

Montana State Library Commission

Meeting Minutes for October 13, 2004

Helena, MT

Attendees:

Commissioners: Bruce Morton, Al Randall, Caroline Bitz, Gail Staffanson, Cheri Bergeron, Don Allen

Staff Present: Karen Strege, Darlene Staffeldt, Kris Schmitz, Barbara Duke, Jim Hill, Tracy Cook, Sara Groves, Tori Orr, Sue Jackson, Sue Crispin, Bruce Newell, Bob Cooper, Sarah McHugh

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Visitors: Marilyn Daumiller, Bette Ammon, Bridgett Johnson

The meeting was called to order at 9:30.

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Announcements and Approval of Minutes

Strege introduced Marilyn Daumiller, the Library's new fiscal analyst from Legislative Services.

Strege also introduced Sara Groves, the new marketing and communications coordinator. Groves previously worked for a fundraising organization and also worked for the American Library Association in Chicago and was instrumental in developing the @ Your Library campaign.

Bergeron moved to approve the minutes from August 18. Bitz seconded the motion and it passed unanimously.

State Librarian's Report

Strege thanked the commissioners for their personal support and the support of the agency for the past 8 years. She added that she hopes the State Library continues to prosper, grow and make up the deficits from 2003 under Staffeldt's leadership.

The architect is 98% finished with the building remodel drawings. When completed, the drawings will be submitted to DOA for approval and then sent out to competitive bid. The moving of the collections has begun and Lux Transfer from Bozeman has been hired to move the talking book shelving and materials downstairs. Strege thanked Roberta Gebhardt, Carolyn Meier and Jamie Harmon for all their work in choreographing the detailed move. The Talking Book Library will be closed for a week and the Library downstairs will be closed to public access for at least one day during the move.

Strege, Staffeldt and Hill have met several times over the last two months to discuss organizational reform and staffing needs for the Library and some preliminary decisions have been made. One of the changes being considered is having a consolidated IT systems approach for the whole agency. Right now, IT is dispersed in many smaller units throughout the agency, and the idea is to bring them all into a unit to serve the whole agency. In practice, a lot of people who would be in that section are not strictly IT because they have content responsibilities too. Those positions descriptions would have to be rewritten to take out most of the content responsibilities and put them more with the Library program. Although this would not be impossible, it is a difficult process. Mid-managers were brought into the discussion yesterday, and Strege is waiting for feedback from them to see if they think this is a feasible proposal.

There is consensus among managers and mid-managers that a chief information officer (CIO) position needs to be created at the Library. Currently, Strege represents the Library on many statewide information technology(IT) boards and committees, but because of other responsibilities and travel requirements there just isn't enough time for the state librarian to attend all the necessary meetings. Creating a CIO would relieve the state librarian of the day-to-day duties of meetings and conferences, but

he or she would still be kept informed of IT issues by the CIO. The Library also has no top-level approach to dealing with IT problems in the agency. IT has become indispensable for the work done at the Library, and there needs to be an agency level oversight of IT. The plan is to make Hill the agency CIO and keep Staffeldt's old position open for now. Some of the duties of Staffeldt's old position will be shifted to the CIO and some of the funding for the position can be used to fund the CIO. The responsibility of supervising TBL and LDD will be shifted back to the state librarian. Bruce Newell will remain in charge of MLN and a promotion is being negotiated to have Bob Cooper lead the consultants. If Hill is made the CIO, that leaves the director of NRIS position vacant. Managers have been discussing not having an NRIS, per se, but integrating its services into MSdL. Randall applauded the idea as a tough, but wise one. Staff has worked hard to brand NRIS, but Morton pointed out the distinction is branding the product, versus branding the organization. Strege agreed that we need to look at the Library as a whole and the important thing is to ensure that the transition is seen as an enhancement, not a loss.

Schmitz met with staff from the Governor's budget office yesterday. The Library was given a 2% increase over its base budget, which is about \$60,000. The money will be split between interlibrary loan reimbursement funds and the full time employee (FTE) that was cut in library development (LDD). The money for the FTE position can be used in any area, but the position is funded at a grade 12. Staffeldt and Schmitz will meet with the state's budget director tomorrow.

Staffeldt attended the interim legislative subcommittee meeting and presented drafts of three bills, which the subcommittee approved to the legislative drafter. Staffeldt said she probably has a sponsor for the permanent public access bill, but asked Commission members to be thinking of sponsors for the other two after the election is final.

Randall asked what the status of conforming the web page to state standards was. Strege explained that since our web manager resigned effective October 1, she requested an extension from the Department of Administration and it was granted.

LDD & TBL

Staffeldt reported that TBL has been busy preparing for the move. They won't be sending out any books next week while the collection is being moved, so they're making sure patrons are stocked up with books before then. Briggs has done some tours for health care and nursing care groups this month. The volunteer luncheon was held yesterday at the Elk's Club and Randall was able to attend. Linda McCulloch sent a letter thanking the volunteers for their work. The keynote speaker was Stephenie Ambrose Tubbs.

MSdL

Hill said that personnel issues are a concern for the Library right now. Aaron Mook, the agency's system administrator, is leaving to go to State Fund. The position has been posted, but it will be a difficult recruitment because responsibilities for that job have grown significantly. The systems administrator is responsible for the entire network, two operating systems, and desktop support for the whole agency, as well as maintaining the laptop lab, which is a huge job in itself. We may need to look into getting support and maintenance from the people who use the lab. We'll also be adding additional FWP staff to the building and they operate on our network, which means more desktop support for the administrator.

The web administrator position has been expected to do everything from graphic design to applications development to maintaining the servers. That's three distinct jobs. We're looking to refocus the web administrator position on keeping the web servers running.

The Library has never had a database administrator. The dependence on the database grows daily; we need to recognize that and hire a database support specialist. To do that, the water information manager position will probably need to be given up.

Kristina Gurrieri, a GIS programmer/analyst, is leaving because her husband took a job in Utah. Her position may be used to provide web development support rather than GIS.

On the Library side, a systems librarian is needed to manage the content management system and ejournals. Also needed is an outreach librarian to create a link to the community and state agencies to provide training on how to use our applications and also to discern what their needs are and what are they producing that we should be aware of.

Morton asked if positions descriptions forms could be rewritten to address the salary disparity issue. Hill explained the Library is currently under pay plan 68 for IT people, but is looking at moving to the broadband pay plan, which gives more leeway in what agencies can pay by allowing pay according to capabilities and need. Morton also asked where we were recruiting for positions. Hill said we generally use the major newspapers in the state and a number of free websites. We experimented with paid web sites in the past, but that hasn't proved successful.

Hill reported that usage of online databases in Library and Information Services have dropped significantly since last fiscal year. He feels this is an indication that we need to get the move behind us and get back to the business of providing services to our patrons to turn those numbers around. If the statistics don't improve after things settle down, we'll need to evaluate services against the use to decide what is and isn't valid to keep.

Strege and Orr visited with Morton and arranged for state employees to have access to ILL or to establish relationships with MSU libraries to give them direct access to the ejournal collection so the State Library doesn't have to continue to pay for seldom-used journals and they can be weeded from the collection.

Staff is looking at content management software options, but they won't be pursuing it hot and heavy until a systems librarian is hired. A system was developed in-house by FWP. Staff has reviewed that software and is considering the homegrown solution; however, that also means it must be home maintained. There are also commercial off-the-shelf solutions, which are quite expensive, and the open source solution. One that seems to be a viable option is DSpace, which was developed by MIT to handle university content, but seems to do what libraries need to do. Utah and Arizona state libraries are considering DSpace. DSpace was developed to operate in the Linux system. There doesn't seem to be a perfect solution at this point, but Hill is inclined to go with either the homegrown software or DSpace.

A pamphlet is being developed to give to all the legislators for outreach purposes. The pamphlet would feature a cover sheet and a foldout map of each legislator's district, including some facts and statistics that might be interesting in each district.

Library Services and Technology Act (LSTA)

The Fall Workshop is over and 114 energetic people attended. The last bill came in today and the workshop came in within budget.

Trustee workshops will be held in Missoula and Billings. Eighteen people have registered for Missoula, which will be held a week from Saturday. Only four people have registered for Billings so far. Jeannie Goodrich will be doing a presentation on advocacy at both of the workshops.

Tracy Cook is working hard on a Trustee Trainer program to send trustees out to libraries to train other trustees about basic library board and library laws. She has recruited 4-5 trustees for the program already.

Networking Task Force (NTF)/Montana Library Network(MLN)/Montana Shared Catalog(MSC)

Newell did a presentation on MLN's history, its accomplishments and its future. He thanked Mike Price, Sarah McHugh and librarians throughout the state for all their hard work to make the MSC happen.

Newell asked the Commission to launch MLN on a yearlong planning process to discuss what is needed in terms of services, content, staffing levels and funding for the next five years. Randall recommended that the Commission plan a retreat with MLN and NTF in December to come up with a schedule. Morton said one of the things he'd like to discuss is the soft money funding MLN. The Commission needs to consider whether the next five-year plan should try to shift the soft money to hard money either within the budget or by shifting costs to the user community so the soft money can be used as seed money for advancement. He acknowledged that that will be easier said than done because the economic base of the participants is such that there are not a lot of funds available. He suggested that workshops or institutes for a year or two could focus on making the Montana library community more entrepreneurial by increasing its marketing, fund raising and promotional savvy.

Financial Reports

The changes in the budget from the last meeting are adding in continuing appropriations that started in FY04. Only three months of LSTA FY03 were brought up to finish out the federal fiscal year and then they were closed out and started back up again in FY04. LSTA FY03 grants will be closed out on your next quarterly reports. Eleven administrative appropriations were brought up in the NRIS budget. Those are all contracts that were started in FY04 and are ongoing. There were four budget amendments, which means federal dollars are involved, so they have to be brought up a different way. There was also one contract with private funding that was brought up.

In personal services there are currently seven vacant positions. Positions are being rewritten and graded, so it's not clear how personal services will be affected at this point. Contracted services has an overage of about \$6,000 because Jamie is being paid on a contract as a temporary employee. Once things level out, funds will be moved from personal services to contracted services to cover that.

The personal services issue is going to have to be dealt with at the budget office. The personal services budget has already been set for FY06/07, so any changes being made will be unfunded changes if they cause increases. The budget office has already said it won't support a big increase in personal services and we may have to give up a couple of positions to fund any salary increases. Staffeldt and Schmitz will continue to work with them to justify an increase.

Federation Coordinators Report

Bridgett Johnson reported that South Central met and Tracy Cook gave a workshop. The members are comfortable with the changes in the federation law. The federation is trying to figure out how it can help multi-type libraries more.

Bette Ammon said that Tamarack has eliminated its fall meeting in favor of using that money for grants. Darby Public Library celebrated the completion of its new round wood constructed library. Randall was at the celebration and said that the library staff praised Bob Cooper and the State Library for all the assistance they offered. Tamarack's spring meeting will be in Darby.

Mary Bushing gave a workshop at the Golden Plains meeting.

Pathfinder met in Conrad and Tracy Cook gave a workshop on MLNCat and InfoTrac.

Sagebrush met in Wibaux. Strege attended that meeting and they had a celebration for her. Gayle Wilkerson presented a workshop on customer service and Eastern Montana Legal Services also gave a workshop.

Commission Policies

Commission policies were delayed until the next meeting due to time constraints.

Commission Goals & Objectives

None were reported.

Action Items

Allen made a motion to accept the first quarter financial reports. Bergeron seconded the motion and it passed unanimously.

Holiday Plans

The Commission will host an open house for the staff.

Randall would like to do another tour of libraries. The plan is for Randall, Staffeldt, and any other Commission member who would like to join them to leave November 30, visit libraries in the South Central and Pathfinder Federations, and return to Helena the day before the December meeting.

Library Literature Sampler

The city of Lewistown cut about \$20,000 from the library's budget. The city is trying to force them into a library district.

The director of FWP sent a letter to the Commissioners endorsing the collaboration between the two agencies on the remodeling project.

Bernadine Abbott-Hodusky did a survey of legislative priorities and received 31 responses. Randall said the heartening thing was that the survey showed people understood the Commissioners' decision to make cuts in Federation budgets in favor of helping everyone more by supporting the statewide databases and ILL.

Other Business & Announcements

Randall said it's been a real pleasure to have worked with Strege over the years.

The meeting adjourned at 1:50.