

Comments Collected During The  
Open Application Process for the  
Fulfillment Task Force  
May – June 2007

**Gale Bacon – Belgrade Community Library**

I just came to Montana from Minnesota. I managed one of 32 libraries in the system. Our internal system (Vans) had a north, south and central region. I could order a book from 300 miles away and it would arrive (if on the shelf) within several days. We had a main headquarters which housed a drop site for all deliveries. For example, an item gets pulled in the northern library. The carrier picks it up, drops it at headquarters the first day. It gets loaded on the south route, and I receive it that next day.

Our delivery service was one on our strongest areas of public satisfaction. It opened the library world up so people had access to about 1 million items, instead of just the 70,000 on my shelf.

A delivery service would change the level of service in the State of Montana to one of the best in the nation.

**Debbie Benedict – Meagher County City Library**

This is a huge area to tackle. We are averaging 130 ILL requests for patrons and 30 or more from other libraries each month. This is such an integral part of the library in WSS. I am extremely interested but hesitate serving with all the other reports/computer issues, etc. we are dealing with. I hope you will dialog with us along the way.

**Bill Cochran – Parmly Billings Library**

I've been an advocate for and involved in statewide and local resource sharing for more than two decades, having played a leadership role in the establishment and management of a successful statewide library card program in Iowa. In Montana, I've been director of the state's largest public library for more than 16 years, including many years during which it was the state's largest ILL lender, at one time providing more than a third of all ILL loans from all libraries of all types. As the subsidy the Library provided to other libraries in the state grew increasingly disproportionate with decreasing state reimbursement and increasing ILL activity, we took steps that successfully reduced our resource sharing load to be more proportionate to the benefit our community received, but at the cost of significantly decreasing access to our resources to the rest of the state. I would like to see if a resource-sharing system can be designed that will maximize access to our resources to other Montana communities that does not require large, inequitable subsidization by our community's taxpayers nor erosion of service to them.

Parmly Billings Library's licensing of online databases for our Billings School District #2 partners in our shared automation system in the mid-1990s served as one of the models for the later development of the Montana State Library's current shared database licensing program. The discounts that the statewide program has been able to achieve have been beneficial to us and I would look forward to working on this task force, if appointed, to expand this model into other types of digital content like e-audio books, music and even video.

**Patricia Collins – Mansfield Library**

I have been involved with ILL for 20+ years. I am very interested in serving on this committee and being part of the changing policies and future of resource sharing.

**Della Dubbe – Glacier County Library**

We are concerned at Glacier County Library that our type of library is represented – single library online catalog, not in bus line, etc. Either Jenie or I are willing to serve.

**Marsha Hinch – Choteau/Teton Public Library**

I think our Ill service is one of the most important services small rural libraries have to offer. I have been interested in this future project for many months and think it advantageous to have a member of the task force as a small rural library director.

**David Ketchum – Mansfield Library**

While I work in an academic library ILL environment, I am interested in and concerned with making the entire ILL process more effective and efficient for all Montana libraries and patrons. I look forward to the opportunity to serve on this task force.

**John Meckler – Plains School Library**

I bring a history of ILL support and involvement. I am committed to resource sharing and multi library cooperation and will work to further enhance ILL. I would love to continue working in the library community.

**Jodie Moore – Red Lodge Carnegie Library**

I have no new or breakthrough thoughts to share, but absolutely want to voice my support for this project. I've always supported ILL and cooperative lending in libraries, but not until becoming director of a small, grossly, under funded library in a small but highly educated community did I realize the absolute need for thinking outside of the box in terms of how to provide information to patrons. I would be thrilled to be involved in finding solutions.

**Bruce Newell**

I think the library world continues to galumph along the track identified in the MSL's Long Range Plan, in respect to 'fulfillment' and all it embraces. The continued twin challenges seem, to me, to include (1) keeping everybody happy in regards to what has turned out to be an entitlement program, and (2) moving down the road, capitalizing on the good things that have happened, toward improving our ability to provide our patrons with access to the widest possible range of library materials in order to meet their stunningly wide range of interests and needs.

**Karla Ritten – Lewis & Clark Library**

As the Collection Management Librarian, my major interest in the Fulfillment Task Force is the Collection development/assessment issues and I'm very interested in participating in helping look and having a say in consortium based collection plans. I think that what the state has been able to accomplish with databases can be taken into other electronic collections, especially audio books and music. As a library who currently has a book budget and having been in the position of not having much of one, I also am very interested in sharing our current wealth with other libraries in the state through ILL. I believe, that Lewis & Clark Library has not had much of a

presence in some of the various State Library tasks forces and other groups, and that we should be and would like to be involved with these decisions involving the libraries around the state.

**Ann Rutherford – Miles Community College**

I think we have an opportunity to save money by coming together for the e-audio books, with collective selection, and unlimited downloads for current popular youth/young adult/adult fiction. I think we can contract for what we need, not what they want to offer. I would caution you some companies offer collections that are outdated materials or old fiction. I think the cost savings of this would help to fund a courier system for all MT libraries as well. Yes, I am optimistic. The sooner the better for a courier for ALL libraries. Consortium based collection management especially for e-books and e-audio items.

**Martha Thayer – Rocky Mountain Laboratories**

We fill a lot of requests for MT libraries so I definitely feel like a part of the ILL community. I would like to see requests filled a t full efficiency (electronically) by as many libraries a can reasonably do so. Since we are library that doesn't receive reimbursement I can offer a different and perhaps unbiased look at the options being considered.

**Diana Zimmerman – Lewis & Clark Public Library**

I was taken aback by the Statewide FY2006 Reimbursement Statistics and marveled at the inequities. Are audits performed in the same fashion as IRS audit? Are they random?

I would also love to see the OCLC First Search Policy Directory completed by many of the smaller libraries who may feel intimidated by it and be certain that all of use who have WRS available to us know how to use it to our best advantage (that includes me). And I applaud MLN for making it possible.

I feel that all libraries, regardless of size and stature, be they public, academic, school or special, should have a voice on the Task Force. There is so much we can bring to one another.