



**Montana Talking Book Library
November 18, 2014 – January 22, 2015**

Activity Report Prepared for the February 11, 2015, Commission meeting by Christie Briggs, Regional Librarian. This report represents accomplishments of MTBL staff: Briggs, Crepeau, deMontigny, Harris, Landry, Meier, and nearly 100 volunteers.

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

Recording Program:

Upgrading to the new Hindy Recording Program: (Update)

Beginning on January 12th, the volunteer recording teams are being individually trained to use the new recording software, Hindenburg Audio Book Creator, or "Hindy". One volunteer team has begun their first book in "Hindy", titled "Hang 'Em, Montana Vigilantes vs. Henry Plummer" by Donald E. Crosley. The training period for all teams is expected to last three to four months. The books created in Hindy will qualify for upload to the National Library Service (NLS) BARD website, once post-editing and NLS quality assurance reviews are approved. *The benefit to Montana patrons will be a higher quality recording product from MTBL's recording studio. The benefit will extend to nationwide talking book library patrons who will be able to download Montana books using BARD.*

Circulation Management:

Recycled and Recalled Audio Books- MTBL shipped 7,000 audio cassette book (RC) copies to the NLS recycling contractor and submitted 264 recalled digital book (DB) copies during this time period.

-New Patrons: There were 58 new patrons were added between 11-18-2014 and 1-22-2015.

-Materials Circulated: Overall circulation of materials to patrons during this time period (except January BARD stats - not yet available), included 36,951 books in all formats and 197 locally distributed magazines, totaling 37,148. *Benefits to patrons include ease of access and utilization of digital and electronic audio and braille materials as cassette books diminish and digital and electronic books and magazines increase and patron improvements in BARD downloading capabilities and skills.*

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.*

Interlibrary loans:

During this time period there were 106 interlibrary loans processed for patrons. *Benefits to patrons is direct access to materials outside of our internal collection.*

Machine and Accessory Circulation:

Machines circulated to new patrons and replacements for existing patrons totaled 415 machines and accessories during this reporting time period. *Benefits to patrons is access to quality operating machines and accessories in order to listen to reading materials.*

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.*

Patron BARD and other technology device Trainings

-There were 3 new BARD patrons, 1 patron with a new Victor Reader Stream, and 32 existing BARD patrons who received staff training and support.

Experience Works Trainees

As a host agency for Experience Works employment training, MTBL is training two new part-time receptionist/clerical trainees, Catherine and Carla. Training primarily focuses on clerical staff support aspects of patron/customer services, which prepares trainees to re-enter the workforce.

The impact to MTBL patrons is increased timeliness in responding to and communicating with patrons contacting MTBL for assistance. Montana communities also benefit from well trained and informed individuals re-entering Montana's employment workforce.

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

Accessible Technology Fair:

MTBL staff participated in a January Technology Fair sponsored by OverHere Consulting in Great Falls. This event educated participants about advances in accessibility technology designed specifically for individuals with low vision and blindness. Demonstrations were given by MTBL on various access points to the BARD APP, in

addition to information about National Federation for the Blind - Newslines, Montana Association for the Blind equipment loans, Vision Matters products, MT Blind and Low Vision services and Ai2 products.

Benefits to MTBL patrons is receiving staff's information on these accessible devices and contact information to access these resources.

Library Tour and Presentation to Home-school Group:

In December, through a cooperative effort between MTBL and Library Information Services, a tour and presentation was given to twelve local parents and their home-schooled students.

Benefits to Montana home school groups and students is a broader awareness of available MSL resources.

Legislative Library Day Presentations:

In January, MTBL gave presentations on accessible low vision and blind services to over 100 attendees.

Benefits to MTBL patrons is providing awareness to their legislators and others, through collaboration with public librarians, about the value and accessibility of MTBL services to all qualified Montanans.

Social Media:

During this reporting period, MTBL has posted 23 Facebook posts that included announcements of National Braille Literacy Month, Native American Heritage Month, holiday hours, Braille resources, and various profiles of books and authors available for order. These posts reached over 680 social media users.

-MTBL also received its first "Facebook Review" from a social media user who expressed her gratitude for MTBL's staff and services.

The impact to Montana communities includes better communications and awareness about MTBL services for the visually, physically & reading disabled, better access to information as a program of MSL, and gives MTBL patrons a greater presence on social media. This also reminds social media users in general that special services like MTBL are available to those who need them.

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.*

Volunteers

In 2014, 94 volunteers volunteered 9,111 hours at MTBL. This is equivalent to 4.5 FTE's. In the area of circulation, this reflects a greater efficiency and fewer steps in processing the newer design in digital materials being mailed to patrons, and an increase in BARD (Braille and Audio Reading Download) services. An increase is anticipated in recording program volunteers in 2015.

The direct impact to MTBL patrons in having skilled and trained volunteers assisting MTBL staff allows staff to focus on individual patron training, support, and assistance.