

Montana Talking Book Library Report April and May 2016

Prepared for the June 8, 2016 Commission meeting
by Christie Briggs, MTBL Supervisor

This report represents accomplishments of the Talking Book Library staff:
Jackie Crepeau, Bobbi deMontigny, Erin Harris, Martin Landry and Bert Rinderle

The mission of the Montana State Library's Statewide Library Resources Division/ Montana Talking Book Library is: "Montana Talking Book Library offers the highest quality of free library services to Montanans who have blindness, low vision, a physical and/or reading disability".

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

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

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

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

This work plan is developed based on the goals contained in the [MSL 2012-2022 Long Range Plan](#). Specific work objectives for FY16 are organized by the MSL six agency-wide Long Range Plan goals. Together, these objectives represent a collective approach to defining the highest priority tasks for MTBL for FY16.

Goal One—Content

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

MTBL Specific FY16 Objectives

- Complete the July/August listing of National Library Service (NLS) cassettes MTBL is offering in the NLS XESS (redistribution and recycling of excess book copies). This listing is offered to MTBL three times per year for one month (March, July and November). Due to an NLS contract and software issue, we were not able to complete this in July or August. NLS approved us listing in September.

(Originally reported December 2015) Harris learned and collaborated daily with volunteers to seamlessly continue and complete the July/August/September NLS XESS process for 13,330 cassette book copies in September. Harris also trained and supervised a temporary hire to continue the October/November NLS XESS process.

(Originally reported February 2016) Rinderle received NLS approval to recycle 13,106 cassette book copies in January. Volunteers are processing these daily and shipping them to the NLS recycle vendor.

(Originally reported March 2016) Rinderle and volunteers completed the listing and shipping of the November, 2015 NLS XESS cassette books. MTBL is now back on schedule to begin listing the March, 2016 NLS XESS cassette books. This process is important to MTBL and our patrons because it systematically recycles outdated cassette books back to NLS in an orderly manner and makes space for incoming new digital books to be circulated to patrons immediately upon receipt.

(Update: June 2016) The 2016 NLS XESS cassette book recycling process has been running smoothly since last reported. It continues to be monitored by Rinderle.

- Develop and implement a systematic procedure to complete existing bibliographic records needing local subject and series codes for the book copies ordered through the annual Permanent Interlibrary Loan (ILL) quota distributed to MTBL by Multistate Center West (MSCW) in Utah. This will increase the accessibility of on-demand titles and offer more complete records for patron catalog searches.

(Originally reported December 2015) Landry added a new status option to the bibliographic records in the KLAS database catalog. This identifies titles ordered by Crepeau from the annual NLS Permanent loan quota process. This increased staff efficiency and maximized in-house duplication efforts by eliminating the same titles from also being chosen for in-house duplication-on-demand.

(Originally reported February 2016) Crepeau filled MTBL's annual 2015 Permanent ILL quota of 125 digital books.

(Originally reported March 2016) Landry and Crepeau set up, tested, and have

completed this objective. A weekly KLAS database report now alerts staff to patron on-demand books that are in high-demand. Staff then assesses whether to order additional permanent copies and/or duplicate additional in-house copies from NLS. We received positive patron and staff feedback.

(Update: June 2016) High demand titles continue to be identified daily, and are being sent faster to patrons, either through the Duplication-on-Demand process or the ILL ordering process. MTBL continues to receive weekly receipt of positive patron feedback on faster receipt of high demand copies.

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.

MTBL Specific FY16 Objectives:

- Reorganize the MTBL machine room to streamline workflow and better supply digital machines and accessories with maximum functionality. This will involve evaluation of existing machine circulation procedures and updates based on the discontinuation of obsolete equipment.

(Originally reported December 2015) deMontigny evaluated the existing machine workflow procedures in October and developed a more efficient plan. Briggs and deMontigny consulted with the Department of Administration's General Services Division (GSD) in November regarding electrical outlet configurations to maximize workflow and removal of certain cabinets obstructing workflow. GSD estimates are pending review and approval.

(Originally reported February 2016) After receiving administrative approval to upgrade the power and workflow area in the machine room, GSD's work was completed on January 22, 2016. deMontigny is now re-organizing equipment and accessories for a much more efficient workflow plan.

(Originally reported March 2016) General Services Division upgraded the electrical capacity in the machine room to meet safety standards. deMontigny completed reorganization of the machine room and trained key volunteers on the daily work flow process of checking returned patron machines in, and circulating machines out, to new and existing patrons. A staff in-service was completed in February. Improvement in the machine room workflow has been accomplished. Feedback of its success from volunteers and staff show that machines and supplies are easier to locate; machine battery charging is more efficient so machines are immediately ready for patron use; there is now an instant visual assessment available for the Telephone Pioneers to plan

their weekly workload; Bobbi, the Machine Lending Agent, is now able to catch machines with re-occurring problems more quickly through the new battery charging process.

(Update: June 2016) Staff and volunteers have reported a positive experience with the new workflow reorganization and increased efficiency.

Goal Three – Training

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

MTBL Specific FY16 Objectives:

- Complete training for the new Machine Lending Agent and monitor cross-training of one other Readers' Advisor for back-up.

(Originally reported December 2015) Internal training of deMontigny was completed. Plans are being developed to have deMontigny attend the NLS Machine Lending Training and Orientation in 2016. Crepeau was cross-trained by DeMontigny on the daily patron machine processing. This was completed and successfully tested for three weeks in October, insuring back-up for seamless equipment services for patrons.

(Originally reported March 2016) Additional volunteer training and staff cross-training by deMontigny on the machine workflow successfully completed this objective.

(Update: June 2016) deMontigny accepted a position in the Montana Shared Catalog program starting May 2nd. Prior to leaving, an in-depth cross-training was completed with Crepeau and Rinderle to cover during the interim period until the Reader Advisor vacancy is filled. It was decided to have Readers' Advisor Crepeau take over the permanent responsibilities of the Machine Lending Agency and have the vacant Reader Advisor position focus on administrative support responsibilities. The hiring process will hopefully be completed prior to the end of FY16.

Goal Four—Consultation and Leadership

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

Goal Five—Collaboration

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

MTBL Specific FY16 Objectives:

- Begin conversations with public library book mobiles to propose partnerships that would expand machine demo sites to create informational hubs during book mobile stops at assisted living facilities.

(Originally reported December 2015) Partnership conversations with the staff of one public library book mobile was initiated in September, resulting in positive feedback for further development.

(Originally reported March 2016) deMontigny placed MTBL equipment, applications and given training to the Lewis and Clark County Library book mobile staff. In February, contact was made with, and letters were sent to, four other libraries who either have a mobile unit or are planning one. This included Missoula, Billings, Sanders County (Thompson Falls), and Bozeman.

(Update: June 2016) No responses were received from the additional February outreach efforts. This will be re-evaluated once new staff is hired and trained.

Goal Six—Sustainable Success

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

MTBL Specific FY16 Objectives:

- Revise the job profile, and complete the recruitment and hiring process to fill the MTBL Circulation Manager position. Begin training and assist the new hire in setting FY16 work plan objectives.

(Originally reported December 2015) The MTBL Circulation manager job profile was revised. Recruitment and hiring process was completed in early October. Bert Rinderle started on November 16th and training has just begun.

(Originally reported March 2016) Rinderle has successfully completed his basic MSL and MTBL orientation, position responsibilities training. He is in the process of being cross-trained on circulation related duplication-on-demand of locally recorded books and magazines. Rinderle is in the process of developing his work plan, and has already identified some short and long term objectives to accomplish.

(Update: June 2016) Rinderle is still completing his initial training period guided by a list of circulation manager responsibilities yet to be evaluated. He is seven months into his current position and still in his probationary period. Rinderle will develop his first work plan for FY17.

- Receive training from NLS Audio Studio specialist, Phillip Carbo on the use of additional software sound editing tools within the Hindenburg software recording system to continue to improve sound quality and other issues with repairing the sound quality on digital books from the original LCM software that can benefit from applying the Hindenburg system tools.

(Originally reported December 2015) Phillip Carbo spent November 9, 10 and 12th at MTBL training the Recording Program Director on additional editing and sound equalizing software. He assessed, monitored and suggested improvements for existing sound equipment, and offered various recording teams techniques for maximizing their sound quality.

(Originally reported March 2016) Mr. Carbo plans to return to MTBL to assist in testing the recording equipment for a new commercial sound booth. Initial plans were presented to the Commission in December, 2015. Briggs will submit final plans for approval at the June, 2016, Commission meeting.

(Update: June 2016) Briggs developed and submitted a RFP (Request for Proposal) which was posted April 2nd. The Commission Memo for the MSL trust request outlines the timeline and projected expenses of a second booth installation, including ancillary equipment and post-installation work.

Activities Accomplished in April and May, 2016:

Briggs and Harris collected statistics and quotes for an EPP (Executive Planning Process) request to outsource converting the remainder of Montana cassette titles. deMontigny represented Talking Books and gave a presentation at the Montana Library Association Conference. Landry and Briggs attended the National Library Service Biennial Conference. The Bits of Gold newsletter went out to all patrons and interested parties through a group effort of all staff and volunteers, cutting the cost by two-thirds. Rinderle created additional digital book shelving spaces and renamed all shelf locations. This increased volunteer and staff efficiency and provided an easier system for locating titles. This also has decreased the amount of database entry errors. Crepeau completed the second quarter NLS quota order and subject coding for MTBL to receive permanent interlibrary loaned digital books into the collection. Staff reduced the amount of time it takes each morning to pull the multiple amount of newly assigned patron book orders. By combining these into one large order for the outgoing mail pick-up this eliminated several daily trips up and down the stairs to the collection. Harris and Briggs are training Rinderle in the monitoring duties within the recording program. Harris and volunteers completed the archive inventory of Montana related cassette and reel-to-reel recordings for estimating conversion costs. The first ever recording of the Montana Constitution was completed and will be shared with

the Secretary of State's office for statewide distribution to our patrons. Rinderle and Harris completed the post-editing production and compilation of *Montana the Magazine of Western History* back issues that patrons have been waiting for. Harris presented a webinar for public libraries in May on the MSL/MTBL Volunteer Program and its history since being created in 1981. It was the first comprehensive volunteer program of its kind in a state agency.