

# Montana Library Network

November 2004 - January 2005

## OCLC Training

MLNCAT--Barbara Conger, from OCLC-Western, completed training in Helena, Glendive, and Billings. These three sessions were all full. Training scheduled for Havre, Clinton, and Kalispell did not materialize due to insufficient registration. Tracy Cook prepared training for Pathfinder libraries.

CatExpress—Barbara Conger from OCLC provided training in the three locations listed above.

Basic Interlibrary Loan—Barbara Conger from OCLC provided training in the three locations listed above.

“OCLC ILL and Cataloging transition training is being scheduled in both Missoula and Billings. The first day will be to transition current users of Passport cataloging and CatME to the Connexion client interface. There will also be one day of ILL transition for current users of Passport ILL or ILLweb to transition to the WorldCat Resource Sharing interface in FirstSearch.”  
[From Barb Conger at OCLC]

Virtual Reference Busier, Growing

- Training scheduled for March
- Busiest 11 a.m. to 8 p.m.
- New Library—Mansfield Library at the University of Montana in Missoula
- Liz Babbitt attended the VR Conference in Cincinnati

Virtual reference stats (in production September 04 – December 04 )

Time Period (2004)	Jul (Test)	Aug (Test)	Sep	Oct	Nov	Dec	Total
Questions Assigned to Librarian	20	8	7	7	10	17	69
Questions Referred via E-mail	5	2	0	2	4	5	18
Questions Recalled via E-mail	1	1	0	0	0	2	4
Number of Clarifications	2	1	1	1	1	0	6
Number of Patrons Logon	33	6	7	4	6	25	81
Questions Received via Patron Form	50	13	18	28	22	20	151
Questions Received via Direct Entry	2	1	0	0	0	8	11
Answers Sent	69	21	18	19	30	46	203
Questions (Total) Received	52	14	18	28	22	28	162
Time Period (2004)	Jul	Aug	Sep	Oct	Nov	Dec	Total
Average Chat Response Time (seconds)	144	83	116	70	229	151	
Greatest Chat Response Time (seconds)	994	615	424	293	1486	1003	1486
Average Length of Chat Session (seconds)	633	557	832	542	930	458	

Avg. Concurrent Session Requests (All Inst.)	4	3	5	5	6	5	
Most Concurrent Session Requests (All Inst.)	14	8	13	13	12	13	14
Avg. Concurrent Session Requests (Your Inst.)	1	1	1	1	1	2	
Number of Chat Sessions Requested	103	41	23	28	34	62	291
Number of Chat Sessions Requested (After Hours)	0	1	4	20	27	20	72
Number(Total) of Chat Sessions Accepted	88	33	17	23	20	55	236

### Montana Shared Catalog

New libraries are coming online with no major snags

Peer training is going very well; new libraries have 'buddy' libraries, complete with experienced librarians visiting newbies. We have increased peer-to-peer activity for training (especially in cataloging). MLN role is to facilitate, not lead most of this activity.

Server migration went well in early December. Two new servers (application moved from Department of Administration to MSL) running without a hitch for a month. Keep your fingers crossed.

Preparation for connection servers to SAN (storage area network—a big array of hard disks here at MSL) is scheduled for January 20. We have contracted with Dell (it is their SAN) to perform this service.

Partner libraries are breaking ILL records; 4 partner libraries sent as much material to one-another in six months as the entire state did last year. Polson and Drummond are new partner libraries.

We are preparing the application for next round of new libraries, this will go out in February pending Commission approval.

A new MSC hire is proposed. It has been accepted by the MSC membership, and is presented to MSL Commission as part of LSTA budget. This position would be primarily tasked with the work of bringing on new libraries; there's too much work for Sarah and Mike with the catalog now working for an ebullient 56 libraries.

Set January 30 & 31 Planning Meeting

Bruce has worked with Darlene and Bob to set up the Networking Task Force and Commission planning meetings at the end of January.

### Group Catalog

MLNCAT has been working flawlessly, everyone I speak to about it loves it

I am speaking at ALA Midwinter about MLNCAT specifically and generally, about MLN and how Montana libraries collaborate

MLNCAT's use is static or declining. Here are the number of sessions since it began:

September	2,254
October	2,135
November	1,991
<u>December</u>	<u>1,883</u>
Total	8,263

This has, we feel, several causes:

- Need for more effective marketing
- Need for more widespread training
- A more basic need to for library users and librarians to increasingly value external resources

We are working internally at MSL and with OCLC to address each of these concerns. We have had several very encouraging meetings, and feel that we are developing an additional viable marketing strategy.

## OCLC Enrollment

### Montana Library OCLC Membership by Type & Contribution (Sept '04)

	Number of Libraries	Percent of Total (rounded)	OCLC Members (Sept '04)	% OCLC Members in Category (rounded)	Amount of Contribution	% of Contribution (rounded)
Academic	26	3 %	21	81 %	\$172,615	43%
Public	79	11 %	74	94 %	\$147,248	37%
Public branches	30	4 %	8	28 %	—	
School	561	74 %	124	22 %	\$61,490	16%
Special	45	6 %	18	40 %	\$16,364	4%
<b>Full Cataloging</b>					<b>\$269,938</b>	<b>59%</b>
<b>Copy Cataloging</b>					<b>\$127,780</b>	<b>28%</b>
<b>LSTA</b>					<b>\$57,749</b>	<b>13%</b>
<b>TOTALS</b>	<b>741</b>		<b>245</b>	<b>33 %</b>	<b>\$455,467 anticipated contribution</b>	

## Gale Enrollment

399 as of December 2004

### Gale/InfoTrac 2003-2005 Subscribing Libraries by Type

Library Types	Sub- scribing	% Sub- scribing	Comments
Academic	21	5.3%	MT has 29 Academic libraries, 3% of all libraries
Public & Branches	89	22.3%	MT has 79 Public libraries, 14% of all libraries, branches are responsible for over-count
School	272	68.2%	MT has 561 School libraries, 77% of all libraries
Special & Institution	17	4.3%	MT has 45 Special & Institutional libraries, 6% of all libraries

### OCLC Members Council

- I am chairing the Members Council Resource Sharing Interest Group this year
- I met with other OCLC-Western Members Council delegates in early December (in Seattle). Among other things we toured the new Seattle Public Library central branch, discussed digital content, library analysis, and models for delivery of econtent (such as netLibrary).