

Montana State Library
Statewide Library Resources Division
Montana Talking Book Library
FY 2013 Work Plan
July 1, 2012-June 30, 2013



Draft 3 – 07/19/2012

The mission of the Montana State Library's Statewide Library Resources Division/Montana Talking Book Library is: *"Montana Talking Book Library offers the highest quality of free library services to Montanans who have blindness, low vision, a physical and/or reading disability".*

This mission, although specific to Montanans who have a visual and/or physical disability, is within the realm of and applies to the overall agency's mission in the current MSL Long Range Plan for 2012-2022:

"The Montana State Library is committed to strengthening libraries and information services for all Montanans through leadership, advocacy, and service."

As part of the efforts to meet this mission, Montana Talking Book Library within SLR strives to help all Montana citizens who have a visual, physical or reading disability receive the information they need in order to improve and enhance their lives by:

- Providing Accessible reading services to individuals with visual, physical or reading disabilities and institutions serving these individuals, to include public and private schools, assisted, independent, and retirement facilities.
- Promoting cooperation and accessibility among all Montana libraries.

MTBL staff plans, develops, and implements programs, projects and pilots for new and improved library services to eligible Montanans throughout the state, in cooperation with, and as a Regional Library of, the National Library Service (NLS).

This work plan is developed based on the goals contained in the [MSL 2012-2022 Long Range Plan](#). Specific work objectives for FY2013 are organized by the MSL six agency-wide Long Range Plan goals. Together, these objectives represent a collective approach to defining the highest priority tasks for Montana Talking Book Library for FY2013.

Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana library users.

1.4. Manage the Montana Talking Book Library (MTBL) and serve eligible patrons (with talking books, Montana recorded books, Braille books, etc.) according to federal and state mandates.

MTBL Specific FY13 Goals:

- Expand and transition the Montana Talking Book Library's NLS-BARD (Braille and Audio Reading Download) Digital Duplication on Demand program to the Circulation Department.
- Establish a Quality Assurance Digital Cartridge Plan for both in-house Duplication on Demand and digital cartridges.
- Establish a BARD Bibliographic Synchronization project policy for MTBL's Drobo storage system.
- Increase the MTBL local digitization conversion of the Analog to Digital Montana Cassette Book (MCB) collection.

- Increase compatible software and hardware options for the local recording program.
- Pursue acquiring software, hardware and supplies for increasing computerized Braille materials produced in-house.
- Maintain MTBL-MLA (Machine Lending Agency) agreement with NLS to manage equipment and accessory inventory.
- In compliance with NLS guidelines, increase cassette recall program.
- Coordinate a new NLS digital recall program.

SLR/MTBL Work Objectives:

- Expand the MTBL digital Duplication on Demand program by 20 BARD books per week.
- Transition the pilot Duplication on Demand program to the MTBL Circulation department.
- Develop and implement a Quality Assurance Plan for both in-house Duplication on Demand and digital cartridges.
- Establish guidelines for the BARD Bibliographic Synchronization Project policy for maintenance and updating MTBL's Drobo storage system.
- Expand the MTBL local recording digitization conversion by 25% (5 titles per week) of the Analog to Digital Montana Cassette Book (MCB) collection accomplished either through contracts or existing staff and/or volunteers.
- Investigate potential new, and upgrade existing, software and hardware for the local recording program.
- The MTBL EPP process for digitization of one-time funding is a priority to be able to provide efficient and timely digital books to improve and expand our collection for our users and service.
- Maintain high standards for the MTBL-MLA equipment and accessories through annual NLS required inventory audits.
- Increase amount of cassettes recalled in compliance with NLS guidelines.
- Coordinate with NLS to implement a digital recall program.

Goal Two—Access

2. MSL provides libraries, agencies, and its partners and eligible patrons with convenient, high quality, and cost-effective access to free library content and services.

2.1. Improve the user interface of MSL's Web sites and improve and expand online service to meet changing user needs.

2.2. Use the appropriate technologies and methodologies to increase access to information about Montana that is created and/or maintained by Library partners.

2.3. Improve Montanans' access to library materials (including discovery, request, and delivery), providing more materials to choose from, and making access increasingly efficient.

2.4. Provide reference, circulation and interlibrary loan and data services to MSL/MTBL users.

2.6. Publicize Montana State Library's services and resources.

2.7. Support Montanans' continued free access to the Internet provided through local public libraries.

2.9. Provide appropriate specialized access for the programs and resources available for MTBL patrons.

MTBL Specific FY13 Goals:

- Improve the user interface of MSL's MTBL Web site.
- Improve and expand online BARD and WebOpac service to meet changing user needs in cooperation with NLS and vendors.
- Make Digital Duplication on Demand and NLS MultiState Center West ILL a priority to improve digital cartridge access for non-BARD users. Non-BARD users currently represent 89% of all MTBL users.
- Increase awareness of and access to MontanaLibrary2Go for MTBL users.
- Increase Outreach to Montanans through the Patron Outreach Project, established BTOP efforts in Public Libraries, and on-going communication and cooperative planning with Library Development department staff.
- Offer resources for Early Literacy, concentrating on Braille services to include Twin Vision children's collection.
- Enhance the core digital collection for Early Literacy by identifying priority NLS titles to be converted to digital cartridges.
- Advocate to NLS to enhance the juvenile book collection in physical digital cartridges and BARD.
- Pursue access to MTBL in-house computer generated Braille materials. Investigate compatible Braille software, hardware and contract opportunities with a professional Braille proof reader.

SLR/MTBL Work Objectives:

- Implement an improved BARD web interface that combines WebBraille and search capabilities.
- Implement an improved Keystone Library Automated Systems (KLAS) WebOpac service for easier user search capabilities.
- Increase public librarians' and staff comfort meeting the needs of eligible MTBL users in the public library environment through partnering with Library Development staff.
- Determine ways to best publicize MTBL services and resources through the Patron Outreach Project.

Goal Three – Training

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

3.1. Enhance Montana State Library's statewide training opportunities including all formats with client-learning as the Library's goal.

3.2. Provide users with trainings and assistance related to statewide offerings and resources.

3.4. Provide regular training opportunities for MSL programs and services

3.5. Train and assist users to contribute content to MSL's collections.

3.6. Provide a central repository of training materials in various formats that support and make successful ongoing statewide projects and MSL resources and services.

MTBL Specific FY13 Goals:

- Maximize Montana State Library's interdepartmental training to maximize staff awareness and promotion of MSL programs and materials available to MTBL users.
- Provide training for MTBL staff to develop more interaction within MSL.
- Provide a Braille training program for designated MTBL staff and volunteers to produce computer generated Braille materials.
- Provide regular local, regional and national training opportunities for MTBL staff on user programs, resources and services.
- Provide digital transition and duplication training and assistance to MTBL staff and volunteers.
- Provide machine lending agency training to MTBL staff and volunteers to manage, update and maintain machine and accessory program.
- Provide new training opportunities for volunteers.

SLR/MTBL Work Objectives:

- Contribute to an SLR Training Portal to be used by librarians as a central resource for CE, webinars, recorded trainings and links to partners
- Create interdepartmental training opportunities within SLR and other MSL departments.
- Continue to expand MTBL staff knowledge and training of new user technologies and devices.
- Develop a basic Braille training program for staff and volunteers
- Improve access to MTBL training through online recordings and website links
- Create an annual MTBL staff training schedule
- Develop MTBL Machine Lending Agency (MTBL-MLA) training webinar resources
- Provide MTBL program information and BARD training to public libraries in coordination with LD Consultant visits.
- Create new volunteer digital training opportunities.

Goal Four—Consultation and Leadership

4. MSL provides consultation and leadership to enable users to set and reach their goals.

4.1. Represent the interests of MSL partners including public libraries and the GIS community in appropriate legislative, community, regional, and national forums.

4.2. Advise Montana Library directors and Trustees regarding administrative concerns, such as funding, budgeting, policies, and personnel.

4.3. Establish and maintain contact with Library directors and Trustees, and other MSL partners, to remain cognizant of their needs and the challenges they face.

4.4. Provide advice to partners and patrons concerning opportunities for cost-saving and operational-efficiencies.

4.5. Provide leadership and support to identify and address key information gaps for MSL partners and patrons. Gaps may include but are not limited to early literacy, access to sustainable Internet and technology services, access to legal and medical information resources, job related services and services to seniors.

4.7. Provide consultation and leadership to all local, state, federal agencies, and private entities who help MSL support Montana citizens who are blind, have low vision or are physically or reading handicapped.

MTBL Specific FY13 Goals:

- Provide a MTBL user referral service of available technology training resources.
- Maintain and enhance communication with Library Directors and Trustees, and other MSL partners, to remain cognizant of their needs and the challenges they face.
- Provide consultation on ADA and NLS guidelines to Library Directors and Trustees and other MSL partners.
- Provide leadership and support to identify and address key information gaps for MSL partners and patrons. Gaps may include but are not limited to early literacy, access to sustainable Internet and technology services, access to legal and medical information resources, job related services and services to seniors.
- Facilitate more state-wide purchases of content, supplies, and programs that benefit all eligible Montanans through their local libraries.

SLR/MTBL Work Objectives:

- Develop a multi-level technology user referral resource service interacting with appropriate MSL programs, other state agencies, public libraries, talking book regional libraries, and NLS.
- Develop reliable user friendly technology and other appropriate links, forums and webpages for MTBL users on the MLS/SLR/MTBL website and through the Bits of Gold Newsletter
- Develop a FAQ for users about MTBL technologies.
- Provide consultation to public libraries regarding MTBL program, materials and MTBL user needs in coordination with one of the three LD consultants' visits to all public libraries.
- Provide consultation and support to agencies, schools, community organizations, retirement facilities and other appropriate entities who serve MTBL eligible users.
- Improve MTBL marketing and communication materials through the Patron Outreach Project

Goal Five—Collaboration

5. MSL promotes partnerships and encourages collaboration among its users.

5.1. Facilitate information-sharing partnerships among federal, tribal, state and local governments, businesses and citizens. Partnerships should promote the role of libraries in Montana communities, create funding opportunities for Montana libraries, and extend the reach of information services and delivery throughout the state.

5.2. Collaborate with state and federal agencies in order to improve access to public information.

5.3. Assist users in developing collaborative relationships and cooperative projects with other state, regional, national, or international partners (libraries, schools, colleges, museums, archives, local and tribal governments, non-profit organizations, government agencies, the business community, et cetera).

5.4. Assist in marketing content and services to users.

5.7. Work toward regional cooperative efforts, programs, and products that bring additional information value to Montanans.

MTBL Specific FY13 Goals:

- Assist MTBL users in developing collaborative relationships and cooperative projects with other local, state, regional, national, or international partners (blind, low vision, physical, reading, veteran and other support groups, schools and resources; ADA technology collaborations, consortiums and resources)
- In collaboration with NLS and regional talking book libraries, promote development web-accessible Montana-related local MTBL recorded materials.
- Promote collaboration with public libraries, public schools and others to offer MTBL services and access to eligible users.
- Work toward regional cooperative efforts, programs, and products that bring additional information value to eligible Montanans.
- Partner with local volunteer organizations to provide a host training environment.
- Partner with community organizations to promote volunteerism, volunteer opportunities and recruitment.

SLR/MTBL Work Objectives:

- Participate in the BARD Digital Synchronization project with NLS and participating regional libraries.
- Collaborate with regional talking book library partners and NLS to establish digital transition policies and procedures.
- Identify and provide consultation to partners who serve MTBL users with MTBL services and policies through the Patron Outreach Project.
- Collaborate with BTOP and provide consultation to public libraries about MTBL program information and BARD services.
- Work with MTBL database and WebOpac vendor to provide the highest quality user access and search capabilities through on-going improvements.
- Collaborate with NLS and regional talking book libraries to offer local Montana recorded materials on BARD.

Goal Six—Sustainable Success

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

- 6.1. Achieve and maintain funding at a level commensurate with MSL's mission.**
- 6.2. Sustain administrative resources sufficient to support mission critical content and services.**
- 6.3. Evaluate new and continuing content and services against MSL's mission and long range plan.**
- 6.4. Meet the American Library Association standards for MTBL staffing as recommended by the National Library Service.**
- 6.5. Use Federal Library Services and Technology Act moneys to support new MSL pilots and projects; and support ongoing projects using State funds.**

- 6.6. Recruit and retain the staff necessary to meet the responsibilities of MSL's mission and Montana statutes.**
- 6.7. Foster staff members' value and satisfaction in their achievements and their contributions to MSL's mission.**
- 6.8. Diversify MSL's staff knowledge, skills and abilities.**
- 6.9. Develop the leadership and management skills of MSL staff.**
- 6.10. Market MSL content and services effectively.**
- 6.11. Provide for an information technology infrastructure which insures industrial strength capacity, and reliability.**
- 6.12. Seek guidance from advisory groups and other sources to inform programmatic and policy decisions.**

MTBL Specific FY13 Goals:

- Evaluate new and continuing content and services against MSL and MTBL's mission and long range plan.
- Use Federal Library Services and Technology Act moneys to support new MSL pilots and projects; and support ongoing projects using State funds.
- Foster staff members' value and satisfaction in their achievements and their contributions to MSL and MTBL's mission.
- Foster volunteer value and satisfaction in their contributions to MSL and MTBL's missions.
- Diversify MTBL's staff knowledge, skills and abilities.
- Develop the leadership and management skills of MTBL staff.
- Provide for an information technology infrastructure to ensure capacity, reliability and access.
- In compliance with ALA guidelines, work to increase MTBL staff.

SLR/MTBL Work Objectives:

- Enhance MTBL and vendor provided training
- Learn new ADA technologies in order to assist users and librarians with these new tools
- Create a MTBL conference schedule for FY2013 out of state conference planning
- Upgrade the MTBL database software and WebOpac interface
- Create a plan to celebrate and acknowledge SLR/MTBL staff accomplishments
- Provide annual volunteer recognition luncheons and evaluate alternatives and enhancements.