Memo

To: Kris Schmitz   **To:**   Montana State Library Commission
Central Services Manager

From: Donci Bardash, Project Director **From:** Kris Schmitz
Broadband Technology   Central Services Manager
Opportunities Program (BTOP)

Date: September 24, 2012

Re: MSL Broadband Technology Opportunities Program (BTOP) Public Computing
Center Grant (PCC) Update

I. Significant Accomplishments

a. **Training:** The BTOP technology trainer continues to provide regional workshops on
the TPZ kit items (Kindle Fire, a Kindle Keyboard, a Nook Tablet, and an iPad3). This
training has been wildly popular, and each week librarians request that we host
additional trainings at their libraries. Additionally, BTOP co-hosted a series of
webinars with Job Services related to on-line employment searches, resume-writing,
and interviewing skills.

b. **Training Portal:** The BTOP technology trainer has been working with the statewide
library resources staff to build a new training portal using WordPress. Once
completed, technology training materials created by BTOP staff, as well as resources
relating to network standards and procurement options, will be posted to the portal.
WebJunction will still be available to Montana librarians, but materials will primarily
be limited to what is provided by WebJunction and its partners. This will decrease
duplication of materials and staff time managing two sites. Training on both sites
was provided at Fall Workshop.

c. **Web Junction:** MSL continues to promote the availability of WebJunction to
Montana librarians. However, more than 200 available seats remain vacant.
Librarians can sign-up at https://www.webjunction.org/find-training/request-access/

d. **iLibrary:** September 15th, BTOP co-sponsored the Parmly Billings iLibrary event, a community discussion about what technology could be introduced to the new building to make it state-of-the-art. National speakers, Michael Porter and David Lee King facilitated the event. The event was covered on television and in the newspaper.

e. **Futurists:** BTOP co-sponsored several presentations during the fall workshop by national speakers and library futurists Michael Porter and David Lee King. These included a reception keynote speech on the future of libraries, workshops an e-content, and a session on making movies/videos for your library.

f. **Network Health Check-ups:** BTOP contracted with Morrison-Maierle to conduct network check-ups at 32 libraries across the state. This will include a network performance analysis, a written report on critical findings and suggestions, as well as corrections of problems if the library is agreeable. These services are offered at no cost to the participating libraries. All site visits and written reports will be completed by the end of the year.

g. **Impact Videos:** BTOP has contracted with PartnersCreative, the same vendor who created the *Tame the Wild, Wild Web/ Library Next* campaign, to create 3 library impact videos similar to those of the Gates Foundation. Initial plans include filming on-site at the Sidney-Richland County Library, Lewis & Clark Library, and the Missoula WoW Bus. The videos will launch during the legislative open house.

h. **Envisionware:** Eight libraries have fully-installed the Envisionware suite. The BTOP technology trainer will assist the two remaining libraries with their installations this fall. Their installations were delayed due to delays in receiving a Dell server.

i. **Grants:** The BTOP project director co-hosted a series on grants and grant-writing with the MSL trainer. A cohort of 6-10 librarians attended the interactive series, and the trainers provided feedback on specific homework assignments that would improve chances of securing grants.

j. **Risk and Reward:** Ten Montana librarians attended the Risk and Reward conference in Colorado, whose vision is: Faced with diminishing budgets, new technologies and changing customer needs, the traditional library faces extinction. We must adapt and innovate to transform from a quiet storehouse of books to a dynamic center of free engagement with knowledge. BTOP provided scholarships for four librarians to attend.

k. **Performance Measures:** BTOP libraries increased broadband speed for public computers this quarter, bringing the average speed up to 15.33Mbps from the grant-listed average speed of 3.55Mbps. Our goal was to increase available public computer workstations to 642; there are now 783 public workstations at BTOP libraries.
Since the beginning of reporting (January 2011), libraries report:
82,067 patrons have received some form of technical training - 30,518 training hours (including unscheduled, one-to-one)

1,452 library staff have received some form of technical training – 1,957 training hours (including unscheduled, one-to-one)
BTOP funded FTE have provided 2,139 patrons with 2,026 training hours (including unscheduled, one-to-one)
BTOP tech trainer has provided 263 library staff with 506 training hours in scheduled webinars and on-site training opportunities
7,178 patrons have participated in scheduled workshops and classes for 12,692 training hours
960 library staff have participated in scheduled workshops and classes for 1,761 training hours

II.   Planned Activities

a. **Feasibility Study:** It is important for MSL to ensure that Montanans understand that the MSU report was a third-party, academic perspective of changes that could be made to library networks and Internet-based services, not a mandate. MSL leadership has been in discussion on which suggestions within the MSU report MSL should take action, which includes a process of gathering feedback from librarians. MSU will also present the report to the Network Advisory Council in October. The State Librarian has included information on the study and the process for beginning a discussion on possible changes in her fall report to the federations.

b. **Sustainability Series:** The BTOP project director is scheduling a series of webinars on sustainability. This includes partnering with groups such as the Corporation for National and Community Service State Office to discuss AmeriCorps, SeniorCorps and RSVP programs from which libraries can benefit and The Parmly Billings Library Foundation to outline the components of major donor campaigns.

c. **MEA/MFT:** The BTOP technology trainer will co-present a session at the MEA/MFT conference in October on Teaching with E's: Engage, Energize, and Enchant.