

## Statewide Library Resources

### **Library Development Department (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 February Federation Coordinators meeting and provided updates on various statewide projects.
- ◆ Attended February Montana State Library Commission meeting and provided updates on various LDD projects.
- ◆ Attended Gates Foundation meeting in February to review Montana library grant applications.
- ◆ Provided input for planning the Montana Library Network.
- ◆ Attended two-day training session for Microsoft Access software.
- ◆ Attended LDD retreat in January.
- ◆ Attended MLA board meeting in Bozeman and four MLA Conference Planning Committee meetings.
- ◆ Attended West Region Digitization Initiative meeting in Aurora, Colorado in February.
- ◆ Attended MLA OFFLINE meeting in Great Falls in February.
- ◆ Attended the Tamarack Federation Basic Print and Electronic Reference training session in Kalispell in March.
- ◆ Consulted with the newly-merged Sagebrush/Winnebago Software Company on future support needs of Montana libraries using that company's automated circulation products
- ◆ Attended Networking Task Force meetings in Helena in January and March.
- ◆ Attended Computers in Libraries conference in Washington, D.C. in March.

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

#### Activities:

- ◆ Worked with libraries and Program Integrity Assurance staff at SLD to resolve problems and questions concerning E-rate applications for Year 3. For Year 2, the final total for funding for Montana libraries through the E-rate discounts has been refigured and now equals \$3,767,953.

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

#### Activities:

- ◆ Provided consulting to libraries at Anaconda, Belt, Billings, Boulder, Bozeman, Cascade, Choteau, Colstrip, Conrad, Cut Bank, Darby, Dawson Community College, Dillon, Dutton, Eureka Schools, Fairfield, Forsyth, Fort Benton, Fort Peck Community College, Glasgow, Glendive, Great Falls, Hamilton, Hardin, Harlem, Havre, Hot Springs, Kalispell, Lame Deer, Lewis and Clark Interpretive Center Library, Lewistown, Libby, Livingston, Manhattan, Malta,

Miles City, Missoula, Montana Tech, Plentywood, Plains, Polson, Rocky Boy School, St. Ignatius, Shelby, Sheridan, Shodair Hospital, Stevensville, Thompson Falls, Three Forks, Valier, Virginia City, West Yellowstone, Whitehall, Wibaux, Winnett, Wolf Point, and Yellowstone Baptist College on topics including, but not limited to, automation, buildings, collection management policies and honor roll, directory, federations, Fortres security software, E-rate, Gates Foundation workshops, grant funds, institutional library service, interlibrary loan reimbursement, LaserCat, LSTA projects, library boards, library certification, library laws, magazine databases, MLA, public library standards, software, statistics, summer institute, and summer reading programs.

- ◆ Provided LaserCat technical assistance to Belgrade, Billings West High School, Harrison Schools, Hot Springs, Montana Historical Society, Ovando Schools, Park City Schools, School for the Deaf and Blind, Virginia City, West Yellowstone, Wibaux, and Whitehall.
- ◆ Provided ongoing assistance and support to the Advisory Committee of the LSTA-funded Library Improvement Project for Madison County and attended the Committee's meetings in Sheridan and Twin Bridges.
- ◆ Attended initial meeting of the newly appointed Lake County Library Board in Polson in March. The Board will oversee the LSTA-funded Library Improvement Project for Lake County.
- ◆ Attended library board meeting in Glasgow.
- ◆ Made onsite visits to Arlee, Belt, Bridger, Conrad, Cut Bank, Deer Lodge, Drummond, Fairfield, Fort Benton, Glasgow, Havre, Joliet, Malta, Polson, Red Lodge, Shelby, Sheridan, St. Ignatius, Twin Bridges, and Valier.

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:

- ◆ Planning continued for the Summer Institute 2000. Made arrangements to hold the Institute at MSU-Billings Campus, consultants and other presenters were selected, prepared a budget, and mailed application forms to all public libraries.
- ◆ Planning continued for the 2000 Fall Workshop scheduled to be held at the Yogo Inn in Lewistown on September 22<sup>nd</sup> and 23<sup>rd</sup>.
- ◆ Worked with the Gates Foundation to schedule and register public librarians for training workshops related to the Gates grant program in Montana.
- ◆ Provided training on strategic planning to the trustees and librarians of the Broadwater School & Community Library in Townsend at their January board meeting.
- ◆ Provided training on InfoTrac use to school librarians in Butte.

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

Activities:

- ◆ Consulted with librarians in Baker, Billings, Bozeman, Choteau, Dillon, Fort Benton, Great Falls, Harlem, Havre, Helena, Kalispell, Laurel, Lewistown, Three Forks, and Valier on certification questions.
- ◆ Approved twenty programs for continuing education.
- ◆ Approved six applicants into the enrollment level and three applicants 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.
- ◆ Announced new library development titles acquired by MSL on library listserv.

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

Activities:

- ◆ Reviewed and approved 11 collection management policies. The 1999 Collection Management Honor Roll was created based on the four criteria established by the Commission. Forty-two libraries made the Honor Roll for 1999.
- ◆ Mailed the March issue of LaserCat to all libraries participating in the statewide subscription.

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:

- ◆ Met with the Working Group on Institutions on January 19<sup>th</sup> and assisted in the preparation of a recommendation to the Advisory Council on funding of library services at state institutions. Met with the Advisory Council on January 31<sup>st</sup> and assisted in the preparation of a recommendation to the Commission.
- ◆ Prepared contracts for four public libraries to provide library services to four state institutions funded by FY 2000 LSTA grant money.
- ◆ Notified all state institutions and selected public libraries that MSL funding for library services to residents of state institutions would be discontinued in FY 2001 (LSTA funds) and FY 2002 (SLR funds to Montana State Hospital).

### **Talking Book Library (TBL):**

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

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

Activities:

- ◆ Keystone (KLAS) system will install upgrade on March 23, 2000.
- ◆ Received eighteen new twin-vision Braille juvenile books from the Utah State Library for the Blind and Physically Handicapped. These are on permanent loan to us and will be used for patrons, and education/outreach.
- ◆ One of our patrons, Jim Daily, Butte, has been invited to speak at the National Board of Education's (Office of Special Education and Rehabilitation Services) Ninth Annual Project Directors Conference for Independent Living Services in Washington, D.C. March 26-29, 2000. He has been invited to meet with Senator Max Baucus, Senator Conrad Burns' staff, and Frank Kurt Cylke, Director of the National Library Service, regarding his invention of the

"Talking Book Marker." His invention helps patrons "mark" their recorded books without losing their place (i.e., when falling asleep, measuring for a recipe or selecting book numbers from a recorded catalog). Upon request, Mr. Daily would be willing to attend a Commission meeting and share his invention.

Goal 2.Objective 2.1: Increase qualified patrons being served.

Activities:

- ◆ New patrons: January: 42. February: 42.
- ◆ Carolyn Meier and Susan Merrin represented the Talking Book Library at the Great Falls Health Fair on February 26, 2000. Approximately 200 contacts were made.

Goal 2: Objective 2.2: Comply with 80% of ALA and NLS guidelines.

Activities:

- ◆ Step 1 of setting up the patron adaptive workstation has been completed. Hardware, software, and accessories have been received.
- ◆ WebOpac will be installed March 23, 2000. Staff will test the system from March 27-April 7, 2000. Patron pilot project will begin April 10, 2000 (depending on staff testing results).
- ◆ Overdue notice function in KLAS was tested in January 2000 and started on a weekly basis. This was a function that previously did not work properly when going to the Keystone system. Overdue notices are primarily being used for reconciling our database and inventory control. In addition, these notices have created an anticipated overload of returned books and books needing repair. Note: We are not allowed to fine patrons for overdue books.
- ◆ Self-audit of patron machines was completed with an error rate of 21.6% (10% error rate is allowed). Two steps have been taken to decrease this error rate: 1) Report on "patrons last-served" will address getting machines back sooner when patrons are no longer active and 2) "Address service requested" has been placed on all mailings to patrons to receive correct addresses. Another self-audit will be conducted in the fall for follow-up.
- ◆ Completed formal collection development input process for National Library Service.
- ◆ Completed subject code changes for updating our juvenile collection codes.
- ◆ Completed duplicate equipment report and sent letters to patrons to correct any inappropriate duplication of patron machines.

Goal 2. Objective 2.7: Increase the amount of information available through electronic means.

Activities:

- ◆ Sent the winter issue of "Bits of Gold," the TBL newsletter, to patrons in four media formats: large print, tape recording, homepage link, and email.

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

Activities:

- ◆ New volunteers: January: 2 Heather Biskupiak(LDD) and Terrie Kenney (NRIS)  
February: 3 Paul Dunham (NRIS); Alberta Blanton (TBL); and Marilyn Grant (TBL)

- ◆ Completed recordings of the following books in our local Recording Program and Prison Recording Program:  
February: *Memories of Maggie; Dance on the Wild Side; Fun with Stories and Pictures of the Real West; One Man's Montana; Montana Outdoors Magazine* (Sep/Oct and Nov/Dec issues).  
March: *Survey Manual for the Department of Transportation* (patron request); *WOW Magazine* (Jan/Feb issues)

Goal 3: There will be sufficient funding and staff to offer the best possible patron service.

Activities:

- ◆ Due to an extended family illness of one staff member, coupled with other various winter staff and volunteer illnesses, we have been "stretched" significantly in our capacity to efficiently and adequately serve our patrons over the past three months. Our staff is now back to full capacity, as are our volunteers.

Goal 3. Objective 3.2: Increase private donations to TBL.

Activities:

- ◆ Christie Briggs wrote and submitted a \$9,000 grant to the Metcalf Foundation for in-house patron computer equipment and software to enhance our walk-in patron area.

#### **Library and Information Services Department (LISD):**

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

Goal 1. 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:

- ◆ Asked other state agency librarians and research center managers to suggest materials that would be useful in supplementing their own collections and providing support for the development of their specialized libraries and professional skills.
- ◆ Reviewed publication announcements and catalogs and compiled a selection list special attention on materials pertinent to current issues in state government.
- ◆ LISD staff and temporary staff continue to withdraw deselected portions of the federal documents collection from the OPAC and OCLC, produce an "offers list," and transfer documents to the full depository library at the University of Montana.
- ◆ Completed the transfer of auto repair manuals to the Lewis and Clark Library and the library community made aware of the transition.
- ◆ Volunteer Paul Dunham is working with Holt to develop a webpage for LISD. It will offer description of services and collections and will provide forms with which state employees and librarians can request services. A July 1 launch date is anticipated.

Goal 2. The staff is well-trained and excels in providing service to all users.

Activities:

- ◆ Graded and scored all applicants for newly created jobs in LISD.

- ◆ Worked with department supervisor and state librarian to identify training requirements and transition issues for newly assigned staff.
- ◆ Met with staff members individually to confirm interest in new assignments.
- ◆ Completed six new assignments and managed reduction in force policy for one employee.
- ◆ Suzy Holt accepted reassignment to Client Services Supervisor.
- ◆ Don Cornish accepted reassignment to State Publications Center Coordinator.
- ◆ Barbara Pepper-Rotness accepted reassignment to Government Information Services Assistant.
- ◆ Kathy Madison accepted reassignment to Technical Services Assistant.
- ◆ Marjorie Smith accepted reassignment to Client Services Assistant.
- ◆ Dixie Carlson accepted reassignment to Clerical Services Assistant.
- ◆ Patcharin Williams did not accept the reassignment offer to Publications Assistant. Williams has been terminated from employment at the State Library based on the reduction in force policy.
- ◆ Organized and made copies of all appropriate materials at the request of our attorney for his review as we prepare our response to the two grievances that have been filed.
- ◆ Began working on cross training for new positions.
- ◆ Worked with administration to prepare two job announcements for two open positions in LISD - Technical Services and Systems Supervisor position and the Government Information Specialist position.
- ◆ Worked with staff to reassign office spaces, develop a transition timetable for moving into new workspaces and to identify needs for computer configuration and telephone changes.
- ◆ Holt has met regularly with the State Agency Librarian's Roundtable to keep them apprised of changes taking place in LISD.
- ◆ Holt attended OFFLINE workshops in Great Falls, including one on using Cold Fusion software for Internet access to database content. Of special interest was a session on the OCLC CORC program for cooperative cataloging of websites, and a presentation on a variety of software to protect public access computers from inappropriate use or destructive activity by users.