Montana State Library
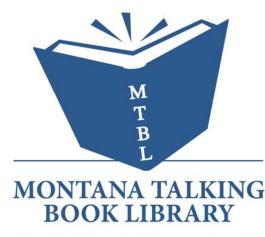
Statewide Library Resources Division

<u>Montana Talking Book Library</u>

FY 2016   Work Plan

July 1, 2015- June 30, 2016

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

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

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

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

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

This work plan is developed based on the goals contained in the MSL 2012-2022 Long Range Plan. Specific work objectives for FY16 are organized by the MSL six agency-wide Long Range Plan goals. Together, these objectives represent a collective approach to defining the highest priority tasks for MTBL for FY16.

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

MTBL Specific FY16 Objectives
- Complete the July/August listing of National Library Service (NLS) cassettes MTBL is offering in the NLS XESS (Redistribution of Excess Books). This listing is offered to MTBL three times per year for one month each time (March, July and November). Due to an NLS contract and software issue, we were not able to complete this in July or August. NLS approved us listing in September.
- Develop and implement a systematic procedure to complete existing bibliographic records needing local subject and series codes for the book copies ordered through the annual Permanent ILL quota distributed to MTBL by Multistate Center West (MSCW) in Utah. This will increase the accessibility of on-demand titles and offer more complete records for patron catalog searches.

- Improve the efficiency of our collection content by developing and implementing a check-in system at the time of shelving books into random shelving, using a scanner, the book's mail-card barcode and a random shelving barcode located on each stack. Work with Keystone Systems to develop internal barcodes to use for this.

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.

MTBL Specific FY16 Objectives:
- Complete the Braille and Audio Reading Download (BARD) r-sync project, with the assistance of the MSL IT team, NLS r-sync team, MTBL staff Landry, to support a more efficient Duplication-on-Demand process. This will allow MTBL to have immediate access to all BARD titles for duplication instead of having to download each one. This system is partly completed.
- Complete the transition of the existing Keystone Library Automated Systems (KLAS) WebOPAC patron interface to the new KLAS version. Update and test new OPAC features. Create guides to train staff and patrons. Make the new OPAC available to the public concurrent with the existing OPAC. Troubleshoot as necessary and retire the existing OPAC.
- Reorganize the MTBL machine room to streamline workflow and better supply digital machines and accessories with maximum functionality. This will involve evaluation of existing machine circulation procedures and updates based on the discontinuation of obsolete equipment.
- Monitor the organization of all on-hold and in-process local cassette (MCB) recording conversions being evaluated by the MTBL Recording Director.
- Continue to research options for circulating multiple serial (magazine) titles on a single cartridge. Research and document options based on the NLS model and existing KLAS functionality. Implement the best available option.
- Work with all MTBL Readers' Advisors to create additional bibliographic catalog lists for patron use in selecting desired titles, authors, and genres. Work with all Readers' Advisors to collectively create guidelines for developing specific bibliographic lists and corresponding subject codes to make them readily accessible for searching and distribution to patrons, providing patrons with another reference resource to access MTBL materials.
- Along with Reader's Advisors, continue to refine duplication on demand/quota procedures implemented to insure that patrons without access to the internet will retrain access to audio books. Document procedures, measure response time and cost effectiveness, and review and revise as indicated.

Goal Three – Training

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

MTBL Specific FY16 Objectives:
- Assess the opportunities, uses and benefits of the MTBL GoToTraining license to staff, patrons and partnerships. Produce training videos with assistance of the Director of Volunteers to target both internal volunteers and external sources such as public libraries, schools and assisted living facilities as demo sites to help them to better explain the program, encourage use and put service professionals at ease with the equipment and applications MTBL patrons typically use. The MTBL GoToTraining license will also be assessed on its merits of assisting our end users where possible.
- Complete training for the new Machine Lending Agent and monitor cross-training of one other Readers' Advisor for back-up.
- Implement training for the National Library Service transition from CMLS (Certified Mailing List system) to a more updated and efficient PIMMS (Patron Information Machine Maintenance system.
- All Readers' Advisors will develop updated BARD training and trouble-shooting guides and directions for their use and use by other staff when covering patron BARD trouble-shooting in the absence of a Readers' Advisor.
- All Readers Advisors will train patrons on the operation and use of the BARD Mobile iOS and new Android Apps. Consideration is to be given to the upgrades on iPhones and other devices, as well as Android devices that are expected to add challenges for patrons and staff.

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

MTBL Specific FY16 Objectives:
- Update partner agency staff, such as staff of the Department of Public Health and Human Services, unfamiliar with MTBL services, often due to turnover of key ADA accessibility positions, through the use of several different training tools such as in-person presentations, GoToTraining and GoToMeeting video conferencing, sharing MTBL power point presentations, as well as training videos produced by MTBL. This will ensure that training tools are offered to all partner agency staff unfamiliar with MTBL services. It will support end users receiving MTBL services by having knowledgeable staff in their agency able to assist them appropriately.

Goal Five—Collaboration
5. MSL promotes partnerships and encourages collaboration among its users.

MTBL Specific FY16 Objectives:

- Revise overdue notification process to provide reminders for patrons to return items and for MTBL to maintain its collection. Query best practices of other NLS libraries. Establish process/procedures, implement, and review and/or revise as indicated.
- Begin conversations with public library book mobiles to propose partnerships that would expand machine demo sites to create informational hubs during book mobile stops at assisted living facilities.

Goal Six—Sustainable Success
6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

MTBL Specific FY16 Objectives:
- Revise the job profile, and complete the recruitment and hiring process to fill the MTBL Circulation Manager position. Begin training and assist the new hire in setting FY16 work plan objectives.
- Readers' Advisors will assess the benefits from the NoveList Plus subscription used to assist in the readers' advisory services offered to MTBL patrons.
- Create additional ways to efficiently distribute current MTBL information to end users faster in order to supplement the newsletter that is only distributed 2-3 times/year.
- Receive training from NLS Audio Studio specialist, Phillip Carbo on the use of additional software sound editing tools within the Hindenburg software recording system to continue to improve sound quality and other issues with repairing the sound quality on digital books from the original LCM software that can benefit from applying the Hindenburg system tools.
- Receive assistance from NLS Audio Studio specialist, Phillip Carbo, to identify the most appropriate location in MSL/TBL for a second audio recording studio to keep up with the patron demands for more Montana titles.
- Update the MTBL website and assist in moving content into the new MSL website format as needed.
- Update and document procedures for each position to provide continuity during vacations, sick leaves and vacancies. Identify revisions, document, and revise.