Montana State Library
Statewide Library Resources – MT Talking Book Library Work Plan
January – June 2018

Strategic Framework – Foster Partnerships

Activities:

- Improve Customer Service by developing a streamlined interview process for new users.

Inputs	Outputs	Outcomes	Impacts
Christie Briggs, Martin Landry, Jackie Crepeau, GG Waldburger, Erin Harris, Bert Rinderle	Develop an easier interview process for new users	Better new user understanding of services by dividing an overwhelming interview process into three parts	A streamlined customized MTBL service for users to understand and enjoy long term.
MTBL Knowledge	Develop an audio tutorial of service options and new user requirements to access	Easier transition of new users to each new service option	New users better understand services and staff are more effective and efficient
Videos & Training materials	Trained volunteers record tutorial and staff send one with a digital player to each new user after initial contact	MTBL staff have more time to develop policies, training, and new services for users	Users are better served and well-informed on MTBL service options
Volunteer Skills	Follow-up calls by trained volunteers to new users after initial staff interview	MTBL staff make efficient adjustments to new user services	New users make informed decisions, enjoy services and connect with more resources

- Installation of a second recording booth to improve the recording program.

Inputs	Outputs	Outcomes	Impacts
Staff time Christie Briggs, Erin Harris, Recording Volunteers	A second modular recording studio that meets National Library Service standards for production quality.	MTBL users report increased satisfaction due to improved access to Montana titles and authors.	Improved quality of Montana recordings, opportunities for volunteer recruitment and outreach about MTBL's recording program
Modular sound booth from Eckel, Inc.	Increased staff and volunteer time devoted to local recordings.	An increasing number of MTBL recordings are available to MTBL users nationwide through the BARD program.	
Construction performed by the General Services Division and Diamond Construction under contract to GSD.	Increased number of locally produced records and elimination of the backlog of locally recorded items awaiting post production		
Time from Philip Carbo of the National Library Service to inspect the new sound booth			
An estimated budget of $96,000 from the Montana State Library Trust.			

- Outreach to increase awareness and utilization of MTBL services

Inputs	Outputs	Outcomes	Impacts
Staff knowledge	Increase in new users and utilization of MTBL services	Non-users increase awareness of MTBL services and now utilize them	Improve quality of life of users, increased enjoyment, independence, productivity and knowledge
Partnerships	Widen opportunities for public presentations and distribution of information materials to increase knowledge of MTBL services	Increased referrals from the public, private and public organizations and professionals	Increase opportunities for users and reduce discrimination by connecting people with impairments to society through MTBL partnerships
Volunteers	Increase public awareness of MTBL services	Increase in knowledge of volunteer opportunities	Satisfaction in contributing to society and participating in civic engagement that make a difference
Staff expertise	Staff impart MTBL service information and options to users in understandable, concise ways	Users are confident in choosing and utilizing MTBL services and knowledgeable about additional accessible resources	Increased happiness of users spreads to families, caregivers, facilities which leads to increased productivity and independence

- Outreach to Users to assess service satisfaction and improvement needs

Inputs	Outputs	Outcomes	Impacts
MTBL Staff	Develop a user survey to assess established user feedback	Analyze results, identify gaps in service and focus on areas needing improvement	Users feel confident their needs are communicated, received, respected and acted upon where feasible
MTBL Staff Knowledge	Evaluate results and focus on areas needing change	Staff increase knowledge of positive results, challenges and opportunities in service	Staff identifies areas for improvement and confirmation of positive customer service
Christie Briggs- Report and presentation time	Report results to users, MSL managers, National Library Service and MSL Commission	Better understanding and support of MTBL user needs and satisfaction in customer service	Users are confident their needs are being heard and met where feasible, supportable and sustainable
Volunteer Skills	Assist MTBL staff in compiling accurate user data	Gain knowledge of all MTBL services and computer skills	Positive experiences resulting in outreach to community and personal satisfaction of civic engagement

Strategic Framework – Create a useful information infrastructure

Activities:

- Upgrade WebOpac to improve the quality of user accessibility and independent navigation of online catalog.

Inputs	Outputs	Outcomes	Impacts
Martin Landry, Christie Briggs	Schedule Upgrade with Keystone Automated Library Systems	Staff are trained in the upgraded catalog options	Staff are knowledgeable and confident in training online users
Staff Knowledge	Announcement to users through newsletter, social media and one-to-one training	Staff train users. Users are more confident, know where to find critical information, are not overwhelmed and are more likely to repeat positive online experiences	Users have excellent accessibility of online library collection leading to more independence, are engaged and active in MT library community
Martin Landry, Christie Briggs	Monitor and assess upgrade through user feedback	Report glitches for Keystone to resolve to staff and user satisfaction	Staff manage library resources efficiently and effectively

- Develop a Braille and Audio Reading Download (BARD) R-Sync storage system for duplication on demand

Inputs	Outputs	Outcomes	Impacts
MSL/MTBL staff, National Library Service staff	Customize an affordable, sustainable local data storage system for easier access to the NLS BARD collection	MTBL has affordable, sustainable, secure and efficient access to NLS BARD collection and experience an increase in circulation to users	Increase in Non-BARD user enjoyment to faster receipt of preferred and reserved BARD titles
MTBL Staff knowledge	Easy and efficient access to BARD titles for duplication on demand	Staff are able to focus knowledge, skills and energy toward development of identified user support service needs	Users have access to additional MTBL services
Volunteers	Receive training in ease of access to BARD R-Sync downloading and duplication	Increased technology knowledge and skills	Volunteers achieve confidence and independence via library education and training

- Train inactive BARD personal computer users in the successful operation of BARD Express.

Inputs	Outputs	Outcomes	Impacts
MTBL Staff and NLS staff knowledge	Receive training on the BARD Express App for personal computer users	Successful training of previous BARD users with personal computers (Windows based) on the BARD Express App	Users are independent and satisfied with directly accessing, navigating and downloading BARD titles
MTBL Staff	BARD Express App Outreach to previous BARD personal computer users no longer downloading BARD titles	Increase in active BARD users	Previous Users have gained additional ease of access to downloading BARD titles

MTBL Staff	Can dedicate time, skills and knowledge to non-BARD users	Better customization of non-BARD user preferences for MTBL services	Non-BARD users experience increased satisfaction of MTBL Services