

## Agency Goals

### Library Development Department (LDD & MLN)

January 25 through April 1, 2003

**LDD Goal 1:** Montana public librarians and trustees have easy access to the training that they need to provide quality library services to their communities.

Presented trustee training workshops for Blaine County, Harlem Public and Wibaux Public libraries.

Presented "Montana Libraries in 2020" workshop at Broad Valleys Federation spring meeting.

Montana Shared Catalog (MSC) librarians, McHugh, Bray, and Ammon, attended the Sirsi users conference meeting in St. Louis.

McHugh, Cooper, and Ammon continue to attempt to bring Sirsi acquisitions-module training to MSC librarians.

Attended OFFLINE in Great Falls.

Provided Sirsi acquisitions-module training to librarians.

Coordinated College of DuPage's teleconference training series for librarians.

Assisted with planning and arrangements for MLA annual conference.

Worked with presenters and librarians to arrange continuing education credits for training around the state.

Collected training data from Fall Workshop participants to use for an outcome-based evaluation report to IMLS.

#### Consulting on:

Adult literacy	E-rate	Personnel issues
Automation systems	Federation issues	Prison library issues
Bar codes	Firewalls	Professional Development
Board issues	Funding	Security issues
Book challenges	Gates computers & update	Shared Catalog
Budget issues	Grants	Sirsi Unicorn system
Cataloging	ILL and reimbursement	Software troubleshooting
CatExpress	InfoTrac	Space planning
Certification	Laptop lab	Statistics
Collection development & Policies	LaserCat	Training
Collection Management	Legislative issues	Trustee issues
Honor Roll	Library construction	UltraCard Marc
Computer software &	Library directory	Upgrading computers
	Library laws	Virtual reference service

hardware purchasing  
Computer troubleshooting  
Continuing education  
Datacom issues  
Databases  
Deselection

Library policies  
Local government issues  
LSCA Title II grants  
MLN and gateway  
Montana Shared Catalog  
NCIPA

Wired-mt  
Young adult services  
Web-based ILL

Consulted with:  
Anaconda  
Avon Elementary  
Baker  
Beaverhead County  
High School  
Belgrade Intermediate  
Belgrade Public  
Belt  
Big Timber  
Boulder  
Bozeman  
Bridger  
Broadus  
Browning Schools  
Cascade  
CEIC  
Chester  
Chinook  
Choteau  
Columbus  
Custer High School  
Cut Bank  
Darby  
Dawson Community  
College  
Denton  
Dillon  
Drummond

Dutton  
Ekalaka  
Eureka High School  
Fairfield  
Flathead County  
Flathead Valley  
Community College  
Ft. Benton  
Glasgow  
Glendive  
Great Falls  
Hamilton  
Hardin  
Harlem  
Havre  
Helena Middle School  
Laurel  
Libby  
Livingston  
Malmstrom AFB  
Malta  
Miles City  
Montana Historical  
Society  
Montana State Prison  
Opheim  
Philipsburg  
Plains  
Plentywood

Polson  
Polson High School  
Red Lodge  
Ronan  
Rose Park Elementary  
Saint Ignatius High  
School  
Sand Coulee  
Scobey  
Shelby  
Sheridan  
Sidney  
Skyview High School  
Stevensville  
Thompson Falls  
Twin Bridges  
Valier  
West Yellowstone  
Whitehall  
White Sulphur Springs  
White Sulphur Springs  
High School  
Wibaux  
Winnett  
Wolf Point

Made onsite visits to:

Baker  
Belt  
Big Timber  
Cascade  
Chinook  
Choteau  
Ekalaka

Fairfield  
Ft. Benton  
Glasgow  
Glendive  
Hardin  
Harlem

Havre  
Laurel  
Malta  
Shelby  
Whitehall  
Wibaux  
Wolf Point

**LDD Goal 2:** To improve library services to citizens by establishing an adequate and stable taxing district.

**LDD Goal 3:** To ensure that all Montana citizens have access to quality library services.

Attended Broad Valleys Federation spring retreat.

Attended Sagebrush Federation meeting in Miles City.

Started MSC data migration and configuration process for eastern Montana libraries.

Scheduled go-live date for eastern libraries for July 1, 2003.

Improved MSC application reliability.

MSC eastern Montana libraries have signed member contracts.

Sirsi/MSC price negotiated and contract signed for eastern Montana libraries.

Data migration and configuration process started for eastern Montana libraries.

Attended virtual reference pre-conference at OFFLINE in Great Falls.

**LDD Goal 4:** Montana citizens will understand, value, and use the services of Montana's libraries.

Attended spring MSU-Billings Library Advisory Committee meeting.

**LDD Goal 5:** Montana citizens have easy and complete access to the information that they need at their libraries.

Worked with Visionnet to identify opportunities to provide better data communications (faster, more bandwidth, more reliable services, managed), at an affordable cost, to MSC libraries.

Enhanced interlibrary loan functionality for MSC.

**LDD Goal 6:** Citizens and students have easy access to and use multiple electronic information resources through their libraries.

Continued work on potential statewide magazine database bid process.

Continued work to resolve MLN Gateway server issues.

Worked on preparation of Missoulian Index, from Missoula Public Library Dynix records, for availability at:

<http://montanalibraries.org/MKIndexPublic/MKFrameSetPublic.asp>

Worked on improved format of Montana Authors - A Biobibliography for availability at <http://montanalibraires.org/MLNMTAuthors/Mahome.asp>

**LDD Goal 7:** Montana citizens can easily access the holdings of all Montana and OCLC libraries and online electronic resources through their libraries.

Assisted with SIRSI reports training at Flathead Valley Community College for Montana consortia of libraries.

Attended Sirsi users' conference meeting in St. Louis.

Participated in MSL information technology planning sessions.

OCLC contract renegotiated (but not adopted), new cost-sharing model created and approved by Networking Task Force. Enrollment mailing scheduled for early April.

Represented OCLC-Western libraries at OCLC February Members Council meeting.

WorldCat use through the MLN Gateway held steady January and February, with 1,750-1,800 sessions, 5,600-5,700 searches, and no turn-aways. We were at 100% capacity only about 1% of the time, so I am hopeful we can successfully continue with our present port allocation through this federal fiscal year.

**LDD Goal 8:** Montana citizens and students will have dependable access to electronic information services at their libraries by the end of 2007.

Provided e-rate consulting to Anaconda, Baker, Belgrade, Billings, Bozeman, Dillon, Glendive, Great Falls, Hamilton, Havre, Helena, Hot Springs, Joliet, Jordan, Kalispell, Lewistown, Miles City, Missoula, Plains, Stevensville, Twin Bridges, Virginia City, and Wibaux.

Continued work with representatives of VisionNet to explore the possibility of establishing a statewide telecommunications service that would improve electronic access for Montana libraries.

Attended MLA OFFLINE conference attending sessions on library security and virtual reference service.

Participated in conference call with Project WYLD to explore shared catalog experiences.

Started potential statewide magazine database bid process.

Continued to resolve MLN Gateway server issues.

**LDD Goal 9:** Montana citizens, local and state government officials, legislators, library staff members, and trustees will have accurate and current information about the condition of Montana's public libraries buildings by the beginning of 2004. They will use this information to determine state and local solutions to problems identified.

### **Library and Information Services Department (LISD)**

**LISD Goal 1:** State employees have the information they need to make good public policy recommendations and decisions.

Trained more than 60 state employees with multiple workshops on using the Library and its web pages, Google, InfoTrac, Environmental Universe, and Business databases.

Initiated a series of four-page bibliographies about the print and electronic resources in our collection or on state government websites about Montana. The first three issues of the print and web-published bibliographies cover Montana wildlife, agriculture and business. Links to PDF and clickable Word versions are posted on the LISD homepage.

Redesigned the LISD homepage to make it easier for state employees to get to most frequently used resources in one click.

Updated the web pages pertaining to the Foundation Center grantseeker resources available at MSL and on the Foundation Center website. Also updated the Resources for Montana Librarians page.

Helped demonstrate the Montana Shared Catalog in the Capitol Rotunda on IT day.

Attended the Digital/Virtual Reference teleconference at Carroll College on February 7.

Interlibrary loan staff began participating in a regional ILL listserv and the ILLiad listserv; worked with Lexis/Nexis to create link-outs to MSL online journal subscriptions from their database. Interlibrary loan recorded a record high of borrowing requests for the month of March.

**LISD Goal 2:** The staff of Montana libraries know about and have access to the professional literature they need. They obtain assistance from the MSL reference staff for patron questions they are unable to answer for local resources, Internet resources, and listservs.

Prepared guides to Internet-based reference resources covering "Health and Medicine" and "Biography" for Wired-MT librarians.

Provided backup reference support to staff in the following libraries:

MSU Renne Library	Custer High	Box Elder School
Havre-Hill County	Park High	Carroll College
Toole County	Glendive Public	Billings Law
Hobson Community	Harlem Elementary	White Sulphur Springs High School
Twin Bridges Public	Judith Basin County	
Lewis & Clark Public	Valier Public	
UM Mansfield	Fallon County	Plains Public
Billings Senior High	Bozeman Public	

**LISD Goal 3:** Montana citizens have easy access to a comprehensive collection of state publications.

Prepared first draft of a manual for the State Publications Center covering all aspects of the Center and the depository library program. The draft will be a focus for discussion at the meeting with depository libraries during MLA.

All staff worked on processing backlog of donated governmental publications to identify materials needed for the collection and adding them to the catalog and placing them on the shelves.

SPC Coordinator invited current and former depository libraries to attend the state publications interest group meeting sponsored by MSL at the MLA conference in April.

The GILS team continued to test and develop the GILS search engine algorithms and catalog; currently Find-It! Montana indexes 17,280 agency web pages.

Reviewed options for handling the federal documents collection. All options include continued weeding of outdated and out-of-scope materials. A final decision is contingent on what is learned at the Federal Depository Library System Council regional I meeting in April.

**LISD Goal 4:** Users have easy and comprehensive access to information through the library catalog.

SPC Coordinator learned CatMe search and copy cataloging at workshop at Lewis & Clark library.

Circulation staff captured the back statistics from the earliest months of the new SIRSI ILS system and updated year-to-date statistics to reflect the new information.

**Other:**

Began pricing unclaimed reference series to assist Surplus Properties Division in offering the materials on E-Bay. Any funds generated will revert to the General Fund, not to the State Library.

Attended a course "Essentials in Management" provided by the state's Professional Development Center.

Circulation staff attended the OFFLine pre-conference in Great Falls to learn more about creating reports in SIRSI.

**Montana Talking Books Library**

**TBL Goal 1:** To ensure that all eligible clients know about the availability of services from MTBL and to make enrollment and use of the service easy for users.

The increase in patron access and use of the MTBL WebOpac services continues to make service use easier for users through an increase of 16% in patron computer usage.

Multiple tours were conducted in January.

A presentation was made in January to the Montana Association for the Blind

Forty-six individuals toured MTBL in February.

A presentation was made to thirty-two Helena Heritage Soroptomist Club members in February.

**TBL Goal 2:** MTBL will plan and implement a smooth transition to a digital format to ensure that the potential for expanded services are available to MTBL patrons.

In preparation for the digital recording equipment to be housed only in the Helena Recording Studio, one analog recording machine (Otari) was sent for upgrading to be used only in the Deer Lodge Recording Studio.

The following four titles were completed at both studios in January and February:

"A Guide to Historic Hamilton" by Chere Jiusto; "Maverick: The Lives and Battles of Montana's Political Legends" by John Morrison & Catherine Wright Morrison; "The Phantom Ghost of Harriet Lou and Other Elk Stories" by Roland Cheek; "Promises To Keep" by Sally Garrett;

**TBL Goal 3:** Allow service to the patrons to be provided more efficiently and effectively by providing enough space for the collection.

Equipment audit letters were mailed to a sample of 100 patrons in January.

LISD cleared space for continued placement of MTBL's older collection.

**TBL Goal 4:** Increase productivity and satisfaction of staff members and volunteers.

Volunteer and staff productivity was increased through several database project completions: subject codes were updated on all historical fiction, juvenile grade levels, book clubs and book awards, books made into movies and all new book titles in January and February.

Patron requests and previously read book title files were completed for January and February.

Holding files were updated to reflect correct number of cassettes per title; added a code of all books with only one cassette.

Administrative files in Keystone Library Automated System (KLAS) subject codes were updated in February.

Re-indexing of database holdings was completed in February.

Two volunteers completed a project to Braille three twin vision children's books for the MTBL school collection.

Staff attended Google search engine workshop.