

Agency Goals

Library & Information Services Department Goals

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

Outdated and out-of-scope materials are being withdrawn from the collection and offered to other libraries. What is retained will be significantly more current, pertinent, and visible to our user populations. Persons with expertise in selected subject areas are being included in the evaluation process as feasible. All LISD staff and volunteers from other departments are allocating every Friday to the project.

A repeat survey of that done in November 2000 was prepared to gauge progress in meeting state government information needs. New questions were added regarding whether state employees gather information for others in their agency and the impact of using library services on their work. Deadline for returning the survey is December 6. The names of survey respondents will be entered in a drawing for one of two books during an open house Friday, December 13th.

An email promotion of library services (including a link to the survey mentioned above) was sent to agency directors for distribution to their employees on November 1. This indirect method of distribution has not been effective, with uneven distribution to and within agencies, and returns to date have been disappointingly short of the 2000 survey. A follow-up request to distribute the survey is being conducted.

A bookmark promoting LISD services and its website were distributed to all state employees with their paycheck on November 13.

Staff configured and customized the software and state employees began registering to use the ILLiad system, an improved interlibrary loan interface and management program.

The fall series of hands-on-computer workshops began with one or more offerings on Google, InfoTrac, ReferenceUSA Business, Environmental Universe, State Capitol Universe, FC-Search and Foundation Center Resources for Grant Seekers. These workshops address the needs of a broad cross-section of state government, training employees from 20 different agencies so far this year.

October and November emails were sent to the 733 state employees now registered to receive monthly library updates; these updates promoted use of the new online catalog, the shared catalog of government libraries, new workshops and ILLiad.

Participated in two LISD/NRIS merge for a digital library planning sessions.

Updated electronic journal entries on the LISD website.

ILL staff attended conference in Portland, OR about regional interlibrary loan networking systems and practices.

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 from local resources, Internet resources, and listservs.

Participated in State Agency Librarians Roundtable meeting, demonstrating the GILS project and finalizing updates to the State Agency Libraries brochure.

Reference staff provided backup reference support to the following libraries FY-to-date:

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|---|------------------------------------|
| Bitterroot Public Library | Kohrs Memorial Library |
| Bozeman Public Library | Lewistown Public Library |
| Chouteau County Public Library | Lewis and Clark Public Library |
| Columbia Falls Public Library | Lima Public Library |
| Dixon Elementary School Library | Madison Valley Public Library |
| Fallon County Public Library | Parmly Billings Library |
| Flathead Valley Community College Library | Plains Public School Library |
| Garfield County Public Library | Polson City Library |
| Glasgow City-County Library | Red Lodge Carnegie Library |
| Glendive Public Library | Sheridan County Public Library |
| Gold Creek: L.H. Lending Library | Thompson Falls Public Library |
| Great Falls Public Library | Toole County Public Library |
| Havre-Hill Public Library | Valier Public Library |
| Hearst Free Public Library | Western Montana College Library |
| Kalispell Regional Medical Center Library | Reference Postings to Wired-MT (6) |

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

SPC staff described and demonstrated the Find-It! Montana project to librarians at fall federation meetings in Billings, Miles City, Fort Benton, Wolf Point and Dillon. The librarians were very responsive to this government information locator service (GILS) project, which will make it easier to locate information resources within state government for their patrons. Other issues regarding the management of state agency publications in local public libraries were discussed as well.

Testing and development of the search engine and catalog for Find-It! Montana continues. Twenty web developers from eight agencies participating in the pilot project were trained in the use of MetaBrowser software for metatagging key index and content pages on agency websites.

Participated in discussions at two Electronic Media Management and Electronic Records Management meetings sponsored by the Secretary of State's office.

Began importing Marcive records for federal documents into the new Sirsi catalog.

Took a three-day series of training classes in Access to improve management of internal State Publication Center records.

Developed collection policy guidelines for the State Publications Center.

Other:

Barbara Pepper Rotness received the Governor’s Award for “Employee of the Year” at the Montana State Library.

Participated in the QuestionPoint OCLC Web Information Session.

Attended virtual reference and intellectual freedom classes at the ASLD/PLD retreat.

Participated in planning for Library Legislative Day activities.

Attended Big Sky ARMA records management conference in Bozeman.

Library Development Department

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.

Conducted statewide trustee training workshops in Great Falls and Billings.

Conducted trustee training workshops for Chester, Plentywood, Scobey, Teton County and Wolf Point.

Attended Pathfinder, Sagebrush and South Central Federation meetings.

Attended ASLD/PLD retreat in Chico.

Attended LSTA Coordinators’ meeting in Washington, D.C.

Presented workshops at MEA/MFT conference in Missoula.

Presented Internet Safety workshop at Great Falls.

Conducted web-based ILL workshop for Valier.

Promoted and coordinated College of DuPage teleconference programming in the state.

Approved continuing education programs and applications for certification as part of the Montana Certification Program.

Consulting on:

anti-virus software
automation
automation upgrades
bar codes
Bibliostat Connect
board issues
budget issues
CatExpress
challenges and
censorship

CIPA
city/county agreements
collection development
and management
computer maintenance
and repair
computer software and
hardware purchasing
computer software
problem solving

computer
troubleshooting
Connexion
continuing education
databases
e-rate
federation issues
friends and foundations
Gates computers
Gates summer institutes

grants
InfoTrac
ILL
ILL reimbursement
Internet safety
laptop lab
LaserCat
LIP
library laws

library policies
long range planning
LSTA projects
MLA
MLN
Montana Shared Catalog
NCIPA
OCLC
personnel issues

reference training
space planning
staff training
statistics
technology training
trustee training
UltraCard Marc
web-based ILL
wired mt

Consulted with:

Anaconda
Baker
Baker High School
Belt
Big Sandy
Big Timber
Billings
Billings West High
School
Boulder
Broadus
Browning Middle School
Carroll College
Cascade
Chester
Choteau
Colstrip
Conrad
Cut Bank
Darby
Deer Lodge
Dillon
Drummond
Dutton

Ekalaka
Fairfield
Fort Belknap
Fort Benton
Garfield County School
Glasgow

Great Falls
Hamilton
Harrison Schools
Havre
Helena Schools
Joliet
Jordan
Kalispell
Kalispell Regional
Medical Center
Medicine Lake Schools
Missoula
Montana Historical
Society
Morningside Elementary
School
Park High School

Philipsburg
Plains
Plentywood
Polson
Rapelje School
Red Lodge
Ryegate School
Shepherd Public Schools
Sheridan
St. Ignatius
Stevensville
Swan Lake
Terry
Thompson Falls
Three Forks
Troy High School
Twin Bridges
Valier
West Yellowstone
Whitehall
White Sulphur Springs
Wibaux
Winnett
Wolf Point

Made onsite visits to:

Augusta
Belt
Big Sandy
Boulder
Cascade
Chester
Drummond

Dutton
Ft. Benton
Glasgow
Jordan
Kalispell
Malta
Philipsburg

Plentywood
Scobey
Swan Lake
Valier
Wibaux
Wolf Point

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

Gave presentation on library district law to Missoula Public Library Board.

Gave presentation on library district law at the two statewide trustee workshops.

Consulted with Lake County Library Improvement Project Board.

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

Participated in Library Day Planning Committee meetings.

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

Conducted MLN Gateway workshops for Malta, Valier and Wolf Point.

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

Conducted reference training for Dutton.

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

Prepared learning materials on using the SIRSI Unicorn electronic catalog for the November meeting of Montana Shared Catalog consortia libraries.

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, CIPA and NCIPA consulting for Anaconda, Baker, Big Timber, Billings, Bozeman, Circle, Ekalaka, Fairfield, Glendive, Havre, Hot Springs, Kalispell Laurel, Miles City, Plains, Sheridan, Sidney, Stanford, Twin Bridges and Virginia City.

Participated in conference call with VisionNet to discuss methods of improving telecommunication services for rural Montana libraries.

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.

Summer Reading Program "Join the Winner's Circle...Read" ended in September. Participants totaled twenty, up seven from last year's thirteen. There were eleven

gold medal and two bronze medal winners. Nine of the twenty exceeded their contract goals and four met their contract goals.

"Bits of Gold" Newsletter volume 102, #2, 2002, went out to 2,833 patrons, libraries, volunteers, commissioners and interested parties.

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.

The Helena Recording Studio's thirteen teams began recording on analog again, in order to increase productivity of MCB book completions prior to the arrival of digital equipment. The following fifteen titles were completed at both studios in September and October:

"2002 Montana Voter's Information Pamphlet" (cooperative project with the Secretary of State's Office); "A Guide to Historic Glendive" by Various Contributors; "A Guide to Historic Kalispell" by Kathryn L. McKay; "A Place for Sarah" by Georgia Reeves Engle; "Best of the West 4" by James & Denise Thomas; "Charlie Russell Roundup" by Brian W. Dippie; "Fabian" by Joan Wolf; "Heart of the Trail" by Mary O'Brien; "Indian Way Stories" by Frank B. Linderman; "Prairie Dogs" by Dorothy Hinshaw Patent; "The Elk Mystique" by Mike Lapinski; "The Dog Winter" by Elizabeth Van Stanwyk.

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

Staff and volunteers moved the descriptive video collection and the large print catalog collections for increased efficient and timely distribution to patrons.

The MCB audio versions of "Speaking Ill of the Dead" edited by Dave Walter, and the Magazine of Western History, by the Montana Historical Society were submitted to the NLS Informal Quality Assurance Program and received positive reviews for Talking Book Library national patron distribution.

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

Volunteer Appreciation Day was held October 1, 2002 at the Elks Lodge #193 in Helena. Service, recording team, telephone pioneer, youth and special service awards were given. Terry Dwyer, author of "By Way of Hope, The True Story of Three Women Homesteaders", patron and past Managing Editor of the Great Falls Tribune was keynote speaker.

The "Google Search Engines" workshop on September 13, 2002 was attended by staff.

The "Foundation Grants" workshop on October 11, 2002 was attended by staff.

The Annual Telephone Pioneer equipment repair report was completed and submitted to National Library Service.

Two volunteer training workshops were held in October. One at the Prison Studio and one at the Helena Studio for readers and monitors new to the Recording program. Volunteers and staff were involved in the two trainings.