

**Statewide Library Resources  
Contributions to the State Librarian's Report  
To the Commission for  
January 19, 2001 through March 23, 2001**

**Library Development Department**

(Report submitted by Jackson for Cooper, Gunderson, Jackson, 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:**

Participated in two LDD conference call meetings.

Attended the:

- February Commission meeting in Helena
- Networking Task Force meeting in Helena
- Partners of Montana Small Schools Alliance meeting in Helena
- OFFLINE conference in Helena in February
- Western Shared Catalog Oversight and RFP committee meetings in Missoula
- Broad Valleys Federation spring meeting weekend retreat in Butte
- Golden Plains Federation meeting in Wolf Point.

Participated in the reconfiguration of the laptop lab.

Consulted with Drummond City Council and Superintendent of Schools on proposed school-public library effort in that community.

Met with Darby Library Board and the Library Building Committee to advise them on steps required to construct a new public library in that community.

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

**Activities:**

Reviewed technology plans for nineteen Broad Valleys and Tamarack federation libraries, one Golden Plains Federation library, five Pathfinder Federation libraries, seven Sagebrush Federation libraries, and two South Central Federation libraries.

Consulted on E-Rate by libraries in: Baker, Cascade, Fort Benton, Lewistown, Miles City, Red Lodge and Whitehall.

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

**Activities:**

Assisted with devising a basic computer configuration for Montana libraries seeking guidance in the purchase of new computer equipment.

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

**Activities:**

Provided consulting to libraries at:

Big Timber,	Hamilton,	Powell County High
Billings,	Hamilton Schools,	School,
Bozeman,	Hardin,	Pretty Eagle School,
Bridger,	Havre,	Rapelje School,
Browning Schools,	Helena,	Rocky Boy Schools,
Butte,	Helena Flats School,	Rocky Mountain College,
Carroll College,	Jordan,	Roundup,
Chinook,	Laurel,	St. Ignatius,
Chinook Schools,	Lewistown,	St. Regis Schools,
Conrad,	Libby,	St. Vincent Hospital,
Cut Bank,	Manhattan,	Salish-Kootenai College,
Darby,	Miles City,	Shepherd School,
Dawson Community	MSU-Bozeman,	Sidney,
College,	MSU-Billings,	Stevensville,
Deer Lodge,	MSU-Great Falls,	Thompson Falls,
Dillon,	Montana Historical	Three Forks,
Ekalaka,	Society,	Valier,
Flathead Valley	Montana State Prison,	West Yellowstone,
Community College,	Park City Schools,	White Sulphur Springs,
Fort Benton,	Philipsburg,	Whitehall,
Gardiner Schools,	Pine Hills School,	Wibaux,
Glendive,	Plains,	Winnett, and
Great Falls,	Plentywood,	Yellowstone Art Museum,
Great Falls Schools,	Polson,	

Topics included, but were not limited to:

acceptable use	federations,	Montanaiana Regrant Program,
policies,	grants,	public library standards,
budgeting,	InfoTrac,	school survey [OPI],
collection management	ILL,	service area population,
policies and Honor	laptop lab,	shared catalog projects,
Roll,	LaserCat,	statistics,
computer purchases,	library automation,	Summer Institute,
directory,	library board issues,	technology plans,
e-rate,	LSTA,	trustees,
fall workshop,	MLA,	trustee handbook.

Onsite visits were made to:

Arlee,	Drummond,	Polson,	Three Forks.
Big Timber,	Glendive,	Ronan,	
Circle,	Jordan,	St. Ignatius,	
Darby,	Laurel,	Stevensville, and	

Attended Lake County Library Improvement Project meetings in Ronan and Pablo.

Assisted with a LIP presentation to the Flathead Indian Tribal Council.

**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:**

Met with the contractor for the trustee handbook and reviewed the final draft of the manual in preparation for publication and distribution.

Continued planning for the Summer Institute 2001. Applications were mailed to all public library directors and branch librarians and were made available on the MSL web page.

Began planning for the 3<sup>rd</sup> annual Fall Workshop to be held on the MSU-Billings campus on September 21-22.

**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 Bozeman, Flathead Valley Community College, Glendive, Great Falls, Helena, Libby, Lewistown, and Philipsburg on certification questions.

Approved twenty-four programs for continuing education.

Approved two applicants into the enrollment level and one applicant into the certification level 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.

Posted monthly announcements on the statewide library electronic list describing new materials added to the MSL collection concerning library development.

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

**Activities:**

Monitored the progress and expenditures of the four MLN 2000 Montanaiana Regrant Program projects.

Continued to promote 2001 Montanaiana Regrant Program. Guidelines and application materials were made available on the MLN web page. Held the pre-grant meeting on March 15 to provide information and technical assistance about the program to prospective applicants. Seven people, three in person and four by conference call, attended the meeting.

Provided information for libraries concerning preparation and updating of collection management policies.

Promoted and collection data for the 2000 Collection Management Honor Roll.

Prepared and submitted the Public Library Statistics to the Census Bureau for the U.S. Department of Education.

Prepared and submitted to IMLS Montana's LSTA evaluation plan.

Worked with Advisory Council to arrange meeting to select vendor to conduct Montana's LSTA evaluation. Read and scored vendor RFPs and participated in a telephone conference to select a vendor for the evaluation. Also participated in a telephone conference with Himmel & Wilson Library Consultants to plan and schedule the evaluation process.

Arranged for meeting facilities in six locations selected for evaluation focus group sessions.

Worked with Montana Committee for the Humanities and Hearst Free Library on an ALA Let's Talk About It (LTAI) grant. Traveled to Chicago for LTAI planning meeting with ALA staff and others to learn about available grant funds to expand humanities book discussion program in Montana.

Worked with the state Montana Audubon office to make available to all libraries in the state free copies of the most recent edition of Montana Bird Distribution. More than one-hundred copies are being distributed at OFFLINE, MLA and other library functions.

## Talking Book Library Report

(Report submitted by Briggs for Briggs, Christopher, Haley, Madison, Merrin and Staffeldt)

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

**Activities:**

Circulated books, magazines, newsletters and descriptive videos in tape format to patrons: January: 11,989; February: 11,445.

New book titles and copies added to our collection: January: 159 RC titles and 897 copies (NLS); 2 MCB titles and 6 copies (MTBL). February: 131 RC titles and 740 copies (NLS); 5 MCB titles and 15 copies (MTBL).

Machines replaced for existing patrons and machines and accessories issued to new patrons: January: 129 total: 177 machines, 8 headsets, 2 finger extenders, 2 pillow phones; February: 126 total: 121 machines, 5 headsets.

New machines added to our Machine Lending Agency: January 12 and February 12.

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

**Activities:**

New patrons added to our service: January: 29 adults, 7 youth, 2 juveniles, 1 school, 1 hospital. February: 31 adults, 3 juveniles, 1 nursing home and 1 other facility.

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

**Activities:**

Books (MCB's) completed in the Helena Recording Studio: February: 2 titles "Persian Pickle Club by Sandra Dallas; "Tracing the Veins" by Janet Finn.

Books (MCB's) completed in the Deer Lodge Prison Recording Studio:

January – 2 titles "Montana Magazine of Western History" Summer 2000 issue; "WOW" magazine Nov/Dec 2000 issues. February – 3 titles "70 X 7 and Beyond" by Monty Christensen; "Montana Magazine of Western History" Autumn 2000 issue; "WOW" magazine Jan/Feb 2001 issues.

New Volunteers added to and trained for Montana State Library Service support:

January: David Fine and John MacKinnon to TBL recording program; February: Louis Coburn to LDD program and Jeri Hoff as Green Thumb personnel for TBL program.

### **Other Special Activities:**

Carolyn Meier, Circulation Clerk, completed the National Library Services (NLS) Xcess procedure, weeding the following titles in these formats: 9 FD's, 8TD's, 18 RD's, 583 RC's. Produced 1,092 patron overdue book reminder notices.

Lee Madison, Reader Advisor and Machine Lending Agent, added 100 Koss small headsets and 25 new pillow phones and coordinated volunteers to number and inventory the addition to the Machine Lending Agency (MLA) collection.

Cheryl Christopher, Reader Advisor and Newsletter Editor, completed the patron newsletter "Bits of Gold" to be mailed to over 3,500 patrons and interested parties in Montana and other states.

Moriah Haley, Reader Advisor and Database Manager, attended the annual Keystone Automated Library System (KLAS) User Conference for database training and management. Coordinated signing up and instructing patrons on the use of WebOpac.

All staff managed their area of responsibilities with great efficiency during two recent major events:

- (a) re-carpeting of the main volunteer and staff areas, requiring relocation of all staff, volunteers and furniture. Assistance from Mike Carroll, LDD, and LISD staff made it possible to continue patron services.
- (b) Main printer for book mailing cards required repairs which would have resulted in lengthy down time, necessitating purchase of another main printer and repair of existing one for backup. The second printer will eliminate future problems with extensive downtime and delays of sending books to patrons. During both of the above situations, Susie Merrin and Meier coordinated relocation of volunteers to pull outgoing and inspect incoming books. Madison and Haley supervised the phones and computer database access for daily patron services. Christopher organized patron paper files and brought new title subject coding current. Briggs coordinated patron walk-ins and the overall move with as minimal impact on patron services as possible.

### **Library and Information Services Department**

Accomplishments towards *Preferred Future* priorities for FY2001

Report submitted by McHugh and Holt for Gebhardt, Heldt, Holt, Madison, McHugh, Pepper-Rotness, Smith, Staffeldt, and Zeeck

**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:**

The searches for the public access catalog have been rebuilt and reindexed. The result is improved, accurate keyword searching and appropriate cross referencing. Sarah McHugh has created a MARC record view option, so a patron can see any electronic pathways (URL's) that exist in a bibliographic record. This information will be actually "hot linked" if a patron searches the MSL catalog via the MLN gateway site.

MSL is one of thirteen libraries participating in the Western Montana Shared Catalog Project.

Kathy Madison is updating MSL's journal holdings in OCLC on an ongoing basis. This includes checking that current journals reflect accurate holdings information in OCLC's Serials Union Listing subsystem and updating non-current journal information.

Heldt has finalized preparations for a new e-mail-based Current Awareness program and has modified the LISD web site to allow state workers direct access to selected EBSCO Online full-text journals. He has also added a "What's New" page to and drafted a mission statement for the LISD web site.

Holt continues working with the agency-wide web team to propose a new organization of the MSL homepage to accommodate both organizational and functional access to MSL resources and services. She has also participated in developing criteria for evaluating web manager candidates through the interview process.

The contract for cataloging state agency publications has been revised to focus on the cataloging of new publications during the vacancy of the State Publications Center Coordinator position. This assures timely access to new state agency materials through the catalog.

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

**Activities:**

The collection development committee (Holt, Heldt, Pepper Rotness) has reviewed the reference collection for titles that need updating and for gaps in coverage of topics pertinent to state agencies. In particular, specialty dictionaries and atlases have been reviewed as well as reference works identified as "highly recommended" in book review sources. Emphasis is on resources for professional interests rather than academic or popular interests.

Holt has approved withdrawal of additional outdated federal documents identified by LISD staff.

Beginning in April, all federal documents with URL's in the bibliographic record will be exported as an additional Marcive file to MSL. These records

will represent either a print and electronic resource, or solely an electronic resource.

Lena Zeeck has completed selective weeding in the journal collection. The result is that shifting can begin in certain areas to allow increased room for current journals.

Twenty-seven journals to which MSL subscribes will now be received both in print and electronic format. These initial 27 are available full text through Ebsco Online. Another 25 subscriptions are in the process of being transferred to both formats. Table of Contents alerts are available through the Ebsco Online account to state government employees.

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

**Activities:**

The DNRC and MDT libraries are part of the Western Montana Catalog Project. Both libraries will be getting online catalogs through this project. Access to these agencies' collections will be possible through the new Western Montana shared catalog system.

**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**

Holt created and distributed a bibliography of current library materials on web site design to the agency-wide web developers group at their meeting March 20.

Heldt notified Wired-MT subscribers of MSL business reference books and Bartleby.com web site for full text of several standard library reference works.

Frequent rotation of books on the "New materials" display bookcase has noticeably increased the number of visitors browsing through the materials. Display items have been expanded to include cd-rom resources and federal documents.

LISD staff selected a number of periodical titles for which new issues will be displayed in the library reading area. Selected new state publications are also now being displayed in that area for browsing interest.

Holt compiled a guide to the state's resources in public libraries (MLN, InfoTrac) and webliography on marketing resources for value-added agricultural producers for distribution at the Governor's Conference on Value-Added Agriculture held in Helena February 12-13.

**Objective 2.** Make library services valuable to clients.

**Activities**

Heldt and Holt developed a similar guide (see above) to the state's resources in public libraries and bibliography on resources for new business startups for



the Department of Commerce's Small Business Development Center. This product is included in their internet-based course for persons in rural and disadvantaged areas on how to start a business and do market research.

Gebhardt began making weekly, instead of monthly, shipments of state publications to depository libraries. This provides more timely access to public policy issues of current interest and has been appreciated by depository libraries.

Holt hosted GILS national expert Eliot Christian for a meeting with state agency web developers, information system managers, and librarians, to discuss the advantages of the GILS (Global Information Locator Service). GILS provides a standardized interface between websites, search engines and web servers to achieve more comprehensive retrieval in searching the Internet for information.

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

**Objective 1.** Develop efficient systems for handling client requests.

**Activities:**

Heldt created a "Frequently Asked Questions" resource in Excel for use at Reference and Circulation desks.

Pepper-Rotness updated Docline Routing table to include FreeShare libraries.

**Other accomplishments:**

Kathy Madison is increasingly making use of Blackwell Publishing's online ordering site for new purchase orders. This online service reduces considerably the time spent locating and ordering items.

Lena Zeeck has shifted the state document collection to free up space for new items. Documents are also now shelved in groups of Dewey call number ranges, providing easier searching by patrons.

Heldt, McHugh, and Holt attended Offline. Holt hosted guest speaker Eliot Christian for the conference.

Pepper-Rotness, working with Sue Jackson, Bonnie Heidel and Tristen Shinnick, completed a full month of waste auditing (how much trash we generate, whether it's recycled or not).

Pepper-Rotness created a Microsoft Excel file of our Current Awareness program, so we know what we are working with before the change to electronic delivery.