

**STATEWIDE LIBRARY RESOURCES (SLR/LD)  
ACTIVITY REPORT for the December 10, 2014  
State Library Commission Meeting**

**Activity Period: September 17-November 18, 2014**

**Goal One – Content** - *Montana State Library (MSL) acquires and manages relevant quality content that meets the needs of Montana library partners and patrons.*

- The FY 13 LSTA funded Montana Memory Projects (MMP) are closer to completion. One project funding recipient has to yet to be trained on the use of the software (the “CONTENTdm Project Client”), and how to upload files. This one project requested the vendor to create the metadata files for the project. The metadata was lost and is in the process of being recreated by the vendor. This will not incur additional expenses, but it has slowed the progress of the project. Four of the nine projects are still uploading content via the CONTENTdm Project Client as time allows. The remaining four projects are complete and available to view on the MMP. Jennifer Birnel is overseeing these projects as the MMP Director.
  - **Big Timber Pioneer Newspaper Collection**, Carnegie Public Library - **Published**
  - **Photographs of Gallatin County Collection and Documents of Gallatin County**, Bozeman Public Library - **In Progress**
  - **Helena, Montana City Council Minutes, 1881-1970**, City of Helena - **Published**
  - **A Memorial to Louis Piche: The Barber of Drummond Collection**, Drummond School and Community Library - **In Progress**
  - **Missoula County High School The Bitterroot Yearbooks Collection**, Missoula County Public Schools - **In Progress**
  - **Northern Montana College (Montana State University - Northern) Yearbooks**, Vande Bogart Library- **In Progress**
  - **Original ABSTRACTS of land deeds in Jefferson County**, North Jefferson County Public Library District - **Awaiting metadata**
  - **John J. Powers Safety Poster Collection**, World Museum of Mining - **Published**
  - **Montana State Law Library**, Justice Under the Big Sky - **Published**

The four organizations with completed projects have submitted reports stating the impact of the funding. Below is a quote from one of the follow-up reports.

“We hand delivered the four books to the library on April 3, 2014. We received notice that the digitization of the volumes, and their uploading to the Montana Memory Project, was completed on July 14, 2014. A total of 2,450 images were

produced, capturing eight years of the Helena City Council's history. These images are now available to the world thanks to the Montana Memory Project." -Sean Logan, Helena City Fire Chief

- The MMP was invited by the Mountain West Digital Library and the Digital Public Library of America to participate in the [Public Library Partnerships Project](#) funded by the Bill and Melinda Gates Foundation. This project provides digital skills training for librarians including digitizing, describing and exhibiting their cultural heritage materials online through DPLA exhibitions. This training was announced in late September and the librarians listed below participated in the event which took place at the State Library on November 7, 2014. Many of the participants were recruited through the outreach efforts of Pam Henley and Jennifer Birnel. Participants now have the opportunity create a small digital collection and publish it on the MMP and they will work collaboratively on creating a Montana exhibit for the DPLA website. The reviews of this training were very favorable and it is expected that 10-12 new collections will eventually be made available through the MMP.

1. Jenni Hammontree - Hobson Community Library
2. Norma Zimmer - Judith Basin County Free Library
3. Molly Aagard - Madison Valley Public Library
4. Adam Kish - Twin Bridges Public Library
5. Krissi Fellon - Drummond School & Community Library
6. Dylan Carey - Ronan Library District
7. Carly Delsigne - North Jefferson County Library
8. Stef Johnson - Butte Silver Bow Public Library
9. Lisa Mecklenberg-Jackson - State Law Library of Montana (Observing)
10. Caroline Campbell - Missoula Public Library
11. Cody Allen - Billings Public Library
12. Lisa Verwys - Museum of the Rockies
13. Jessica Ketola - Meagher County City Library
14. Dale Alger - Roundup School Community Library
15. Roberta Gebhardt - Montana Historical Society (Observing)

- Because of our participation in the Public Library Partnership Project (PLPP) with the Mountain West Digital Library (MWDL) and the Digital Public Library (DPLA) the participants will be trained on how to add a digital exhibit to the DPLA. The exhibit will focus on a specific theme and will highlight items published in the MMP. This will raise the exposure of our collection items on this national website. Follow-up training on creating a DPLA exhibit will be held with the PLPP participants in February.
- FY 2014 LSTA funding to assist with the costs of digitizing approved collections to add to the MMP was announced on October 1, 2014. Funding awards can be

up to \$1,500 per project and must be used for costs specific to scanning and digitizing materials. No match is required, but participating institutions are asked to track the time and funds contributed to the project. All Montana libraries are eligible to apply for these funds. Museums, historical societies, and archives in the state may also apply to have collections added to the MMP, working in partnership with a local library. Applications were accepted until November 30, 2014. Selection of projects receiving funding will be done by the MMP selection committee.

**Goal Two – Access - *MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.***

- The Montana Shared Catalog (MSC) now has 57 Enterprise search interface profiles in either testing or production with several more being added each week. A major breakthrough was accomplished when Mike Price, through much perseverance, figured out to make the EBSCO Discovery Service (EDS) integrated search target within Enterprise connect directly to individual library's EDS profile in EBSCO. This will enable nearly seamless integration with the two products. Mike, Ken Adams and Cara Orban continue to communicate with SirsiDynix, EBSCO and OCLC about enhancements to authentication options utilizing our statewide EZProxy.
- Liaison partnerships have been developed with the purpose of providing more focused training and outreach by library type for searching and customizing the Discover It integrated search tool for their own library. Discover It is the EBSCO Integrated Discovery Service (EDS), which is a product of EBSCO. The Statewide Projects Librarian will continue to focus on proactive promotion to all library types; contract administration and communication with EBSCO and content partners; integration of new content or individual subscriptions on behalf of libraries; in depth assistance to libraries that want to customize Discover It by creating system profiles just for their library users; assistance with authentication setup; preparing and organizing focus groups and surveys; collecting and analyzing usage statistics; and working with the Statewide Trainer to determine training needs and organizing learning opportunities. Liaisons are asked to help disseminate information about Discover It to colleagues where appropriate; assist with basic customization questions; help increase awareness of available information about Discover It and EBSCO statewide resources within the Library Directory and on the Learning Portal; advise on creation and improvement of instructional or promotional materials; and assist with efforts such as formal training, surveys, and focus groups.
- Cara Orban has completed the annual OCLC enrollment effort. Enrollment for OCLC Group Services concluded in early October. 278 libraries have enrolled (23 academics; 116 publics and branches; 120 schools; and 19 specials). The final

gap to be paid for unlimited cataloging is \$37,297. This is the first year of a three year contract in which libraries have been asked to commit for the full three years when they enroll. Libraries can now plan for FY16 and FY17 budgets as their costs for Group Services will increase by 2% each year for the remaining two years of the contract.

- Cara Orban met with OCLC staff and attended two hour-long trainings to prepare a strategy for statewide implementation of the new WorldCat Discovery Services, a new end user interface with discovery capabilities which will replace the OCLC FirstSearch software platform. FirstSearch will be discontinued in December 2015.
- The newspaper collections are proving to be very large and are consuming the majority of the overall storage capacity of the MMP. Due to the large amount of storage required for newspapers, no new collections of newspapers have been accepted this past year. The Big Timber, Fallon County, and Teton County collections have been allowed to continue adding to their projects. In addition to the storage requirements of newspapers, another issue has been how our newspaper collections overwhelm any search results. Almost any search term can be found due to the Optical Character Recognition (OCR) process when creating metadata for a digitized newspaper, but the match may not be relevant to the person conducting the search. The Montana Historical Society and the Montana State Library have been reviewing the available options for newspaper collections. The Montana Historical Society has offered to take over the management of newspapers and will continue to pursue new options for storage and access for these large files. A regional group is creating an alternative access and storage option based on the National Newspaper Digitization Project. This option is in progress, but once established the newspaper collections would be moved out of the current, centrally hosted site at OCLC to the new environment freeing up over 700 GB of storage. More communities will be allowed to start adding newspaper collections once this new management system is in place. The MMP will continue to host a page for the newspaper collections and the title tile will link to the collection in the new Digital Asset Management System (DAMS).
- Suzanne Reymer reported that there didn't seem to be a lot of good news for Montana public libraries coming out of the E-Rate training held in Portland, Oregon in October. There are proposed changes from rural to urban status which will mean a decrease of 10% for libraries in those communities being reclassified as urban clusters. What this will actually look like is yet to be determined. Another change is that the discount rate for a library system will now be based on the poverty rate of the school district in which the main library is located. Since many of our branches are in poorer rural areas than the main library in the county seat, this will also mean a decrease in funds from 10-30%. The final difficult decision is the phase down of funding for voice services in favor of

broadband. Currently 82% of Montana library funding requests are for telcomm services, many of those are voice (Plain Old Telephone Service (POTS), long distance, Voice Over IP (VoIP), cellular). Libraries will see an immediate drop of 20% in funding for voice services beginning in 2015 with an additional decrease of 20% in subsequent years.

- The national emphasis on broadband and the requested increase in the overall fund could be positive for Montana libraries. The national goals of 100 Mbps for populations under 50,000 and 1 Gbps for over would mean significant increases for most of our libraries along with significantly higher costs. There is a possibility that E-Rate could be used to help offset the costs of fiber build out, improved wifi hardware and ongoing costs. However, it's going to take a concerted effort and some changes in attitude on filtering.

**Goal Three – Training** - *MSL provides libraries, agencies, its partners and Montanans with appropriate trainings and training resources so that they can make the best use of the resources offered.*

- Fall Workshops – September 28-29, Helena: Jo Flick reports that 160 registered to attend the 21 training events at Fall Workshops 2014. The feedback received on the event affirms that this free event provides important training and networking opportunities to public library staff. For example, the Tea Time poster sessions, which focused on essential services provided by the MSL, were revealed to have provided new information to 85% of the attendees, and a useful review for the remaining 15%. MSL staff, with help from Colet Bartow (OPI) and Beth Boyson (MLA) plan Fall Workshops to address critical needs of library staff that are not being addressed at other events in Montana, training essential to the success of Library Development pilots and projects, and provide learning that is suitable to a seminar style environment.
- Lauren McMullen presented training on community engagement at MSL Fall Workshops and the Montana Library Association ASLD/PLD Fall Retreat. This training helps librarians identify hidden community assets and use them to develop productive relationships for library and community benefit.
- Lauren McMullen presented training at MSL Fall Workshops on weeding the library collection. The session included a training presentation followed by a hands-on weed in the nonfiction section at Lewis & Clark Public Library. This experience reinforced the understanding that deselection -like selection- procedures are based on local considerations and may vary widely among libraries. Several attendees reported that the workshop gave them courage and confidence to begin weeding their own library collections.

- Lauren McMullen presented training on how to assess and report usage of electronic resources to Pathfinder Federation librarians and trustees. Attendees learned how to create and/or read basic usage reports for statewide databases, Discover It, e-content and websites. The group also considered ways of creating customized, easy-to-use access points for patrons in order for them to utilize these resources often and effectively.
- Ken Adams and Amy Marchwick presented training at MSL Fall Workshops on availability and use of the new MSC tools: Enterprise search interface and the MobileCirc app. The training included introduction of these tools and how they can be used by library staff and patrons. Many of the attendees expressed their desire to have the tools implemented for their libraries. Another workshop consisted of attendees working on little-used library circulation and cataloging procedures in the MSC systems that would simplify their day-to-day operations. The workshop used the concept of a “scavenger hunt” within the system to accomplish the assigned tasks.
- Jennifer Birnel and Jo Flick presented a session at Fall Workshops on “Programs Ready-Made.” Librarians left the session with several programs they could go home and share with their patrons as soon as a date and time could be set.
- At the Fall Workshops session on Performance Evaluation, the attendees asked for follow-up from MSL to assist libraries in evaluating staff performance and in conducting an evaluation of library services. Library directors Lee Miller and Jodi Moore volunteered to follow-up with Jo Flick to design templates and to present a follow-up session at MLA in April.
- Cara Orban organized Fall Workshop sessions to provide orientation and training on two LSTA funded pilots, the Montana Makers kits and Share Your Story. Objectives for the Makers session were to reinforce the concept of STEAM (Science, Technology, Engineering, Arts, Math) education and to encourage library staff to implement STEAM learning in library programming, and to allow participants to gain hands-on experience with maker kit materials. Two kits were passed on to new libraries at the Fall Workshop. Attendees from those libraries indicated that the in-person session was helpful in becoming more familiar with the contents of the kit and their possible uses in library programming. For Share Your Story, the objectives were to introduce participants to the Share Your Story pilot and the resources available from Montana State Library to support of oral history community outreach projects; to practice using a kit by making a very short video or audio recording so they would be able to assist project leaders and participants; and to learn about best practices for facilitating a genuine and interesting conversation with interviewees.

- The Montana Makers kits have been hosted at 9 libraries since June 2014:
  - Belgrade Community Library
  - Bitterroot Public Library, Darby Community Library
  - Drummond School Community Library
  - Havre Hill County Library
  - Glacier County Library
  - Butte Silver Bow Public Library
  - ImagineIF Libraries
  - Glendive Public Library

The purpose of this pilot is to increase opportunities for STEM/STEAM (Science, Technology, Engineering, Art, Mathematics) programs and informal learning, primarily for young adults ages 10-17, by providing library staff and community members access to tools and materials not readily available in most Montana communities, and by highlighting quality resources to assist library staff in creating and sustaining their own STEAM programs. Evaluations indicate that the use of the kits' contents vary by location. The BrickLab and project books have been well received and easily incorporated into programs everywhere; Items such as the robotics kit, sewing machine, circuits, and MaKey MaKey controller were well used at half of the sites returning evaluations so far, whereas half of the sites reported not understanding how to use the tools or else not having time to plan programs or open sessions to make the tools available. Evaluations requested additional training and orientation, particularly on programming tools such as the Arduino and Raspberry Pi. In response, an online session with Sparkfun was facilitated in October 2014 to provide an introduction to the Arduino for hosting libraries. Two drop-in online sessions with the Statewide Projects Librarian were scheduled in September and October to allow hosting library staff the opportunity to ask questions and view live demonstrations. The Statewide Projects Librarian will prepare additional training opportunities for the next cohort, which is to receive their maker kits in February.

- Amy Marchwick conducted online trainings for new library directors in White Sulphur Springs and in Miles Community College. MSC staff is developing a standardized MSC training guide that LD staff can share with new directors and staff. Connecting early on with new MSC library directors is essential to supporting MSC libraries through times of transition.
- The ASLD/PLD conference held at Chico Hot Springs in October featured several MSL staff presenters: Jo Flick outlined best practices for conducting a focus group and Pam Henley introduced the new GoToMeeting pilot and a process called "Strategic Planning in an Hour." Lauren McMullen facilitated a panel

presentation on regional/national professional associations, as part of her specialty area of community outreach.

- MSL staff presented at MEA-MFT in Missoula and hosted a booth display. This annual teacher's conference is an important audience for statewide and MSL databases, HomeworkMT, the Montana Memory Project, the Montana Shared Catalog and to showcase online state publications. LIS and SLR-LD staff shared booth responsibilities at the event.
- Jennifer Birnel presented two sessions to teachers at the MEA-MFT conference in Missoula on to the use the Montana Memory Project. The focus of these sessions was particularly geared to the teachers present and how they might use the MMP content in their classrooms. In the discussion following the presentation the teachers created a list of ways they could see using the MMP content in their lesson plans. This list has been added to the Educational Resources page of the MMP website.
- Jennifer Birnel presented a session on how to use the Montana Memory Project in conjunction with the Missoula Big Read. This session focused on how to use the MMP and how to search for specific content – in this case, materials related to the Vietnam War, the major topic of this year's Big Read book. The participants were a lively bunch and asked lots of great questions about the Montana Memory Project.
- Associate Professor, Adrea Lawrence, invited Jennifer Birnel to present to her University of Montana students in the Teacher Education program. These students are a semester from their student teaching experience and are studying to be History and Social studies teachers. This presentation focused on how these future teachers could use the site in their lesson planning and to engage students.

**Goal Four – Consultation and Leadership** - *MSL provides consultation and leadership to enable its patrons and partners to reach their goals.*

- An interactive public library district planning template is nearing completion. This will be a useful tool for stakeholders in local communities that are considering the transition to a library district. Librarians and trustees already have access to MSL online publications that describe planning and procedures for making this change: the "Library District Handbook and the Library Districts Guide to the First Year". The new Public Library District Transition Action Plan incorporates information from both publications and outlines the steps to be taken, in what order, by whom and when. This document, which is currently under review by MACo, will help make the transition smoother for everyone involved in the process. The next step is to share the draft with the MSL Public

Library District Task Force for their input. Lauren McMullen has led the effort with input from Suzanne Reymer and Pam Henley.

- In advance of the 2015 Affordable Care Act open enrollment period, Lauren McMullen has ensured that ACA resources on the MSL Learning Portal have been updated and announcements were made to the wired list serve about new information and program dates. During the open enrollment period last year, many libraries offered informational programs and/or hosted certified assisters to help Montana citizens sign up for health insurance. This impact of these activities is that local libraries are reacting to the needs of their local communities and building community partnerships.
- Individual GoToMeeting licenses have been purchased for each public library, using FY 14 LSTA funding for statewide online training and meeting software for library staff. In addition, a GoToTraining and a GoToWebinar license have been purchased for libraries to share as needed for more formal trainings and online presentations. The three Statewide Library Consultants are now in the process of assigning a license to each public library director and initial orientation trainings are underway. Public library directors will be able to manage their library's license as needed. The goals of this pilot are:
  - Public library directors and staff become comfortable utilizing their individual GoToMeeting licenses to network with colleagues around the state, optimize meeting opportunities related to overall library administration, and to advance the public service goals of their library within their individual communities.
  - Public library directors and staff utilize the shared GoToTraining and GoToWebinar licenses available from the State Library to share expertise and collaborate on ideas for library development and resource sharing with their colleagues around the state, and to provide direct training and assistance to their end users.
  - The State Library gains an understanding of the ways in which libraries can use online meeting applications to gain efficiencies, expand services and reach new audiences.
  - There is a notable expansion of training expertise that gradually develops from within the library community, as Montana librarians begin to utilize these tools to collaborate and assist each other.
  - Library Federations see benefits, such as an increase in trustee attendance at federation meetings and meetings of multiple federations for purposes of training and collaboration.
  - Librarians gain a better understanding of the use of online meeting tools as an option for specifically publicly noticed meetings.

- Jennifer Birnel has been asked to serve as a member of the Mountain West Digital Library's Advisory Committee. This committee has been tasked with helping the MWDL create and implement a sustainable funding the model. The MWDL is currently funded through grants and most of the funding expires in early 2015. In order to remain offering the same level of services, the MWDL will need to find a way to make-up the short fall. This committee has met twice and will meet a third time on December 5 to discuss possible funding scenarios. The suggested scenarios all involve implementing a cost share formula for partners. The decisions made by this committee will impact the MMP's ability to maintain its relationship with the MWDL.

**Goal Five-Collaboration** - *MSL promotes partnerships and encourages collaboration among its partners and patrons so that their information needs can be met.*

- The MontanaLibrary2Go Executive Committee election was held online on October 29. The membership voted to elect or re-elect the following candidates:
  - Annie Alger, Missoula Public Library (Large Public Libraries)
  - Stef Johnson, Butte Silver Bow Public Library (At Large)
  - Susie McIntyre, Great Falls Public Library (Chair, At Large)
  - Debbi Kramer, Three Forks Community Library (Small Public Libraries)

KellyAnne Terry of Lewistown Public Library (Medium Public Libraries) also remains on the Executive Committee through October 2015. The MontanaLibrary2Go Executive Committee is responsible for developing and reviewing collection development policy and procedures, developing the annual budget and cost-share formula for approval by the membership, and making other recommendations to the membership as appropriate.

- Cara Orban continues to move the Courier contract process along. With approval from the courier scoring committee that reviewed the Request for Proposal response, MSL worked with the State Procurement Bureau to proceed to contract with Critelli Couriers for Montana libraries. The cost to participating libraries that sign an agreement with Critelli will be \$23 per stop, with a subsidy applied from FY14 LSTA for courier development. Additional stops may be added using that line in FY14 LSTA in order to increase volume to all member libraries and to expand the coverage area. One expected outcome from expanding the service area would be an increased volume of materials circulating to libraries, including MSC partner libraries, lowering the overall cost per item shipped via courier. The new contract is expected to commence January 1. This would align with the renewal date for the existing contract, and so would allow a fairly seamless transition for the member libraries.

- Jo Flick is representing Montana's continuing education interests on the COSLA CE Function grant during FY 2015. So far, the CE Function has conducted a needs analysis and produced a state-by-state profile of CE activities. The remaining deliverables for this project are to provide an online resource directory for states to share professional development materials and to create a shared calendar of professional development events.
- Jennifer Birnel was invited to participate in Digital Summit which was held on Monday November 17, 2014 at the MSU campus. Other attendees included representatives from MSU, UM, Montana Tech, and the Montana Historical Society. The topics covered included digital preservation, collaboration, access, data, and institutional repositories. The discussion made it evident to all present that having regular meetings to discuss our current projects and to develop further collaborative efforts was desired. The participants agreed to form the following working groups:
  - An Access working group to engage in a month-long cross-institutional social media campaign. The goal is to use our existing social media platforms to drive visitors to each other's sites. This would likely involve choosing a theme to use for the duration of the campaign. This campaign includes sharing web analytics, Social Media Optimization (SMO) implementation and baseline traffic to collections, before and after the social media campaign.
  - A Data Services/Institutional Repository working group to share and implement plans for gathering materials from faculty and students to include in the institutional repository. This group will also look at ways to celebrate published materials with their communities.

Jennifer is participating in the Access group. These groups will report their efforts at a monthly virtual meeting to be held the first Friday of every month.

**Goal Six – Sustainable Success** - *MSL is a well-run organization and a sought-after employer; it is efficient and effective (measured against partner and patron outcomes), and successfully engaged in its ongoing mission.*

- Jemma Hazen was hired for the new MSC technical services position and began work on Oct 6<sup>th</sup>. With the departure of Melody Condon on Sept 19<sup>th</sup>, Amy Marchwick was hired from within the State Library to replace her as the technical systems support person, as of Oct 18<sup>th</sup>. We are currently in the screening phase of applicants for Amy's replacement as the MSC trainer.
- Ken Adams attended the Customers of SirsiDynix Users Group conference for consortia users (COSUGI-Consortia SIG) in Lehi, UT Sept 18-19. As chair of this group, Ken organized and conducted the conference attended by 38 other

consortia directors and administrators along with 8 representatives from the MSC's software vendor, SirsiDynix, including the company CEO. The conference presented an excellent opportunity to network with peers and gain first-hand information on the design, development, testing and implementation of SirsiDynix products used by consortia.

Maps and Detail Reports of Statewide Library Resources activity for this report time period can be viewed at [http://msl.mt.gov/For\\_Librarians/Activity\\_Tracking/](http://msl.mt.gov/For_Librarians/Activity_Tracking/)  
SLR activity is organized by six general categories:

- Continuing Education
- Federations
- Library Development
- Statewide Databases and Online Resources
- Statewide Downloadable E-Content
- Statewide Resource Sharing