Montana State Library Commission
Tuesday, June 23, 2015
9:30 a.m.
Montana State Library Grizzly Conference Room

AGENDA

Lunch break is tentatively scheduled from 12 to 1.

The State Library Commission is committed to providing access to its proceedings in accordance with MCA Title 2, Ch. 3 Part 2 Open Meetings. All meetings of the Commission will be streamed and recorded via an online meeting platform.

The State Library Commission welcomes public comment. The Chair will ask for public comment on agenda items throughout the meeting from persons attending the meeting in person and those attending the meeting through the online meeting platform.

All comments received, including those received through the online meeting platform, become part of the official public record of the State Library Commission proceedings in accordance with MCA 2-3-212.

Members of the public who wish to join the virtual meeting should contact Marlys Stark at 406-444-3384 by 5:00 pm on Monday, June 22, 2015.

9:30 a.m.   Call to Order and introductions
- New commissioners (tentative)
- New staff
- Staff Longevity Award

Additions or corrections to the agenda

Approval of Minutes – **Action**
- April 8, 2015

State Librarian's Report – Stapp

Final Legislative Review – Stapp

2015 Pay Incentive Distribution Strategy – Stapp – **Action**

We make an effort to ensure that our meetings are held at facilities that are fully accessible to persons with mobility disabilities. If you plan to attend our program and will need services or accommodations relating to a disability, please contact Marlys Stark at 406-444-3384 at least five (5) working days prior to the meeting.

Federation FY '16 Plans of Service **– Action**
- Broad Valleys – Judy Hart
- Golden Plains – Janeen Brookie
- Pathfinder – Brett Allen
- Sagebrush – Sonja Woods
- South Central – Nancy Schmidt
- Tamarack – Honore Bray

Courier Contract Administration update– Orban

Montana Shared Catalog Long Range Strategic Plan - Adams

LSTA Statewide Projects Budget update – McHugh - **Action**

Library Development Study Task Force update – Stapp

Montana Land Information Act FY '16 Grant recommendations – Kirkpatrick –
Action

Montana Talking Book Library Draft Loan Policy Review - Briggs

Commission Goals and Objectives – Commission
- FY '15 Commission work plan
- National Library Legislative Day Report – Anne Kish
- Aspen Report follow up and FY '16 work plan review
- August 12 Commission meeting, Kalispell, Montana
  - Election of Officers, FY '15 Final Financial Report, FY '16 Opening Budget, FY '16 Work Plans, Maker Spaces

Public Comment on any matter not contained in this agenda and that is within the jurisdiction of the State Library Commission.

Other Business & Announcements

Executive Session: State Librarian performance appraisal process

Adjournment

Staff Ice Cream Social

FINAL

MONTANA STATE LIBRARY (MSL) COMMISSION MEETING
9:30 A.M., FEBRUARY 11, 2015
HELENA, MONTANA
OR GOTOMEETING

ATTENDEES:

<u>Commissioners:</u> Colet Bartow, Jim Gransbery, Anne Kish, Aaron LaFromboise, Bruce Newell, Brent Roberts and Anita Scheetz.

<u>Staff:</u> Allan Cox, Jo Flick (online), Evan Hammer, Sarah McHugh, Cara Orban, Kris Schmitz, Jennie Stapp, and Marlys Stark.

<u>Visitors:</u> Nedra Chandler and Scott Graber.

Commissioner Bartow called the meeting to order at 9:34 a.m.

APPROVAL OF MINUTES:

Motion was made by Commissioner Roberts and seconded by Commissioner Newell to approve the December 10, 2014 minutes as presented and the motion passed.

STATE LIBRARIAN'S REPORT:

Montana Shared Catalog (MSC) has a new staff member, Jessie Goodwin. Her position was approved in the spring by the shared membership and she will be introduced at the next feasible in person meeting.

The Coal Severance Tax funds have changed again since the last meeting with no cuts anticipated in fiscal year '15. Increased funds are being looked at as one time only (oto) due to the uncertain future of the funding. The Governor is still planning on cuts for the next biennium and the staff has been discussing possible changes as will the Network Advisory Council (NAC).

The FCC e-rate changes continue with a change in the definition of rural to 25,000 or greater to be considered urban or an urban cluster. The FCC did recommend increasing the funding cap to 3.9 billion. Phone service reimbursements will phase out over a five year period.

MSL is adding a seat to the NAC from the MT Academic Consortium. The coordinator, Pamela Benjamin, will represent academic libraries. As reported by Brent Roberts, a task force was appointed last week for the academic library consortium and they will choose shared funding models and joint access to electronic resources. Since the Governor's budget didn't include a statewide academic integrated library system a request for proposal (RFP) will probably be advertised to get pricing.

A new online application from Natural Heritage Program (NHP) was launched in conjunction with the legislative snapshot. The tool gives users ready access to species information.

Usage will likely be about thirty percent for state and federal agencies, sixty percent for profit or private organizations for governments and ten percent for the general public including education.

The FY'15 Library Services and Technology Act (LSTA) official award is essentially the same as the previous year. MSL is implementing a new process for statewide project recommendations that hopefully will help staff plan better including a marketing plan and a complete budget. A template has been developed that staff will need to fill out and submit for approval by Cara, Sarah and Jennie. Any approved proposals will follow the standard practice of going to the NAC for approval and then to the commission.

LSTA funding has been stagnant for several years with some modest declines but costs continue to increase especially as several FTE are funded through LSTA. Consideration of how to best use funds to provide the best and greatest amount of services possible will become increasingly important in the future. Staff is discussing establishing a task force to discuss funding priorities.

Belgrade has been named the best small library in America with a celebration at the library being held February 12, 2015. Planned attendees include Governor and Mrs. Bullock and a Gates foundation representative.

Commissioner Roberts mentioned that he had attended a lecture where sources used came through the Montana Memory Project (MMP).

ORGANIZATIONAL REVIEW OVERVIEW:

Triangle Associates representatives Nedra Chandler and Scott Graber gave a quick overview of what has been discovered through the current organizational review and the process taken to this point. They are currently in the second phase which is facilitation of work teams. Phase three has not been determined yet.

MSL LEGISLATIVE UPDATE:

The legislative snapshot was distributed at the start of the session. There were a lot of new things done for legislators including the use of QR codes to personalize them. Lots of good feedback was received again. The snapshot is a great outreach and marketing tool.

Several commissioners attended the budget hearing. At least five of the legislators on that committee were at library legislative night which had 101 legislators in attendance as well as Governor Steve Bullock, Secretary of State Linda McCulloch, Superintendent of Public Instruction Denise Juneau, and Chief Information Officer Ron Baldwin.

There are no real updates for the budget. The pay increase has not been approved. No response has been received as to whether the FTE removed last session will be added back or whether staff will be laid off. Fixed costs have increased and been approved. The water information system manager position has been approved in subcommittee. The state aid bill

is just an accounting mechanism. The coal severance tax package has not had action taken but a reduction is proposed of $36,000 the first fiscal year and $47,000 the second.

MSL staff has responded to some pieces of legislation and are actively monitoring others. LC3389 to generally revise library laws and sponsored by Dee Brown from Flathead is on hold. State Librarian Stapp shared the library district task force findings with Senator Brown. MACo was also contacted.

HB123 to generally revise public records laws will just change a reference contained within State Library statute but of course other changes are possible. That bill has been sent to appropriations.

HB331 which is an amendment to statute which removes the name half breed from Montana places has passed the second reading in the House. This bill shouldn't be opposed and will create a small work load for Gerry Daumiller.

House Joint Resolution 7 to study Next Generation 911 is built on GIS which would require statewide coordination and integration and state library has expressed an interest in coordination and using the data for other purposes.

FY'15 SECOND QUARTER FINANCIAL REPORT:

Reporting of the he State Library trust account balance has been moved to the general MSL page rather than reporting it on the Talking Book Library (TBL) report because even though most of the funds are for TBL, there are miscellaneous funds included. Breakdowns of those funds can be requested.

Motion was made by Commissioner Roberts and seconded by Commissioner Kish to approve the FY'15 second quarter financial reports as presented and the motion passed.

STATEWIDE CONSULTING SURVEY RESULTS:

There were 45 respondents to the survey which showed strong support for having all Library Development Division (LDD) staff able to answer basic question but mixed results in not having territories for the consultants. From the survey results and staff opinions, the consultants will be assigned a territory again but all staff will be trained to respond to basic requests.

DRAFT STATE LIBRARY ADMINISTRATIVE RULES UPDATE:

The library organizational rule was very outdated so Stapp is requesting that the state library be allowed to move ahead with an administrative rules amendment process. It is not required to follow the process to change an organizational rule but with so many people potentially affected it was felt it would be best to allow that time for input. Along with this update, the basic organizational chart will be updated.

The comment period will run through March 26 and the notice of amendment will be presented at the April commission meeting.

Motion was made by Commissioner Newell and seconded by Member Gransbery to authorize staff to move forward with the rule making process as outlined and the motion passed.

COMMISSION GOALS AND OBJECTIVES:

There are no changes proposed for the annual commission bylaws review.

Motion was made by Commissioner Roberts and seconded by Member Newell to affirm the bylaws as they currently read and the motion passed.

Federation meeting attendees will be Commissioner Kish at Broad Valleys, Commissioner Gransbery at Sagebrush and/or South Central, Commissioner Scheetz at Golden Plains and Commissioner LaFromboise at Tamarack and Pathfinder.

Plans for the Montana Library Association (MLA) workshop will be discussed as the April meeting gets closer.

Commissioner Kish will attend National Library Legislative Day (NLLD) and Commissioner LaFromboise will attend the Research Institute for Public Libraries (RIPL) conference along with two NAC members and Jennie Stapp and Sarah McHugh.

Commissioner LaFromboise is visiting different libraries as part of one of her classes.

Sage Solutions will be presenting on board development in the afternoon after the Broad Valleys, Golden Plains and South Central federation meetings.

Commissioner Scheetz's library has finished the cataloging for Poplar.

Jo Flick has requested pictures of librarians wearing headsets as part of the marketing and outreach for the GoToMeeting pilot.

PUBLIC COMMENT:

There were none received.

OTHER BUSINESS & ANNOUNCEMENTS:

There were none.

ADJOURNMENT:

Motion was made by Commissioner Roberts to adjourn the meeting and the motion passed. Time of adjournment was 10:50 a.m.

MONTANA STATE LIBRARY (MSL) COMMISSION MEETING
10:00 A.M., APRIL 8, 2015
BOZEMAN, MONTANA
OR GOTOMEETING

ATTENDEES:

Commissioners: Colet Bartow, Jim Gransbery, Anne Kish, Aaron LaFromboise, Bruce Newell, Brent Roberts and Anita Scheetz.

Staff: Ken Adams, Jo Flick, Jessie Goodwin, Evan Hammer, Jemma Hazen, Pam Henley, Jim Kammerer, Stu Kirkpatrick, Amy Marchwick, Sarah McHugh, Lauren McMullen, Alana Mueller-Brunckhorst, Cara Orban, Suzanne Reymer, Jennie Stapp and Marlys Stark.

Visitors: Janeen Brookie, Marlys Lee, Karen Perry and four students from Chester/Inverness schools along with their teacher, two county commissioners and several family members.

Commissioner Bartow called the meeting to order at 10:00 a.m.

APPROVAL OF MINUTES:

Motion was made by Commissioner Newell and seconded by Commissioner Gransbery to approve the February 11, 2015 minutes as presented. Motion was made by Commissioner Roberts and seconded by Commissioner LaFromboise to amend the proposed minutes to include that Commissioner Roberts reported on the academic library consortium and the motion passed. Original motion was amended to approve the February 11, 2015 minutes as amended and the motion passed.

STATE LIBRARIAN'S REPORT:

Staff is using a new format for reporting which is based on their work plans and will include updates at every meeting. The work plans for fiscal year 2016 will be viewed in August and reports will be based on those documents for the rest of the meetings of that fiscal year. This should help make other reports such as those for IMLS easier. The challenge is to report on the impact of the work being done and whether the priorities are being achieved and if not why not and what can be done differently. Reporting must also take into consideration resources available such as staff time.

A survey was conducted as part of the organizational review in order to give every single staff person one last opportunity to weigh in on the themes presented by the consultants. Staff will work with Scott Graber on value stream mapping and with the

digital library process on managing reference requests and whether efficiencies can be gained by adapting or forming teams. An implementation plan is being developed and the budget will be discussed with Kris prior to bringing to the staff and then the commission for final approval. For the time remaining in the contract, Scott will work with Statewide Library Resources (SLR) to identify value stream mapping for that program.

State Librarian Stapp toured several libraries in the north central area and she is working on a story map with Stu for viewing. There are pictures on the facebook page. She discussed the impact on libraries in the Bakken area and there will be a later discussion about the support of the community and local government.

Allan Cox reported in the Natural Heritage Program (NHP) that Andrea Pipp and Karen Coleman made a noxious weeds grant funding request. They were awarded $20,000 of the $30,000 requested which was an accomplishment given available funding.

MSL has created a marketing budget this year and Sara Groves has been experimenting with the available types of marketing and what is most cost efficient and effective for the library. One effort is to continue the television marketing that Talking Book Library (TBL) did a year ago and another is working with public radio to promote databases. She is also working with social media advertising with amoebe.

MSL has a contract with Sage Solutions to bring training to some of the federation meetings. This training targets trustees and focusses on succession planning. They present a unique approach which starts with values, missions and goals.

Beth Downs has left Library Information Services (LIS) and Allan Cox has announced his retirement which is set for October 1st. Jennie will be the co-chair of the hiring committee for that position.

MSL LEGISLATIVE UPDATE:

HB2 came out of senate budget claims and will be heard on the senate floor on April 9, 2015. Currently MSL's budget stands at an increase of 1.1% across the board of which the largest increase was fixed costs and the water position. FY17 $4,000 was added for coal severance tax funds. No updated projected estimates have been adopted.

The Legislature approved increases for administrative fixed costs, Library Services Technology Act (LSTA) authority and Montana Land Information Act (MLIA) fund authority. State aid was approved to move from HB2 to statutory appropriation. FTE have continued to be discussed since MSL would like to have the 1.29 FTE removed previously put back in the budget. So far 10 FTE have been given to the Governor's office to use at his discretion so an appeal for FTE needs to go there. Another global motion addition was a permanent two percent vacancy savings so MSL is looking at an overall six percent reduction in the personal services budget which is close to 2 FTE.

Senator Christine Hoffman will carry amendments to restore the FTE. If that fails, an effort will be made to get more funding to fund the FTE.

Commissioners made comments that building relationships to garner support and librarians blowing their own horns more are valuable now and in the future.

Information on all bills of interest is in the materials. LC2289 to revise library laws was not introduced. MSL and MLA were both proponents on the broadband bill which has been tabled. MSL was an opponent of HB368 which had an automatic sunset date on local voter approved levies. That bill was tabled then amended and is still alive but with libraries exempted through amendments.

HB331 which involved place name changes has been sent to the Governor for signature. The study resolution for lidar has been amended and passed the senate and would require MSL coordination if selected. The Early Edge initiate was removed from HB2. The pay plan bill did not pass but an amendment was done in HB2 for contingency funds.

Commissioner Bartow reported that the Governor's office and Office of Public Instruction (OPI) among others were able to get a grant to help increase preschool education which is an opportunity to talk about successful things that are happening.

FY'15 THIRD QUARTER FINANCIAL REPORT:

LSTA FY'13 projects have been closed so they won't show up on any more reports. Because of vacancy savings within Montana Shared Catalog (MSC) $25,000 has been moved from personal to operational to align previous expectations. An additional grant from DNRC was received. MLIA funding has changed significantly from previous years with expenditures being higher and collections lower. The land plan budget as approved last December is reduced by $200,000 from pervious land plan budgets to reflect this change. The Commission will recall that the reduction was split between operations and grants. MLIA grant request were lower for FY'16 and the recommendations for grant approval will be brought in June. The remaining coal severance tax funds is due to the up and down of the projections. Cara and NAC will spend out the last of that funding on Tutor.com sessions, Safari Tech books and e-books. MSL has expressed to the Governor's office that they can't manage constantly changing projections throughout the year.

Motion was made by Commissioner Roberts and seconded by Commissioner Scheetz to approve the FY'15 third quarter financial reports as presented and the motion passed.

MLIA GRANT PRESENTATION:

Four students and their teacher presented on their project called 'Growing Up with GIS' which they accomplishing using their grant award. They gave a brief summary of every

component of the project, what the used and how they accomplished it as well as who they completed it for including mapping the town cemetery, teaching the teachers about geocaching and many more activities. They also talked about possible future projects and how useful they found the materials and GIS. The students had previously presented for MLIAC and were going to present for the ESRI education conference also.

LSTA FY'15 BUDGET:

Motion was made by Commissioner Newell and seconded by Commission LaFromboise to approve the LSTA FY'15 budget as presented and the motion passed.

NETWORK ADVISORY COUNCIL (NAC) REPORT:

During the March 10 meeting the NAC made the recommendation to delegate any LSTA FY'14 balance to FY'16 OCLC Groups Services Contract.

Motion was made by Commissioner Roberts and seconded by Commissioner Scheetz to accept the recommendations as proposed and the motion passed.

The NAC also recommended that five new libraries be accepted into MSC. They will be brought in using LSTA FY'15 funds and therefore will be part of that budget recommendation next in the agenda. Some of those libraries have partners that are already in MSC and will consolidate into one system.

Motion was made by Commissioner Newell and seconded by Commissioner LaFromboise to approve the MSC new libraries and the motion passed.

Finally the NAC had recommendations for the LSTA FY'15 statewide projects budget. Due to increased costs in operations and the increased cost of the DiscoverIt service which is no longer shared with the MSC, the proposed budget is very streamlined with not much room for additional projects. An anonymous donation was received that covered the other half of the Montana Library2Go hosting fee although other areas of their costs have increased.

Commissioners had several questions and requests. Any cost impact from the sale of OverDrive is still to be determined. Exiting OverDrive would be possible but complicated. Negotiations for content would have to be held with each publisher instead of OverDrive if we left the contract. Libraries do look at the expense for e-books as a collections cost. There are about 50,000 active account users with an average of ten percent usage and about 1,000 new patrons each month. Commissioners would like to see user statistics by where the users are located in the state and they would like to see percentages or numbers by library type for print versus electronic collection usage.

Motion was made by Commissioner Kish and seconded by Commissioner Roberts to accept the LSTA FY'15 statewide projects budget recommendations as presented and the motion passed.

LIBRARY SERVICES STUDY:

With the increase in costs for Library Development services and funding remaining the same or decreasing, focus needs to be put towards priorities which will best meet the needs of librarians and users using available resources such as staff time. A task force will be formed to study library development needs and gather input to form recommendations on new and prioritized services. The task force will include representatives from the commission, NAC, federations, library types, junior and senior librarians and as much else to get a strong mix as possible. The task force will decide how to gather needed information and will hold most meetings online although the first meeting will be in person. Commissioner Kish volunteered to be the commission representative to this task force.

MSL ORGANIZATIONAL RULES (ADMINISTRATIVE RULE) ADOPTION:

The rule making process for the organizational rule changes was initiated in order to illicit input on the proposed changes. The comment deadline passed with no comments and at this time the commission can formally adopt the amendments. As part of this update, the organizational chart which is published with the rules was updated and approved by the Governor's office.

Motion was made by Commissioner LaFromboise and seconded by Member Roberts to adopt the organizational rule amendments as proposed and the motion passed.

DIGITAL LIBRARY USER SURVEY RESULTS:

Jim Kammerer presented the summary of the results of the digital library user survey. All the information is available to look at. The survey has given them ideas of which direction to focus on. The commission suggested several ideas that LIS might use to help educate possible users on the programs the library can offer.

COMMISSION GOALS AND OBJECTIVES:

MSL designed forms to use at the federation meeting and would like input on how useful they were. What other forms might be developed that would help in accomplishing various duties?

Member Gransbery reported on a story that ran about the federation meeting he attended where the Columbus library director announced that she won the lottery when a local book store closed and donated 40,000 books to Stillwater County.

Commissioner Kish will attend National Library Legislative Day and Commissioner LaFromboise will attend the Research Institute for Public Libraries conference.

PUBLIC COMMENT:

There were none received.

OTHER BUSINESS & ANNOUNCEMENTS:

This is the last meeting for Commissioner Gransbery and his appreciation gift will be sent to him. He spoke briefly about the complexity of libraries and being the gatekeepers of information.

Kate Lewis, the federation coordinator for South Central Federation, is retiring.

ADJOURNMENT:

The meeting adjourned at 1:51 at which time Karen Archer Perry held a facilitated session with the commissioners and staff on Rising to the Challenge: Re-envisioning Public Libraries.

State Librarian's Report
April and May 2015

Prepared for the June 23, 2015 Commission meeting
by Jennie Stapp, State Librarian

Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana library users.
(Originally reported October 2014) In late August, MSL was informed by the Governor's Office of Budget and Program Planning that we must reduce our FY15 Coal Severance Tax-funded expenditures by 7% or $42,000 rather than the originally projected amount of 25% or $137,000.

To address this reduced shortfall, MSL and the Office of Public Instruction agreed to split the cost of the Tutor.com service in FY15. Montana libraries will see no change in their service as a result of this decision. Additionally there will be no impact to the availability of any statewide databases.

I reported at the August Commission meeting that we were nearing completion on a revised agreement with EBSCO to extend our existing contract by an additional year, at a reduced cost, to make up for the originally planned shortfall. This amendment would have meant no loss of service for libraries and our patrons. Although that amendment is no longer necessary, and our existing databases remain in place, we sincerely appreciate EBSCO's willingness to work with us to minimize the impact of this budget uncertainty. I also want to thank the Network Advisory Council for their work to help us develop a positive resolution to this situation. I'm relieved to know that we will not have to enact such deep cuts and, at the same time, it's gratifying to know that we can turn to our partners to help us resolve situations such as these when they arise.

We are currently projecting full coal severance tax funding for the FY16/17 biennium.
(Originally reported February 2015) After months of fluctuating revenue estimates, the Office of Budget and Program Planning has now advised the State Library that FY 15 Coal Severance Tax cuts are not necessary. Because the long-term future of this funding is uncertain until the legislative session is over, staff are planning to spend this money on one-time-only expenditures. Library Information Services will hire a temporary staff person to help complete a number of unmet tasks including a needed inventory. Statewide Library Resources

is researching the purchase of eBooks through Ebsco and the option to add additional HomeworkMT sessions.

Goal Two—Access

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

(Originally reported October 2014) For the past year MSL has been migrating to a new web Content Management System (CMS). MSL had previously used the WordPress CMS managed by Pressable. While this solution was a good option for us at that time, the State Information Technology Services Division (SITSD) has since begun offering a robust CMS service on the state enterprise web platform. Utilizing the state enterprise web platform provides additional security measures and better opportunities for integration between our web resources and other IT resources. We have worked with SITSD since their initial testing of the system in October 2013, and since that time the entire library program web pages have been migrated from WordPress to the state supported CMS. We expect to move the final page, the MSL home page, by the end of October 2014. In addition to added security and efficiency, moving to SITSD's DNN environment comes at no cost while hosting of WordPress at Pressable came at a cost of $135 per month.

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.

   4.1.a. Present information about the importance of broadband connectivity and E-rate at the Montana Telecommunications Association (MTA) annual conference in Billings, August 5-6. The Montana Telecommunications Association represents the internet service providers for many Montana libraries. From these providers we hear that broadband infrastructure is adequate across the state but we know that libraries lack access to affordable broadband to meet basic internet needs. As we consider how to rectify these opposing viewpoints and to find solutions to the issues surrounding broadband capacity in Montana it is clear that public-private partnerships are necessary and this means engaging MTA as well as the Montana Independent Telecommunications Systems. The first step is to develop a common understanding of the issues and I hope that attendance at this conference will aid in that effort. In coordination with this conference, I will also take John Windhausen, Executive Director of the Schools, Health and Libraries Broadband Coalition, on a tour of four Montana libraries, of varying size. Librarians in Billings, Columbus, Red Lodge and Bridger will have the opportunity to education John on the challenges of providing broadband to their patrons.

(Originally reported October 2014) As I reported at the August commission meeting, I served on panel at the Montana Telecommunications Association annual conference with John Windhausen, the Schools, Health and Libraries Broadband Coalition Executive Director and Kirk Miller, Montana School Administrators Association Director, regarding the impacts of the new

E-rate modernization order. Since that time we have learned that there is some lingering confusion regarding the changing way urban and rural status is determined under the order. Status is currently determined by county; Montana has three counties defined as urban: Cascade, Missoula and Yellowstone. Under the old system, just about every town in an urban county was considered urban. Under the new order the Federal Communications Commission defines urban and rural based on census classifications. On first look, this change seemed positive for Montana because certain communities like Belt would no longer automatically be classified as urban. However, in reading through the footnotes of the order it was noted that the order also relies on the not easily understood urban clusters concept. What it could mean is that communities with a population of 2,500 or more could be moved into an urban classification and potentially lose 10% of their E-Rate discounts. This new definition would impact approximately 30 Montana libraries that are currently classified as rural. Several organizations with which we are involved have asked for a clarification of this order which is contrary to the FCC's stated goal to get more funding to rural areas.

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.

   4.5.a. Serve as a point of contact for the State on the Interconnectivity and Telecommunications Key Industry Network (KIN) under the auspices of the [Main Street Montana Project](). This KIN is one of eleven private sector steering committees that will work to address the tasks set forth in the Governor's Main Street Montana Plan that was announced earlier this spring. There is opportunity for the State Library to contribute resources and expertise to the work of a number of the KINs. Managers are scheduled to meet with MSMP Project Coordinator in early August. In particular, the Interconnectivity and Telecommunications KIN is charged with focusing on the broadband needs of Montana. Through meetings with the Project Coordinator and the State Chief Information Officer I have been tasked with serving as the State point of contact for the Project Coordinator for this particular KIN. I hope that this great opportunity will allow me to play a role in shaping how the state looks at broadband needs and any future policy, funding, and legislative initiatives that this effort may inform, to the benefit of Montana libraries.

(Originally reported December 2014) I attended the October meeting of the [Main Street Montana Interconnectivity and Telecommunications Key Industry Network]() (KIN). This committee, led by private sector telecommunications representatives, continues to evaluate the need for better broadband in the state with an eye to policy and funding recommendations that can be made to the Governor. At the October meeting the KIN heard presentations by the cities of Missoula and Bozeman regarding their municipal broadband initiatives and from the University of Montana and the State of Montana regarding their broadband networks.

(Update: June 2015) I am not certain about the current status of the KIN as the Main Street Montana Program Administrator is no longer on contract.

4.5.b. Understand and explore opportunities to improve broadband access for Montana libraries. Montana libraries continue to lag behind the nation in their ability to provide broadband access for staff and patrons. Numerous factors play into this reality that must be better understood if solutions are to be developed. Leadership opportunities are on the horizon, including the MSMP described above and national efforts to reform e-rate within the Federal Communications Commission. At this time, staff are collecting data and evaluating opportunities for partnerships and funding. Although it seems premature to propose a taskforce to address broadband needs at this time, based on the outcome of these opportunities, we need to be ready to lead.

(Originally reported December 2014) Staff, in partnership with our colleagues at the American Library Association, continue to evaluate the impact of reduced E-rate discounts on Montana libraries. Based on this evaluation we submitted an Ex Parte filing to the Federal Communications Commission (FCC) detailing the impact of some of the changes (see attached).

I communicated our concerns regarding the issue of the change in the rural designation for E-rate recipients to Senator Tester's office. Senator Tester was aware of this situation and is communicating with the Commission about the impacts to Montana. His staff appreciated receiving detailed information from the State Library to further document the concerns.

(Originally reported February 2015) At their December meeting the Federal Communications Commission (FCC) released a second order to continue their effort to modernize E-rate. This order follows the first order issued last July. Policy groups with which the State Library partners continue to study the impact of this new order which includes two key elements previously discussed by this commission: 1) The E-rate cap for funding has been increased from $2.5B to $3.9B annually making more funding available for broadband deployment, internal connectively, and service costs, and 2) the FCC reversed their decision from the previous order regarding the definitions of urban, urban cluster, and rural. Libraries must now be in communities with populations of 25,000 or more to be considered urban or urban cluster. This reconsideration is in keeping with ex parte comments we submitted to the FCC in November and will benefit the thirty libraries in Montana that briefly found themselves considered urban following the initial order.

(Originally reported December 2014) The Schools, Health and Libraries Broadband (SHLB) Coalition contracted for the creation of a report entitled *A Model for Understanding the Cost to Connect Schools and Libraries with Fiber Optics* that documents the cost for broadband deployment to different geographic regions of the country. This report was cited by FCC Chairman Wheeler in recent remarks that he made in early November in which he proposed a $1.5 billion increase in E-rate funding for fiber build-out.

At their November 20 board meeting, I was elected chair of the SHLB Board for 2015. During 2015 I will be responsible for guiding the Coalition as we seek to reach two significant milestones in operational planning to receive continued funding from the Gates Foundation.

(Update: June 2015) As Chair of the SHLB Coalition I had the opportunity to engage with SHLB members and national broadband leaders during the annual SHBL Coalition conference in Washington, DC, May 20-22. There are numerous models for deploying broadband to community anchor institutions for Montana to learn from but they all require state investment. In the coming fiscal year I plan to encourage the Governor's Office to host a broadband summit to explore these opportunities. In particular, I had the opportunity to visit with former Governor Quinn of Illinois, who chaired their broadband advisory council while he was the lieutenant governor and who as been referred to as the "broadband governor." He knows Governor Bullock and encouraged my idea regarding a summit.

(Originally reported October 2014) On September 11 I chaired the Montana Land Information Advisory Council. As was reported to the Council, the MLIA account had its lowest level of revenue collection ever (details are available online: http://docs.msl.mt.gov/Central_Services/Commission_Councils/Montana_Land_Information_Advisory_Council/Archive/2014/09/MLIA_Account_Status_20140901.pdf). Collections seem to be increasing again but reliance on this account as the primary source of funding to support the Montana Spatial Data Infrastructure is concerning and will necessarily cause us to prioritize a strategic approach to address this funding need in the near future.

(Originally reported December 2014) On November 13 I chaired a meeting of the Montana Land Information Advisory Council. Status of available funding through the Montana Land Information Account was foremost on the Council's mind as they moved the recommended adoption of the FY '16 Land Plan. Current account status is detailed below.

(Update: June 2015) On May 28th I chaired a meeting of the Montana Land Information Advisory Council. The council responded very positively to the Montana Spatial Data Infrastructure Work Plan which will be presented to the Commission in August. The issues identified in the plan resonated with the council, and, though this council will turn over at the end of June, they voiced commitment to begin to address those of immediate priority. In particular, the council is committed to identifying creative opportunities to address the MLIA funding challenges. We will initiate a process to evaluate funding opportunities in a meeting with MACo Executive Director Harold Blattie.

(Originally reported December 2014) At the end of October I had the privilege to visit libraries in Glendive, Wibaux, Circle, Terry, Broadus, Miles City and Ekalaka prior to attending the Sage Brush Federation meetings. As the State Library looks for opportunities to find ways to bring innovation to Montana libraries, this trip reminded me of the importance of continued support for day-to-day library operations. Challenges that these libraries face include managing personnel, cataloging, building maintenance, director/board relations and maintaining a web presence.

(Originally Reported April 2015) Over the legislative transmittal break I visited the James E. Shanley Tribal Library (which now serves as the Poplar branch of the Roosevelt County Library), the Sheridan County Library in Plentywood, the Froid and Culbertson Branches of the Roosevelt County Library, the Hobson Community Library, and the Judith Basin County Free

Public Library in Stanford. In particular, these libraries noted the importance of the State Library consulting services that we provide, particularly given some new staff serving those libraries.

(Update: June 2015) I was honored to be one of several invited guests and ribbon cutters at the new Montana City Branch of the North Jefferson County Library District on May 12. It has long been a goal of this district to provide a branch in Montana City. It is well located near key businesses, a bus stop and a large housing subdivision. The opening was well attended and citizens spoke enthusiastically about having a local library.

With the help of Stu Kirkpatrick I have created a storymap using ArcGIS Online to document my visits to Montana libraries:
http://montana.maps.arcgis.com/apps/MapJournal/index.html?appid=cd0af8465e5f4437b5b8b0aac00150bb.

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 governments, businesses and citizens. Partnerships should promote the role of libraries in Montana communities, create funding opportunities for Montana libraries and the GIS communities, and extend the reach of information services and delivery throughout the state.

    5.1.a. In collaboration with the Montana Library Association (MLA) Government Affairs liaison, I will seek to better integrate the Montana Library Association   Board of Trustees interest group with the government affairs committee. The interest group has been inactive for a number of years. Recently a board member expressed interest in playing a more active role to engage the Montana Association of Counties (MACo). There is also a need to add capacity to the government affairs committee to support statewide legislative activities. In late August, MLA and the State Library will host a meeting of the two groups to discuss how the interest group can better support the activities of the government affairs committee. Opportunities include assisting with the planning and hosting of the Library Legislative Night and hosting a reception at the annual MACo meeting. Given the upcoming legislative session we will suggest that the interest group focus on the Legislative Night and other opportunities to support the MLA legislative agenda.

MLA and the Board of Trustees interest group are essential stakeholders of the State Library. They have long been strong supporters of the State Library's legislative goals. The interest group is an underutilized resource that seems to lack purpose and the Government Affairs committee lacks capacity. Efforts to bring these groups together seem like an opportunity for both groups to maximize their capacity to realize specific goals to support libraries through their interactions with state and local officials.

(Originally reported October 2014) Along with key staff I attended the National States Geographic Information Council (NSGIC) meeting in Charleston, South Carolina. During the

state caucus there was good discussion about a forthcoming federal National Geospatial Act which will prioritize geospatial work at the federal level. Based on experience in several states, as was shared with the Commission during the August CATSPAW presentation, it is clear to NSGIC that the act should call for greater support of GIS activities at the state and local level. NSGIC will prepare an educational campaign which will become the focus for state and national legislative efforts in the coming year. This legislation will likely be introduced to Congress in the late winter or early spring.

(Originally reported February 2015) During the third week of October I attended the annual meeting of the Chief Officers of State Library Agencies (COSLA) in Jackson Hole, WY. The agenda included an Previously reported on the recently released [Aspen Institute report on public libraries](#) which I hope the Commission will be able to review in more detail at their April Commission meeting. Other information of importance shared at the meeting included:

- a reminder that the federal budget continuing resolution expires in December and may need to be renewed if the FY 15 budget is not announced;
- Previously reporteds on a variety of different national continuing education initiatives including COSLA's CE Connector grant; and
- an overview of different statewide strategies for delivering broadband to schools and libraries outlined in [COSLA's Planning Guide for Library Broadband Connectivity](#).

Of note, this was the last COSLA meeting for outgoing director of the Institute for Museum and Library Services. In January Susan Hildreth will complete her term as director. She will be replaced by someone representing the museum community as is the practice of IMLS. Maura Marx, IMLS Deputy Director for Libraries will serve as interim director until a new director is confirmed.

(Originally reported February 2015) According to statute the State Librarian is a permanent member of the Electronic Government Advisory Council described in [2-17-1105, MCA](#). Following a recent task force review of the role of this council, the Council, at their November 13 meeting, voted to support legislation that would abolish the committee and transfer the duties of the Council to the Information Technology Board which also advises the State Information Technology Services Division and on which I also have a seat. This Council played an important role a decade ago when the State was first exploring e-government solutions but, now that services are well managed through a state contract with Montana Interactive, regularly advisory council meetings seem unnecessary. I believe this is a positive change that will result in a more efficient use of state resources.

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.
(Originally reported February 2015) On January 16, we received official notice from the Institute of Museum and Library Services that we will receive level Library Services and

Technology Act funding for FY 15. Our official award amount is $1,059,140. Staff are currently preparing recommendations for how to expend those funds. These recommendations will be shared at the March Network Advisory Council meeting and with the Commission for action at your April meeting.

(Originally reported February 2015) Montana Land Information Account collections remain historically low with monthly collections still averaging below $60,000 for the first six months of the fiscal year. However collections for the last two months were slightly higher than the same period a year ago creating optimism for a brighter spring.

(Originally reported October 2014) Our longtime partner, the Natural Resources Conservation Service, continues to feel the impact of sequestration. For nearly two decades the State Library and the NRCS have had an agreement in place that provides infrastructure and professional GIS services to NRCS employee, Cathy Maynard. Because of budget reductions the NRCS and the State Library renewed the agreement for a bare minimum of support for the coming federal fiscal year with the understanding that the amount of funding the agreement makes available will increase as their funding situation improves. The renewed agreement allows Cathy to keep her office space and information technology infrastructure but allows for only a minimal amount of professional support. Although this reduction in funding puts added pressure on the State Library we are pleased that the NRCS recognizes the value they receive from this partnership and chose to continue to sustain it, albeit at a reduced amount, in the face of budget cuts.

(Update: June 2015) Collaborating together, Allan Cox, Evan Hammer and I have begun to update the MTNHP Contract for the FY16/17 biennium. The funding amount will remain $878,226 for the biennium. Primary contract updates reflect changes in the nature of IT services and support due to IT advances both by MSL and SITSD.

(Originally reported February 2015) As noted in your financial report, the State Library signed an agreement with the Natural Resources Conservation Service to continue our in-house partnership. The $16,000 agreement is about half the amount of normal agreements; a reflection of the continued effects of sequestration on our federal partners. Initially the NRCS was going to forgo an agreement altogether but staff was able to demonstrate the significant benefits of our partnership and financial savings to the NRCS as a result of our arrangement. Though the current year's agreement only covers operating costs, the NRCS has voiced a desire to restore funding next fiscal year as funding allows. This added funding is necessary to provide our in-house partner, Cathy Maynard, with professional GIS support.

6.1.a. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session. In addition to supporting and directing staff through various legislative related projects (see MSL work plan) I will:
- Meet regularly with the MLA Government affairs representative to inform the MLA legislative agenda.

- Monitor bill drafts to watch for issues that may impact the State Library and/or the communities we serve. As necessary I will communicate relevant information to appropriate stakeholders and/or will prepare and present necessary testimony.
- Based on May 23 action from the State Library Commission, MSL submitted EPP requests to the Governor's Office of Budget and Program Planning. We continue to communicate with Governor's policy advisors and constituents to see support for these proposals. Further direction from OBPP regarding our requests is anticipated in August.
- As we near the legislative session we will prepare budget testimony and handouts and will identify persons who will testify on behalf of the State Library in support of MSL's budget requests.
- MSL is not carrying and legislation this session but will respond to bills as appropriate.

The legislative session is the most important period of the biennium for the State Library as it is one of the few opportunities we have to propose and receive funding for new services. Careful consideration and planning goes into preparing our EPP requests and submitting them to the budget office. Articulate messages and talking points regarding the importance of our budget requests are drafted and shared with stakeholders and will ultimately be formulated into testimony that will be shared during the session. Because of the potential for statutory changes, both positive and negative, that come about during the session, we also dedicate a significant amount of time to monitoring and understanding a wide variety of bills. This work often involves gathering data, drafting analyses, sharing information with a variety of stakeholders including the legislature. A successful legislative session will result in several funded budget request and no harm done though legislative change.
(Reporting documented in Executive Planning Process and Legislative updates presented at October, December and February Commission meetings).
(Originally reported February 2015) In collaboration with the Montana Library Association, the State Library hosted the biannual Legislative Night at the State Library. It was attended by a record 101 Legislators, the Governor (a first), the Secretary of State, and the Superintendent of Public Instructions as well as numerous librarians, library patrons, and representatives from the Montana Association of Geographic Information Professional and the Montana Association for the Blind. We were told numerous times that Library Legislative Night is a "must attend" event of the session. Due in large part to holding the entire event downstairs, rather than spread through the building, staff reported significantly more and higher quality interaction with attendees.

6.1.b. Session permitting, attend National Library Legislative Day May 4-5, 2015 in Washington, D.C.;

Library Legislative Day is an opportunity to learn more about the American Library Association legislative priorities and to meet with members of our Congressional delegation to express to them the importance of Montana libraries and their need for ongoing federal support through Library Services Technology Act funds and other federal initiatives.

(Update: June 2015) I attended NLLD along with four other representatives from Montana, Anne Kish, Matt Beckstrom of the Lewis & Clark Library, Ann Ewbank from the MSU Dept. of Education and Dawn Kingstad, Glendive Public Library Director and MLA president. We had great visits with congressional staff and we were able to meet personally with Senators Tester and Daines at the Wednesday coffee hour. Tester is a strong support of libraries and LSTA funding. We were able to find points of common support on issues of privacy as they relate to the USA Freedom Act which modifies the PATRIOT Act. Daines is a co-sponsor of this legislation.

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

   6.6.a. In anticipation of staff changes with the Digital Library including staff retirements, I will work with program managers to evaluate the current organizational structure of the Digital Library. I continue to look for opportunities for staff to develop leadership skills and to provide a more integrated services approach for the Digital Library. Staff turnover is an opportunity to evaluate how we might make the most of staff skills and existing resources to meet the goals identified in program work plans and to ease the transition that comes with staff changes.
(Originally reported October 2014) As I reported in August, MSL intends to contract with a business analyst who will be asked to evaluate and to make recommendations about how we can optimize our organizational structure.   The goal of this review is to have an outside professional review the business priorities and workflows of the Library to develop recommendations that can be part of our management toolkit as we work to proactively plan for the future of the Library. We have no preconceived ideas about what any recommendations might be nor will we guarantee that we will implement any recommendations that may come to us, but, we do expect that a consultant will give us examples of organizational models that would build on the strength of the Library and create opportunities for increased collaboration within the agency to better meet our statutory obligations and to serve our partners.

The process for the review will largely be determined by the consultant and will undoubtedly include discussions with staff and Commissioners. We do not yet have a firm timeline. We have issued a limited solicitation to begin the process to select a consultant. Responses to that solicitation are due October 3rd. Once a consultant is selected, we will know more about the details of the review process and timeline.
(Originally reported December 2014) The State Library has contracted with Nedra Chandler and Scott Graber of Triangle Associates to complete an organizational review of the State Library. Nedra was selected through a limited solicitation procurement and came recommended by the Lewis and Clark Public Library. The goal of this review is to have an outside professional review the business priorities and workflows of the Library to develop recommendations that can be part of our management toolkit as we work to proactively plan for the future of the Library.

The process for the review is being largely be determined by Nedra and Scott. To date Nedra has met three times with the senior management team and individually with 16 staff and Commissioner Bartow. Based on these interviews, Nedra and Scott will deliver a planned approach to completing the review and making their recommendations. This plan is due to State Library staff by the end of December. Known next steps include attendance at the December 17 all staff meeting and a planned introduction to the Commission at the February Commission meeting.

(Originally reported February 2015) As the Commission is aware, the State Library has contracted with Nedra Chandler and Scott Graber of Triangle Associates to complete an organizational review of the State Library. The goal of this review is to have an outside professional review the business priorities and workflows of the Library to develop recommendations that can be part of our management toolkit as we work to proactively plan for the future of the Library.

The process for the review is being largely be determined by Nedra and Scott. Each have met with managers and staff on a number of occasions. Nedra shared the results of the initial interviews at an all staff meeting on December 17. Following that meeting staff had an opportunity to respond to a survey which asked for feedback about the themes. Additionally Scott is working with the program managers of the Digital Library Division to utilize a process known as value stream mapping to evaluate the various reference request processes used by the Division to look for opportunities for further collaboration. More detail about the organizational review will be shared by Nedra during February 11 meeting.

(Originally Reported April 2015) The Digital Library Division program managers have completed a value-stream mapping process to review how the programs manage reference requests. As a part of this review, the managers identified that the current siloed approach means that subject matter experts may be called upon to answer general requests resulting in inefficient use of staff resources. Additionally, the current processes mean that users likely do not benefit from cross program expertise and resources and there is no feedback loop to maximize resources including web delivery of information and services. With these opportunities in mind, program managers are currently evaluating how a focus on integrated public services including reference management, training and outreach might improve patron outcomes and allow for more efficient management of Digital Library resources.

With additional funds available in our contract with Triangle Associates, the Statewide Library Resources Division plans to undertake a similar process review (the process will be identified in April).

(Update: June 2015) Based on the value-stream mapping work conducted with Scott, the State Library is proposing a reorganization of the Digital Library Division (See the Org Chart and Charter below). The reorganized structure would not focus on information types as the basis for organization structure but rather, is organized by work focuses including Public Services, Information Management and Information Products. The Commission is asked to

discuss the proposed reorganization at their June meeting. Action will be requested in August to approve the reorganization.

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

    6.7.a. Direct and provide guidance to program managers on and evaluation of program work plans and a new performance objective process that empowers and engages staff and that support the goals of the long-range plan. In FY 2014, with advice from the Department of Administration, the State Library adopted new performance appraisal documents. These documents were shared with staff at the April all-staff meeting. Central to the documents are staff-developed performance objectives. Supervisors and staff understand that program work plans should be developed with significant staff input and should then drive individual performance objectives so that employees can directly see how their performance ties to program work plans and the overall agency long-term plan.

(Originally Reported April 2015) For the past six months managers have been working with staff to implement our new performance appraisal process which ties individual performance measures to program work plans that are reviewed by the Commission each August. Performance objectives are in place for most staff and regular performance appraisals are being conducted. Job profiles are also being reviewed on an annual basis. A process has also been put in place to monitor the performance appraisal process agency-wide to ensure consistent application. Staff report seeing the value in tying individual performance objectives to program work plans to demonstrate direct impact on library strategic goals and, through our reporting we are also beginning to get a better sense of the need to prioritize our work plan goals within existing resources.

(Originally reported October 2014) FY14 equipment funding was prioritized to bolster the machines that host our virtual server environment and to increase the storage capacity of our storage area network (SAN). In order to move our final remaining physical servers to virtual servers we needed to purchase one additional host server, and add memory and processors to three existing host servers. That hardware was purchased at the end of FY14. It has all been received, installed, and the new hardware is up and running. We expect to have five of the eight remaining physical servers migrated to virtual servers by the end of calendar year 2014.

We also purchased hard drives to further expand the storage capacity of our SAN environment. Previous purchases had expanded the SAN to 40TB. In FY14 we purchased drives to fill out the remaining enclosures and increase the capacity to 60TB. We are currently using about half of the existing capacity. The expanded capacity should be sufficient to meet MSL needs for the next couple of years, but we will need to explore longer term storage needs for MSL to understand whether the best approach for expansion after that is to continue to expand on our existing hardware, consider purchasing new or replacement hardware, use hosted storage options from SITSD, or use hosted hardware services from cloud providers. The answer is likely a combination of many of these options but we need to better understand MSL program needs to come up with the best solution for the library.

(Originally reported October 2014) Also included with the State Librarian's report is the results for the State Library Work Force Pay Equity audit which was conducted as part of the larger audit for the Governor's Task Force on Pay Equity. Overall the results demonstrate relative pay equity within the agency which can be attributed to our use of the Broadband Pay Plan. However, differences in salaries for traditional library positions and IT positions continue to make it difficult for the State Library to maintain true pay equity across the agency. The question of how to address this concern has been raised with the Task Force as an issue that requires further study.

(Originally reported December 2014) The Montana State Library has benefitted from the generous bequest of Robert Moran, longtime librarian at the Red Lodge Carnegie Library who passed away in late 2013. During his years of service, Mr. Moran came to know and appreciate the services of the State Library and stipulated in his will that we receive $5,000 from his estate. This donation has been received and deposited in the State Library Trust.

(Originally reported December 2014) Montana Land Information Act collections remain historically low. As a result, the FY'16 Land Plan budget recommends a reduction of $200,000 from FY'15. Though the amount projected below is approximately $14,000 less than the proposed budget staff believe this amount will be made up in underspending in both grants and operations.

Introduction

The staff of the Montana State Digital Library manages the information collections of the Montana State Library in accordance with Montana statute and the library collection development policy approved by the State Library Commission. In doing so, we work with our users to ensure that the information managed by the State Library addresses the information needs of our users. The staff also uses that information to respond to reference requests. Staff develops tools and online information resources to provide self-serve access to much of this information. We offer training and education to help our users become familiar with the resources that we make available. We continually look for opportunities to more effectively meet our statutory mandates and to improve quality of information and services that we provide.

Though users seem to be generally satisfied with the information they receive from the Digital Library and some recent advances, such as the addition of the GIS Data List and the Montana Field Guide to DiscoverIt, created some opportunities for program integration, staff workflows within the three programs of the Digital Library, Library Information Services, Geographic Information, and the Natural Heritage Program, remain in silos. Information management systems used to manage reference requests are ad hoc or are aging and losing functionality. The systems are not coordinated across programs of the Digital Library group. There is an inequitable distribution of the number of information requests received. There is no consistently used IT solution for tracking requests, and therefore no reliable way to understand the nature of prior user requests and to look for possible ways to improve user experience across the division. There is no division level feedback loop to drive changes to web sites, applications, collection development, and other patron focused value added tools and training opportunities. Specific audiences from individual programs receive the majority of our attention, while little effort is put into addressing the information needs of general State Library users who may benefit from information from more than one program.

To address these concerns and to ultimately create a future-focused, user driven Montana State Digital Library, the State Librarian and Digital Library Managers propose a reorganized Digital Library. The proposal focuses on program functions and allows for cross-functional teams that address priorities of the Digital Library as determined by a single Digital Library Administrator and lead staff.   Program functions include Information Management, Information Products Administration, and User Services (see below).

Definitions

Information Management – is the creation, collection and organization, including the planning, structure and organization, controlling, processing, evaluating and reporting of information activities, of information from one or more sources.   Examples of information managed by the Digital library includes state publications and federal documents, the professional library development collection, the Montana Spatial Data Infrastructure, water and natural resources information. Staff include GIS Analysts, a Librarian and a Library Tech.

Information Products Administration – is the development, administration, evaluation and improvement of a broad set of processes and tools that ensures the Library has the ability to collect, store and access and distribute all information within our collection and that users have the ability to discover and use the information to meet their information needs. Examples of information products include the Digital Library website, online web applications, web services, and licensed online databases. The Water Information System and the Natural Resource Information System can be thought of us information products that deliver information to our users. Numerous processes are necessary to ensure the effective use of these products both by staff and users. Processes include metadata coordination, web and application development, user authentication administration, etc. Staff includes GIS Analysts and a systems programmer.

User Services – is the direct interaction with users in the forms of request fulfillment, reference request management, training, marketing, etc. Through direct user interaction, User Services staff evaluate users' needs and the availability of information and the tools that make that information available to determine how effectively the Digital Library responds to user needs. Staff includes a Librarian, Library Techs and GIS Analysts.

Cross functional teams - staff identified from the different functional areas of the Digital Library to work together to address prioritized responses to users' needs.   Work involves anticipating, analyzing and interpreting user needs and issues that might impact priorities of the Digital Library. Current work groups should be managed by cross functional teams.

Digital Library Team Reorganization	**Project Charter**

Project sponsor: *Jennie Stapp*
Project team: *Allan Cox, Stu Kirkpatrick, Jim Kammerer, and MSDL staff as necessary*
Project manager: *Evan Hammer*

Current State Problems and Business Needs:
The three programs of the Digital Library, Library Information Services, Geographic Information, and the Natural Heritage Program, are currently siloed. Each of these programs has an information collection or creation component; each program takes advantage of technology tools to make information accessible to patrons; and each program commits staff time to direct engagement and support of patrons. Some of the systems used to manage reference requests are ad hoc, and none are coordinated across programs of the Digital Library. There is a lack of consistency, cross training, and definition of cross program user needs. Little effort is made to find and share information from each program with users to the detriment of our users. There is no consistently used IT solution for tracking requests, resulting in limited ways to understand the nature of prior user requests and to look for ways to improve user experience. There is no division level feedback loop to prioritize and drive changes to web sites, applications, collection development, and other patron focused value added tools and training opportunities. Staff finds that it can be difficult to route general requests for users who don't know the specific program from which they want information. There is often an inefficient distribution of requests, resulting in issues with requests sometimes not being reviewed in a timely manner. All staff are expected to be both specialists and generalists, developing specific skills for data collection and management while also needing broader understanding of available resources to assist patrons in need.

Measurable Target Condition: (Think about how these will be measured)
More consistent and efficient handling of requests and ability to track them;
Increased patron familiarity and satisfaction with services, and increased use of MSL services over time;
Increased patron driven acquisition and collections that better reflect user needs;
Greater ability for staff to focus on their work with fewer interruptions;
Increased staff autonomy and responsibility, opportunities to learn lead/management techniques;
Improved coordination across program areas;
Less program focus and more emphasis placed on user needs;
Improved ability to manage changes in budget and FTE driven from the Legislature.

Proposed Project Scope:
Reorganize the Digital Library to focus on program functions and that allows for cross-functional teams that address priorities of the Digital Library as determined by a single Digital Library Administrator and lead staff. Program functions include Information Management, User Services and Information Products Administration (see attached org chart and definitions).

Deliverables:
Implementation of a new organizational structure for the Digital Library, including a defined information request management process.

Dependencies:
- *Staff Input;*
- *State Library Commission approval.*

Constraints

- *Staff Time: at this time no additional FTE is planned and we need to absorb the loss of 1 FTE resulting from legislative session;*
- *Any process changes cannot degrade statutory responsibilities;*
- *Budgetary constraints: No additional funding is available to make this change happen.*

Risks

- *Alienation of Patrons;*
- *Increased workload for staff (long term) or other negative staff impacts;.*
- *Degraded communication among staff, confusion about roles and/or reporting structure;*
- *Worse service.*

Metrics

- *Number of Information requests;*
- *Staff time available for handling requests;*
- *Non-staff resources available for request handling;*
- *Patron satisfaction (via survey);*
- *Staff satisfaction (through annual reviews and surveys).*

Anticipated Benefits for Patrons and Organization

- *Reduce request response times (based on request type);*
- *Reduce the number of unnecessary forwarded/redirected requests;*
- *Improve the quality of responses to requests;*
- *More efficient use of staff and technical resources;*
- *Customers are better able to help themselves to content without direct assistance;*
- *Focus on metrics, leading to improved agency records management, reporting and retention (accountability);*
- *Increased diversity in staff workloads (some will see this as a benefit);*
- *Reduce a backlog of requests and keep it from re-occurring.*

User Story:

As a library patron, I don't want to have to know how the Library is structured in order to access the information that is there. When I request assistance or information about a topic I expect to receive a comprehensive response to that request that includes resources available from any applicable Library program, not just those which I know to ask about. The library should be a well-run organization that maximizes the use of staff resources and technology solutions to provide efficient, effective access to high quality information.

Digital Library Administrator
1 FTE

- Senior Mgr
- Program Admin
- Supervision
- MTNHP Contract Admin **

Users Services
4.75 FTE (two leads)
Librarian
Library Techs
GIS Analysts

- Reference
- GIS Coordination/Grant Mgmt
- ILL
- Reading Room Admin.
- Conference Room Admin.
- Circulation
- Training
- Programming
- Marketing

- Professional Library Development

Information Management
6.5 FTE (3 leads)
GIS Analysts
Librarian
Library Tech

- Government Information

- Geographic Information

- Water & Natural Resource Information

Information Products
3.5 FTE (1 lead)
GIS Analysts
Systems Programmer

- Metadata coordination
- User access
  - Web
  - Apps
- Archiving /Records Mgmt

** Integration of MTNHP workflow & services that align with these program areas will be evaluated during contract negotiations

Central Services Report
April and May 2015

Prepared for the June 23, 2015 Commission meeting
by Kris Schmitz, Central Services Manager

This report represents accomplishments of Central Services staff: Kris Schmitz (Central Services Manager), Marlys Stark (Administrative Assistant), Colleen Hamer (Data Technician) & Carol Churchill (Accounting Technician)

Goal One—Content

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

1.1. Increase Statistics quality
    1.1.a. We produce accurate and timely statistics and analysis for public library development, continuous improvement and long-range planning.
(Originally reported February 2015) The 2014 PLS collection was completed on time and was opened to libraries two months earlier than in the past. This allowed for timely input. A new format for technical assistance – drop-in webinars, was very well received with over 40 attending the five time-slots.
(Originally reported April 2015) Worked with various staff to update the current statistical database and set up demo from two companies that provide the service of Public Library Statistic Collection and output options.

(Update: June 2015) A meeting is scheduled in June to debrief regarding the two demonstrations from companies that manage public library statistics across the country. We responded to the annual national proposed statistics revisions ballot, due in early May. A July meeting of the Public Library Statistics Task Force is planned to review several issues. The task force is proving to be a useful body for ongoing process improvement for the statistics.
    1.1.b. Attending Fall Workshop and MLA with training sessions. Contacting 82 main public libraries. Creating custom printed brochures for a sampling of libraries.
(Update: June 2015) Help create and present a workshop at MLA called "Your Library Counts (Public Library Statistics).The training had maximum attendance and was very well received with good follow-up questions and positive feedback. Printed 82 custom posters and handed them out at MLA and sent to the Golden Plains federation meeting.

Goal Two—Access

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

2.1. Continue to help build libraries' collections
    2.1.a. Will help develop TUMBLR account in order to easily integrate data into Legislative Snapshot and the "Share Your Story" effort.
(Originally reported February 2015) The TUMBLR account is active. "Share Your Story" content is yet to be added to the account.
(Originally reported April 2015) The "Share Your Story" PSA has been added to the TUMBLR account. Creating a postcard to raise awareness of the "Share your Story" resources. Creating an instructive pamphlet for MMP Partners. Creating tickets to support the give-away of library materials at MLA.

(Update: June 2015) Created promotional items for the MSC texting service, Shoutbomb. Created patron instruction cards for MSC library accounts.

Goal Three—Training

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.
(Originally reported April 2015) Created a slideshow to be added to our new Slide Share service outlining Library Director responsibilities and procedures for updating library, employee and trustee information in the Library Directory. Conceived a campaign plan for Outside the Lines effort which culminates in September 2015. Created instructions, data collection form and press release. Libraries will choose one of their resources to report on. Data collection forms were created for MSL resources MTLib2Go, GoToMeeting, Summer Reading and a generic for other campaigns of the library's choosing.

(Update: June 2015) Several additional webinars are planned to support the FY2015 statistics collection (opening in early July). Led an internal review of the Public Library Standards process (which culminates in the state aid dissemination). Streamlined federation grant agreements process to increase efficiency and accuracy.
3.1. Increase awareness and use of the statistics output tools.
    3.1.a. Will be available during the Fall Workshop and MLA to provide awareness training.
(Update: June 2015) Help create and present a workshop at MLA called "Your Library Counts (Public Library Statistics). Great follow-up questions and feedback were received.
    3.1.b. Will continue to provide drop-in webinars.
(Update: June 2015) Created three different webinars to support the public library statistics collection and output use. Learning to use the recording and editing process associated with the GoToMeeting account.

Goal Six—Sustainable Success

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

6.1. Improve areas of service Central Services provides such as administrative support, human resources and financial management so that they better support the business needs of the agency and are in compliance with federal and state laws, rules and regulations.
(Originally reported April 2015) Central services staff has attended training in Family Medical Leave Act (FMLA), Fair Labor Standards Act (FLSA), Voluntary Employee Beneficiary Health Benefit Plan (VEBA) and Photoshop classes to help provide a better understand and support in these areas for staff.

(Update: June 2015) Working with program managers on the effects of the Affordable Care Act (ACA) and what that means to the Temporary Service Vendor Contracts and temporary employees at MSL. Converting hundreds of pages of LIS work manual from wiki to DNN. Created Google forms document for Commission to support their MLA discussion. With the help of program managers, the majority of year- end purchasing has been accomplished a month a head of the deadline.

    6.1.a. Will create a survey monkey for MSL staff, with the design being able to provide feedback about the overall value of the services employees receive from CS staff, timeline objectives, administrative support, personal support, benefit support, purchasing support as well as to gather feedback for additional assistance that may be needed.

    6.1.b. Will develop a tool to enforce a better time management practice for the services we provide based on the feedback received in the survey. Goal to inform all staff of the timelines set and cut down on last minute requests.

    6.1.c. Will develop a job profile, recruitment and interview package.

    6.1.d. Will develop a pre-employment (onboarding) benefit package.

(Originally reported February 2015) Staff is currently training for the new State of Montana Recruiting System (SOMRS) which will have impact on the process of recruiting and onboarding process that we follow.

(Originally reported April 2015) Central Services Staff have had two additional hands-on training sessions and have posted two current vacant positions in the new system and recruitment is now going on. Additional training is on-going for the MSL recruitment committee in using the new system to screen and rate applications received.

(Update: June 2015) One of the vacant positions that MSL was recruiting for at the last report has not had a successful recruitment and is still technically open. The other position has been hired and during the process staff trained on all tasks for completing the hiring process and the onboarding process for a current state employee. Training will still be needed for differences in hiring someone new to state government but that should be fairly simple and conducted when the first hire is done that fills that requirement.

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

(Update: June 2015) Worked on projections for closing out FY 15 budgets and year end purchasing. Going over FY 15 year end with program managers. Worked up new draft "FTE" and operating budget for the Digital Library reorganization based on the organizational review. Created brochure of LSTA programs and achievements for use at National Library Legislative Days.

    6.2.a. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session.

        6.2.a.a Monitor bill drafts to watch for issues that may impact the State Library Budget and employees.

(Originally reported February 2015) Created a preference account to actively track bill drafts.

        6.2.a.b. Will submit EPP requests to the Governor's Office of Budget and Program Planning. We continue to communicate with Governor's Office, Legislative Branch and Legislative groups defending those requests.

(Originally reported February 2015) Successfully and on-time submitted MSL EPP request to the Governor's Office.

        6.2.a.c. Will submit budget requests for 2017 biennium to the Governor's Office of Budget and Program Planning and all required additional task per memo's issued by the Governor's Office. We continue to communicate with Governor's Office, Legislative Branch and Legislative groups defending the request submitted.

(Originally reported February 2015) Successfully and on-time submitted MSL budget request to the Governor's Office. Currently working with all groups on Legislative questions.

        6.2.a.d. Monitor, defend, prepare and anticipate all courses of action needed to support the Montana State Library through the 2017 session.

(Originally reported February 2015) Created numerous spreadsheets to balance to the 2017 Biennium Budget Analysis that was produced by the Legislative Fiscal Division (LFD). LFD was directed to use a different base for comparison of the Governor's budget.

(Originally reported April 2015) Prepared for and attended Education Sub-Committee hearing, House appropriated hearing on HB0002 and executive action. Updated spreadsheets to balance to the latest version of HB0002. Worked on various spreadsheets to anticipate the cost effect of HB0013 (Pay Plan). Created budget pamphlet for hearing committee. Created multiple flyers, posters and document for Legislative Night.

(Updated: June 2015) Prepared for and attended Senate Financial and Claims hearing on HB0002. Follow-up on the Senate Floor action and Free Conference Committee action on HB0002. Updated spreadsheets to balance to the final version of HB0002.

        6.2.a.e. Gathering data, drafting analyses, sharing information with a variety of stakeholders including the legislature. A successful legislative session will result in several funded budget request and no harm done though legislative change.

(Originally reported February 2015) Ongoing – Actively working with the State Librarian on all issues that develop during the session. Supplying spreadsheets at request for various issues.

(Updated: June 2015) Finished the Legislative Session and tracking of final bills. Preparing the 2016/2017 turnaround documents. Attended training with the Governor's Office on inputting budgets into the new IBARS system. Preparing and balancing out FY 16 & FY 17 budgets.

6.3. MSL will deliver a 2015 Legislative Snapshot to Legislators at the beginning of the 2015 legislative session.

> 6.3.a. Will assist in the development of the Legislative Snapshot.
> 6.3.b. Will assist in the collection of data for the snapshot
> 6.3.c. Will produce the print version of the Legislative Snapshot.
> 6.3.d. Will deliver the print version to Legislators during the first week of the legislative session.
> 6.3.e. MSL staff will use a satisfaction survey(s) of legislators to seek information about the value of the snapshot. The survey will be open during and after the legislative session and it will be designed to provide information about the overall value of this tool as well as to gather feedback for updates to the current and future versions.

(Originally reported February 2015) Worked with other staff to successfully produce the 2015 Legislative Snapshot. The Data Technician (Colleen Hamer) position played a major role and many hours in collection/organizing/formatting the print version of this snapshot. Was delivered during the first week of the legislative session on-time.

6.4. Promote adequate systems of Internal Control.

> 6.4.a. Test, monitor and update the current Internal Control Policy.

(Originally reported February 2015) Currently reviewing the Internal Control Policy in preparation of the Financial Compliance Audit which will begin starting in March, 2015.

(Originally reported April 2015) Have been notified that the audit will be pushed back a few months. No date has been given yet. An Internal Control and Evaluation & Monitoring Plan for the State Library and been reviewed and updated for 2015 by the management team and supervisors at the Library. Inventory of all capital and non- capital assets has been completed and reconciled. State Ethics Code of Conduct refresher video was provided to staff in the February staff meeting. Policies/procedures updated in the staff hand-book are the 2015 Internal Control plan, Refreshment/Meals procedures, MSL safety training Plan, a MSL Strike Plan and MSL VEBA Plan.

Geographic Information Program Report
April and May 2015

Prepared for the June 23rd, 2015 Commission meeting
by Stu Kirkpatrick, State GIS Coordinator

This report represents accomplishments of the Geographic Information Program (includes Natural Resource Information System and Water Information System) staff: Keith Blount, Bob Holliday, Troy Blandford, Gerry Daumiller, Maya Daurio, Michael Fashoway, Duane Lund, Diane Papineau and Meghan Burns.

Goal One—Content

1. MSL Geographic Information Program will acquire and manage relevant quality geographic information that meets the needs of users.
1.1. The team will complete documentation for Cadastral, Geodetic Control and Boundaries started under the FY14 CATSPAW project. The (landownership) team will determine whether a general workflow documentation template will meet the needs of the entire program.
(Originally reported April 2015) The landownership team has adopted Microsoft One-Note as a standard for documenting workflows. Documentation for loading geodetic control into the Multi-state Control Point Database (MCPD) was completed in March. Documentation of the boundaries workflow is 75 percent complete.

(Update: June 2015) Progress on the boundaries workflows has resumed with the hiring of new GIS Analyst Meghan Burns on May 4th. Work on the CadNSDI adjustment work flow has started with the goal of completion by July 31.

1.2. Move a minimum of three feature classes from the Natural Heritage Managed Areas geodatabase into the parcel fabric
(Originally reported April 2015) Staff member Daurio is leading this project. The team has met three times and is in the process of determining the format in which the data shall be maintained and an assessment of what data from the managed areas geodatabase is maintainable in the long term. Actual migration of the data will occur this spring in time to prepare our annual public and private landownership maps in August.

(Update: June 2015) It is the determination of the team working on this project not to put the various land management themes in the parcel fabric. However they will be separated out with an individual work flow attached to each theme for maintenance.

1.3. Complete a Land Ownership and Water sections of the annual Land Information Plan, the Montana Spatial Data Infrastructure (MSDI) Work Plan and the FY16 MSL work plan.
(Originally reported April 2015) Staff member Papineau has been charged with developing the FY16 MSDI work plan. All fifteen MSDI theme stewards have been interviewed and the plan is in draft form. The plan should be ready to submit to the Montana Land Information Council in May and for final Commission approval in June.

(Update: June 2015) The MSDI work plan is complete and was well received by the Montanan Land Information Advisory Council at their May 28th meeting. A FY16 MSL work plan will be presented to the Commission in August. The next land plan will come in fiscal year FY16 and be part of next year's MSL work plan.

1.4. Complete a hydrography web application for submitting revisions and viewing completion status
(Originally reported April 2015) The Water Team continues to process edits submitted through the online Hydrography Edit Request Viewer. In February and March, staff member Daurio completed over 400 edits in the Bitterroot subbasin. Edits were also made in the Flathead and a subbasin of the Yellowstone. The queue of pending revision requests is currently 180. **This task is considered complete.**

1.5. Document procedures to efficiently process incoming hydrography update requests submitted through the hydrography web application.
(Originally reported April 2015) The Water Team adopted Microsoft One-Note as a standard for documenting workflows. Documentation for processing proposed hydrography revisions and updating the statewide MSDI Hydrography dataset was completed in February. **This task is considered complete.**

1.6. Work with the Montana Climate Office to package climate products by watershed
(Originally reported April 2015) Staff members Blandford and Fashoway met with Michael Sweet from the Montana Climate Office via GoToMeeting in February to identify which and how climate products will be added to the GIS Data Bundler and Data List.

(Update: June 2015) The list of climate related products to be added to the Data Bundler and the Data List have been identified. Completion of that work will occur in June.

1.7. Work with partner agencies and the Hydrography Working Group to identify the hydrography features of most value to partner agencies.
(Originally reported April 2015) A survey asking partners to identify the hydrography dataset features and attributes of most importance to their agency was sent to the Hydrography Working Group. Survey results were discussed at a follow-up working group meeting in February. Gathered information is being used to identify MSDI Hydrography and Water Information System work tasks for FY16 and beyond. **This task is considered complete.**

1.8 Cross train staff in parcel and boundary adjustments and editing – At least four staff members understand how to edit and adjust data within and outside of the parcel fabric **(NEW - Update: June 2015)** We are at the point where three staff members understand adjustments and editing within and outside of the parcel fabric

Goal Two—Access

2. The MSL Geographic Information Program will provide our partners and patrons with convenient, high quality and cost effective access to geographic information

2.1. Re-engineer the Digital Atlas
(Originally reported February 2015) In January MSL management signed a project charter empowering at team made up of MSL IT and Geographic Information staff to implement the recommendations compiled by the Digital Atlas Replacement Options Team last fall. A Digital Atlas Replacement Team will be tasked with implementation of the core map, table and report, data download and other functionality contained in the original investigation. The team will be meeting to develop a project time line with intentions of completing the project within the calendar year.
(Originally reported April 2015) The digital atlas replacement team has been formed. It has documented over twenty user stories (use cases) that, after prioritization, will form the core requirements. Prioritization of the user stories is scheduled for the last week of March.

(Update: June 2015) Work is underway, being managed under the "AGILE" project management concept. Much of the programming to set up the mapping components has been completed and fulfilling the report requirements is the next step. This project appears ahead of schedule and a prototype may be released this fall.

2.2 Archive all associated relevant data currently contained in the appraisal folders.
(NEW - Update: June 2015) A snapshot of all MSDI themes was archived in January. We continue to appraise and archive the backlog of data contained in the appraisal folders

Goal Three – Training

3.1 ArcGIS Online Training
(NEW - Update: June 2015) The Geographic Information Program has been working with Esri to organize an appropriate Library wide training that would allow staff to make better use of ArcGIS Online functionality like story maps. An example of a potential use of story maps to highlight the outreach of the State Librarian is here:
http://montana.maps.arcgis.com/apps/MapJournal/index.html?appid=cd0af8465e5f4437b5b8b0aac00150bb
We have provided Esri with a suggested agenda for two day training and are hopeful this will take place in the June/July time frame.

Goal Four—Consultation and Leadership

4. The MSL Geographic Information Program will provide consultation, leadership and training for the development and use of geographic information and spatial technologies

4.1 **(Originally reported February 2015)** The program worked with State House Representatives Jenny Eck (HD79) and Tom Steenberg (HD99) to create House Joint Resolution Number 7 http://leg.mt.gov/bills/2015/billpdf/HJ0007.pdf requesting an interim study of next generation 9-1-1 in Montana. This resolution recognizes the criticality of including GIS planning as part of implementing the technology that will drive the 9-1-1 systems of the future.

(Originally reported April 2015) Staff members Fashoway and Kirkpatrick have worked with Representative Tom Steenberg (HD 99) to finalize the language contained in HJ 7, a bill to form an interim legislative committee to study next generation 9-1-1. Staff met with representatives of the telecommunications industry to address their concerns and adopt some compromise language. In the process a dossier of documents and internet links to next generation 9-1-1 topics was developed and will be provided to local 9-1-1 providers to assist them in making informed decisions in the future. HJ 7 passed third reading in the House on 3/14 and will likely be referred to the Senate Energy and Telecommunications Committee.

(Update: June 2015) HJ 7 was passed by the legislature and also received a priority status that will allow an interim legislative committee to study the issue. Additionally Jennie Stapp met with the State CIO and Director of the Department of Administration in order to get GIS representation on the re-formed 9-1-1 Advisory Council.

4.2 **(Originally reported April 2015)** Staff member Kirkpatrick, along with MSL CIO and Digital Information Manager Evan Hammer, attended the NSGIC Mid-year meeting in Annapolis, Maryland. They visited the offices of Senators Daines and Tester to explore ways MSL and their office could share mapping resources available at MSL. They also gained valuable information related to imagery and next generation 9-1-1 that will be shared with the Montana GIS community. **This item is considered complete.**

4.3 **(NEW - Update: June 2015)** The MSL Geographic Information Program has been awarded an Esri Special Achievement in GIS award for its work in the land records arena. That award will be accepted at the Esri User Conference in July.

4.4 **(NEW - Update: June 2015)** The FY'16 MLIA grants were prioritized by the MLIAC Grant Review Subcommittee, approved by MLIAC, and forwarded to the Commission for final approval. **This task is considered complete.**

Information Technology (IT) Report
April and May 2015

Prepared for the June 23, 2015 Commission meeting
by Evan Hammer, Digital Information Manager/CIO

This report represents accomplishments of IT staff: Stacy Bruhn - GIS Web Developer, Tom Marino – Web Manager, Scott Story – Database and GIS Server Admin, and Cindy Phillips – Network Admin.

Goal One—Content

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

IT Staff plan, implement, and support the file server and database environment where MSL digital content resides.

1.1. File Server Updates

Library programs continue to need increasing amounts of file storage space for their growing collections. Last year we added just over 10TB to the MSL Storage Area Network (SAN) environment. In the coming weeks we will be expanding the SAN to add an additional 20TB of storage capacity. This will maximize the existing capacity of our SAN. While we should have sufficient storage space to handle existing program storage needs and anticipated requests for a few years, the library will need to develop a plan for addressing future storage needs. A holistic review of the MSL storage environment needs to be undertaken which will consider both the types of data storage available (existing data storage as well as options such as those available from the State Information Technology Services Division (SITSD) or cloud based offerings) as well as the existing demands on MSL data storage resources including space needed for the storage of raw data, production and publication datasets, records management, archiving, and backup and disaster recovery.

(Originally reported April 2015) Our plan is to extend the warranty of our existing SANs to October 2016 and evaluate our options for file storage over the coming year. While we won't be adding capacity to the existing SAN environment, we are exploring alternatives for making Imagery data available. If we were able to move the statewide imagery datasets off the SAN that would free up 10TB for other uses.

(Update: June 2015) We have extended the warranty of our existing SANs to October 2016 and evaluate our options for file storage over the coming year. I have requested a meeting with SITSD to better understand their storage pricing model because an analysis of their existing rates indicates data storage on SITSD servers at the State of Montana Data Center (SMDC) cost five times more than in house hosting. Cloud storage could offer a more cost effective alternative. We have an Imagery working group meeting scheduled for mid-June to understand the ongoing value of the statewide imagery datasets we currently host on our SAN (10TB). We are also in the process of evaluating a cloud based Managed Web Map Service environment offered by ESRI to determine if this is a possible alternative to local hosting of web map services as well as a feasible alternative storage option for imagery data storage.

1.2. Database environment overhaul

We plan to complete the overhaul of the MSL database environment this year. During the 2014 Fiscal Year (FY14) we began the redesign of the database architecture, coupled with a move to virtual servers and an upgrade to current database server software. The goal of this project is to provide the library with a more robust platform designed to support all of the agency's database server needs in a manner that is much more efficient to manage.

In the last year we were able to stand up a virtual database environment that consists of a development, production, and publication servers. During FY15 we will migrate remaining databases off of our older, physical server based architecture and into this new virtual environment. This will allow us to retire or repurpose several physical servers. This project was more complex than originally anticipated due to the number of databases we host for internal and external partners including the Montana Natural Heritage Program, Fish Wildlife and Parks, the Department of Natural Resources and Conservation, and the Department of Environmental Quality. We have been working with these stakeholders to minimize the impact of these changes and we are confident that this project can be completed by the end of the calendar year.

(Originally reported April 2015) Some of our legacy database servers are currently running on Windows Server 2003. This operating system will no longer be supported by Microsoft after July 14, 2015. While we will have many of our datasets migrated to the new environment by that time, it is unlikely we will be prepared to take the legacy databases off line. We will do that if possible, but we are putting together an exemption request, which must be approved by the State Information Technology Services Division, that will allow us to keep these servers on line until the end of 2015 as a contingency plan.

(Update: June 2015) Our Database Administrator has been aggressively working to clean databases off of legacy systems. We are in a good position to have at least two of our legacy database servers cleaned off prior to June 30. The other server is more challenging due to the number of datasets and the number of applications depending on those datasets, but we still hope to be able to clean it off by the end of the fiscal year as well. We will submit an

exemption request to SITSD to allow the final server to remain up as a contingency in case it is still needed after June 30.

Goal Two—Access

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

With more and more library content being made available digitally, the primary point of access for this information is becoming the library web site and web based applications made available through the website.

2.1. MSL Web Updates

With the MSL program pages migrated to the DNN Content Management System (CMS) the next step in the update to the MSL web site is to review and update the overall design of msl.mt.gov and the top level program pages. While much of this work will be implemented through the MSL Web Manager and other IT staff, it is really a larger, library-wide project that will be addressed in more detail in the MSL work plan.
(Originally reported April 2015) A small contract is being pursued with a local marketing firm to provide design recommendations for the MSL home page and program home pages as well as navigation recommendations that we could apply site-wide.

(Update: June 2015) The contract has been signed with an expected completion before the end of June.

2.2. Application Updates

In addition to program web content, MSL supports a number of web based applications to assist with data discovery and data access. The GIS Web Developer continues to update library web applications that reside on outdated technology. The goal for this year is to convert the remaining large applications (the Digital Atlas, TopoFinder, and the Library Directory) developed in classic ASP to ASP.Net.

The Montana Digital Atlas update is currently in the scoping process (under the lead of the Geographic Information program), with the target for a replacement set at the end of the calendar year. The TopoFinder may be addressed within the new Digital Atlas, but if not, it will be updated shortly after the new Digital Atlas goes into production.

The planning phase for third major application needing an update, the Library Directory, will begin this fall. Updating the Library Directory will demand a high level of collaboration between IT and the Statewide Library Resources (SLR) program, with SLR taking the lead and the GIS Web Developer doing the majority of the programming work.

There are also a number of smaller applications, web sites, and other utilities written in classic ASP. We will continue to migrate these remaining pages and applications from classic ASP to ASP.Net (or another appropriate, current development platform) during this fiscal year. **(Originally reported April 2015)** The Digital Atlas project kickoff meeting was originally scheduled to occur March 24 but we decided to push it back to April 20 because many team members will be out of the office over the next three weeks. Because the Agile project management approach being used for this project is based on a model of planning sessions followed up very quickly by a highly productive development process we felt it would be counterproductive to initiate the project at a time when team members would not be available to complete the tasks identified in the planning meeting. Though we would have liked to get this project started sooner, after talking through the decision to move the kickoff meeting back we feel confident that this was the right decision.

(Update: June 2015) The Digital Atlas project started in late April. Two Agile work sessions, or "Sprints" have already been completed and the basic programming structure is beginning to take place. We are working towards a general target of mid fall for getting a new Digital Atlas into production and we hope to tighten up that date as the initial programming progresses.

After an evaluation of the existing Digital Atlas the GeoInfo and IT groups decided it was not necessary to keep this tool up until the new application was complete and we have notified users that the existing Digital Atlas will be taken off line at the end of May. While we still have some dedicated users of this application, the data provided has not been actively managed in more than a year (as users are made aware of through a splash screen). The resources being expended to keep an outdated application running on unsupported hardware and software to provide users with out of date data is increasingly difficult to justify. GeoInfo will re-focus staff time towards assisting current Digital Atlas users with alternative solutions to meet their needs.

The Topofinder is also under evaluation to determine if it can also be decommissioned before the end of FY15.

Finally, our developer is also working with SLR and Central Services to determine if a number of reports currently created using complex databases and served out as PDF files and web sites can be migrated to DNN for easier management.

2.3. ArcGIS Server service migration

Also supporting the MSL data access efforts is the MSL ArcGIS Server environment. ArcGIS server is a software tool for creating web mapping services. Many different types of web mapping service can be created with ArcGIS Server. The most common are basic map services that are used to support MSL web applications. In FY14, the GIS Server Manager set up an ArcGIS Server 10.2.2 environment. In the coming year he will migrate remaining web

services to the 10.2.2 environment. This will allow us to repurpose one physical server that supports older ArcGIS Server services and shutdown three virtual servers currently used to support ArcIMS (web map server technology that preceded ArcGIS Server) services.

(Update: June 2015) We continue to make progress in cleaning web map services off of the legacy ArcGIS Server. Almost all of the remaining services are already targeted to either be decommissioned, moved to the 10.2.2 environment, or moved to SITSD ArcGIS Servers.

We believe the majority of the remaining use of the ArcIMS environment is focused on just two services. By making the 2005 NAIP Imagery available through our existing Imagery Service at SITSD we can offer the majority of our users a more current and robust alternative to ArcIMS. The remaining service is a special service operated by MTNHP for MDT. We will work with the heritage program to determine the future of this service once the imagery service is decommissioned.

2.4. IT Security Planning

With much of our data intended for public access, from a security perspective our primary concern is not limiting user access to our resources. Even so, it is important to properly secure our IT systems to ensure data that needs to be secured is, and to remain in compliance with SITSD standards so that we can continue to leverage the resources of the state network to provide patrons with the best available access to our collections.

In the last year SITSD has released an exhaustive set of Baseline Security Controls for state agencies to follow to ensure the security of the state network. MSL IT staff will review this document to identify which, if any controls we are not in compliance with. Once this review is complete, we will make recommendations to library management for correcting or improving the security of our IT environment.

In addition to recommendations that come out of the review of baseline security controls, we have already identified a number of specific security related tasks for the coming year. With updates to program file server environment we will continue to clean up the security groups that we use to control access to data on the file servers. We are also researching systems for managing administrative accounts in an organizational setting and plan to develop and implement a new administrative login policy in the coming months. Finally, we are in the process of restructuring our web application environment and we will soon begin implementing the use of the SITSD supported WebDefend tool to help us better secure our public facing resources.

(Originally reported April 2015) More advanced filtering options have been applied to our WebDefend implementation to provide more security for our locally hosted applications.

(Update: June 2015) We had an initial meeting with the state's new Enterprise Security Manager and his team in early May. We let this group know that one of our goals is to get an

Agency Security and Continuity Strategy in place in the coming year and that any resources they can make available to assist with this goal would be welcome. We don't currently have a follow-up meeting scheduled but we hope to meet with them at least once before the end of FY15.

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. Systems and Hardware Updates

Data Center Virtualization

We have acquired the hardware needed to complete the process of virtualizing the MSL data center in the coming year. It has taken several years, but we are very close to completing this transition. Most of the remaining physical servers already have virtual server replacements up and running and we just need to migrate the remaining data or services to the new servers. This is the case for Blade08, Blade09, AGS01, and AGS02 (database and ArcGIS Server machines). We also just purchased a host server to house the virtual server that will replace the physical server currently running the Keystone Automated Library System (KLAS) for the Montana Talking Book Library (TBL).
(Originally reported April 2015) KLAS has been successfully moved to production on the new Virtual Server. With the end of the fiscal year approaching we are exploring replacing one of our pools of virtual server hosts with a new server that would be part of our primary host pool. In addition to consolidating our physical servers (moving from three hosts to one), by bringing this into our primary host pool it adds greater administrative flexibility to our virtual server environment.

(Update: June 2015) We have received conditional approval from SITSD to purchase an additional host server for our virtual server environment as long as we move that server to SITSD during FY16. We just received this notice and are exploring whether this is a realistic and reasonable approach to the management of our server resources.

Windows Server 2003 - The completion of the virtualization process will also be an opportunity to retire some of our servers still running Windows Server 2003 and replace them with servers running a more current operating system. In all we have eight servers still running Windows Server 2003. Three of these will be updated through virtualization, two will be decommissioned after the applications they host are updated, two more can be decommission in the near future as the tools they host will no longer be needed. There are no plans in place for upgrading the final Windows Server 2003 machine yet.

IT Back-up and Disaster Recovery - With the completion of the virtualization process, updates to our file server environment and our web applications nearing completion, this is a good time to evaluate our IT Back-up and Disaster Recovery systems. Our current backup and disaster recovery model is more of an ad-hoc approach that has been developed over time to address needs as they arose. A model that looks at overall agency needs and the resources available should provide more consistent and efficient support for the library. This project should be part of the larger review of the MSL storage environment.

Planning a move to the State Data Center - Another opportunity that we are in a position to pursue now that our servers environment have been virtualized is the migration of some (or all) of our servers to the State of Montana Data Center (SMDC) or other third party server hosting environment. We are currently at capacity in the MSL Data Center (MSLDC) for both network connections and backup power. Moving some of our servers to an alternative data center would free up both power supplies and network ports. Moving our public web resources - primarily MSL web sites, application servers, and FTP servers – out of the MSLDC will also reduce the amount of external traffic on the library network, freeing up those resources for internal needs. Finally, the SMDC has a level of monitoring and support that we are unable to provide at the MSLDC (it is unclear what other third party hosting options would be able to provide related to this). While this is important for all of our IT resources, it is especially important for the web resources that we want to make available to patrons on a 24x7 basis.

(Originally reported April 2015) MSL had requested funding in our IT budget to purchase rack space and network access for a subset of our virtual host servers to be moved to the SMDC.   Unfortunately this funding was cut from our IT budget by the house subcommittee that reviewed the MSL budget. We are waiting to see how the final budget turns out, but if there is no change we will look for opportunities to test alternatives to local hosting that we might be able to implement using existing funding.

(Update: June 2015) We are waiting for updated rate sheets from SITSD. We have heard that rates have been adjusted to allow us to fund our full IT request with the reduced budget made available by the legislature. If this is the case we should still have the option of moving some of our hardware to the SMDC.

Microsoft Licensing

MSL recently entered into a school agreement that entitles us to academic pricing and other benefits when purchasing Microsoft software. This agreement covers the operating systems and office software for staff workstations. We will be reviewing the licensing of server software to determine if there are opportunities to expand this agreement and gain more benefits on the server side.

(Update: June 2015) No significant changes to our Microsoft license are planned for the coming year. We will be going through our first true-up in the coming month and beginning our second year of the school agreement in July. This agreement provided MSL with the same

software and licensing previously purchased through SITSD enterprise license but for $12,500 less that we previously paid ($7,500 per year vs. $20,000 per year)

6.2. MSL Web Updates

Staff and Program Development

IT Asset Management

With input from IT and other library staff, the GIS Web Developer has begun working on and IT Asset Management System. This vision for this is a web based tool available to all MSL staff through the library intranet site which will serve as an inventory and tracking tool for hardware, software, applications, web services, and possibly raw data as well as published data products. A map inventory tool has already been implemented for Geographic Information staff, and the next step in this process is to integrate data about desktop and server machines as well as database and application servers from a variety of existing databases currently being used by IT staff. This tool may continue to evolve for many years, but we hope to have the core functionality in place by the end of this year.
(Originally reported April 2015) The data model for our asset management system is becoming more stable and we have begun migrating data from existing, disparate (IT) administrative databases into a single system. Initial data being targeted includes IT user information (Internal staff as well as "headless" user accounts created for IT admin tasks) and server hardware. The IT group is reviewing and prioritizing all of the fields identified for inclusion in the system to determine which to population next.

(Update: June 2015) Our web developer and database administrator have been working to get the core of the IT Asset Management System up and running.

IT Policies

In an effort to improve communication between IT staff and library programs we will be reviewing and documenting several agency IT policies in the coming year.

On-Call - One of these will be the agency on-call policy which was developed to ensure that MSL IT systems were monitored over the weekends. While the existing policy has been effective for several years, it was developed prior to the creation of the MSL IT program. With the reorganization that has occurred in the library over the last couple of years and updates to our IT systems it is important that the on-call policy be reviewed and updated so that it continues to meet the library's needs.

IT Change Management - Another policy that needs to be developed is an IT change management policy. While IT staff have always done their best to ensure program staff are notified of planned changes to IT systems, this approach has never been documented and

formalized. With library staff growing more dependent on IT systems, and with the increased interdependencies among those systems, we need to have more formal guidelines in place for proposing, evaluating, communicating, and otherwise managing the change process for IT systems.

(Update: June 2015) While some initial thought has been given to both of these policies, neither has been addressed in a structured manner in the current fiscal year. Both should be addressed as soon as possible in the next fiscal year.

Library Information Services Report
April and May 2015

Prepared for the June 23, 2015 Commission meeting
By Jim Kammerer, Library Information Services Manager

This report represents accomplishments of Library Information Services staff:
Karen Dimmitt, Client Services Technician; JoLynn Genzlinger, Digital Services
Technician; Alana Mueller-Brunckhorst, Outreach and Electronic Resources Librarian;
and Lynn Cochran, contractor.

Goal One—Content

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

1.1. State Publications Librarian and Cataloger/Metadata Specialist will meet quarterly with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide access to grey literature covering natural resource information about Montana. The LIS Cataloger/Metadata Specialist will collect the cataloging form and associated grey literature from the MTNHP Information Specialist so that content may be available from WorldCat, the shared catalog, the Internet Archive and eventually the MTNHP website.
(Originally reported April 2015) Downs has received four MTNHP reports and the companion cataloging forms. LIS has had no cataloger since September 2014. Until a new cataloger is hired, Kammerer is looking for an interim solution for the growing catalog needs.

(Update: June 2015) LIS staff spoke with MTNHP staff about collecting and evaluating reports (grey literature) done for government entities, but never published. If approved by the Commission and the MSDL reorganization is underway, the MTNHP lead program director indicated he would commit staff to find, evaluate, and forward this grey literature to LIS staff for digitization. Once digitized, these reports though having minimal initial distribution would rise to the level of widely available state agency publications. **Status: Incomplete**

1.2. Beginning in October 2014, the LIS manager and the LIS catalog/metadata analyst will work with MARCIVE and GPO to implement the Cataloging Records Distribution Project (CRDP) to load into the MSL catalog each month MARC records for new electronic federal documents, books, serials, maps, computer files, streaming videos, etc. from the U.S. Department of Agriculture and the U.S. Department of the Interior.

(Originally reported April 2015) Management of federal document collection has been transferred to state publications librarian, Beth Downs, since federal document duties better align with her position than the LIS manager. In January and February, Downs added 232 new item numbers in an online format to the MSL depository selection profile and added two batches of online federal documents MARC records. Average time for loading new federal document MARC records each month from the CRDP to the MSL catalog is roughly 15 minutes and does not require the participation of a professional cataloger. The result is more federal document content has been added to MSL collection with less staff effort.

(Update: June 2015) This Cataloging Records Distribution Project continues into new fiscal year. **Status: Ongoing**

(Originally reported April 2015) Downs has added a "Suggest a site to be archived" form to the MSL website whereby anyone may nominate a state agency URL to be added to the crawl list so that content maybe be included in the MT.GOV Connect web archive. Offering a convenient nomination form is part of an LIS initiative to widen and include users in the collection development process. This nomination form helps LIS to acquire online state government information that it otherwise might never receive.

(Update: June 2015) Department of Commerce web manager recently used nomination form to alert LIS staff of imminent URL removals. She expressed appreciation that she could then remove web content from their public servers without inconveniencing their customers. **Status: Ongoing**

Goal Two—Access

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

2.1. LIS staff will make web enhancements on Research.msl.mt.gov by adding graphical images, help files, and highlighting MSL collection resources, e.g. creating "Staff Pick" links that provide easy access to electronic resources identified as needed by the user survey. **(Originally reported April 2015)** Downs has added a video tutorial on the state publications website on how to imbed a page history link. This tutorial is also part of the learning resource web page. Mueller-Brunckhorst has added several "Staff Pick" links for several electronic journals and one database article on the Internet of things.

(Update: June 2015) Mueller-Brunckhorst added help files to the Database User Guide and Kammerer has added image files to state publication and federal government information web pages. The intended impact is a more pleasant experience for our web visitors. **Status: Ongoing**

2.2. To complete the digitization project, the Cataloger and Metadata Specialist will finish cataloging any historic, print state publications needing MARC records among the 270 linear feet of materials that remain to be digitized.

(Originally reported April 2015) About 128 linear feet of historic, print state publications remain on the shelf to be digitized. Enough of them have catalog records to spend the balance of $11,214 of the $40,000 digitization contract for fiscal year 2015. The current estimate is at least another year before this digitization project is finished. Cataloging has been delayed because of the Systems and Metadata librarian position has yet to be filled.

(Update: June 2015) Digital Services Technician, JoLynn Genzlinger continues to prepare boxes for digitization as the vacant cataloging position is waiting to be filled. Having a large number of boxes ready to ship July 1st, will reduce the time crunch to complete next year's digitization in the final weeks remaining of the contract and improve budgeting for other program expenses. **Status: Incomplete**

2.3. State publications librarian, metadata/cataloger, and university library representative will create, document, and implement procedures for providing non-MSC libraries with MARC files for digitized state publications. Cataloger/Metadata Specialist will create an annual MARC file of past fiscal year's newly digitized state publications. In addition, Cataloger/Metadata Specialist will retroactively create MARC file folders of past fiscal year's digitized state publications to fill in holes of unfulfilled state publication transfers. These MARC files will be made available via FTP or another method preferred by the non-MSC library.

(Originally reported April 2015) Downs has provided Mansfield Library technical staff with two file folders of MARC records for digitized state publications to test how the records upload to their University of Montana catalog. Downs is waiting to hear back from Mansfield Library technical staff about the results of their test load.

(Update: June 2015) Working with MSC staff, Kammerer has learned that past/current catalog practice of adding 856 MARC tag to records for print resources while expedient and allows users to see the availability print and electronic resources from the same record, such practice does not conform to cataloging standards and hampers MSL ability to share those records with the university libraries. LIS is now working with MSC staff to clean-up the print resource records and create new records for electronic resources. **Status: Ongoing**

(Originally reported April 2015) In response to the Network Advisory Council decision to spend one time only coal tax money on greater access to the Safari Tech Book collection for Montana librarians, Kammerer worked with SLR staff to add 7 seats and 75 slots to the existing 5 seats and 50 slots license. Twelve simultaneous users can now read any of the 125 Safari Tech titles rotated monthly based on user requests from the larger collection of 35,578 tech, digital media, and business books. This expansion reduces vastly the likelihood of users ever receiving a "Session Unavailable" message and subsequently having to wait in line to open an ebook.

(Originally reported April 2015) Mueller-Brunckhorst also presented two webinars attended by 19 state agency employees on the following databases: BioOne, Applied Science & Technology and Energy & Power Source. LIS has relied on Public Information Officers at individual state agencies to advertise these trainings. In response to a recent survey in which state employees indicated that they preferred direct email communication from the state library, LIS has begun to send training notices to all registered state employee card holders.

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. LIS staff will research and contribute LIS content for State of Montana orientation for new employees so that incoming workers are aware of MSL resources and services. LIS technician will send new state employees a brief follow-up email about LIS content and a short, welcome to state government employment. This interaction will result in more library cards being issued and more requests for information.

(Originally reported April 2015) LIS technicians Dimmit and Genzlinger email new MSL cardholders a welcome to state government employment message that includes information about MSL resources and services. Kammerer has received a report from Department of Administration (DOA) showing the number and location by town of all 13,120 state employees spread across 115 communities in Montana. Kammerer needs to follow up on an earlier request for whether it is possible to receive regular reports from DOA of new state employees. Kammerer has learned from DOA of an information technology policy that bars sending email to more than 2,000 users and one agency without receiving State Information Technology Services Division (SITSD) approval. This policy affects MSL ability to send out library announcements about services available to state employees.

(Update: June 2015) Sara Groves is working with DOA to get email addresses of new state employees. **Status: Ongoing**

(Originally reported April 2015) Mueller-Brunckhorst collaborated with MSL Training and Development Specialist, Jo Flick, to present six online trainings to Montana librarians on the following databases: Auto Repair, Small Engines, GreenFile, Environment Complete, Opposing Viewpoints, Consumer Health Complete, CINAHL, and the A to Z index of electronic resources. These trainings were part of the series entitled: Database-a-week: Become an eResource Ninja! that helps Montana librarians provide better reference service.

(Update: June 2015) Mueller-Brunckhorst organized three ReferenceUSA in-person training sessions taught by Infogroup vendor representative which in turn created new demand for three additional online webinars weeks later. One of these online webinars was requested by Montana Department of Transportation (MDT) librarians and tailored to specific work needs of MDT staff. Finding residential addresses associated with right-of-way projects in

ReferenceUSA was especially valuable to MDT staff. State GIS employees were particularly interested in discovering the ability to get latitude/longitude coordinates for Montana businesses from ReferenceUSA.

(Originally reported April 2015) Mueller-Brunckhorst attended the Electronic Resources & Libraries (ERL) conference, Austin, TX, Feb. 23-26th, 2015.   It is arguably the premiere national gathering for librarians responsible for managing electronic resources. Beyond her goals of learning more on how to troubleshoot access issues and how other manage the life-cycle of electronic resources, she also acquired a better understanding of the COUNTER protocol for online journal statistics and OpenURL link resolvers that have a failure rate averaging between 5% and 30%. Knowing that link resolver failure may stem from poor metadata in the source database, the resolver vendor, poor holdings data, etc. will help her pinpoint the problem and improve article access for MSL users.

Goal Four—Consultation and Leadership

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

4.1. State Publications Librarian will continue implementing the state publications management plan by consulting in person or on the phone with all 17 depository librarians with the goal of at least half of the depository libraries adding either a link to or widget for MT.GOV Connect to their website.

(Update: June 2014) Position is currently vacant. Staff will have to follow-up with depository libraries to verify who has been contacted by previous state publications librarian. **Status: Ongoing**

4.2. LIS technicians will meet quarterly with Statewide Library Resources/Library Development Division (SLR/LDD) staff to manage the print professional library development (PLD) materials according to the MSL collection development policy with the goal of increasing PLD circulation. LIS together with SLR will develop an assessment tool to better identify actual user needs for the PLD collection.
(Originally reported April 2015) LIS staff met SLR staff in February for a quarterly collection development meeting. Both staff send out regular notices about new PLD acquisitions and new Safari Tech Online books. A cart of new PLD books will be available for check out to Montana librarians at MLA in April in Bozeman.

(Update: June 2015) 30 books were checked out at MLA. Circulation would be higher had we provided better checkout instructions for staff at MLA booth. Survey results were used to support collection development decisions. **Status: Completed**

4.3. LIS staff will consult quarterly with MTNHP and Geographic Information staff to acquire and manage natural resource information relevant to our users as determined by findings from the library user survey.

(Update: June 2015) Survey responses provided some suggestions for future natural resource information acquisitions. MSDL managers are still discussing the survey results. **Status: Ongoing**

4.4. Electronic Resources Librarian and State Publications Librarian using results from the patron survey will identify engagement opportunities with at least four state agencies that result in invitations to learn about user information needs.
(Originally reported April 2015) Beth Downs has visited staff and public information officers at Fish, Wildlife, and Parks, Department of Agriculture, Montana State Fund, Departments of Commerce, Revenue, Transportation, and Administration.   Beth Downs gave presentations on MT.Gov Connect and the state publications digitization project. The criteria for evaluating the effectiveness of these agency visits need more development.

(Update: June 2015) Kammerer is working with Sara Groves on how to present survey findings to state public information officers in a manner to gain entrée to their agency workers. **Status: Ongoing**

Goal Five—Collaboration

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

5.1. LIS staff will meet quarterly with MTNHP and Geographic Information staff to discuss how to improve workflow to ensure permanent public access to their state publications, e.g. Geographic Information maps and other high interest material identified by the user survey.

(Update: June 2015) Staff meeting with MTNHP staff cancelled because of schedule conflict. LIS manager did attend a GeoInfo staff weekly meeting and several meetings with other MSDL managers where access to state publications was part of discussion. **Status: Ongoing**

5.2. LIS staff will identify at least two partnership opportunities and attend organizational conferences to share LIS resources and services with information networks outside the library, e.g. MEA-MFT Educators' Conference, October 16 &17, 2014; Montana History Conference, September 18-20, 2014.

(Update: June 2015) Downs attended MEA-MFT Educator's Conference; Mueller-Brunckhorst presented at MLA and was later invited by MDT librarian to present ReferenceUSA training to MDT staff. Kammerer is scheduled to present at poster session for Montana Behavioral Initiative meeting in June, 2015. **Status: Complete**

5.3. LIS technicians will attend webinars and work with SLR staff to implement and test OCLC WorldShare by January 1st, 2015 to ensure users get library materials via OCLC WorldCat Discovery Service with minimal delay once OCLC FirstSearch retires.
(Originally reported April 2015) Genzlinger attends OCLC WorldShare webinars as they are made available to insure MSL staff proficiency with the tool that provides ILL services to MSL users. Mueller-Brunckhorst attends periodic OCLC webinars for customizing WorldCat Discovery Service to insure that the MSL instance of WorldCat provides MSL users with all the currently available features.

(Update: June 2015) LIS has removed links to FirstSearch. Customization of WorldCat local will be ongoing. **Status: Ongoing**

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. LIS manager will publish an executive summary of the LIS user survey that includes a brief analysis of the results and recommendations for improving library resources and services.
(Originally reported April 2015) Kammerer worked with state librarian Jennie Stapp and Montana State Digital Library managers Evan Hammer, Allan Cox, and Stu Kirkpatrick to develop and distribute the State Employee Awareness and Information Needs Survey. In fulfillment of two LIS work plan objectives for fiscal year 2015, he then wrote an executive summary of the survey that includes a brief analysis of the results and recommendations for improving library resources and services. Among the outcomes of this survey are that resources are better aligned to actual user information needs and staff is shifted towards services in higher demand and away from declining services, e.g. circulation.

(Update: June 2015) Status: Completed

6.2. LIS manager will use the patron survey to ensure that staff resources are allocated according to actual user information needs. The percentage of staff time currently allotted to declining services, e.g. circulation, will be shifted to services in higher user demand.

(Update: June 2015) Recent discussions among staff about the possible reorganization of MSDL has included repeated mention that percentage of time allocated to specific tasks may be shifted. **Status: Ongoing**

6.3. LIS manager will create a calendar to plan for LIS representation at meetings in state and outside of Montana, e.g. ASLD Fall retreat, Montana Shared Catalog, Offline, MLA, Archive-It Partners, etc.

(Update: June 2015) Status: Completed

6.4. LIS staff and MSL manager will use social and traditional media to engage users and elicit responses indicating that users are generally knowledgeable and supportive of library resources and services. Additionally, LIS will support other state agencies by sharing content found on other state agency social media channels.

(Update: June 2015) LIS staff posts twice weekly on Facebook. Rate of user response to posts varies widely. Mueller-Brunckhorst emails MSL cardholders and state employees regular notices about upcoming trainings. **Status: Ongoing**

6.5. LIS will plan the information architecture for the new internal LIS wiki. LIS will transfer content from the old, internal wiki platform to the new wiki. LIS staff will edit current documentation for coherence and create new documentation for procedures, process, and workflow for managing library resources and services, e.g. EBSCOhost databases, Archive-It, and OCLC WorldShare. This documentation will ensure continuity of library services and save future staff from having to figure out undocumented procedures.

(Update: June 2015) LIS staff evaluated and culled current documentation from the outdated documentation. LIS staff worked with central services staff to create new subject categories and transfer documentation to new DNN intranet site. The result is that LIS documentation is much more secure for future use. **Status: Completed**

(Originally reported April 2015) LIS manager continues working with Westaff contractor Lynn Cochran on a complete inventory of the physical library collections. Thus far, all items with a home location of maps, nonfiction, and professional development have their barcode scanned. This daunting project is paying dividends already resulting in a handful of missing books being returned and many other items being removed from the catalog. The result is a cleaner catalog, lessening the likelihood of users requesting unavailable items, and a reduced number of items for which LIS is charged in the Montana Shared Catalog.

(Update: June 2015) Cochran is nearing completion of inventory project. Two bookshelves remain to be barcode scanned. When done, Cochran will have physically touched every item in the MSL collection with and without a barcode. As of May 27, 2015, Cochran has scanned 41,466 items with a barcode. No count was kept of the number of items without barcodes. Non barcoded items, however, were tagged for later decision of whether to add these items to the catalog or discard. **Status: Ongoing**

(Originally reported April 2015) The Systems and Metadata Librarian position has been advertised a second time. Five applicants passed the initial screening, but none were deemed worth interviewing due to mediocre cover letters, modest work experience, and insufficient evidence of needed skills. LIS manager has decided to continue accepting applications until April 7th for this position hoping to surface more qualified applicants. The absence of a

professional cataloger since September 2014 is affecting the completion of several LIS fiscal year 2015 work plan objectives.

(Update: June 2015) Systems and Metadata Librarian position is still vacant. Active recruitment will resume once MSDL reorganization process is further along.

Marketing, Communications, and Literacy Report
April and May 2015

Prepared for the June 23, 2015 Commission meeting
by Sara Groves, Marketing & Communications Coordinator

Goal Two—Access

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

2.1. With input from SLR, prioritize key programs and services for development of marketing plan and corresponding marketing materials by March 31, 2015. Design and produce or manage the design and production of program informational and educational materials such as brochures, newsletters, magazine and newspaper articles, radio spots, on-line information services (e.g., Internet web page) and videos to provide pertinent, current and technically accurate information to the public about library services in Montana.

(Originally reported April 2015) Share Your Story – I wrote all material for the Share Your Story web site. This web site is designed for an external audience and includes the following items: About Us, How to Contribute Your Story, Frequently Asked Questions, Mission Statement, Questions List, and What to Expect. Additionally, I designed the web site so that it will be navigable by the public. Cara Orban has reviewed all materials and made some suggestions. After changes were made, I sent all material to Luke Duran, a graphic designer with whom we have contracted, who is designing the web site for us. Luke has worked with the State Library on several other projects over the last few years.

(Update: June 2015) Share Your Story – After meeting with our web designer, Luke Duran, and Tom Marino, Cara Orban, Sarah McHugh, and Jennie Stapp, it was decided that Luke would provide us with the graphics for the new web page and that MSL staff would complete the programming. Duran has completed a first draft of the design for the page based on the materials I developed. Orban and I are in the process of reviewing. We will get this feedback back to Luke; he will revise and we will proceed from there.

(Originally reported April 2015) Montana Memory Project – I rewrote a brochure for potential partners and contributors to the Montana Memory Project. I am currently working with Colleen Hamer to finalize a design for the new brochure, which I hope will be available by MLA. Additionally, I met with Luke Duran and Jennifer Birnel to discuss marketing projects for the Montana Memory Project as a way to market the MMP to potential users. Prior to meeting with Luke, Jennifer and I discussed potential audiences and goals we have for marketing the

MMP. Luke came up with a great idea (a cabinet of curiosities) that will showcase several images from the MMP. This will be designed into a poster. At a later time when more funding is available, we can build on this concept and use it for bookmarks, web buttons, and more. Our goal is to have the poster available at MLA.

(Update: June 2015) Montana Memory Project – I have written a draft of copy for the poster and given that to Jennifer Birnel. She has reviewed and we are in the process of finalizing this text and giving it back to Luke Duran, our graphic designer. I also contracted with EDGE Marketing and Design in Helena to develop a Facebook campaign to promote the MMP to new users.

(Originally reported April 2015) Montana Makers – I am working with Luke Duran to develop a logo that will represent the Montana Makers project. Additionally, I have started to write a series of materials that will be placed on the MSL web site that libraries can just use download, customize, and personalize for their use to promote the Montana Makers kits. The goal is to have a complete set of marketing materials by the end of May.

(Update: June 2015) Montana Makers – I have a set of logos from Luke Duran that Cara Orban and I have finalized. Luke is getting the graphics logos to us so we can use them as we develop additional materials. I have also written other materials for the Montana Makers project, including a customizable press release; a presentation that can be given to local organizations, such as Rotary; and a series of Facebook posts. I hope to finish these within the next couple of weeks so we can roll out an entire marketing package for libraries to use when they host the Makers kits.

(Originally reported April 2015) Discover It! – After some discussion with Sarah McHugh and Cara Orban, we determined that we need to shift our marketing efforts for Discover It from marketing the product to librarians to marketing the service to library patrons. We also identified some specific ways to market Discover It! Cara is currently working with MT Library2Go to see if we can use their web site to market Discover It to MTL2Go users; these folks are already used to accessing library materials online so it should be an easy sell to get them to transition to accessing items via Discover It online. Additionally, we are working closely with EBSCO to identify ways that EBSCO can help us marketing Discover It to the public. Some of these ideas include:

   1) Developing a series of radio ads to run in targeted markets (i.e. the engine repair ads to run on the agricultural network).

   2) Purchasing ads on Montana Public Radio and Yellowstone Public Radio sponsoring different shows (i.e. Car Talk, etc.)

   3) Developing a series of small ads that focus on these four areas. We want these to be image-focused and light on text. These would be made available to librarians to put in their newsletters, print out and use in their libraries or use in their local newspapers.

4) a series of web-based promotional materials that libraries can integrate into their own online marketing efforts, i.e. nicely-designed web buttons; a series of 20 – 30 FB pre-written posts and Twitter messages for each of the four areas.

Additionally, we will use some of the marketing money from MSL to purchase airtime on MT Public Radio to promote Discover It!

(Update: June 2015) Discover It! – I worked with MT Public Radio to write the four different scripts that will run on MT Public Radio through June 30. These ads are now in heavy rotation.

(Update: June 2015) Talking Book Library – Working with Charter Communications, we have purchased three weeks of ad time to run the TBL Public Service Announcement. This ad will run in heavy rotation on the channels most viewed by MT seniors and baby boomers, our target audience.

2.2. Encourage local libraries to participate in cooperative public education programs. This involves coordinating and motivating librarians and trustees, organizing and publicizing projects and events, and coordinating the statewide distribution of information and news releases related to library activities and issues. Maintain regular contact with information specialists at other public agencies, including local organizations that have related interests. Arrange for meetings, exchanges of information and documents, and possible joint news releases, or other communications. Provide or arrange for training for librarian and trustees in how to use the promotion material and campaign strategies in local communities. Answer questions from others regarding the materials and the campaign. Evaluate the effectiveness of the training.

2.3. Develop new outreach effort "Outside the Lines" to replace Montana Library Week. Communicate with libraries about the outreach effort, including informing them what it is, why it's important, and how easy it is to participate in order to create buy-in. Work with Colleen Hamer to develop TUMBLR account in order to easily integrate data into Legislative Snapshot and the "Share Your Story" effort.

(Update: June 2015) Outside the Lines -- I attended the "Outside the Lines" webinar for state libraries in April. There were several great ideas to share with libraries. I am giving a scheduled webinar on how to participate in "Outside the Lines" at the end of May. I have asked Colleen Hamer to participate and talk about collecting statistics. Additionally, ImagineIF libraries and the Bitterroot Public Library will participate and share their experiences from last year.

2.4. Continue to build online presence through experimental use of digital media and Web. (**Originally reported April 2015)** With input from program managers, prioritize key programs and services for development of marketing plan and corresponding marketing materials by January 1, 2015. Design and produce or manage the design and production of program informational and educational materials such as brochures, newsletters, magazine

and newspaper articles, radio spots, on-line information services (e.g., Internet web page) and videos to provide pertinent, current and technically accurate information to various audiences about MSL programs.

(Update: June 2015) Web Redesign – Working with Tom Marino, we developed a contract outlining what we are looking for in a web redesign for the MSL site. Evan Hammer, Marino and I met with EDGE Marketing and Design and they had a lot of exciting ideas and good insight into our pages. Marino and I continue to work with them to monitor progress on the contract.

(Originally reported April 2015) Social Media – I met with Travel Montana's new social media manager to discuss social media strategies. She suggested that we continue forward with Facebook. I feel that our presence on Facebook is getting stronger all of the time. Our many programs have a great following and are posting great material nearly every day. At Caitlin's suggestion, I'm exploring Twitter and Pinterest as potential next avenues for social media exploration.

(Originally reported April 2015) Facebook – We are interested in continuing to grow our presence on Facebook. To that end, I am reaching out to a social media management company, Amobee, to look into buying ads on Facebook. Travel MT uses this company and has had fantastic success with them in growing their following. We are looking at buying ads to promote two programs: the Montana Memory Project and State Government Information. More details to come!

(Update: June 2015) Since I could not get ahold of Amobee to work with us on Facebook ads, I reached out to a local agency called EDGE Marketing. They are working on creating ads to represent LIS (State Government Information) and the Montana Memory Project. These ads will run on Facebook for four months and should start running soon.

(Originally reported April 2015) Gov Delivery – Jennie and I met with a sales representative from Gov Delivery, which helps manage email newsletters for government agencies. MT FWP uses this product and has had great success with it. Managing email content was identified as a need by multiple programs when I met with program managers about marketing needs, which means this product could have a number of future uses by all MSL programs. Unfortunately, Gov Delivery's quote for MSL to use this product was way too high for us to move forward. However, the Department of Administration is investigating a purchase with Gov Delivery that all state agencies can use; we will keep in contact with DOA to see if there are opportunities for MSL to proceed with Gov Delivery in some way.

Goal Five—Collaboration

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

5.1. Continue to develop Ready 2 Read program through outreach and development of collaborative relationships. Continue marketing and outreach efforts to Governor Bullock's office and administration to help them understand how MSL can be of service to their programs and agencies. Serve as consultant to libraries with Ready 2 Read programs to assist them with troubleshooting, development of their library's programs, address issues, and more. Represent Montana libraries on Montana's Governor-appointed Best Beginnings Advisory Council to help other BBAC partners recognize and understand that libraries are an integral part of how the educational, emotional, and social developmental needs of young children are met in communities throughout Montana.   Continue to develop relationships with MT PBS; MT Fish, Wildlife & Parks; MT Head Start; and MT Department of Public Health and Human Services Early Childhood Services Bureau. Continue to develop relationships with private sector partners, such as Washington Corporation and First Interstate Bank. Assist libraries statewide with the development of true partnerships that position them as a prime community resource in the area of early childhood development. Assist libraries with getting involved with their local Best Beginnings Advisory Councils.

(Originally reported April 2015) Identify those remaining public libraries that are not "Ready 2 Read" libraries" and make contact with them to determine what barriers exist and how MSL can help.

(Update: June 2015) Thanks to an intern working through the Bozeman Public Library, every Montana public library has been called and spoken with to determine what they are offering in terms of early childhood programming. While I am still compiling numbers, it is interesting to note that when we initially surveyed libraries back in 2009 about their early childhood services, the biggest impediments to serving this age group included training and materials. The Ready 2 Read program supported librarians by offering extensive early childhood training and by offering materials, including books and toys, such as blocks. It now appears that the biggest obstacles are staffing and space. I am trying to think about how to best address these obstacles and plan to work with the consultants to see if they can offer some suggestions when they visit these libraries in person. I will continue to evaluate the surveys and put some numbers together.

(Originally reported April 2015) I attended the Early Childhood Summit hosted by HOPA Mountain. This event was well-attended by early childhood professionals from throughout the state and included representatives from the Governor's office, Department of Public Health and Human Services, foundations from throughout the state, and more.

I met with Edge Marketing and Design about revised web site for Ready 2 Read. The bid came back too high to proceed. Therefore, I have redesigned the site by myself and have begun conversations with Tom about completing a web site redesign in-house.

(Update: June 2015) Ready 2 Read Web Redesign – Tom Marino and I met to review what needs to happen with the Ready 2 Read web site with the goal of making it more accessible via mobile devices and also to bring it up to speed with the American Library

Association's new Every Child Ready to Read guidelines (focusing on Read, Write, Talk, Sing, and Play instead of the six early literacy skills). Marino is working on the redesign of the Ready 2 Read web site with the goal of completing it by September to launch at the Ready 2 Read Rendezvous.

(Update: June 2015) Pre-K Texting Service – A vendor that works with the MSC, Shoutbomb, has offered its services to the Ready 2 Read program – for FREE. The idea behind this exciting new project is based on a study that was done by Stanford University researchers that found that reaching out to parents via text messages focused on early learning development had significant positive impacts. Additionally, the cost of this service was miniscule, especially compared with other kinds of outreach to achieve similar goals (i.e. nurse home visiting, for example, at $9,000 per family). You can read the full study here: http://cepa.stanford.edu/content/one-step-time-effects-early-literacy-text-messaging-program-parents-preschoolers.

Shoutbomb is interested in eventually launching this service as part of their business model. For the time being, however, they have asked Montana if we would be interested in trying texting early literacy messages to families. To that end, I have reached out to Head Start and OPI to see if we could offer sign up for the messages to Head Start families and to families involved in the new Preschool Development grant. They are both on board. I have also reached out to Montana State University to see if they are interested in conducting a study of the efficacy of this project. They are looking into it. In the meantime, I contacted Stanford University to see if we could use the messages they sent during their study. While the messages are not available for us to use, Stanford is interested in including us in a larger study. I will follow up on that opportunity. I have also met with the Governor's office to inform them of the project; they are interested and supportive of our efforts.

The Ready 2 Read Rendezvous is scheduled in Bozeman for October 9 – 11, 2015. Speakers for all-day Saturday, October 10, training are confirmed. Marisa Conner and Dorothy Stoltz are experts in early literacy and play in libraries and recently published a book called "The Power of Play: Designing Early Learning Spaces".

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. MSL will deliver a 2015 Legislative Snapshot to Legislators at the beginning of the 2015 legislative session.
    6.1.a. The Legislative Snapshot is dependent on the expertise of cross program staff. These staff research topics of importance to the Legislature and data that is relevant to inform deliberations, organize and/or format data so that it can be mapped and charted to improve information understanding, and present the data in both print and online forms that help

Legislators understand issues at both a statewide and local level and that facilitate further research as necessary.

6.1.b. The 2015 Legislative Snapshot will be organized around specific issue briefs rather than broad topics. Examples of issues may include Women in the Workforce, Federal/State Coordination, Education Funding, Economic Impacts, etc. While the print version will remain static once it is printed, as issues develop during the session, additional briefs may be added to the online version of the snapshot.

6.1.c. The online version of the snapshot will "go live" on December 1, 2014. A print version will be delivered to Legislators during the first week of the legislative session.

6.1.d. MSL staff will use a satisfaction survey(s) of legislators to seek information about the value of the snapshot. The survey will be open during and after the legislative session and it will be designed to provide information about the overall value of this tool as well as to gather feedback for updates to the cu and future versions.

The Legislative Snapshot continues to be a valued tool created by the State Library for the Legislature that showcases the kinds of information and services that MSL provides in the context of the issues that legislators will consider during the session. MSL staff seeks data and information from a variety of state and federal agencies which creates further opportunities for future partnerships. The Legislative Snapshot will reflect positively on the services and information we offer as Legislators consider our budget and other matters that impact the State. When surveyed, legislators will report that the snapshot is a valuable tool that provides ready access to information that makes their deliberations more manageable.

6.2. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session.

6.2.a. Beginning in September, a team of staff led by Groves, Flick and Orban, and with representation from each program and the Montana Library Association (MLA), will plan for and host Library Legislative Day (date to be determined). This carefully planned event includes music, entertainment and a Read poster photo booth. It is the primary event where Montana librarians engage with their legislators in Helena during the session. As with the 2013 Legislative Day event, we will also encourage participation from the GIS community.

6.2.b. As we near the legislative session I will work with MSL program managers to prepare budget testimony and handouts and will assist with identification of persons who will testify on behalf of the State Library in support of MSL's budget requests.

The legislative session is the most important period of the biennium for the State Library as it is one of the few opportunities we have to propose and receive funding for new services. Careful consideration and planning goes into preparing our EPP requests and submitting them to the budget office. Articulate messages and talking points regarding the importance of our budget requests are drafted and shared with stakeholders and will be ultimately formulated into testimony that will be shared during the session. A successful legislative session will result in a budget that includes sufficient funding for MSL to continue to support existing

library services and funding for any new budget requests at a level that will allow them to be implemented successfully. Legislators will have the best available information for any decisions that will impact the State Library and the services that MSL provides and legislation passed will benefit the communities we serve.

Continue to present a compelling argument for ongoing and increased legislative support in 2015 through outreach and the development of strategic talking points and elevator talks that target community members, legislators, and policy makers that can be used to communicate a consistent message about MSL and Montana libraries.

**Montana Natural Heritage Program Report
April and May 2015**

Prepared for the June 23, 2015 Commission meeting
By Allan Cox, Lead Program Manager

This report represents accomplishment of Montana Natural Heritage Program staff.

Goal One—Content

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

- The Wetland and Riparian Mapping Center of the MTNHP has updated its status map, which can be found at http://mtnhp.org/nwi/images/wetland_status.jpg . To date, over 3 million acres of wetlands and riparian areas have been mapped by the center.

- In May, the Center was chosen for a Wetland Stewardship Award, which was presented by Lieutenant Governor Angela McLean in an award ceremony at the State Capitol. These awards are given biennially to recognize "individuals and teams who exemplify excellence and commitment in wetland conservation, protection, and restoration in Montana."

- The Botany Program updated the Coefficient of Conservatism values for approximately 428 exotic plants and 447 native wetland plants. Known as C-values, agencies and consultants use these values in restoration projects when implementing Floristic Quality Methodology. Floristic Quality indices and C-values measure a project's ability to restore disturbed land to a native condition. The C-value of a plant reflects its tolerance to disturbance and its affinity to a specialized habitat. The products of this work will be published on the MTNHP website and in an upcoming revision of the *Field Guide to Montana's Wetland Vascular Plants*.

Goal Three—Training

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

- MTNHP Botanist, Andrea Pipp, taught several classes to elementary and middle-school students in Helena. Classes focused on learning how to identify a plant, developing a

field guide for Mount Ascension plants, and learning to draw plants. Educating students on how to see plants provides the foundation for future stewardship.

- Allan Cox, MTNHP Lead Program Manager, presented a training session June 4th to the Montana Department of Natural Resources and Conservation annual forestry training workshop at the Theodore Roosevelt Memorial Ranch near Dupuyer. The presentation focused on the on-line MTNHP resources that are useful for foresters in the management of state lands.

Goal Four—Consultation and Leadership

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

- MTNHP Botanist, Andrea Pipp, provided identification expertise on several lichen and vascular plant species to agency resource professionals (U.S. Army Corps of Engineers, Bitterroot National Forest) and private landowners for various projects.

- MTNHP Botanist, Andrea Pipp, completed a taxonomic review of a rare monkeyflower with 20 Montana occurrences. This review determined its species and provided recommendations to NatureServe, which had proposed name changes. The process involved collaborating with experts, researching literature, obtaining Idaho and Montana herbarium specimens, and examining Montana specimens.

Goal Six—Sustainable Success

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

- At the 2015 Biodiversity without Boundaries conference (the annual NatureServe/Heritage network conference) the Montana Natural Heritage Program was presented with the 2015 NatureServe **Scientific and Technological Achievement Award** "in recognition of outstanding and innovative efforts to provide the scientific basis for conservation decisions". The award was primarily for our work in making our information more widely available, especially through our new web app: Species Snapshot. We were honored to receive this award. It is a fitting reflection of the creativity and dedication of all of the people who work at MTNHP.

Statewide Library Resources (SLR-LD) Report
April and May 2015

Prepared for the June 23, 2015 Commission meeting
by Sarah McHugh, Director of Statewide Library Resources

This report represents accomplishments of Statewide Library Resources Library Development staff: Ken Adams, Jennifer Birnel, Jo Flick, Jessie Goodwin, Jemma Hazen, Pam Henley, Amy Marchwick, Lauren McMullen, Cara Orban, Mike Price, Suzanne Reymer and Della Yeager.

Goal One—Content

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

1.1. Enhance Montana State Library's statewide e-content subscription and purchase programs.

1.2. Work collaboratively toward developing, managing, presenting, and preserving Montana-relevant digital content.

SLR Work Objectives:

- Develop and articulate a method and schedule for collecting and evaluating statistics on content provided through SLR LD projects to better understand that content's effectiveness and usage. (*Lead staff: Cara Orban, Jo Flick*)

(Update: June 2015) In October Orban collected information from project managers to identify what statistics they collect, when, where, and why for the Montana Shared Catalog, Montana Memory Project, OCLC, EBSCO, Homework MT, and MontanaLibrary2Go. Next steps are to develop a procedure for evaluating statistics and research additional options for statistics evaluation training.

- Develop and promote the e-content expansion pilot and encourage Montana libraries to contribute or provide referrals to locally created content. This effort will benefit library patrons by providing unique, local works of fiction and non-fiction and enable participating libraries to build e-content collections independent of third party providers. (*Lead staff: Cara Orban*)

(Update: June 2015) IT staff Stacy Bruhn and Tom Marino completed work on the interface in February 2015. Orban completed loading 21 available e-books in March 2015. The MontanaLibrary2Go Selection Committee has developed a procedure for considering titles that are recommended for the pilot, whose scope is limited to content created or published in Montana or otherwise containing subject matter relevant to Montana. Next steps are to conduct more extensive testing within the MontanaLibrary2Go Selection Committee group to ensure authentication and downloading functionality is set and to create a selection process for adding new titles that includes membership input.

- Evaluate ongoing costs, funding opportunities and storage options for CONTENTdm that meets current and future storage needs, putting the Montana Memory Project in a strong position for future growth.   CONTENTdm is the digital content management system administered by OCLC that is used by MMP contributors to upload digitized materials and create metadata for those materials. (*Jennifer Birnel*)

(Update: June 2015) A decision has been made between MSL and the Historical Society Research Center to have the Historical Society manage all digital newspapers, in order to alleviate our ongoing storage issues in the MMP. The Historical Society is looking for a new product to host newspapers that is part of a larger regional and national effort. Newspapers will be moved to this new environment when it becomes available, but will still be considered part of the overall MMP collections. The MMP is not adding newspapers at this time.

- Launch a new MSC EBSCO Host e-book collection, offering another accessible e-book collection to all MSC library patrons.   *(Lead staff: Ken Adams, Mike Price)*

(Update: June 2015) MSL has obtained a draft licensing agreement from EBSCO while they confirm which MSC libraries currently have access to EBSCOhost e-books based on the NetLibrary contract that was brought over from OCLC. OCLC is to provide new MARC records for titles purchased thru NetLibrary that are still relevant. Further work was delayed due to the MSC reorganization project and Enterprise implementation, as well as waiting for eResource Central to be implemented as a tool for managing the collection. The MSC Executive Board will discuss this ongoing project further during their 2016 Summer Retreat.

- Discuss with libraries the option of adding additional content to the DiscoverIT collection of resources and negotiate with EBSCO to lower the cost of adding individual subscriptions and content repositories to DiscoverIt. Continuing to expand the resources available in this statewide integrated discovery tool will make it an even more effective, one stop search tool that Montana librarians envisioned and have requested over the last decade.   *(Lead staff: Cara Orban)*

(Originally reported February 2015) The Network Advisory Council met December 18 and voted to accept EBSCO's offer to add resources (Home Improvement Reference Center and Hobbies & Crafts Reference Center) and upgrades (Literary Reference Center Plus, MAS Complete, MasterFILE Complete) to the statewide suite of online research databases with no

change to the current contract cost, by extending MSL's contract with a second renewal through August 31, 2017. All other terms of the contract will remain in place. This recommendation delays the Request for Proposal process for the primary suite of statewide databases for another two years, and allows SLR staff to continue training and outreach to libraries for these existing resources, through the Discover It search tool.

(Originally Reported April 2015) Orban worked with EBSCO Support staff in February and March to prepare new interfaces and resources for all Montana libraries: Explora, Hobbies & Crafts Reference Center, Home Improvement Reference Center, Literary Reference Center Plus, MAS Complete, and MasterFILE Complete. These new and upgraded resources are included as part of MSL's FY16-17 renewal with EBSCO at no additional cost.

(Originally Reported April 2015) In order to help the Network Advisory Council make a decision about the use of remaining state FY15 Coal Severance Tax funds, Orban gathered information on access, content, and statistics for three different sets of online resources: EBSCO Research Databases, Safari Tech, and Tutor.com. This information and ensuing discussion led to the NAC's decision to approve these one-time purchases, effective immediately:

> $15,500 for 2,000 additional tutoring sessions, available to all Montana library users
> $8,858 for additional Safari Tech SU, slots for MT library staff and state agency staff
> $5,642 for additional EBSCO ebooks for public library user access

(Update: June 2015) Working with liaisons Henley and Alana Mueller-Brunckhorst as well as directly with library staff, Orban has engaged in efforts where appropriate to increase awareness of content customization and linking options within Discover It. These efforts include direct communications and support as well as development of instructional materials for the Learning Portal and the Montana Library Directory.

- Identify 4-6 communities in Montana that have rich collections of unique materials related to Montana's economic, social, cultural or political history or materials that document a more current transition, such as the Bakken project. Encourage these communities, in partnership with their local library, to add these collections to the Montana Memory Project. *(Jennifer Birnel, Pam Henley)*

(Originally reported February 2015) The Montana Memory Project was invited by the Mountain West Digital Library and the Digital Public Library of America to participate in the Public Library Partnerships Project funded by the Bill and Melinda Gates Foundation. This project provided digital skills training for librarians including digitizing, describing and exhibiting their cultural heritage materials online through DPLA exhibitions. Six of the twelve participants were able to prepare collections in the short turnaround time of one month and sent their items in December to the vendor to be digitized.

(Originally Reported April 2015) Four of these projects are now published in the MMP:
- Hobson Community Library - Early Agriculture and Homesteading in Judith Basin County
- Judith Basin County Free Library - Sheep Ranching in Judith Basin County
- Billings Public Library - Billings Images of People and Images of Events
- Roundup School Community Library - Musselshell Valley Historical Photographs

(Update: June 2015) Henley and Birnel created an extensive list of libraries to contact and have since reached out to each one. Several of those contacted in our efforts participated in the PLPP training offered by DPLA. Birnel has continued to do more outreach since the first of the year and have had some very fruitful conversations with libraries and museums. Mid-year, Henley's specialty area was changed to providing training and support to public libraries customizing their Discover It profiles. Outreach and visits included Cut Bank, Browning, Malta, Augusta, Belt, Cascade, Conrad, Fort Benton, Ennis, Twin Bridges, Ekalaka, Wibaux, Simms, Stanford, Lincoln, Belgrade, West Yellowstone, Broadus, Virginia City, Roundup, Miles City, and Glacier National Park.

- Collaborate with staff of the Montana Historical Society and the Montana Office of Public Instruction to create classroom lesson plans for the Montana Memory Project so that teachers can easily incorporate this resource into their yearly teaching activities. *(Jennifer Birnel)*

(Originally Reported April 2015) Birnel and Yeager met with Historical Society Staff to further develop this effort and to add to the lesson plans now available in the MMP.

(Update: June 2015) Birnel presented to MEA-MFT conference participants about adding their own lesson plans to the MMP educational resources page. Birnel revamped the page and created some lists of skills activities teachers could use as lesson starters or discussions. Yeager has created several ready-made PowerPoints on specific topics, using images from the MMP. Colet Bartow has invited us to do a webinar with teachers and Birnel has applied to present again at this fall's MEA-MFT conference.

Goal Two—Access

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

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

2.5. Assist Montana libraries with 'fulfillment', that is, getting the right library content into patrons' hands quickly, efficiently, and at prices that libraries can afford, regardless of whether the item is owned by the patron's local library.

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.

2.8. Actively investigate and implement, as appropriate, web-scale solutions including web-scale integrated discovery systems, cloud computing, centralized indexing and harvesting of content, to make the resources of Montana libraries discoverable in a single search.

<u>SLR Work Objectives:</u>

- Evaluate how the SLR portal is presented in the overall MSL site by informal conversations with Montana library staff and as part of regular trainings on the portal, to provide a truly helpful, easily navigable web resource for library development.   *(All staff)*

(Update: June 2015) An SLR Portal training was presented at the 2014 Fall Workshops.

- Carry out usability testing by Montana library staff on the SLR web pages to better understand areas that need improvement or changes in design. *(Lead staff: Cara Orban)*

(Update: June 2015) Task-oriented usability testing across the Learning Portal and the SLR Portal is now in progress. SLR staff has plans to conduct at least one online testing session with Montana library staff before June 30 in addition to testing in person when possible. The test audience is asked to navigate from the MSL home page to specific resources, and their process and reactions are documented to help the SLR website group understand where improvements to the website might be made.

- Create a regular schedule of analyzing usage of all SLR pages, and using Google Analytics. *(Lead staff: Cara Orban)*

(Update: June 2015) Tom Marino confirmed that all SLR pages are set up with Google Analytics in March 2015. Orban collects monthly reports on SLR Portal activity.

- Working with the MSL Marketing Coordinator, update the "For the Public" website (http://mymontanalibrary.org/). New content and links will include access to community resources and resources that celebrate services provided by libraries. *(Lead staff: Lauren McMullen, Cara Orban)*

(Originally Reported April 2015) Sara Groves, McMullen, Orban and McHugh identified primary sections that would make up the new My Montana Library site: 1.) access to library services and content; 2.) library-community partnerships and 3.) Montana's unique literary and cultural resources. Next steps are to create mock up web pages showing the structure and content suggested for each section.

(Update: June 2015) An initial draft of the redesigned site is currently being built based on these themes, with more work to come in FY16.

- Working with the MSL Marketing Coordinator, budget for and implement innovative and effective promotional materials that best publicize the statewide resources available through DiscoverIt. *(Cara Orban, Jennifer Birnel, Ken Adams, Jo Flick)*

(Originally Reported April 2015) Groves and Orban have identified specific databases that are easily promoted through radio spots and social media. A simple prototype of a small card that users could keep in their wallet with links to Discover It, and simple authentication information is also being developed.

(Update: June 2015) Throughout FY15, Orban worked with Groves to develop promotional images and materials (press releases, website content, and radio ads) for Share your Story, Montana Makers, Discover It, and the EBSCO statewide databases targeted to specific audiences (auto repair, health, hobbies and crafts, and home improvement). MMP brochures have been created and made available to interested contributing institutions. An MMP poster is currently under development. On-going social media posts about the MMP have generated interest and the MMP will trial some boosted posts. Facebook is designed to help pages market their material to a wider audience by boosting posts. Boosted posts get pushed to targeted audiences. The goal is achieve more likes on the page.

- Optimize the use of our central user authentication software, EZproxy, within Discover It, MontanaLibrary2Go Local and other potential projects by improving instructions in the Library Directory, raising awareness of EZproxy among MSL staff, and providing online and in-person training opportunities for library staff. The benefit to the Montana library user is a single, one-time authentication process when accessing resources outside of the user's local library *(Cara Orban, Mike Price, Ken Adams)*

(Originally reported December 2014) Liaison partnerships have been developed with the purpose of providing more focused training and outreach by library type for searching and customizing the Discover It integrated search tool for their own library. Discover It is the EBSCO Integrated Discovery Service (EDS), which is a product of EBSCO. The Statewide Projects Librarian will continue to focus on proactive promotion to all library types; contract administration and communication with EBSCO and content partners; integration of new content or individual subscriptions on behalf of libraries; in depth assistance to libraries that want to customize Discover It by creating system profiles just for their library users; assistance with authentication setup; preparing and organizing focus groups and surveys; collecting and analyzing usage statistics; and working with the Statewide Trainer to determine training needs and organizing learning opportunities. Liaisons are asked to help disseminate information about Discover It to colleagues where appropriate; assist with basic customization questions; help increase awareness of available information about Discover It and EBSCO statewide resources within the Library Directory and on the Learning Portal; advise on creation and improvement of instructional or promotional materials; and assist with efforts such as formal training, surveys, and focus groups.

(Originally Reported April 2015) Orban worked with Henley and Electronic Resources Librarian (LIS division) Alana Mueller-Brunckhorst in March to revise Discover It and EZproxy

instructional resources, which are now available through the Montana Library Directory in "View Discover It Access" and "View EZproxy Access," and the Learning Portal. This information is made available to Montana library staff in order to simplify and provide greater clarity to those resources so that they can be used in Discover It liaison outreach and training.

(Update: June 2015) Working with identified Discover It liaisons, in March 2015 Orban revised the EZproxy and Discover It authentication documentation available to library staff through the Montana Library Directory. EZproxy was successfully implemented as the authentication tool for the MontanaLibrary2Go Local website. Next steps are to lead a brief learning session for SLR staff and an online session for Montana library staff.

(Update: June 2015) Through use of Application Program Interface (API) commands developed by EBSCO and SirsiDynix, seamless integration between the MSC's Enterprise search profiles and the EBSCO Discovery System (Discover It) is now working and being implemented for all MSC member libraries. This integration provides simultaneous searching of the MSC catalog and the resources combined under the Discover It search tool, including the statewide databases. Future enhancements announced by both vendors will fully integrate these two products that will further improve the end-user experience. Adams and Price led this significant work. Adams also contributed his knowledge of this process to the wider Sirsi Dynix system administration community.

- Investigate the potential of a centralized RFP process for at least some pieces of the E-rate program to see if this would be more cost effective for participating libraries.   *(Suzanne Reymer)*

(Update: June 2015) This objective continues to be in process. We've determined that the state cannot procure services for city or county libraries without a letter or agency from each local jurisdiction. We are continuing to pursue something more akin to a state master contract where service providers could be encouraged to offer more uniform services and pricing statewide and individual libraries could choose whether or not to take advantage of these offerings.

- Investigate the possibility of a central approach for completing and submitting Form 470, a form used to facilitate the competitive bidding process required for an e-rate application, to see if there are cost and time benefits to participating libraries. *(Suzanne Reymer)*

(Update: June 2015) This objective also continues to be in process, for similar reasons described above. The 470 form is not the most time consuming form. Consistent pricing and services would be an improvement for most libraries.

- Investigate and test returning to a local instance of CONTENTdm for the MMP, which could speed up search results and download times for end users across the state. *(Jennifer Birnel)*

(Update: June 2015) This objective has been combined into the MMP RFI/RFP process (see evaluation of the next objective below).

- Launch an RFI and possibly an RFP process to investigate options for new MMP software in order to learn more about alternatives to CONTENTdm. *(Jennifer Birnel)*

(Originally Reported April 2015) Birnel has received eleven responses to an RFI launched in February. A review committee representing the State Library, the Historical Society Research Center, University of Montana Mansfield Library, Montana State University Library and a public library representative from the Lewistown Public Library will assist Birnel in studying these responses.

(Update: June 2015) The RFI in this process has been completed. Thirteen responses were returned and reviewed by the committee. The committee determined there were enough products now available that offer similar services to CONTENTdm to warrant pursuing an RFP. An RFP will be written and released, in July-August 2015.

- Create and implement a cost share formula for a statewide courier contract to provide a more stable, long term, affordable option for a statewide library courier service. *(Cara Orban)*

(Update: June 2015) The current cost per library is described in the evaluation of the next objective below.

- Coordinate an RFP process to secure a centralized contract for a statewide courier service. *(Cara Orban)*

(Originally reported February 2015) MSL signed a contract with Critelli Couriers, effective January 1, for delivery service to Montana libraries. The cost to participating libraries that sign an agreement with Critelli is $23 per stop, with a $2 per stop subsidy applied from FY14 LSTA for courier development. Great Falls Public Library, Havre-Hill County Library, and Montana State University – Northern will take advantage of this discount and join the courier service in February. MSL staff worked with Critelli to gather signed participation forms, and prepared previous year interlibrary loan statistics and new statistics collection procedures to share with Montana Shared Catalog sharing groups and with the Courier Advisory Board. One expected outcome from expanding the service area is that the volume of materials being moved through the courier will increase, lowering the overall cost per item shipped via courier.

(Originally Reported April 2015) A courier web page was created in February to provide up-to-date information about the statewide courier contract and the Montana Courier Alliance. The web page, "Montana Courier Alliance," is available on the Statewide Library Resources website, under "Statewide Projects." With the 2015 contract for courier service, the State Library is making an effort to collect more accurate and complete statistics than have been available in recent years. In January, Montana Courier Alliance libraries reported 174 stops and 1102 crates moved to and from libraries. In February, with the addition of drop sites at Great

Falls Public Library and Havre-Hill County Library (also serving Montana State University – Northern), libraries reported 188 stops and 1,297 crates moved. Four locations had yet to report their February statistics at the time of writing this report.

(Update: June 2015) MSL signed a contract with Critelli Couriers, effective January 1, for delivery service to Montana libraries. The cost to participating libraries that sign an agreement with Critelli is $23 per stop, with a $2 per stop subsidy applied from FY14 LSTA for courier development. The Commission approved FY15 LSTA funds to continue this subsidy through September 30, 2016. Great Falls Public Library, Havre-Hill County Library, and Montana State University – Northern joined the courier service in February, bringing the total number of libraries with direct service from Critelli to 19. Orban worked with Procurement and with the Courier Advisory Board to draft the Request for Proposals document and the contract; worked with Critelli to gather signed participation forms; prepared previous year interlibrary loan statistics and new statistics collection procedures to share with Montana Shared Catalog sharing groups and with the Courier Advisory Board; developed a web page for the courier on the Statewide Library Resources site; collected monthly statistics from the courier drop site libraries; and coordinated a meeting of the Courier Alliance at the 2015 Montana Library Association conference. One expected outcome from expanding the service area is that the volume of materials being moved through the courier will increase, lowering the overall cost per item shipped via courier. For January through March 2015, the Alliance reported an average of 1,300 crates shipped monthly (90% of participating libraries responding each month). Crates may hold up to 25 items. The libraries have not been asked to provide an item count. Critelli makes between 175 and 215 stops per month at Alliance libraries.

- Investigate and educate librarians about OCLC's new discovery system as it becomes available, so that there is understanding among Montana librarians of this additional integrated search tool available at no cost through our OCLC group services. *(Cara Orban, Suzanne Reymer, Pam Henley, Lauren McMullen)*

(Originally reported December 2014) Orban met with OCLC staff and attended two hour-long trainings to prepare a strategy for statewide implementation of the new WorldCat Discovery Services, a new end user interface with discovery capabilities which will replace the OCLC FirstSearch software platform. FirstSearch will be discontinued in December 2015.
(Originally Reported April 2015) Orban is alerting librarians via the Wired and MSC listservs about upcoming online OCLC trainings and resources. This outreach is being coordinated with OCLC staff.

(Update: June 2015) Orban provided registration information and notice of training opportunities to Montana library staff through listservs and in person beginning in November 2014. A training and orientation session for WorldCat Discovery was scheduled for the Montana Shared Catalog meeting on May 7.

- Gather data about bandwidth through the public library statistics and the new speed test tool to better inform us on the current situations in libraries. *(Suzanne Reymer)*

(Update: June 2015) 40 libraries participated in broadband speed test. We've begun looking at data largely in comparison to nationwide broadband goals for libraries.

- Meet with the appropriate staff of the Montana Telecommunications Association to gain a more in depth understanding of the structure of and technical language used in the telecommunications industry in Montana. This knowledge will be gained in order to more effectively communicate with librarians and participate in high level planning efforts related to broadband. *(Lead staff: Suzanne Reymer)*

(Originally reported February 2015) Reymer participated in numerous phone calls and webinars on E-Rate Modernization and the new Form 471. She helped beta test the new online form and provided feedback to the Universal Service Administrative Company about issues and problems, informed Montana librarians of changes that would potentially impact their E-Rate funding during the State Librarian's Webside Chat in December and during a January webinar, and held an additional webinar in January to introduce librarians to the new online Form 471. These efforts continue to ensure that Montana libraries are represented in the national discussions regarding changes to E-Rate and that Montana librarians participating in E-Rate have the most current information about these changes and are trained in the new form.

(Originally Reported April 2015) Reymer has been working with 48 public libraries across the state on their E-Rate applications. E-Rate modernization has created changes in the programs and forms which have been challenging to experienced and new applicants. There are several new library directors applying for E-Rate for the first time this year who have required additional assistance.

(Update: June 2015) Reymer met with Geoff Feiss of MTA in Fall, 2014 to discuss current state broadband situation and future endeavors. Contact will continue as needed.

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.

3.3. Develop and present appropriate library leadership training for Library Directors and Trustees.

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.

SLR Work Objectives:

- Create a training evaluation approach that all LD staff doing training will apply consistently and that is tied to CE, to more effectively and consistently provide training in all areas. *(Lead staff: Jo Flick)*

(Update: June 2015) MSL training staff met for half day trainings and retreat facilitated by Flick on July 23, 2014 and on March 17, 2015. A subcommittee was formed to create an evaluation tool that all staff could use or easily modify for use that would collect outcomes data rather than just satisfaction data. The standard evaluation tool will be reviewed by MSL management before it will be available as a beta-tool for use.

- Evaluate SLR and vendor provided training through the creation and utilization of standardized evaluation tools that are also tied to CE, so that CE requirements are a consideration in the training evaluation process. *(Lead staff: Jo Flick)*

(Update: June 2015) This objective was not accomplished, due to focus on other internal training work described in this report. This objective may be included in the FY 16 SLR-LD work plan.

- Participate in a train the trainer event to improve training skills. *(All staff)*

(Originally Reported April 2015) Flick held a second event for those MSL staff who train, focusing on evaluation methods. An agency wide training evaluation tool is being developed out of this session, so that benchmark training evaluation criteria is consistent for all MSL programs, enabling MSL to identify trends and patterns in the trainings we provide and better track training needs.

(Update: June 2015) SLR staff provided 8 Webinars on best practices for library trainers related to optimizing use of the DiscoverIt search tool.

- Produce training webinars about library districts so that interested librarians and trustees can easily access essential information about districts, on demand. *(Lauren McMullen, Pam Henley, Suzanne Reymer, Jo Flick)*

(Update: June 2015) Public library directors and trustees attended a webinar on Montana public library funding and governance structures. Attendees gained an understanding of the how the district governance structure differs from other public library governing structures. This understanding helps directors and trustees in planning for the futures, and also allows the

library to meet the enhanced General Public Library Standards. The recorded webinar is available for on demand viewing.

(Update: June 2015) With the GoToTraining and Camtasia licenses consultants can begin to plan and produce appropriate webinars and other recorded training in FY 16 which will help directors and trustees better understand the district planning process.

- Develop an MSC plan to address staff turnovers in MSC libraries, particularly schools, to improve communication when there is new staff, reducing gaps in knowledge. *(Ken Adams)*

(Update: June 2015) Initial information has been gathered from other consortiums on how they deal with member library staff turnover and training. The initial documents needed for a "turnover" packet are in development, due to be completed by the end of June, 2015.

- Develop a training curriculum for new MSC software and services to ensure that all MSC librarians receive the training needed when there is new software and services. *(Lead staff: Amy Marchwick)*

(Update: June 2015) Due to staff turnover and the MSC Reorganization project, this objective has been delayed. Goodwin, the new MSC trainer is now the lead on this task and has begun the process of developing a curriculum and methodology for delivering MSC training presentations and materials. Goodwin has prepared several training videos and has given her first, in-person training sessions during MLA and at the MSC Spring meeting. Training materials are being developed for the new MSC Enterprise search interface along with end-user instructional materials for the MSC's "Shoutbomb" text messaging service.

- Provide short, recorded webinars on the resources available to libraries that enable them to create compelling charts and visual reports drawing from the data in their public library statistics. These recordings will be available for viewing from the Learning Portal at the librarian's convenience. This effort will be undertaken in order to assist libraries in telling their stories to their local funding bodies and communities. *(Suzanne Reymer, Lauren McMullen, Pam Henley, Jo Flick)*

(Update: June 2015) Library directors and trustees have on demand access to short, recorded tutorials that show how to generate historical, ranking and performance reports in the Montana Statistics Center. The charts and visual reports can be used in library annual reports to communicate the impact of library services.

- Evaluate and implement as appropriate ideas coming from the COSLA CE Connector Committee to engage Montana librarians in national CE trends. *(Lead staff: Jo Flick)*
(Originally Reported April 2015) The CE Connector project of COSLA is yielding some useful resources for Montana Libraries: a collection of materials to help library boards when

they are faced with hiring a new director and a short webinar series that will serve as a general introduction for new library directors. Most of these resources will show up as links from the MSL Learning Portal later this Spring.

(Update: June 2015) The COSLA CE Connector Project concluded in April. MSL was a key participant in getting new content published to support library boards faced with hiring a new director. Flick was the convener for the national working group that reviewed content already available and developed new content for a website that COSLA will publish. Most of this content is already displayed in the MSL Learning Portal and was used to support the Spring Trustee Training clinics held at the Spring Federation meetings.

- Identify state and regional experts in the areas of succession issues, employment law, library budgets and local library-government relations who could be invited to present online and in person trainings at Federation meetings, Fall Workshop and MLA Conference. Ensure that these particular areas are included in presentation proposals made by MSL for these events. This will be done to strengthen library directors' understanding of and comfort with these areas.   *(Suzanne Reymer, Lauren McMullen, Pam Henley, Jo Flick)*

(Originally Reported April 2015) MSL contracted with Sage Solutions to provide succession planning training for trustees and library directors using FY14 LSTA funds designated for trustee training. Sage Solutions' Terry Profota and her associate are presenting three hour sessions at the Broad Valleys, South Central and Golden Plains Spring Federation meetings. The first session at the Broad Valleys meeting was attended by 12 trustees and 2 library directors. The "Emergency Succession Plan Handbook" and a "succession toolkit" created by Sage Solutions and distributed during these sessions has been very well received and has resulted in increased understanding of the importance of strategic, operational and policy planning by library boards, in order to be prepared for succession situations.

(Originally Reported April 2015) McMullen presented webinar training on strategic planning to public, academic and special librarians. Strategic planning is especially helpful during periods of transition and succession, and when organizations are squeezed for resources. The session promoted the benefits of planning and introduced uncomplicated methods and tools. Several attendees expressed the intention to begin strategic planning this year.

(Update: June 2015) Montana Department of Administration staff presented training on budget laws, library budgeting and BARS for public library directors and trustees at Federation meetings in Wolf Point, Miles City and Fort Benton. Sage Solutions, nonprofit consultants from Bozeman, were hired to conduct succession planning and board development clinics for trustees and directors at four Spring Federation meetings: Golden Plains, South Central, Broad Valleys and Tamarack. These sessions were very well received and we plan continued work with Sage Solutions to create recorded webinars on these topics.

- Add a district transition template to the current Public Library District First Year resource so that libraries, boards and local governing and funding bodies can collaboratively work their

way through the district transition process. (Suzanne Reymer, *Lauren McMullen, Pam Henley)*

(Originally reported February 2015) A Public Library District Transition Planning Template was completed and made available to public libraries that are considering or are in the process of making the transition to a public library district. This interactive planning tool incorporates information from the *Montana Public Library District Handbook* and *Library District: a guide for the first year*. The template helps users develop timelines, communicate, and coordinate tasks in order to ensure a smooth transition. The release of this resource has generated new interest from librarians on the topic of public library districts.

(Originally Reported April 2015) Reymer and Henley participated in a district planning meeting at the Livingston-Park County Library. The city has seen a reduction in funds, which has in turn reduced the library's funding. The library is pursuing the possibility of forming a district to ensure a reliable funding source as well as the development of county-wide library services.

(Update: June 2015) A Public Library District Transition Planning Template was completed in October 2014 and is being promoted to libraries considering district formation.

Receive facilitation training to more effectively engage in local discussions between various parties about potential library districts, and other potentially controversial topics, so that these initial discussions are more effective and successful. *(Suzanne Reymer, Lauren McMullen, Pam Henley)*

(Update: June 2015) Henley and Reymer attended facilitation training provided through the State Professional Development Center, which will allow the consultants to better engage and manage discussions with libraries and their supporters, leading to positive outcomes when dealing with a variety of topics and issues.

- Spend time focusing on very small (1-2 person) library needs when planning trainings in all areas of library development in order to ensure that MSL trainings are relevant and accessible to all sizes of library staff. When planning trainings, consider libraries where the director is part time and wears many hats, does not have an MLS degree and where the library budget does not include the room for staff to travel regularly to conferences.*(All staff)*

(Originally Reported April 2015) United States Department of Agriculture local representatives presented a webinar on funding rural library buildings and programs.

(Originally reported April 2014): Based on recommendations from Montana maker space coordinators, young adult librarians, and school librarians, and from library development staff at the Idaho Commission for Libraries, ordered tools and materials for three kits that will circulate to Montana libraries beginning Spring 2014. Based on this order list, started organizing online training for library staff at the three initial hosting libraries. This training will provide an orientation to maker philosophy and expected pilot outcomes, as well as an overview on how to use the tools provided and develop public programming around them.

Maker spaces are collaborative learning and creative spaces that provide tools and materials for STEAM (Science, Technology, Engineering, Arts, and Mathematics) based programming and experimentation.

(Originally Reported April 2015): Montana Makers kits moved to six new libraries in February: Cayuse Prairie School in Kalispell, Lewis & Clark Middle School and Lockwood Intermediate School in Billings, Hobson Community Library, Lewis & Clark Library, and Missoula Public Library. Orban led two orientation training webinars for these libraries on January 27 & 29 to help familiarize library staff with the makerspace tools and materials in advance of receiving the kit, which was a suggestion that emerged from evaluations in Fall 2014. Orban led one, hour-long online session on January 28, introducing the Montana Makers pilot to an audience of 24 public, school, and state library staff from Montana as well as from Georgia, Iowa, Colorado, Vermont, and Virginia. Objectives for this webinar were to provide public or school libraries with a concise list of questions to help plan and prepare for developing a makerspace, particularly for libraries with limited space and budgets, and to introduce a selection of materials from the kits with details about pricing, potential audience, and relevant STEAM disciplines.

(Originally reported April 2014) Working with a team of three other MSL staff, continued work on the "Share Your Story" lifelong learning and outreach project that will circulate interview and programming kits to Montana libraries beginning Spring 2014, modeled after StoryCorps project and based around the themes of Wilderness, Work, and Women in Montana. Staff has cultivated partnership possibilities with the Montana State University film department and Montana PBS for training library staff and volunteers in video recording and editing as well as conducting quality interviews. Marketing materials are being developed to lend a consistent brand to this new LSTA funded statewide pilot. The main focus of the pilot is the library's outreach to its local communities and building on partnerships to expand public programming and lifelong learning opportunities in libraries across the state. Relevant content gleaned from this pilot may also be considered for inclusion in the Montana Memory Project.

(Originally Reported April 2015) Orban provided an overview of the Montana Makers and the Share Your Story pilots in two, hour-long presentations at the Montana Library Association Offline conference in Billings, February 6 and 7. The theme of the presentation was content creation and collection in the library. Approximately 30 library staff were in attendance at each session. Attendees from five public and school libraries followed up after Offline to request a maker kit later in the spring and summer, and one library expressed interest in hosting a Share Your Story kit.

(Update: June 2015) Critical needs for very small libraries is one of the three criteria which MSL staff will use as one of the data points to determine the composition of Fall Workshops. By aligning trustee training with federation meetings, we were able to reach additional small library trustees with critical information about succession planning and board development. Staff response is that meeting training needs has improved through consideration of all library sizes in our trainings.

Goal Four—Consultation and Leadership

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

4.5. 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.

4.8. Facilitate more state-wide purchases of content, supplies, and programs that benefit all Montanans through their local libraries.

SLR Work Objectives:
- Create a 5 year strategic plan for the MSC so that the consortium has a guiding document addressing growth, governance and system possibilities.   *(Ken Adams)*

(Originally Reported April 2015) Adams and McHugh served in an advisory capacity on the MSC Strategic Planning Committee. The Committee has finalized a draft plan which was shared with the MSL Network Advisory Council on March 10 and has been submitted to the MSC Executive Board in preparation for the MSC Spring 2015 membership meeting. Following action on the plan by the membership, the MSL Commission will receive the plan.

(Update: June 2015) The MSC Executive Board appointed a subcommittee to develop an MSC strategic plan. The group began work on the plan in the fall of 2014. They shared a draft plan with the MSL Network Advisory Council in March and then presented the final draft of the plan to the MSC membership at the Spring MSC Membership Meeting on May 8. The plan, along with a revised mission statement, was unanimously approved as a 3-year plan. An annual, fiscal year MSC membership work plan, based on the strategic plan, will be developed over the summer by a new MSC committee. Adams and McHugh served in an ex-officio capacity on the strategic plan committee and will also serve on the work plan committee.

- Develop and undertake an annual visitation schedule of MSC libraries by the MSC Director in order to provide effective in person communication on an annual basis. *(Ken Adams)*

(Update: June 2015) This objective has been delayed due to staffing and workload issues. Adams has visited several member libraries while traveling to conferences or in conjunction with training visits. Impromptu discussions concerning the MSC have been held with non-member libraries while at the MLA and MEA conferences.   Now that the MSC support team is fully staffed, more effort will be made in the summer to visit libraries throughout the state.

- Create an LSTA policy and procedures guide and provide training to assist MSL staff with the annual LSTA process so that staff have clear direction about the process, accessible through a central document. *(Cara Orban)*

(Originally Reported April 2015) Orban has created this internal guide with input from Jennie Stapp, Kris Schmitz and McHugh and it will be ready for use by Library Development staff as the FY15 LSTA projects commence.

(Originally Reported April 2015) Orban participated in three webinars during this period facilitated by the Institute of Museum and Library Services. The intention of the webinars was to prepare state library agencies for the new reporting framework for the Grants to States Program which will be in effect for the federal FY14 report, due December 31, 2015. Changes to the annual report correspond with the Measuring Success Initiative, which IMLS started in March 2011 to help IMLS and state library administrative agencies plan for, manage, and evaluate LSTA-supported library efforts. As a result of this training and new reporting framework:

- IMLS and state library agencies will be prepared to comply with new federal guidelines mandating that different types of data be collected and publicly accessible.
- A new system relying less on text narrative allows IMLS to gather and compare information in new ways and to better communicate this data to stakeholders. Likewise, reported data will be "bi-directional" and available for state library agency staff to efficiently search and discover data from efforts nationwide.
- The new system will have a public interface for the first time. This will allow for data transparency within and across states

(Update: June 2015) Working with McHugh, Kris Schmitz, and Jennie Stapp, Orban completed the LSTA manual for MSL staff in April 2015 and distributed to SLR-LD staff for final review and comment. The document was posted to the MSL intranet in May 2015 and will be used by staff implementing and managing LSTA funded projects.

- Launch a formal survey to evaluate the changes to consulting services at MSL in order to assist us in determining whether we are meeting the needs of all sizes and locations of public libraries. *(Suzanne Reymer, Lauren McMullen, Pam Henley)*

(Update: June 2015) This survey was accomplished, resulting in the decision to re-establish consulting territories on a three-year rotating basis, while continuing the consultants' focus on specialty areas. This will enable the consultants to better develop relationships with assigned libraries, better balance work load, and provide libraries with a consistent point of contact.

- Explore opportunities for additional partnerships that enable libraries to temporarily provide traveling exhibits of interest to their local communities, expanding the idea of libraries as community anchor institutions. *(Lead staff: Jo Flick)*

(Update: June 2015) A possible partnership between Fish, Wildlife and Parks to create and distribute a Bear Awareness exhibit was discussed, but the FWP project was ultimately not funded. The Women's Suffrage exhibit panels continue to circulate around Montana through Summer, 2015.

- Attend the Association of Rural and Small Libraries and the Public Library Association 2015 conferences so that LD staff are in tune with the challenges and opportunities for collaboration beyond Montana. *(Staff to be determined)*

(Update: June 2015) Henley and Orban will attend the ARSL conference in Little Rock, Arkansas in October 2015. Orban will present with Idaho Commission for Libraries consultant Sue Walker on makerspace best practices for small and rural libraries, with findings based on a comprehensive survey of Idaho and Montana libraries to be conducted over the summer of 2015.

- Provide an "MSL Room" during the 2015 Montana Library Association conference in order for librarians to ask MSL staff questions about matters of interest and network with each other. *(Staff to be determined)*

(Update: June 2015) While an MSL Room was not provided at the annual conference, the SLR-LD staff purposely sought out new library directors at the opening conference reception, led by the State Librarian. This outreach was publicly promoted in the conference bulletin.

Goal Five—Collaboration

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

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).

5.5. Assist partners in developing web-accessible Montana-related digital content, and provide Montanans with access to digital collections and items relating to Montana's cultural heritage.

5.6. Promote library-related automation, data, networking standards, and web-scale solutions.

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

SLR Work Objectives:

- Add to the sophistication of the Library Directory for optimum utilization by all library staff in Montana. New features planned for FY15 are adding the ability to track CE credits through a library's Directory profile and offering the option of creating and saving within the Directory individually customized, interactive transition planning templates for new public library districts. *(Lead staff: Mike Price)*

(Update: June 2015) Montana librarians can now easily track and archive their CE credits through their individual Directory accounts. Steps have been added to the Directory to ensure that CE records are not lost if a library staff leaves a library or is hired by another library.

(Update: June 2015) Though the Public Library District Transition Planning Template is now available, we have not been able to offer users the ability to save this interactive template to a library's Directory pages. This option continues to be under investigation.

- Complete the MSC reorganization effort. The remaining work for FY15 will be changing the circulation policies of the individual libraries not participating in an MSC user sharing group , customizing the item category drop down lists in the system so that each library's list only contains those categories used by the library, reviewing scheduled system reports following the circulation policy changes and removing scheduled reports from the system that are no longer necessary. SirsiDynix, the company that provides the MSC integrated library system, will remove all policies that will no longer be used by the end of calendar 2014. These final steps in the MSC reorganization will make the MSC a successful tool for quality library development and cost effective for its members. *(Ken Adams, Mike Price, Melody Condron, Amy Marchwick)*

(Update: June 2015) Due to staff turnover and a longer than anticipated timeframe needed to conduct one-on-one consultation with libraries, this project has not yet been completed. The most difficult part-- item types, home locations and standard circulation policies-- has been completed but we cannot have Sirsi Dynix remove system policies that are no longer in use until all the libraries have had their policies re-configured. A new tact will be taken over the summer to speed up the circulation policy changes by focusing on only those changes. Once that is completed, the un-used policies can be removed from the system. Item categories have turned out to be more difficult than anticipated due to how they are used as facets in the MSC's Enterprise user interface. Work will continue on refining the definitions included in all five of the system's item categories, which will enhance the end user experience and ease concerns about simplifying system policies. Marchwick's initial, detailed analysis of all system policies in use has successfully guided and directed the reorganization effort.

Put together a formal list of current and past directors, and board chairs of public library districts willing to serve as mentors to directors and boards exploring the library district option. Using this list, connect identified mentors and interested directors and board members. Mentoring partnerships have been successful in other areas of library development such as cataloging and we want to see if this approach will aid in the growth of library districts. *(Suzanne Reymer, Lauren McMullen, Pam Henley)*

(Update: June 2015) As a first step, a public library district directors' listserv was created, to encourage the sharing of resources, experiences and expertise. This objective remains in process.

Encourage public libraries to conduct community assessments, articulate specific goals and objectives for outreach programming, and build partnerships with one or more partners in the community, in order to illuminate the role of the public library as a community anchor. To accomplish this objective within a single project in FY15, we will focus on the Maker Space project. We will draft a series of questions that will comprise a community assessment tool for use by those libraries that borrow a Maker Space kit. One aspect will be ways in which members of the community were engaged in presenting maker space programs. Building on this information, hosting libraries will then complete an Outreach Action Plan that outlines plans for structured activities which will make use of the maker kits, and articulates the specific resources (staff time, materials, funding, meeting space, and training) that they and their community partners will contribute toward the implementation of these plans. The Outreach Action Plan will also identify program expectations and desired outcomes (for both libraries and community partners) to be met through these activities. Library staff will be trained in how to use this assessment tool and libraries borrowing the kits will be required to conduct a community assessment using the tool. At the end of the 8 week hosting period, hosting libraries and their community partners will complete an evaluation form for MSL in which they will determine the extent to which they achieved desired outcomes. Evaluation data may be qualitative and based on participant feedback, but will also include program statistics and output data collected by the hosting library. This first effort will inform SLR-LD staff about how we can assist libraries in the future with this kind of assessment. *(Lead staff: Lauren McMullen, Cara Orban)*

(Update: June 2015) Library partnership exchange programs were conducted at Fall Workshops, ASLD/PLD retreat, and the MLA annual conference. In these sessions librarians exchanged ideas, best practices and problem-solving about community partnerships. Strategic planning training that focused on community partnerships was also presented at Darby, Conrad, and in a statewide webinar. Montana public libraries are very engaged with community individuals, organizations and other libraries.

(Update: June 2015) Montana Makers hosting sites are required to identify community partners and available resources in advance of receiving kits, as well as their reasons for wanting to host a makerspace kit. Throughout their time hosting the kits, library staff is encouraged to make use of an evaluation rubric to record the level of engagement, creativity, collaboration, and problem solving skills demonstrated through maker activities. However, this rubric has not been widely adopted. Half of the hosting sites have returned their evaluation documents after returning the kits, identifying successes and challenges as well as statistics (number of makers and programs or activities) and outcomes (learning objectives met, staff lessons learned, and which STEAM disciplines were targeted through the activities).

Orban is developing a survey to gather more information about small library best practices and needs in the areas of community partnerships, content, budget, training, and space planning for makerspace programs. Survey results will be compiled and summarized by August 2015. FY 15 statistics for the Montana Makers pilot include:

- 1,568 participants engaged in both formal and unstructured making activities
- 114 structured programs led by library staff and community partners
- 20 (6 schools and 14 publics) libraries have hosted kits this fiscal year

Skills observed by project leaders engaged in this pilot include:

Improvisation, creativity, conductivity, fractions, hand/eye coordination, colors, problem solving, writing, storytelling, being precise, learning new skills such as sewing and painting, following written/verbal directions, experimenting with media and engineering tasks; how circuits work. Through one component, participants learned about the basics of circuitry through doing hands on exercises. They also learned more about computer programming. These programs were designed to expose students to career possibilities in engineering and computer science and to encourage self-guided discovery.

Partnership opportunities our hosting libraries have identified through the Makers pilot are:

- Public schools or colleges, school clubs like robotics club
- 4-H
- MSU Extension
- Local youth organizations
- Local utilities companies (electricity)/telecommunications company (technology)
- Health clinics
- Artists/craft groups

- Communicate with Montana school administrators about the MSC and school library growth by regular email updates sent through OPI when new school libraries are added to the MSC, attendance at the Montana School Administrators annual conference, a booth at the Montana Education Association's annual conference and by providing talking points to MSC school librarians to share with their local administration. *(Ken Adams)*

(Update: June 2015) Adams attended the MEA conference and has developed and disseminated a brochure describing the MSC for dissemination at conferences and online. Adams includes OPI contacts on emails responding to school librarians inquiring about the MSC and/or interested in joining. Depending on the information requested, some correspondence included cost estimates for joining the MSC.

- Study and evaluate the pros and cons of moving to vendor supplied bibliographic records within the context of MontanaLibrary2Go and the MSC, as opposed to records from WorldCat , so that end users have access to quality metadata that ensures successful search experiences. *(Cara Orban, Ken Adams)*

(Originally Reported April 2015) The MSC Content Management Committee held their annual meeting to discuss and plan major changes in cataloging procedures related to vendor records, RDA requirements and improving the end-user experience. Several sub-committees were formed to accomplish assigned tasks that will lead to updated cataloging procedures and best practices.

(Update: June 2015) Hazen has addressed problems with vendor supplied records in the MSC for MTLib2Go and other sources to ensure record quality and better experience for the end-user. A process has been created and communicated to the MSC membership to deal with the growing number of bibliographic records being supplied for downloadable e-content. Hazen's position focuses on maintaining and ensuring the quality of the bibliographic records in the MSC, a crucial component to the success of the catalog.

Goal Six—Sustainable Success

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

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

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

6.7. 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.

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

SLR Work Objectives:
- Demonstrate leadership in the area of social media by more regularly and consistently communicating our news through Twitter and Facebook. More engagement by SLR-LD staff in using social media will exemplify how libraries can leverage tools like Twitter and Facebook to be more present in their own communities. *(All staff)*

(Update: June 2015) Birnel posts to the Montana Memory Project Facebook and to Twitter daily regarding the MMP. Orban, Flick, Henley, McMullen and Reymer post to the MSL

Facebook on various SLR-LD topics related to statewide projects, training opportunities and library development.

- Come together for a meal when attending Fall Workshop, MLA or other statewide conferences in order to make the most of these opportunities for staff collaboration and troubleshooting. *(All staff)*

- **(Update: June 2015)** This has proven to be a difficult objective to accomplish because the conferences are busy and staff time is very limited.

- Participate in an SLR Division retreat to strengthen communication and understanding of shared goals within SLR. *(All staff)*

(Update: June 2015) An SLR Division retreat was held in October and included three focused activities to promote discussion and planning: 1.) a report on an "SLR Communication Audit" conducted by Lewistown Public Library Director KellyAnne Terry; 2.) table discussions of the strengths and weaknesses of the current SLR organizational structure; 3.) ideas for LSTA pilots, projects and programs. The three outcomes of the retreat were to:
     - Understand our successes and challenges in internal and external communication as a division, and thinking of ways to improve communication where there are challenges

     - Determine the effectiveness and challenges of our current SLR organizational structure as we strive to meet LD and TBL work plan goals and objectives

     - Improve the planning process for LSTA award cycles related to statewide programs, projects, pilots and creating some LSTA ideas for the current and upcoming LSTA awards

Specific accomplishments that are results of the retreat include a future new approach to the Fall Workshops format, planning for an SLR project management tool and a NovelistPLUS subscription for the Talking Book Library.

- CELEBRATE SLR accomplishments to recognize the good work being done on a daily basis. *(All staff)*

(Update: June 2015) This objective continues, as we complete these and other FY 15 tasks and look toward FY 16.

Montana Talking Book Library Report
April and May, 2015

Prepared for the June 23, 2015 Commission meeting
By Christie Briggs, Supervisor

This report represents accomplishments of Montana Talking Book Library Staff: Jackie Crepeau, Readers' Advisor; Bobbi DeMontigny, Readers' Advisor/Machine Lending Agent; Erin Harris, Recording & Volunteer Director; Martin Landry, Readers' Advisor; and Carolyn Meier, Circulation Coordinator

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 FY15 Objectives:

- Based on approval of a pending EPP funding request by November, 2014, secure legislative approval by May, 2015, for the completion of the Audio Digital Conversion Project which includes 795 analog titles remaining to be converted. The benefit to patrons is to offer access to, and meet the demand for greater content of, local Montana titles available in a digital format. To date, fifteen other Talking Book Libraries have downloaded our first converted digital book from BARD, for distribution to their patrons, saving MTBL (Lead staff: Christie Briggs)

(Originally reported October and December 2014) The EPP proposal was not approved for inclusion in the Governor's Budget. Alternatives were being evaluated.
(Originally reported April 2015) Currently evaluating the viability of the Audio Digital Conversion Project to be incorporated as part of MTBL's training of Experience Works Training Program (EWTP) trainees. Considerations include: Appropriate project expectations of EWTP trainees; evaluation of skills level requirements for a trainee to follow detailed and intricate conversion steps; identification of those portions of the project which only the Recording Dir. (or other staff) can accomplish; time required of the Recording Dir. to train and oversee a trainee; additional time required to complete the project (probable extension of the project past the original projected 3 years). Other alternative training programs are still being considered. Decision will be confirmed by June, 2015.

(Update: June 2015) This project is on hold due to other priorities in the Recording and Volunteer Programs that take precedence over this project due to the recent retirement of the Circulation Manager starting in June, 2015. Examples include: continued training of existing and new recording teams, post-production of newly completed titles, as well as necessary in-depth monitoring of circulation volunteers downstairs.

- Research and develop plans for a second in-house recording studio by March, 2015, to benefit an increase in the patron demand for a higher quantity of accessible on-demand and locally produced audio digital book and magazine titles. (Lead staff: Christie Briggs, Erin Harris)

(Originally reported April 2015) This is a multi-step research and evaluation process. Currently researching ventilation (heating/cooling), electrical and space impacts with MT General Services to support a portable sound booth. Three vendor specifications are currently being evaluated by MTBL staff against NLS and ADA standards, with NLS consultation input. One vendor submitted an estimated quote for minimal specifications, providing a baseline starting point. Further NLS/ADA specifications will require additional add-ons to the basic quote. Ballpark range for just the booth from one vendor is estimated at $12,000, not including a current rough estimation of over $42,000 for installation, MT General Services support, IT requirements (addition of two IT ports, and 2 computers for a program volunteer monitor and reviewer), and necessary office furniture and supplies (chairs, work tables, etc.). Estimated timeline for research completion is still on track for June, 2015.

(Update: June 2015) This objective will be added to the FY16 MTBL Work Plan objectives. Two additional vendors have been suggested for consideration by the National Library Service (NLS). Continued research will include an on-site visit from the NLS audio recording specialist in FY16 (which was not possible for NLS in FY15).

- Develop a more systematic approach to selecting titles for permanent ILL quotas from the NLS-MultiState Center West (NLS-MSCW) contractor by May 2015, identifying and replacing resources used in the Montana Duplication-on-Demand system, in order to increase the efficiency and cost-effectiveness of MTBL resources, and the efficiency with which patrons receive series titles as well as maintaining access to titles in higher demand. (Lead staff: Jackie Crepeau)

(Originally reported April 2015) NLS increased the quota amount for each library of digitized cassette titles that can be permanently Interlibrary loaned to each library. MTBL has implemented a monthly Reader Advisor communication system to identify higher priority titles in order to always utilize the maximum amount allowed for MTBL's permanent ILL quarterly request quota.

(Update: June 2015) MTBL established "permanent interlibrary loan quota guidelines" through utilization of created listings (including authors, series and essential titles), leading to a more efficient process and maximization of the NLS quarterly permanent interlibrary loan quota limits.

- Complete the BARD (Braille and Audio Reading Download) Bibliographic Synchronization project for MTBL's digital storage and digital duplication system with NLS by May, 2015 in order to make higher quantities of in-demand titles available to patrons faster. This will increase the annual amount of BARD Duplication on Demand physical copies (predicated on the ability to purchase adequate digital cartridge resources), in order to meet patron demands for increased digital copies of book and magazine titles. (Lead staff: Christie Briggs)

(Originally reported April 2015) NLS ended their rSync pilot project with MTBL, and other talking book libraries in FY13 due to Library of Congress server changes, which took a year to accomplish. NLS is now working out the details of installing a full BARD Synchronization program (BARD-rSync) with MTBL and other TBL's. This will involve MSL's IT administrator to coordinate details with NLS IT staff to set up. The initial impact to MTBL's SAN space is 10GB. Duplication-on-Demand doubled from FY13 to FY14. Although the pilot project ended prematurely by NLS, it proved valuable in decreasing staff time from performing time-consuming BARD downloads and then duplicating to direct duplicating from the BARD rSync storage. Staff time processing direct patron digital cartridge ILL's through the NLS MultiState Center West (NLS-MSCW) in Utah also significantly decreased (from 40% in FY12 to 20% in FY13). After NLS ended the pilot program prematurely in FY13, a request for additional cartridges from the MTBL portion of the MSL Trust did not meet the Trust guidelines. MSL management approved a one-time MTBL End-of-Year budget request to purchase 900 cartridges, which proved to be crucial in getting MTBL through a high patron demand period for BARD titles to be duplicated-on-demand for non-BARD patrons (80% of all patrons). In directing staff to stretch the duplication of these cartridges over a two year period, while attempting to meet the primary goal of all patron needs for duplication-on-demand in FY14 and FY15, staff identified low and high circulation collection trends; queries of patron demands for certain authors and titles and designated as many MTBL cartridges as possible for re-use. Also, staff instituted a greater amount of direct patron ILL's (from 20% in FY13 to 45% in FY14 and 65% in FY15), as well as met the NLS increase of 2015 in the amount of allowed quarterly digital cartridge quotas for libraries to replace a small quantity of digitized cassette titles from the NLS-MSCW's permanent library ILL system, both in lieu of MTBL in-house duplication-on-demand from the NLS-MSCW contractor in Utah. During FY14 and FY15, the annual required NLS Digital Cartridge Recall Program (of NLS cartridges only) revealed a greater than anticipated amount of return from talking libraries. As a result, all talking book libraries and NLS began a laborious negotiation process which concluded in NLS agreeing to include distribution of a certain amount of new NLS purchased cartridge quantities to talking book libraries in dire need. *MTBL submitted a request to NLS on 3/18/2015 (the NLS announcement was posted after 5pm on 3/17/2015) for 3,000 cartridges (with approval pending). Approval is expected by July, 2015. If not approved, MTBL will continue on the current course of actions, and review additional areas (e.g., duplication of book series) in high patron demand.

(Update: June 2015) Delays have occurred in going forward with completing the rSync project due to scheduling and resource issues. This will be included in as an FY16 objective, in coordination with MSL's IT and NLS staff. NLS started shipping new blank cartridges in May,

with corresponding container shipments expected to begin in mid-July. This will work in tandem with the rSync project and increase resources for duplication-on-demand for patrons.

- Through the MTBL-MLA (Machine Lending Agency) recycle cassette equipment by June 30, 2015, (based on the availability of adequate digital players and books) to ensure patrons will benefit from free access to easier-to-operate accessible digital players for listening to digital cartridges, as well as downloadable materials. (Lead staff: Bobbi deMontigny)

(Update: June 2015) The current NLS cassette machine recycling process has been completed. A newly developed NLS software program for inventory control of machines is planned by NLS for implementation in FY16. It is hoped this will offer improvements to the current NLS machine recycling process.

- Complete the NLS cassette book recycle program by June 30, 2015, in compliance with NLS guidelines. This will benefit MTBL by having more in-house space to accommodate receiving a larger number of digital copies to the MTBL in-house collection, which in turn will meet increased patron demands for additional copies of available titles. (Lead staff: Carolyn Meier)

(Originally reported April 2015) The Circulation coordinator and volunteers have doubled the recycling of cassette book copies from 5,000/quarter in FY14 to 10,000/ quarter in FY15. The deadline for completion has been moved from June, 2015 to January, 2016. This will not have a significant impact on the original estimate due to monitoring and projections of several significant changing in activities and trends: unexpected changed in NLS recycling contracts; completion of NLS cassette to digital book conversion program; installation of the NLS BARD-rSync program; the continued steady decrease in patron demands for cassette titles; a concerted effort of staff to encourage "digital only" services for existing and new patrons, MTBL BARD patron utilization (only 20% of all MTBL BARD patrons signed-up are consistently using BARD), new BARD patrons (a projected increase of 5% is anticipated from 15% in FY14 to 20% by June, 2015); requests for duplication-on-demand.

(Update: June 2015) The previously submitted listing of 8,000 cassette book copies for recycling was approved by NLS for shipping. Specialized NLS replacement shipping cards were received recently after the first card shipment was confirmed as never being received. Recycling of cassette books will continue, according to the NLS required guidelines and schedules, until all RC's are recycled, which will take 1-3 years.

- Develop a plan to phase-in a fully automated circulation process of digital book inspection, check-in and inventory by June, 2015. This would increase efficiency and accuracy as the cassette book collection continues to diminish and the considerable increase in the digital book collection. This would require coordination with the Director of the Volunteer Program to include cross-training of volunteers to the Montana Duplication on Demand process. (Lead staff: Carolyn Meier, Erin Harris)

(Originally reported April 2015) The deadline has been moved to evaluating this objective in January, 2016 when in-house circulation of cassette books and machines will be

discontinued. The impact to MTBL of an automated circulation process of digital books and machines is contingent on evaluating the cost and budget for implementing a new barcode scanner system which would increase efficiency in circulation.

(Update: June 2015) MTBL's Keystone database vendor confirmed the possibility of implementing this system using current scanners and creating labels in-house. Implementation of this new project has been placed on hold due to Carolyn Meier's announcement to retire as Circulation Manager on 5/29/15, after 31+ years at MSL.

- Complete the 2014/2015 digital book recall program by June 30, 2015, in compliance with NLS guidelines, to insure NLS has additional recycled resources to produce more books for patrons on a national and state level. (Lead staff: Carolyn Meier)

(Update: June 2015) This was completed for the NLS federal fiscal year (ending 9-30-14.), and two-thirds completed for the current NLS federal fiscal year (ending 9-30-15), with anticipation of 100% completion prior to that date.

- To encourage Early Literacy of our younger Braille readers, MTBL will adopt the new rules of the Unified English Braille (UEB) system (which were adopted by the Braille Authority of North America in 2012) by June 30, 2015, to improve the quality and quantity of in-house children's twin-vision Braille collection and meet the Early Literacy education needs of our younger Braille readers. (Lead staff: Christie Briggs, Carolyn Meier)

(Update: June 2015) NLS reported that the impact of the UEB system will be minimal on NLS Network Library patrons and staff. Current Braille materials will not need to be modified to reflect these changes. NLS proposes that additional benefits to braille patrons will be a seamless inclusion of minor braille changes.

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 services to meet changing user needs.

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

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

MTBL Specific FY15 Objectives:

- Purchase and install new HABC post-production and recording software by July 15, 2014, to complete post-production of newly completed "born-digital" titles, starting with MDB (Montana Digital Book) 2000, refining the markup and quality assurance processes by December, 2014. (Lead staff: Christie Briggs, Erin Harris)

(Originally reported December 2014) Accomplished installation in July, 2014.

(Originally reported April 2015) Completion of the post-production process (markup; wav equalization of sound quality; quality assurance (QA) committee review; duplication, NLS encryption and verification of cartridges) is currently in-process. The volunteer QA review committee has been re-activated. Original time projections were overly ambitious due to delays in receiving two wav software items that test sound quality, the Hindy recording training process of volunteer teams, and other time demands on the new Recording/Volunteer Program Director. A new target date for completion is June, 2015.

(Update: June 2015) The completion of the HABC post-production of newly completed "born-digital titles" is in process. To date, forty-five digital audio books have been started; fifteen are currently being recorded; and thirty are in various stages of post-production. The Recording Program Director continues to learn the recording, noise reduction, and the equalization software programs. Two volunteers are currently being trained to help with the HABC post-production quality assurance processes.

- Accomplish the conversion of the new recording studio software from the existing LCM (Low Complexity Mastering) system recording software to HABC. LCM is no longer supported or updated by its manufacturer and runs only on the outdated Windows XP platform. This will benefit patrons by having a higher quality, more efficient platform for listening to newly recorded Montana titles. New digital titles will be uploaded to BARD, through an NLS process, and made available to patrons and other Talking Book Libraries nationwide, increasing MTBL's efficiency in decreasing staff time processing out of state patron ILL's. (Lead staff: Erin Harris)

(Originally reported December 2014) Accomplished installation of the HABC , or "Hindy", recording software, and replacement of old hardware in July, 2014.

(Originally reported April 2015) All but two wav software items were previously installed and tested in July, 2014. The installation of these two wav software items were delayed after discovering, and eventually correcting, vendor requirements for designation of the appropriate user ID during the procurement process. These were finally installed in February, 2015 and are being tested in the post-production process.

(Update: June 2015) Software conversion and upgrade has been completed and basic training of existing and new volunteer recording teams is completed. Two MTBL digital audio books have been uploaded to BARD. More will be uploaded as they complete the multi-step post-production quality assurance and BARD requirements. The Recording Program Director has learned one Wave sound equalization software and is currently learning the second.

- Improve the user interface of MSL's MTBL Web site through development of accessible DNN website formatting and ensure all MSL webpages have conveniently located ADA

accessible toolbars for end users by December, 2014. (Lead staff: Christie Briggs, Erin Harris)

(Originally reported October 2014) Accomplished in October 2014.

(Originally reported April 2015) Changes have been implemented since this accomplishment and further developments are being planned by the MSL Web Oversight Committee.

(Update: June 2015) The content on the MTBL's webpages are updated as needed. (eh) The Web Oversight Committee has yet to review suggested changes from Edge Marketing consultants in the design of the introductory web pages for each program. MTBL will monitor these for ADA accessibility compliance in FY16.

- Increase user access to MTBL and all MSL resources by incorporating the use of existing and additional social media tools by June, 2015. (Lead staff: Erin Harris)

(Originally reported December 2014) Accomplished Jul-Dec 2014 timeline of projected FaceBook posts in December 2014.

(Originally reported April 2015) Currently working on timeline for projected Jan-Jun 2015 posts.

(Update: June 2015) Projected timeline for Jan-Jun 2015 posts was completed and on schedule. MTBL maintains an active Facebook page and posts information approximately twice a week. MTBL's "friends" are comprised of public librarians, Talking Book Librarians, Talking Book Library patrons, and the general public.

- Provide patrons with additional NLS genre bibliography catalogs in digital audio, Braille, and Large print, by June, 2015 to increase awareness and benefit patron access to desired titles, authors and genres. (Lead staff: Carolyn Meier, Jackie Crepeau, Martin Landry, Bobbi deMontigny) ~~new RA)~~

(Originally reported April 2015) Announcement of the NLS 2014 Gentle Romances bibliography catalog was posted in the winter issue of the Bits of Gold newsletter by March 20, 2015. Distribution of patron requests for this catalog will be processed as received.

(Update: June 2015) Completed by May, 2015. The NLS genre bibliography catalogs in digital audio completed thus far include: adventure (sea), various adult, young adult and juvenile award winners, suspense, paranormal romance, bestselling biographies, psychology, Cookbooks in specialized categories, and sports. Readers' Advisors will continue to create bibliographies of available digital audio titles to meet patron demands. The distribution of these will be "on-demand" only, not requiring bulk copy storage.

- Establish a fully KLAS automated notification system for notifying patrons of overdue books by June, 2015, with a specific focus on waiting lists. Collaboration with KLAS is essential in working out the current database capabilities, determine best practices of other KLAS libraries, and implementing improvements to the KLAS overdue reporting function. Success

will be determined by a decrease in the number of overdue items and the amount of staff time required to notify patrons of overdue items. (Lead staff: Martin Landry)

(Originally reported April 2015) KLAS implemented some updates to the overdue notifications in 2014. MTBL will discuss further clarifications and patron impacts at the April KLAS User Conference.

(Update: June 2015) Full automation of the KLAS overdue notification system will not be possible within the current constraints of the KLAS system. MTBL Readers' Advisors have tested and evaluated two existing notification methods within the KLAS system. One is based on the new Patron Notice feature and the other uses the Patron Overdue report. Both processes require a lot of staff time and follow-up. An FY16 objective will include researching how other KLAS libraries are addressing this issue.

- Upgrade KLAS (Keystone Library Automated System) database to accommodate bundling of multiple book and magazine titles by June, 2015 to benefit patron access to multiple titles on a single cartridge. (Lead staff: Martin Landry)

(Update: June 2015) As of May, 2015, half of this objective has been met. The "Bundle Barcode" (attaching multiple items to a single barcode) feature is now available within KLAS for <u>book</u> titles. This will not be available for <u>magazine</u> titles in the foreseeable future.

- Improve MTBL's WebOpac services to meet changing user needs for better search capabilities by June, 2015. (Lead staff: Martin Landry)

(Originally reported April 2015) Progress on this was delayed due to several unavoidable issues including the 2014 MSL IT identification of MTBL's KLAS server being out of warranty necessitating a move to a virtual server (as recommended by MSL IT), and a staff vacancy from May-October 2014, necessitating existing staff covering duties of the vacant position. The KLAS server move was accomplished in March, 2015. Discussion of implementing new KLAS WebOpac improvements will be re-initiated at the April KLAS User Conference.

(Update: June 2015) This will be an FY16 objective due to a revision of the MTBL timeline with Keystone Systems (KLAS). KLAS programming resources have been concentrated on creating a database interface mandated by the NLS migration of the equipment and patron databases to a new Patron Inventory and Machine Management System (PIMMS). Our revised timeline is to set-up the new version of the patron catalog during the next few months with the goal of having a live version by end of September, 2015. In order to allow patrons time to become familiar with the new version, the plan is to have the new version run parallel to the existing version up to Dec 31, 2015, and full transition to the new version by January 1, 2016.

- By June, 2015, refine the Montana Digital Duplication on Demand and the NLS Interlibrary Loan processes to improve efficiency in the utilization of digital cartridge resources to accommodate 85% of MTBL patrons who are non-BARD users. It is anticipated that the number of non-BARD users will decrease over time, but much slower than anticipated due to several factors, including individual patron capabilities and skills, internet access, patron

resources, and patron choice in whether to download or not. We are also working with NLS on Duplication on Demand resource solutions in this area. This will benefit patron demands for additional access to retrospective titles. (Lead staff: Martin Landry, Carolyn Meier, Jackie Crepeau)

(Originally reported April 2015) This MTBL objective has appropriately and necessarily been combined with the MSL Goal One- Content, MTBL objective (4th bulleted item) on the "BARD Bibliographic Synchronization Project".

(Update: June 2015) An FY16 objective to further refine this process and research with other KLAS libraries. Permanent ILL Quota books have been ordered to replace popular, high use duplication-on-demand titles. In collaboration with Circulation Manager and duplication on demand staff and volunteers, various areas have been identified for potential improvement of this process and maximum use of in-house resources. Exploring the possibility of establishing DOD and ILL quota specific request types to better track and expedite patron specific requests. Match DOD titles with Permanent ILL titles and evaluate whether to recycle the DOD titles, leave as an additional copy for high patron demand to make better use of MTBL resources.   An additional benefit to patrons is quick response to requests for titles not held locally.

- Increase MTBL Outreach to Montanans on a quarterly basis by coordinating efforts with the Communications/Marketing Coordinator by October, 2014. (Lead staff: Christie Briggs)

(Originally reported April 2015) In October, November and December, 2014, further refinement was accomplished for MTBL outreach advertising from January-June, 2015. This included a news article on machine volunteers to Montana newspapers was distributed in January 2015; this article with a small MTBL advertisement in the Senior News Mar-Apr 2015 issue, and plans for continuation of MTBL's TV ad in FY16.

(Update: June 2015) Charter will run the MTBL TV Ad in May-June, 2015, on multiple channels, in multiple Montana cities, on a rotating basis. Benefit to potential patrons, and or their families, is increased awareness of MTBL services and access to the MTBL program.

- Educate patrons on additional services available to them by March, 2015, such as commercial digital titles available from NLS (and how to access them), as well as the newly available iBill Currency Reader (and how to operate them) through consumer conferences, Bits of Gold newsletter, website and social media avenues. (Lead staff: Christie Briggs, Jackie Crepeau, Erin Harris)

(Originally reported April 2015) Accomplished through all indicated avenues in this objective by March 2015. These efforts have resulted in a modest increase in new patrons. These efforts will continue and be re-evaluated in FY16.

(Update: June 2015) In addition to individual service contacts, patrons have received two newsletters (a third is scheduled for July, 2015) providing information on services and digital titles. Use of social media and MTBL website postings have assisted in educating patrons on additional services available to them. Presentations and demonstrations were given at the

major 2014 Montana consumer (user) group conferences (MT Assoc. f/t Blind, Nat'l Federation o/t Blind, American Council f/t Blind), attended by a representative portion of our patrons, and will be repeated at the 2015 Montana consumer (user) group conferences.

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.

3.4. 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 FY15 Objectives:

- Develop a training manual to transition volunteers from the obsolete LCM recording software to successfully operating the new HABC recording software by December, 2014. Begin training volunteer teams on a one-on-one basis, completing all team trainings by April, 2015. (Lead staff: Erin Harris)

(Originally reported April 2015) A volunteer recording training manual was completed in December, 2014. Volunteer recording teams (8 of 10) successfully completed new "Hindy" software training by March 2015. Two new Montana digital books, MTBL's Bits of Gold winter newsletter issue and one new potential narrator audition were completed by March 2015. At the request of the Secretary of State, recording began in March 2015 on the current 2013 issue of the "Montana Constitution".

(Update: June 2015) The HABC Training Manual was completed in December, 2014, is being used as a primary source for training volunteers, being updated as needed. Training was completed of all existing volunteer teams in March, with two new teams being trained in April and May, 2015.

- Maximize Montana State Library's interdepartmental awareness and maximize MTBL staff training through understanding and promotion of all MSL programs for increased benefit to MTBL users, with emphasis on training patrons on utilizing MontanaLibrary2Go, and various e-book readers. The fall SLR retreat in October, 2014, will assist in this effort.

(Originally reported April 2015) At the October 2014 fall SLR staff retreat, a recommendation was made to include MTBL staff in the larger monthly SLR meetings. Due to time constraints of all programs, a twice-monthly, half-hour meeting, was established in

January 2015, to include MTBL staff in SLR/LDD staff update meetings. The immediate impact has been an increase in SLR basic interdepartmental awareness, but time has not allowed for training on various programs and how to cross-promote them. Further development of agenda items, program input and evaluation of these meetings is necessary.

(Update: June 2015) The use of GoToMeeting as an effective tool of regular SLR staff briefings has been successful in keeping SLR staff generally updated on monthly activities. Collaboration with Cara Orban and OverDrive has resulted in being able to offer the NLS/MTBL online BARD service on Over-Drive's MTLibrary2Go website, replacing the BookShare service contract that ended with OverDrive.

- Provide staff training opportunities to attend the KLAS User Training Conference on April 21-23rd in Oklahoma City, OK., as well as the 2015 Western Region Talking Book Library Conference on May 12-14th in Sacramento, CA.

(Update: June 2015) Martin Landry attended the KLAS User Training Conference on April 21-23, 2015. Valuable information was received on several KLAS related objectives MTBL currently has in place (patron overdue notices, upgrading WebOPAC, etc). It was decided not to attend the 2015 Western Region Talking Book Library Conference in May. Information from the conference was accumulated as best as possible from Western Conference Librarian colleagues, listserv discussions and teleconference on certain topics, along with follow-up on resolutions submitted to the NLS for the 2016 NLS bi-annual conference. Focus was given to staff training videos (digital machine video production by NLS), and other in-house resources available.

- Provide digital talking book machine (DTBM) repair web-training to the new MTBL Readers' Advisor and Machine Lending Agent in the 2015 NLS training cycle. (Lead staff: Bobbi deMontigny)

(Originally reported April 2015) NLS provided the first digital machine repair web training video tool, made available in February 2015 to talking book library machine lending staff. This will lead to further planning and development of a training program for machine repair volunteers utilizing NLS web videos, as well as MTBL web training tools, in the near future. The immediate impact is better training for the new MTBL Readers' Advisor/Machine Lending Agent.

(Update: June 2015) DeMontigny has learned the fundamentals and gained experience as Machine Lending Agent and will continue to learn more as training opportunities become available and cost effective.

- By June, 2015, increase public librarians' awareness of available MTBL service options through several avenues, including upgrades to the MSL/SLR Learning Portal, at the Fall Workshop Poster Session in September, 2014, as well as coordinating with MSL/LD Consultants.. Public Libraries are often the first point of contact for finding specialized

library services beyond what the Public Library may already provide. (Lead staff: Christie Briggs, Martin Landry, Erin Harris)

(Originally reported April 2015) MTBL upgrades to the MSL/SLR/<u>MTBL</u> Learning Portal about MTBL services were added by December 2014, after inquiries were received from public library staff attending the September 2014 Fall Workshop MTBL poster session. Starting in October 2014, additional inquiries have been received from additional public library staff, who viewed the MTBL Learning Portal, requesting additional information on specific MTBL services, costs, patron eligibility, and application processes. The impact has been better communication and awareness.

(Update: June 2015) MTBL continues to contribute to the content of the MLS Learning Portal as a tool for educating public library staff on available MTBL services. Plans for developing BARD instruction videos have been placed on hold due to other more immediate priorities (staff coverage of an open position). However, this will be addressed again in FY16 as indicated.

- Train MTBL staff on BARD improvements, utilization of BARD Mobile APPS on iPads and Android devices by June, 2015, in order to assist patrons with troubleshooting operation of the same.

(Update: June 2015) MTBL staff have accomplished this objective through various resources including attending the May, 2015, NLS teleconference on the new Android APP and its planned implementation; reviewing all BARD improvements from NLS communicated to staff through emails; referrals to the NLS BARD support contractors, and monthly NLS Telephone Open Forum conversations with NLS BARD staff.

- Provide MTBL program information and BARD training to public libraries in coordination with Library Development (LD) Consultants by June, 2015. (Lead staff: Christie Briggs)

(Update: June 2015) Initial accomplishment has been done through the MSL Learning Portal. BARD demonstrations are planned for the October, 2015, Fall Workshop.

- Provide improved troubleshooting of BARD issues to patrons by June, 2015, through staff training and education of BARD improvements and issues. (Lead staff: Martin Landry)

(Originally reported April 2015) Staff cross-training by Readers' Advisors on troubleshooting BARD issues with patrons, focusing on BARD improvements and focusing on specific patron issues were accomplished in March, 2015. The reported impact on BARD patrons has been overcoming specific issues that repeatedly confused patrons through consistent step-by-step review of the issues by staff, and a decrease in BARD patron requests for staff troubleshooting in specific areas. Readers' Advisors are developing a FAQ to increase consistent training to existing and new BARD patrons.

(Update: June 2015) MTBL staff has accomplished this objective through various resources mentioned previously.

- Train MTBL staff by May, 2015, on the improved KLAS WebOpac search capabilities to benefit patron one-on-one training to maximize patron knowledge, skills and independence in searching MTBL's catalog contents. (Lead staff: Martin Landry)

(Update: June 2015) The implementation of the new version of WebOPAC which has been delayed due to KLAS hardware upgrades and scheduling conflicts. This will be an FY16 objective.

- Provide training to BARD patrons on the operation and use of the BARD Mobile iOS APP improvements by January, 2015, and the BARD Mobile Android APP by June, 2015, which will offer additional specialized mobile resources to current MTBL high-tech BARD users. Also provide opportunities for Montana patrons to be beta-testers for both NLS BARD Mobile APPS. (Lead staff: Christie Briggs, Readers' Advisors)

(Originally reported April 2015) MTBL Readers' Advisors and staff accomplished training to BARD patrons on the January 2015 NLS improvements they made to the BARD Mobile iOS APP, which was resulted unexpectedly from Apple's iPhone upgrades. There has been a gradual increase in BARD patrons using the iPad and iPhone BARD APP, as they become able to afford these devices and become comfortable in operating the voice-over functions in these devices. Training to these patrons by MTBL staff has become an important part of BARD patron orientation and ease of use of the BARD mobile iOS APP on these devices.
(Originally reported April 2015) The BARD Mobile Android APP is nearing the Beta-testing phase, which will include Montana patrons. MTBL is submitting an Android device request list for use with the Android BARD APP)

(Update: June 2015) All Readers' Advisors provided training to BARD patrons on how to operate the BARD Mobile iOS. It is anticipated MTBL will receive training on the BARD Mobile Android APP in FY16. NLS requested, and MTBL submitted, a list of Android devices we would like to use in learning the BARD Mobile Android APP.

Goal Four—Consultation and Leadership

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

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.

<u>MTBL Specific FY15 Objectives:</u>

- Establish a quarterly schedule for increased awareness and utilization of the MTBL Patron Center by January, 2015, to increase client-learning of new technologies and build increased patron independence. Consult with similar agencies, organizations and private vendors, and training entities that assist and support patrons, in addition to the various patron consumer group events to accommodate patrons desiring more in-depth hands-on demonstration. This will serve patrons and their professional assistants by having a "go-to" place at MTBL for various technology demonstrations. (Lead staff: Christie Briggs)

(Originally reported April 2015) Development and schedules were accomplished by December, 2014, confirming schedules of prospective partners in using the MTBL Patron Center for trainings. As of January 2015, further development and consultation with additional partners is required due to various changes in partner structures, staff and schedule changes. New deadline: July 2015.

(Update: June 2015) Due to two 2014 MTBL vacancies in crucial staff positions, the outreach to additional or new partners was not accomplished. Use of the Patron Center by walk-in patrons is high, therefore, the use by partners will be re-evaluated.

- Update MTBL referral services for accessible technology information, cost-savings, and training resources to meet patron inquiries by June, 2015. (Lead staff: Christie Briggs)

(Update: June 2015) MTBL patron resource referral information was centralized from various individual sources and updated for MTBL staff use in conducting resource referrals to patrons.

- Provide leadership and consultation to Montana patron User Groups in September and October of 2015, and in April, 2015, in order to spread awareness and educate patrons on MTBL existing and new services. (Lead staff: Christie Briggs)

(Update: June 2015) This was completed through presentations made to User Groups (MT Assoc. f/t Blind, Nat'l Federation o/t Blind, American Council f/t Blind, and Veteran Low Vision and Blind services) in 2014 and will be done again in the fall of 2015.

- Provide leadership and support to patrons through their public libraries to identify and address key information gaps for MSL partners and patrons through utilization of the online MSL/SLR Learning Portal by June, 2015. (Lead staff: Christie Briggs and Erin Harris)

(Originally reported April 2015) Accomplished by March 2015 through making improvements to the MSL/SLR/MTBL Learning Portal by December 2014, which included adding an Aging Horizons video archive of MTBL services. This was also posted in MTBL's

Facebook page and advertised to Public Libraries, patrons and interested parties in MTBL's winter issue of the Bits of Gold newsletter. An increase in public library staff inquiries about MTBL services has been received. This is an on-going project.

(Update: June 2015) The MSL Learning Portal was updated with MTBL-specific content to assist public librarians with end users.

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 FY15 Objectives:

- Broaden MTBL services outreach consultation to Montana families having the potential to meet MTBL eligibility by April, 2015, through consultation with Montana Housing Authority, Blind and Low Vision and Vocational Rehabilitation services, Independent Living programs, and other identified entities. (Lead staff: Christie Briggs)

(Originally reported April 2015) Several new MTBL contacts were made to broaden MTBL's outreach consultation to potential patrons through various organizations, facilities and agencies as identified in this objective through distribution of MTBL letters, information packets and one-to-one phone contacts. An increase in facility Demo accounts has resulted as well as better communication and collaboration of services.

(Update: June 2015) A presentation in 2014 to the Montana HealthCare Association sponsored education workshop for directors of Nursing homes, independent and assisted living

facilities in Montana, and to the Butte Housing Authority staff in 2015 proved to be valuable outreach areas for MTBL services.

- Schedule monthly meetings to collaborate with similar client assistance agencies, organizations and consumer groups by August, 2014, to build reliable assistive resource networks for the benefit of end user independence, education and training. (Lead staff: Christie Briggs)

(Originally reported April 2015) By August 2014, monthly meetings were accomplished and then changed to quarterly meetings involving a larger group of key representatives of similar client assistance agencies, organizations and consumer groups. This has resulted in building more reliable assistive resource networks.

(Update: June 2015) Completed in FY15 with on-going quarterly meeting follow-up and monthly emails as needed.

- Collaborate with NLS Quality Assurance and Studio Recording staff by March, 2015, in order to upload local MTBL newly recorded digital materials to the BARD online website, increasing availability of Montana titles to patrons nationwide. (Lead staff: Erin Harris)

(Originally reported April 2015) This deadline has been moved to June 2015, due to other priorities of the recording program as pointed out in earlier recording program objectives.

(Update: June 2015) Two new MTBL local digital audio books have been uploaded to BARD. More will be uploaded as time allows for the post-production quality assurance completion along with additional NLS/BARD requirements. This is a multi-step process involving collaboration with several NLS departments.

- Collaborate with the NLS Braille Specialist and Montana K-12 schools, and consultation with the Montana School for the Blind's traveling consultants, to provide education materials on the new Braille rules by May, 2015. (Lead staff: Christie Briggs, Carolyn Meier)

(Update: June 2015) NLS is scheduled to implement UEB in January, 2016, and the UEB planned changes, which are said to be minimal according to NLS, will be sent from NLS to each Talking Book Library at that time. NLS announced in May, 2015, that the impact on Braille patrons will be minimal. MTBL will monitor this as a new NLS project for possible changes in required local patron education.

- Research and develop potential opportunities to collaborate with local and national organization partners by June, 2015, to provide excellent host training opportunities to support training-to-work efforts. (Lead staff: Christie Briggs)

(Update: June 2015) The Experience Works Trainee program (adults over 55) and the Career Training Institute (high school and college student trainees) have both proven to be effective training programs requiring consistent and daily supervision and training involving all MTBL staff. The Helena Industries Veteran Work Assessment Program, added in 2014, has

been a positive addition to MTBL training partnerships. These training programs have benefited the staff in how they approach training of individuals in specific areas.

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.

6.5. 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.

6.11. 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 FY15 Objectives:

- Research potential opportunities to develop a Friends Group for MTBL. As recommended bi-annually by NLS, review by March, 2015, well established and successful Friends Groups from other Talking Book Libraries. The benefit would be to develop direct support of needed MTBL resources, as well as build long-range statewide awareness of MTBL services in order to reach more patrons. (Lead staff: Christie Briggs)

(Originally reported April 2015) Research was accomplished by December 2014. After meeting with MSL administration, it was concluded that the MTBL portion of the MSL Trust met the current needs.

(Update: June 2015) This was an NLS recommendation in the last NLS Consult Visit of 2013, and will be addressed during the July, 2015, NLS Consultant visit.

- Foster staff members' value and satisfaction in their achievements and contributions to MTBL by providing an annual "lunch out". (All staff)

(Update: June 2015) It is important that the MTBL staff be annually acknowledged for individual staff achievements by hosting a "lunch out". More importantly is the reflection of their achievements in this final report of the fiscal year to Administration and the Commission. Below are two major items that each MTBL staff member was most proud to achieve in FY15:

Landry:
- Maintaining continuity of service to our patrons. Given our programs reliance on volunteer help, the 2014 vacancy in the volunteer coordinator/recording supervisor position represented a serious threat to maintaining service. Through cooperation and teamwork our staff managed to maintain customer service and volunteer loyalty through this vacancy. We are fortunate to have found an able replacement in Erin Harris. It was inopportune that her hire created another 2014 vacancy in the machine lending/readers' advisory position. But again, through cooperation and teamwork our entire staff, along with volunteer assistance, were still able to maintain service to our patrons.   All other accomplishments we might have, or did accomplish, would have been meaningless if we had not been able to maintain and reach our customer service goals.
- Identifying the reason for the connectivity issue that dogged the KLAS training database following the March, 2015, server upgrade. Identifying the sequence of events that resulted in the connectivity issue allowed KLAS to then correct the issue. The resolution of this issue looms even more important as we plan for training a replacement in the circulation position.

Harris:
- The period of time between being hired as Director of the Recording & Volunteer Programs, and hiring a Readers' Advisor/Machine Lending Agent (May 1-November 1), to replace my previous position, was difficult. Everyone on the MTBL supported one another in putting our patrons' needs first.   While still taking care of patrons' needs (P-Z) and keeping the machine room running smoothly, I am proud of the accomplishments I was able to achieve in my new position. A successful Volunteer Luncheon, set-up of the Recording Studio with new equipment and learning the new HABC recording software, and writing a training manual were all done within this six month period.
- I am also particularly proud of creating the HABC training manual and volunteer training schedule. The training of the recording teams has gone very smoothly, and it has been delightful watching them learn and enjoy the new software.

Crepeau:
- Although Bits of Gold is on my work plan and I certainly do not do it alone, I believe that the newsletter looks very professional and is full of valuable content for patrons–

machine information, book recommendations, etc. I am proud that many patrons have indicated they find useful information in it, and glad is now available in multiple formats.

- Customer service – I have successfully walked several patrons through the BARD downloading process, and they are doing it on their own now. All MTBL staff deliver excellent customer service. Specific to myself, very few of the applications take more than 1 day after phone interviews and I receive the paperwork to send out equipment and books from the other MTBL Readers' Advisors. An example of a satisfied patron is one of matching them to a book they were unaware of previously. The patron was willing to try it on my recommendation. After he listened to it, he bought a print copy and it is going through their family and friends now.

deMontigny:

- In June, 2015, I will be graduating from the University of Washington with a Master's Degree in Library Science. Much of my focus has been in the areas of special librarianship, patron services, outreach and teaching. This is not only a large personal milestone but a positive use of continuing education as an employee. This personal goal directly applies to goals 6.8 and 6.9 for employee training and diversification of staff knowledge, skills and abilities.

- Arranged a connection between MTBL and the Yankton Machine Repair site in South Dakota. I have arranged to send boxes of machines the Telephone Pioneers are unable to fix to this site. They assess the machines further and make additional changes or repairs. With their permission some patrons are being sent these refurbished machines to see how they work under regular use. I am getting remarkably few negative responses. They will continue to test the machines until August.

Meier:

- I've been able to weed nearly all of the archival copies of cassettes for listing in the July 2015 scheduled Xess process. In addition, most of the cassettes in the Random shelves have been marked and weeded down to one copy. This totals nearly 40,000 cassette copies, moving MTBL toward eliminating the cassette copies except for copies only available on cassette.

- I've also been able to weed and delete digital book copies that are no longer circulating, going above and beyond the NLS annual quota for MTBL. This allows us more space for incoming new digital book copies without expanding beyond our shelf space capacity.

Briggs:

- Hired two excellent staff members in 2014: Erin Harris into the Director of Recording and Volunteer programs and Bobbi deMontigny into the Readers' Advisor positions, and supporting them with MTBL staff coverage and training during a very difficult time from May, 2014-April, 2015.

- Collaborated with NLS staff to receive a substantial amount of blank digital cartridges and containers from May-July, 2015, provided by NLS for Duplication on Demand. This will enable MTBL to provide more in-house book copies to meet patron demands without draining internal funding resources to accomplish, as well as re-direct MTBL resources to other priority areas.

- Foster volunteer value and satisfaction in their contributions with an annual formal appreciation luncheon. (Lead staff: Erin Harris, Christie Briggs)

(Originally reported October and December 2014) Accomplished by October 2014. The impact on volunteers was the overwhelming positive feedback of the success of the 2014 annual volunteer appreciation luncheon, as seen through the on-going support of MTBL services from volunteers.

(Update: June 2015) Harris successfully planned, organized, and orchestrated a lovely and well received 2014 annual volunteer appreciation luncheon on short notice. In her new position as Director of Recording & Volunteer programs, she was also covering (with the help of the other MTBL team members) her previous RA and machine lending duties. The MTBL Team also readily assisted with the luncheon. The 2015 annual volunteer appreciation luncheon is currently being planned and is scheduled to be held in October, 2105.

- Establish an Advisory Group to MTBL by June, 2015, with representation from six communities, made up primarily of MTBL consumers, BLVS, VA VIST, MAB and NFB-MT representatives, to review and make recommendations to the Regional Librarian regarding MTBL services. To meet quarterly via teleconference. (Lead staff: Christie Briggs)

(Update: June 2015) More immediate MTBL priorities in 2014/2015 included two vacancy positions needing to be filled in 2014 and new staff trained in 2014/2015, as well as Meier's retirement as Circulation Manager after 31 years, at the end of May. Due to lack of time, vacant positions, and hiring and training of new staff, this objective was not met and will be reviewed as a possible FY16 objective.

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian

Date: May 28, 2015

Re: **Final Legislative Update**

The 2015 Legislative session came to a close on April 28th when both the House and the Senate adjourned sine die.

House Bill 2, the State Budget Bill, was approved by the House and Senate after being amended by Free Conference. Our budget increased by approximately 1.1% overall and 3.3% General Fund over the current biennium. These increases include the Water Information System Coordinator position, which was made permanent, and increases for fixed costs. Our appropriation for Coal Severance Tax monies was reduced by approximately $90,000 each year of the biennium. These monies fund library federation grants, statewide library databases and the state publications digitization program. In keeping with this year's strategy to manage the reduction in CST monies, I will recommend to the Network Advisory Council that MSL not renew our contract with Tutor.com for HomeworkMT. We did consult with the Office of Public Instruction to determine if they could fund the contract for the coming fiscal year but they cannot.

Unfortunately, the FTE reduced by the 2013 Legislature, including 1.29 FTE in the State Library, were not restored this session. Through existing vacant positions and the proposed reorganization of the Digital Library MSL will be able to absorb most, but not all, of this reduction.

Additionally, HB 2, as approved, includes funding for a State Employee Pay Plan. The amount of funding for the plan is slightly less than the pay plan proposed in HB 13 which would have funded raises at $.50/hr beginning in October of each of the next two fiscal years + increases for the state share of benefits. As a result of the lower negotiated

amount, raises will be given in January of each fiscal year. Increases for the state share of benefits remains the same.

Additional legislative updates:

LC 2289, Generally Revise Library Laws, sponsored by Sen. Dee Brown, was not introduced before transmittal.

MSL was a proponent for House Bill 14, Creating broadband development fund through bonding. This bill was tabled by the House Appropriations Committee.

MSL opposed House Bill 368, Sunset voter approved property tax levies after certain period of time. After initially being tabled in the House Taxation committee, the bill was taken from the table and amended. Importantly, libraries were amended out of this bill, protecting future library levies. The bill was ultimately tabled by the Senate Taxation Committee.

MSL acted as Informational Witnesses for the following bills:

- House Bill 123, Generally revise public records laws, passed the Legislature and was signed by the Governor.
    - This bill alters a reference contained in 22-1-211, Montana Code Annotated, "Definitions," but it does not change the substance of our statute.
    - Additionally, the new law requires minutes to be kept for executive sessions of public meetings. These minutes need only be made public in the event of a legal challenge.
- House Bill 331, a bill that would require the state to remove the name "half-breed" or "breed" from any place name, passed the Legislature and was signed by the Governor.
    - This new law creates a modest amount of additional work for MSL staff member, Gerry Daumiller, the State Geographic Names Coordinator, to submit newly proposed names to the federal board of Geographic Names.
- House Joint Resolution No. 7, a resolution requesting an interim study of Next-Generation 9-1-1, was passed by the Legislature. It ranked third in the prioritization of interim studies and has been assigned to the Energy and Telecommunications Interim Committee.
    - Next-Generation 9-1-1 systems are Internet Protocol based systems, rather than plain old telephone service systems and are built on geographic information systems (GIS). As such, the systems allow for more accurate

call routing based on a callers determined location. The nature of these systems requires well-integrated, standardized GIS data, as is managed by MSL in partnership with local governments.

- Senate Joint Resolution No. 18, a resolution to study light detection and ranging data, died on the House Floor.
    - Light detection and ranging data (Lidar) is a tool to determine detailed measurements of a surface, for example, the earth. This proposed study would examine the costs and statewide benefit of investing in statewide Lidar. MSL was specifically named in the bill as the lead entity to assist with the study.

Other bills of interest include:

- House Bill 10, a funding bill for major state IT expenditures, was approved by the Legislature and signed by the Governor. The Governor used his line-item veto authority to eliminate funding for an enterprise e-content management system to support electronic records management.
- House Bill 13, the state pay plan bill, was tabled in committee (see above).
- House Bill 155, Develop a digital archives plan, was tabled in committee.
- House Bill 231, Revise Information Technology Laws, was tabled in committee.
- Senate Bill 220, Repeal the electronic government advisory board and transfer duties, passed the Legislature and was signed by the Governor.
    - The State Library has a seat on both the electronic government advisory board and the Information Technology Board that would take over the responsibilities of the board if eliminated.
- Senate Joint Resolution 17, Interim study regarding coal phase-out, was tabled by the Senate Natural Resources Committee.
- The Governor's Early Edge Initiative was not funded.

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian

Date: May 28, 2015

Re: **2015 State Library pay incentive strategy**

Please know that the State Library currently projects approximately $30,000 dollars in remaining FY15 personal services funds at the end of the fiscal year. These available funds were generated through vacancy savings that accrued primarily from two open positions within the Library Information Services program, the Metadata Librarian and State Publications Librarian.

In order to make effective use of our personal services budget and broadband pay plan policy, I recommend approval of one-time only bonuses for staff according to the broadband pay plan policy section G. Results Pay – Lump Sum Distribution for Individuals and Teams (http://docs.msl.mt.gov/Central_Services/Staff_Handbook/comm_pols/29_payplan.pdf).

I recommend 1% bonuses for Individual Performance be given to all staff who have at least six months of service with MSL and who have current job profiles and performance appraisals on file. This bonus recognizes the extra effort that was made by staff to implement the new performance appraisal system this year.

I further recommend that the four staff in the Library Information Services Program be given an additional .5% bonus for Team Performance in recognition of the extra work required of these staff to maintain a high level of service with two vacant positions in their program.

Bonuses would be prorated for part time employees and will total approximately $24,300 broken down as follows:

- General Fund: $15,350
- LSTA: $ 3,980
- MLIA: $ 3,670
- MSC: $1,300

Although LSTA and MLIA budgets are tighter than they have been in the past, I believe this one time only expenditure is a wise investment in our staff.

Any remaining unspent personal services General Fund will revert to the State.

Federation Plan of Service and Budget Request
FY 2016
July 2015 Through June 2016

FEDERATION

Broad Valleys

FEDERATION LIBRARIES

Public Libraries

Belgrade Community Library	Active
Boulder Community Library	Active
Bozeman Public Library	Active
Broadwater School and Community Library	Active
Butte-Silver Bow Public Library	Active
Dillon Public Library	Active
Drummond School & Community Library	Active
Hearst Free Library	Active
Lewis and Clark Library	Active
Livingston-Park County Public Library	Active
Madison Valley Public Library	Active
Manhattan Community School Library	Active
Meagher County/City Library	Active
North Jefferson County Library District	Active
Philipsburg Public Library	Active
Sheridan Public Library	Active
Thompson-Hickman County Library	Active
Three Forks Community Library	Active
Twin Bridges Public Library	Active
West Yellowstone Public Library	Active
William K. Kohrs Memorial Library	Active

LONG RANGE GOALS

Goal **Description**

 # 1 **The Broad Valleys Library Federation will share the information, knowledge and resources available to the Federation and encourage networking and consensus building. Broad Valleys Library Federation will increase attendance of librarians and trustees at its annual retreat by 5%.**

Associated MSL Goals

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

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

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

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

Goal **Description**

 # 2 **The Broad Valleys Library Federation will distribute state monies widely in order to strengthen the Federation structure, encourage continuing education for librarians and trustees, and provide excellent library services to Montana citizens.**

Associated MSL Goals

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

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

Goal **Description**

 # 3 **The Broad Valleys Library Federation will cooperatively provide electronic access to library materials and information to patrons of the member libraries.**

Associated MSL Goals

1 - Content - MSL acquires and manages relevant quality content that meets the needs

of Montana library users.

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

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

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

ADMINISTRATIVE COSTS

Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more then $1,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing.

Revenue Summary

CST Revenue $36,847.94

Total: $36,847.94

Note: Budget Summary

Program 1 - Continuing Education/Annual Meeting $4,967.94

Program 2 - Continuing Education Grants $9,870.00

Program 3 - Technology and Resource Sharing $21,210.00

Program 4 - Administrative Services $800.00

Total: $36,847.94

Note: Program 1 - Annual Spring Retreat - Federation Coordinator's library receives funds to plan and cover costs for lodging and meals.

PROGRAM SUMMARIES

Program 1 - Continuing Education/Annual Meeting

Narrative

This program supports Goals #1 and #2 of the Broad Valleys Federation

Annual Meeting – Members voted to continue meeting once a year for a two-day meeting, location of which is within the boundaries of the Federation. Retreat will include a minimum of two continuing education workshops. Goal: to increase librarian and library trustee attendance by 5%.

The Lewis & Clark Library will coordinate and pay for the costs of lodging, meals and continuing education presentations. As costs have risen and there is higher attendance at the retreat, the Federation approved an increase to cover retreat costs. The Lewis & Clark Library will receive up to $4,967.94 to pay for this service.

Unexpended funds from any program may be redirected. Remaining funds may be used to secure additional continuing education /professional development opportunities, online databases, MontanaLibrary2Go, book discussion kits, or technology that benefits the Federation.

Evaluation

Member libraries will specify how this training helped the library better serve its patrons. Federation members may be asked to share their expertise at various federation meetings and will share their knowledge with other librarians and trustees at their home library. Brief written reports will be provided for the annual report of the Plan of Service document.

Associated Broad Valleys Federation Goals

1 - The Broad Valleys Library Federation will share the information, knowledge and resources available to the Federation and encourage networking and consensus building. Broad Valleys Library Federation will increase attendance of librarians and trustees at its annual retreat by 5%.

2 - The Broad Valleys Library Federation will distribute state monies widely in order to strengthen the Federation structure, encourage continuing education for librarians and trustees, and provide excellent library services to Montana citizens.

Program Budget: $4,967.94

Budget Detail:	**Library**	**Amount**
	Lewis and Clark Library	$4,967.94

Note: Coordinating library receives funds to cover costs of the annual retreat.

Program 2 - Continuing Education Grants

Narrative

This program supports Goals #1 and #2 of the Broad Valleys Federation. Each library will receive a direct grant of $470.00 to be used to provide continuing education to librarians and trustees, at the discretion of each individual library.

Unexpended funds from any program may be redirected. Remaining funds may be used to secure additional continuing education /professional development opportunities, online databases, MontanaLibrary2Go, book discussion kits, or technology that benefits the Federation.

Evaluation

Member libraries will specify how this training helped the library better serve its patrons. Federation members may be asked to share their expertise at various federation meetings and will share their knowledge with other librarians and trustees at their home library. Brief written reports will be provided for the annual report of the Plan of Service document.

Associated Broad Valleys Federation Goals

1 - The Broad Valleys Library Federation will share the information, knowledge and resources available to the Federation and encourage networking and consensus building. Broad Valleys Library Federation will increase attendance of librarians and trustees at its annual retreat by 5%.

2 - The Broad Valleys Library Federation will distribute state monies widely in order to strengthen the Federation structure, encourage continuing education for librarians and trustees, and provide excellent library services to Montana citizens.

Program Budget: $9,870.00

Budget Detail:

Library	Amount
Belgrade Community Library	$470.00
Boulder Community Library	$470.00
Bozeman Public Library	$470.00
Broadwater School and Community Library	$470.00
Butte-Silver Bow Public Library	$470.00

Dillon Public Library	$470.00
Drummond School & Community Library	$470.00
Hearst Free Library	$470.00
Lewis and Clark Library	$470.00
Livingston-Park County Public Library	$470.00
Madison Valley Public Library	$470.00
Manhattan Community School Library	$470.00
Meagher County/City Library	$470.00
North Jefferson County Library District	$470.00
Philipsburg Public Library	$470.00
Sheridan Public Library	$470.00
Thompson-Hickman County Library	$470.00
Three Forks Community Library	$470.00
Twin Bridges Public Library	$470.00
West Yellowstone Public Library	$470.00
William K. Kohrs Memorial Library	$470.00

Total award for Program 2:	$9,870.00
Variance from Program 2 budget:	$0.00

Program 3 - Technology and Resource Sharing

Narrative

This program supports Goals # 2 and #3 of the Broad Valleys Federation. Each library will receive a direct grant of $1,010. Monies will be used for technology related expenses. Emphasis will be on technology that strengthens federation-wide access. Additional emphasis will be on federation wide resource sharing and document delivery. Monies received in this category will be expended for such things as hardware, software, OCLC expenditures, statewide database expenditures, virtual reference, and shared catalog expenses.

Each member library may designate some or all of their technology funds for Federation wide purchase of Heritage Quest.

Unexpended funds from any program may be redirected. Remaining funds may be used to secure additional continuing education /professional development opportunities, online

databases, MontanaLibrary2Go, book discussion kits, or technology that benefits the Federation.

Evaluation

Member libraries will identify what expenses were covered and identify how this helps the library deliver technology related services to its patrons and how the expenditures help strengthen federation-wide access.

Associated Broad Valleys Federation Goals

2 - The Broad Valleys Library Federation will distribute state monies widely in order to strengthen the Federation structure, encourage continuing education for librarians and trustees, and provide excellent library services to Montana citizens.

3 - The Broad Valleys Library Federation will cooperatively provide electronic access to library materials and information to patrons of the member libraries.

Program Budget: $21,210.00

Budget Detail:	**Library**	**Amount**
	Belgrade Community Library	$1,010.00
	Boulder Community Library	$1,010.00
	Bozeman Public Library	$1,010.00
	Broadwater School and Community Library	$1,010.00
	Butte-Silver Bow Public Library	$1,010.00
	Dillon Public Library	$1,010.00
	Drummond School & Community Library	$1,010.00
	Hearst Free Library	$1,010.00
	Lewis and Clark Library	$1,010.00
	Livingston-Park County Public Library	$1,010.00
	Madison Valley Public Library	$1,010.00
	Manhattan Community School Library	$1,010.00
	Meagher County/City Library	$1,010.00
	North Jefferson County Library District	$1,010.00
	Philipsburg Public Library	$1,010.00

Sheridan Public Library	$1,010.00
Thompson-Hickman County Library	$1,010.00
Three Forks Community Library	$1,010.00
Twin Bridges Public Library	$1,010.00
West Yellowstone Public Library	$1,010.00
William K. Kohrs Memorial Library	<u>$1,010.00</u>
Total award for Program 3:	$21,210.00
Variance from Program 3 budget:	$0.00

Program 4 - Administrative Services

Narrative

Broad Valleys Federation of Libraries will provide to the Lewis & Clark Library a stipend of $800, which will be used to defray the costs of coordination of the Federation activities.

Evaluation

Federation Coordinator will report on use of these funds in support of Federation business, professional development and networking.
Associated Broad Valleys Federation Goal(s).

Associated Broad Valleys Federation Goals

1 - The Broad Valleys Library Federation will share the information, knowledge and resources available to the Federation and encourage networking and consensus building. Broad Valleys Library Federation will increase attendance of librarians and trustees at its annual retreat by 5%.

2 - The Broad Valleys Library Federation will distribute state monies widely in order to strengthen the Federation structure, encourage continuing education for librarians and trustees, and provide excellent library services to Montana citizens.

Program Budget: $800.00

Budget Detail: **Library**	**Amount**
Lewis and Clark Library	<u>$800.00</u>

Note: Coordinating library receives these funds to cover costs of administration to include supplies, long distance, any travel required

outside of coordinating library community.

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Total award for Program 4: $800.00

Variance from Program 4 budget: $0.00

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SIGNATURES/APPROVALS

Approval Date: _____

Broad Valleys Federation Coordinator

_____   _____

Judy Hart - Library Director   Date Signed

Chairperson - Federation Advisory Board

_____   _____

Sandra Conrady - Library Board Member   Date Signed

Chairperson - Board of Trustees, Federation Coordinator's Library

_____   _____

Robert Bayuk - Library Board Chair   Date Signed

AWARD SUMMARY/TOTALS

Library	Amount
Belgrade Community Library	$1,480.00
Boulder Community Library	$1,480.00
Bozeman Public Library	$1,480.00
Broadwater School and Community Library	$1,480.00
Butte-Silver Bow Public Library	$1,480.00
Dillon Public Library	$1,480.00
Drummond School & Community Library	$1,480.00
Hearst Free Library	$1,480.00
Lewis and Clark Library	$7,247.94
Livingston-Park County Public Library	$1,480.00
Madison Valley Public Library	$1,480.00
Manhattan Community School Library	$1,480.00
Meagher County/City Library	$1,480.00
North Jefferson County Library District	$1,480.00
Philipsburg Public Library	$1,480.00
Sheridan Public Library	$1,480.00
Thompson-Hickman County Library	$1,480.00
Three Forks Community Library	$1,480.00
Twin Bridges Public Library	$1,480.00
West Yellowstone Public Library	$1,480.00
William K. Kohrs Memorial Library	$1,480.00

Total Awarded:	$36,847.94
Total Budgeted:	$36,847.94
Discrepancy:	$0.00

Federation Plan of Service and Budget Request
FY 2016
July 2015 Through June 2016

FEDERATION

Golden Plains

FEDERATION LIBRARIES

Public Libraries

Daniels County Library	Active
Glasgow City-County Library	Active
Phillips County Library	Active
Roosevelt County Library	Active
Sheridan County Library	Active

Academic Libraries

James E. Shanley Tribal Library	Active

LONG RANGE GOALS

Goal   **Description**

 # 1   **Technology: Golden Plains libraries have the best possible connections, hardware and software so that Montana citizens and students have the best possible access to library resources and services.**

    Associated MSL Goals

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

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

Goal   **Description**

 # 2   **Continuing Education: Golden Plains librarians and trustees have easy access to the training that they need to provide quality library services in their communities.**

    Associated MSL Goals

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

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

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

Goal   **Description**

 # 3   **Resource Sharing: Montana citizens can easily access the holdings of all Montana and OCLC libraries through their local libraries.**

    Montana citizens have access to statewide library resources through their local libraries

    Associated MSL Goals

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

2 -   Access - MSL provides libraries, agencies, and its partners and patrons with

convenient, high quality, and cost-effective access to library content and services.

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

Goal **Description**

 # 4 **Communication/ Golden Plains meetings and workshops: Golden Plains libraries share learning, programming ideas, best practices and evaluations to stay current with statewide trends and services; we all benefit from each others' wisdom as we move our libraries forward.**

Associated MSL Goals

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

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

Goal **Description**

 # 5 **Community Outreach: Montana citizens understand the value of libraries and participate as members of their local libraries.**

Associated MSL Goals

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

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

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

ADMINISTRATIVE COSTS

Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more then $1,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing.

Revenue Summary

CST Revenue $17,936.75

Total: $17,936.75

Note: Budget Summary

Program 1 - Technology $5,917.05

Program 2 - Continuing Education $4,967.35

Program 3 - Resource Sharing $3,650.00

Program 4 - Communication/ Golden Plains meetings and workshops $300.00

Program 5 - Community Outreach $902.35

Program 6 - Administrative Expenses $2,200.00

Total: $17,936.75

PROGRAM SUMMARIES

Program 1 - Technology

Narrative

Golden Plains Federation patrons require direct access to information via Internet access and database services. This program budget will be used to purchase new and replacement hardware, software, peripherals and related technical services in order to meet these important information needs of patrons.

Program activities:

1) Purchase computer hardware and software
2) Purchase printers and other devices that allow patrons to use information effectively

Evaluation

The success of this program will be measured by strong and successful patron usage of online resources at or through the library. Usage statistics and patron feedback will be collected and analyzed.

Associated Golden Plains Federation Goals

1 - Technology: Golden Plains libraries have the best possible connections, hardware and software so that Montana citizens and students have the best possible access to library resources and services.

Program Budget: $5,917.05

Budget Detail:

Library	Amount
Daniels County Library	$1,597.35
Glasgow City-County Library	$1,297.35
Phillips County Library	$900.00
Roosevelt County Library	$1,822.35
Sheridan County Library	$300.00
Total award for Program 1:	$5,917.05
Variance from Program 1 budget:	$0.00

Program 2 - Continuing Education

Narrative

Federation librarians are committed to providing quality service and librarianship to their patrons. Toward this end, travel expenses and continuing education workshop expenses are paid by the GPLF.

Program activities:

1) Travel and registration expenses to attend Montana Library Association meetings and/or other established state, regional or national library learning events.

2) School and special libraries within the Federation are encouraged to participate in the Federation. Although direct funding is not available to assist school libraries, they may apply for travel and registration assistance (up to $500) for relevant conferences and other training opportunities through the Federation (please see Program 5 – Administrative Services.) GPLF voted to provide Fort Peck Tribal Library a $750 annual travel grant as part of this program.

Evaluation

The success of this program will be shown in the skills, knowledge, confidence and ability of library personnel to provide a variety of excellent library services to patrons. GPFL directors, staff and trustees will report on meetings and CE events attended. Patron feedback on library services will be collected and analyzed.

Associated Golden Plains Federation Goals

2 - Continuing Education: Golden Plains librarians and trustees have easy access to the training that they need to provide quality library services in their communities.

4 - Communication/ Golden Plains meetings and workshops: Golden Plains libraries share learning, programming ideas, best practices and evaluations to stay current with statewide trends and services; we all benefit from each others' wisdom as we move our libraries forward.

Program Budget: $4,967.35

Budget Detail: **Library**	**Amount**
Daniels County Library	$1,000.00
Glasgow City-County Library	$725.00
James E. Shanley Tribal Library	$875.00
Phillips County Library	$1,147.35
Roosevelt County Library	$650.00

Sheridan County Library $570.00

Total award for Program 2: $4,967.35

Variance from Program 2 budget: $0.00

Program 3 - Resource Sharing

Narrative

Goal/program #3 Resource Sharing – Montana citizens can easily access the holdings of all Montana and OCLC libraries through their local libraries. Montana citizens have access to statewide library resources through their local libraries. (Associated MSL goals: Content, Access, Collaboration)

Member libraries will be reimbursed to pay for OCLC service and costs associated with fulfillment of interlibrary loan requests. Members can also use funds to support other resource sharing functions and/or projects.

Program activities:

1) Fund OCLC subscription
2) Postage costs and supplies for ILL fulfillment
3) Fund participation in Montana Shared Catalog and/or other statewide projects

Evaluation

Feedback from patrons will show that they are able to find the materials they need and want at their local library or via interlibrary loan. ILL usage statistics will be collected and analyzed.

Associated Golden Plains Federation Goals

3 - Resource Sharing: Montana citizens can easily access the holdings of all Montana and OCLC libraries through their local libraries. Montana citizens have access to statewide library resources through their local libraries

Program Budget: $3,650.00

Budget Detail:	**Library**	**Amount**
	Daniels County Library	$375.00
	Glasgow City-County Library	$750.00
	Phillips County Library	$725.00
	Roosevelt County Library	$0.00
	Sheridan County Library	$1,800.00
	Total award for Program 3:	$3,650.00
	Variance from Program 3 budget:	$0.00

Program 4 - Communication/ Golden Plains meetings and workshops

Narrative

GP Federation librarians and trustees attend two meetings per year at Roosevelt County Library or another agreed upon location. Federation business is conducted under the direction of the adopted by-laws with an elected trustee as chairperson. Travel expense is reimbursed for one car from each library to attend at the current state mileage rate. Carpooling is encouraged. These meetings create positive energy for learning and networking among member libraries. Ideally, there is a training or CE opportunity at each of these meetings, so this program also supports the Golden Plains goal of Continuing Education.

Program activities:

1) Reimbursement for travel to Golden Plains meetings
2) Reimbursement for expenses associated with hosting the meetings

Evaluation

GPLF librarians and trustees will attend meetings to share knowledge, best practices, learning experiences gleaned from CE activities and problem-solving so that all the libraries can benefit from each other's experience to improve and maintain excellent library services.

Associated Golden Plains Federation Goals

2 - Continuing Education: Golden Plains librarians and trustees have easy access to the training that they need to provide quality library services in their communities.

4 - Communication/ Golden Plains meetings and workshops: Golden Plains libraries share learning, programming ideas, best practices and evaluations to stay current with statewide trends and services; we all benefit from each others' wisdom as we move our libraries forward.

Program Budget: $300.00

Budget Detail:	Library	Amount
	Daniels County Library	$0.00
	Glasgow City-County Library	$100.00
	Phillips County Library	$100.00
	Roosevelt County Library	$0.00
	Sheridan County Library	<u>$100.00</u>
	Total award for Program 4:	$300.00
	Variance from Program 4 budget:	$0.00

Program 5 - Community Outreach

Narrative

The GPLF uses this funding to market libraries and reach out to the community. This program supports statewide library marketing efforts to increase awareness of libraries and their value.

Program activities:

1) Costs associated with library programs, including Summer Reading and other program materials and promotional items
2) Bookmarks and other library publications

Evaluation

Feedback from patrons will demonstrate increased awareness of libraries and their value, and increased usage of library services.

Associated Golden Plains Federation Goals

5 - Community Outreach: Montana citizens understand the value of libraries and participate as members of their local libraries.

Program Budget: $902.35

Budget Detail:	Library	Amount
	Daniels County Library	$0.00
	Glasgow City-County Library	$100.00
	Phillips County Library	$100.00
	Roosevelt County Library	$500.00
	Sheridan County Library	$202.35
	Total award for Program 5:	$902.35
	Variance from Program 5 budget:	$0.00

Program 6 - Administrative Expenses

Narrative

$400.00 Stipend (payable to GPLF Federation Coordinator for bookkeeping and MSL reports)
$ 75.00 Supplies (Philips County Library)
$ 25.00 Communications (Philips County Library)
$1200.00 Mileage (Attendance at a minimum of two Montana State
Library Coordinator/Commission meetings by GPLF Federation Coordinator)
$500.00 Continuing Education (School and special libraries within the Federation are
encouraged to join and participate in the Federation.
Although direct funding is not available to assist school libraries, they may apply for travel
and registration assistance for relevant conferences and other training possibilities through
the Federation Coordinator. An
amount of $500 is set aside at Phillips County Library for school librarians.)

Evaluation

Associated Golden Plains Federation Goals

This program has no associated Golden Plains Federation goals.

Program Budget:	$2,200.00	

Budget Detail:	Library	Amount
	Phillips County Library	$2,200.00
	Total award for Program 6:	$2,200.00
	Variance from Program 6 budget:	$0.00

SIGNATURES/APPROVALS

Approval Date: _____

Golden Plains Federation Coordinator

_____   _____

Janeen Brookie - Library Director   Date Signed

Chairperson - Federation Advisory Board

_____   _____

Pat Knierim - Library Board Member   Date Signed

Chairperson - Board of Trustees, Federation Coordinator's Library

_____   _____

Caroline Caves - Library Board Chair   Date Signed

AWARD SUMMARY/TOTALS

Library	Amount
Daniels County Library	$2,972.35
Glasgow City-County Library	$2,972.35
James E. Shanley Tribal Library	$875.00
Phillips County Library	$5,172.35
Roosevelt County Library	$2,972.35
Sheridan County Library	$2,972.35

Total Awarded:	$17,936.75
Total Budgeted:	$17,936.75
Discrepancy:	$0.00

Federation Plan of Service and Budget Request
FY 2016
July 2015 Through June 2016

FEDERATION

Pathfinder

FEDERATION LIBRARIES

Public Libraries

Belt Public Library	Active
Blaine County Library	Active
Choteau/Teton Public Library	Active
Chouteau County Library	Active
Conrad Public Library	Active
Dutton/Teton Public Library	Active
Fairfield/Teton Public Library	Active
Glacier County Library	Active
Great Falls Public Library	Active
Harlem Public Library	Active
Havre-Hill County Library	Active
Liberty County Library	Active
Toole County Library	Active
Valier Public Library	Active
Wedsworth Memorial Library	Active

LONG RANGE GOALS

Goal | **Description**
 # 1 | **Resource Sharing: Pathfinder library patrons have access to holdings of other Montana and OCLC libraries through OCLC group services, including interlibrary loan. Pathfinder patrons have access to statewide library resources through their local libraries.**

Associated MSL Goals

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

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

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

Goal | **Description**
 # 2 | **Continuing Education: Pathfinder librarians and trustees have easy access to the training that they need in order to: 1) participate in the MSL Certification Program, and 2) provide quality library services in their communities.**

Associated MSL Goals

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

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

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

Goal | **Description**
 # 3 | **Communication/ Pathfinder Meetings and Workshops: Pathfinder libraries share learning, programming ideas, best practices and evaluations, and stay current with statewide trends and services. Ideally, there is a training or CE opportunity at each of these meetings, so this program also supports the Pathfinder goal of Continuing Education.**

Associated MSL Goals

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

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

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

Goal	Description
# 4	**Technology: Pathfinder libraries purchase and maintain updated computer hardware, software and support to provide excellent public computing services for patrons.**

Associated MSL Goals

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

ADMINISTRATIVE COSTS

Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more then $1,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing.

Revenue Summary

CST Revenue $27,269.56

　　　　　　Total: $27,269.56

Note: Budget Summary

Program 1 - Resource Sharing $9,338.14

Program 2 - Continuing Education $6,615.71

Program 3 - Communication/ Pathfinder Meetings and Workshops $3,200.00

Program 4 - Technology $6,615.71

Program 5 - Administrative Services $1,500.00

　　　　　　　　　　　　　　　　Total: $27,269.56

PROGRAM SUMMARIES

Program 1 - Resource Sharing

Narrative

Member libraries will be reimbursed to pay for OCLC service through the Montana contract with OCLC. Members can also use funds to support other resource sharing functions and/or projects.

Program activities:

1) Fund OCLC subscription
2) Purchase databases
3) Fund participation in Montana Shared Catalog and/or other statewide projects

Evaluation

Feedback from patrons will show that they are able to find the materials they need and want at their local library or via interlibrary loan. ILL usage statistics will be collected and analyzed.

Associated Pathfinder Federation Goals

1 - Resource Sharing: Pathfinder library patrons have access to holdings of other Montana and OCLC libraries through OCLC group services, including interlibrary loan. Pathfinder patrons have access to statewide library resources through their local libraries.

Program Budget: $9,338.14

Budget Detail: Library	Amount
Belt Public Library	$301.20
Blaine County Library	$545.20
Choteau/Teton Public Library	$545.20
Chouteau County Library	$1,041.20
Conrad Public Library	$1,041.20
Dutton/Teton Public Library	$301.20
Fairfield/Teton Public Library	$301.18
Glacier County Library	$1,041.20
Great Falls Public Library	$1,041.20
Harlem Public Library	$545.20

Havre-Hill County Library	$1,041.20
Liberty County Library	$545.20
Toole County Library	$545.20
Valier Public Library	$301.20
Wedsworth Memorial Library	$201.36
Total award for Program 1:	$9,338.14
Variance from Program 1 budget:	$0.00

Program 2 - Continuing Education

Narrative

Continuing Education improves information delivery and library service to all Montana citizens. It allows small rural library staff members to reach out, learn, change and plan.

Program activities:

1) Travel and registration expenses to attend Montana Library Association meetings and/or other established state, regional or national library learning events.
2) Librarians share the learning from CE and training events with other Pathfinder librarians at Federation meetings.

Evaluation

The success of this program will be shown in the skills, knowledge, confidence and ability of library personnel to provide a variety of excellent services to patrons. Pathfinder directors, staff and trustees will report on meetings and CE events attended. Patron feedback on library services will be collected and analyzed.

Associated Pathfinder Federation Goals

2 - Continuing Education: Pathfinder librarians and trustees have easy access to the training that they need in order to: 1) participate in the MSL Certification Program, and 2) provide quality library services in their communities.

Program Budget: $6,615.71

Budget Detail:	Library	Amount

Belt Public Library	$664.53
Blaine County Library	$470.05
Choteau/Teton Public Library	$482.55
Chouteau County Library	$184.73
Conrad Public Library	$209.55
Dutton/Teton Public Library	$622.05
Fairfield/Teton Public Library	$581.97
Glacier County Library	$184.55
Great Falls Public Library	$309.55
Harlem Public Library	$470.05
Havre-Hill County Library	$184.55
Liberty County Library	$532.55
Toole County Library	$457.55
Valier Public Library	$569.55
Wedsworth Memorial Library	$691.93
Total award for Program 2:	$6,615.71
Variance from Program 2 budget:	$0.00

Program 3 - Communication/ Pathfinder Meetings and Workshops

Narrative

Staff and trustees from member libraries attend two meetings per year. Pathfinder business is conducted under the direction of the adopted by-laws with an elected trustee as chairperson. Travel expense is reimbursed for one car from each library to attend at the current state mileage rate. Carpooling is encouraged. The host library is reimbursed $400 for providing lunches at meetings. These meetings create positive energy for learning and networking among member libraries. Ideally, there is a training or CE opportunity at each of these meetings, so this program also supports the Pathfinder goal of Continuing Education.

Program activities:

1) Reimbursement for travel to Pathfinder meetings
2) Reimbursement to host library for lunch

Evaluation

Librarians and trustees will attend Federation meetings to share knowledge, best practices, learning experiences gleaned from continuing education activities and problem-solving so that Pathfinder libraries can benefit from each others' experience to improve library services to patrons.

Associated Pathfinder Federation Goals

2 - Continuing Education: Pathfinder librarians and trustees have easy access to the training that they need in order to: 1) participate in the MSL Certification Program, and 2) provide quality library services in their communities.

3 - Communication/ Pathfinder Meetings and Workshops: Pathfinder libraries share learning, programming ideas, best practices and evaluations, and stay current with statewide trends and services. Ideally, there is a training or CE opportunity at each of these meetings, so this program also supports the Pathfinder goal of Continuing Education.

Program Budget: $3,200.00

Budget Detail: Library	Amount
Belt Public Library	$80.00
Blaine County Library	$225.00
Choteau/Teton Public Library	$200.00
Chouteau County Library	$400.00

Note: Fall and Spring Pathfinder meetings are held at the Chouteau County Library.

Conrad Public Library	$250.00
Dutton/Teton Public Library	$165.00
Fairfield/Teton Public Library	$245.00
Glacier County Library	$300.00
Great Falls Public Library	$50.00
Harlem Public Library	$225.00
Havre-Hill County Library	$300.00

Liberty County Library	$100.00
Toole County Library	$250.00
Valier Public Library	$270.00
Wedsworth Memorial Library	<u>$140.00</u>
Total award for Program 3:	$3,200.00
Variance from Program 3 budget:	$0.00

Program 4 - Technology

Narrative

Pathfinder patrons require direct access to information via Internet access and database services. This program budget will be used to purchase new and replacement hardware, software, peripherals and related technical services in order to meet these important information needs of patrons.

Program activities:
1) Purchase computer hardware and software
2) Purchase printers and other devices that allow patrons to use information effectively

Evaluation

This success of this program will be measured by strong and successful patron usage of online resources at or through the library. Usage statistics will be collected and analyzed.

Associated Pathfinder Federation Goals

4 - Technology: Pathfinder libraries purchase and maintain updated computer hardware, software and support to provide excellent public computing services for patrons.

Program Budget: $6,615.71

Budget Detail: **Library**	**Amount**
Belt Public Library	$664.53
Blaine County Library	$470.05
Choteau/Teton Public Library	$482.55

Chouteau County Library	$184.73
Conrad Public Library	$209.55
Dutton/Teton Public Library	$622.05
Fairfield/Teton Public Library	$581.97
Glacier County Library	$184.55
Great Falls Public Library	$309.55
Harlem Public Library	$470.05
Havre-Hill County Library	$184.55
Liberty County Library	$532.55
Toole County Library	$457.55
Valier Public Library	$569.55
Wedsworth Memorial Library	$691.93
Total award for Program 4:	$6,615.71
Variance from Program 4 budget:	$0.00

Program 5 - Administrative Services

Narrative

$1000 stipend to Chouteau County Library to cover costs of administering Pathfinder Federation Coordinator responsibilities.

$500 Administrative funding to cover postage, printing, and other costs incurred in direct support of Pathfinder Federation meetings and activities.

Evaluation

Associated Pathfinder Federation Goals

This program has no associated Pathfinder Federation goals.

Program Budget: $1,500.00

Budget Detail:	Library	Amount
	Chouteau County Library	$1,500.00

Note: Federation Coordinator library will change in FY 2016 to the Chouteau County Library.

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Total award for Program 5: $1,500.00

Variance from Program 5 budget: $0.00

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SIGNATURES/APPROVALS

Approval Date: _____

Pathfinder Federation Coordinator

_____   _____

Brett Allen - Library Director   Date Signed

Chairperson - Federation Advisory Board

_____   _____

Lillian Alfson - Library Board Chair   Date Signed

Chairperson - Board of Trustees, Federation Coordinator's Library

_____   _____

Agnes Kolste - Library Board Member   Date Signed

AWARD SUMMARY/TOTALS

Library	Amount
Belt Public Library	$1,710.26
Blaine County Library	$1,710.30
Choteau/Teton Public Library	$1,710.30
Chouteau County Library	$3,310.66
Conrad Public Library	$1,710.30
Dutton/Teton Public Library	$1,710.30
Fairfield/Teton Public Library	$1,710.12
Glacier County Library	$1,710.30
Great Falls Public Library	$1,710.30
Harlem Public Library	$1,710.30
Havre-Hill County Library	$1,710.30
Liberty County Library	$1,710.30
Toole County Library	$1,710.30
Valier Public Library	$1,710.30
Wedsworth Memorial Library	$1,725.22

Total Awarded:	$27,269.56
Total Budgeted:	$27,269.56
Discrepancy:	$0.00

Federation Plan of Service and Budget Request
FY 2016
July 2015 Through June 2016

FEDERATION

Sagebrush

FEDERATION LIBRARIES

Public Libraries

Ekalaka Public Library	Active
Fallon County Library	Active
Garfield County Library	Active
George McCone Memorial County Library	Active
Glendive Public Library	Active
Henry A Malley Memorial Library	Active
Miles City Public Library	Active
Prairie County Library	Active
Sidney-Richland County Library	Active
Wibaux Public Library	Active

LONG RANGE GOALS

Goal **Description**

 # 1 **Support and encourage continuing education, training, networking, and travel.**

Associated MSL Goals

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

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

Goal **Description**

 # 2 **Support and encourage member libraries to increase technology. Includes OCLC, MSC, or other electronic cataloging subscriptions, barcodes, networking costs, and Internet Access.**

Associated MSL Goals

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

Goal **Description**

 # 3 **Support and encourage member libraries to share resources and materials and increase communication between libraries.**

Associated MSL Goals

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

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

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

ADMINISTRATIVE COSTS

Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more then $1,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing.

Revenue Summary

CST Revenue $18,980.39

Total: $18,980.39

Note: Budget Summary

Program 1 - CONTINUING ED, TRAINING AND TRAVEL $3,869.19

Program 2 - TECHNOLOGY AND RESOURCE SHARING $12,812.00

Program 3 - COMMUNICATION/PR AND CONSULTATION $2,099.20

Program 4 - ADMINISTRATIVE SERVICES $200.00

Total: $18,980.39

PROGRAM SUMMARIES

Program 1 - CONTINUING ED, TRAINING AND TRAVEL

Narrative

Knowledgeable and trained staff and trustees are able to provide quality library services to their communities. Toward this end the following activities will be funded as money allows. (Examples: Montana Library Association (MLA) Conferences/Training, Offline, Montana Shared Catalog (MSC) or other community trainings).

Each member library may choose how much, if any, funding to designate toward training opportunities and travel expenses.

Training by qualified library representatives, individuals or State Library Staff will be provided at each Sagebrush Federation Meeting at no cost to the individual libraries.

Evaluation

Attending learning events or bringing continuing education to our area will result in more members accumulating certification credits, becoming certified and maintaining certification through the MSL program. Libraries should be working towards certifying all staff. At least two workshops will be presented each year at Federation meetings. Positive evaluations of Federation programs and meetings will also indicate success.

Associated Sagebrush Federation Goals

1 - Support and encourage continuing education, training, networking, and travel.

Program Budget:	$3,869.19	
Budget Detail:	**Library**	**Amount**
	Ekalaka Public Library	$200.00
	Fallon County Library	$727.40
	Garfield County Library	$750.00
	George McCone Memorial County Library	$241.40
	Glendive Public Library	$500.00
	Henry A Malley Memorial Library	$200.00
	Miles City Public Library	$650.39
Note:	1) Meeting Host, $150.39; Meeting CE Training, $500.00 (Federation Expenses)	
	Prairie County Library	$100.00

Sidney-Richland County Library	<u>$500.00</u>

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Total award for Program 1: $3,869.19

Variance from Program 1 budget: $0.00

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Program 2 - TECHNOLOGY AND RESOURCE SHARING

Narrative

Monies received in this category will be expended toward technology-related resources that strengthen Federation-wide access: OCLC, Shared Catalog Expenses, software, hardware, virtual reference, online databases, portable reading/audio devices, etc.

Un-expended monies may be redirected toward technology (training, online database purchases such as MontanaLibrary2Go, professional development opportunities, or book discussion kits) or postage/shipping costs to cover resource/materials sharing.

The Federation will cover the cost for the Annual Subscription from Movie Licensing USA for all ten participating libraries. This purchase allows the license to be affordable for all libraries and to be in compliance with publicly showing films to patrons.

Each member library may choose how much, if any, funding to designate toward technology and resource sharing opportunities.

Evaluation

All Sagebrush Federation Libraries will maintain OCLC membership for Federation resource sharing. Upgrades of the network and hardware or software help maintain and improve patron service and access.

Statistics may be reviewed or patrons may be polled to track the effectiveness of online/technology services. Positive feedback from patrons and members on the use of library databases and other technology offerings will be an indication of success.

Public Libraries will provide an accounting for their expenditures in their individual Annual Report with an explanation of the benefits and outcomes to the federation.

Associated Sagebrush Federation Goals

2 - Support and encourage member libraries to increase technology. Includes OCLC, MSC, or other electronic cataloging subscriptions, barcodes, networking costs, and Internet Access.

3 - Support and encourage member libraries to share resources and materials and increase communication between libraries.

Program Budget: $12,812.00

Budget Library Detail:	Amount
Ekalaka Public Library	$1,726.40
Fallon County Library	$749.00
Garfield County Library	$1,000.00
George McCone Memorial County Library	$975.00
Glendive Public Library	$500.00
Henry A Malley Memorial Library	$1,200.00
Miles City Public Library	$2,932.40

Note: 1) Movie License Fee for all libraries, $1456.00 (Federation Expense) 2) $1476.40 (MCPL Expense)

Prairie County Library	$1,276.40
Sidney-Richland County Library	$976.40
Wibaux Public Library	$1,476.40

Total award for Program 2: $12,812.00

Variance from Program 2 budget: $0.00

Program 3 - COMMUNICATION/PR AND CONSULTATION

Narrative

The Federation Coordinator or a representative will attend at least two Coordinator meetings. Two Federation meetings will be held each year.

Federation members will act as mentors to new members. Members continually consult each other for help. If funds are available, members may travel to another member library for training/help/consultation.

Workgroups will be maintained (Plan of Service and Annual Report, Continuing Education, Federation Development and others as needed). Directors and other members are encouraged to participate. Workgroups help the Federation achieve its annual Goals.

Each member library may choose how much, if any, funding to designate toward communication and/or consultation.

Evaluation

This program will be deemed successful if:

1. The Coordinator or representative attends at least two Coordinator meetings (may attend by conference call or online) and the Coordinator manages the affairs of the Federation.

2. Two Federation meetings are held per year to communicate and network library information.

3. Members submit events and the "Sagebrush Federation Library Events" will be posted online detailing quarterly library happenings for the public and MSL.

4. One Federation Committee project meeting will be scheduled annually.

5. All libraries in Southeastern Montana are invited to the Federation meetings.

Associated Sagebrush Federation Goals

1 - Support and encourage continuing education, training, networking, and travel.

3 - Support and encourage member libraries to share resources and materials and increase communication between libraries.

Program Budget: $2,099.20

Budget Detail:	Library	Amount
	Garfield County Library	$176.40
	George McCone Memorial County Library	$260.00
	Glendive Public Library	$476.40
	Henry A Malley Memorial Library	$76.40
	Miles City Public Library	$1,010.00
Note:	1) Coordinator Travel, $1010.00 (Federation Expense)	
	Prairie County Library	$100.00
	Total award for Program 3:	$2,099.20
	Variance from Program 3 budget:	$0.00

Program 4 - ADMINISTRATIVE SERVICES

Narrative

Sagebrush Federation of Libraries will provide to the Miles City Public Library funds to be used as a stipend for the Coordinator to administer and manage the affairs of the Sagebrush

Federation [For FY2015/16, on recommendation from the Coordinator, the Federation voted to divide the Coordinator Stipend to benefit libraries that needed extra funds for the coming year. The Federation will revisit the Stipend on a yearly basis at the Fall Meeting.]

The headquarters library will also receive funds for supplies such as postage, copies and long distance used for Federation business.

Evaluation

This program will be deemed successful if the Coordinator attends meetings, files appropriate reports to the Federation and Montana State Library in a timely manner, communicates Federation business to members and performs the duties per the job description of the Coordinator and headquarters library.

Associated Sagebrush Federation Goals

1 - Support and encourage continuing education, training, networking, and travel.

2 - Support and encourage member libraries to increase technology. Includes OCLC, MSC, or other electronic cataloging subscriptions, barcodes, networking costs, and Internet Access.

3 - Support and encourage member libraries to share resources and materials and increase communication between libraries.

Program Budget: $200.00

Budget Detail:	Library	Amount
	Miles City Public Library	$200.00
Note:	1) Supplies Cost, $200.00 (Federation Expense)	
	Total award for Program 4:	$200.00
	Variance from Program 4 budget:	$0.00

SIGNATURES/APPROVALS

Approval Date: _____

Sagebrush Federation Coordinator

_____   _____

Sonja Woods - Library Director   Date Signed

Chairperson - Federation Advisory Board

_____   _____

Lou Anne Tweten - Library Board Member   Date Signed

Chairperson - Board of Trustees, Federation Coordinator's Library

_____   _____

Betty Berger - Library Board Chair   Date Signed

AWARD SUMMARY/TOTALS

Library	Amount
Ekalaka Public Library	$1,926.40
Fallon County Library	$1,476.40
Garfield County Library	$1,926.40
George McCone Memorial County Library	$1,476.40
Glendive Public Library	$1,476.40
Henry A Malley Memorial Library	$1,476.40
Miles City Public Library	$4,792.79
Prairie County Library	$1,476.40
Sidney-Richland County Library	$1,476.40
Wibaux Public Library	$1,476.40

Total Awarded:	$18,980.39
Total Budgeted:	$18,980.39
Discrepancy:	$0.00

Federation Plan of Service and Budget Request
FY 2016
July 2015 Through June 2016

FEDERATION

South Central

FEDERATION LIBRARIES

Public Libraries

Big Horn County Public Library	Active
Billings Public Library	Active
Bridger Public Library	Active
Carnegie Public Library	Active
Denton Public Library	Active
Dorothy Asbjornson Community Library	Active
Harlowton Public Library	Active
Joliet Public Library	Active
Judith Basin County Free Library	Active
Laurel Public Library	Active
Lewistown Public Library	Active
Moore Memorial Public Library	Active
Petroleum County School-Community Library	Active
Red Lodge Carnegie Library	Active
Rosebud County Library	Active
Roundup School-Community Library	Active
Stillwater County Library	Active

Branch Libraries

Bicentennial Library of Colstrip	Active

LONG RANGE GOALS

Goal **Description**
 # 1 **Some Montana citizens have inadequate library services because of lack of local funding or capability. Sharing and collaborating for services helps everybody.**

Associated MSL Goals

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

Goal **Description**
 # 2 **Collaboration in the form of interlibrary loaning, partnering and automating help to make scarce resources available to all Montana citizens. Economic collaboration is allowed for libraries within the SOC Federation in the event of a disaster.**

Associated MSL Goals

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

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

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

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

Goal **Description**
 # 3 **Public libraries in Montana need well-trained information specialists and knowledgeable trustees.**

Associated MSL Goals

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

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

Goal	Description
# 4	**Many Montana citizens do not know about the services offered by their community libraries. Libraries must efficiently and effectively manage and promote its programs and services.**

Associated MSL Goals

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

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

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

Goal	Description
# 5	**Libraries must provide information access and library services to all.**

Associated MSL Goals

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

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

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

Goal	Description
# 6	**Montana citizens do not have consistent access to standards-based, networked, information infrastructure through their libraries and library staff members do not have access to reliable and /or convenient technical support.**

Associated MSL Goals

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

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

3 - Training - MSL provides appropriate trainings and training resources so that the best

use can be made of the resources offered.

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

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

Goal Description

 # 7 Many different types of libraries exist within Montana, they are all important in helping Montana citizens keep abreast of the times.

Associated MSL Goals

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

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

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

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

ADMINISTRATIVE COSTS

Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more then $1,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing.

Revenue Summary

CST Revenue	$33,866.54
Total:	$33,866.54

Note: Administrative Costs Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more than $2,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing. Note: South Central Federation receives per capita funds from Golden Valley because they have no library and because South Central is the nearest Federation. The amount is $718.10. By member vote, these funds are donated to the MontanaLibrary2Go program. **Budget Summary**

Program 1 - Continuing Education and Travel	$3,600.00
Program 2 - Technology and Resource Sharing	$22,834.54
Program 3 - Continuing Education and Travel for Multi-Type Libraries	$1,500.00
Program 4 - Purchase, Maintenance, and Mailing of Book Discussion Kits	$1,750.00
Program 5 - Administrative Costs	$4,182.00
Total:	$33,866.54

PROGRAM SUMMARIES

Program 1 - Continuing Education and Travel

Narrative

This program supports all of the South Central Federation goals. The goals are set to assist all Federation library workers and trustees to attend Federation meetings, pertinent conferences, meetings and other continuing education opportunities to meet patron needs. Many libraries within the Federation have very small budgets for attending meetings or conferences which help the library workers or trustees learn new skills, sharpen existing skills or develop mentor-ships. This program will allow all libraries in the Federation to be able to take advantage of some of these opportunities. This assistance may include paying for travel and meals to meetings or registrations for pertinent opportunities by the Federation participants.

A travel allowance for each of the public libraries to attend Federation meetings is an important part of this program.

Evaluation

Member libraries will put the training to use in their library and share what they learned at Federation meetings.

Associated South Central Federation Goals

1 - Some Montana citizens have inadequate library services because of lack of local funding or capability. Sharing and collaborating for services helps everybody.

2 - Collaboration in the form of interlibrary loaning, partnering and automating help to make scarce resources available to all Montana citizens. Economic collaboration is allowed for libraries within the SOC Federation in the event of a disaster.

3 - Public libraries in Montana need well-trained information specialists and knowledgeable trustees.

4 - Many Montana citizens do not know about the services offered by their community libraries. Libraries must efficiently and effectively manage and promote its programs and services.

5 - Libraries must provide information access and library services to all.

6 - Montana citizens do not have consistent access to standards-based, networked, information infrastructure through their libraries and library staff members do not have access to reliable and /or convenient technical support.

7 - Many different types of libraries exist within Montana, they are all important in helping Montana citizens keep abreast of the times.

Program Budget: $3,600.00

Budget Library Detail:	Amount
Bicentennial Library of Colstrip	$200.00
Big Horn County Public Library	$200.00
Billings Public Library	$200.00
Bridger Public Library	$200.00
Carnegie Public Library	$200.00
Denton Public Library	$200.00
Dorothy Asbjornson Community Library	$200.00
Harlowton Public Library	$200.00
Joliet Public Library	$200.00
Judith Basin County Free Library	$200.00
Laurel Public Library	$200.00
Lewistown Public Library	$200.00
Moore Memorial Public Library	$200.00
Petroleum County School-Community Library	$200.00
Red Lodge Carnegie Library	$200.00
Rosebud County Library	$200.00
Roundup School-Community Library	$200.00
Stillwater County Library	$200.00
Total award for Program 1:	$3,600.00
Variance from Program 1 budget:	$0.00

Program 2 - Technology and Resource Sharing

Narrative

This program supports most of the SOC objectives. Monies here will be used for technology and resource sharing related expenses of member public libraries. Emphasis is on technology that strengthens federation-wide public access, resource sharing and document delivery. Monies can be expended for such things as computer hardware, software, telephone/internet connectivity, postage, shared catalog expenses as well as OCLC costs, marketing libraries,

and online database expenses.

Any remaining money at the end of the fiscal year under $100.00 will be added to Program 5, Administrative costs. If there is a remaining amount over $100.00, it will be added to Program 4, Book Club Kits. In the event of a disaster which diminishes the service of a library within the SOC, the Federation can vote to allocate some or all of the remaining funds to the rehabilitation of the diminished library.

Evaluation

Each library will produce an online expense report of the purchases made and how the equipment/product benefited the Federation by July 30 for the previous fiscal year. Individual library reports will be added together to create an annual Federation report for the Montana State Library.

Associated South Central Federation Goals

1 - Some Montana citizens have inadequate library services because of lack of local funding or capability. Sharing and collaborating for services helps everybody.

2 - Collaboration in the form of interlibrary loaning, partnering and automating help to make scarce resources available to all Montana citizens. Economic collaboration is allowed for libraries within the SOC Federation in the event of a disaster.

3 - Public libraries in Montana need well-trained information specialists and knowledgeable trustees.

4 - Many Montana citizens do not know about the services offered by their community libraries. Libraries must efficiently and effectively manage and promote its programs and services.

5 - Libraries must provide information access and library services to all.

6 - Montana citizens do not have consistent access to standards-based, networked, information infrastructure through their libraries and library staff members do not have access to reliable and /or convenient technical support.

7 - Many different types of libraries exist within Montana, they are all important in helping Montana citizens keep abreast of the times.

Program Budget: $22,834.54

Budget Detail:	Library	Amount
	Bicentennial Library of Colstrip	$1,268.58
	Big Horn County Public Library	$1,268.58
	Billings Public Library	$1,268.58

Bridger Public Library	$1,268.58
Carnegie Public Library	$1,268.58
Denton Public Library	$1,268.58
Dorothy Asbjornson Community Library	$1,268.58
Harlowton Public Library	$1,268.58
Joliet Public Library	$1,268.58
Judith Basin County Free Library	$1,268.58
Laurel Public Library	$1,268.68
Lewistown Public Library	$1,268.58
Moore Memorial Public Library	$1,268.58
Petroleum County School-Community Library	$1,268.58
Red Lodge Carnegie Library	$1,268.58
Rosebud County Library	$1,268.58
Roundup School-Community Library	$1,268.58
Stillwater County Library	<u>$1,268.58</u>
Total award for Program 2:	$22,834.54
Variance from Program 2 budget:	$0.00

Program 3 - Continuing Education and Travel for Multi-Type Libraries

Narrative

This program provides the opportunity for the multi-type libraries of the Federation to progress by providing them with the opportunity to apply for assistance with librarian training and/or mileage to said training. The availability of this funding will be announced by an annual mailing sent out by the Federation Coordinator. Grants will be as much as $250 based on an itemized expense request and a copy of the librarian training agenda. Grants will be honored on a first come-first served basis for any multi-type library in the Federation with preference placed upon those requests that have never received a grant previously. The public libraries are not eligible for these particular grants. $1,500.00 will be allocated to this program.

Evaluation

Member librarians will put the training to use in their libraries and share what they learned at Federation meetings.

Associated South Central Federation Goals

1 - Some Montana citizens have inadequate library services because of lack of local funding or capability. Sharing and collaborating for services helps everybody.

5 - Libraries must provide information access and library services to all.

7 - Many different types of libraries exist within Montana, they are all important in helping Montana citizens keep abreast of the times.

Program Budget: $1,500.00

Budget Detail:	Library	Amount
	Laurel Public Library	<u>$1,500.00</u>
	Total award for Program 3:	$1,500.00
	Variance from Program 3 budget:	$0.00

Program 4 - Purchase, Maintenance, and Mailing of Book Discussion Kits

Narrative

The Federation will provide Book Discussion Kits to member libraries. These kits will be rotated within the Federation to encourage Federation libraries to support reading groups for their patrons. Bags will be purchased and filled with 8 copies of the same title, along with discussion questions for book discussion groups. These kits will be cataloged in the Federation Coordinator's library and mailed to Federation members from there. Return postage will be included. $1,750 will be allocated for this program.

Evaluation

Statistics for the Book Discussion Kits will be presented in the Annual Report.

Associated South Central Federation Goals

1 - Some Montana citizens have inadequate library services because of lack of local funding or capability. Sharing and collaborating for services helps everybody.

2 - Collaboration in the form of interlibrary loaning, partnering and automating help to make scarce resources available to all Montana citizens. Economic collaboration is allowed for libraries within the SOC Federation in the event of a disaster.

Program Budget: $1,750.00

Budget Library Detail:	Amount
Laurel Public Library	<u>$1,750.00</u>
Total award for Program 4:	$1,750.00
Variance from Program 4 budget:	$0.00

Program 5 - Administrative Costs

Narrative

A wage of $2,000 will be paid or reimbursed to the Federation Coordinator for time and effort spent working with the State Library and Federation Members to prepare a plan of service, an annual report, attend Library Commission meetings and set up federation meetings and projects. $732 is assigned for Coordinator travel. The administrator also purchases, processes, and dispenses book club kits for member libraries. $400 will be paid to the City of Laurel to cover administrative costs. $200 will be paid to Laurel Public Library for expenses of printing, photocopying etc. $500 is set aside for Federation Meeting meals and $350 for trainings and expenses. $4182.00 will be allocated to this program. Per capita revenue coming from Golden Valley is allocated to MontanaLibrary2Go.

Evaluation

Federation Coordinator will prepare Plan of Service, Annual Report, attend necessary Commission meetings, set up federation meetings and projects and manage book group discussion kits.

Associated South Central Federation Goals

1 - Some Montana citizens have inadequate library services because of lack of local funding or capability. Sharing and collaborating for services helps everybody.

2 - Collaboration in the form of interlibrary loaning, partnering and automating help to make scarce resources available to all Montana citizens. Economic collaboration is allowed for libraries within the SOC Federation in the event of a disaster.

3 - Public libraries in Montana need well-trained information specialists and knowledgeable trustees.

4 - Many Montana citizens do not know about the services offered by their community libraries. Libraries must efficiently and effectively manage and promote its programs and services.

5 - Libraries must provide information access and library services to all.

6 - Montana citizens do not have consistent access to standards-based, networked, information infrastructure through their libraries and library staff members do not have access to reliable and /or convenient technical support.

7 - Many different types of libraries exist within Montana, they are all important in helping Montana citizens keep abreast of the times.

Program Budget: $4,182.00

Budget Detail: **Library**	**Amount**
Laurel Public Library	$4,182.00
Total award for Program 5:	$4,182.00
Variance from Program 5 budget:	$0.00

SIGNATURES/APPROVALS

Approval Date: _____

South Central Federation Coordinator

_____   _____

Nancy Schmidt - Library Director   Date Signed

Chairperson - Federation Advisory Board

_____   _____

Dixie Feller - Federation Representative   Date Signed

Chairperson - Board of Trustees, Federation Coordinator's Library

_____   _____

Clara Killebrew - Library Board Chair   Date Signed

AWARD SUMMARY/TOTALS

Library	Amount
Bicentennial Library of Colstrip	$1,468.58
Big Horn County Public Library	$1,468.58
Billings Public Library	$1,468.58
Bridger Public Library	$1,468.58
Carnegie Public Library	$1,468.58
Denton Public Library	$1,468.58
Dorothy Asbjornson Community Library	$1,468.58
Harlowton Public Library	$1,468.58
Joliet Public Library	$1,468.58
Judith Basin County Free Library	$1,468.58
Laurel Public Library	$8,900.68
Lewistown Public Library	$1,468.58
Moore Memorial Public Library	$1,468.58
Petroleum County School-Community Library	$1,468.58
Red Lodge Carnegie Library	$1,468.58
Rosebud County Library	$1,468.58
Roundup School-Community Library	$1,468.58
Stillwater County Library	$1,468.58

Total Awarded:	$33,866.54
Total Budgeted:	$33,866.54
Discrepancy:	$0.00

Federation Plan of Service and Budget Request FY 2016
July 2015 Through June 2016

FEDERATION

Tamarack

FEDERATION LIBRARIES

Public Libraries

Bitterroot Public Library	Active
Darby Community Public Library	Active
ImagineIF Kalispell	Active
Lincoln County Public Libraries	Active
Mineral County Public Library	Active
Missoula Public Library	Active
North Lake County Public Library	Active
North Valley Public Library	Active
Plains Public Library District	Active
Preston Hot Springs Town-County Library	Active
Ronan Library District	Active
St Ignatius School-Community Library	Active
Thompson Falls Public Library	Active
Whitefish Community Library	Active

Special Libraries

Rocky Mountain Laboratories Library	Active

LONG RANGE GOALS

Goal   Description
 # 1   To create a Plan of Service (POS) for allocating revenues for implementation of programs and for conducting the business of the federation. One spring meeting over two days allows membership participation from multi-type libraries prioritizing federation wide library service needs. Training will be offered for all type libraries and Public Library Trustees. The Federation will pay for one Public Librarian and one Public Library Trustee to attend the meeting. Schools and Special libraries will have one member paid for. If there are funds unused they will help defray the cost for extra member participation.
The fall meeting will be a conference call used for the business of the Federation. Training will not be provided during the conference call. The Federation Coordinator provides leadership for
federation business and oversight of the POS. The presence of State Library staff is crucial for consulting, guidance and updates on state-wide activities.

Associated MSL Goals

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

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

Goal   Description
 # 2   To provide training and professional development for member libraries' staff. All library staff need to be informed of and trained in new technologies and innovative library services.

Associated MSL Goals

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

Goal   Description
 # 3   To improve technology for improving access to library content and services. Libraries must provide convenient, high-quality and cost effective access to collections and services.

Associated MSL Goals

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

Goal   Description
 # 4   To assist libraries with expanding and sharing their collections.

Creating special collections for sharing among libraries benefits all federation library users. Borrowing and loaning materials is important for providing resources for library users beyond the scope of the local library.

Associated MSL Goals

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

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

Goal   Description
 # 5   Planning for Building Improvement
Libraries may use funds to support the costs of planning for the best use of space directly related to federation-wide activities. Costs may include, but are not limited to:
-Consultant fees and travel
-Design models
-Wireless feasibility studies
-Cost analysis reviews for adding a courier access area

Evaluation
Libraries will have "outside" experts advise them on best use of space or the need for expansion to improve participation in federation-wide activities.

Associated MSL Goals

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

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

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

ADMINISTRATIVE COSTS

Several administrative functions are centralized at the State Library, but Federation members may want to authorize a stipend (of not more then $1,000) to the federation coordinator or designated person who is willing to work with the State Library and Federation membership to plan meeting agendas, set up meetings, and do the appropriate plan of service and annual report preparation and filing.

Revenue Summary

CST Revenue $41,220.81

          Total: $41,220.81

Note: Budget Summary

Program 1 - Two Membership Meetings $7,998.81

Program 2 - Training and Professional Development $6,942.80

Program 3 - Technology $11,379.70

Program 4 - Expanding and sharing collections $14,899.50

Program 5 - Planning for Building Improvement $0.00

          Total: $41,220.81

PROGRAM SUMMARIES

Program 1 - Two Membership Meetings

Narrative

Two membership meetings will be held in FY 2013. The spring meeting will be a two day meeting. The business of the Federation will be conducted and a full day of training for Trustees and Librarians will take place. Expenses will be covered for a Public Library Trustee and a Librarian from each of the active Public Libraries. Expenses for one member of a School or Special Library will be covered. Mileage to the meeting is at the expense of each library. The fall meeting will be conducted via a conference call. CE will not be available during the fall meeting. All Public Libraries must send a representative to both meetings to qualify as an active member. If a Public Library is not represented due to an emergency the executive committee will determine if the library will have active or inactive status. It is beneficial that the Montana State Library staff and State Commissioners participate in the meetings.

The coordinator will:
-Arrange meetings
-Create and distribute appropriate notices and documents
for the meetings
-Attend at least 3 State Library Commissioners meetings
-The Federation Coordinator Library will receive $1000 to help defray the costs for travel and other Federation Expenses.

Included in each years business:
-Conduct the business of the federation, including election
of officers, in accordance with its by-laws
-create the POS for the following year in a timely manner with membership participation.

Evaluation

The POS will continue to be a creative and fiscally responsible tool for providing library services to all federation residents.

The membership will mentor new librarians and new trustees by sharing "Joys and Concerns".

State Library staff and State Commissioners will learn of the needs and concerns of libraries which will aid them in making decisions on library issues and securing federation support.

Librarians will be informed of state and national library issues.

Associated Tamarack Federation Goals

1 - To create a Plan of Service (POS) for allocating revenues for implementation of programs and for conducting the business of the federation. One spring meeting over two days allows membership participation from multi-type libraries prioritizing federation wide library service needs. Training will be offered for all type libraries and Public Library Trustees. The Federation will pay for one Public Librarian and one Public Library Trustee to attend the meeting. Schools and Special libraries will have one member paid for. If there are funds unused they will help defray the cost for extra member participation. The fall meeting will be a conference call used for the business of the Federation. Training will not be provided during the conference call. The Federation Coordinator provides leadership for federation business

and oversight of the POS. The presence of State Library staff is crucial for consulting, guidance and updates on state-wide activities.

4 - To assist libraries with expanding and sharing their collections. Creating special collections for sharing among libraries benefits all federation library users. Borrowing and loaning materials is important for providing resources for library users beyond the scope of the local library.

Program Budget: $7,998.81

Budget Detail: **Library**	**Amount**
Missoula Public Library	$7,998.81

Note: October 22, 2015 at 6:00 PM the Tamarack Federation will have a fall conference call to discuss business of the Federation and to plan CE for the spring retreat at Big Fork, Montana. May 20-21 will be the retreat dates at the Marina Cay in Big Fork, MT The retreat will consist of a business meeting and training for the Library Trustees and Directors. The Federation will pay for one room for each Library in good standing (2rooms if representatives are of opposite sex), trainers fees and breakfast and lunch. Any funds left over will be donated to MTLibrary2Go. $1000 is used for the Coordinators Library to carry out Federation Business. Public Libraries are given money for other goals but all Libraries are invited to the retreat and are paid for with Tam Fed funds.

Total award for Program 1: $7,998.81

Variance from Program 1 budget: $0.00

Program 2 - Training and Professional Development

Narrative

Library staff will attend training and/or professional opportunities at local, state and national levels. Includes but is not limited to workshops, on-line courses, conferences and academic classes. Registration, mileage, lodging, meals and materials may be included in the costs.

Evaluation

Library staff will provide new and improved library services for their users.

Associated Tamarack Federation Goals

2 - To provide training and professional development for member libraries' staff. All library staff need to be informed of and trained in new technologies and innovative library services.

Program Budget: $6,942.80

Budget Detail: Library	Amount
Bitterroot Public Library	$1,186.50
Missoula Public Library	$2,373.00
North Lake County Public Library	$373.00
Plains Public Library District	$400.00
Preston Hot Springs Town-County Library	$830.55
Ronan Library District	$1,186.50
St Ignatius School-Community Library	$593.25
Total award for Program 2:	$6,942.80
Variance from Program 2 budget:	$0.00

Program 3 - Technology

Narrative

Purchases may include, but are not limited to: Computer hardware, software and upgrades, firewall security, Printers, scanners, Membership costs for OClC, Montana Shared Catalog, Virtual Reference, Database costs
Outreach and public relations costs promoting access to collections and library services (Example of costs outside the scope of this program include, but are not limited to: e-books, furniture, barcodes and other

Evaluation

libraries will meet or pass minimal requirements for joining the Montana Shared Catalog. library staff will be able to more efficiently access on-line products and programs for processing materials, training, staff and providing information to library users. There will be additional public access computers or up-graded current ones to meet the needs of library users.

Associated Tamarack Federation Goals

3 - To improve technology for improving access to library content and services. Libraries must provide convenient, high-quality and cost effective access to collections and services.

Program Budget: $11,379.70

Budget Detail: **Library**	**Amount**
Darby Community Public Library	$2,373.00
North Lake County Public Library	$2,000.00
Plains Public Library District	$125.00
Preston Hot Springs Town-County Library	$1,542.45
Ronan Library District	$1,186.50
St Ignatius School-Community Library	$1,779.75
Thompson Falls Public Library	$2,373.00
Total award for Program 3:	$11,379.70
Variance from Program 3 budget:	$0.00

Program 4 - Expanding and sharing collections

Narrative

Libraries may purchase and share collection materials in accordance with the Tamarack Federation Collection Policy, including creating Book Club kits. To encourage and assist in sharing collections, libraries may choose to apply funds to courier and or postage costs.

Evaluation

Library communities will benefit from a new service: the sharing of Book Club kits. Materials purchased in accordance with the Tamarack Federation Collection Policy will be available to all libraries. Libraries will receive support in funding the cost of sharing materials.

Associated Tamarack Federation Goals

4 - To assist libraries with expanding and sharing their collections. Creating special collections for sharing among libraries benefits all federation library users. Borrowing and loaning materials is important for providing resources for library users beyond the scope of the local library.

Program Budget: $14,899.50

Budget Detail: **Library**	**Amount**

Bitterroot Public Library	$1,186.50
ImagineIF Kalispell	$2,373.00
Lincoln County Public Libraries	$2,373.00
Mineral County Public Library	$2,373.00
North Valley Public Library	$2,373.00
Plains Public Library District	$1,848.00
Whitefish Community Library	$2,373.00
Total award for Program 4:	$14,899.50
Variance from Program 4 budget:	$0.00

Program 5 - Planning for Building Improvement

Narrative

Libraries may use funds to support the costs of planning for the best use of space directly related to federation-wide activities. Costs may include, but are not limited to: -Consultant fees and travel -Design models -Wireless feasibility studies -Cost analysis reviews for adding a courier access area

Evaluation

Libraries will have "outside" experts advise them on best use of space or the need for expansion to improve participation in federation-wide activities.

Associated Tamarack Federation Goals

1 - To create a Plan of Service (POS) for allocating revenues for implementation of programs and for conducting the business of the federation. One spring meeting over two days allows membership participation from multi-type libraries prioritizing federation wide library service needs. Training will be offered for all type libraries and Public Library Trustees. The Federation will pay for one Public Librarian and one Public Library Trustee to attend the meeting. Schools and Special libraries will have one member paid for. If there are funds unused they will help defray the cost for extra member participation. The fall meeting will be a conference call used for the business of the Federation. Training will not be provided during the conference call. The Federation Coordinator provides leadership for federation business and oversight of the POS. The presence of State Library staff is crucial for consulting, guidance and updates on state-wide activities.

5 - Planning for Building Improvement Libraries may use funds to support the costs of planning for the best use of space directly related to federation-wide activities. Costs may include, but are not limited to: -Consultant fees and travel -Design models -Wireless feasibility studies -Cost analysis reviews for adding a courier access area Evaluation Libraries will have "outside" experts advise them on best use of space or the need for expansion to improve participation in federation-wide activities.

Program Budget: $0.00

Budget Detail: This program has no budget detail.

SIGNATURES/APPROVALS

Approval Date: _____

Tamarack Federation Coordinator

_____   _____

Honore Bray - Library Director   Date Signed

Chairperson - Federation Advisory Board

_____   _____

Warren Neyenhuis - Library Board Vice-Chair   Date Signed

Chairperson - Board of Trustees, Federation Coordinator's Library

_____   _____

Rita Henkel - Library Board Chair   Date Signed

AWARD SUMMARY/TOTALS

Library	Amount
Bitterroot Public Library	$2,373.00
Darby Community Public Library	$2,373.00
ImagineIF Kalispell	$2,373.00
Lincoln County Public Libraries	$2,373.00
Mineral County Public Library	$2,373.00
Missoula Public Library	$10,371.81
North Lake County Public Library	$2,373.00
North Valley Public Library	$2,373.00
Plains Public Library District	$2,373.00
Preston Hot Springs Town-County Library	$2,373.00
Ronan Library District	$2,373.00
St Ignatius School-Community Library	$2,373.00
Thompson Falls Public Library	$2,373.00
Whitefish Community Library	$2,373.00

Total Awarded:	$41,220.81
Total Budgeted:	$41,220.81
Discrepancy:	$0.00

Montana Shared Catalog
Strategic Plan

MISSION STATEMENT

The Montana Shared Catalog connects libraries and their users through resource sharing, collaboration and cutting edge technology.

INTRODUCTION
The Montana Shared Catalog is a project of the Montana State Library as well as a cooperative partnership between 169 member libraries located in 94 communities across Montana. It is funded by member libraries' contributions as well as a contribution from the State General Fund (ARM 10.102.4001) and by Federal LSTA dollars that are distributed through the MSL. The staff of the Montana Shared Catalog is employed by the MSL and their work falls under the MSL Long Range Plan and the MSL Statewide Library Resources Division work plan.

As a program of the Montana State Library, the Montana Shared Catalog uses four of the MSL goals as a strategic framework.

Access: the MSC connects libraries, their staff and their patrons through a state-of-the-art integrated library system and other cutting edge technologies.

- For the MSC to capitalize on the rapidly changing technology environment it will remain nimble and innovative, enabling future transitions to cutting edge technology.

- MSC members are encouraged to offer member-driven discussion of current technology, emerging services and best practices.

- Highest quality bib records will be maintained by records sampling, use of industry tools that ensure optimum record quality and membership maintenance of records.

Training: the Montana Shared Catalog provides appropriate training and resources for member libraries to take full advantage of membership.

- MSC staff will conduct regular outreach to stakeholders, administrators, and member library staff in order to foster relationships and determine what training is most needed by member libraries.

- Member libraries will provide assistance to one another through in-person and online meetings. In addition, member libraries will participate in mentoring programs to assist both new and existing member libraries with training and continuing education.

- MSC staff will direct in-person and online training for member libraries on a regular basis. This training will focus on member libraries' individual needs as well as overall consortium goals. In addition to formal trainings MSC staff will provide individual assistance either in person, by phone, or online, to member libraries on an as-needed basis.

Collaboration: The Montana Shared Catalog promotes partnerships and resource sharing among its members.

- Member libraries and MSC Staff encourage the growth of resource sharing groups to continue providing the best possible services to all library users.

- Current libraries offer coaching and support of new libraries by fostering broad involvement of the Montana Shared Catalog membership through a variety of communications methods including but not limited to electronic lists, blogs, polls, and online trainings.

- The Executive Board and the Montana Shared Catalog staff continually monitor the government structure to maintain a fair, equitable and active Governance Body while maintaining the mission of the Montana Shared Catalog.

- Member Libraries are encouraged to participate in decision making and setting direction for growth by attending meetings and keeping in contact with their representative on the Executive Board.

Sustainable Success: The Montana Shared Catalog is committed to responsible and sustainable growth.

- The MSC will conduct consistent outreach to non-member libraries.

- The Shared Catalog will maintain a balance of staff to member libraries.

- The MSC will collaborate with other library consortia in the state and regionally to promote common access points.

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian
Sarah McHugh, Director, Statewide Library Resources

Date: May 22, 2015

Re: Updated FY 15 LSTA Budget

The FY 15 LSTA budget has been updated to reflect the State employee pay plan passed by the 2015 Legislature. The first of two increases of .50/hour will take effect January 1, 2016 and the second increase will take effect July 1, 2016.

The January, 2016 increase has been included in the FY 15 LSTA budget that covers position costs coming under LSTA funding. This changes the remaining amount available for the FY 15 LSTA Statewide Projects Budget. Please refer to the two documents in the meeting materials which detail these updates.

Working Draft - LSTA FY 15 (with Pay Plan) (HB2)

Updated: 05/19/15

Grant Award	**1,059,140**		
Administration			
4% Admin	42,366		
Total		42,366	**42,366**
Talking Book Library			
FTE - Allocated as a percentage	174,263		
Operations	25,099		
	0		
Total		199,362	**199,362**
Montana Shared Catalog			
51500010 - Shared Catalog Adminstrator	72,130		
Operations	1,000		
		73,130	
51530553 MSC Information Specialist	86,308		
51530557 - MSC Tech Assist (.38 FTE)	23,828		
Operatons	1,260		
Total		111,396	184,526
Statewide Collaborative Access			
51530552 - Statewide Consulting Librarian	68,675		
51530553 - Statewide Consulting Librarian	81,668		
51530554 - Statewide Consulting Librarian	61,598		
51530552 - Operations	6,450		
51530553 - Operations	6,450		
51530554- Operations	6,450		
Total		231,291	231,291
Statewide Collaborative Content			
51500004 Mt Memory Project Director	66,213		
Operations	1,200		
Travel	4,500		
Total		71,913	71,913
Statewide Collaborative Programming			
51530556 - Communications/Marketing Coordinator .25 FTE	23,600	23,600	23,600
Statewide Collaborative Training			
51530558 - Training & Development Specialist	61,233		
51530558 - Operations	5,000		
		66,233	66,233
Total			**819,291**
Funding from IMLS/LSTA			**1,059,140**
Balance to Allocate - Left for additional projects			**239,849**
Red: HB2		**386,771**	
Blue - Modified FTE		**432,520**	
		819,291	

	Costs	Project totals	LSTA Balance
			$ 239,849
OCLC FY16 Group Services:			
WorldShare Interlibrary Loan ($98,885 State Resource Sharing Funds+ $17,268 FY14 LSTA + $16,442 FY15 LSTA= $132,595 total WorldShare ILL)	$ 16,442		
Contribution Toward OCLC First Search Seats and Unlimited Cataloging	$ 20,400		
FY16 OCLC Group Services Potential Gap	$ 36,044		
MSL Portion of CONTENTdm (Software and Storage)	$ 11,931		
MSL Portion of Digital Archive	$ 2,718		
OCLC Hosted EZproxy	$ 2,901		
Total OCLC Group Services (covered by LSTA)		$ 90,436	$ 149,413
Montana Shared Catalog New Libraries	$33,067	$33,067	$ 116,346
Discover It! (EBSCO Discovery Service) Annual Renewal	$ 32,500	$ 32,500	$ 83,846
Montana Memory Project:			
MMP Digital Collection Development	$ 6,000		
Mountain West Digital Library Annual Membership Dues for Montana Memory Project	$ 1,250		
Total Montana Memory Project	$ 7,250	$ 7,250	$ 76,596
Literacy Projects:			
Ready2Read Rendezvous	$ 15,000		
Early Literacy Support Position (5 Hours per Week), Includes Travel	$ 10,000		
Summer Reading Program Manuals (110 @ $12.50 Each)	$ 1,375		
Summer Reading Program PSAs	$ 225		
Summer Reading Program Contract	$ 2,500		
Total Literacy Projects	$ 29,100	$ 29,100	$ 47,496
Statewide Training:			
Trustee Training	$ 3,000		
Fall Workshops (Based in Helena)	$ 15,000		
Total Statewide Training	$ 18,000	$ 18,000	$ 29,496
MontanaLibrary2Go:			
OverDrive Annual Hosting Fee for FY16 (Other Half to be Paid by Membership)	$ 18,000		
New Library Participation Fees (3 New Libraries @ $1,500 Each)	$ 4,500		
Total MontanaLibrary2Go (covered by LSTA)	$ 22,500	$ 22,500	$ 6,996
Courier Discount to Participating Libraries	$ 5,200	$ 5,200	$ 1,796

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian

Date: May 29, 2015

Re: **Library Development Study Task Force update**

The Library Development Study Task Force held their first meeting on Wednesday, May 27. The membership is charged to:

- Develop a process to evaluate the importance of programs and services of the State Library that support library development to ensure that Montana libraries are prepared to meet the challenges and to embrace the opportunities that come with being a 21st century library;
- Prioritize those programs and services, keeping in mind the needs of all types of libraries;
- Make recommendations regarding new programs and services if needed;
- Make recommendations regarding how all identified programs and services might be most effectively delivered; and to
- Make recommendations about how these programs and services might best be funded.

Members include:
- Connie Behe, ImagineIF Libraries
- Pamela Benjamin, Montana State University
- Barry Brown, Maureen and Mike Mansfield Library
- Bill Cochran, Billings Public Library
- Joanne Didriksen, Helena High School Library
- Desiree Funston, Missoula Public Library
- Roberta Gebhardt, Montana Historical Society Research Center
- Mitchell Grady, Hearst Free Library
- Susan Gregory, Bozeman Public Library
- Judy Hart, Lewis and Clark Library
- Anne Kish, Montana State Library Commission

- Al Logan, ImagineIF Libraries Trustee
- Jodie Moore, Red Lodge Carnegie Library
- Jodi Oberweiser, Drummond School & Community Library
- KellyAnne Terry, Lewistown Public Library
- Jonna Underwood, Sheridan County Library
- Debbie Wellman, Choteau County Library
- Sonja Woods, Miles City Public Library

Now that the Education and Local Government Legislative Interim Committee has been selected I will ask for legislative participation on this task force. Additionally, we will follow up on a request for participation from the Governor's Office once a new Education Policy Advisory has been appointed.

At their first meeting the Task Force reviewed their charge and a substantial amount of pre-read materials. These materials are available on the Task force website at: http://about.msl.mt.gov/Home/commission_councils/library_development_study_task_force.

The task force discussed important stakeholders from whom they wish to seek input. That list includes:
- Librarians
- Trustees
- Legislators
- The Governor's Office
- Teachers, faculty, students
- Life-long learners
- Economic development officials
- Local government representatives
- The Office of Public Instruction
- Social Service Agencies

At the next meeting (date to be determined) the task force will strategize about how best to engage these stakeholders. Initial discussion included the need for a survey and key talking points that can be used consistently by all task for members. Strategies suggested include lunch & learn opportunities and listening sessions.

The task force selected Susan Gregory to be their chair.

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian
Stu Kirkpatrick, State GIS Coordinator

Date: May 28, 2015

Re: **Montana Land Information Advisory Council Fiscal Year '16 Grant Recommendations**

The Montana Land Information Advisory Council received nine applications for grant funding for FY '16. The total amount to award is within the amount of funding budgeted for grants in the FY '16 Land Plan and the Grant Review Subcommittee found that all applications were worth funding. The Council, at its May 28, 2015 meeting, approved the following prioritized recommendations for grant funding to be forwarded to the State Library Commission:

MLIA FY16 Applicant	Weighted Score (Ave * Weight)	MLIA Share	Leverage Amount
MLIA_2016_LibertyCo_GPS	90.8	$8,309	$13,321
MLIA_2016_ButteSilverBow_AGOL	88.9	$7,500	$10,796
MLIA_2016_Shelby_Utility_Infrastructure	88.9	$18,555	$22,420
MLIA_2014_ParkCo_PLSS	88.7	$20,000	$10,000
MLIA_2016_LakeCo_PLSS	85.2	$20,000	$9,500
MLIA_2016_Superior_GPS/GIS	84.3	$13,280	$5,164
MLIA_2016_Billings_Heights_WaterDistrict	83.8	$25,000	$46,898
MLIA_2016_GlacierCo_Roads	81.3	$19,890	$12,900
MLIA_2016_SandersCo_PLSS	77.4	$25,000	$38,200
Land Plan Estimate of Available Funds ($200,000)		$157,534	$169,199

Grant Synopses

1. MLIA_2016_LibertyCo_GPS to acquire GPS repeater equipment that would expand the range of signal across the entire county. The expanded signal would be purchased by agricultural interests and would help fund the Liberty County school and community GIS programs.

2. MLIA_2016_ButteSilverBow_AGOL to acquire an ArcGIS online subscription and training to better expose county data holdings to the public.
3. MLIA_2016_Shelby_Utility_Infrastructure to build GIS databases for water and sewer infrastructure.
4. MLIA_2014_ParkCo_PLSS to acquire GPS coordinates to improve the accuracy of the digital public land survey system.
5. MLIA_2016_LakeCo_PLSS to acquire GPS coordinates to improve the accuracy of the digital public land survey system.
6. MLIA_2016_Superior_GPS/GIS to locate the water utility infrastructure for the community.
7. MLIA_2016_Billings_Heights_WaterDistrict to build a water asset management database for all water assets (valves, hydrants, curb stops, etc.).
8. MLIA_2016_GlacierCo_Roads to collect road attributes (ownership, width, pavement type etc.) for Glacier County roads.
9. MLIA_2016_SandersCo_PLSS to acquire GPS coordinates to improve the accuracy of the digital public land survey system.

MONTANA TALKING BOOK LIBRARY

for the blind, low vision and physically handicapped
PO BOX 201800, HELENA MT 59620-1800,
1-800-332-3400 (In MT), 406-444-2064, FAX: 406-444-0266

Memo

To: Montana State Library Commission

From: Jennie Stapp, State Librarian
Christie Briggs, Montana Talking Book Library Supervisor

Date: May 29, 2015

RE: **2015 (Draft) Loan Policy for the Montana Talking Book Library**

The following draft policy replaces and combines two current Loan Policies governing separate types of material formats (cassette and digital materials). Those loan policies are available online at: http://mslapps.mt.gov/About_the_Library/Policies/default.aspx (see Montana Talking Book Library Loan and Digital Loan Policy for the Montana Talking Book Library).

Major changes in the proposed draft reflect deletion of individual material format references and adoption of one loan period for all library-distributed materials.

This draft policy is presented at the June, 2015, Commission meeting for review. Action will be requested at the August Commission meeting.

Montana State Library Commission Policy

(Draft) Loan Policy for the Montana Talking Book Library

The following policy governs the circulation and library distribution of physical copies of audio books, magazines and equipment to eligible blind, low vision, and reading & physically handicapped patrons who are registered with the Montana Talking Book Library (MTBL). Eligible patrons who borrow materials from the MTBL collection accept responsibility for using materials with reasonable care, returning them to the MTBL according to established loan policies, and not losing or damaging them through negligence. Violation of this policy can result in suspension of some or all MTBL services.

Policy

Active Status

To remain active, patrons must borrow at least one book per year from the library or directly through the Braille and Audio Recording Download (BARD) service OR subscribe to one or more magazines from either.

Change of Status

The patron must notify the MTBL of changes of address and temporary or permanent transfer of service to another state.

Cancellation of Service

The patron (family or personal contact) must notify the MTBL if he/she desires to cancel their MTBL service. The patron must return all books and equipment within 60 days of cancelling service.

Materials Available

Recorded books and magazines in all available formats and specialized playback equipment will be loaned by the MTBL to eligible registered patrons and institutions serving eligible patrons without charge. The MTBL will keep records of all loans for all formats.

Equipment Loans

Equipment necessary to listen to the recorded materials may be borrowed on extended loan for as long as the patron is using it to listen to materials provided by the MTBL. Institutions may borrow equipment, on extended loan, for the purposes of demonstrating materials provided by the MTBL.

If playback equipment ceases to function properly or needs repair, it must be returned to the MTBL. A replacement will be provided upon request. Under NO circumstances is the patron to attempt repairing the playback equipment or replacing the battery. The MTBL is not responsible for repair or replacement of non-MTBL provided equipment used to play MTBL materials.

Book Loans

The number of books loaned to or downloaded by a patron or institution is established on an individual

basis in consultation with the MTBL.

Loan Period

The loan period for library distributed books and magazines is two months. Magazines distributed by the National Library Service (NLS) will be subject to the loan policies established by the NLS. Renewals will be considered upon availability.

Overdue Books

No fines for overdue books will be levied. However, patrons are urged to observe the loan period so books are available for other patrons. Overdue books can result in no additional books being sent until resolved.

Patron Returns

The patron, institution or school representative must ensure that digital books, magazines, and equipment being returned to MTBL by FREE MATTER are delivered into the hands of the United States Postal Service by being placed in a mailbox for pickup or delivered to the Post Office.

Lost or Damaged Materials

Patrons are responsible for taking appropriate and adequate care of their books and equipment. In the rare event that books are lost or destroyed, temporary or permanent suspension may be activated at the discretion of the MTBL regional librarian. An item is considered lost as opposed to overdue or delinquent if it is not returned to MTBL within 60 days of the last due date extended to the patron.

Sharing Materials

Patrons MUST NOT lend MTBL digital books, magazines, or equipment to other persons.

Suspension of Services

If any items in the above policy are violated, the patron's MTBL service may be suspended for a period of time as determined by MTBL. If reinstatement of service occurs and policy violations recur, service may be permanently suspended at the discretion of the MTBL regional librarian.

In the case of abuse of MTBL staff, trainees, or volunteers by a patron, an immediate 30 day suspension of MTBL service to that patron may be enforced at the discretion of the MTBL regional librarian until the procedure below is enacted. Examples of abuse include but are not limited to patron use of expletives, inappropriate excessive verbal volume, and threats or violence.

In the event of suspension, the following steps will be taken:

Suspension Procedure

(1) MTBL staff will first discuss the violation(s) with the patron by telephone or e-mail within five business days of the violation.
(2) Within five business days of initial contact, a warning notification (e-mail or print mail) will be given to

the patron that summarizes the discussion and the violation(s). The patron will be provided an opportunity to reply within ten business days of receiving notification.

(3) MTBL may suspend service for a specified period of time or permanently, depending on the circumstances and response from the patron.

(4) If service is reinstated, the patron will be notified of reinstatement of service and reminded that further documented violations will result in permanent suspension of service.

Submitted: 6/23/2015 Commission Review

MONTANA STATE LIBRARY COMMISSION
WORK PLAN FY 2015

June 2015 final report

VISION
Develop and deliver 21st Century library resources and information services.

MISSION
The Montana State Library is committed to strengthening libraries and information services for all Montanans through leadership, advocacy, and service.

VALUES
MSL values:

- An educated and inquisitive citizenry.
- Library services that are responsive to users' needs.
- Free government information that is easily accessible and widely distributed.
- Patron privacy.
- Equitable access to all library resources and services.
- Competent and professional staff.
- Open, direct, and timely communication.
- Economic development of Montana and Montanans.

The State Library Commission is established by Montana statute 22-1-101 (MCA).

The role of the State Library Commission is to set forth policies and funding priorities that empower the State Library to meets its mission and statutory obligations and to advocate for the State Library and the Montana library and information communities whenever possible.

The State Library Commission Group norms:

- The Commissioners will read and come to meetings prepared to discuss agenda items;

- Commission meetings follow Roberts Rules of Order;

- Commissioners are bound by the State Code of Ethics and Standards of Conduct: http://leg.mt.gov/bills/mca_toc/2_2_1.htm.

Goal One—Content—Discussion

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

      1.1. Advise, review and approve policies that enhance Montana State Library's statewide e-content subscription and purchase programs, and that support the Montana Memory Project, the collection development priorities of the Montana State Library Collection Development Policy, and the Talking Book Library Collection;

      1.2. Advise, review and approve budgets that enhance Montana State Library's statewide e-content subscription and purchase programs, and that support the Montana Memory Project, the collection development priorities of the Montana State Library Collection Development Policy, and the Talking Book Library Collection;

      1.3. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commission on issues that will inform their understanding of the content needs of Montana Library users.

      (Update August 2014): At the August 13 Commission Meeting, the Commission heard a presentation on the Montana Cadastral Administration through Streamlined Parcel Adjustment Workflows (CATSPAW). Through the implementation of this new system, State Library staff have taken over administration of the Public Land Survey System for our coordinate control from the Bureau of Land Management.

Goal Two—Access—Discussion

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

   2.1. Advise, review and approve policies that enhance access to information through statewide resource sharing initiatives;

   2.2. Advise, review and approve budgets that enhance access to information through statewide resource sharing initiatives;

   2.3. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commission on issues that will inform their understanding of the access needs of Montana Library users.
   (Update August 2014): At the August 13 Commission Meeting, the Commission heard a presentation on the new Montana Natural Heritage Program MapViewer application.

   (Update June 2015): At the June 23 Commission Meeting, the Commission will review a draft Montana Talking Book Library Draft BARD Policy for action in August.

Goal Three—Training—Discussion

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

3.1. Advise, review and approve policies that enhance Montana State Library's statewide training opportunities;

3.2. Advise, review and approve budgets that enhance Montana State Library's statewide training opportunities;

3.3. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commission on issues that will inform their understanding of the training needs of Montana Library users.

(Update December 2014): At the December 10 Commission Meeting the State Library Commission received an orientation on the Coal Severance Tax funding flow and the Combined Account from which the State Library receives funding. This training was designed to help the Commission better understand the source and use of those funds in the face of fluctuating revenues.

Goal Four—Consultation and Leadership—Discussion

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;
        4.1.a. Pacific Northwest Library Association conference, August 13-15, Helena, Montana;

    4.2. Establish and maintain contact with Library Directors and Trustees, and other MSL partners, to remain cognizant of their needs and the challenges they face;
        4.2.a. Each Commissioner will attend at least one library federation meeting during fiscal year 2015;
            (Update December 2014):
                Commissioner Roberts attended the South Central Federation Meeting in Miles City on September 13, 2014.
                Commissioner Scheetz attended the Golden Plains Federation Meeting in Wolf Point on September 18, 2014.
                Commissioner Kish attended the Broad Valleys Federation teleconference on October 9, 2014.
                Commissioner LaFromboise attended the Pathfinder Federation meeting in Fort Benton on October 16, 2014.
                Commissioner Kish attended the Broad Valleys Federation retreat in Butte on February 27 and 28, 2015.
                Commissioner Gransbery attended the South Central Federation meeting in Joliet on March 21, 2015.
                Commissioner LaFromboise attended the Tamarack Federation retreat in Big Fork on May 15 and 16, 2015.
                Commissioner LaFromboise attended the Pathfinder Federation meeting in Fort Benton on May 21, 2015.

        4.2.b. Each Commissioner will attend the 2015 Montana Library Association Conference, April 8-11, 2015 in Bozeman, Montana;
        (Update February 2015): The April Commission meeting is scheduled for April 8, 2015

        4.2.c. The Commission Chair will facilitate Conversations with the Commission session at the Montana Library Association Conference;
        (Update February 2015): This session is scheduled for April 9, 2015 at 8:30 am
        (Update June 2015): This session was held on April 9 with more than 40 librarians and trustees participating in a session on the future of libraries

facilitated by Karen Archer Perry of Clarion Consulting. Results of the session will be shared with the Library Development Study Task Force.

    4.2.d. At least one Commissioner will attend meetings of the Montana Shared Catalog and MontanaLibrary2Go each year;

    4.2.e. Commissioners are encouraged to visit libraries as they travel the state. Advanced notice to the libraries is recommended.

    4.3. Share information about the role of the State Library Commission beyond the boundaries of the Montana Library Community;

    4.4. At least one Commissioner will attend at least one "visioning" conference during the fiscal year, as funding allows. Discuss findings with the Commission and MSL staff and make recommendations for future opportunities for improved library services.

    4.4.a. The Colorado State Library may host a conference focused on how to measure the impact of library services during the summer of 2015. Given the State Library focus on how to measure the impact of our services, this may be an appropriate conference for a Commissioner to attend. Details of the conference will be shared with the Commission when they are available.

    (Update October 2014): The Research Institute for Public Libraries has scheduled this event. The dates are July 27-30 and the meeting will be held in Colorado Springs, Colorado. Commissioner LaFromboise will attend.

    4.5 The Commission will invite at least one recipient of a Montana Land Information Act (MLIA) grant to present on the outcomes of their grant in order to better educate the Commission on the role, outcome and impacts of the MLIA.

    (Update June2015): Students from the Chester-Joplin-Inverness schools presented on the MLIA grant that they received at the April 8 Commission meeting. Students shared with the Commission the important work they are conducting using GIS which is directly benefiting the economy of the area. A Liberty County Commissioner was also in attendance to show his support for the students and their work.

Goal Five—Collaboration—Discussion

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

    5.1. Facilitate information-sharing partnerships among federal, tribal, state and local governments, 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 The Commission Chair will designate Commissioners to serve on both the Network Advisory Council and the NRIS Advisory Committee. These designees will attend committee meetings to represent the interests of the Commission and will provide feedback to the Commission regarding committee reports and initiatives.

> **(Update December 2014):** Commissioner LaFramboise has been appointed to the Network Advisory Council
> Commissioner Newell has been appointed to the NRIS Advisory Council

5.3 The Commission will invite the Governor or his designee to attend a meeting of the State Library Commission in order to learn about the Governor's priorities for the 2015 Legislative Session.

> **(Update February 2015):** Sirie Smilie attended the December 10 Commission meeting and provided an overview of the Governor's Early Edge initiative.

5.4 The Commission will invite the Montana Library Association Government Affairs representative to the December Commission meeting to discuss the MLA legislative agenda.

> **(Update February 2015):** Nanette Gilbertson and Judy Hart presented the MLA legislative Agenda at the December 10 Commission meeting.
> Additionally, Assistant Superintendent of Public Instruction, Dennis Parman shared the Office of Public Instruction legislative agenda with the Commission at their December meeting.

5.5 The Commission will continue a process to learn more about broadband service availability to libraries in Montana and opportunities to further support expansion of broadband technology to meet the needs of library public computing centers.

Goal Six—Sustainable Success—Discussion

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

6.1. Advocate for the Montana State Library and the Montana Library Community with federal, tribal, state and local governments, businesses and citizens. Advocacy 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;

> 6.1.a. At least one Commissioner will attend the Montana Library Legislative Day in January;
> **(Update February 2015):** This event was attended by Commissioners Bartow, Kish, LaFromboise, Newell and Scheetz.

6.1.b. The Commission Chair will provide testimony before the Legislature on behalf of the Montana State Library and the library community;

(Update February 2015): Testimony was offered by Commission Chair Bartow at the MSL budget hearing on January 15.

6.1.c. A member of the Commission will attend National Library Legislative Day May 4-5, 2015 in Washington, D.C.;

(Update June 2015): Commissioner Kish attended this event along with Librarian Stapp and three other Montana librarians, Ann Ewbank of MSU, Matt Beckstrom of the Lewis and Clark Library and Dawn Kingstad of the Glendive Public Library and President of the Montana Library Association.

6.2. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commissions on issues that will help the Commission to continually grow as a Commission and to support the work of the State Library;

(Update June 2015): Following the Commission meeting on April 8, the Commission and staff participated in a session on the future of libraries based on the Aspen Institute Report, *Rising to the Challenge: Re-envisioning Public Libraries* facilitated by Karen Archer Perry of Clarion Consulting. Results of the session will be shared with the Commission and the Library Development Study Task Force.

6.3. Advise, review and approve policies that recognize the significant contributions of and develop the leadership and management skills of MSL staff;

(Update December 2014): Commissioners Bartow and Gransbery attended the Talking Book Library volunteer appreciation luncheon on October 9, 2014.

6.4. Provide guidance on and evaluation of the State Librarian work plan and performance.

(Update December 2014): At the August 13 and October 8 Commission meetings, the Commission reviewed the State Library FY '15 work plans.
Note: a State Librarian Performance Evaluation is recommended.

JULY		AUGUST		SEPTEMBER		NOTES
1		1		1		**Regular August meeting agenda items:**
2		2		2		FY 14 final fiscal report
3		3		3		FY 15 opening budget
4		4		4		Programs and Commission work plans
5		5		5		
6		6		6		**South Central Federation Meeting**
7		7		7		Billings Public Library
8		8		8		Commissioner attending: Brent Roberts
9		9		9		Staff attending: Sarah McHugh
10		10		10		
11		11		11		**Golden Plains Federation Meeting**
12		12		12		Roosevelt County Library
13		13	**August Commission Meeting**	13	**South Central Federation Meeting**	Commissioner attending: Anita Scheetz
14		14		14		Staff attending: Sarah McHugh
15		15		15		
16		16		16		**Montana Shared Catalog Annual Meeting**
17		17		17		Carroll College, Helena, MT
18		18		18	**Golden Plains Federation Meeting**	
19		19		19		**Fall Workshop**
20		20		20		Red Lion Colonial Inn, Helena, MT
21		21		21		All Commissioners invited
22		22		22		Contact Marlys Stark to register
23		23		23		
24		24		24		
25		25		25		
26		26		26	**Montana Shared Catalog Annual**	
27		27		27	**Meeting, Helena**	
28		28		28	**Fall Workshop**	
29		29		29	**Helena, MT**	
30		30		30		
31		31				

OCTOBER	NOVEMBER	DECEMBER	NOTES
1	1 **Sagebrush Federation Meeting**	1	**Regular October meeting agenda items:**
2	2	2	FY 15 1st Quarter Financials
3	3	3	FY 14 Federation Reports
4	4	4	**TBL Volunteer Luncheon**
5	5	5	Our Lady of the Valley Catholic Church
6	6 **Network Advisory Council Meeting**	6	Helena, MT
7	7	7	All Commissioners invited
8 **October Commission Meeting**	8	8	**Broad Valleys Federation Meeting**
9 **TBL Volunteer Luncheon; Broad Valleys Federation Meeting**	9	9	Conference Call
10	10	10 **December Commission Meeting**	Commissioner attending: Anne Kish
11	11	11	Staff attendance: Jennie Stapp
12	12	12	**Pathfinder Federation Meeting**
13	13 **Montana Land Information Advisory Council Meeting**	13	Chouteau County Public Library
14	14	14	Commissioner attending: Aaron
15	15	15	LaFromboise
16 **Pathfinder & Tamarack Federation Meetings**	16	16	Staff attending: Sarah McHugh
17	17	17	**Tamarack Federation Meeting**
18	18	18	Conference Call
19	19	19	Commissioner attending: Bruce
20	20	20	Newell
21	21	21	Staff attending: Jennie Stapp
22	22	22	**Sage Brush Federation Meeting**
23	23	23	Miles City Public Library
24	24	24	Commissioner attending: Anita
25	25	25	Scheetz
26	26	26	Staff attending: Jennie Stapp
27	27	27	**Regular December meeting agenda items:**
28	28	28	Legislative update and planning
29	29	29	FY 15 Land Plan approval
30	30	30	Network Advisory Council Report
31		31	2015 meeting dates selection

JANUARY	FEBRUARY	MARCH	NOTES
1	1	1	**Library Legislative Day 5:30 to 8:00 pm**
2	2	2	All Commissioners invited
3	3	3	
4	4	4	**Legislative Budget Hearing**
5 **Day 1 2015 Legislative Session**	5	5	Commissioner Testimony: Colet Bartow
6	6	6	
7	7	7 **Sagebrush Federation Meeting**	**Regular February meeting agenda items:**
8	8	8	Legislative update
9	9	9	FY 15 2nd Quarter financial report
10	10	10 **Network Advisory Council Meeting**	Planning for Conversations w/ Commission session
11	11 **February Commission Meeting**	11	
12	12	12 **Montana Land Information Advisory Council Meeting**	**Broad Valleys Federation Retreat**
13	13	13	Finlen Hotel, Butte, MT
14	14	14	Commissioner attending: Kish
15 **Hearing & Library Legislative Night**	15	15	Staff attendance: Sarah McHugh
16	16	16	
17	17	17	**South Central Federation Meeting**
18	18	18	Joliet Public Library
19	19	19	Commissioner attending: Gransbery
20	20	20	Staff attendance: Jennie Stapp
21	21	21 **South Central Federation Meeting**	
22	22	22	**Sagebrush Federation Meeting**
23	23	23	Miles City Public Library
24	24	24	Commissioner attending: TBD
25	25	25	Staff attendance: Sarah McHugh
26	26 **Legislative transmittal**	26	
27	27 **Broad Valleys Federation Retreat**	27	**Golden Plains Federation Meeting**
28	28 **Butte, MT**	28	Roosevelt County Library, Wolf Point
29		29	Commissioner attending: Scheetz
30		30	Staff attendance: Jennie Stapp (remote)
31		31	

FY 2015 -- Fourth Quarter   Montana State Library Commission Calendar

	APRIL		MAY		JUNE	NOTES
1		1		1		**Regular April meeting agenda items:**
2		2		2		Legislative update; LSTA award
3		3		3		Network Advisory Council Report
4		4	**National Library Legislative Day**	4		FY 15 3rd Quarter financial report
5		5	**Washington, DC**	5		
6		6		6		**Montana Library Association Annual Conference**
7		7	**MSC Spring Meeting**	7		Bozeman, MT
8	**April Commission Meeting**	8		8		Conversations w/ the Commission April 9, 2015, 8:30 am. To 10:00 am.
9	**Montana Library Assn. Conference; Conversations w/ the Commission**	9		9		
10	**MLA Continued**	10		10		**National Library Legislative Day**
11	**MLA Continued**	11		11		Commissioner attending: Anne Kish
12		12		12		
13		13		13		**Pathfinder Federation Meeting**
14		14	**Network Advisory Council Meeting**	14		Chouteau County Public Library
15		15	**Tamarack Federation Retreat**	15		Commissioner attending:LaFromboise
16		16	**Big Fork, MT**	16		Staff attending: Sarah McHugh
17		17		17		
18		18		18		**Tamarack Federation Retreat**
19		19		19		Marina Kay, Big Fork, MT
20		20		20		Commissioner attending: LaFromboise
21		21	**Pathfinder Federation Meeting**	21		Staff attending: Jennie Stapp
22		22		22		
23		23		23	**June Commission Meeting**	**Regular June meeting agenda items:**
24		24		24		Legislative wrap-up
25	**Golden Plains Federation Meeting**	25		25		FY 16 MLIA grant approval
26		26		26		FY 16 Federation Plans of Service
27		27	**LD Task Force kick off**	27		
28	**Legislature adjourned sine die**	28	**Montana Land Information Advisory Council Meeting**	28		**Research Institute for Public Libraries**
29		29		29		July 27-30, 2015, Colorado Sprgs, CO

30   30   30   Commissioner LaFromboise attending

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