Montana Talking Book Library Report
February and March, 2015

Prepared for the April 8, 2015 Commission meeting
By Christie Briggs, Supervisor

This report represents accomplishments of Montana Talking Book Library Staff: Jackie Crepeau, Readers' Advisor; Bobbi DeMontigny, Readers' Advisor/Machine Lending Agent; Erin Harris, Recording & Volunteer Director; Martin Landry, Readers' Advisor; and Carolyn Meier, Circulation Coordinator

Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana library users.

1.4. Manage the Montana Talking Book Library (MTBL) and serve eligible patrons (with talking books, Montana recorded books, Braille books, etc.) according to federal and state mandates.

MTBL Specific FY15 Objectives:

- Based on approval of a pending EPP funding request by November, 2014, secure legislative approval by May, 2015, for the completion of the Audio Digital Conversion Project which includes 795 analog titles remaining to be converted. The benefit to patrons is to offer access to, and meet the demand for greater content of, local Montana titles available in a digital format. To date, fifteen other Talking Book Libraries have downloaded our first converted digital book from BARD, for distribution to their patrons, saving MTBL *(Lead staff: Christie Briggs)*
(Originally reported October and December 2014) The EPP proposal was not approved for inclusion in the Governor's Budget. Alternatives were being evaluated.

(Update: April 2015) Currently evaluating the viability of the Audio Digital Conversion Project to be incorporated as part of MTBL's training of Experience Works Training Program (EWTP) trainees. Considerations include: Appropriate project expectations of EWTP trainees; evaluation of skills level requirements for a trainee to follow detailed and intricate conversion steps; identification of those portions of the project which only the Recording Dir. (or other staff) can accomplish; time required of the Recording Dir. to train and oversee a trainee; additional time required to complete the project

(probable extension of the project past the original projected 3 years). Other alternative training programs are still being considered. Decision will be confirmed by June, 2015.

- Research and develop plans for a second in-house recording studio by March, 2015, to benefit an increase in the patron demand for a higher quantity of accessible on-demand and locally produced audio digital book and magazine titles. *(Lead staff: Christie Briggs, Erin Harris)*

(Update: April 2015) This is a multi-step research and evaluation process. Currently researching ventilation (heating/cooling), electrical and space impacts with MT General Services to support a portable sound booth. Three vendor specifications are currently being evaluated by MTBL staff against NLS and ADA standards, with NLS consultation input. One vendor submitted an estimated quote for minimal specifications, providing a baseline starting point. Further NLS/ADA specifications will require additional add-ons to the basic quote. Ballpark range for just the booth from one vendor is estimated at $12,000, not including a current rough estimation of over $42,000 for installation, MT General Services support, IT requirements (addition of two IT ports, and 2 computers for a program volunteer monitor and reviewer), and necessary office furniture and supplies (chairs, work tables, etc.). Estimated timeline for research completion is still on track for June, 2015.

- Develop a more systematic approach to selecting titles for permanent ILL quotas from the NLS-MultiState Center West (NLS-MSCW) contractor by May 2015, identifying and replacing resources used in the Montana Duplication-on-Demand system, in order to increase the efficiency and cost-effectiveness of MTBL resources, and the efficiency with which patrons receive series titles as well as maintaining access to titles in higher demand. *(Lead staff: Jackie Crepeau)*

(Update: April 2015) NLS increased the quota amount for each library of digitized cassette titles that can be permanently Interlibrary loaned to each library. MTBL has implemented a monthly Reader Advisor communication system to identify higher priority titles in order to always utilize the maximum amount allowed for MTBL's permanent ILL quarterly request quota.

- Complete the BARD (Braille and Audio Reading Download) Bibliographic Synchronization project for MTBL's digital storage and digital duplication system with NLS by May, 2015 in order to make higher quantities of in-demand titles available to patrons faster. This will increase the annual amount of BARD Duplication on Demand physical copies (predicated on the ability to purchase adequate digital cartridge resources), in order to meet patron demands for increased digital copies of book and magazine titles. *(Lead staff: Christie Briggs)*

(Update: April 2015) NLS ended their rSync pilot project with MTBL, and other talking book libraries in FY13 due to Library of Congress server changes, which took a year to accomplish. NLS is now working out the details of installing a full BARD

Synchronization program (BARD-rSync) with MTBL and other TBL's. This will involve MSL's IT administrator to coordinate details with NLS IT staff to set up. The initial impact to MTBL's SAN space is 10GB. Duplication-on-Demand doubled from FY13 to FY14. Although the pilot project ended prematurely by NLS, it proved valuable in decreasing staff time from performing time-consuming BARD downloads and then duplicating to direct duplicating from the BARD rSync storage. Staff time processing direct patron digital cartridge ILL's through the NLS MultiState Center West (NLS-MSCW) in Utah also significantly decreased (from 40% in FY12 to 20% in FY13). After NLS ended the pilot program prematurely in FY13, a request for additional cartridges from the MTBL portion of the MSL Trust did not meet the Trust guidelines. MSL management approved a one-time MTBL End-of-Year budget request to purchase 900 cartridges, which proved to be crucial in getting MTBL through a high patron demand period for BARD titles to be duplicated-on-demand for non-BARD patrons (80% of all patrons). In directing staff to stretch the duplication of these cartridges over a two year period, while attempting to meet the primary goal of all patron needs for duplication-on-demand in FY14 and FY15, staff identified low and high circulation collection trends; queries of patron demands for certain authors and titles and designated as many MTBL cartridges as possible for re-use. Also, staff instituted a greater amount of direct patron ILL's (from 20% in FY13 to 45% in FY14 and 65% in FY15), as well as met the NLS increase of 2015 in the amount of allowed quarterly digital cartridge quotas for libraries to replace a small quantity of digitized cassette titles from the NLS-MSCW's permanent library ILL system, both in lieu of MTBL in-house duplication-on-demand from the NLS-MSCW contractor in Utah. During FY14 and FY15, the annual required NLS Digital Cartridge Recall Program (of NLS cartridges only) revealed a greater than anticipated amount of return from talking libraries. As a result, all talking book libraries and NLS began a laborious negotiation process which concluded in NLS agreeing to include distribution of a certain amount of new NLS purchased cartridge quantities to talking book libraries in dire need. *MTBL submitted a request to NLS on 3/18/2015 (the NLS announcement was posted after 5pm on 3/17/2015) for 3,000 cartridges (with approval pending). Approval is expected by July, 2015. If not approved, MTBL will continue on the current course of actions, and review additional areas (e.g., duplication of book series) in high patron demand.

- Through the MTBL-MLA (Machine Lending Agency) recycle cassette equipment by June 30, 2015, (based on the availability of adequate digital players and books) to ensure patrons will benefit from free access to easier-to-operate accessible digital players for listening to digital cartridges, as well as downloadable materials. *(Lead staff: ~~Erin Harris and~~ Bobbi deMontigny ~~new Readers' Advisor –RA~~)*
- Complete the NLS cassette book recycle program by June 30, 2015, in compliance with NLS guidelines. This will benefit MTBL by having more in-house space to

accommodate receiving a larger number of digital copies to the MTBL in-house collection, which in turn will meet increased patron demands for additional copies of available titles. *(Lead staff: Carolyn Meier)*

(Update: April 2015) The Circulation coordinator and volunteers have doubled the recycling of cassette book copies from 5,000/quarter in FY14 to 10,000/ quarter in FY15. The deadline for completion has been moved from June, 2015 to January, 2016. This will not have a significant impact on the original estimate due to monitoring and projections of several significant changing in activities and trends: unexpected changed in NLS recycling contracts; completion of NLS cassette to digital book conversion program; installation of the NLS BARD-rSync program; the continued steady decrease in patron demands for cassette titles; a concerted effort of staff to encourage "digital only" services for existing and new patrons, MTBL BARD patron utilization (only 20% of all MTBL BARD patrons signed-up are consistently using BARD), new BARD patrons (a projected increase of 5% is anticipated from 15% in FY14 to 20% by June, 2015); requests for duplication-on-demand.

- Develop a plan to phase-in a fully automated circulation process of digital book inspection, check-in and inventory by June, 2015. This would increase efficiency and accuracy as the   cassette book collection continues to diminish and the considerable increase in the digital book collection. This would require coordination with the Director of the Volunteer Program to include cross-training of volunteers to the Montana Duplication on Demand process. *(Lead staff: Carolyn Meier, Erin Harris)*

(Update: April 2015) The deadline has been moved to evaluating this objective in January, 2016 when in-house circulation of cassette books and machines will be discontinued. The impact to MTBL of an automated circulation process of digital books and machines is contingent on evaluating the cost and budget for implementing a new barcode scanner system which would increase efficiency in circulation.

- Complete the 2014/2015 digital book recall program by June 30, 2015, in compliance with NLS guidelines, to insure NLS has additional recycled resources to produce more books for patrons on a national and state level. *(Lead staff: Carolyn Meier)*
- To encourage Early Literacy of our younger Braille readers, MTBL will adopt the new rules of the Unified English Braille (UEB) system (which were adopted by the Braille Authority of North America in 2012) by June 30, 2015, to improve the quality and quantity of in-house children's twin-vision Braille collection and meet the Early Literacy education needs of our younger Braille readers. *(Lead staff: Christie Briggs, Carolyn Meier)*

Goal Two—Access

2. MSL provides libraries, agencies, and its partners and eligible patrons with convenient, high quality, and cost-effective access to free library content and services.

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

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

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

MTBL Specific FY15 Objectives:

- Purchase and install new HABC post-production and recording software by July 15, 2014, to complete post-production of newly completed "born-digital" titles, starting with MDB (Montana Digital Book) 2000, refining the markup and quality assurance processes by December, 2014. *(Lead staff: Christie Briggs, Erin Harris)*
(Originally reported December 2014) Accomplished installation in July, 2014.

(Update: April 2015) Completion of the post-production process (markup; wav equalization of sound quality; quality assurance (QA) committee review; duplication, NLS encryption and verification of cartridges) is currently in-process. The volunteer QA review committee has been re-activated. Original time projections were overly ambitious due to delays in receiving two wav software items that test sound quality, the Hindy recording training process of volunteer teams, and other time demands on the new Recording/Volunteer Program Director. A new target date for completion is June, 2015.

- Accomplish the conversion of the new recording studio software from the existing LCM (Low Complexity Mastering) system recording software to HABC. LCM is no longer supported or updated by its manufacturer and runs only on the outdated Windows XP platform. This will benefit patrons by having a higher quality, more efficient platform for listening to newly recorded Montana titles. New digital titles will be uploaded to BARD, through an NLS process, and made available to patrons and other Talking Book Libraries nationwide, increasing MTBL's efficiency in decreasing staff time processing out of state patron ILL's. *(Lead staff: Erin Harris)*
(Originally reported December 2014) Accomplished installation of the HABC , or "Hindy", recording software, and replacement of old hardware in July, 2014.

(Update: April 2015) All but two wav software items were previously installed and tested in July, 2014. The installation of these two wav software items were delayed after discovering, and eventually correcting, vendor requirements for designation of the appropriate user ID during the procurement process. These were finally installed in February, 2015 and are being tested in the post-production process.

- Improve the user interface of MSL's MTBL Web site through development of accessible DNN website formatting and ensure all MSL webpages have conveniently located ADA accessible toolbars for end users by December, 2014. *(Lead staff: Christie Briggs, Erin Harris)*

(Originally reported October 2014) Accomplished in October 2014.

(Update: April 2015) Changes have been implemented since this accomplishment and further developments are being planned by the MSL Web Oversight Committee.

- Increase user access to MTBL and all MSL resources by incorporating the use of existing and additional social media tools by June, 2015. *(Lead staff: Erin Harris)*

(Originally reported December 2014) Accomplished Jul-Dec 2014 timeline of projected FaceBook posts in December 2014.

(Update: April 2015) Currently working on timeline for projected Jan-Jun 2015 posts.

- Provide patrons with additional NLS genre bibliography catalogs in digital audio, Braille, and Large print, by June, 2015 to increase awareness and benefit patron access to desired titles, authors and genres. *(Lead staff: Carolyn Meier, Jackie Crepeau, Martin Landry, Bobbi deMontigny) ~~new RA)~~*

(Update: April 2015) Announcement of the NLS 2014 Gentle Romances bibliography catalog was posted in the winter issue of the Bits of Gold newsletter by March 20, 2015. Distribution of patron requests for this catalog will be processed as received.

- Establish a fully KLAS automated notification system for notifying patrons of overdue books by June, 2015, with a specific focus on waiting lists. Collaboration with KLAS is essential in working out the current database capabilities, determine best practices of other KLAS libraries, and implementing improvements to the KLAS overdue reporting function. Success will be determined by a decrease in the number of overdue items and the amount of staff time required to notify patrons of overdue items. *(Lead staff: Martin Landry)*

(Update: April 2015) KLAS implemented some updates to the overdue notifications in 2014. MTBL will discuss further clarifications and patron impacts at the April KLAS User Conference.

- Upgrade KLAS (Keystone Library Automated System) database to accommodate bundling of multiple book and magazine titles by June, 2015 to benefit patron access to multiple titles on a single cartridge. *(Lead staff: Martin Landry)*
- Improve MTBL's WebOpac services to meet changing user needs for better search capabilities by June, 2015. *(Lead staff: Martin Landry)*

(Update: April 2015) Progress on this was delayed due to several unavoidable issues including the 2014 MSL IT identification of MTBL's KLAS server being out of warranty necessitating a move to a virtual server (as recommended by MSL IT), and a staff vacancy from May-October 2014, necessitating existing staff covering duties of the vacant position. The KLAS server move was accomplished in March, 2015. Discussion of implementing new KLAS WebOpac improvements will be re-initiated at the April KLAS User Conference.

- By June, 2015, refine the Montana Digital Duplication on Demand and the NLS Interlibrary Loan processes to improve efficiency in the utilization of digital cartridge resources to accommodate 85% of MTBL patrons who are non-BARD users. It is anticipated that the number of non-BARD users will decrease over time, but much slower than anticipated due to several factors, including individual patron capabilities and skills, internet access, patron resources, and patron choice in whether to download or not. We are also working with NLS on Duplication on Demand resource solutions in this area. This will benefit patron demands for additional access to retrospective titles. *(Lead staff: Martin Landry, Carolyn Meier, Jackie Crepeau)*

(Update: April 2015) This MTBL objective has appropriately and necessarily been combined with the MSL Goal One- Content, MTBL objective (4th bulleted item) on the "BARD Bibliographic Synchronization Project".

- Increase MTBL Outreach to Montanans on a quarterly basis by coordinating efforts with the Communications/Marketing Coordinator by October, 2014. (Lead staff: Christie Briggs)

(Update: April 2015) In October, November and December, 2014, further refinement was accomplished for MTBL outreach advertising from January-June, 2015. This included a news article on machine volunteers to Montana newspapers was distributed in January 2015; this article with a small MTBL advertisement in the *Senior News Mar-Apr 2015 issue*, and plans for continuation of MTBL's TV ad in FY16.

- Educate patrons on additional services available to them by March, 2015, such as commercial digital titles available from NLS (and how to access them), as well as the newly available iBill Currency Reader (and how to operate them) through consumer conferences, Bits of Gold newsletter, website and social media avenues. *(Lead staff: Christie Briggs, Jackie Crepeau, Erin Harris)*

(Update: April 2015) Accomplished through all indicated avenues in this objective by March 2015. These efforts have resulted in a modest increase in new patrons. These efforts will continue and be re-evaluated in FY16.

Goal Three—Training

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

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

3.4. Provide regular training opportunities for MSL programs and services

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

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

MTBL Specific FY15 Objectives:

- Develop a training manual to transition volunteers from the obsolete LCM recording software to successfully operating the new HABC recording software by December, 2014. Begin training volunteer teams on a one-on-one basis, completing all team trainings by April, 2015. *(Lead staff: Erin Harris)*

(Update: April 2015) A volunteer recording training manual was completed in December, 2014. Volunteer recording teams (8 of 10) successfully completed new "Hindy" software training by March 2015. Two new Montana digital books, MTBL's Bits of Gold winter newsletter issue and one new potential narrator audition were completed by March 2015.   At the request of the Secretary of State, recording began in March 2015 on the current 2013 issue of the "Montana Constitution".

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

(Update: April 2015) At the October 2014 fall SLR staff retreat, a recommendation was made to include MTBL staff in the larger monthly SLR meetings. Due to time constraints of all programs, a twice-monthly, half-hour meeting, was established in

January 2015, to include MTBL staff in SLR/LDD staff update meetings. The immediate impact has been an increase in SLR basic interdepartmental awareness, but time has not allowed for training on various programs and how to cross-promote them. Further development of agenda items, program input and evaluation of these meetings is necessary.

- Provide staff training opportunities to attend the KLAS User Training Conference on April 21-23rd in Oklahoma City, OK., as well as the 2015 Western Region Talking Book Library Conference on May 12-14th in Sacramento, CA.
- Provide digital talking book machine (DTBM) repair web-training to the new MTBL Readers' Advisor and Machine Lending Agent in the 2015 NLS training cycle. *(Lead staff: Bobbi deMontigny ~~new hire~~)*

(Update: April 2015) NLS provided the first digital machine repair web training video tool, made available in February 2015 to talking book library machine lending staff. This will lead to further planning and development of a training program for machine repair volunteers utilizing NLS web videos, as well as MTBL web training tools, in the near future. The immediate impact is better training for the new MTBL Readers' Advisor/Machine Lending Agent.

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

(Update: April 2015) MTBL upgrades to the MSL/SLR/<u>MTBL</u> Learning Portal about MTBL services were added by December 2014, after inquiries were received from public library staff attending the September 2014 Fall Workshop MTBL poster session. Starting in October 2014, additional inquiries have been received from additional public library staff, who viewed the MTBL Learning Portal, requesting additional information on specific MTBL services, costs, patron eligibility, and application processes. The impact has been better communication and awareness.

- Train MTBL staff on BARD improvements, utilization of BARD Mobile APPS on iPads and Android devices by June, 2015, in order to assist patrons with troubleshooting operation of the same.
- Provide MTBL program information and BARD training to public libraries in coordination with Library Development (LD) Consultants by June, 2015. *(Lead staff: Christie Briggs)*
- Provide improved troubleshooting of BARD issues to patrons by June, 2015, through staff training and education of BARD improvements and issues. *(Lead staff: Martin Landry)*

(Update: April 2015) Staff cross-training by Readers' Advisors on troubleshooting BARD issues with patrons, focusing on BARD improvements and focusing on specific patron issues were accomplished in March, 2015. The reported impact on BARD patrons has been overcoming specific issues that repeatedly confused patrons through consistent step-by-step review of the issues by staff, and a decrease in BARD patron requests for staff troubleshooting in specific areas. Readers' Advisors are developing a FAQ to increase consistent training to existing and new BARD patrons.

- Train MTBL staff by May, 2015, on the improved KLAS WebOpac search capabilities to benefit patron one-on-one training to maximize patron knowledge, skills and independence in searching MTBL's catalog contents. (Lead staff: Martin Landry)
- Provide training to BARD patrons on the operation and use of the BARD Mobile iOS APP improvements by January, 2015, and the BARD Mobile Android APP by June, 2015, which will offer additional specialized mobile resources to current MTBL high-tech BARD users. Also provide opportunities for Montana patrons to be beta-testers for both NLS BARD Mobile APPS. *(Lead staff: Christie Briggs, Readers' Advisors)*

(Update: April 2015) MTBL Readers' Advisors and staff accomplished training to BARD patrons on the January 2015 NLS improvements they made to the BARD Mobile iOS APP, which was resulted unexpectedly from Apple's iPhone upgrades. There has been a gradual increase in BARD patrons using the iPad and iPhone BARD APP, as they become able to afford these devices and become comfortable in operating the voice-over functions in these devices. Training to these patrons by MTBL staff has become an important part of BARD patron orientation and ease of use of the BARD mobile iOS APP on these devices.

(Update: April 2015) The BARD Mobile Android APP is nearing the Beta-testing phase, which will include Montana patrons. MTBL is submitting an Android device request list for use with the Android BARD APP)

Goal Four—Consultation and Leadership

4. MSL provides consultation and leadership to enable users to set and reach their goals.

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

4.5. Provide leadership and support to identify and address key information gaps for MSL partners and patrons. Gaps may include but are not limited to early literacy, access

to sustainable Internet and technology services, access to legal and medical information resources, job related services and services to seniors.

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

MTBL Specific FY15 Objectives:

- Establish a quarterly schedule for increased awareness and utilization of the MTBL Patron Center by January, 2015, to increase client-learning of new technologies and build increased patron independence. Consult with similar agencies, organizations and private vendors, and training entities that assist and support patrons, in addition to the various patron consumer group events to accommodate patrons desiring more in-depth hands-on demonstration. This will serve patrons and their professional assistants by having a "go-to" place at MTBL for various technology demonstrations. *(Lead staff: Christie Briggs)*

(Update: April 2015) Development and schedules were accomplished by December, 2014, confirming schedules of prospective partners in using the MTBL Patron Center for trainings. As of January 2015, further development and consultation with additional partners is required due to various changes in partner structures, staff and schedule changes. New deadline: July 2015.

- Update MTBL referral services for accessible technology information, cost-savings, and training resources to meet patron inquiries by June, 2015. *(Lead staff: Christie Briggs)*
- Provide leadership and consultation to Montana patron User Groups in September and October of 2015, and in April, 2015, in order to spread awareness and educate patrons on MTBL existing and new services. *(Lead staff: Christie Briggs)*
- Provide leadership and support to patrons through their public libraries to identify and address key information gaps for MSL partners and patrons through utilization of the online MSL/SLR Learning Portal by June, 2015. *(Lead staff: Christie Briggs and Erin Harris)*

(Update: April 2015) Accomplished by March 2015 through making improvements to the MSL/SLR/MTBL Learning Portal by December 2014, which included adding an Aging Horizons video archive of MTBL services. This was also posted in MTBL's Facebook page and advertised to Public Libraries, patrons and interested parties in MTBL's winter issue of the Bits of Gold newsletter. An increase in public library staff inquiries about MTBL services has been received. This is an on-going project.

Goal Five—Collaboration

5. MSL promotes partnerships and encourages collaboration among its users.

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

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

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

5.4. Assist in marketing content and services to users.

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

MTBL Specific FY15 Objectives:

- Broaden MTBL services outreach consultation to Montana families having the potential to meet MTBL eligibility by April, 2015, through consultation with Montana Housing Authority, Blind and Low Vision and Vocational Rehabilitation services, Independent Living programs, and other identified entities. *(Lead staff: Christie Briggs)*

(Update: April 2015) Several new MTBL contacts were made to broaden MTBL's outreach consultation to potential patrons through various organizations, facilities and agencies as identified in this objective through distribution of MTBL letters, information packets and one-to-one phone contacts. An increase in facility Demo accounts has resulted as well as better communication and collaboration of services.

- Schedule monthly meetings to collaborate with similar client assistance agencies, organizations and consumer groups by August, 2014, to build reliable assistive resource networks for the benefit of end user independence, education and training. *(Lead staff: Christie Briggs)*

(Update: April 2015) By August 2014, monthly meetings were accomplished and then changed to quarterly meetings involving a larger group of key representatives of similar client assistance agencies, organizations and consumer groups. This has resulted in building more reliable assistive resource networks.

- Collaborate with NLS Quality Assurance and Studio Recording staff by March, 2015, in order to upload local MTBL newly recorded digital materials to the BARD online website, increasing availability of Montana titles to patrons nationwide. *(Lead staff: Erin Harris)*

(Update: April 2015) This deadline has been moved to June 2015, due to other priorities of the recording program as pointed out in earlier recording program objectives.

- Collaborate with the NLS Braille Specialist and Montana K-12 schools, and consultation with the Montana School for the Blind's traveling consultants, to provide education materials on the new Braille rules by May, 2015. *(Lead staff: Christie Briggs, Carolyn Meier)*
- Research and develop potential opportunities to collaborate with local and national organization partners by June, 2015, to provide excellent host training opportunities to support training-to-work efforts. *(Lead staff: Christie Briggs)*

Goal Six—Sustainable Success

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

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

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

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

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

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

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

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

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

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

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

MTBL Specific FY15 Objectives:

- Research potential opportunities to develop a Friends Group for MTBL. As recommended bi-annually by NLS, review by March, 2015, well established and successful Friends Groups from other Talking Book Libraries. The benefit would be to develop direct support of needed MTBL resources, as well as build long-range statewide awareness of MTBL services in order to reach more patrons. *(Lead staff: Christie Briggs)*

(Update: April 2015) Research was accomplished by December 2014. After meeting with MSL administration, it was concluded that the MTBL portion of the MSL Trust met the current needs.

- Foster staff members' value and satisfaction in their achievements and contributions to MTBL by providing an annual "lunch out". *(All staff)*
- Foster volunteer value and satisfaction in their contributions with an annual formal appreciation luncheon. *(Lead staff: Erin Harris, Christie Briggs)*

(Originally reported October and December 2014) Accomplished by October 2014. The impact on volunteers was the overwhelming positive feedback of the success of the 2014 annual volunteer appreciation luncheon, as seen through the on-going support of MTBL services from volunteers.

- Establish an Advisory Group to MTBL by June, 2015, with representation from six communities, made up primarily of MTBL consumers, BLVS, VA VIST, MAB and NFB-MT representatives, to review and make recommendations to the Regional Librarian regarding MTBL services. To meet quarterly via teleconference. *(Lead staff: Christie Briggs)*