

**Montana Talking Book Library Report
August and September 2016
(Includes FY16 objectives brought forward to FY17 objectives (in green), and
newly recognized FY17 objectives (in blue))**

Prepared for the October 12, 2016 Commission meeting
by Christie Briggs, MTBL Supervisor

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

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 FY17 Work Plan Objectives

- Pending the outcome of a proposed EPP funding request to outsource conversion of the remaining MTBL local Montana analog titles to digital, MTBL will collaborate further with the NLS, its regional library network, and the western talking book library conference members on other potential opportunities for completing this conversion project. (Briggs).

(Originally reported August 2016) Awaiting the Governor's decision on the MSL EPP funding requests.

(Update: October 2016) While we await the Governor's decision, Harris, along with Rinderle and recording volunteers, have successfully completed post-editing of four previously converted and twelve newly recorded local books. Harris has uploaded these to the NLS BARD (Braille and Audio Reading Download) online site for patrons nationwide to download. As of 9/1/16, patrons have totaled 1,988 downloads of these books.

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 and FY17 Objectives:

- Complete the transition to a new KLAS WebOpac's MTBL online ordering catalog to offer patrons improved online searches and ordering capabilities.

(Originally reported August 2016) A mock-up was completed in FY16. Due to unexpected delays due to FY16 vacancies, illnesses and staff shortages, the transition will be completed in FY17.

- Define and implement policies and procedures to ensure greater efficiency in duplication on demand.

(Originally reported August 2016) Complete the improvement of the duplication on demand process in FY17.

- Revise the patron overdue book notification process to ensure increased patron access to books.

(Originally reported August 2016) Complete the improvement of this process in FY17.

- Provide updated BARD training and trouble-shooting guides for patrons.
(Originally reported August 2016) The NLS Biennial conference in April, 2016, provided new information on upcoming BARD resources to provide an easier patron book downloading experience. NLS will implement and train network library staff in late 2016.

(Update: October 2016) NLS developed three BARD Patron Information sheets for the library to distribute to patrons. These explain the online download site, mobile apps for accessing materials, program benefits for veterans and specific ways the service can help students meet reading needs inside and outside of the classroom.

- Completion of the BARD R-sync project is being scheduled after the MSL data storage migration is completed.

(Update: October 2016) MSL and MTBL have a signed BARD R-sync agreement with NLS to secure all BARD materials being provided by NLS and stored by MSL/MTBL for the sole use of MTBL patrons.

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 and FY17 Objectives:

- Complete training of the new Machine Lending Agent and monitor cross-training of one other staff for back-up.
(Originally reported August 2016) Readers' Advisor Crepeau took over the permanent responsibilities of the Machine Lending Agency in May. Back-up training was completed with Rinderle. Crepeau will receive NLS orientation and Machine Lending Agency training in October of FY17.
(Update: October 2016) Crepeau will attend the NLS Orientation and Machine Lending Agency training from October 18-21, 2016.
- Begin training G.G. Waldburger, the new Readers' Advisor, who started June 27th. Give instruction on developing work plan objectives. (Briggs, Waldburger)
(Originally reported August 2016) The third vacant Readers' Advisor position was filled starting June 27th by Waldburger. In addition to reader advisory training,

Waldburger will receive training on administrative clerical support, ILL's, development and editing of the Bits of Gold newsletter, and establishing new patron services.

(Update: October 2016) GG Waldburger has received training in Reader Advisory, interlibrary loans to patrons and establishing new patron services and continues to review her patron accounts and introduce herself to these patrons on a regular basis.

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 and FY17 Objectives:

- Continue conversations with public libraries with book mobiles to propose partnerships that would expand machine demo sites to create informational hubs during book mobile stops at assisted living facilities. (Crepeau)

(Originally reported August 2016) The new Machine Lending Agent will continue previous collaborative efforts with existing Montana Public Library book mobiles in proposing partnerships to expand MTBL machine demo sites and create informational hubs.

- A required upgrade to the Keystone Library Automated System database, in preparation for NLS to implement a new Patron Information and Machine Management System (PIMMS), will be completed in July, 2016. PIMMS will combine two reporting systems (CMLS: Computer Mailing List System and BPHICS: Blind & Physically Handicapped (Machine) Inventory Control System) into one automated real-time system governed by NLS.

(Originally reported August 2016) In order for PIMMS to work successfully, Keystone must upgrade MTBL's KLAS database on July 20, 2016, in preparation for NLS to implement PIMMS prior to September, 2016 in all NLS Network Libraries. There is no additional fee for this upgrade. However, it is anticipated that Keystone will charge fees for additional related enhancements being developed in FY17.

(Update: October 2016) Landry, Phillips and Briggs insured the Keystone database was upgraded successfully in July, in preparation for implementing the PIMMS (Patron

Information and Machine Management System) of the National Library Service. As well, Landry, Phillips and Briggs worked with NLS and Data Management to insure PIMMS was successfully implemented the first week of September with minimal follow-up required.

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 and FY17 Objectives:

- Receive training from NLS Audio Studio specialist, Phillip Carbo on the use of additional software sound editing tools within the Hindenburg software recording system, improve existing sound quality and advise MTBL regarding a potential second sound booth.

(Originally reported December 2015) Phillip Carbo trained Harris, MTBL recording program director in November on additional editing and sound equalizing/improvement software. He assessed, monitored and suggested improvements for existing sound equipment, various techniques to recording teams for maximizing sound quality, and recommended consideration of a second recording sound booth to be placed next to the existing one.

(Originally reported March 2016) Mr. Carbo will return to MTBL to assist in testing the recording equipment for a new recording 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.

(Originally reported June 2016) Briggs developed and submitted a Request for Proposal (RFP) which closes July 6th.

(Originally reported August 2016) A successful bid from Eckel Industries has been accepted to construct a second recording sound booth in MTBL, pending Commission approval on August 10th of a MSL/MTBL Trust Fund expenditure request to complete this project.

(Update: October 2016) Commission approval was received in August; contract was signed in September. Plans for a teleconference and site visit from the installer are being scheduled for September and October. General Service Division has cleared room 214, upgraded the ventilation system and carpeting in preparation for the second booth.

- Show appreciation to all volunteers in the MSL/MTBL Volunteer Program by providing a catered Volunteer Appreciation Luncheon, held in Helena on October 13, 2016, which will include a keynote speaker and presentation of volunteer longevity and special awards.

(Originally reported August, 2016) A successful Volunteer Appreciation Luncheon will be held on October 13, 2016, pending Commission approval of a MSL/MTBL Trust Fund expenditure request on August 10th to support this event.

(Update: October 2016) Commission approval was received in August; plans are proceeding for an October 13, 2016, 11:30am-1:30pm Volunteer Appreciation Luncheon at Spring Meadow Golf Club. Commissioners are invited and encouraged to attend this special event.