

State Librarian's Report

Report period: March 30 – May 17, 1999

Statewide Library Resources

LIBRARY DEVELOPMENT (LDD):

(Report submitted by Staffeldt and Cooper for Cooper, Finn, Gunderson, Jackson, Malone, Newell and Staffeldt)

Goal 1. Objective 1.1. MSL will seek broad-based support and use information from many sources when planning to improve and enhance the delivery of electronic library services.

Activities:

- Attended April Montana State Library Commission meeting in Helena.
- Attended Broad Valleys, Pathfinder, Sagebrush, and Tamarack Federation Meetings to share information on the statewide periodical database, Montana Library Network, LaserCat, OCLC/WLN merger, and the Montana Library Standards.
- Participated in the recruitment and selection of the Montana Library Network Director.
- Hired Bruce Newell as Montana Library Network Director.

Goal 1. Objective 1.2. By December 1998, all Montana public libraries will have either direct or dial-up access to the Internet.

Activities:

- Continued assistance to LSTA Internet Connectivity Project Phase I libraries. All twenty-three participating libraries were contacted about grant balances and final report requirements.
- Consulted with the LSTA Internet Connectivity Project Phase II libraries in Choteau, Virginia City, and Fort Benton.

Goal 1. Objective 1.3. Montana public libraries will be eligible for telecommunication discounts from the Federal and State governments.

Activities:

- Assisted public librarians in filling out E-rate form 471 to apply for discounts on eligible services ordered for fiscal year 2000.
- Assisted public librarians in completing the technology plans required for participation in the E-rate process.

Goal 1. Objective 1.4. Increase librarians' and trustees' understanding of the use of technological resources in libraries.

Activities:

- Reviewed automated circulation system design with Deer Lodge, Belgrade, Fairfield, Superior, Darby, and Three Forks.
- Consulted with Three Forks Library Board on statewide periodical database and Internet use.

Goal 1. Objective 1.5. By July 1998, 25% of school libraries, 70% of public libraries and all academic, college, and special libraries will offer full-text, electronic periodical databases.

Activities:

- Assisted the Networking Task Force in the scheduling and review of the vendor RFP's and demonstrations for the statewide periodical database selection.
- Worked with Penny Moon, State of Montana procurement officer in establishing a fair and complete RFP process.
- Served on the Networking Task Force review team for the product demonstrations by the vendors participating in the RFP process for the Statewide Periodical Database.
- Worked with Montana Association of School Superintendents (MASS) to provide librarians at all of their spring meetings to follow up on any statewide database questions.
- Worked with Montana School Board Association (MSBA) to provide information flyers on the statewide database project to all participants in their spring workshops.

Goal 2. Objective 2.5. MSL's consulting division reflects the needs of the State's libraries.

Activities:

- Participated in the recruitment and selection of the Statewide Technology Librarian, consultant for Sagebrush and South Central Federations.
- Hired Suzanne Reymer as the Statewide Technology Librarian, Suzanne will start on July 6th.
- Prepared and presented "Find it on the World Wide Web: Effective Search Techniques" continuing education workshop in Chester, Mt for Pathfinder Federation librarians and trustees.
- Prepared and presented "Weed or Not to Weed" continuing education workshop in Chester, Mt for Pathfinder Federation librarians and trustees.
- Provided assistance to St. Ignatius school libraries and public library in their exploration of combining services and facilities.
- Provided consulting to the following libraries: Boulder, Wibaux, Choteau, Havre, Baker, Butte, Bozeman, Helena, Dillon, Virginia City, Whitehall, Plains,

Stevensville, Twin Bridges, Sheridan, Ennis, Denton, Darby, Chinook, Valier, Fort Benton and White Sulphur Springs on topics including, but not limited to, library standards, statistical information, public library information, MLA information, library buildings, etc.

- Provided consulting to the following libraries: Virginia City, Ennis, Twin Bridges, Sheridan, Circle, Rocky Boy High School, Dawson County High School, Wibaux, Lewistown, Montana State Prison, Judith Gap Schools, Shodair Hospital, and Kalispell on topics including, but not limited to, grant funds, training opportunities, fall workshop, continuing education, and LaserCat. Information was also provided to the Museum of the Rockies, Dawson County Correctional Facility, Montana Mental Health Nursing Care Center, OPI, VirtualConcert coalition, and the Montana Historical Society concerning grants, MSL archival materials, institutional library services, literacy, etc.
- Provided LaserCat technical assistance to Ft. Peck Community College, Montana Historical Society, Dillon, Virginia City, Kessler School (Helena), and Deer Lodge.
- Provided ongoing assistance and support to and attended two meetings of the Advisory Committee for the Madison County Library Improvement Project.
- Consulted with libraries in the Broad Valleys, Pathfinder, Golden Plains, Sagebrush, South Central and Tamarack Federation on email, Internet use, standards, funding, automation options, board development and other topics. Onsite visits were made to Belgrade, West Yellowstone, Virginia City, Ennis, Livingston, Three Forks, Superior, Chinook, Chester, Valier, Choteau, Fort Benton and St. Ignatius.

Goal 3. Objective 3.1. By June 1998, MSL will offer Montana librarians and trustees a comprehensive, professionally planned schedule of continuing education options.

Activities:

- Schedule and presenters finalized for MSL's September 1999 Fall Workshop in Lewistown. Publicity for the workshop was done in Big Sky Libraries, Focus and as part of another statewide mailing.
- Work continued on revisions for the Trustee Manual.

Goal 3. Objective 3.2. By January 2000, the number of participants in the certification program will have doubled to 454.

Activities:

- Approved fifty-six programs for MLA Conference and fifteen programs for continuing education.
- Consulted with the librarians in Hot Springs, Glasgow, Valier Townsend, Bozeman, Helena, Darby, Butte, and Havre with certification questions.

- Work continued on revision of the Certification Manual.

Goal 3. Objective 3.4. The use of MSL's collection of professional materials by librarians and trustees will increase by 10% each year.

Activities:

- Promoted and encouraged use of the MSL professional collection when consulting with public libraries.

Goal 5. Objective 5.1. Annually, MSL will coordinate statewide plans and programs for libraries.

Activities:

- Coordinated with OCLC/WLN to initiate the process for the 1999-2000 LaserCat CD-ROM group purchase through MSL. A letter was sent to all Montana libraries explaining the significant cost savings available and encouraging participation in the LaserCat consortium purchase.
- Attended OCLC/WLN director's colloquy.
- Attended a half-day workshop on Microsoft Outlook 98 in Helena.
- Attended LDD team meetings in Helena on 4/13/99.

Goal 6. Objective 6.1. MSL will promote planning and budgeting at state institutions in an effort to have budget supported plans for library services in place for 50% of such facilities by the end of 1998 and for 100% of state institutions by the end of 2000.

Activities:

- Draft of report on library services to residents/staff of state institutions completed. The final version will be available for the summer Advisory Council meeting.
- Continued work with Montana State Prison librarian and library staff to justify increases in library staff and collection to MSP administration. State Library Commission

TALKING BOOK LIBRARY (TBL):

(Report submitted by Briggs and Staffeldt for Blanton, Briggs, Gebhardt, Madison, Meier, Merrin, and Staffeldt)

Goal 1. Staff, volunteers and patrons will work in a safe, comfortable and efficient working environment.

Activities:

- Grant submitted to the Metcalf Foundation for Patron Access Station – turned down.

Goal 1. Objective 1.2. Finalize plans to reorganize circulation area, including mailroom, stacks, and machine room.

Activities:

- Shifting project of recorded cassettes (RC's) has been completed.
- Inventory of recorded cassettes has begun, starting with RC030000.
- Three Smart Rewinders were purchased to improve book inspection process.

Goal 2. Montana residents will receive the best possible service from the Montana Talking Book Library.

Activities:

- Alberta Blanton retired as a Reader Adviser/Machine Lending Agent after 21 years of service at the state library, as of April 30, 1999.
- Roberta Gebhardt made a lateral move to the position of Reader Adviser/Machine Lending Agent, effective May 10, 1999.
- Recruitment is in process for a Reader Adviser.
- Dorothy Carpenter and Lea Blunn have been hired temporarily to assist until a Reader Adviser is hired.
- Christie Briggs conducted a patron library tour for ten patrons on May 19, 1999.

Goal 2. Objective 10. Establish ongoing training and continuing education for staff.

Activities:

- Carolyn Meier, Circulation and Mail Clerk, attended the annual Postal Service workshop on April 22, 1999 at Fairmont Hot Springs and brought back the latest updates. She will present these changes at the next General Staff meeting.
- Lee Madison and Roberta Gebhardt attended the Customer Service workshop on May 19, 1999 at the MSL in Helena.

Goal 2. Objective 2.1. Increase the percentage of qualified patrons being served.

Activities:

- New patrons signed up for service in April: 24

Goal 2. Objective 2.7. Increase the amount of information available through electronic means about the Talking Book Library and related services.

Activities:

- Revised Patron Application form has been added to the Montana Talking Book Library web page in patron accessible and adaptive programming formats.

Goal 2 Objective 2.8. Improve the quality of the Montana Cassette Recording Program by January, 2000.

Activities:

- Mike Schultz, Commission Chair, Christie Briggs and Susie Merrin presented an award to Richard Smith, inmate Manager of the Montana State Prison Recording Program on May 13, 1999.
- New volunteers signed up: two
- Recordings of the following books were completed in our local Recording Program: *On Flat Willow Creek (4/99)*; *The Bedside book of Bastards (4/99)*; *Copper Kings of Montana (4/99)*; *Dead End Trail (4/99)*; *Yellowstone Red (5/99)*
- Recordings of the following local magazines were completed in our local Recording Program: *Montana Magazine of Western history (Spring 1999)*

LIBRARY AND INFORMATION SERVICES DEPARTMENT (LISD):

(Report prepared by Holt for Carlson, Cornish, Holt, Madison, Meredith, Miller, Pepper-Rotness, Smith, Staffeldt, White, and Williams.

GOAL 1: ALL STATE EMPLOYEES HAVE ACCESS TO THE CURRENT AND ACCURATE INFORMATION THAT THEY NEED.

Activities:

- Reference Supervisor White has drafted an information services policy that includes circulation, interlibrary loan and reference services. The policy clearly defines the primary patron populations served directly and indirectly by the Library as well as levels of service available.
- Consulting Reference Librarian Meredith participated as an official evaluator in the 2-day review process for selecting a statewide database vendor.

OBJECTIVE 1.1 Increase utilization by state government employees

Activities:

- Consulting Reference Librarian Meredith created a bibliography of training related resources available from MSL for distribution at the Spring Training Fair of the Montana Trainers Network.
- Meredith is also coordinating a workshop on Foundation Center resources to be held at MSL. She is investigating mechanisms to make all state employees aware of this opportunity.
- A traffic counter has been installed at the entry to the Library to record walk-in activity. A formula to factor out staff traffic is being tested.

OBJECTIVE 1.2 By December 1999, all State Library materials will reflect the needs of state government and the professional development needs of Montana's Libraries

Activities:

- LISD Supervisor Holt has analyzed the results of the PSC agency assessment in terms of MSL resources to identify pertinent collection strengths and weaknesses. The model assessment tool has been revised and expanded to provide a comprehensive review of agency needs and interests.
- Holt has also guided the review and revision of the information services and collection development policies.
- Collection Manager Cornish has reviewed the collection and drafted a revised Collection Development Policy to more clearly define the patron populations and collection areas for which the State Library takes primary responsibility. All components of the collection are described.
- Meredith has continued monthly postings to Montana librarians on Wired-MT regarding professional development and general reference tools available from MSL. Suggestions for future topics are solicited in each posting.
- Plans have been made to make additional regular postings that will describe key useful resources available on state agency websites. The initial posting in June will feature the MSL website.

OBJECTIVE 1.3. Each year, library users and staff have access to easy-to-use, current information technology.

Activities:

- Collection Manager Cornish has worked with MSL and Horizon support staff to identify and correct problems associated with patron and circulation statistics. More informative data is now being collected.
- All technical services staff have computer upgrades and are operating on the Windows 95/98 platform. We no longer have partitioned hard drives and have upgraded the Horizon system twice. Interlibrary loan staff has a new printer that functions reliably in printing multipart forms
- An upgraded printer meeting minimum standards for printing from federal document resources has been ordered for the Computer Reference Center public access computers.

GOAL 2. THE STAFF IS WELL-TRAINED AND EXCELS IN PROVIDING SERVICE TO ALL USERS

OBJECTIVE 2.1 SLR will offer a coordinated schedule of continuing education for all staff

Activities:

- LISD public services staff attended a local workshop entitled "Customer service as if your library depended on it."
- Reference Supervisor White attended a local videoconference called "Quality Customer Service: Beyond 'How May I Help You'".
- Staffeldt and Holt attended a multi-day workshop by former ALA-President Richard Dougherty on "Redesigning Library Operations" and

discussed its application relative to revising the LISD long range plan and organizational structure.

OBJECTIVE 2.2 All position descriptions, work plans, and performance appraisals are current.

Activities:

- The administrative support position for shelving and interlibrary loans has been filled and training will begin on May 24.
- Accepted resignation of Marilyn White, Reference Supervisor.
- A temporary reference librarian, Sarah McHugh, has been hired to cover information desk activities during the vacancy of the Reference Supervisor position. The position will remain open until it is reviewed in light of a reorganized LISD and new long range plan.

OBJECTIVE 2.3 All staff will continuously work to improve their performance and help other staff with improvements.

Activities:

- White has compiled notes from a fact-finding tour of the library in the Department of Transportation (see Goal 4, Objective 5.2) for inclusion in a reference desk notebook maintained for staff use.

GOAL 3. THE LIBRARY FACILITY IS COMFORTABLE AND EASY TO USE.

OBJECTIVE 3.1 To provide the best possible facility for the staff and users of the State library services. The facility should be an enhancement to great service not an impediment.

Activities:

- New signing at the public access computers identifies the area as the "Computer Reference Center" .

GOAL 5. MONTANA CITIZENS HAVE EASY AND ACCURATE ACCESS TO STATE INFORMATION

OBJECTIVE 5.2 All state agency libraries cooperate to improve services to their clients

Activities:

- Cornish, White, Meredith, and Holt toured the library in the Department of Transportation and met with the library manager to learn in depth about their unique resources, services, and policies.