

## Statewide Library Resources

May 25, 2001 through July 17, 2001

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

Accomplishments towards Preferred Future priorities for FY2001  
(Report submitted by Holt and McHugh 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.**

Gebhardt continues adding Internet URL's to existing catalog records and creating information in the catalog for online federal documents. She checked donated materials, including water information resources from NRIS and DPHHS statistical reports from CEIC, to determine which were needed in the collection and then added those to the catalog. Extras were offered to other depository libraries.

Pepper Rotness has completed adding our health sciences journal titles to the National Library of Medicine's Serhold database for use in the Docline interlibrary loan network.

Smith resumed barcoding materials in the Federal documents section.

Holt negotiated license agreements with electronic reference database vendors. State Capitol Universe, American Business Directory and Books in Print are now accessible to desktops on the Capitol campus. Three accounts have been established with OCLC for FirstSearch searches; end users will be offered access to direct searching of these databases. Heldt is developing a draft proposal for registering, training and certifying state employees for end user access.

MSL patrons continue to have online access to the catalog via the MLN gateway. Online access to full text articles is now available for nearly 40 MSL journal subscriptions. The access for most of these journals is based on the State of Montana government campus IP range, allowing state employees to view full text articles from their desktops. More journal titles will be moved to a combined print/electronic format in the fall.

The bibliographic records in the Horizon database (66,395 records) were sent to OCLC in June for cleanup. OCLC control numbers were inserted in any record missing one. Two reports were generated. One report lists records that only appear in the local system. The other report lists records that only appear in WorldCat. Cleaning up records both locally and at the OCLC level will be a primary Technical Services task for the next few months.

The other major catalog cleanup is resolving a file of “empty bibs”: those bibliographic records that don’t have an item attached. TS staff is working through a list of 1293 records, locating items on shelf and attaching item level information to the bib or deleting the record if no item exists.

Gebhardt is now adding MSL’s serial holdings information for state document serials to the OCLC Union Listing subsystem.

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

Holt is withdrawing titles from the general monograph collection. Heldt began identifying reference materials for deselection.

The Oversize collection is gradually being weeded. These books are going to be offered to libraries once records are deleted from the system and from OCLC.

Smith prepared a written procedure proposal for reporting lost and missing books/documents to the collection development committee.

The selection committee has reviewed the categories available in the Blackwell North American approval plan. A trial of the system is being planned for this FY.

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

Heldt visited Mansfield Library at U of M on June 29 to become more familiar 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.**

Holt spoke to the Society for Human Resource Management in Helena on the resources of the State Library for human resource professionals.

Heldt submitted posts to the WIRED-MT listserv regarding the U.S. Copyright Office web search tool and new MSL books on Microsoft Access 2000; he also examined the new books and selected those to display to walk-in clients.

Holt gave a 45-minute presentation about LISD services, collections and website resources to public library directors attending the Summer Institute in Butte. She also solicited and received ideas for further services the librarians would like from LISD.

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

Holt consulted with selected agency offices and employees regarding licensing and purchase of online reference resource and availability of new journal subscriptions.

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

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

Smith posted the accepted abbreviations used for borrower categories in the automated system to assure consistency among staff who input new patron records. She shared other computer-related procedures with McHugh.

Smith prepared a proposed use policy for patrons with outstanding fines.

**Objective 2. Develop performance measures for library operations.**

Heldt compiled June reference log statistics and transferred them to the FY2001 log, completing stats for the fiscal year.

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

Holt prepared telephone and onsite interview questions for candidates applying for the State Publications Center Coordinator. One candidate withdrew before the onsite interview, and the other did not arrive for her scheduled interview. The position will be re-advertised in August.

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

Holt made recommendations for equipment to support staff continuing education activities and conference room presentations.

**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 services electronically.**

Heldt made major revisions to the website "Current Journals" title and subject indexes, adding links to EBSCO full-text and Internet sites, fixing broken links, and bringing web page contents in line with new table-of-contents-alert provider Ingenta's title list.

**Other accomplishments:**

(for important activities that don't relate to these specific goals)

Madison accounted for final purchases from the 2001 book budget and closed that budget for FY 2001.

Zeeck shifted several areas in the periodical collection, where there had been no further room for incoming issues.

Heldt gathered information and made recommendations for new sled-based chairs in the PAC area.

Pepper Rotness compiled the ILL accruals list for FY01 and continued working on a procedures manual for interlibrary loan functions.

Kathy Madison compiled the acquisitions accrual list for FY01.

## **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.**

**Activities:**

Participated in one LDD telephone conference meeting

Attended the June Commission meeting in Helena

Attended Cultural Heritage Collaboration in the Digital Age meeting in Denver

Attended NINCH Copyright and Digital primary Source Materials Town Hall meeting in Denver

Attended Summer Institute 2001 in Butte

Attended Gallatin County Library Long Range Planning Group meeting at Big Sky

Attended training on harassment in the workplace

Attended shared catalog meeting with Jefferson County and Lewis & Clark County Library representatives

Presented FrontPage Workshop at Summer Institute

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

**Activities:**

Reviewed E-Rate Tech Plans for: Harlowtown and Malta

Consulted on E-Rate, filtering and CIPA queries by libraries in: Baker, Bozeman, Ekalaka, Glendive, Harlem, Malta, Philipsburg, Plains, Three Forks, West Yellowstone, Wibaux

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

**Activities:**

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.**

**Activities:**

Provided consulting to libraries at Anaconda & Anaconda Public School, Arlee, Baker, Belgrade, Belt, Big Sky, Big Timber, Billings Public Schools, Blue Rock School in Billings, Boulder, Bozeman, Butte, Carroll College, Cascade, Chief Joseph Middle School in Bozeman, Colstrip, Columbia Falls, Conrad & Conrad Public School, Cut Bank, Darby, Deer Lodge, Dillon, Drummond, Dutton, Ekalaka, Ennis, Fairfield, Flathead Valley Community College in Kalispell, Fort Benton, Glendive, Great Falls, Hamilton, Hardin, Harlem, Havre, Helena, Hot Springs, Jordan, Lambert Public School, Laurel, Lewistown, Libby, Lima Public School, Lone Rock School in Stevensville, Malta, Manhattan, Miles City, Missoula, Montana Historical Society-Helena, Montana State Prison-Deer Lodge, MSU-Billings, Park City School, Philipsburg, Plains, Plentywood, Plevna Public School, Polson, Poplar Public School, Rapelje School, Rocky Boy Schools, Ronan City Library, Roundup, Roy, Ryegate, St. Charles School in Pryor, St. Ignatius, St. Regis Public Schools, Savage Public School, Shepherd Public School, Shelby, Sheridan, Shodair Hospital, Sidney, Stevensville, Superior, Thompson Falls, Three Forks, Twin Bridges, University of Montana, Valier, Virginia City, West Yellowstone, White Sulphur Springs, Whitefish High School, Whitehall & Whitehall Public School, Wibaux & Wibaux Public School, Winnett, Wolf Creek Schools, and Wolf Point on topics including, but not limited to, automation, budgeting, collection management policies, computer purchases, directory, e-rate, fall workshop, federations, Gates Foundation, grants, InfoTrac, ILL, laptop lab, LaserCat, library automation, library board issues, library construction, library district law, long-range planning, LSTA, MLA, Mill Levy, Montanaiana Regrant Program, OCLC, public library standards, MLN shared catalog projects, State Aid, statistics, Summer Institute, Summer Reading Program, technology plans, trustees, and trustee handbook.

Onsite visits were made to Anaconda, Arlee, Baker, Belgrade, Big Sky, Boulder, Charlo, Drummond, Ekalaka, Forsyth, and Joliet

Attended Lake County Library Improvement Project meetings in Charlo and Arlee.

**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:**

Completed Summer Institute 2001 project; paid expenses for accommodations, meals, presenters, textbooks, and facilities; prepared final expense report; summarized evaluations/comments. Thirty-five librarians attended the Institute.

Continued planning for the 3<sup>rd</sup> annual Fall Workshop to be held on the MSU-Billings campus on September 21-22, contacting presenters and finalizing the workshop schedule.

**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 in Kalispell, Great Falls, Havre, Helena, Libby, Lewistown, and on certification questions.

Approved ten programs for continuing education.

Approved three applicants into the enrollment level and four 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.**

**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.

Monitored the progress and expenditures of the Hi-Line Shared Catalog Project.

Prepared grant agreements for two MLN 2001 Montanaiana Regrant Program projects (Lewistown Public Library and University of Montana Mansfield Library) approved for funding by the Commission.

Continued work with Montana Committee for the Humanities and Hearst Free Library on the ALA Let's Talk About It (LTAI) grant. The grant proposal was approved for \$6,000 to fund additional LTAI programs in Montana public libraries. Distributed LTAI grant guidelines and applications to all public and branch libraries.

Submitted 99-00 Public Library Statistics to the US Bureau of Census, as part of the Federal-State Cooperative System Program [FSCS].

## **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:**

Books, magazines, newsletters and descriptive videos were mailed to Montana patrons:

May, 2001: 12,227

June, 2001: 11,706

New book titles and copies received:

May, 2001: 222 book titles; 1,363 copies

June, 2001: 224 book titles; 1,175 copies

Machines replaced for existing patrons and machines issued to new patrons:

May, 2001: 233

June, 2001: 210

Keystone Systems installed a "new features release". This upgrade added several new features for patron queries, staff searches and staff collection management.

Madison attended the National Library Service Orientation and Training for new Machine Lending Agents in Washington, D.C. June 11-15, 2001. This orientation assisted Lee in areas of equipment inventory, maintenance, auditing and management of the Machine Lending Agency within the Talking Book Library.

Briggs gave a Talking Book Library presentation to public librarians and others attending the MSL Summer Institute in Butte June 15, 2001.

All Talking Book Library staff attended and presented information on the Talking Book Library at the Montana Association for the Blind's Summer Orientation Program for newly blind individuals on June 28 and 29, 2001 in Bozeman.

Briggs presented a Talking Book Library orientation to three Commission members: Al Randall, Bruce Morton, and Ralph Atchley on June 12, 2001.

As of June 27, 2001, all Talking Book Library staff have attended the mandatory "Discrimination in the Work Place" workshop.

Al Randall, Lincoln County Library, made a presentation regarding Talking Book Library services to approximately 60 individuals at the First Christ Church in Libby on July 14, 2001.

Meier started shifting books starting at 25000.

Haley has implemented several database additions in KLAS to better accommodate our young adult patron services.

Christopher completed the first successful Interlibrary loan (ILL) with Canada.

Briggs and Haley conducted a Talking Book Library workshop for 17 members of the Montana Health Care Association (the majority being Nursing Home or Activity Directors).

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

**Activities:**

New patrons:

May, 2001: 34 Adults, 1 Young Adult, 8 Juveniles, 1 school & 1 nursing home.

June, 2001: 19 Adults, 3 Young Adults, 1 Juvenile, 1 library and 1 school.

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

Recording Program:

Recordings of the following books and magazines were completed:

Helena Recording Studio:

May, 2001: "Mystery of the Lascaux Cave" by Dorothy Hinshaw Patent; "Secrets of the Ice Man" by Dorothy Hinshaw Patent.

June, 2001: "Night Swimming" by Pete Fromm; "Airfield" by Jeanette Ingold; "A Flying Start Into the Big Sky" by Pat Gudmundson; "My Best Work is done at the Office" by Roland Cheek; "Eagles of America" by Dorothy Hinshaw Patent; "Eye of the Great Bear" by Bill Wallace; "Coyote Stories of the Montana Salish Indians" ed. By Salish Cultural Committee; "Leaning Into the Wind" ed. By Linda Hasselstrom; "Montana Outdoors" (May/Apr and May/June issues); "Montana, Magazine of Western History" (Spring, 2001 issue).

Deer Lodge Prison Recording Studio:



May, 2001: "A General Historical Survey of the Pryor Mountains" by Dale Harvey;  
"WOW Magazine" (Mar/Apr, 2001 issue)  
June, 2001: "WOW" Magazine" (May/Jun, 2001 issue)

Special recording projects (in-process): "Understanding the Vocational  
Rehabilitation Process: A Handbook for Clients and Applicants of the Client  
Assistance Program" by the Montana Advocacy Program, Inc.

Volunteer Program:

New volunteers:

May: none

June: Linda Streeter – TBL/Clerical;  
Emily Pederson – TBL/SLR/Clerical