



Statewide Library Resources Report March through September 2014

Prepared for the October 8, 2014 Commission meeting
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This report represents the accomplishments of the following staff;
McHugh, Orban, Reymer, McMullen, Henley, Flick, Birnel, Adams, Price, Condrón, and
Marchwick

Goal One – Content - *Montana State Library (MSL) acquires and manages relevant quality content that meets the needs of Montana library partners and patrons.*

- Developed a Share Your Story pilot to encourage local libraries to record and preserve community stories. Share Your Story is an LSTA-funded pilot of the Montana State Library that circulates traveling digital audiovisual recording kits to libraries on a rotating basis. Hosting libraries will be trained beginning in September to use and make these tools available to record and preserve their community's stories, which will be made available on a dedicated website currently under construction. Additionally, themes for discussion and public programs are compiled and developed on the MSL website. Hosting libraries are expected to identify at least one community partner and arrange a public program that is centered on one of these themes. Informational marketing materials will be provided. Desired outcomes from this pilot include:
 - ✓ Previously undocumented cultural heritage from the local community is documented and shared
 - ✓ Measurable increase in awareness of library resources and programs among community members, assessed through participant surveys
 - ✓ Increased access to resources to supplement public programs
 - ✓ New patrons visit the library or make use of library services as a direct result of pilot participation
 - ✓ Community members and staff respond that they have learned new technologies and skills as a result of this pilot
 - ✓ Staff report feeling more confident with hands-on technology training, and offer increased or more varied opportunities to library patrons
 - ✓ Community partnerships are formed or expanded to assist in promoting and collecting interviews, and in leading public programs; Partnership activities are documented and inventoried by MSL staff

- Continued to expand the Montana Makers maker space pilot. The purpose of this pilot is to encourage interest in STEM/STEAM (Science, Technology, Engineering, Art, Mathematics) education primarily in young adults ages 10-17. In a maker space, learning happens actively through collaborative, goal-oriented projects and programs, but also through unstructured access to resources that encourages self-initiated learning. STEAM education also supports development in the areas of critical thinking, creativity, and problem solving. These traveling kits circulate to libraries for 8 weeks at a time. This project supports priorities of the Institute of Museum and Library Services which include enhancing 21st century skills, afterschool programs and community engagement. With recommendations from maker space coordinators and young adults librarians statewide and regionally, tools and materials were ordered for six makerspace kits. The kits include electronics (Arduino boards, Raspberry Pi, Snap Circuits, Squishy Circuits, and MaKey MaKey boards); Lego sets with accompanying curriculum to support projects focusing on engineering, math, physics, and communication skills; paper and fiber tools; and optional items such as telescopes and forensics kits. Hosting libraries are encouraged to expand on the basic kit with their own materials and consumables. Desired outcomes from this pilot include:
 - ✓ Libraries throughout Montana increase STEAM (Science, Technology, Engineering, Arts, Math) program opportunities by making use of circulating maker kits that provide materials not otherwise available in many communities
 - ✓ Observational data collected at hosting libraries indicate that makers demonstrate high levels of critical thinking, creativity, and collaboration
 - ✓ Participant surveys indicate that makers feel more interested, engaged, and confident in STEM subject areas after working with maker kit materials
 - ✓ Library staff surveys indicate an overall increase in confidence in providing STEM learning opportunities through the library
 - ✓ Library staff post-hosting evaluations document successful community partnerships and provide a template for subsequent successful partnership planning
- Provided support and LSTA funding assistance to help Blaine County Library and McCone County Library join the MontanaLibrary2Go consortium.
- With MMP Director, compiled a list of areas with little representation in the current MMP, and visited with several libraries in these areas about possible collections of unique Montana materials to be added to the Montana Memory Project.
- The FY 13 LSTA funded Montana Memory Projects are well underway. Four of the nine projects are completed. The other five are just getting their digital files back from Advantage Companies, the business that was selected through a

limited solicitation to digitize materials submitted by the FY13 LSTA project participants. These projects will be added to the MMP in the next couple of months. In addition to these projects, the University of Montana, The Montana Historical Society and Lewis and Clark County are also working on some new collections.

Goal Two – Access – *MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.*

- Based on the results of a user survey about the DiscoverIT statewide search tool, created potential library focus groups, organized by library type. These focus groups will assist MSL in providing customized DiscoverIt profiles to meet the searching needs of patrons in various libraries.
- Working with MSL GIS and NHP staff, added the GIS Data List and the Montana Natural Heritage Program Field Guide records to the statewide Discover It profiles. These collections add to the diversity of content available through Discover It and provide end-users with an additional access point for discovering information from these two unique resources. The Geographic Information Systems (GIS) Data List is the Montana State Library's list of GIS layers it distributes, as well as a metadata repository for GIS layers that have been developed with the assistance of the Montana Land Information Advisory Council. The Montana Natural Heritage Program Field Guide is an online resource providing information on identification, habitat, ecology, reproduction, range, and distribution of the species of Montana.
- We have added all of our Montana Memory Project collections to The Mountain West Digital Library (MWDL) and they have in turn been added to the Digital Public Library of America (DPLA). This has greatly increased the exposure of our collections across the country.
- The latest MMP web design has been live since June. The site organization is better for finding specific materials and the searching is much improved. The old URL, www.mtmemory.org still works, but the new home page is www.montanamemory.org. The website sees good activity. The first week of the year was the lowest with 886 visits. The peak was 2,298 visitors with most weeks seeing just over 2000 visits. The Average session duration is nearly 6 minutes with the visitor seeing nearly 5 (4.79) pages per session.
- The Montana Memory Project has launched a Facebook page and a Twitter account. Our Facebook fans are mostly women. We are reaching men, but they are not following us as often as women. The goal this year is to continue to increase our social media presence and increase engagement with our collections.

- The Montana Shared Catalog tested and then began a pilot phase for use of the new MobileCirc interface for member library staff. It will provide basic circulation desk functionality including catalog searches, inventory and holds processing for staff using tablet devices. This frees staff to assist patrons at locations other than the fixed circulation and reference/information desks within the library. The desired outcomes of the pilot are to:
 - ✓ Determine the functionality and use of the product in a large, multi-type library consortium.
 - ✓ Obtain feedback from pilot participants and relay to the vendor as they continue product development.
 - ✓ Ensure that the product is stable, bug-free, and has the required circulation functionality needed for all member libraries.

Goal Three – Training – *MSL provides libraries, agencies, its partners and Montanans with appropriate trainings and training resources so that they can make the best use of the resources offered.*

- Provided new director training to 5 incoming library directors to ensure they are aware of all resources available and are prepared to offer the best possible service to patrons.
- Provided on-site trustee training to keep board members informed of duties and procedures, promote trustee certification and encourage open communication between all involved in managing and maintaining the library.
- Co-presented library finance and budget training with Montana Department of Administration staff at Spring 2014 Tamarack Federation Meeting. Librarians and trustees received answers to many of their questions about sources of revenue, budget laws and accounting practices.
- Organized OCLC WorldShare Interlibrary Loan training for Montana Library Association annual conference attendees to provide library staff with an in-person opportunity to resolve any issues related to the transition from WorldCat Resource Sharing.
- Conducted training on OCLC WorldShare at Dorothy Asbjornson Community Library so the library can begin providing Interlibrary Loan services to patrons.
- Presented board trainings at Moore Public Library (on Interlocal Agreements) and Darby Community Library (on Strategic Planning) so that these libraries can return to legal operating status after shutdown (Moore) and make best use of and/or increase funding for the library (Darby).

- The MMP partnership with Mountain West Digital Library has led to an excellent opportunity to offer training to librarians on how to create and add new collections through the DPLA - Public Library Partnerships Project. This training will likely take place this fall. The final arrangements are still being made.
- The MSC trainer traveled to White Sulphur Springs, Ennis and Ekalaka to provide training for the new library directors in those locations. She also provided online training for the new director in Plentywood. The training included an introduction to the MSC and how to operate the Symphony ILS "Workflows" client and online patron catalog.
- Provided on-site trustee training in Butte, Kalispell and Billings focused specifically on preparing for leadership transitions as nearly half of library staff in MT are approaching or at retirement age.
- Prepared for annual Fall Workshops training in Helena – September 28-29. Over 170 librarians are registered to attend this annual event that supports and encourages life-long learning and MSL Certification.
- Provided travel grants to library trustees attending Fall Workshops to promote and support trustee professional development.
- Provided training for special and academic libraries on the EBSCO DiscoverIt! search tool. These librarians need to know more about specializing profiles in DiscoverIt! and this training in Helena is directed primarily at that specific learning outcome.
- Assisted with the Pacific-Northwest Library Association meeting held in August in Helena, to support that regional library association and their important role in promoting professional development among all libraries.
- MSL's CE application process has migrated fully online. In an effort to gain efficiencies in MSL's growing certification program, to gather better data about the certification program, and to improve the experience for our user-librarians, MSL technical staff and the CE Coordinator have worked to move the process of applying for certification entirely online. We've also instituted some procedural changes to the process which include a quarterly, scheduled date to process applications. The result will help keep this growing program sustainable and make it easier for applicants, while improving the rigor of the verification of an applicant's CE. At the same time, the data from CE tracking forms will be captured which CE staff at MSL can use to mark trends, and determine shortfalls in CE so that we are better able to meet the needs of our librarians in the future.

Goal Four – Consultation and Leadership – *MSL provides consultation and leadership to enable its patrons and partners to reach their goals.*

- Consulted with small volunteer library about possibilities for expanding library service, outlining requirements for standards of a state-funded library as well as branch and district options.
- Individual library consultation topics in this time period included statewide projects, statistics, standards, federation business, insurance, interlocal agreements, administration, strategic planning, space planning, policies, human resources, districts, library building issues, volunteers, and collection management. Through this communication with libraries, we help them explore possibilities, solve problems, take advantage of MSL services and projects, and enjoy continued valuable relationships with the State Library and with each other.
- Organized the annual MontanaLibrary2Go membership meeting at the 2014 Montana Library Association conference. The consortium met to vote on the annual budget and updated cost share formula and to discuss its priorities for adding new content formats. The membership approved the Executive Committee's recommendation to divide the bottom tier of the cost formula into thirds in order to make the cost per patron more equitable and affordable for the very smallest libraries that wish to be part of the consortium.
- Negotiated a new six-year contract with OverDrive on behalf of the MontanaLibrary2Go consortium. The contract includes a growth clause which allows the consortium to maintain a relatively low annual hosting cost which will increase only if circulations for the consortium arrive at benchmarks as agreed upon between MSL and OverDrive. This negotiation lowered the overall contract value by \$8,000 and keeps the annual hosting fee \$20,000 lower than what OverDrive had proposed toward the end of the contract, unless circulation statistics justify the increase.
- The Montana Shared Catalog's Policies and Configurations Reorganization project is now in the critical phase of removing or changing policies and configurations that are no longer needed. During this period, MSC Staff has personally contacted more than 45 individual sites to go over policy changes for their respective libraries. So far, more than 700 lines have been removed from the circulation map, more than 600 circulation rules, and nearly 200 lines from the hold map. Hundreds of location names, item types and item categories have been flagged for removal or change as the project finishes up later this year. The goal of the project is to simplify MSC operational configurations and procedures that will:

- ✓ Reduce the MSC Staff workload and cost of maintenance.
- ✓ Place the system in a more nimble position to take advantage of a rapidly changing technological environment.
- The MSL CE Coordinator attended the CE Forum conference, Sacramento, CA in August and also served on the COSLA committee for improving collaboration and outcomes between state library CE programs. This COSLA committee is part of a national initiative of the Institute of Museum and Library Services to assist state library agencies with avoiding the duplication of efforts in CE and to improve CE outcomes. A good portion of the Forum conference was devoted to this national effort as the Forum's primary goal has always been to foster inter-state collaboration and sharing.

Goal Five – Collaboration – *MSL promotes partnerships and encourages collaboration among its partners and patrons so that their information needs can be met.*

- Participated in a Collaborative Summer Reading program planning session for Sagebrush Federation libraries to share ideas for successful and creative programs.
- Attended the Graduation Matters Summit to promote public libraries as a resource for this program.
- Assisted Federation coordinators and members with planning of spring and fall meetings and trainings, plans of service, and expense reporting. Members received training on statewide projects and library futures, and coordinators were able to close out FY2014 and initiate FY2015 work.
- Worked with the interim Courier Advisory Board to draft Request for Proposals for a courier service contract in order to sustain and further develop a courier network for reliable and efficient physical delivery of library material throughout Montana, supported by the greater financial and legal security that a State-held contract can provide.
- The school libraries in Richey and in Rosebud were added to the membership of the Montana Shared Catalog. Both libraries will be manually adding their records to the MSC database and should be ready to begin using the system at their schools by next spring.

Goal Six – Sustainable Success – *MSL is a well-run organization and a sought-after employer; it is efficient and effective (measured against partner and patron outcomes), and successfully engaged in its ongoing mission.*

- Facilitated teambuilding exercises at in-person SLR meeting in May, in order to help division members get to know one another better, understand how other staff members' duties support the division mission, and brainstorm new ways to work together.
- The MSC membership overwhelmingly approved the hiring of one additional support person for the MSC staff. The position is intended to focus on maintaining the integrity of the catalog's bibliographic and item records. After application screening and interviews, the State Library has hired Jemma Hazen to fill this position. She will begin work on Oct 6.
- Four SLR staff attended the 2014 American Library Association Conference in Las Vegas at the end of June, engaging in conversations with vendors, attending interest group meetings and bringing back ideas for new projects and ideas for library development activities.
- In May, the SLR Director attended the third gathering of Library Development directors from western state libraries, in Denver, and led a session discussion on statewide pilots, projects and programs. The Western Council of State Libraries, a division of COSLA, has provided funding for these gatherings. The goals for the May meeting were to:
 - ✓ Learn about national and regional strategies for library development
 - ✓ Plan for library development initiatives, staffing, and collaboration
 - ✓ Participate in professional development and collegial networking to improve job performance

Maps and Detail Reports of Statewide Library Resources activity for this report time period can be viewed at http://msl.mt.gov/For_Librarians/Activity_Tracking/
 SLR activity is organized by six general categories:

- Continuing Education
- Federations
- Library Development
- Statewide Databases and Online Resources
- Statewide Downloadable E-Content
- Statewide Resource Sharing