

Montana State Library
Statewide Library Resources Division
Montana Talking Book Library
FY 2014 Work Plan
July 1, 2013-June 30, 2014



The mission of the Montana State Library's Statewide Library Resources Division/Montana Talking Book Library is: "Montana Talking Book Library offers the highest quality of free library services to Montanans who have blindness, low vision, a physical and/or reading disability".

This mission, although specific to Montanans who have a visual and/or physical disability, is within the realm of and applies to the overall agency's mission in the current MSL Long Range Plan for 2012-2022.

As part of the efforts to meet this mission, Montana Talking Book Library within SLR strives to help all Montana citizens who have a visual, physical or reading disability receive the information they need in order to improve and enhance their lives by:

- Providing Accessible reading services to individuals with visual, physical or reading disabilities and institutions serving these individuals, to include public and private schools, assisted, independent, and retirement facilities.
- Promoting cooperation and accessibility among all Montana libraries.

In cooperation with and as a regional library of the National Library Service (NLS), MTBL engages in cooperative planning, development, and implementation of projects and pilots for new and improved library services to eligible Montanans.

This work plan is developed based on the goals contained in the [MSL 2012-2022 Long Range Plan](#). Specific work objectives for FY2014 are organized by the MSL six agency-wide Long Range Plan goals. Together, these objectives represent a collective approach to defining the highest priority tasks for MTBL for FY2014.

Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana library users.

1.4. Manage the Montana Talking Book Library (MTBL) and serve eligible patrons (with talking books, Montana recorded books, Braille books, etc.) according to federal and state mandates.

MTBL Specific FY14 Goals:

- Begin the Digitization Project for locally recorded Montana retrospective cassette book digitization project of the 1,060 locally recorded titles (projected goal of 30-50% completion by end of FY14), utilizing approved FY14 legislative funding.
- Include the continuation of the Digitization Project for locally recorded Montana retrospective cassette book and magazines, staffing and necessary supplies, in the next MSL Executive Planning Process (EPP).

- *The beginning of this project has been accomplished, already benefiting MTBL patrons with being able to read one hundred ninety (190) local Montana titles in a digital format. FY14 Objective is to reach 250 title conversions by June 30, 2014.*
 - *This is included in the FY15 MSL Executive Planning Process (EPP) for continuation of, and expanding resources for, this digitization project.*
- Continue to produce local “born-digital” titles, starting with MDB (Montana Digital Book) 2000, refining the markup, quality assurance and completion processes.
 - *Accomplished. Sixteen (16) local new titles completed in FY14, with several more currently in process.*
- Continue to research appropriate new (and upgrade existing) software and hardware for the local recording program, starting with the Low Complexity Mastering (LCM) system.
 - *Research completed on new software and hardware for the local recording program with NLS recommending the Hindenburg Audio Book Creator (HABC NLS) software. Purchase is in process. Two recording program computers are currently planned for replacement, according to the MSL IT computer upgrade rotation schedule.*
- Continue the transition of locally produced and locally distributed magazines to a digital format.
 - *Completed. In September, 2013, all sixteen (16) magazines received from other talking book libraries were converted to digital in-house, and circulated to Montana patrons. In January, 2014, all ninety-two (92) NLS magazines were converted to digital for patrons to subscribe. The MTBL Recording Program began digital recording and markup of two (2) magazines: The Montana Outdoors is currently in recording process, and Montana The Magazine of Western History is being prepared for digital markup and recording.*
- Complete the BARD Bibliographic Synchronization project for MTBL’s storage system with NLS.
 - *In process. To be included in FY15 Work Plan. NLS plans to continue its program of Bibliographic Synchronization of BARD books with Network Talking Book Libraries. When this is completed (in October, 2014), this will benefit patrons through increasing staff and volunteer efficiency by eliminating the download time on duplication on demand titles only offered on BARD services.*
- Increase the annual amount of BARD Duplication on Demand physical copies, predicated on the ability to purchase adequate supplies.
 - *Accomplished through an additional purchase of digital cartridges in FY 2014. An increase in staff and volunteer efficiency was accomplished through establishing a circulation monitoring system for duplicated titles, and re-using them to duplicate current titles on demand. This has been a welcome addition to meeting some patron reading demands.*

- Maintain MTBL-MLA (Machine Lending Agency) agreement with NLS to manage equipment and accessory inventory and disposal of cassette equipment.
 - *In-process and on-going. Much has been accomplished with the MTBL-MLA agreement with NLS with most items running smoothly, such as adequate supplies of digital machines and batteries. We are awaiting NLS to supply us with 8 new digital battery chargers (we have 4 units), when the contract for production of more is secured by NLS. The NLS contract is pending for recycling of dead digital batteries, but storage is not currently a problem.*
- In compliance with NLS guidelines, continue to meet the NLS cassette and digital recall programs.
 - Accomplished by MTBL. However, NLS has delayed local shipping while a new cassette and digital book recycling contractor is secured. This has caused storage challenges for MTBL, but is expected to be resolved within the next 3 months.
- Continue production of in-house children's twin-vision Braille collection. In addition, research compatible Braille software, hardware and supplies for potential production of in-house embossed Braille materials.
 - *Partly completed. Ninety-one children's twin-vision Braille books have been completed. Research of compatible Braille software/hardware is to be included in FY15 Work Plan. This was delayed for completion of the Braille Authority of North America's overview, and NLS adoption of changes from Literary Braille to Unified English Braille (UEB), which is currently in process.*
- Pursue the possibility of installing a second in-house recording studio to replace the MSP (Montana State Prison) Deer Lodge recording studio which closed in 2009.
 - *Research is in process. To be included in the FY15 Work Plan.*

Goal Two—Access

2. MSL provides libraries, agencies, and its partners and eligible patrons with convenient, high quality, and cost-effective access to free library content and services.

2.1. Improve the user interface of MSL's Web sites and improve and expand online service to meet changing user needs.

2.2. Use the appropriate technologies and methodologies to increase access to information about Montana that is created and/or maintained by Library partners.

2.3. Improve Montanans' access to library materials (including discovery, request, and delivery), providing more materials to choose from, and making access increasingly efficient.

2.4. Provide reference, circulation and interlibrary loan and data services to MSL/MTBL users.

2.6. Publicize Montana State Library's services and resources.

2.7. Support Montanans' continued free access to the Internet provided through local public libraries.

2.9. Provide appropriate specialized access for the programs and resources available for MTBL patrons.

MTBL Specific FY14 Goals:

- Establish a MTBL Patron Center for patrons to experience demonstrations of a variety of ADA accessible equipment, devices, software and hardware within the MTBL main area.
 - *Completed in October, 2013. Walk-in patrons have benefited from use of the Patron Center. Tour groups have learned about various accessible tools & how they can benefit those with blindness and/or low vision.*
- Improve the user interface of MSL's MTBL Web site through continued development of accessible Word Press website formatting and ensure all MSL webpages have conveniently located ADA accessible toolbars for end users.
 - *Completed. The MTBL website, and our contribution to the SLR Portal in Word Press, was completed ahead of schedule. In addition, MTBL has completed the state government change from WordPress to DNN and awaits further instruction for implementation.*
- Increase user access to MTBL and all MSL resources by incorporating the use of existing and additional social media tools.
 - *Completed. The MTBL Facebook page was successfully completed with weekly posts pertinent to MTBL patron information, agency partnering and MSL resources gaining public awareness.*
- Upgrade KLAS database to accommodate bundling of multiple book and magazine titles.
 - *In-process. To be included in FY15 Work Plan. This will impact how we duplicate multiple books on a single cartridge to customize patron services and utilize MTBL resources more efficiently. NLS and Keystone Systems are currently working on this process.*
- Improve online BARD and WebOpac service to meet changing user needs in cooperation with NLS and vendors.
 - *In-process. To be included in FY15 Work Plan. NLS anticipates a major upgrade to the BARD website in federal FY 15. Keystone is in process of upgrading our WebOpac services.*
- Refine the Digital Duplication on Demand and the NLS Interlibrary Loan processes to improve digital cartridge to accommodate access for non-BARD users.
 - *Completed. MTBL has implemented a process to evaluate which digital books warrant direct NLS-ILL shipping to patrons, and which require*

internal duplication on demand, resulting in an increase in patron reading satisfaction, and staff and volunteer efficiencies.

- Increase MTBL Outreach to Montanans through the Patron Outreach Project, augment completed efforts with all public libraries and other partners with Library Development department staff.
 - *Delayed. To be included in MTBL FY15 Work Plan. A management decision was made to include this as a MSL department-wide advertisement plan.*
- Offer Early Literacy resources to MTBL juvenile users, continue production of Braille Twin Vision children's collection.
 - *Accomplished. MTBL is working with all Public School Districts through their Special Education Teachers and Visual Specialists to provide needed materials for students. MTBL has increased the amount of contact and services to students through Montana public schools, as well as with the Montana School for the Deaf and Blind.*

Goal Three — Training

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

3.1. Enhance Montana State Library's statewide training opportunities including all formats with client-learning as the Library's goal.

3.2. Provide users with trainings and assistance related to statewide offerings and resources.

3.4. Provide regular training opportunities for MSL programs and services

3.5. Train and assist users to contribute content to MSL's collections.

3.6. Provide a central repository of training materials in various formats that support and make successful ongoing statewide projects and MSL resources and services.

MTBL Specific FY14 Goals:

- Maximize Montana State Library's interdepartmental awareness and maximize MTBL staff training through promotion of all MSL programs for increased benefit to MTBL users.
 - *In process and on-going. Now that the MTBL Facebook page is successful, plans are in process to expand information through use of social media, the SLR Portal, and the MTBL Bits of Gold newsletter, to better acquaint MTBL patrons with available MSL resources, in addition to MTBL resources.*
- Provide Braille reading and writing training for MTBL staff.
- Provide digital transition and duplication training and assistance to more MTBL staff and volunteers.

- *The previous two objectives are in process, but delayed due to budget, not enough staff or volunteers. To be included in FY15 Work Plan.*
- Provide regular local, regional and national training opportunities for MTBL staff on user programs, resources and services.
- Provide digital talking book machine (DTBM) repair training to MTBL staff and volunteers with NLS.
 - *The previous two objectives have been completed for this FY, and are on-going. Plans are in place for additional training. To be included in FY15 Work Plan.*
- Increase public librarians' and staff education in the public library environment through resources provided in the MSL Learning Portal.
 - *Completed and on-going as technology changes and opportunities for presentations are scheduled, allowing for enough staff, time and budget to accomplish.*
- Provide MTBL program information and BARD training to public libraries in coordination with Library Development (LD) Consulting services.
 - *To be included in FY15 Work Plan in order to coordinate with LD consultants.*

Goal Four—Consultation and Leadership

4. MSL provides consultation and leadership to enable users to set and reach their goals.

4.1. Represent the interests of MSL partners including public libraries and the GIS community in appropriate legislative, community, regional, and national forums.

4.2. Advise Montana Library directors and Trustees regarding administrative concerns, such as funding, budgeting, policies, and personnel.

4.3. Establish and maintain contact with Library directors and Trustees, and other MSL partners, to remain cognizant of their needs and the challenges they face.

4.4. Provide advice to partners and patrons concerning opportunities for cost-saving and operational-efficiencies.

4.5. Provide leadership and support to identify and address key information gaps for MSL partners and patrons. Gaps may include but are not limited to early literacy, access to sustainable Internet and technology services, access to legal and medical information resources, job related services and services to seniors.

4.7. Provide consultation and leadership to all local, state, federal agencies, and private entities who help MSL support Montana citizens who are blind, have low vision or are physically or reading handicapped.

MTBL Specific FY14 Goals:

- Maintain a referral service for available ADA accessible technology training resources.
- Provide consultation on ADA and NLS guidelines to Library Directors and Trustees and other MSL partners.
- Offer consultation on available resources in the MTBL Patron Center.
- Provide leadership and support to identify and address key information gaps for MSL partners and patrons through utilization of the online MSL Learning Portal.
 - *All of the above have been accomplished, but are always on-going and in need of updates. Key components of MTBL consultation and leadership include each of the above objectives, as opportunities and staffing allow to accomplish.*

Goal Five—Collaboration

5. MSL promotes partnerships and encourages collaboration among its users.

5.1. Facilitate information-sharing partnerships among federal, tribal, state and local government, businesses and citizens. Partnerships should promote the role of libraries in Montana communities, create funding opportunities for Montana libraries, and extend the reach of information services and delivery throughout the state.

5.2. Collaborate with state and federal agencies in order to improve access to public information.

5.3. Assist users in developing collaborative relationships and cooperative projects with other state, regional, national, or international partners (libraries, schools, colleges, museums, archives, local and tribal governments, non-profit organizations, government agencies, the business community, et cetera).

5.4. Assist in marketing content and services to users.

5.7. Work toward regional cooperative efforts, programs, and products that bring additional information value to Montanans.

MTBL Specific FY14 Goals:

- Continue to collaborate with NLS in pursuit of additional compatible software and hardware options for the local recording program.
 - *In-process. MTBL has received approval from NLS to purchase the recommended HABC-NLS audio recording software. MTBL is currently in the process of purchasing this product.*
- Collaborate with local, state and national partners to build reliable assistive resource networks for the benefit of end user independence.
- Collaborate with NLS and other regional talking book libraries to promote availability of local MTBL recorded materials in a downloadable format.
- Promote collaboration with public libraries, public schools and others to offer MTBL services and access to eligible users.

- Provide consultation to partners who serve MTBL users as a result of efforts accomplished from the Patron Outreach Project.
- Work toward regional cooperative efforts, programs, and products that bring additional information and value to eligible Montanans.
- Partner with local volunteer organizations to provide excellent host training opportunities.
- Partner with community organizations to promote volunteerism, volunteer opportunities and recruitment.
- Collaborate with Keystone Library Automated Systems, Inc. to refine and improve database capabilities, including electronic transfer of patron information between talking book libraries.
 - *The above objectives have been accomplished and several are now on-going. MTBL's first local digital book has been approved and uploaded to BARD for nationwide patrons to download. MTBL is promoting collaboration with public libraries, school districts, and community organizations (promoting volunteerism) to offer MTBL services and access to eligible users through avenues that include presentations, social media, one-on-one contact and instructions, as well as referrals. These objectives are to be included in FY15 Work Plan as on-going, due to their importance in the sustainability of the MTBL program.*

Goal Six—Sustainable Success

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

6.1. Achieve and maintain funding at a level commensurate with MSL's mission.

6.2. Sustain administrative resources sufficient to support mission critical content and services.

6.3. Evaluate new and continuing content and services against MSL's mission and long range plan.

6.4. Meet the American Library Association standards for MTBL staffing as recommended by the National Library Service.

6.5. Use Federal Library Services and Technology Act moneys to support new MSL pilots and projects; and support ongoing projects using State funds.

6.6. Recruit and retain the staff necessary to meet the responsibilities of MSL's mission and Montana statutes.

6.7. Foster staff members' value and satisfaction in their achievements and their contributions to MSL's mission.

6.8. Diversify MSL's staff knowledge, skills and abilities.

6.9. Develop the leadership and management skills of MSL staff.

6.10. Market MSL content and services effectively.

6.11. Provide for an information technology infrastructure which insures industrial strength capacity, and reliability.

6.12. Seek guidance from advisory groups and other sources to inform programmatic and policy decisions.

MTBL Specific FY14 Goals:

- Evaluate new and continuing content and services against MSL and MTBL's mission and long range plan.
- Foster staff members' value and satisfaction in their achievements and their contributions to MSL and MTBL's mission.
- Foster volunteer value and satisfaction in their contributions to MSL and MTBL's missions.
- Diversify MTBL's staff knowledge, skills and abilities.
- Develop the leadership and management skills of MTBL staff.
- Provide a Patron Center to increase information technology infrastructure and ensure capacity, reliability and access to users. Learn new ADA technologies in order to assist users and librarians with these new tools
- Continue to utilize materials developed through the Patron Outreach Project to promote, market and raise awareness of the MTBL program and services.
 - *The above objectives have been accomplished and are on-going, such as cross-training, continuing education, and mentoring of staff and between 90-100 volunteers. MTBL recognized the MTBL "team" through the Governor's Award of Excellence in 2013. The annual Volunteer Recognition luncheon affords the opportunity to recognize and appreciate each volunteer's contributions to MTBL patron satisfaction. The Patron Outreach Project in 2012/2013 offered several avenues of showing patron appreciation for both staff and volunteer accomplishments, and recognized the value of each. MTBL established the Patron Center for training patrons, volunteers and staff in the latest or most commonly used technology. MTBL is committed to offering staff and volunteers the best possible training in technology and resources in order to assist patrons in their independence. MTBL continues its partnering with Montana and regional companies and vendors.*
- In compliance with ALA guidelines, work to increase MTBL staff.
 - *It is an on-going challenge to meet this objective. It will be included in FY15 Work Plan.*