 tribal libraries and 1 school-community library would also have been represented.) Training sessions varied in length to allow for more in-depth exploration of specific topics as well as hands-on learning opportunities. 6 sessions were presented: Block Play: Exploring Endless Possibilities (3 hours); Ready 2 Read Projects: Success Stories (2 hours); STEP into Storytime: Storytime Effective Practice for Mixed-age (Newborn - 5) Storytimes (6 hours); Libraries: From Supporting Player to Community Engagement Leader (1/2 hour) and Stay and Play Activities or How the Library Became a Destination (1.5 hours); Supporting Each Other (1.5 hours). 3 "Early Learning Resource Highlights" were offered which spotlighted a range of resources from websites to collection development ideas. \$15,504.42 in LSTA was spent on planning and organization for the Rendezvous. A contract consultant was hired using \$1,375 in FY13 LSTA to assist with 4 Ready2Read program development meetings; assist with planning and leading 4 trainings at the April 2014 MT Library Association conference; present 4 training webinars; planning and participating in the Rendezvous; and presenting a Summer Reading Program webinar and evaluation. Each attending library received wooden block sets and other Ready2Read PlaySpace materials, including puzzles, magnetic letters, movable figurines, and block accessories. These materials were purchased with private funds from the Washington Foundation. 3. 6 "Go Wild" trunks focusing on 6 different themes (owls, tracks, water, creepy-crawlies, ungulates, and bears) circulate in each regional library federation (36 trunks total). 6 different videos that support each of the trunk themes were created and are available online. They were viewed 824 times during the reporting period. 200 DVDs of the videos were distributed to libraries, childcare providers, and schools with slow internet connectivity. To produce the videos, MT Head Start Collaborative Office paid \$4,000; MT PBS \$1,000; and MT FWP contributed \$400 and 60 hours of staff time. 4.110 Summer Reading Manuals were printed at \$10 each and provided to public libraries (\$1,100 in FY13 LSTA). 6 Summer Reading PSAs were produced at \$45 each (\$270 total FY13 LSTA). 5. \$30,074.11 in FY13 LSTA funded salary, infrastructure, and travel for the .25 FTE Early Literacy Coordinator position.

### **Project Outcomes:**

1. Since launching the Ready2Read program in 2009, reported attendance in children's programming statewide has increased over 21% (from 158,625 in 2008 to 193,456 in 2013) and the number of available children's programs has increased by over 53% (from 6,584 in 2008 to 10,127 in 2013). 2. To evaluate the Rendezvous, attending librarians were required to complete a significant year-long project putting into practice something they learned. The only parameters for the project were: a) the projects had to be a long-term effort, not something that could be easily implemented; b) the projects had to utilize information that had been gained as a result of attending the Rendezvous; and c) the projects had to expand the library's current early literacy efforts and reach children from

birth-5 years old. Libraries had to design their projects and outline goals, objectives, and tasks associated with each objective. MSL staff worked with each library to ensure that their goals and objectives pushed the envelope a little bit but were also achievable. MSL staff monitored progress of these projects throughout the year via phone calls, emails, and webinars. Final projects include complete re-designs of children's areas, community partnerships, ongoing early literacy training in communities, and extensive programming overhauls. Examples of community partnerships include Missoula Public Library's "pop-up museum" facilitated by SpectrUM Discovery Center, a program of the University of Montana, which places 3 hands-on science activities within the children's area; Missoula Public Library's partnership with the local food bank which brings healthy snacks to children attending summer library activities; Blackfeet Community College – Medicine Spring Library's "Books and Babies" program coordinated with the community health center and the local Head Start to extend their outreach to new audiences; and Glendive Public Library's partnerships with the local Health Department and medical center to provide newborn babies with a board book and a guide for new parents (including "the importance of the "fabulous five" – reading, singing, playing, writing, and talking – and several rhymes with finger plays). Glendive has strengthened its partnership with the Health Department by inviting a registered nurse to attend one storytime program each month to answer parents' questions, take babies' height and weight, and make referrals to other helpful resources.

#### **Other Results:**

MSL's Early Literacy Coordinator continued to serve on the state's Best Beginnings Advisory Council (BBAC) and was reappointed for a second term by Governor Steve Bullock. This Council is comprised of statewide organizations that serve children from birth-5 in a variety of capacities. This spot on the BBAC has provided MSL with the opportunity to share how libraries are serving the state's youngest citizens. For many at the table, MSL's representation on the Council was the first time they had ever considered libraries to be partners in early childhood education and services. It has also opened doors for additional collaboration between MSL and other agencies and provided more visibility for libraries across the state in the arena of early childhood. The communities and counties that are served by local Best Beginnings Advisory Councils include: Big Horn, Butte-Silver Bow, Cascade, the Confederated Salish Kootenai tribe, Crow, Custer, Dawson, Flathead, Fort Peck, Gallatin, Hill, Lake, Lewis & Clark, Lincoln, Mineral, Missoula, Northern Cheyenne, Park, Ravalli, Richland, Rocky Boy, Roosevelt, Rosebud, and Yellowstone. MSL staff was asked to present at the MT Head Start Association conference, at the MT Education Association conference, and at the MT Reading Conference in Fall 2013. However, all presentations were cancelled due to the Federal government shutdown and lack of funding.

#### **Anecdotal Info:**

"What I learned most from attending the Rendezvous was how to take a stand on behalf of children. I learned to not be afraid to ask for a donation or try for a grant. There are so many good people in the world who really care about children and when I ask on behalf of the children of our community, I never cease to be amazed at the outpouring of generosity." (Glendive Public Library staff) "Boulder Community Library has expanded our storytime since I attended the Rendezvous. We now start story hour singing and reading, do a craft that reinforces what we read about, then sing the cleanup song and have a snack. We also send home a packet with everything they need to complete the craft at home as well as an idea sheet for the parents. Our program has grown so much that we had to hire a part time aide to help us. The parents love participating in the singing and craft projects. After story hour, we have our blocks set up so the kids can play and the parents can get to know each other. During our "Outside the Lines" week, we had the kids

decorate pumpkins and take them to our senior facility to give to the seniors as an "act of kindness". The seniors were very excited to see the little ones, who were equally excited to show off what they made them and sing the songs they had just learned. The kids are now making ornaments to take to them and are going to decorate their tree. One of our little guys has cleft palate and would not talk at all, now we have to work to keep him quiet! All these examples may seem small, but to us they are very meaningful. Just watching parents connect with one another has been a wonderful experience. We could not have had such an impact without the Rendezvous. The Rendezvous gave us the tools and confidence to 'broaden' our own story hour views." (Boulder Community Library staff)

"As a new library director who had to step in to take over story time, never having worked with young children, the Rendezvous was one of the best learning experiences I've had outside of grad school. It gave me the tools to begin revamping Story Time little by little. It also provided me with contacts to other librarians with the experience I lack who I can contact for support and ideas. I finally have parents/caregivers coming with the children. One of the biggest hits so far is "block play." The kids love it and the caregivers think it's just great. I received my freebie set at R2R and then ordered another. I've also started reworking our children's area. I've made it a more open, cozy spot and have had comments on how nice it is for the kids to have their own space. To be honest, I think the small changes made in our children's area have improved the library as a whole. Without having attended the Rendezvous, I would not have the ideas or resources that I've used since attending. I hope I can attend the next one!" (Sheridan County Library staff)

"I put together a sensory program, "Tactile Tuesdays," for babies and toddlers, as part of Summer Reading. The objects include water bottles with rice and beads, bells or other small items to search and find or make noise; basic shapes in felt that fit on a drawn shape on sandpaper; baggies with gel and stickers to squish around; green bean seeds in a clear vase that grew through the summer; bubble wrap, sandpaper and shelf liner on a board on the floor for little ones to crawl on; and much more. I am also using these once a month in the Books and Babies program, per parent requests. I used these materials specifically so the parents could see how to turn extra household objects into a math or science experience." (Lewis & Clark Library staff)

"Because of our workshop with Saroj Ghoting, we have begun a "Saturday Stories" program for all ages. We provide stories by a favorite author, along with songs & fingerplays, for children from toddlers to early elementary. The stories are followed by hands-on STEAM activities for families to enjoy together." (Bozeman Public Library staff)

## Project Report

**Project Code:** 2013-MT-48750

**Project Title:**

Statewide Programming Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-5350

**Library Building:**

**LSTA Funds Expended:**

\$27,084

**In Kind Contributions:**

\$

**Number of Persons Served:**

104747

**LSTA Purpose:**

Services for lifelong learning

**IMLS Primary Performance Category:**

Enhance a lifetime of learning opportunities

**Primary Users:**

Children, Rural populations, Young adults and teens

**Primary Services:**

Cultural Heritage Programs, Education-Related Services for Children and Teens, Intergenerational Programs

**Project Number:**

**Project Director:**

Cara Orban

**Email:**

corban@mt.gov

**Cash Match:**

\$

**Total Cost:**

\$27,084

**State Goal:**

Goal 3. MSL promotes partnerships and encourages collaboration among libraries and other organizations to expand and improve services to patrons

**IMLS Secondary Performance Category:**

Sustain our cultural heritage

**Secondary Users:**

**Secondary Services:**

Local history, After school programs, Home schooling

**Start Date:** 5/1/2014

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Project Purpose:**

The purpose of the 2 pilot services provided under the Programming project is to support MT libraries by responding to the following IMLS purposes, priorities, and initiatives: 1. Encourage resource sharing among all types of libraries for the purpose of achieving

**Partnership?**

**OBE-Related?**

economical and efficient delivery of library services to the public. 2. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills. 3. Develop public and private partnerships with other agencies and community-based organizations. 4. Support development of 21st Century skills (information, communications, and technology literacy, critical thinking, problem solving, and creativity). 5. Make an experience similar to StoryCorps available to MT communities through their local libraries.

### **Project Activities/Methods:**

1. The MT Makers traveling makerspace pilot equips libraries with tools and resources for young patrons to experiment with technology and craft in a way that is not readily available in most communities. These tools come in the form of traveling kits that circulate to libraries for 8-10 weeks at a time. Library staff does not have to be tech-savvy or otherwise possess special knowledge in any of the STEAM disciplines in order to host these kits. The key is finding expertise within the community to help make use of kit materials. Some partnerships the hosting libraries have established or proposed include: Public schools or colleges, school clubs such as Robotics clubs, 4-H, county extension offices, local youth organizations, local utilities companies or telecommunications companies, health clinics, research laboratory staff, and artists or craft groups. MSL staff organized 1 orientation session online for the summer cohort of hosting libraries (Belgrade Community Library, Bitterroot Public Library, Darby Community Library, and Havre-Hill County Library) with PCS Edventures, an Idaho company that produced the robotics, engineering, and "Brick Lab" sets for each makerspace kit. Additional online resources, such as project and program ideas and tutorials, were maintained on the MSL LSTA Pilot webpage: [http://libraries.msl.mt.gov/Home/statewide\\_projects/LSTA\\_pilots.aspx](http://libraries.msl.mt.gov/Home/statewide_projects/LSTA_pilots.aspx). 2. Share Your Story is an LSTA-funded pilot that circulates portable digital audiovisual recording kits to libraries on a rotating basis. Hosting library staff is trained to use and make these tools available to record their communities' stories in audio or video format. These stories are then collected and uploaded to several locations, where appropriate: the dedicated project website, the MSL Vimeo channel, and the MT Memory Project, as well as the contributing library's website, if desired. 2 full time LSTA funded staff, 1 part time LSTA funded staff, and 1 other MSL staff person contributed to the preparation of this pilot. During this reporting period, 2 libraries were scheduled to host a kit. The first, Missoula Public Library, received a National Endowment for the Arts grant to host the "Big Read" program, and partnered with local veterans organizations to provide programming to accompany the book *The Things They Carried* by Tim O'Brien. The veterans were interested in partnering with the library to collect oral histories from Vietnam veterans. The veterans provided volunteer time organizing the interviews. The second hosting site, Darby Community Library, appointed 2 former Darby library trustees as the point persons for their community history project. Partnerships were formed with the United States Forest Service Ranger Station in Ravalli County, Darby Public Schools, South Valley Civic Group, Darby Study Group, Darby Descendants Inc, St Phillips Catholic Church, and the Silver Tops Senior Citizens Group. These partners agreed to provide staff time, funding, resources, meeting space, technical support, publicity, networking, and contact information for interviewees. MSL staff contracted with a professional web designer to construct a public Wordpress site (<http://shareyourstorymontana.org>) that could accommodate embedded videos and podcasts and search interviews by location, categories, and tags, with links to the MT Memory Project and to resources for library staff. Staff also contracted with a videographer to prepare 30 second public service announcements to run on local television channels in support of the pilot.

### **Project Outputs:**

1. \$18,446.78 in FY13 LSTA was spent on tools and materials for 6 identical makerspace kits. 6 libraries participated during the reporting period (Belgrade Community Library, Bitterroot Public Library, Darby Community Library, Drummond School Community Library, Glendive Public Library, and Havre Hill County Library). 4 of these libraries hosted kits between June and August 2014, and 2 received kits beginning in September 2014. Each of the 6 makerspace kits included these tools, materials, and resources: 2 Arduino kits; 1 Raspberry Pi Starter Kit; 1 Snap Circuits Deluxe Kit; 1 MaKey MaKey Standard Kit; 1 PCS Edventures Robotics Kit with software for programming the robots; 1 PCS Edventures Discover Engineering Kit with instructions for building projects which demonstrate a fundamental concept of engineering; 1 sewing machine; 1 set of crochet hooks; 1 set of knitting needles; 1 PCS Edventures BrickLab Survey Set with curriculum for communications, physics, math, and engineering projects; a button maker; a Xyron Sticker Maker; 4 rolls of duct tape; 1 set of paintbrushes; 2 glue guns; and a couple of optional items: a telescope kit including maps and a planisphere, and a forensics kit. Additionally, 4 books were included in the kit to inspire projects that could be completed using low-cost and easily obtainable materials or software: Super Scratch Programming Adventure! , to introduce beginners to coding using Scratch, the drag-and-drop open source software developed by the Massachusetts Institute of Technology; Discover the Stars: Starwatching Using the Naked Eye, Binoculars, or a Telescope; The Best of Instructables Volume 1; and The Best of Make: 75 Projects from the Pages of Make Magazine. 1 MSL staff person was primarily responsible for this pilot and selected the contents of the kits through recommendations from other makerspace coordinators, young adult and youth services librarians from around the state, and in consultation with the Idaho Commission for Libraries, whose makerspace pilot influenced MSL's plans to incorporate makerspace materials into its overall mission to promote statewide resource sharing. 4 libraries returning evaluation information reported 393 makers participated in 19 formal programs (averaging 90 minutes long) during the reporting period. MSL staff held 4 1-hour online trainings for staff at 4 libraries, averaging 6 people per session; and 1 in-person training for 24 people at the 2014 Fall Workshops. 2. \$2,082 in FY13 LSTA was spent to create 4 audiovisual kits for Share Your Story. The content of each of the 4 Share Your Story kits included 1 iPad Air loaded with an audio recording app (Super Note) and a video recording app (iMovie); 1 iPad USB adapter; 1 tripod with iPad mount; 1 tabletop microphone; 1 lavalier clip-on microphone; liability waivers; and a copy of the MT Historical Society's Oral History Primer, reprinted with permission. \$2,630 in FY13 LSTA was spent on design work with an independent contractor for the website and materials such as posters providing information about the project. \$3,925 in FY13 LSTA was spent on 37 hours' worth of videography work with Lyon Group LLC to produce 3 30-second PSAs. 4 kits were created during the reporting period and 2 were deployed to public libraries by the end of September 2014. 8 interviews were scheduled by libraries hosting the kit during the reporting period and will have been completed in the FY14 LSTA reporting period. Project volunteers have spent an average of 3 hours total preparing metadata, questions, and recordings before and after each interview (24 hours total). 2 in-person training sessions were organized by MSL staff for 22 participants - participating library staff and other interested library staff - during this reporting period, totaling 6 hours of training. 1 MT PBS staff person donated 1.5 hours of oral history training time at the 2014 Fall Workshops.

### **Project Outcomes:**

1. Evaluations and observation rubrics were distributed to hosting libraries in September 2014. The observation rubrics asked library staff to describe various levels of engagement in maker activities, but were not returned to MSL within this reporting period. Expected outcomes for the MT Makers pilot include: ► Libraries throughout the state increase STEAM (Science, Technology, Engineering, Arts, Math) program opportunities by making

use of circulating maker kits that provide materials not otherwise available in many communities. ► Observational data (observation rubrics) collected at hosting libraries indicate that makers demonstrate high levels of critical thinking, creativity, and collaboration. ► Participant surveys indicate that makers feel more interested, engaged, and confident in STEM subject areas after working with maker kit materials. ► Library staff surveys indicate an overall increase in confidence in providing STEM learning opportunities through the library. ► Library staff post-hosting evaluations document successful community partnerships and provide a template for subsequent successful partnership planning. Of the 6 libraries that received makerspace kits during the reporting period, 4 enjoyed a full 10 week period with the kits before September 30, 2014 and were able to submit responses to a post evaluation survey. Learning objectives that hosting library staff built into formal programs incorporating elements of the makerspace kits that were observed included improvisation, creativity, conductivity, fractions, hand/eye coordination, problem solving, writing and storytelling, following written and verbal directions, mixed media, engineering concepts, the basics of circuitry through doing hands on exercises, computer programming, career possibilities in engineering and computer science, and self-guided exploration of one or more of the STEAM disciplines. The programming focus was most heavily concentrated on the more traditional arts and crafts elements of the kit, as library staff reported their level of familiarity and comfort was highest in this area. 100% of reporting sites organized arts activities (4); 50% planned science-based formal programs (2); 50% planned technology programs (2); 50% planned activities with a focus on engineering (2); and 25% planned math activities (1). Library staff themselves reported having gained new experiences from using the technology and electronics tools in the kit, as many of the staff had never had the opportunity to use them before. The most frequently reported challenge and request was the need for additional training on more complex pieces like the programming tools such as the Arduino. In response, MSL staff offered additional "drop in" sessions and also partnered with a vendor to host a Google Hangout and cover the fundamentals of programming the Arduino. Additional trainings and materials are scheduled for the next cohort, and will be reported in the next reporting period. 2. MSL staff articulated expected outcomes for the Share Your Story pilot, but evaluations had not been collected from the libraries that were in the midst of their projects at the end of this reporting period. Outcomes that MSL staff will address in evaluation materials include:

- Previously undocumented cultural heritage from the local community is documented and shared.
- Community awareness of library resources and programs increases.
- Presence of library resources and programs in the community expands.
- Project that promotes intergenerational activity generates strong turnouts/participation.
- New patrons visit the library or make use of library services.
- Patrons have the opportunity to learn new technologies and skills.
- Staff feel more confident with hands-on technology training, and offer increased or more varied opportunities to library patrons.
- Community partnerships are formed or expanded to assist in promoting and collect

### **Other Results:**

Community and interlibrary partnerships are an important element to the success of the MT Makers pilot. In order to host a kit, MSL required public libraries to complete an application articulating specific goals and objectives for outreach programming and initiate partnerships with one or more partners in the community. Library staff participating in the pilot was asked to explain specifically why they wanted to host a makerspace kit, identify what elements of the kit they thought would be most appealing to their intended audience, and identify community partners or mentors with expertise in one or more of the STEAM disciplines who would be available to assist with programs. As a result, libraries were better organized and able to plan in advance to make the best use of their allotted time hosting the kits. In addition to preliminarily identifying potential partners in

the hosting application, makerspace hosting libraries in the FY14 LSTA reporting period will complete an outreach action plan that outlines plans for structured activities which will make use of the maker kits, and articulates the specific resources (staff time, materials, funding, meeting space, and training) that they and their community partners will contribute toward the implementation of these plans. The Outreach Action Plan will also identify program expectations and desired outcomes (for both libraries and community partners) to be met through these activities. This plan is intended to provide a template for library staff to use for project and program planning purposes so that they can reap the most out of their time with the makerspace kits. The plan will also help MSL staff better anticipate training needs for preparing the hosting library staff to successfully use the kit.

### **Anecdotal Info:**

"I have heard many of our youth settling for mediocrity and never hitching their saddle to a distant star. They don't believe that they are smart enough to try for things in the science and technology arena. I want them to know that their library believes in them and that we can provide resources to help them reach for the stars and be that amazing person that they are meant to be." (Glendive Public Library) "There was enough technology to do several months' worth of programs. We used MaKey MaKey to make a giant, foot-operated game controller and banana keyboard. The teens also made an AM radio with the Snap Circuits. Other programs using skills developed with the kit included an hour of code and 3D printing. These numbers are huge for us and clearly show that the kit was a success. We plan to continue providing DIY/maker supplies for teens throughout the school year." (Belgrade Community Library staff) "I am really excited about the Maker trunks – but a little overwhelmed too! Currently we have a student teacher in the Science department and she collaborated with me to bring her class to the library to use the engineering kits. I was able to use the engineering kits with two junior high classes – and they loved it! The third grade teacher brought her class to the library for the block kits. I used the manuals included with the BrickLab to do the Communication activities. Hall School (a nearby elementary school) brought all of their K-8 students to do the Maker kits at different stations throughout the library and it was a huge hit. The teachers and parent helpers were very helpful in managing so many kids in different tasks and abilities. They sewed on paper, did communication games with the Bricks, made Snap Circuits and Squishy Circuits, and built engineering projects." (Drummond School Community Library staff) "I was able to attend the Maker Space workshop and a staff member attended the STEAM story time workshop at the end of September, so we are feeling pretty comfortable with the kit and excited to start using it. I'm really excited about this opportunity and want to thank you, State Library, and IMLS for this wonderful opportunity to connect more with our patrons. There are so many things we are being encouraged to participate in right now, it is so helpful to have the kit and guidance to provide us with a solid starting point. It makes it "do-able" instead of overwhelming." (Glacier County Library staff) "There was a lot to choose from! Participants used the Instructables project book to learn about cutting PVC pipe, following picture and written directions to assemble a product, and making it work. The sewing machine was a big hit. Some of the kids enjoyed just sewing on paper, not really making anything except learning about how a sewing machine works. We hosted a Brick Lab evening where pictures and project instructions from the Brick Lab were placed on 8 different tables. We also hosted a 'Maker Madness' event where we had different stations where the makers built marshmallow shooters, measured and cut paper garlands to sew on the sewing machine, painted on canvas, worked together on Brick Lab projects, and worked on the PCS Edventures Discover Engineering Kit. I recruited our staff to set up and teach the stations – it worked out well. Attendance was great and the feedback was awesome. 'When will you do this again?' So now we are planning on hosting something similar on the 'early out' days of school." (Bitterroot Public



Library)

**Exemplary Reason:**

The MT Makers pilot supports MT libraries by addressing these issues identified by IMLS:

1. STEM education – The makerspace kits support programs and activities that encourage interest in STEM/STEAM (Science, Technology, Engineering, Art, and Mathematics) education primarily in young adults ages 10-17.
2. 21st Century skills - STEAM education activities made possible through the makerspace kits support the development of communications and technology literacy, critical thinking, creativity, and problem solving skills.
3. Civic/community engagement – Community partners and mentors are integral to the success of how these kits are deployed in small MT communities.
4. Afterschool programs – The majority of tools and materials in the makerspace kits are intended to appeal to young patrons of school age. Hosting libraries agree to develop at least 2 structured programs making use of the kit materials, and to make kit materials available for unstructured use during specified hours.

The Share Your Story pilot supports MT libraries by addressing these issues identified by IMLS:

1. 21st Century skills - Participants have a practical hands-on opportunity to learn how to use tablets and audiovisual recording software applications, and to collaborate with other community members with the tangible goal of a finished product to be shared statewide.
2. Civic/community engagement - Community partnerships are formed or expanded to assist in promoting the project and collecting interviews.
3. Cultural heritage/sustainability - Previously undocumented cultural heritage from the local community is documented and shared through new channels.
4. Lifelong/intergenerational learning – community partnerships result in participants of all ages sharing their knowledge as well as learning new skills.

## Project Report

**Project Code:** 2013-MT-48751

**Project Title:**

Statewide Training Project

**Library Name:**

Montana State Library

**Phone Number:**

406-224-0224

**Library Building:**

**LSTA Funds Expended:**

\$115,647

**In Kind Contributions:**

\$29,184

**Number of Persons Served:**

1416

**LSTA Purpose:**

Services for lifelong learning

**IMLS Primary Performance Category:**

Enhance a lifetime of learning opportunities

**Primary Users:**

Library staff and volunteers, Public library trustees

**Primary Services:**

Library Development, Outreach Services, Staff Development Education and Training

**Project Number:**

**Project Director:**

Joann Flick

**Email:**

jflick@mt.gov

**Cash Match:**

\$3,342

**Total Cost:**

\$148,173

**State Goal:**

Goal 1. MSL provides consultation and leadership to enable users to set and reach their goals and provides appropriate trainings and training resources so that the best use can be made of the resources offered

**IMLS Secondary Performance Category:**

Provide access to information, resources and ideas

**Secondary Users:**

**Secondary Services:**

Customer services skills , Management skills, Technical skills, Community and user studies, Marketing and promotion of library services, Strategic planning

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Partnership?**

**OBE-Related?**

**Project Purpose:**

The purpose of the Statewide Training Project is to provide library education to meet the professional development needs of librarians, trustees, and library leaders statewide, and to support the MT Library Certification Program, the most significant measurable outcome of training activities at MSL. Certification or renewal is achieved with 60 credit hours every 4 years, covering 4 areas: Library Administration, Collections Management and Technical Services, Technology, and Library Services to the Public. The Statewide Training Project focused on the analysis, development, design, implementation, and evaluation of library skills training to librarians statewide, with both online and onsite training serving library staff and boards with a wide variety of backgrounds, credentials, and skill sets. Most training efforts were led or facilitated by the Continuing Education Coordinator, in cooperation with other SLR staff.

**Project Activities/Methods:**

In-person: 1. The 2014 Fall Workshops attracted library staff from across the state for 2 days of training and networking. 2. MSL coordinated 3 in-person trustee trainings in 2014 at 3 sites: Billings, Kalispell, and Butte. Training centered on preparing boards to handle transitions in library leadership staff. Half of all librarians in MT are retirement age, making it critical that library boards have the resources and training to recruit and retain qualified staff. 3. LSTA funds provided 3 scholarships for public and tribal library staff to the 2013 Association for Rural & Small Libraries conference in Omaha, NE, and 1 scholarship for public library staff to the 2014 American Library Association conference in Las Vegas, NV. 4. The Network Advisory Council (NAC) represents the interests of all types of MT libraries and maintains the perspective of a statewide geographical balance as it explores technology resources, assists with the official procurement process of those resources, reviews and evaluates the feasibility, design, and outcomes of statewide library projects, assists with statewide planning, and advises the State Librarian and the State Library Commission as appropriate. Their guidance helps shape pilots, projects and programs that will be tested and implemented across the state. As a representative body, MSL looks to the NAC to help understand the impacts new opportunities and demands will bring to the MT library community. To that end, MSL needs to ensure that this group has the appropriate resources to monitor and participate in educational opportunities as they become available. Examples include travel to national conferences and workshops, attendance in online educational opportunities, facilitation of statewide listening sessions, and visiting the libraries they represent to gather feedback and gain a better understanding of how LSTA projects impact libraries. Online & on-demand: 1. MSL continues to develop online resources to support on-demand learning for library staff. MSL webinars are archived on the MSL's Vimeo channel. Webinars are replayed an average of 3 - 5 times more than the live attendance numbers. MSL staff conducts most trainings, but also seeks experts from state agencies and libraries alike to share their expertise via webinars. The MSL continuing education (CE) coordinator works with presenters to prepare them for training online and manages the technical aspects of scheduling and archiving the webinars. During the reporting period, increased emphasis on creating online resources for trustees resulted in a series of online training videos. This series focused on the relationship between the library board and the director, noting the importance of good policies, sound planning, and effective communication for productive leadership. The live training on recruitment and hiring was reproduced in a webinar so that trustees unable to travel could access the information at any time. A DVD produced by MSL during the FY12 LSTA period, *An Introduction to the Montana Library Community*, was published and a copy presented to each public library during this reporting period. 2. The Online Training and Meeting Software pilot gives public library directors, staff and trustees access to online meeting and training software that enables them to virtually

meet, collaborate, and share expertise. MSL was able to expand its existing Citrix contract to include 82 additional licenses, one for each public library. Directors manage their license internally, enabling staff or library trustees to also organize online meetings and trainings if desired. Through GoToMeeting, librarians network with colleagues, increase board meeting participation, and facilitate community discussions that lead to partnership opportunities. Librarians also have access to shared GoToTraining and GoToWebinar licenses. MSL also acquired more licenses for its staff to increase webinars facilitated by MSL in support of LSTA efforts

### **Project Outputs:**

1. The Fall Workshops held in September 2014 in Helena had 160 registrants. Most attendees represented public libraries; staff from academic, special, and school libraries attended as well. Fall Workshops hosts seminar-style activities with 2-3 hour sessions, emphasizes engaged, hands-on learning, and is free to attend. 21 Fall Workshop sessions were offered for these topics: online statewide resources, Discover It! (EDS) customization and reports, accessing online resources, MSL makerspace kits, library programming, early literacy and STEAM, cataloging and statistics for the MSC, OCLC WorkShare Interlibrary Loan, original cataloging, book repair, weeding, performance evaluation, community assets and partnerships, the Common Core, creating oral history projects, a library's web presence, inclusivity practices, and managing volunteers. \$16,046.71 in FY13 LSTA was spent on the 2014 Fall Workshops. \$5,025.98 in FY13 LSTA had been spent on the 2013 Fall Workshops, which were described in the FY12 LSTA Statewide Training report.
2. 2 of a series of 3 onsite trustee trainings were augmented by an online version of the training to reach a greater audience and provide a follow-up resource accessible anytime. 34 library staff and trustees attended the 3 face-to-face trainings, called Ensuring Library Leadership Continuity with Jim Nys. Nys' webinars were played a total of 17 times. Hakala's 4 part webinar series, Happily Ever After: Board/Directory relationships that work generated more than 50 plays. 12 library staff and trustees attended the sessions live. \$3,685.97 in FY13 LSTA was spent on trustee trainings. \$5,572.71 in FY13 LSTA was spent on the succession training series.
3. \$4,825.93 in in FY13 LSTA was spent on scholarships for 3 librarians to attend the 2013 Association for Rural & Small Libraries conference in Omaha, Nebraska. 2 represented rural libraries serving small communities and counties (Belt Public Library and Meagher County Library), and one represented a tribal library (Salish Kootenai College). They attended sessions on public programs, community engagement, the physical library space, children's and YA programs, engaging the whole family, weeding, and cataloging. \$1,770.51 in FY13 LSTA was spent on a scholarship for 1 librarian to attend the 2014 American Library Association annual conference in Las Vegas, Nevada. This librarian represented a medium sized public library (Lewistown Public Library) and attended sessions on "Librarians as Digital Leaders", "How to Grow Your Own Innovation for Resource Sharing", "Managing Challenges, Maximizing Impact: Policies and Practices for Controversial Programming", and "Leaning Your Library's Materials Handling Workflows".
4. \$4,200 in FY13 LSTA was spent on NAC professional development. During this reporting period, the Special Libraries representative attended the 2014 WebWise Conference in Baltimore, MD. Also during this reporting period, the Large School Libraries representative attended the 2014 Northwest Conference on Computers in Education (NCCE) conference in Seattle, WA.
5. Webinars overall: A total of 69 webinars were available on the MSL Vimeo channel and were replayed 1,206 times during the reporting period.
6. \$63,768.14 in FY13 LSTA was spent on salary, technology infrastructure, and travel for the CE Coordinator position.
7. \$9,313.85 in FY13 LSTA was spent on GoToMeeting licenses for public libraries and MSL staff, and \$1,436 was spent on an AdobeConnect license for LSTA project training staff.

## **Project Outcomes:**

Outcomes are measured using various project data: evaluations, surveys, attendance records, feedback, and structured observation. Attendees provide outcomes evaluation data by completing a post-conference survey. 1. Respondents consistently rank Fall Workshops sessions highly. 86 -100% rated the sessions at Fall Workshops as relevant to their jobs, 86-100% rated the session presenters as well prepared, and 78-90% said that the sessions met their expectations. The Trustee Training events, similarly, used an evaluation form to gather evidence of outcomes, with nearly every attendee rating both presenters and content highly. 2. MSL training staff also use evaluation instruments to unveil needs that could be addressed in future trainings. While session feedback is still collected, information about necessary follow-up is a greater focus in MSL's training evaluation strategy. Evaluation at Trustee trainings have uncovered a need for template materials to assist library boards in a director search and hire, for example. Through discussion with the CE cohort supported by the Chief Officers of State Library Agencies (COSLA), it has been determined that this is a common need across states. In response, the CE Coordinator at MSL is working with her peers to develop these materials. 3. The ALA scholarship attendee partnered with Multnomah County (OR) Library staff on a webinar after attending their ALA "My Librarian" session, and shared how he was adapting their ideas at his library. The webinar had 10 live attendees and 44 plays on Vimeo. 4. A. The theme of the 2014 WebWise conference attended by the NAC special libraries representative was "Anchoring Communities", focusing on the use of technology to promote civic engagement, cultural opportunity, and economic vitality. The NAC representative focused primarily on sessions pertaining to the library Makerspace movement and shared highlights with the NAC, such as "Building Idaho Makers: A Statewide Approach," which provided helpful guidance on planning, launching, and maintaining a similar statewide project in MT. B. The NCCE delivers innovative programming to educational leaders in the Northwest. A highlight session was "30 in 60", in which 30 sites, apps, and tools that have immediate use in the classroom were shared with conference attendees. The NAC large school libraries representative shared information about several of these, including infographic creation sites, STEM resources, a storyboard creation site, a presentation creation app, a comic book creation tool, an app that connects learner or teacher to the National Archives, and an interactive whiteboard tool. The NAC learned about new technologies, training tools, and library-community partnerships from the representatives' experiences, resulting in a more knowledgeable and innovative LSTA advisory body. 5. Evaluative measures for webinars include in-session feedback, statistical analysis from the MSL Vimeo channel, and informal peer review. MSL webinars are well received, archived recordings are popular with library staff, and applications for MSL certification continue to trend up. Librarians can search Vimeo to quickly find content either by MSL CE category classification or by the MSL program that the training is developed to address. MSL's Learning Portal also links to national providers of online training for libraries. The constant online availability of learning opportunities supports the MSL Continuing Education Certification Program, a requirement for all MT public library directors, and an optional program for other staff and trustees. Nearly 500 individuals have registered to track their CE with MSL, and an average of 80 librarians and trustees apply for certification or renewal every year.

## **Other Results:**

1. The outcomes for the GoToMeeting pilot currently in progress are: A. Public library directors and staff become comfortable utilizing their individual GoToMeeting licenses to network with colleagues around the state, optimize meeting opportunities related to overall library administration, and advance the public service goals of their library within their individual communities. B. Public library directors and staff utilize the shared

GoToTraining and GoToWebinar licenses available from the State Library to share expertise and collaborate on ideas for library development and resource sharing with their colleagues around the state, and to provide direct training and assistance to their end users. C. The State Library gains an understanding of the ways in which libraries can use online meeting applications to gain efficiencies, expand services and reach new audiences. D. There is a notable expansion of training expertise that gradually develops from within the library community, as librarians begin to utilize these tools to collaborate and assist each other. E. The 6 library federations in the state see benefits, such as an increase in trustee attendance at federation meetings and meetings of multiple federations for purposes of training and collaboration. F. Librarians gain a better understanding of the use of online meeting tools as an option for specifically publicly noticed meetings. FY13 LSTA was also used to purchase additional GoToMeeting licenses for Statewide Library Resources Library Development staff, in order to ensure that all SLR-LD staff supporting LSTA funded projects is able to independently organize online meetings and trainings as needed, rather than depending on a small number of shared licenses. This purchase substantially increases our ability to support librarians engaged in LSTA projects. Three Adobe Connect licenses were also purchased, so that staff could acquaint themselves and MT librarians with this powerful online meeting and training software. 2. In February 2014, MSL hosted the 2-day Offline technology-focused training at Carroll College in Helena. LSTA funds were not directly involved as the MT Library Association is the sponsor of that event, but LSTA-funded training staff from MSL did play a major role in planning and coordination. The Offline conference featured a keynote address by Lorcan Dempsey of OCLC and was focused on 3 key questions which attendees explored in depth at a variety of breakout sessions and were useful for both MSL and the MT Library Association to consider for future endeavors:

- How does the technology, activity or service being discussed develop & sustain resource sharing & collaboration among MT libraries?
- Does the idea scale well statewide & if so, how might this be achieved for the benefit of all MT libraries as they strive to better serve their patrons?
- How does the technology, activity or service being discussed benefit MT library patrons?

Offline 2014 inspired discussions which identified technology-related needs across the state, and reaped useful input direct from library staff for planning future projects at MSL to promote resource sharing and access. During the culminating final plenary, attendees gathered together to share ideas generated during the conference and talk about other compelling ideas for libraries statewide in the next 5 years. As part of these wrap up discussions, MSL staff compiled a list of ideas that might scale well and further develop and sustain resource sharing and collaboration among MT libraries.

### **Anecdotal Info:**

Comments from Fall Workshops: "It was a very exciting and interesting presentation. I learned a lot and took home some great ideas for our library." "This will improve my cataloging and I will share new information learned with fellow staff members." "I'm excited about the increased virtual connections we'll make through this program. Thank you for making me aware of it!" "Both presenters were knowledgeable and well prepared and they explained the differences clearly. I enjoyed the hands-on exercises as they made me really think and focus on where the major changes to cataloging will be located in a record." "Digitization is something we are doing at our library now. This session provided me with information on best practices and metadata that I will definitely implement into my endeavors." "I was able to take away some new ideas about outreach and community engagement and learn what some other libraries are doing and also struggling with." "Thank you so much for all of the hard work and time that is necessary for this conference. What a great job. I had so much fun and came home full of great ideas!" "Once again I left Fall Workshop with some great ideas on how to collaborate more closely with our public library partners at the Common-Core: Public Partnerships. The follow up

conversations in the hallways and at lunch continues to build a network of support as we continue to move forward with school-community partnerships.” “The ability to attend the Fall Workshop at minimal expense to our school district has allowed us to send more than one person, thus allowing us to attend more sessions and have more to report back to our school district colleagues.”

## Project Report

**Project Code:** 2013-MT-48752

**Project Title:**

Talking Book Library Project

**Library Name:**

Montana State Library

**Phone Number:**

406-444-5399

**Library Building:**

**LSTA Funds Expended:**

\$199,362

**In Kind Contributions:**

\$112,800

**Number of Persons Served:**

5237

**LSTA Purpose:**

Services to persons having difficulty using libraries

**IMLS Primary Performance Category:**

Provide access to information, resources and ideas

**Primary Users:**

Adults, People with special needs, Seniors

**Primary Services:**

Outreach Services, Software and Equipment, Virtual Library Services

**Project Number:**

**Project Director:**

Christie Briggs

**Email:**

cbriggs@mt.gov

**Cash Match:**

\$155,404

**Total Cost:**

\$467,566

**State Goal:**

Goal 4. MSL acquires, manages and provides access to quality content for Talking Book Library patrons and provides outreach services through partnerships and collaborations with other organizations that provide information to special needs patrons

**IMLS Secondary Performance Category:**

Enhance a lifetime of learning opportunities

**Secondary Users:**

Blind and visually-impaired persons, Homebound persons

**Secondary Services:**

Books-by-mail, Homebound services, Adaptive technology, Portals and related Web projects

**Start Date:** 7/1/2013

**End Date:** 9/30/2014

**Statewide?**

**Exemplary?**

**Partnership?**

**OBE-Related?**



**Project Purpose:**

The MT Talking Book Library (MTBL), established in 1968, provides eligible MT patrons, currently aged 6 months to 104 years, with direct and personal one-to-one patron service and support for ordering, receiving and/or downloading audio and Braille materials. The project's purpose is to assist and support all MT patrons having a visual, physical and reading disability by providing adaptive and accessible reading materials and easy-to-operate audio players through the program's daily operation system and resources. The majority of the MTBL collection, in various accessible formats, is furnished by the National Library Service (NLS), of which MTBL is a regional library. Embossed Braille services are offered to patrons who prefer hard copy Braille materials. These Braille books are provided through an annual contract with Utah Braille and Talking Book Library. MTBL also created a small internal children's collection of Twin Vision for Pre-K to 3rd grade. This collection includes Pre-K board books and tactile image books. Twin Vision books are created by taking a standard print book with illustrations and transcribing the text into Braille on a clear plastic overlay inserted on the page. A Digital Recording Program supplements national reading preferences for the many patrons who request books and magazines focusing on MT history, interests, and authors. The Duplication on Demand Cartridge Program affords patrons, who either do not have the resources to access online BARD titles, access to digital titles in a physical cartridge format. Delivery of all MTBL collection materials to patrons is accommodated using 2 methods. Based on patron preferences, materials can be received through USPS via Free Matter (at no charge) to the patron, as well as downloaded by the patron through the online BARD (Braille and Audio Reading Download) service. A Volunteer Program is available to assist staff with daily supportive tasks and various small tasks on special projects. Volunteers are vital to the success of MTBL. Each volunteer receives excellent on-going training, monitoring and assignments by and for the support of the MTBL staff. A Machine Lending Agency is provided to distribute, repair and replace patron loaned NLS produced digital audio players, free of charge, to patrons using MTBL audio materials. MTBL created a small internal children's collection of Twin Vision for Pre-K to 3rd grade. This collection includes Pre-K board books and tactile image books. Twin Vision books are created by taking a standard print book with illustrations and transcribing the text into Braille on a clear plastic overlay inserted on the page. The entire MTBL project ensures free, accessible and easy-to-use library materials with personal support to state residents who cannot use standard print due to a visual, physical and reading disability.

**Project Activities/Methods:**

6 MTBL staff members offer one-to-one technology support and training for patrons on the NLS's online BARD service, which offers electronic audio, braille and instructional music books and magazines, and foreign book titles. The staff follows up to ensure that patrons can confidently navigate the BARD site and download digital content. Identified problems are resolved with staff support. BARD provides easy access to free downloadable content for 274 patrons, including BARD Demo accounts held by public libraries, public and blind schools, and institutional facilities such as retirement homes. BARD allows patrons to download content through their computers to flash drives or specialized digital cartridges, to be played on the NLS loaned digital players assigned to them. MTBL also uses the BARD Mobile app. Staff were trained to educate established BARD patrons who own an iPhone, iPad or iPod (an Android BARD app is in development) to use the app. 98 patrons consistently download BARD materials. MTBL staff collaborated with Keystone Systems, Inc., vendor of our Keystone Library Automated System (KLAS), to develop a completely redesigned, efficient, and more consistent catalog subject code system. This personalized the needs of MTBL patrons. Examples include more consistent coding within a subject heading (e.g., individual foreign language subject codes were modified with each language

having its own specific code. These were previously grouped in one overall subject code heading "Languages", making patron and Readers' Advisor searches for a specific language tedious and time consuming); more accurate subject code headings (e.g., Sports fiction versus Sports non-fiction, which were previously not separated). In addition to the new online BARD services, MTBL also offers traditional library "free matter" mail delivery services of audio digital "cartridge" books. In 2009, NLS decided to transition from analog cassette books to digital audio cartridge books. Although NLS provided copies of audio digital cartridge books produced after 2010, NLS did not provide any copies of digital cartridge books produced previous to 2010 (over 56,000 retrospective titles originally produced in analog cassette format). In order to meet patron needs, MTBL was forced to create a Duplication on Demand cartridge program to fill patron demands for classic titles, beloved authors and book series, because the majority of MTBL patrons do not have the personal resources, internet coverage, or often the capabilities to download themselves from BARD materials. A partnership between the NLS and the Bureau of Engraving and Printing (BEP) made available 1 free iBill Currency Reader to qualified low vision and blind library patrons. Starting in June 2014, MTBL began signing interested patrons up to receive one. A Recognition and Awards luncheon was held for 94 volunteers. Each annual luncheon is well attended and affords MTBL staff, the State Librarian and the State Library Commissioners the opportunity to personally share their appreciation for the tremendous contributions volunteers made to the library in serving Montanans. The Digital Recording Program operates primarily with volunteer recording and reviewing teams, supervised by the Recording and Volunteer Programs Director. The Machine Lending Agency provides free loan of high quality, specialized digital players and accessories. 4 Telecom Pioneer volunteers, supervised by a Readers' Advisor, worked to ensure patrons receive the highest quality and performance available in digital players. MTBL partners with community organizations to train individuals for work assessment and re-employment with Career Training Institute, Experience Works, and Helena Disabled Veterans. MTBL also partners with the Retired Senior Volunteer Program and the MT Department of Corrections. MTBL has a newly redesigned website (<http://tbl.msl.mt.gov/>), and has established an MTBL Facebook account.

### **Project Outputs:**

\$199,632 in FY13 LSTA funded 6 FTEs, travel and technology infrastructure during the reporting period. 2 MTBL staff retired and 1 staff changed positions during this time, requiring considerable commitment to hiring, retraining existing staff, and training newly hired staff. MTBL also supervised between 87 - 102 volunteers assisting in various tasks. Volunteers contributed over 9,400 hours (equal to 4 FTEs), and new volunteers received hands-on training. During this reporting period, MTBL had 5,237 registered patrons and institutions; signed up 537 new patrons and institutions; and processed 11 patron transfers to or from other state TBL programs. Reader Advisors addressed over 14,882 patron and institution requests; monitored 311 patrons who placed 93,300 WebOpac searches and orders; served 69 patrons who read Braille embossed and Twin Vision books; and trained 58 new BARD patrons and 5 new BARD institutions. Existing BARD patrons had access to over 41,206 online titles, successfully downloading 19,790 audio and braille books, and 685 audio and braille magazines during this reporting period. The MTBL staff and volunteers duplicated over 1,568 BARD online titles to digital cartridges for patron requests. 851 new digital players circulated to patrons, with an additional 729 digital players tested and repaired. 199 cassette players circulated to patrons, with an additional 480 tested and repaired by Telecom Pioneer volunteers. Blind Your Ponies, by Earl Stanley Gardner, was the first local MT cassette title successfully converted to audio digital out of a total of 231 completed conversions in the MTBL Recording Program. 56 new MT books and magazines were recorded during this period. The first digital MTBL "Bits of Gold" newsletter issue was recorded, copied to digital cartridges, and mailed to

patrons. It was also posted on the website in accessible formats. MTBL participated in an NLS pre-pilot network BARD project to evaluate local new recordings to be posted on BARD and made available nationally. The first title approved and uploaded was *Hand Raised: The Barns of Montana* by Chere Juisto and Christine Brown. MTBL posted 78 features on its Facebook page, covering a variety of local interests, books, authors, and events beneficial to patrons during this reporting period. MTBL's outreach program reached over 17,000 educators. Nearly 30,000 audio cassette book (RC) copies were prepared for shipping to recycling centers contracted with NLS. MTBL staff received 7 trainings during the reporting period, covering the latest technologies for the blind and low vision users; UM's low vision and blind technology program; new audio recording software; new low vision equipment demonstrations; the new BARD Mobile app; and NLS Equipment Control best practices for digital player maintenance and support. MTBL staff led or participated in trainings, conference presentations, or information sessions for MT Governor Steve Bullock, the General Federation of Women's Clubs of MT, newly blind and low vision patrons attending a Summer Orientation Program, the MT HealthCare Association, consumer groups including Brain Injury Association of MT, MT Association of the Blind, National Federation of the Blind-MT, and American Council for the Blind-MT; all MT Blind and Low Vision department low vision support groups; NLS National Biennium Conference; Pacific NW Library Association Conference; Helena College-UM Student Disability Service; Carroll College Volunteer Fair; multiple retirement facilities; statewide community clubs and organizations; and blind and public elementary school special education teachers and parents. MTBL also collaborated with Perkins School for the Blind to offer legally deaf and blind Montanans technology benefits through the national iCanConnect program; and with independent Orientation and Mobility Counselors, vendors, and organizations to provide demonstrations of various devices to patrons using the MTBL Patron Center.

### **Project Outcomes:**

The NLS Regional Library Network consultant of Western states visited MTBL and the Machine Lending Agency operations in September 2013. Comparisons were made against the new American Library Association standards. NLS was impressed with the efficiency of operations in all areas of MTBL, especially in circulation and collection management. Recommendations centered on developing and implementing an organizational structure that formally incorporates administration of an intern program and identifying intern sources for areas where additional support is needed. LSTA expenditures directly benefited public outreach and new patron training on MTBL patron services through development of more user-friendly and informative MTBL brochures, patron applications, instructions, flyers, and posters; creation of the Duplication on Demand cartridge project and purchasing for 10-USB slot HUB and 900 additional cartridges and containers for digital books; the upgrade of Readers' Advisors headsets to better serve patrons over the phone; and purchase of the Hindy Audio Book Creator (HABC) recording software as approved by NLS. MTBL purchased HABC in July 2014, and staff has been learning, testing, and utilizing its post-production editing functions on projects completed with the old LCM software (which is not being vendor-maintained, supported, or upgraded from Windows XP OS). The benefit to MT patrons is access to a higher quality of available MT audio titles from a TBL local recording studio. The redesign of the KLAS catalog subject code system greatly improved searching capabilities over what the original database system offered. The end result created a much easier and quicker mechanism of finding the desired books for patrons. An analysis of MTBL operations resulted in this statistical comparison of calendar years 2012 with 2013: Circulation: an increase of 1.5% in USPS processed materials; an increase of 19.2% in BARD downloads; a total increase of 20.7% in overall circulation of processed materials. Interlibrary loans: an increase of 227%. New patrons signed up with MTBL: an increase of 29.6%; BARD patron and institution

members: an increase of 17.2%. These statistics indicate that MTBL patrons benefitted from expanded access to content through ILL and an increase in available digital books (both local and national offerings) and magazines. Responses to a patron survey on MTBL services were overwhelmingly positive. Patrons provided valuable information on how MTBL services have affected their lives (see a small sample under "Anecdotal info"); how they learned about MTBL services (40%-word of mouth from an existing patron/30% from a blind and low vision state service/20% from public media/10% from eye-care providers); what services they liked most (the quantity and quality of book and magazine selections available/excellent Readers' Advisor support/BARD services); what services they liked the least (limitations of the WebOpac searching capabilities); how would they access audio and braille books if MTBL services did not exist (80%-didn't know what they would do without MTBL/20%-would be challenged to find other affordable online resources); how could MTBL improve services (30%-more available titles/30%-more MT titles/40%-like the service as is).

### **Other Results:**

The MTBL team received the Governor's Award of Excellence in September 2013. The MTBL Team was recognized for their accomplishments in making the transition to digital a smooth process for MTBL patrons, and an efficient one for staff and volunteers. In 2013, NLS initiated the digital offering of popular nationally distributed magazines "on loan" to patrons. This new service was well received, although the challenge to comply with the first-time-ever NLS requirement to return these magazines within 30 days of shipping left MT patrons with a 1-2 week turnaround period in which to read and return a digital magazine to the producer. NLS is monitoring this new digital magazine service in an effort to improve service options. In 2014, a yearly Newsline™ subscription was made available through the MT Disability Employment Transition Division of the Department of Health and Human Services to all qualified MT low vision and blind individuals. The Patron Outreach Project came to an end on December 31, 2013. The objectives to increase awareness about MTBL were successfully met through educating the public about MTBL services using advertising, social media avenues, and newly revised brochures, mailers, and posters. The project reached at least 503,531 Montanans statewide through newspaper ads, with over 3,000 radio spots, and over 1,200 TV public service announcements and paid ads, including ad placement in specialty magazines and publications. Due to the high quality and appeal of the 30-second TV PSA, it continued to be aired 9 months past the end of the contract. Success was also measured by a 29.6% increase in new patrons signed up with MTBL, a 17.2% increase in new patrons downloading materials, and a 117% increase in public requests for MTBL applications for prospective patrons and institutions. The MTBL Digital Recording Program converted 25% (or 231 titles) of local cassette titles to digital cartridges. New recording software and equipment were purchased during this period to offer improved audio quality services and software security. The Duplication on Demand cartridge program was challenging due to previous budgetary allocations that once covered the cassette cost of .56 cents each, compared to the current cost of a cartridge at \$7.50 each. This 13 to 1 ratio falls short of the budget increase required to transition from cassettes to digital cartridges, leaving Talking Book Libraries the challenge of finding money, or pulling money from other budgeted items, such as travel and other supplies, to transition entire collections to digital. MTBL was able to allocate \$7,000 to purchase a 10-USB port HUB and 900 more cartridges and mailing containers in order to meet patron demands for more titles only available on BARD. A total of 1,568 titles were duplicated during this reporting period, reflecting the recycling of every cartridge and container originally purchased to maximize LSTA money. This has required the re-duplication of some of the same titles as patron demands ebb and flow. The need for more cartridges and containers is being monitored. It is projected that the demands will only increase as the collection grows. We continue to review potential

resources and other creative options due to the complete conversion to digital cartridges. The book inspection and duplication workstations were centralized for a more efficient use of staff and volunteer time in addition to speeding up the circulation of duplicated digital books being mailed out to patrons.

### **Anecdotal Info:**

"MTBL has allowed me to continue my education well past my college days. I appreciate the access to educational as well as fiction books. It is also very user friendly." (Darby); "Talking books have stimulated my mind to remain inquisitive, active, and creative. I cannot see nor could I afford the 900+ books I've read in 6 years." (Bozeman); "MTBL has kept me aware of new books. I feel like I can discuss any book with other readers. My favorite things about MTBL are the choices I have in reading, the bi-monthly catalog and the reading materials suggested by my Readers' Advisor who helps in choosing my books based on what I like to read." (Laurel); "The MTBL has affected my life immensely! It is my major source of in-house entertainment and education. I depend on this service. I am very limited as to what I can do so the books I receive are invaluable to me. The individual service from MTBL staff is excellent. I like to read one book for education and one book for entertainment, and the staff has never let me down in making sure I have at least 2 at all times. I do think the sun shines a little brighter for me internally, because of the MTBL." (Butte) "MTBL has affected my life dramatically in that I haven't had to lose my pleasure of reading because of my diminished eyesight. I can't drive to the public library. MTBL is convenient, well managed, easy to order and get books at home. Staff is so very helpful, informative and kind." (Missoula); "MTBL helps me to keep in contact with other readers. I am able to introduce others to books I have read, including MT authors. I'd go nuts without my talking books from the MTBL! You are providing a great and essential service." (Great Falls); "Since I am legally blind, it helps me relax and gives me a lot of joy and entertainment. My Reader Advisor is always cheerful and helpful and finds just the right books I want, and even some I never thought I'd like but did." (Dutton); "If MTBL didn't exist, I would miss the enjoyment of growing, learning, and everything that books bring. Others in my situation should look into this and find the joy of reading again." (Columbia Falls); "MTBL is fantastic. I love the variety. The employees are smart, knowledgeable, engaged, and the best public servants." (Hamilton); "I've read a book a week since I was 10 years old. Going near-blind is terrible, but MTBL have saved my life! Without MTBL, I'd have to try to get commercial books, but I couldn't afford many. I promote this as the best government program there is wherever I travel. I've already got 2 people to sign up. Please don't ever stop this service!" (Philipsburg); "I don't know what I would do without MTBL! I live alone and always was an avid reader. I have listened to thousands of books in all subjects from MTBL. Even though I don't get out much, I talk about MTBL every chance I get. I am lucky to have such a wonderful reader advisor. Not only does it give me a lift to talk to her, but she goes 'all out' to find me the books I ask for, even asking other states." (Ronan); "As a reader, it's very important that I can keep up with recent books. As my sight became a problem a friend told me about MTBL. My 'reading' keeps me up to date on all my favorite authors. It is a grand program that I would like everyone to be aware of." (Glendive); "MTBL gives me access to literature I thought was lost to me." (Stevensville); "Before my stroke, I was a voracious reader, but after it I am unable to read. If it were not for MTBL, I would not be able to enjoy books or novels. My life is better because of this service. I can't imagine not being up to date on the new and current writings, plus the machine MTBL provides is easy and convenient to use. The choices seem endless at MTBL. It has greatly improved the quality of my life and it will continue to do so. Thank you so much for providing this service. It has helped me to live and deal with my disabilities." (Billings).