



**STATEWIDE LIBRARY RESOURCES (SLR/LD)  
ACTIVITY REPORT for the February 11, 2015  
State Library Commission Meeting**

**Activity Period: November 19, 2014-January 22, 2015**

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

The Network Advisory Council met December 18 and voted to accept EBSCO's offer to add resources (Home Improvement Reference Center and Hobbies & Crafts Reference Center) and upgrades (Literary Reference Center Plus, MAS Complete, MasterFILE Complete) to the statewide suite of online research databases with no change to the current contract cost, by extending MSL's contract with a second renewal through August 31, 2017. All other terms of the contract will remain in place. This recommendation delays the Request for Proposal process for the primary suite of statewide databases for another two years, and allows SLR staff to continue training and outreach to libraries for these existing resources, through the Discover It search tool.

The Montana Memory Project 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 provided digital skills training for librarians including digitizing, describing and exhibiting their cultural heritage materials online through DPLA exhibitions. Six of the twelve participants were able to prepare collections in the short turnaround time of one month and sent their items in December to the vendor to be digitized. The six institutions are:

1. Hobson Community Library - Early Agriculture and Homesteading in Judith Basin County
2. Judith Basin County Free Library - Sheep Ranching in Judith Basin County
3. Butte Silver Bow Public Library - Butte History Collection
4. Missoula Public Library - History of the Missoula Public Library
5. Billings Public Library - Billings Images of People and Images of Events
6. Roundup School Community Library - Musselshell Valley Historical Photographs

The Montana State Library has \$12,000 in FY14 LSTA funds available for adding special collections to the Montana Memory Project (MMP). 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 libraries are asked to track the time and funds contributed to the project. So far, these institutions have been notified that their proposed collections are approved for this funding:

1. MSU Northern - Northern Montana College (MSU Northern) Yearbooks - \$1500
2. City of Helena and UM - Helena, Montana City Council Minutes, 1881-1970 - \$1500
3. Billings Public Library - Billings Images of People and Images of Events - \$750
4. Missoula County Public Schools - Bitter Root Yearbooks Collection - \$1100
5. Drummond School & Community Library - New Chicago School House - \$800
6. Lewis & Clark Public Library & GFWC - Montana Woman Magazine Collection - \$1500
7. Missoula Public Library - Historical Neighborhoods of Missoula - \$850

The Miles City Public Library has worked hard to prepare the *Miles City World War II Peggy Letters* for publishing on the MMP. This project was done once many years ago, but with very poor quality scans. The letters have now been professionally scanned and are currently being added to the MMP website. The Newsletters written by a group of women from the Miles City, who all signed the letters as "Peggy," were sent to all Miles City area men and women serving in WWII. These Newsletters and the numerous replies sent to Peggy make up this fascinating collection.

The new MSC technical services person, Jemma Hazen, began work last October and has dived head-long into the problem of poor quality bibliographic records being imported from vendors or locations other than OCLC. She is working closely with those libraries that are importing these records and helping them work with their vendor to improve the quality of these records, along with avoiding duplicate records, before they are added to the catalog. The MSC Content Management Committee held a special meeting on Jan 7 to discuss this issue and prepare updated guidelines to be used when importing vendor records. The guidelines and actions to be taken to permanently handle this situation will be finalized during the committee's annual meeting in early March.

**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.*

GoToMeeting accounts have been created for all public library directors as part of the Statewide Online Meeting and Training pilot and Pam Henley, Lauren McMullen, Suzanne Reymer and Jo Flick have offered training and drop-in help sessions to assist in gaining familiarity with using the software. A goal of this pilot is to facilitate resource

and information sharing between Montana's libraries by eliminating the barriers of distance and geography.

Four out of six public libraries that received makerspace kits between June 1 and September 30 responded to a survey in November about their experience and provided insight into how the kits were received in their communities. Over an eight week period, an average of 98 makers participated in both formal and informal activities incorporating tools and materials from the kits. On average, each library planned four programs around the use of the kits. All respondents made use of arts and crafts materials in their programs; half also focused on science, technology, and engineering; and only one library focused on math as a programming theme. Respondents cited these learning objectives and outcomes observed in formal programs: improvisation, teamwork, kinesthetic learning, problem solving, writing and storytelling, following written and verbal directions, creating mixed media artwork, and basic concepts in engineering, conductivity, fractions, circuitry, and computer programming. The purpose of this survey was to understand what worked, but moreover to pinpoint where improvements could be made, particularly in regard to training. All respondents agreed that additional training for programming tools, such as the Arduino, would be useful. This and other suggestions have been incorporated into training and orientation materials for the six libraries hosting makerspace kits in February.

The MSC now has 73 Enterprise search interface profiles that are either being tested or in production. All MSC special libraries, several school libraries including the Missoula County Public School District, and several public libraries including Missoula Public Library are now using Enterprise as their primary search interface for the MSC's online catalog. An additional feature of the new interface is the ability for users to easily connect to the Discover It search tool if desired.

We have received 56 Internet speed test results from 40 libraries through the online [Library Broadband Reporting Tool](#). We are interested in seeing actual Internet usage and availability across the state during high and low usage times and in finding out what are the libraries' costs per megabyte. Suzanne Reymer is facilitating this current reporting effort.

**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.*

Pam Henley is offering new training sessions on the Discover IT search tool to inform public libraries of the many ways it can be customized to produce results most relevant to their patrons. This will provide patrons with streamlined access to multiple resources, strengthening the library as a valuable resource.

Pam and Lauren have contacted or visited new public library directors in Glasgow, Jordan and Hamilton, covering new director training. Topics include the library law and governance, using the Library Directory, federations, certification and information about MSL resources, as well as providing a personal contact when questions arise. Lauren conducted library board training in Dillon, covering basic trustee duties.

Cara Orban led a webinar on January 21 that had 5 attendees, on running statistical reports, finding patron resources, and requesting technical support through "Marketplace", which is OverDrive's administrative site, for MontanaLibrary2Go participants. Expected outcomes for this session were:

- Public and academic library attendees are capable of running circulation and patron activity reports
- Attendees know where to find vendor resources to help market the collection to their communities
- Attendees understand when and how to request technical support from the vendor

Jennifer Birnel held numerous one-on-one training sessions using GoToMeeting with the latest MMP contributors. These trainings were focused on creating robust metadata for the Public Library Partnership Projects and CONTENTdm Project Client Trainings for other contributors.

The GoToMeeting Pilot project is being supported with a page in the Library Learning Portal, with twice monthly drop-in help clinics, with an introductory webinar series that outlines the pilot and role of the State Library, and with hands-one training at upcoming Federation meetings and the MLA conference.

SLR/LD staff and director will propose a change in the format for the Fall Workshops under FY15 LSTA funding. The proposed change would transform the conference from a two-day event at a single location to a road show that will take place at 2-3 locations in Montana with a condensed 1-1.5 day schedule and fewer concurrent sessions. SLR staff have identified that our smallest libraries are of greatest need for professional development and we want to make this change in order to bring quality training closer to them. Our target audience is the staff and trustees that cannot afford to attend MLA, nor any of the regional or national conferences. The models we are considering would

reach the same number of participants as previous Fall Workshops, provide essential skills training and a broad world view of librarianship with plenty of hands-on sessions, and encourage networking across regions.

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

MSL signed a contract with Critelli Couriers, effective January 1, for delivery service to Montana libraries. The cost to participating libraries that sign an agreement with Critelli is \$23 per stop, with a \$2 per stop subsidy applied from FY14 LSTA for courier development. Great Falls Public Library, Havre-Hill County Library, and Montana State University – Northern will take advantage of this discount and join the courier service in February. MSL staff worked with Critelli to gather signed participation forms, and prepared previous year interlibrary loan statistics and new statistics collection procedures to share with Montana Shared Catalog sharing groups and with the Courier Advisory Board. One expected outcome from expanding the service area is that the volume of materials being moved through the courier will increase, lowering the overall cost per item shipped via courier.

Suzanne Reymer participated in numerous phone calls and webinars on E-Rate Modernization and the new Form 471. She helped beta test the new online form and provided feedback to Universal Service Administration Company about issues and problems, informed Montana librarians of changes that would potentially impact their E-Rate funding during the State Librarian's Webside Chat in December and during a January webinar, and held an additional webinar in January to introduce librarians to the new online Form 471. These efforts continue to ensure that Montana libraries are represented in the national discussions regarding changes to E-Rate and that Montana librarians participating in E-Rate have the most current information about these changes and are trained in the new form.

Suzanne continued to provide advice and guidance on technology devices to librarians via blog posts on Montana Bibliotechies and in response to email and Facebook queries. Suzanne's two blog posts in December discussed tablets currently on the market and Internet TV options. Both posts were especially popular during the holiday shopping season.

Montana Libraries have been kept current with information and developments around the 2015 Affordable Care Act open enrollment period which began on November 15, 2014. Although this year's enrollment hasn't generated the publicity that surrounded

the initial enrollment period last year, Montana libraries continue to provide information, host programs, and refer patrons to certified assisters. Enrollment figures for 2015 are strong, and many Montanans got signed up for health insurance coverage thanks in part to the efforts of libraries.

A Public Library District Transition Planning Template was completed and made available to public libraries that are considering or are in the process of making the transition to a public library district. This interactive planning tool incorporates information from the *Montana Public Library District Handbook* and *Library District: a guide for the first year*. The template helps users develop timelines, communicate, and coordinate tasks in order to ensure a smooth transition. The release of this resource has generated new interest from librarians on the topic of public library districts.

Lauren participated in an organizational meeting at Philipsburg Public Library. The meeting was attended by the library board, interim staff, town council members, mayor, and other stakeholders. The Philipsburg Public Library administration was dissolved in November 2014 and has continued to operate during this transition while a new board was appointed. The MSL consultant answered questions about library law, standards and governance, board procedures, state funding and MSL services; consulted on human resources issues; and helped brainstorm ways for the new board to move forward.

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

The application for libraries to join the Montana Shared Catalog was made available on January 12<sup>th</sup> and interested libraries have until Feb 20<sup>th</sup> to apply. Ken Adams has received inquiries from 4 public libraries: Chouteau County (Fort Benton and Geraldine), Garfield County (Jordan), and Fairfield Public, and from 8 schools: CJI School District in Chester (high school and elementary), Livingston School District (4 schools), Park City School, and Roundup School.

**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.*

With input from SLR staff, Kris Schmitz, Sarah McHugh and Jennie Stapp, Cara Orban completed and submitted the FY13 LSTA State Program Report for the Institute of Museum & Library Services, the federal funding agency that administers the Grants to

States program. This annual report describes the efforts on which MSL expended LSTA funding to meet IMLS and MSL priorities, and how libraries and library patrons benefitted from these efforts.

The MSC support staff is back to full strength after the new MSC Trainer, Jessie Goodwin, was hired in December and began work on Jan 12<sup>th</sup>.

Interviews for the temporary contracted MMP Technical Support position are underway, with several promising applicants provided by Westaff. This position is funded with FY14 LSTA through September, 2015.

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