

**Montana Talking Book Library FY 2016 Work Plan  
October and November, 2016  
Accomplishments**

Prepared for the December 14, 2016 Commission meeting  
by Christie Briggs, MTBL Supervisor

This report represents accomplishments of the Talking Book Library staff:  
Erin Harris, Martin Landry, Jackie Crepeau, Bert Rinderle and G.G. Waldburger

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 Objectives

- MTBL continues to seek ways to convert the local Montana Analog titles to digital in order to offer a higher quality content to patrons.  
**(Update: December 2016)** Governor Bullock's budget did not include funding for more funding for this project. Other avenues are being pursued by Briggs and Harris, including re-records of cassette titles and clean-up and editing of titles where the conversion was incomplete. As of Oct. 31<sup>st</sup>, circulation of newly recorded local books in digital mailed cartridges and BARD downloads totaled: 2,873. (See attached statistical graph.)

### 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 Objectives

- Readers' Advisors offer patrons improved BARD customer service and access in training patrons how to successfully utilize the BARD Mobile APPS.  
**(Update: December 2016)** The BARD Android Mobile APP from the National Library Service is now available for many android devices, including Kindle Fire 6.7 and newer, making access easier for Talking Book Library patrons to download free BARD books. Readers' Advisors Landry, Crepeau and Waldburger have given one-on-one training to patrons who use the Android Mobile APP on their NLS approved devices.
- Distribute the Bits of Gold newsletter prior to the end of November, 2016.  
**(Update: December 2016)** The Bits of Gold newsletter (the online, digital and large print versions) were processed and completed by all staff and many volunteers, meeting the circulation goal of Nov. 10<sup>th</sup>.

### Goal Three – Training

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

## MTBL Objectives

- Complete training of Jackie Crepeau in the NLS Machine Lending Agency duties and responsibilities.

**(Update: December 2016)** Jackie Crepeau completed National Library Service (NLS) orientation and Machine Lending Agent training in October in Washington, D.C. She gained a wider understanding of NLS guidelines, operations and supervision of and responsibility for the NLS patron players and accessories. She will oversee a workshop for Telecom Pioneers in January, 2017

- Continue training of GG Waldburger, new Readers' Advisor as of June, 2016.  
**(Update: December 2016)** GG Waldburger completed four months of Readers' Advisory training, responded to nearly 31% of her total patrons and processed a total of 118 new patrons for all three Readers' Advisors, including 36 of her own. She developed and edited her first Bits of Gold newsletter for MTBL patrons. GG will be introduced at the December, 2016 Commission meeting.
- Complete training of Bert Rinderle as Circulation Manager.  
**(Update: December 2016)** Bert Rinderle has successfully completed his one-year anniversary as Circulation Manager of MTBL. He has exceeded expectations. Bert supervised a weekly group of 30 circulation volunteers to inspect, shelve, produce mail-cards and circulate 213,964 items. He also supervised volunteers to pull, tag, weed, card, bag and ship 156,000 recorded cassette books to the NLS recycling center. Bert successfully simplified the labeling of shelves for faster and easier book pulling by volunteers. He implemented a second daily batch mailing process for more efficient shipping of books to patrons which also supported better customer service by the Readers' Advisors. Bert successfully mastered trainings in back-up in these areas: machine processing, recording program troubleshooting and post-editing, monitoring, narrating and Readers' Advisory and administrative reporting.  
**\*Note:** Staff members Landry, Harris, Crepeau and Briggs were instrumental in training Bert Rinderle and GG Waldburger in their MTBL duties.

#### **Goal Four—Consultation and Leadership**

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

- Conduct outreach presentations and consultations with schools, facilities and other opportunities to offer leadership and education about MTBL.  
**(Update: December 2016)** Outreach activities included Briggs reporting MTBL activities and the NLS Three to Ten-year strategic plan to Library Director Stapp, SLR Director Cook, MTBL staff, and members of the two largest Montana Consumer groups: Montana Association for the Blind (MAB) and National Federation of the Blind- Montana (NFB-MT) in October. Other outreach efforts included residents in retirement facilities

and MAB chapters in Helena, Bozeman and Billings.

## **Goal Five—Collaboration**

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

### **MTBL Specific Objectives:**

- Transition of the PIMMS (Patron Information and Machine Management System) in collaboration with Keystone Library Automated System (KLAS) and Data Management System through NLS. This new program automatically updates NLS on all patron and machine transactions made in the KLAS database system.  
**(Update: December 2016)** Successfully completed the PIMMS (Patron Information and Machine Management System) conversion in October and November.
- The Montana Voter Information Pamphlet recording was coordinated by Erin Harris in collaboration with the Secretary of State's office.  
**(Update: December 2016)** Volunteers Bob and Marie Vanisko recorded the Montana VIP. Harris posted the audio VIP on MTBL's Facebook account and sent it to the Secretary of State's office for the benefit of Montana voters.

## **Goal Six—Sustainable Success**

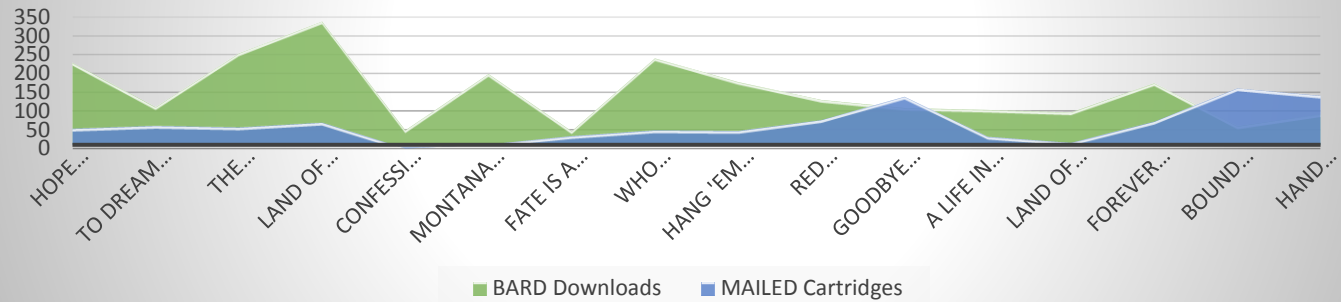
6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

### **MTBL Objectives**

- Installation of a Second Sound Booth in Room 214 of MTBL.  
**(Update: December 2016)** Installation delays occurred due to changes in ADA wheelchair code requirements. Amendments for installation timeframe and expansion of the booth size to meet ADA requirements pushed the installation date out to January 28-30, 2017. A permanent wheelchair ramp will be installed by general services after the booth is installed.
- Show appreciation to all volunteers in the MSL/MTBL Volunteer Program by providing a catered Volunteer Appreciation Luncheon, held in Helena on October 13, 2016, which will include a keynote speaker and presentation of volunteer longevity and special awards.

**(Update: December 2016)** The Volunteer Appreciation Luncheon theme was "Volunteers Make a World of Difference". It was successfully held at Spring Meadow Golf Club and attended by Commissioners Newell and Bartow along with 72 volunteers, guests and staff. Keynote speaker was author Craig Lancaster of Billings who wrote the Edward Stanton Trilogy. Mr. Lancaster gave a heartwarming talk about the importance of talking books in our patrons' lives. Please see Bits of Gold Newsletter for volunteers who received awards: [http://docs.msl.mt.gov/tbl/newsletters/archive/Newsletter%20FALL%202016\\_FINAL.pdf](http://docs.msl.mt.gov/tbl/newsletters/archive/Newsletter%20FALL%202016_FINAL.pdf)

## Newest MT Audio Books circulated 2,873 copies (7-1-15 to 10-31-16)



### Circulation Details:

Title	Author	BARD Downloads	MAILED Cartridges
Hope Within	Peterson, Tracie	228	53
To Dream Anew	Peterson, Tracie	110	60
The Coming Storm	Peterson, Tracie	253	56
Land of My Heart	Peterson, Tracie	338	69
Confessions of a Camo Queen	Berube, Kristen	48	0
Montana Stirrups, Sage & Shenanigans	Berg, Francie etc	198	11
Fate is a Mountain	Parratt, Mark W.	46	33
Who Lost?	Sheldon, Dale	240	48
Hang 'em	Crosley, Donald E.	177	47
Red Corner	McDonald, Verlaine Stoner	129	76
Goodbye Wives and Daughters	Resnick, Susan Kushner	108	138
A Life in Time	Stone, Kaye	103	31
Land of Empty Houses	Moore, John L.	96	15
Forever Friends	Puhek, Lenore McKelvey	174	71
Bound Like Grass	McLaughlin, Ruth	59	160
Hand Raised Barns of Montana	Juisto, Chere	91	140
<b>Total Circulated Copies: 2,873</b>		<b>2,075</b>	<b>798</b>