

State Librarian's Report

August 3 to September 30, 1999

My report is consolidated under the goals and objectives of the MSL's long-range Plan.

Library Development

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

Activities:

- ◆ Facilitated Networking Task Force meeting.

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

Activities:

- ◆ Participated in two SummitNet Executive Council meetings.

Objective 1.3. The MSL will facilitate efforts to have all Montana public libraries declared eligible for telecommunication discounts from Federal and State governments.

Activities:

- ◆ Liaison with PSC and national entities regarding the E-Rate.
- ◆ Ensured that new RFPs from SummitNet included requirements for vendor to participate in E-rate program.

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:

- ◆ Oversaw implementation of project.

Goals 2. Montana citizens will have timely access to information despite its location or format.

Objective 2.3. By 2000, all academic and 50% of all public library catalogs will be available for searching through remote access.

Activities:

- ◆ Along with director of Statewide Library Resources, coordinated the work of the MLN director.
- ◆ Met with the Pacific Northwest State Librarians to talk about issues of mutual concern.

Goal 4. Objective 4.1. By 2002, 50% or 41 public libraries will be funded at 85% of the national average for library funding.

Activities:

- ◆ Proposed various programs of state aid to Law Revision TF.
- ◆ Met with the Lake County Library Trustees and Librarians to discuss possible countywide system.

NRIS

Goal 1. Objective 1.1. Provide timely and effective service to requests for information on Montana's biological resources, emphasizing rare or endangered plant and animal species and biological communities through the Natural Heritage Program (NHP).

Activities:

- ◆ Organized meeting of the MGIC working group on coordination.
- ◆ Attended one MGIC meeting.
- ◆ Coordinated summit meeting of all interested parties regarding the roles of MGIC and GIS groups in Montana.

Information Services

Goal 1. Objective 1.1. Increase State employees' use of State Library services by 50% by January 1998 and 25% per year thereafter.

Activities:

- ◆ Worked with SLR manager and Information Services supervisor to devise draft future statement and goals.
- ◆ Met with LISD staff to answer questions about reorganization.
- ◆ Helped facilitate focus group of state agency librarians.

Other Activities

- ◆ Attended PNLA conference in Calgary. Presented program on influencing legislators.
- ◆ Attended meeting with State Agency librarians.
- ◆ Planned and participated in two meetings of the Law Revision TF.
- ◆ Visited public libraries in Missoula, Glendive, Sidney, Baker, and Wibaux.

Statewide Library Resources Report

Library Development (LDD)

(Report submitted by Jackson and Staffeldt for Cooper, Finn, Gunderson, Jackson, Reymer, 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 August Montana State Library Commission meeting in Sheridan and provided updates on Library Improvement Project for Madison County, LSTA project status, and Montana Library Network.
- ◆ Attended Library Leadership Institute in Snow Bird, Colorado.
- ◆ Attended State Libraries Continuing Education Coordinator's Forum in Austin, Texas.
- ◆ Attended training session on Microsoft Office.
- ◆ Attended Broad Valleys Federation meeting in Manhattan on September 18.
- ◆ Made presentations regarding a possible Library Improvement Project for Lake County to the boards and/or librarians of the Swan Lake, Polson, Ronan, St. Ignatius and Arlee libraries.
- ◆ Provided input for planning the Montana Library Network.
- ◆ Worked with Winnebago representative to help ensure the company's circulation system product will be compatible with MLN.
- ◆ Attended Infotrac training presented by Gale Group staff and Advanced LaserCat training presented by OCLC/WLN staff.

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

Activities:

- ◆ Oversaw completion of all LSTA Phase I and Phase II Internet Connectivity Projects to ensure all grant money was expended.
- ◆ Consulted with the LSTA Internet Connectivity Project libraries in Livingston, Dillon, Ronan, Stevensville, Philipsburg, Valier, and Superior.

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

Activities:

- ◆ Attended E-rate workshop in Chicago to train the E-rate trainers.
- ◆ Consulted with Montana libraries participating in E-rate by providing information about when to file BEAR forms and how to complete form 486 by: resolving problems between frustrated librarians and SLD officials, and by work with libraries planning to join the E-rate program in the upcoming year 3.

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

Activities:

- ◆ Consulted with Teton County public libraries on MLN and a countywide OPAC.
- ◆ Consulted with libraries in Deer Lodge and Ronan on automated circulation system implementation.
- ◆ Consulted with library in Joliet on how to transfer files between Winnebago and LaserCat.

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:

- ◆ Arranged and provided technical support for Infotrac training (Glendive, Billings, Helena, Great Falls, Missoula, Kalispell, and Havre) offered during September to staff of subscribing libraries.
- ◆ Assisted subscribing libraries with questions about the Infotrac database and set-up procedures.

Goal 2. Objective 2.4. Increase the ability of Montana's library workers to answer reference questions and to process interlibrary loan requests locally.

Activities:

- ◆ Basic Reference Service and Basic Interlibrary Loan training sessions were offered at MSL's Fall Workshop in Lewistown in September.
- ◆ Continued planning the interlibrary loan workshop to be presented at the October 1999 MEA annual conference in Missoula.

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

Activities:

- ◆ Provided consulting to libraries at Anaconda, Baker, Belgrade, Billings, Boulder, Bozeman, Columbia Falls, Columbus, Conrad, Darby, Deer Lodge, Dillon, Drummond, Ennis, Fairfield, Forsyth, Fort Benton, Glasgow, Hardin, Havre, Hays, Helena, Lewistown, Libby, Livingston, Lodge Pole, Manhattan, Miles City, Missoula, Philipsburg, Plains, Polson, Ronan, Roundup, Shelby, Sheridan, Stevensville, Superior, Three Forks, Townsend, Twin Bridges, Valier, Virginia City, West Yellowstone, Whitehall, and Wibaux on topics including, but not limited to: automation, certification, directory forms, e-mail, fall workshop, grant funds, institutional library service, Internet use, LaserCat, LSTA projects, library boards, library buildings, library standards, MLA, position descriptions, training opportunities, trustees, budget issues and statistics.
- ◆ Provided LaserCat technical assistance to 27 public, school, special, and academic libraries.
- ◆ Provided ongoing assistance and support to the Advisory Committee for the Madison County Library Improvement Project and attended a Committee meeting in Ennis.

- ◆ Consulted with libraries in the Broad Valleys and Tamarack Federation on e-mail, Internet use, standards, funding, automation options, board development, and other topics.
- ◆ Onsite visits were made to Ennis, Kalispell, St. Ignatius, Ronan, Swan Lake, Polson, Manhattan, Boulder, Winnett, Jordan, Miles City, Forsyth, Colstrip, Joliet, Glendive, Sidney, Wibaux, and Baker.

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:

- ◆ Completed planning and organization of MSL's September 1999 Fall Workshop in Lewistown. 108 librarians and trustees attended the workshop.
- ◆ Work continued on revisions for the Trustee Manual.
- ◆ Preparation and planning are underway for the Summer Institute 2000 to be held in June on the Rocky Mountain College campus. Promotion of the Institute has begun.
- ◆ Attended "Building Better Boards" training at the Utah State Library in Salt Lake City.
- ◆ Attended Washington State Library's Workshop in Library Leadership (WILL) for trustees in Yakima.
- ◆ Prepared "Planning for Results" session for the 1999 fall workshop in Lewistown.

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

Activities:

- ◆ Distributed copies of the Montana Certification Program to all public library directors and branch librarians and to all certification program participants on file at MSL.
- ◆ Consulted with the librarians in Anaconda, Belgrade, Bozeman, Conrad, Fairfield, Glasgow, Hardin, Havre, Livingston, Manhattan, Miles City, Polson, Three Forks, Townsend, Twin Bridges, West Yellowstone, Whitehall, and Wibaux with certification questions.
- ◆ Approved fourteen programs for MEA Conference, eight programs for MLA's Academic and Special Library Division retreat, seven programs for the 1999 MSL Fall Workshop, and twelve programs for continuing education.
- ◆ Approved three applicants into the Enrollment Level and one applicant into the Certification Level of the Montana Certification Program.

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:

- ◆ Completed work with OCLC/WLN on the 1999-2000 LaserCat CD-ROM group purchase. The first issue (September) was sent to 136 participating libraries.

- ◆ Attended LDD team meeting in Lewistown on September 23rd.
- ◆ Reviewed Federation narrative reports for FY99.

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:

- ◆ Visits were made to the Montana School for the Deaf and the Blind (Great Falls) and to the Montana Mental Health Nursing Care Center (Lewistown) to tour the facilities and discuss the use of LSTA funds to provide library services to residents of these two institutions.
- ◆ Consulted with Montana State Prison library staff on collection management and downloading catalog records.

Talking Book Library (TBL)

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

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

Activities:

- ◆ Briggs gave a presentation to the Lewistown White Cane Club on September 14, 1999. In addition, new application forms and materials were distributed to all ophthalmologist and optometrist offices, a six-county special education teachers' group, nursing homes, assisted living, independent care, and retirement facilities, as well as to the local hospital in Lewistown.
- ◆ Briggs gave a presentation to the Polson Chapter of the Montana Association for the Blind on September 29, 1999.
- ◆ Results of the patron survey have been tabulated. Results will be summarized in the Patron Newsletter in October, and the Commission meeting in December.
- ◆ Audio and electronic versions of the Descriptive Video Catalog are completed and available to patrons.

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

Activities:

- ◆ Guide Dogs for the Blind representative, Bruce Breslauer of Great Falls, made a presentation to staff, patrons and volunteers on August 25, 1999. Thirty attended this excellent presentation.
- ◆ Briggs attended a demonstration of adaptive technology by DPHHS Vocational Rehabilitation Department on September 10, 1999.
- ◆ Christopher attended a newsletter workshop on September 14, 1999.

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

Activities:

- ◆ New patrons signed up for service: August: 40; September: 38 (through 9-28)

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

Activities:

- ◆ Talking Book Library services will be a featured presentation of the Aging Horizons weekly TV show that addresses aging issues during the week of October 19, 1999. Billings: channel 11; Great Falls: channel 43; Butte: channel 6; Kalispell: channel 9; Missoula: channel 13; Helena: channel 19. Viewing times vary. Contact Christie Briggs or Darlene Staffeldt for details.
- ◆ Patron response regarding our website link from our home page to the Descriptive Video Catalog has been overwhelmingly positive.

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

Activities:

- ◆ The September 16, 1999, Volunteer Recognition Luncheon was held at the First Presbyterian Church in Helena. This year's theme was "Our Volunteers Do It By the Book." Over eighty volunteers were honored. Commission Chairperson, Mike Schulz, presented summer youth volunteers with a letter of appreciation from the Governor. Lois DuPuis of Polson, was the keynote speaker. Lois has received the national "Ageless Hero" award from Blue Cross/Blue Shield and has been a ten-year patron and advocate of the Talking Book Library. She is also the president of the Polson Chapter of the Montana Association for the Blind. Steve Prine, National Library Service Consultant, presented awards to the Telephone Pioneer volunteers. Staff presented five, ten, fifteen, and thirty-year service awards. A news article detailing the event and those receiving awards was featured in the September 28, 1999, Independent Record, page 6A.
- ◆ New volunteers signed up: July: 1; August: 0; September: 1
- ◆ Recordings of the following books were completed in our local Recording Program: August: *Home Again, Home Again, Jiggity Jig* by Diane Armstrong (featured recently in the Independent Record).
September: *Brother Van; The Body of a Young Man*; Descriptive Video Catalog, Montana Assistive Technology Short-Term Catalog and brochure (for the Rural Institute on Disabilities at University of Montana-Missoula).

Library and Information Services Department (LISD)

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

Goal 1. All state employees have access to the current and accurate information that they need.

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:

- ◆ Meredith has continued monthly postings to Montana librarians on Wired-MT regarding professional development and general reference tools available from MSL. Additional postings describe the content of selected state agency webpages.
- ◆ Cornish has negotiated with the Lewis & Clark Public Library (L&C) to house the entire collection of automotive repair manuals there. The materials will be more accessible to the public and L&C will accept responsibility for responding to information requests in this subject area from across the state. Procedures are being developed for the transfer of items to their library.
- ◆ Cornish has started weeding federal documents as the second part of our effort to better manage this collection. If you'll recall, we deselected a major portion of what comes in through the depository system. We're now concentrating on the items already on the shelves with little value or use. We currently have two staff and a volunteer typing up lists to offer to other depository libraries. If no items are selected, they will be discarded.
- ◆ Cornish, Meredith, Holt, and Staffeldt have been examining the periodical and reference collection as well as standing orders to better understand current client demand and what will better fulfill a more directed mission to meet state employee information needs.
- ◆ Holt has compiled and analyzed data gathered from computer-based reference logs documenting the extent and nature of use of the library by state government employees, librarians, and the general public. Additional data from daily activity logs kept by staff for up to a week have been analyzed according to time spent in various function categories.
- ◆ Telephone receptionist duties have been transferred to circulation staff on a trial basis. The purpose is to provide Meredith, as the single reference librarian, more uninterrupted time to work on reference requests from state employees and Montana librarians.
- ◆ Holt has synthesized the findings from the focus group discussions on services to state government into a "preferred future" statement for LISD. A new long-range plan and organizational structure will be derived from the statement, once priorities have been established.

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

Activities:

- ◆ Kathy Madison is using ArcView software for checking-in 7.5 minute maps received through the depository system and as gifts. Once all the maps are checked in and verified, NRIS will print a large map of Montana with all our maps identified by color.
- ◆ Kathy Madison is developing an Excel spreadsheet for tracking federal document statistics.
- ◆ Barbara Pepper-Rotness has taken the initiative to work with OCLC to configure the label program to fit our needs. We have been ordering labels from WLN, but with the merger, a new method must be created. Once this is formatted correctly, we will be able to print our own labels in-house.
- ◆ Patcharin Williams has migrated to OCLC fully and does full cataloging on this utility. Twenty-eight new titles have been cataloged and eight new name authorities have been created.

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 staff attended Microsoft Office and InfoTrac training.

Goal 4. Montana citizens have easy and accurate access to state information.

Objective 4.2. All state agency libraries cooperate to improve services to their clients

Activities:

- ◆ Cornish and Meredith met with CEIC staff to discuss their collection and developing a policy statement.
- ◆ Cornish spent additional time at their library selecting state documents that will be checked against our collection for inclusion.

NRIS Report

Goal 1. Objective 1.1. Provide timely and effective service to requests for information on Montana's biological resources, emphasizing rare or endangered plant and animal species and biological communities through the Natural Heritage Program (NHP).

Activities:

- ◆ The number of requests handled by staff continues to average around to 50-60 per month. Web use remains high, averaging around 55 user sessions per day, roughly 1,650 per month.
- ◆ Heritage staff took the first steps in designing expanded Web-based access to precise information on sensitive plant, animal, and wetland locations, with support from the US Forest Service, USFWS, and DEQ/EPA. This work places Montana at the international forefront of developing Natural Heritage information technology and data access.

Objective 1.2. Provide Montana Water Information System (WIS) and the NRIS Geographic Information Systems (GIS) services. NRIS inventories available GIS data and coordinates GIS data standards and sharing throughout the state.

Water Information System

Activities:

- ◆ Water Information web pages are logging about 111 user sessions per day; that is approximately 3,330 per month. Mediated data requests workload is remaining steady.
- ◆ Water staff designed and developed an interactive, online version of the Underground Storage Tank (UST) data in cooperation with the DEQ. While still in prototype phase, the system could allow any web users quick access and maps to the UST database.
- ◆ Heritage and Water staff continued development of Web-based system for interagency sharing of statewide wetland assessment data.

Geographic Information System

Activities:

- ◆ GIS web pages are logging 352 user sessions per day; that is about 10,652 per month. Mediated requests are remaining steady.
- ◆ NRIS GIS, digital raster images (electronic copies of 7.5 minute USGS topo maps) were brought on line using MrSID software. This application makes viewing and downloading the digital maps completely interactive.
- ◆ NRIS GIS, the statewide coverage of Digital Elevation Model (DEM) has been replaced with a more complete data set. The refined DEM data are available via the Internet.

- ◆ NRIS GIS, negotiations to receive digital orthophoto quadrangle images for distribution on the NRIS web site are completed. The images will begin to arrive at NRIS during FY 2000
- ◆ Ed Madej taught 1 Arcview class to FWP.

Metadata Coordinator

Activities:

- ◆ Metadata Coordinator has been invited to participate in a national level effort to develop training materials.
- ◆ After some negotiation with ISD of Department of Administration, the metadata contract was signed for this biennium.
- ◆ Articles written by Kris Larson on Metadata, and Jim Stimson on NRIS, will appear the fall issue of the national magazine, *The Journal of Surveying and Land Information Systems* published by the American Congress on Surveying and Mapping.

Goal 2. Objective 2.1. Serve as liaison and coordinate among agencies that collect, manage, or use the same types of natural resource information to prevent duplication of effort and promote information sharing.

Activities:

- ◆ Jim Stimson is continuing to work with DEQ Director's staff to implement a funding arrangement for FY 2000 - 2001. As part of this effort, Jim interviewed division managers and their staff on specific data and technology needs. Results from the interviews were summarized and presented to Curt Chisholm, DEQ Deputy Director.
- ◆ Jim Stimson and Duane Anderson are working with the Montana State University Water Center to coordinate efforts to provide access to water information via the Internet.
- ◆ The WIS signed an MOU with the USGS establishing NRIS as the official steward of the National Hydrography Dataset (NHD). This layer will become a crucial layer for connecting important water resource information and making it accessible using GIS and the Internet.
- ◆ Several NRIS staff have participated in meetings of the Montana Geographic Information Council (MGIC), Montana Interagency Technical Working Group (MITWG), Montana Watershed Council, and Groundwater Assessment Steering Committee.
- ◆ The list of Montana plant species of special concern was revised for 1999 and distributed in both hard copy and on the program's website. The program distributes hundreds of copies of this list per year, primarily to agency biologists, natural resource managers and consultants, and researchers.

Goal 3. Objective 3.1. Through the NHP, WIS, and the GIS provide technical assistance and consultation to state agency and other NRIS data patrons.

Activities:

- ◆ GIS initiated project to develop a digital highway map for the Montana Department of Transportation (MDT). Once complete, the digital map product will make it easier for MDT to update and edit the state highway map.
- ◆ GIS updated locations for Leaking Underground Storage Tanks (LUST) and created a GIS coverage. NRIS staff designed and programmed a web-based application to provide access to UST and LUST data. The prototype application for UST can be viewed at the following URL:
(<http://dreams.nris.state.mt.us/scripts/esrimap.dll?name=Tank&Cmd=AREA>)
- ◆ WIS worked to upgrade the DEQ's Public Drinking Water (PDW) DataBase continued. A GIS coverage of all locations that were georeferenced was developed and provided to the DEQ. The water staff also constructed database tools to help DEQ cross reference the PDW database with the DNRC's water rights database and the Montana Bureau of Mines and Geology Ground Water Information Center (GWIC) database.
- ◆ WIS continued working with Montana State University's Water Center to improve Internet Web access to watershed water quality information, maps, and data. A wide range of agencies and citizen groups use the web page.
- ◆ WIS is in active negotiations with the Montana Watercourse to continue providing support for the Volunteer Water Monitoring effort. Initial indications from Watercourse and the DEQ are that the grant proposal was accepted and will be funded in the FY 2000 biennium.
- ◆ Heritage staff conducted orientation sessions with users such as the Montana Department of Transportation, Montana librarians, and the Bureau of Land Management to familiarize them with the NHP website's capabilities and how to use it.

Objective 3.2. When appropriate, develop and make available the tools for the access and use of natural resource information.

Activities:

- ◆ WIS negotiated and completed a new contract with the DEQ to develop an online system to deliver state Total Maximum Daily Load (TMDL) data. Work will commence in FY 2000.