

State Librarian's Report
July 20 to September 18, 2000

Agency Development

Activities:

- Worked with the Governor's office to promote new proposals for the agency.
- Assisted recruitment team for the agency-wide web manager position.
- Met with committee reviewing the state's RFP for Internet portal service to advocate for agency's needs.
- Met with MLA's lobbyists to discuss activities of mutual interest.

Library Development

Activities:

- Attended meeting of the Broad Valleys Federation and gave legislative presentation.
- Visited libraries in Belgrade, Manhattan, and the Renne Library at MSU-Bozeman.
- Met with representatives from the Gallatin County Libraries to discuss legislative issues and the LIP project.
- Completed initial drafts of proposed legislation.

Montana Library Network

Activities:

- Liaison with Senator Burns' office regarding federal appropriation for MLN.
- With director of Statewide Library Resources, coordinated the work of the MLN director.
- Facilitated one meeting of the Networking Task Force.

Information Services

Activities:

- Facilitated two meetings of staff to consider options in offering Internet access.
- Met with Holt and Staffeldt on a regular basis to discuss policy issues in the department.

NRIS

Activities:

- Worked closely with Sue Crispin, Kris Larson, and Duane Anderson to develop strategies to ensure stable funding for NRIS in the new biennium.

- Screened applicants for the GIS programmer vacancy.
- Hired a new NRIS director and arranged his orientation program.
- Represented agency at Montana Geographic Information Council.

Natural Resource Information System (NRIS)

Goal 1. Acquire, integrate, maintain and ensure accuracy of spatial and natural resource data and information needed for managing Montana's natural resources and environment.

Activities:

- Received an interagency grant to develop a pilot project and evaluation of the Federal Geographic Data Committee's (FGDC) transportation data standard. This standard would allow various agencies who manage transportation data (roads, railroads, trails, etc) to exchange data to a clearinghouse in a standardized fashion.
- Heritage Program staff collected field data on post-fire vegetation in the CMR National Wildlife Refuge, native prairie in northern Valley County, American white pelicans at Arod Lake, wetlands of the Upper Yellowstone and Thompson River watersheds, plant species of concern in Powder River County, and species of concern at Wildhorse Lake.
- Heritage began recruitment to fill the program zoologist position, in partnership with Montana Fish, Wildlife, and Parks (FWP), and with support from USFS and BLM. This is a key position, with responsibility for all data collection and management for animal species of concern.

Goal 2. Effectively disseminate natural resource data and information, ensuring broad accessibility, utilizing current technologies, and maintaining a strong emphasis on customer service.

Activities:

- In July and August, staff took on additional emergency work to assist the forest fire fighting effort in the Helena area. We provided several hundred hours of staff time to prepare customized maps for the interagency team that led the fire fighting efforts. In addition, we prepared GIS versions of the state fire status maps, and built interactive web based applications for FWP that allowed users to interactively determine the closure status of any given hunting district, fishing access site, or state park in Montana. In a one-month period (Aug 16-Sep 15), this system processed nearly 20,200 queries regarding fishing access sites and state parks, and over 67,500 queries regarding hunting district closures. In addition, the system produced 15,169 interactive maps of hunting district fire status, and the fire status map was viewed over 40,300 times.
- The water and GIS web sites were very busy as usual during the reporting period. The interactive Montana Rivers Information System (MRIS)

provided 1,327 reports, 2,094 maps, and answered over 19,100 queries for the period. The Topofinder application answered 4,833 map requests and produced over 20,500 maps in the same time period. The Montana Drought Page, which we created and still maintain, took over 7,000 hits in the period. The NRIS web pages (Water and GIS) took a combined hit rate of over 530,000 in August alone. This is a new monthly record for web site hits.

- The combined programs (GIS/MIS) continued work on a new map application that will be deployed for many purposes and enable true GIS functionality over the web. Various 'versions' of this application will be deployed in the fall of this year.
- Continued to add to and enhance the new Montana Drought 2000 web page. Staff created this page for the statewide Drought Monitoring Committee. The page has been well received and heavily used.
- Answered numerous mediated data requests.
- Heritage staff completed a report on the vegetation and rare plants of Sheridan County; this report was the result of over two years of data collection, and will be distributed to state and federal agencies, local and tribal natural resource and planning agencies, watershed groups, and the principle local library. It will also be posted on the NRIS/Heritage website.
- Heritage began recruitment for a Web Developer to greatly expand Internet delivery of Heritage information on habitats and species of concern. This is a partnership position with FWP.

Goal 3. Ensure that NRIS products, services, and expertise are broadly known, effectively used, and highly regarded by those who require natural resource information and spatially referenced data.

Activities:

- Staff attended the quarterly meeting of the Montana Geographic Information Council.
- Staff made annual presentation of the Water Information System Program to the Environmental Quality Council (EQC).
- Staff presented internet demo of new NRIS mapper to a sub-committee of the Montana Watershed Coordination Council.
- Staff attended an internet planning meeting with staff from FWP.
- Heritage staff met with new BLM State Office biologists to introduce them to Heritage functions and services and to identify mutual priorities for data development projects.
- Heritage staff attended National Park Service planning meetings to provide information, expertise, and assistance in upcoming inventory work in Montana's National Parks.
- Heritage distributed the summer issues of the *Optimolocus* newsletter (attached) to over 150 partners, supporters, and data users.

Goal 4. Establish, maintain, and continually improve the program structure, resource(s), staff, and operation required to successfully implement NRIS mission, vision, and goals.

Activities:

- Completed recruitment of NRIS director. Jim Hill will be starting in that capacity on September 25. Jim brings many years of experience in natural resource information management from his work at the Department of Environmental Quality. We are eagerly anticipating his arrival.
- Completed recruitment of NRIS/MSL System Administrator. Mike Carroll will be starting in this position on October 2. Mike was an intern for the Water Information System in 1998 and has spent several years as a system administrator with TRW in Helena. Mike holds a Bachelor's degree in computer science.
- Completed position descriptions and classification for 2 new positions; the combined Web Manager for NRIS and MSL and a Grade 12 Information Systems Technician (GIS) for NRIS. The Grade 12 at NRIS is a replacement for the Program Specialist position that we had previously. Recruitment for both of these positions is underway.
- Completed FY2001 budgets, and began working on several new contracts.
- Hired temporary replacement for vacant GIS Programmer/Analyst position.
- NRIS/Heritage managers met to coordinate staff development and begin integrating reception and information request functions.

Goal 5. Secure adequate and stable funding to successfully accomplish NRIS' mission and goals.

Activities:

- We received the Governor's budget for the NRIS program for the next biennium. In spite of our consultations with the budget office, the offer was essentially unchanged from their first proposal, a total budget substantially lower than our EPP request.
- The NRIS program and the MSL received word on September 19 that we had been awarded a \$238,000, two year grant from the Institute of Museum and Library Sciences for the development of a new web based application system to provide enhanced access to digital and spatial information. We're excited about the grant and will begin work on it in October.
- The Heritage Program Director, The Nature Conservancy's State Director, and a board member met with Governor Racicot to request his support for a sound NRIS budget increase proposal.
- The Heritage Program received a commitment of ongoing financial support from a coalition of state land trust and public agencies, for

maintaining the statewide digital “stewardship” map of public and conservation lands.

Metadata Coordination Activities

- Provided ongoing support and training to the recipients of the “Don’t Duck Metadata” Mini Grant – Department of Environmental Quality, Lake County, Gallatin County, Butte Silver Bow County, and the University of Montana’s Wildlife Spatial Analysis Lab.
- Presented metadata program updates to the GIS Interagency Technical Working Group (ITWG) in Billings.
- Made a 2-hour general presentation to Lake County employees on the importance of the metadata, and then provided a 6-hour hands-on workshop for those actually tasked with documenting the county’s data holdings.
- Provided metadata training materials and the portable computer lab (awarded to the Montana State Library under the auspices of the Federal Geographic Data Committee [FGDC]’s “Don’t Duck Metadata” grant) to R.J. Zimmer, Lewis and Clark County. Zimmer taught several high school students about GIS and the importance of metadata in finding useful information.
- Provided metadata training for the Butte Silver Bow GIS Services Division.
- Provided an overview of the FGDC Metadata Standard and an introduction to two tools for TetraTech EMI and the Army National Guard offices on September 6 – 7, 2000.
- Provided technical comments to a national organization, the Urban and Regional Information Systems Association, on their metadata policy.
- Provided technical support on the FGDC’s Content Standards for Digital Geospatial Metadata (CSDGM) to many entities, including Lake County, University of Montana School of Forestry, US Geological Survey at Glacier Park, and the Helena National Forest.

Statewide Library Resources

Talking Book Library

(Report prepared by Briggs for Briggs, Christopher, Madison, Meier, and Staffeldt)

Goal 2. Montana residents will receive the best possible service from the Talking Book Library.

Activities:

- Books, magazines and descriptive videos were mailed to Montana patrons:
July: 10,920 August: 12,848
- New book titles and copies received:
July: 193 new titles / 1,103 total book copies
August: 192 new titles / 1,084 total book copies
- The Reader Advisor/Machine Lending Agent position was vacated in August by Roberta Gebhardt, who accepted a promotion in LISD. Our goal is to fill this vacancy by the end October. Phyllis Herbert has been hired temporarily to help cover services.
- We have taken this opportunity to evaluate the Reader Advisor and Circulation positions from the standpoint of workflow, combining “like” items, and a balanced workload. Several changes were recommended by the staff and are being incorporated in the job descriptions.
- Cheryl Christopher wrapped up The Summer Reading Program in September. Seven students completed the program. Five students completed bonus points. Rewards include door prizes, bonus point gifts as well as a prize for the winner of the “name the planet” contest from this summer’s theme: “2000-Launch Into the New Millennium.”. “Felow” was chosen as a new planet name. Several students doubled their bonus points.
- Christie Briggs attended the Missoula Book Fair on September 9th and distributed information on the library.

Goal 2. Objective 2.1. Increase qualified patrons being served.

Activities:

- New patrons: July: 33 August: 35.

Goal 2. Objective 2.2. Comply with 80% of ALA and NLS guidelines.

Activities:

- The changes in implementation of School Guidelines have resulted in better information and cooperation from Montana schools.
- National Library Service (NLS) Network Consultant, Steve Prine, visited the Talking Book Library on July 24th and 25th to evaluate services.

Written recommendations are forthcoming and will be shared at the next Commission meeting.

- Montana Talking Book Library's Machine Lending Agency was not chosen to have machines audited in 2000. The NLS Materials Development Chief, Brad Kormann, identified a Location Unknown (LUN) rate over the acceptable .50% for the months of April (1.60%), May (.60%) and June (.97%), 2000. This triggered a red flag for a potential machine audit in 2001. The high percentage of location unknowns for these months reflected a KLAS database cleanup of machines never taken off the database. This was reported to NLS.

Goal 2. Objective 2.8. Improve the quality of the Montana Cassette Recording Program.

Activities:

- New volunteers:
July: Byron Williams, TBL/RCD; Vijaya Gooch, SLR
August: Erin Vashro, TBL/MAC
- Recordings of the following books were completed:
Helena Recording Studio:
August: *The Oxtail Cocktail* by Shirley Hicks; *Recon Scout* by Fred Salter.
September: *Blood On The Saddle* by Dan Cushman; *Not In Precious Metals Alone* edited by Montana Historical Society Staff.
Prison Recording Program:
August: Montana Talking Book Library Application and Brochure; Montana State Library Long Range Plan and Updates.
September: Montana Voter Information Pamphlet, 2000 by the Secretary of State's Office.

Library and Information Services Department

Accomplishments towards Preferred Future priorities for FY2001
(Prepared by Holt for Carlson, Cornish, Gebhardt, Heldt, Holt, Madison, Pepper-Rotness, Smith, and Staffeldt)

Goal 1. An easy to use web interface provides clients with reliable access to pertinent, up-to-date resources of the state library and other agency libraries, including books, journals, state documents, federal documents, reference databases, and specialty online journals and bibliographic databases.

Objective 1. Develop easy to use, reliable, web interface to a complete and accurate catalog and electronic resources.

Activities:

- Cornish attended an informational OCLC workshop on using CORC to catalog web-based publications and is considering its application to state publications on the Internet.
- Holt met with Internet Technology Services Bureau chief about including Government Information Locator Services (GILS)-related standards for information retrieval in the development of a new State of Montana Internet portal and presented information about GILS to the Information Technology Managers Council.
- Smith continues to add barcodes to federal documents in the collection as time allows.

Objective 2. Improve pertinence and currency of library resources, in all collections and formats.

Activities:

- Cornish updated the website section State Documents On-Line with the MCA including Special Session Laws.
- Cornish and Gebhardt have improved timeliness of adding State publications to the catalog by creating serials records for ongoing titles rather than recording separate entries for each item.
- Holt, Heldt, and Cornish initiated a systematic process of using online book review resources to identify highly recommended reference books and monographs in topic areas selected as pertinent to state government and library development.
- Holt piloted a process to solicit agency expert participation in selection of materials for the collection and is piloting a database documenting expert interests and recommendations.
- Reviewed journal subscriptions for pertinence to the collection and made several cancellations and additions.

Objective 3. Provide access to resources of other agency libraries.

Activities:

- Heldt visited OPI, Legislative Services, DNRC, Transportation, Public Services Commission, Law, and CEIC agency librarians to learn more about their services and holdings.
- Cornish met with MLN and Department of Transportation to discuss shared catalog options.

Goal 2. In 2002, state employees throughout Montana are familiar with and value the services of the Library and Information Services Department.

Objective 1. Make clients familiar with library services.

Activities:

- Cornish posted alerts to Wired-MT about state publications and websites helpful to the public in regard to protecting homes from wildfires or rehabilitating land affected by fire.
- Heldt created and distributed bibliographies for the Montana State Conference on Race and the upcoming Banned Books Week.
- Holt and Heldt met with Family and Community Health Bureau (FCHB) staff at their regular meeting to discuss Library services and initiatives and to solicit their input into developing library resources pertinent to their needs. Several attending members later contacted the Library for reference and research assistance. A handout describing Library services and resources was distributed.
- Holt prepared a handout describing Loansome Doc document delivery services for distribution to FCHB and other health department agency personnel.
- Gebhardt has taken an active role in contacting state agency personnel about their agency's publications. She is compiling a catalog of agency organization charts with which to better identify agency subdivisions and programs.
- Holt regularly changes displays in the "new books" bookcase to showcase a selection of materials on topics or issues pertinent to client interests.

Objective 2. Make library services valuable to clients.

Activities:

- Cornish is accomplishing original cataloging of state documents before the depository shipments are sent out. Librarians merely have to look up the OCLC number on the shipping list and import a complete record into their local systems.
- Local libraries are supported by responding to direct citizen reference requests (not related to our unique resources, e.g. state publications, etc.) with a referral to their local public library. Follow-up with that librarian in giving specific information about how to fulfill the request, is provided as it may be helpful.
- Pepper Rotness is verifying MSL periodical holdings and adding records to Serhold to make our health sciences-related journals available to Montana and other libraries through Docline as well as through OCLC.

Goal 3. Urgent requests receive priority attention and are handled within required timeframes.

Objective 1. Develop efficient systems for handling client requests.

Activities:

- Heldt, Smith, and Pepper Rotness created and implemented an Interlibrary Loan log that tracks the progress of all ILL transactions from

beginning to end. Numerous paper files have been eliminated, together with a variety of separate manual logs for collecting statistics.

- Heldt revised and simplified the existing reference log template.

Objective 2. Develop performance measures for library operations.

Activities:

- All LISD staff has nearly completed developing work plans with objectives and performance measures relating to Preferred Future priority goals.

Goal 4. Librarians are readily available by telephone or at the Library and assist clients to define questions, use resources, and develop strategies for finding answers in unfamiliar topic areas.

Objective 1. Focus client services staff activities and library use on mission-related functions.

Activities:

- Holt used results of FY2000 data analysis to propose a reorganization of patron area reference resources and desk in a way to promote and focus on mission-related services and use.
- Heldt drafted a plan to remodel the MSL reference area and developed an options paper regarding use of the computer reference center.

Objective 2. Provide for ready access to client services staff during normal workday hours.

Activities:

- Cornish has moved into his new office as the State Publications Center Coordinator. This has improved access to him for assistance with government document questions.

Objective 3. Improve capacity to interpret and respond to state employee research needs.

Activities:

- Holt, Heldt, and Pepper Rotness attended training in searching databases available through the FirstSearch subscription.
- Heldt attended WorldCat/MLN training and completed an online GPO Access course.
- Heldt created a new Frequently Asked Questions file.

Goal 5. State employees use the department's website and their email software to register, request loans, photocopies, current awareness services, literature searches, document retrieval, and to schedule training or consulting services.

Objective 1. Create the forms with which state employees can make requests for all services electronically.

Activities:

- Email forms for registration, interlibrary loan, and online search services have been created and are ready to be placed on the website and promoted.

Objective 2. Increase the use of services.

Activities:

- Holt compiled baseline FY2000 statistical data representing major areas of service.
- Holt analyzed and standardized statistics so that duplicate data is not compiled and reported.
- Smith reviewed the Horizon patron database to resolve inconsistencies in assignment of statistical categories. She has learned to use Excel to maintain and report statistics on the use of the collection by various patron categories, and is carefully monitoring those statistics for accuracy and consistency.

Other accomplishments:

Activities:

- Gebhardt was hired as the Publications Assistant at the end of July and has cleaned and reorganized her office space; learned OCLC copy cataloging; learned state and federal document processes; is producing the monthly shipping list; and is shipping state documents to Montana libraries.
- Heldt completed activities in his 3-months training work plan, becoming familiar with the context of state libraries, MSL departments and personnel, LISD mission, policies and operations, MSL and other agency library collections, and unique resources of the library.
- Holt coordinated presentations from SLR, TBL, MLN, and NRIS to a group of students from Western Montana College about career opportunities represented at the Montana State Library.
- Pepper Rotness compiled and began reading Copyright law (as applied to Interlibrary Loan) resources.
- Hired Sarah McHugh in a training position for the Technical Services and Systems Supervisor position. Her first day will be October 10, 2000.

Library Development Department

(Report submitted by Finn for Cooper, Gunderson, Jackson, Newell, Reymer and Staffeldt)

Goal 1. Objective 1.1. MSL will seek broad-based support and use information from many sources when planning to improve and enhance the delivery of electronic library services.

Activities:

- Provided input for planning the Montana Library Network.
- Attended MLA OFFLINE planning meetings in Helena.
- Attended LDD meeting in Helena.
- Attended "Preparing Tomorrow's Teachers to Use Technology Grants" meeting in Helena in August.
- Met with Contractor for revision of Trustee Manual.
- Attended Broad Valleys Federation Fall Meeting in Helena.
- Attended Golden Plains Federation Fall Meeting in Wolf Point.
- Attended Networking Task Force meetings in Helena.

Goal 1. Objective 1.3. Montana public libraries will be eligible for telecommunication discounts from the Federal and State governments.

Activities:

- Developed online tech planning slideshow available for CE credit.
- Worked with libraries in Choteau, Ekalaka, Circle, Miles City, Plains, Glendive, Wibaux, Hot Springs, Stevensville on Form 470 for Year 4.
- Helped with funded appeals for libraries West Yellowstone and Plains.

Goal 1. Objective 1.4. Increase librarians' and trustees' understanding of the use of technological resources in libraries.

Activities:

- Consulted with the Choteau County Library System, Liberty County Library, Blaine County Library, and Harlem Public Library on the feasibility of joining the OPAC at Havre-Hill Public Library.

Goal 1. Objective 1.5. By July 1998, 25% of school libraries, 70% of public libraries and all academic, college, and special libraries will offer full-text, electronic periodical databases.

Activities:

- Assisted 10 new subscribing libraries with questions about the InfoTrac databases and set up procedures.
- Assisted current subscribers to the InfoTrac databases with technical and administrative questions.

- Tentatively renegotiated the InfoTrac agreement with Gale for the next biennium.

Goal 2. Objective 2.4. Increase the ability of Montana's library workers to answer reference questions and to process interlibrary library loan requests locally.

Activities:

- Loaded LaserCat and/or provided LaserCat consultation to libraries in Red Lodge, Terry, Ekalaka, Wibaux, and Stanford.

Goal 2. Objective 2.5. MSL's consulting division reflects the needs of the State's libraries.

Activities:

- Provided consulting to libraries at Anaconda, Baker, Belgrade, Belt, Big Timber, Billings, Bozeman, Bozeman High School, Boulder, Bridger, Capital High School, Cascade, Chester, Chinook, Choteau, Circle, Clinton, Colstrip, Columbia Falls, Conrad, Corvallis, Cut Bank, Darby, Deer Lodge, Denton, Dillon, Drummond, Ekalaka, Ennis, Fairfield, Forsyth, Fort Benton, Glasgow, Glendive, Great Falls, Forsyth, Hamilton, Hardin, Havre, Helena, Helena Flats School, Hot Springs, Jordan, Judith Gap School, Kalispell, Lewistown, Libby, Livingston, Malta, Manhattan, Marion High School, Miles City, Missoula, Montana State Hospital, Montana State University, Moore, Plentywood, Philipsburg, Plains, Polson, Scobey, St. Ignatius, Shelby, Sheridan, Sidney, Stanford, Stevensville, Superior, Terry, Thompson Falls, Three Forks, Twin Bridges, University of Montana, Virginia City, West Yellowstone, West Yellowstone Schools, Whitehall, Wibaux, Winnett, Wolf Point, and Yellowstone Art Museum, on topics including, but not limited to, LaserCat, collection management policies, fall workshop, Gates Foundation, budgeting, censorship, federation reports, laptop lab, library boards, library standards, mill levy, MLA, OCLC/WLN training, personnel issues, position descriptions, training opportunities, trustees, trustee manual, salaries, school/public information, statistics, InfoTrac Project, database use statistics, grants, interlibrary loan reimbursement, MLA, Summer Institute, and trustee manual revision.
- Provided ongoing assistance and support to the Advisory Committee of the LSTA-funded Library Improvement Project for Madison County and attended the Committee's meetings on July 21 in Virginia City and September 7 in Ennis.
- Provided ongoing assistance and support to the Lake County Interim Library Board for the LSTA-funded Library Improvement Project for Lake County and attended the Board's meetings on July 18 in Polson, August 14 in Swan Lake, and September 11 in Ronan.
- Onsite visits were made to Arlee, Baker, Belt, Boulder, Cascade, Chinook, Choteau, Circle, Colstrip, Deer Lodge, Denton, Drummond, Ekalaka,

- Ennis, Fairfield, Fort Benton, Glasgow, Glendive, Hardin, Harlem, Harrison, Havre, Kalispell, Malta, Miles City, Moore, Plentywood, Polson, Red Lodge, Ronan, Scobey, Stanford, Superior, Swan Lake, Terry, Whitehall, Wibaux, and Wolf Point.
- Facilitated a meeting between Missoula Public Library and Clinton School to begin the process of converting the school library to a school/public branch library of Missoula Public Library.

Goal 3. Objective 3.1. By June 1998, MSL will offer Montana librarians and trustees a comprehensive, professionally planned schedule of continuing education options.

Activities:

- Planning continued for the 2000 Fall Workshop scheduled for September 22nd and 23rd at the Yogo Inn in Lewistown. Sent registration, contacted presenters, and finalized workshop arrangements.
- Prepared materials for contractors working on revision of the trustee manual.
- Assisted with four-day training sessions in Helena and Clinton for new OCLC products made available to Montana libraries through the MLN-OCLC statewide contract.

Goal 3. Objective 3.2. By January 2000, the number of participants in the certification program will have doubled to 454.

Activities:

- Consulted with the librarians in Baker, Billings, Bozeman, Dillon, Ennis, Fairfield, Hamilton, Hardin, Helena, Jordan, Kalispell, Lewistown, Livingston, Philipsburg, Three Forks, Townsend, Twin Bridges, West Yellowstone, and Wibaux with certification questions.
- Approved twenty programs for the 2000 MEA/MFT Educators' Conference.
- Approved four programs for the Fall 2000 MLN/OCLC Training.
- Approved nine programs for the 2000 Fall Workshop.
- Approved sixty-three programs for miscellaneous continuing education opportunities.
- Approved three applicants into the Enrollment Level and fifteen applicants into the Certification Level of the Montana Certification Program.

Goal 3. Objective 3.4. The use of MSL's collection of professional materials by librarians and trustees will increase by 10% each year.

Activities:

- Promoted and encouraged use of the MSL professional collection when consulting with public libraries.

Goal 5. Objective 5.1. Annually, MSL will coordinate statewide plans and programs for libraries.

Activities:

- Agreements for four selected MLN Montanaiana Regrant Program projects were prepared and transacted. These projects are now ready to begin.
- Prepared and transacted agreement for the MLN Shared Catalog – Hi-Line Project. This project is now ready to begin.
- Completed planning for expending remaining grant funds in the Library Improvement Project for Madison County to meet the September 30, 2000 deadline.

Information Services Goal 2. The staff of SLR is well-trained and excels in providing service to all users.

Activities:

- Attended Gates on-site training at Parmly Billings Library.
- Facilitated OCLC/MLN training in Billings, Helena, and Clinton.
- Attended 6th annual State Libraries' CE Coordinators Forum meeting in New Hampshire in August.