

Statewide Library Resources

March 24 through May 22, 2001

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.

Books, magazines, newsletters, and descriptive videos were mailed to Montana patrons:
March: 12,041 April: 12,778

New book titles and copies received:
March: 215 new titles/ 1,180 total book copies
April: 276 new titles/ 1,481 total book copies

Machines replaced for existing patrons and machines issued to new patrons:
March: 138
April: 86

Briggs and Christopher attended the Midland and Western Regional Talking Book Library Conference in Utah May 17-20, 2001. Information will be shared at the June staff meeting and will be discussed and incorporated into the Montana Talking Book Library program as appropriate.

A major KLAS (Keystone Library Automated System) upgrade was installed in March that offers more efficient features for Reader Advisors to assist patrons.

A change from Token Ring card to Ethernet card was implemented on the KLAS server, making TBL consistent with other departments.

Patron focus group meetings were held in Billings and Helena on May 7 and 8 with Himmel and Wilson Consulting firm. Himmel & Wilson completed their interviews with TBL staff in May.

Third overdue patron book notices were created and printed.

Goal 2.Objective 2.1: Increase qualified patrons served.

New patrons: March: Adults: 29, Young Adults: 3, Schools: 3 - April: Adults: 23, Young Adults: 2

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

Recordings of the following books and magazines were completed. Helena Recording Studio – April - "More From the Quarries of Last Chance Gulch, Vol. II" by Various Authors

Prison Recording Studio – April - "Memoirs of Edward Boehm" by Edward Boehm and "History of the 81st Tank Battalion" by LeRoy Anderson

Volunteer Program: No new volunteers added in March or April.

Special Activities:

Merrin visited the Washington State Talking Book Library Recording Program May 9-11, 2001 to observe and gather information on digital recording program equipment, software, and procedures.

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.

Holt attended the third annual State GILS Conference in Springfield, Illinois with representatives from over 30 state libraries involved with, or considering, developing a Government Information Locator Service in their state. Principles, practices, methodologies, and technologies involved in the developing the services were demonstrated and discussed.

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

Heldt created a subject index for Current Journals on the LISD web site, in addition to revising and updating information under What's New?, Foundation Center, and the A-Z site index.

McHugh and Madison are adding electronic access information to bibliographic records for subscription journals available online. Most are available to all state government employees through IP range access or Ebsco Online. Through the MLN Gateway, patrons are now able to click on the journal's website address and go directly to full text articles.

The clean up of the Horizon database is continuing. Currently, McHugh and Zeeck are working on a file of bibliographic records with no items attached.

Madison has completed updating our OCLC holdings for current subscriptions.

Pepper Rotness renewed a project for updating MSL health sciences journal holdings in the National Network of Libraries of Medicine database for use in DOCLINE interlibrary loan.

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

The Montana Department of Transportation Library and MSL hold many duplicate non-current journal titles. The range of holdings for some journals at MSL goes farther back than MDT's holdings. MSL will send these older issues to MDT. When the two libraries move to a shared catalog system, people will easily be able to locate these materials at either library.

Holt, Heldt, and Pepper Rotness met weekly to discuss collection needs, identify resources, locate and share reviews and evaluate new resources for the library. Smith assisted with evaluating purchases according to holdings in other Montana libraries by extensive searches of Montana holdings for titles in specific topic areas.

Holt has researched cost-effective options for providing more online reference resources to state employees and agency librarians and is negotiating contracts to provide desktop access.

Smith drafted a procedure for reporting lost and missing books/documents to the collection development committee and is assisting with the project to improve the accuracy of our catalog. She also drafted a policy for fines and time maximum on fines.

Objective 3. Provide access to resources of other agency libraries

Heldt collected information for and began constructing flyer for genealogy resources in Helena and elsewhere.

The Montana Historical Society Library has joined DNRC, MDT, and MSL as the fourth state agency library in the Western Montana Shared Catalog Project.

Heldt visited the Helena College of Technology Library to acquaint himself with their resources and services.

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.

Heldt promoted MSL's media directories and related resources on Wired-MT.

Objective 2. Make library services valuable to clients.

Smith developed an Excel log in which to record positive and negative reactions to the library and the use of online catalog access.

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

Objective 1. Develop efficient systems for handling client requests.

Heldt made substantial revisions and additions to the reference FAQ file and demonstrated the resource to LISD staff; it is available for use by all staff on the network.

Pepper Rotness tested using the MLN- OCLC Worldcat databases to receive direct patron requests for interlibrary loans.

Smith created procedures for handling interlibrary loans of books and placed on the network for access by other staff as needed.

Client services staff reviewed one month's reference log in detail, sharing knowledge of resources and methods as well as identifying opportunities for in-service training.

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

Heldt and Pepper Rotness launched electronic-oriented Current Awareness.

Heldt handled the patron correspondence, set up record-keeping Excel files, and created guidelines for the service. Pepper Rotness added data to the files and began routing alerts to patrons.

Other accomplishments:

Pepper Rotness started preparing a summary of results of waste audit as part of her role as the agency's representative in the "3R's in State Government" program.

All staff participated in training on Sexual Harassment Prevention.

All staff participated in a focus group with the consultants evaluating the library's programs.

Holt attended the Marketing Libraries workshop and other programs at the Montana Library Association meeting. She established contact with other state

document librarians and engaged in conversations regarding perceptions of services/resources the State Library should provide in this area.

CD-ROMs that are part of a book and are considered at risk for loss or theft are now being cataloged separately and shelved at the Circulation Desk for checkout.

Zeeck is shifting in the journal collection to free up room where needed.

Library Development Department

(Report submitted by Gunderson 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.

- ❖ Participated in one LDD conference call meeting.
- ❖ Attended the April Commission meeting in Helena.
- ❖ Attended the Partners of Montana Small Schools Alliance meeting in Helena.
- ❖ Attended the Montana Library Association Conference in Kalispell.
- ❖ Attended LDD focus group meeting with Himmel & Wilson Library
- ❖ Attended Annual FSCS Workshop in Washington, D.C.
- ❖ Attended sexual harassment training session.
- ❖ Participated in the reconfiguration of the laptop lab.
- ❖ Attended Tamarack Federation spring meeting in Polson.
- ❖ Attended Thompson Falls Public Library Open House celebration of their new facility.
- ❖ Presented a Facilitation Training Workshop for South Central/Sagebrush Joint Federation Meeting in Miles City.

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

Reviewed E-Rate Tech Plans for: Belt, Boulder, Cascade, Cut Bank, Denton, Fort Benton, Harlem, Lewistown, Miles City, and Valier

Consulted on E-Rate, filtering and CIPA queries by libraries in: Baker, Boulder, Cascade, Kalispell, Libby, Plains, and Red Lodge.

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

Facilitated workshop on trustee issues for Tamarack Federation trustees

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

Provided information to librarians about the ILL reimbursement program and the procedure for certifying ILL staff competent as required to receive reimbursement from the state.

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

Provided consulting to libraries at :

Amsterdam Elementary Anaconda, Baker, Belgrade, Belt, Big Sky, Big Timber, Billings, Boulder, Bozeman, Bridger, Butte, Carroll college, Clancy, Colstrip, Columbia Falls, Conrad, Darby, Dawson Community College, Deer Lodge, Denton, Dillon, Fairfield, Flathead Valley Community College, Fort Benton, Fort Smith School, Glendive, Great	Falls, Hamilton, Hardin, Havre, Helena, Capitol High School-Helena, Jordan, Lewistown, Libby, Malta, Manhattan, Miles City, Montana Historical Society Montana State Prison, Moore, Philipsburg, Plains, Polson, Pretty Eagle Catholic School-St. Xavier, St. Charles School-Pryor, Reed Point Public Schools, Richey High School,	Rocky Mountain College- Billings, Ronan City Library & Ronan High School, Roundup, St. Ignatius, St. Vincent Hospital-Billings, Shepherd Public School, Stevensville, Sunburst High School, Three Forks, Twin Bridges, Valier, West Yellowstone, White Sulphur Springs, Whitehall, Wibaux, Winnett, Wlf Creek Schools,
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on topics including, but not limited to

acceptable use policies, automation,
budgeting, collection management
policies and Honor Roll, computer
purchases, directory, e-rate, evaluation
focus groups and interviews, fall
workshop, federations, Gates
Foundation, grants, InfoTrac, ILL, laptop
lab, LaserCat, library board issues,

construction, LSTA, MLA, Montanaiana
Regrant Program, OCLC, public library
standards, school survey [OPI], service
area population, MLN shared catalog
projects, Spanish language materials,
statistics, Summer Institute, technology
plans, trustees, trustee handbook.

Onsite visits were made to:

Anaconda, Arlee, Boulder, Ennis, Harlowton, Miles City, Polson, Red, Lodge, St.
Ignatius, Stevensville, and Superior.

Attended Lake County Library Improvement Project meetings in Pablo and St.
Ignatius.

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

Distributed Trustee Handbook to all library directors and trustees.

Finalized plans for Summer Institute 2001. 45 applications were received and 42 librarians were invited to attend. Final arrangements were made for accommodations, meals, presenters, textbooks, Institute notebooks, activities and tours, etc.

Continued planning for the third annual Fall Workshop to be held on the MSU-Billings campus on September 21-22. Began working with two MLA groups, School/Library Media Division and Technical Services Interest Group, to plan training topics and presenters.

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

Consulted with the librarians in Bozeman, Flathead Valley Community College, Glendive, Great Falls, Helena, Libby, Lewistown, and Philipsburg on certification questions.

Approved twelve programs for continuing education.

Approved four applicants into the enrollment level and two applicants 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.

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.

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

Reviewed and commented on five MLN 2001 Regrant Program applications submitted in draft form by the May 1 deadline. Screened seven final applications received by May 15 deadline. Established five-member Review Committee and forwarded final applications to the members for evaluation and ranking.

Provided information for libraries concerning preparation and updating of collection management policies. Prepared and announced the 2000 Collection

Management Honor Roll composed of 47 libraries.

Continued work on Montana's LSTA evaluation. Mailed invitations to selected librarians, trustees, and patrons to participate in eight focus groups and individual interviews. Met with Himmel & Wilson and prepared materials to assist with the meetings. Arranged carpooling for librarians and trustees to travel to the focus groups and processed payments for travel reimbursement. Prepared LSTA project files for review and provided copies of documents selected by the consultants for the evaluation report. Mailed thank you notes to all focus group and interview participants.

Continued work with Montana Committee for the Humanities and Hearst Free Library on the ALA Let's Talk About It (LTAI) grant. Prepared grant proposal and submitted it to ALA to fund additional LTAI programs in Montana public libraries. Attended two meetings with MCH and HFL staff to review the proposal and prepare application materials to be distributed to public libraries in June if the ALA grant is received.