



MONTANA
STATE LIBRARY
A GREATER STATE OF KNOWLEDGE

2023 Fall Workshop

Program and Journal

September 18-19

Great Falls, Montana

Holiday Inn

2023 MSL Fall Workshop



Libraries are Forever!

Welcome to the 2023 Montana State Library Fall Workshop!



STATE LIBRARIAN JENNIE STAPP

The Montana State Library is committed to strengthening libraries and information services for all Montanans through leadership, advocacy, and service. The outstanding staff and partners of the State Library strive to meet this mission every day.

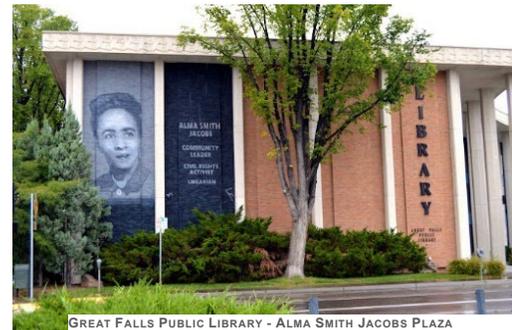
International library strategist Lorcan Dempsey challenges librarians to think about how we can collaborate to solve infrastructure challenges in ways that improve economies of scale, which then permit librarians and information professionals to focus more resources on innovation and opportunities for community engagement.

Through consulting services, education, and creative collaboration, we at the State Library focus much of our energy and creative resources to support the infrastructure on which our partners rely. And we challenge ourselves and our partners to be innovative collaborators in our communities. As a result, Montana libraries are better positioned to be their communities' choice for discovery and exchange of information and ideas. Our dedication to strengthening libraries and information services for all strengthens community life for all Montanans.

We are so glad to be able to gather in our host city of Great Falls--welcomed by Mayor Kelly, Bishop Collins, and Chairman Grey--to learn, connect, and explore how we each can ensure that libraries are a forever and essential institution.

Our buildings are a physical example of the persistence and importance of libraries in the lives of our neighbors, businesses, and local government.

They are one way that libraries are a forever investment by the community in its future. We hope you enjoy the illustrations in this program of some of the timeless library buildings from across our state.



GREAT FALLS PUBLIC LIBRARY - ALMA SMITH JACOBS PLAZA

Throughout this program you will find details about the sessions and reflection activities. We invite you to share feedback through the evaluation survey linked throughout the program.

These are turbulent times for libraries but through our shared commitments to our profession's core values, and by fostering opportunities to work together and to support our Montana library community, we will continue to be the wonderful resources on which our communities rely. I look forward to visiting about these opportunities over the next couple of days.

Jennie Stapp

State Librarian

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What's in this for you?

Workshop attendees will

1. Connect with colleagues from around the state.
2. Receive training that assists libraries in meeting the current public library standards.
3. Gain knowledge around library-based social services such as crisis intervention.
4. Gain knowledge of the defined roles of directors, trustees, and local government officials and how those roles support the functions of a public library.
5. Learn about MSL's public library development services and resources.
6. Learn about services and resources from state and community partner agencies.

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Evaluation

Please submit an evaluation for individual sessions you attend and for the workshop as a whole. We need your feedback to help us provide the best possible learning experience. Each speaker appreciates hearing from you about their work.



<https://forms.office.com/g/ffUuzbA8gn>

Questions?

Colet Bartow, MSL Continuing Education Coordinator, colet.bartow@mt.gov, 406-444-3365

Claim MSL CE Credits

- Login to [ASPeN](#).
- Access the Continuing Education Control Panel.
- Add the sessions you attended from the dropdown menu.
 - Sessions are listed by date and title

OPI Renewal Units

Please email Colet Bartow (colet.bartow@mt.gov) following the conference to request an OPI Renewal Unit Certificate.

This project was made possible through funding from the Institute of Museum and Library Services.



WiFi

Guest Network

Passcode: GFAMT

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Day 1 Morning Breakout Sessions

	Session Details	Room	Presenters
9:30-12:00	Communication and Conflict	Aronson/Mansfield	Pam Henley
	Crisis Intervention Training	Russell	Julie Prigmore
	T3 - Transforming Teen Services, Connected Learning	Missouri	Dusty Deans, Kathryn Murphy, Amelea Kim
	Turnover, Tasks, and other responsibilities in ASPeN: Who, What, When, Why, and How	Trailsend	Bobbi DeMontigny

Evaluation



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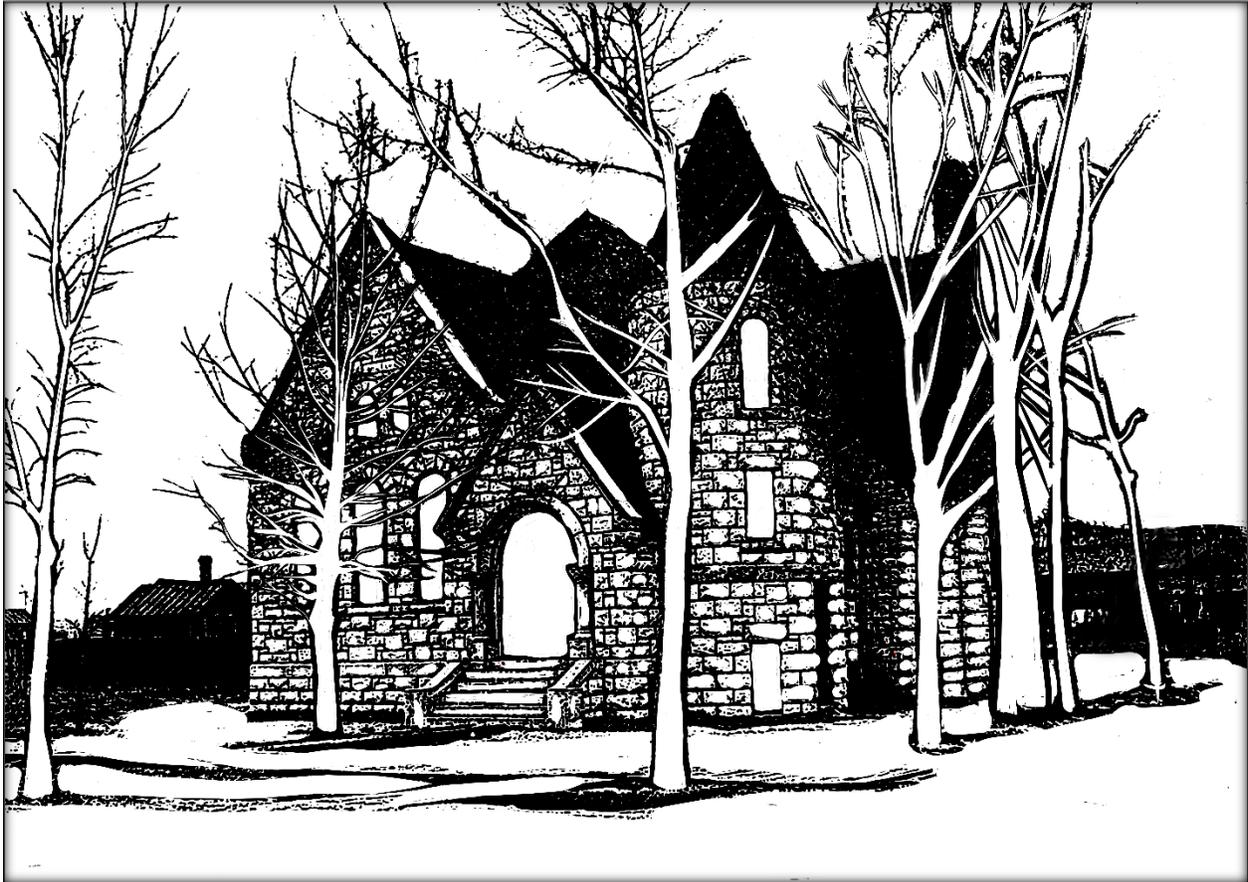
Reflection

What does the library need?	
If we want to have the best library, what will that take?	
How can we create a library that our local government officials will brag about?	
How can we create a library that our community will brag about?	

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DILLON PUBLIC LIBRARY

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Day 1 Lunch Keynote

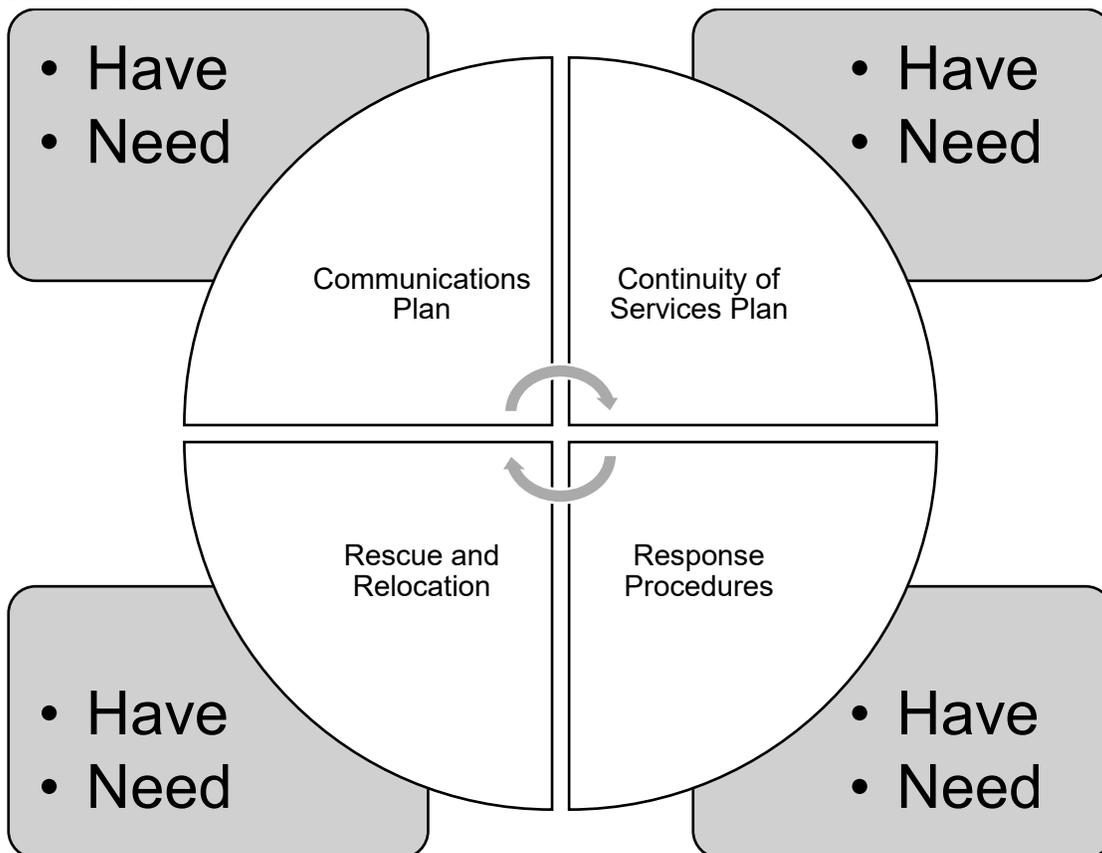
	Session Details	Room	Presenters
12:15-1:15	When Disaster Strikes: How to Handle Staff, Stakeholders, Patrons, the Media, and Yourself in a Crisis	Aronson/Mansfield	Angela Hursh

Evaluation



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Reflection



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Day 1 Afternoon Breakout Sessions and Closing

	Session Details	Room	Presenters
1:30- 4:30	How do libraries create value for their communities?	Aronson/Mansfield	Tracy Cook with Joe Briggs, Greg Doyon, and Jim Olson
	Statewide Resource Roundup - Support and training for services to libraries	Trailsend	Bobbi deMontigny
	Engaging Youth Through Poetry: Poetry Out Loud	Missouri	Amelea Kim and Monica Grable
	Using BCA for Board Data, Inventory, and Collection Management	Russell	Keiley McGregor
4:30- 5:00	Reflection and Sharing Activity	Aronson/Mansfield	Colet Bartow

Evaluation



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LINCOLN BRANCH - LEWIS AND CLARK LIBRARY

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Day 2 Opening Session

	Session Details	Room	Presenters
8:30-9:00	Let's Talk About Collaborative Collection Development!	Aronson/Mansfield	Cara Orban
9:00-9:15	Time to connect with colleagues, take a bio break, or grab a beverage. Remember to move and hydrate so your brain and body can learn.	Aronson/Mansfield	

Evaluation



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Rewards and Risks of Collaboration

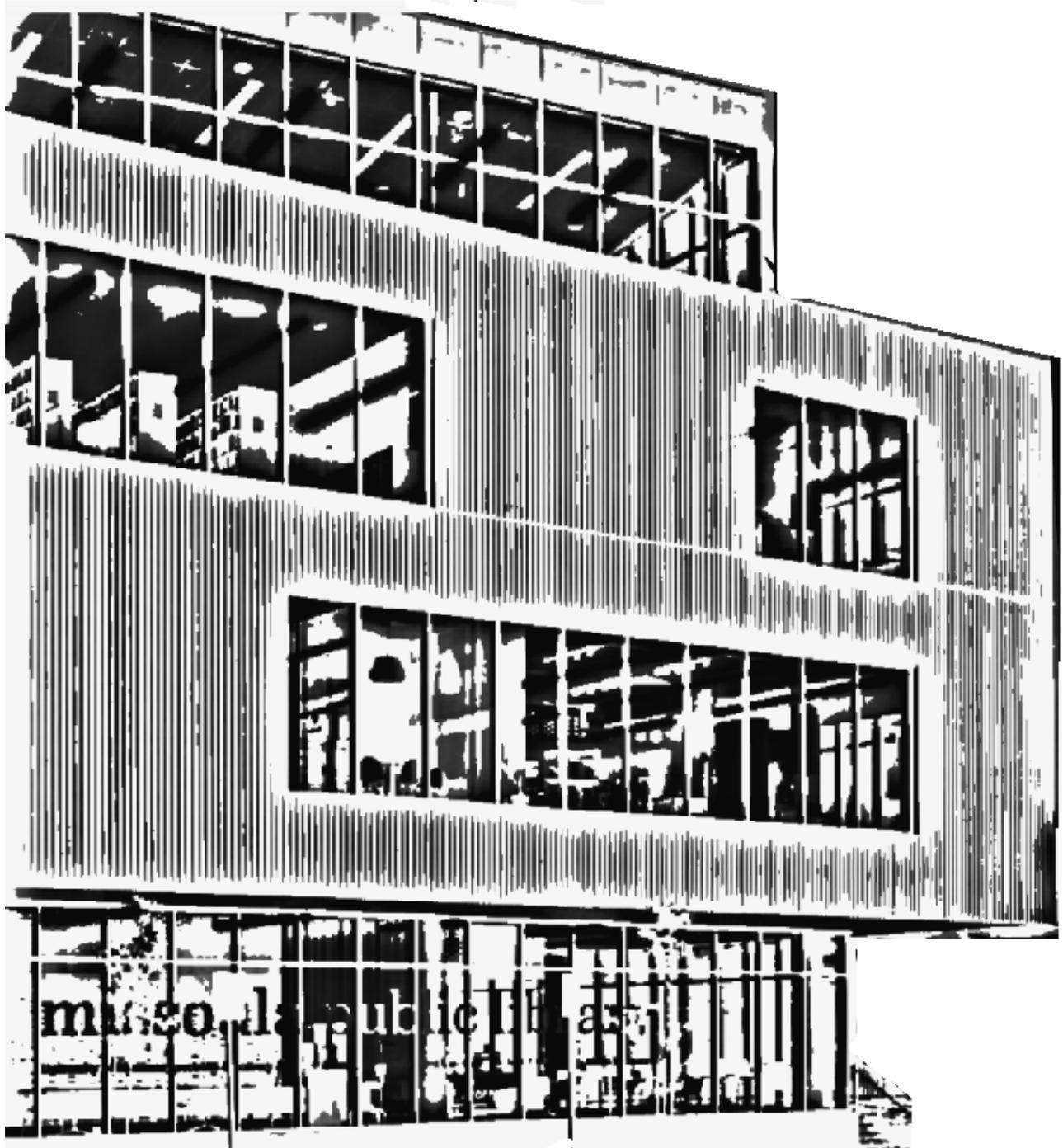
Rewards	Risks	Who Can I Collaborate With?

- What policies need to change?
- What data do I need to show the return on investment of time and budget?
- Who wins when we collaborate on collections?

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NEW MISSOULA PUBLIC LIBRARY

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Day 2 Breakout Session 1

	Session Details	Room	Presenters
9:15-10:15	Planning for Continuing Education and MSL Certification Program	Missouri	Colet Bartow
	Developing Policies that Promote Fairness and Opportunity	Trailsend	Suzanne Reymer and Pam Henley
	Montana Talking Books Montana History Portal as an Easy Program	Russell	Marilyn Bennett Jennifer Birnel and Dave Colamaria
	Measuring the Value of Library Services	Aronson/Mansfield	Cara Orban

Evaluation



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PHILLIPS COUNTY LIBRARY - MALTA

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Day 2 Breakout Session 2

	Session Details	Room	Presenters
10:25 – 11:25	PLS = Pump-up the Library Story! Using the Public Libraries Survey to Celebrate Your Library	Aronson/Mansfield	Rebekah Kamp
	Genealogy Research on the Montana History Portal	Trailsend	Jennifer Birnel and Dave Colamaria
	Legal Reference: Building a Foundation for Success	Missouri	Franklin Runge
	New Symphony Products Showcase for MSC Libraries	Russell	Keiley McGregor

Evaluation



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CHOTEAU COUNTY LIBRARY - FORT BENTON

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THOMPSON-HICKMAN MADISON COUNTY LIBRARY - VIRGINIA CITY

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Day 2 Closing Session and Lunch

	Session Details	Room	Presenters
11:30-1:00	Reflections, Planning, Evaluation	Aronson/Mansfield	Jennie Stapp

Evaluation



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To-Do List

Tomorrow I will

- I will ask
- I will plan to
- Self-care Commitment

Next Week I will

- I will ask
- I will plan to
- Self-care Commitment

Next Month I will

- I will ask
- I will plan to
- Self-care Commitment

Next Year I will

- I will ask
- I will plan to
- Self-care Commitment

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Session Descriptions and Speaker Bios

Get the Most Out of the Conference

Pam Henley and Colet Bartow

Pam is a consulting librarian with the Montana State Library and has attended lots of conferences throughout her career. Colet is the MSL Continuing Education Coordinator, and has also attended and organized many conferences over the years.

Attendees will:

1. learn tips and tricks for ensuring a successful conference experience;
2. connect with someone new;
3. address concerns about attending conferences

Welcome and Opening Session

Mayor Bob Kelly, Bishop Marcus Collins, and Little Shell Chairman Gerald Gray

State Librarian Jennie Stapp and local government officials will welcome participants to Great Falls and to the workshop.

Communication and Conflict

Pam Henley

Pam is a consulting librarian with the Montana State Library, and previously worked in school and public libraries. She's experienced both good and bad communication situations.

Attendees will

1. become familiar with the 3 basic aspects of communication;
2. learn techniques for diffusing contentious conversations;
3. become aware of implicit biases and microaggressions.

We will practice various skills and roleplay a variety of situations.

Crisis Intervention Training (CIT)

Julie Prigmore

Julie Prigmore moved to Great Falls in 1993 after spending many summers here as a child with fond memories of visits with her grandmother and walks under the canopy of trees on 1st Avenue South. The draw of family, mountains, and fly fishing keeps her here today.

Julie is the Director of the Recovery Service Line for Many Rivers Whole Health. Her previous roles were: Adolescent Day Treatment, In-Home Services, Comprehensive School and Community Treatment (CSCT) and Outpatient services working with adults, youth, and the Veteran population as a therapist.

She earned her bachelor's (1995) from the College of Great Falls and her master's from University of Great Falls (2000). Julie was licensed in 2001 and is a Licensed Clinical Professional Counselor in the state of Montana.

Julie is currently a mental health coordinator for CIT Montana and currently sits on the Montana CIT Board.

This session is an overview for crisis de-escalation and the concept of CIT; this is not a CIT course and there will not be certification (CIT Montana is a 40-hour course). Discuss/learn core concepts of what a crisis can look like, learn some basic skills in de-escalation and resources you can use.

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T3 - Transforming Teen Services, Connected Learning

Dustina Deans & Kathryn Murphy

Dustina Deans is the Public Services Librarian at the Libby Branch of the Lincoln County Library system. When not working or volunteering, Dusty enjoys yoga, live music, travelling and trying new breweries and restaurants, especially if they have outdoor seating.

Kathryn Murphy is the Teen and Adult Services Librarian at Sidney-Richland County Library. In her free time she likes to read, craft, and play board games with her husband and three children.

Connected learning brings together personal interests, opportunities to learn about those interests, and the ability to build relationships with others in order to gain insight and knowledge of those interests. This training WILL engage you in learning about a framework and way of thinking about youth programming that prioritizes relationships, values youth interests and expertise, and can help you connect youth to opportunities and support networks in your community and beyond. This training WON'T provide you with out-of-the-box programs you can use in your library.

Turnover, Tasks, and other responsibilities in ASPeN: Who, What, When, Why, and How

Bobbi deMontigny

Bobbi deMontigny provides Technical Support for the Montana Library Network. With an MLIS and over a decade of experience in the field she is thankful for the opportunities she has had to serve just about every kind of library across the state of Montana. In her current position she primarily supports web based services to Montana libraries. These include MontanaLibrary2Go, ASPeN, OCLC group services and the Montana History Portal. Bobbi lives just outside of Helena where she enjoys active and artistic hobbies in the summer and curling up with her dog and a good book in the winter.

Objectives: To go over the tasks required in ASPeN, who should do them, why they need to be done, ideally when they should be done and how to do them.

Outcomes: Attendees will walk away with a better understanding of what ASPeN is for, and confidence that they are using it to the best of their ability to accomplish administrative and personal tasks.

When Disaster Strikes: How to Handle Staff, Stakeholders, Patrons, the Media, and Yourself in a Crisis

Angela Hursh

Angela's background includes more than six years as the Content Team Leader for the Public Library of Cincinnati and Hamilton County and more than 20 years as an Emmy-award-winning broadcast television news journalist. Angela is passionate about library marketing and has expertise in collection marketing, strategy, public relations, email, and social media. She started this blog in 2015 with the goal of strengthening the library marketing industry through shared information. She currently works as Manager of Engagement and Marketing for NoveList, a company dedicated to helping libraries reach readers with the books they want and need. In that role, she helps libraries create effective and engaging marketing, within budget and with a personalized approach.

It is going to happen someday. At some point, your library will face a crisis. Perhaps it will be a non-lethal but worrisome issue—black mold found in study rooms or a power outage that lasts several days. Perhaps it will be more severe, like a scandal or a crime that threatens to destroy staff morale, ruin the reputation of your library, and put your funding at risk. Now is the time to prepare. In this session, you'll learn: how to create a disaster communications plan, five specific tips for handling the media, and how to communicate with your patron base during the crisis.

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How do libraries create value for their communities?

Tracy Cook with assistance from Joe Briggs, Greg Doyon, and Jim Olson

Tracy provides consulting assistance on a variety of topics and oversees the consulting, continuing education, and lifelong learning programs within the State Library. Tracy's areas of expertise include library law, board development, personnel, local government relations, and advocacy. Tracy enjoys hiking, canoeing, citizen scientist work, and golf. She also volunteers for Fish, Wildlife, and Parks and the National Park Service whenever she can.

County Commissioner Joe Briggs is a native of Cascade County and has served as a County Commissioner since January of 2005. Prior to his election he had a varied professional management career that included positions such as Assistant Fleet Maintenance Supervisor for a multinational Trucking Company, Director of Information services for a company that operated a range of business including vehicle dealerships, alcohol and food distribution, travel agencies and trucking companies. Joe and his wife Kathy have two grown children both living in North Central Montana. Jessica, the eldest, works for a local nonprofit and is an aspiring writer and her brother James is a High School English Teacher in Conrad.

Greg Doyon serves as the City Manager for the City of Great Falls, Montana. He oversees the daily operations of the City and enforces the policies adopted by the Mayor and four City Commissioners. His duties include supervising all City departments, preparing an annual budget, and appointing employees.

Jim Olson is the Mayor of Belt. He oversees city services and has managed several large projects during his tenure as mayor. He currently serves ex-officio on the Belt Library Board and worked with board members, the town of Belt, and Cascade County when the library moved from being overseen by the county to being overseen by the town of Belt.

How do libraries make a difference for their community, and how do they communicate and align that value with the work of funders and community/government leaders? This session explores how to create value. One of the signs of creating value is the support of policy makers and funders. Tracy will be joined by three local government officials who will share what they are trying to achieve in their community. Attendees will then practice what they learned by crafting messages that align with the vision of government officials. Attendees will receive feedback from the three local government officials about their efforts with explaining the library's value.

Statewide Resource Roundup - Support and training for services to libraries

Bobbi deMontigny

Objectives: Attendees will learn the basics of MontanaLibrary2Go, OCLC Group Services and The Montana History Portal. This session will include training on what these resources can do, and where to find help, information, and support for each of them.

Outcomes: Participants will walk away knowing how the services work and have the confidence to expand on this knowledge when they get home.

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Engaging Youth Through Poetry: Poetry Out Loud

Amelea Kim and Monica Grable

Amelea is the MSL Lifelong Learning Librarian.

Monica Grable joined the staff of the Montana Arts Council (MAC) as Arts Education Director in the winter of 2017 following nearly twenty-five years dedicated to the parallel pursuits of secondary level visual art teaching and community-centered performing arts presenting. Previously the Executive Director of the Bitterroot Performing Arts Council, Monica has also held Art teaching positions in Corvallis and Hamilton, Montana as well as in Minnetonka, Minnesota. She holds a BA in Art and a MA in Curriculum and Instruction. In her position at MAC, Monica administers the arts learning-focused grant program Artists in Schools and Communities (AISC), serving Montanans of every age and ability, directs the Montana Artrepreneur Program (MAP) and Poetry Out Loud programs, and provides leadership for MAC's Creative Aging initiative and education-related Communities of Practice. The common thread connecting her professional passions is a deep desire to advocate for access to arts learning and to program transformative multidisciplinary arts experiences for all. Monica is very happy to be working alongside outstanding artists, educators and community organizations to advance arts education opportunities for every Montanan.

Interested in engaging teens in your community? Come to this session to learn about Poetry Out Loud, a statewide and national competition—created and supported by the National Endowment for the Arts and the Poetry Foundation—that encourages youth to learn about and appreciate great poetry while finding their individual voices through recitation performance.

Participants in this session will:

- Learn about the Poetry Out Loud program and how to participate
- Be introduced to the program's 1200+ poem anthology and related resources
- Gain confidence in running poetry-related activities with teens at your library
- Brainstorm ideas on poetry-related programming

Using BCA for Board Data, Inventory, and Collection Management

Keiley McGregor

Keiley works for the Montana State Library as a trainer for the Montana Shared Catalog library consortium. Outside of work she trail runs slowly, thrifts efficiently, and very, very selflessly loves on dogs at her local animal shelter.

Are you overwhelmed as soon as you log into BLUEcloud Analytics (BCA) by the sheer number of report options? Not sure where to even start? This session will approach BCA with specific projects in mind and a handful of relevant reports for each, including: reporting circulation/library use to your board, performing inventory, and tackling collection management. This session is intended for BCA novices at MSC libraries; however, all are welcome.

By the end of this session learners should be able to:

1. Clarify their data needs before starting a project like the ones above.
2. Navigate to and run two to three BCA reports relevant to their data needs.
3. Analyze report data to inform projects like the ones above.

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Let's Talk About Collaborative Collection Development!

Cara Orban

Cara Orban is the Consortia Coordinator at the Montana State Library. She lives in Helena with her family.

Let's start the day by brainstorming possibilities for shared or centralized collection development ideas that could make your professional life easier and improve services to your community.

Objectives for this session:

- Identify your collection development obstacles and/or wish list
- Discuss some possibilities for Montana libraries and their pros and cons
- Rank collection development priorities from highest to lowest

Planning for Continuing Education and MSL Certification Program

Colet Bartow

Colet's professional background is in school librarianship, professional development, and state education agency leadership. Her history with MSL started in the late 1990s as a school library representative to several committees and included time as an MSL Commissioner. She currently serves as the Continuing Education Coordinator for MSL.

Join this session to learn about updates to the MSL Continuing Education and Certification Program. Help with ASPeN and an overview of continuing education sources will be highlighted.

Developing Policies that Promote Fairness and Opportunity

Suzanne Reymer and Pam Henley

Suzanne Reymer is a consulting librarian with the Montana State Library.

Pam Henley is a consulting librarian with the Montana State Library.

Library policies can have a profound impact on the communities they serve, from access to resources to the overall experience of library patrons. As such, it is crucial that these policies be developed with a focus on equity and fairness. In this workshop, participants will learn strategies for creating and evaluating library policies through the lens of the whole community. We will explore best practices for policy development, including stakeholder engagement, data analysis, and decision-making processes that promote fairness and access for all. Participants will leave with practical tools and strategies for developing and assessing library policies that serve the needs of their entire communities.

Montana Talking Books

Marilyn Bennett

Marilyn is the MSL Outreach and Digital Resource Librarian.

Sometimes the best words on the page aren't on the page. That's why Montana Talking Books offers high quality audio books and magazines recorded by trained narrators for your reading pleasure. This program offers alternative reading materials for Montana residents who cannot read standard print materials due to vision loss, physical limitation, or reading disability.

Montana Talking Books is a program of the Montana State Library and is funded in part with monies provided by the Library Services and Technology Act through the Institute of Museum and Library Services (IMLS).

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Measuring the Value of Library Services

Cara Orban

This session continues with the theme of public value and evaluating your programs through the strategic triangle framework. How can we determine whether or not a program delivers substantive value? We will consider this question and talk about meaningful ways to measure value.

Outcomes:

- Participants improve their understanding of the "substantive value" corner of the strategic triangle
- Participants feel more confident about describing or writing an evaluation plan
- Participants feel more confident about connecting program outcomes to substantive value measures.

PLS = Pump-up the Library Story!

Using the Public Libraries Survey to Celebrate Your Library

Rebekah Kamp

Rebekah Kamp is Montana State Library's Data Coordinator and your main point of contact for the annual Public Libraries Survey. Before joining MSL in 2019, Rebekah worked in multiple library roles including cataloging, system administration, and youth services. In her spare time, Rebekah volunteers as a robotics mentor and explores the world near and far as an avid backpacker.

The Public Libraries Survey, also referred to as the PLS or Annual Public Library Statistics examines when, where, and how library services are changing to meet the needs of the public. These data, supplied annually by public libraries across the country, provide information that policymakers and practitioners can use to make informed decisions about the support and strategic management of libraries. In Montana, the PLS is also required under Administrative Rule and the essential Public Library Standards.

Through this session, attendees will:

- Learn how to navigate Montana's new PLS software, LibPAS
- Address common questions about the PLS such as financials and programs
- Preview new data elements
- Discuss ways to use PLS data for informing important decisions
- Discover the bells and whistles of report templates

Genealogy Research on the Montana History Portal

Dave Colamaria

Dave Colamaria is the Digital Historian and Archivist for the Montana History Portal of the State Library. He has a wealth of experience in both the history and data fields. He spent over a decade working for and partnered with the U.S. Navy's official history command, as a Photo Archivist and Digital Historian. He has experience working with physical collections, as well as building and maintaining online content management systems and websites for history organizations. He has a master's degree in history from George Mason University, as well as certification through the Western Archives Institute. He is a co-author of the book "The War in Cebu" which examines the Japanese invasion and subsequent liberation of the Philippine island of Cebu during World War II. The other focus of Dave's career has been data analysis, including work for the Montana Highway Patrol, Montana Department of Transportation, and a number of private sector companies.

The Portal is a great place to search for content to enhance your genealogy research. Our content includes images, yearbooks, prison records, and military enlistment records, just to name a few. Learn how you can search our site to find your ancestors. You will also learn how to use the many features of the site.

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Legal Reference: Building a Foundation for Success

Franklin Runge

Franklin Runge has been the State Law Librarian for Montana since January 2023. After practicing law for a number of years in Boston, Massachusetts, he transitioned to law librarianship, where he started his career in academia. He has twelve years of experience in providing legal reference and teaching legal research.

Legal reference can be intimidating, but with the right mindset and some foundational knowledge, any librarian can experience success in this area. There have been major societal and financial changes that have resulted in many citizens turning into pro se litigants (i.e., individuals who represent themselves without the assistance of an attorney). Without a law office, many pro se litigants turn to libraries to provide assistance and resources. This session is designed for librarians with any level of experience or legal knowledge base.

The learning objectives of this session include:

1. Learn about how the federal and state legal systems are structured, and then connect that knowledge with reference assistance.
2. Understand and be able to apply the basic principles of providing legal information in a library setting.
3. Learn some basic strategies for conducting a legal reference interview.
4. Review free legal resources that are available for libraries and patrons.

New Symphony Products Showcase for MSC Libraries

Keiley McGregor

The Montana Shared Catalog (MSC) team is making progress on implementing new Symphony ILS products from our vendor, SirsiDynix. Come see what's new and what's coming down the pipeline!

By the end of this session learners will be familiar with new Symphony ILS products and functionality in the MSC, including the Kids Catalog, Data Control, SymphonyWeb, and more.

Save the Date!

Fall Workshop 2025 is tentatively scheduled for September 15-16. Check the ASPeN Event Calendar and watch for announcements in spring 2025. Location TBD.

Subscribe to MSL Newsletters



Stay up-to-date with all of the best information through our newsletters. Select the topics you want to receive and messages will be delivered automatically to your inbox.

Topics include: Trustees, Continuing Education, Lifelong Learning, MLN, MSC, and more!

<https://msl.mt.gov/about/news>

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Bobbi DeMontigny created the beautiful artwork from the original images.

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