Montana State Library
Statewide Library Resources – <u>MT Talking Book Library</u> Work Plan
January – June 2018

Green (no font distinction) – activity progressing as expected.

Yellow (italicized) – activity may be delayed but the delays do not necessarily rise to the level of Commission concern

Red (bolded) – activity is delayed and Commission attention is warranted

<u>Blue (underlined)</u> – addition or change to the original work plan.

Strategic Framework – Foster Partnerships

Note: Work plan objectives will be evaluated and reprioritized to reflect the impact of budget reductions.

Activities:

- July update – with the loss of the MTBL Regional Librarian and a reader advisor, this work plan will require additional analysis by the Digital Library Director and remaining staff to re-evaluate work priorities. Work delays are indicated as such.
- September Update – With the recent adjustment to TBL service hours we plan on using some of the staff time now available for work tasks to complete the new user orientation recording by the end of October.
- November Update – Bert Rinderle, who handled circulation for TBL, took a new positon in Bremerton, WA in late October. We are happy to have been able to fill the positon quickly with Karen Dimmitt, one of the employees we had lost with the reading room closure as a result of SB261. Karen has only been in the positon a couple of weeks. While the positon was vacant, and even now as she is learning this position, other staff are stretched thin as they help with coverage and training. We hope to return to a level of stability and normalcy in the new calendar year.

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

o November 2017 update – We had hoped to have a chance to record the audio tutorial in the last few months however, that has been delayed due to the staff time demands created by the departure of a staff member. We hope that once we have new staff trained we can revisit this early in the new year.

Inputs	Outputs	Outcomes	Impacts
Martin Landry, Jackie Crepeau, GG Waldburger, Erin Harris, Bert Rinderle	*Develop an easier interview process to benefit new user understanding of MTBL services* *2/27/17-Interview worksheet revised and implemented.* *5/17-Worksheet evaluated.*	*A streamlined customized MTBL service for users to understand and enjoy long term.*	*Improve quality of life of users, increased enjoyment, independence, productivity and knowledge*
MTBL Knowledge	*Develop an audio tutorial for MTBL service options as a tool for new users, making the transition to each new service easier for users.* *5/26/2017-audio content reviewed for tutorial script*	*New users better understand services and staff are more effective and efficient*	*Increase opportunities for users and reduce discrimination by connecting people with impairments to society through MTBL partnerships*
Videos & Training materials	*Trained volunteers record a tutorial and staff send one with a digital player to each new user after initial interview*	*MTBL staff have more time to develop policies, training, and new services for users who are better served and well-informed on MTBL service options*	*Satisfaction in contributing to society and participating in civic engagement that make a difference*

	5/17-auditions being scheduled now that new studio is completed.		
Volunteer Skills	*Follow-up calls by trained volunteer(s) to new users to evaluate success and staff make appropriate adjustments* *5/17-volunteer selection being reviewed*	*New users make informed decisions, enjoy services and connect with more resources*	*Increased happiness of users spreads to families, caregivers, facilities which leads to increased productivity and independence*

- Outreach to increase awareness and utilization of MTBL services
  - September Update – this project has taken a big step back with HB2 and SB261 budget cuts significantly reducing staff time available to work on these projects. At the same time we have been making some recent efforts to re-establish relationships with partner groups in the state such as MAB and NFB.
  - With uncertainty about a possible additional 10% in budget cuts to the State Library as well as a plan for an agency-wide outreach campaign using funding from the MSL Trust, we should try to integrate these outreach activities into a larger agency outreach plan.

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 3/29/2017 to 5/24/2017- Distributed MTBL information and application packets to all public libraries	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
    - July update – the satisfaction survey was completed; staff need to spend time to evaluate the outcomes of the survey.
    - September Update – While still a priority, staff have not been able to evaluate the outcomes of the survey during this period. With the recent adjustment to TBL service hours, we hope to be able to revisit this project in the near future.
    - November 2017 update – We had hoped to have a chance to evaluate the survey outcomes in the last few months however, that has been delayed due to the staff time demands created by the departure of a staff member. We hope that once we have new staff trained we can revisit this early in the new year.

Inputs	Outputs	Outcomes	Impacts
MTBL Staff	*Develop a user survey to assess established user feedback. 10/30/2016 completed.*	*User survey comments: MTBL services provide users with- sharpened mental acuity; continued contact with the world; connection to own community; being current*	*Users are confident their library needs are being understood and met*

		with own professional literature; improved quality of life	
MTBL Staff Knowledge	*Analyze results and focus on areas needing change 1/25/2017 completed.*	*Staff increases knowledge of results, challenges and opportunities in service; identifies areas for improvement.*	*Users' quality of life is improved*
Staff - Report and presentation time	*Report results to users, MSL managers (03/09/2017), National Library Service (06/14/2017), MSL Commission (partial survey report charted below 03/09/2017)*	*Better understanding and support of MTBL user needs and satisfaction in customer service. Users have access to Services through improved outreach efforts*	*Users have knowledge of and access to MTBL services when needed*
Volunteer Skills	*Assist MTBL staff in compiling accurate user data (2/8/2017)*	*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:
- Develop a Braille and Audio Reading Download (BARD) R-Sync storage system for duplication on demand

- o July update **– this project remains a priority but is indefinitely delayed.** The National Library Service made changes to the R-sync system that will require MSL to rethink how we implement the program. Remaining staff need to understand the changes in order to reprioritize and reallocate workload.

- 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. Completed 2/28/2017.	Successful training of previous BARD users with personal computers (Windows based) on the BARD Express App. 10% completed 3/10/2017.	Users are independent and satisfied with direct access, navigation and downloading BARD titles
MTBL Staff	BARD Express App Outreach to previous BARD personal computer users no longer downloading BARD titles. Ongoing	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 Ongoing	Better customization of non-BARD user preferences for MTBL services	Non-BARD users experience increased satisfaction of MTBL Services

Upcoming projects which we have not yet developed a logic model for:
- Duplication on Demand staff training
- TBL analog to digital conversion
- 50 years of the Montana Talking Book Library