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**Montana State Library Commission**  
**Wednesday, April 8, 2015**  
**10:00 a.m.**  
**Lewis & Clark Room**  
**Best Western GranTree Hotel**  
**Bozeman, Montana**

AGENDA

The State Library Commission is committed to providing access to its proceedings in accordance with MCA Title 2, Ch. 3 Part 2 Open Meetings. All meetings of the Commission will be streamed and recorded via an online meeting platform.

The State Library Commission welcomes public comment. The Chair will ask for public comment on agenda items throughout the meeting from persons attending the meeting in person and those attending the meeting through the online meeting platform.

All comments received, including those received through the online meeting platform, become part of the official public record of the State Library Commission proceedings in accordance with MCA 2-3-212.

*Times noted are approximate. The Commission will move through the agenda as needed. Commissioners will break for lunch at approximately 12:30 p.m.*

10:30 a.m. Call to Order and introductions

Approval of Minutes – **Action**

- February 11, 2014

State Librarian's Report – Stapp

Legislative update – Stapp

FY'15 Third Quarter Financial Report – Schmitz – **Action**

Montana Land Information Act grant presentation – Chester/Inverness Schools

Library Services Technology Act (LSTA) FY'15 budget – McHugh - **Action**

Network Advisory Council Report – McHugh

- LSTA FY'14 Statewide Project budget recommendations - **Action**
- Montana Shared Catalog new libraries – **Action**

We make an effort to ensure that our meetings are held at facilities that are fully accessible to persons with mobility disabilities. If you plan to attend our program and will need services or accommodations relating to a disability, please contact Marlys Stark at 406-444-3384 at least five (5) working days prior to the meeting.

- LSTA FY'15 Statewide Projects budget recommendations - **Action**

Library Services Study – Stapp

Montana State Library Organizational Rule (Administrative Rule) adoption – Stapp - **Action**

Digital Library User Survey results - Kammerer

Commission Goals and Objectives – Commission

- Calendar Commission and Federation Meeting discussion
  - Spring federation meetings attendance
    - Broad Valleys: February 27-28, Butte
    - Sagebrush: March 7, Miles City
    - South Central: March 21, Joliet
    - Golden Plains: April 25, Wolf Point
    - Tamarack: May 15-16, Big Fork
    - Pathfinder: May 21, Fort Benton
  - Montana Library Association Conference
    - Meet the State Library Staff, Opening MLA reception, Bozeman Public Library, 5:30 to 7:00 p.m.
    - Conversation with the Commission, Thursday, April 9, 8:30 to 10:00 a.m., HolidayInn or GranTree Hotel
  - National Library Legislative Day, May 4 & 5, 2015, Washington, D.C.
- June Commission meeting tentative agenda items: FY '15 final program reports, Legislative wrap-up, Federation Plans of Service.

Other business/announcements

Public Comment on any matter not contained in this agenda and that is within the jurisdiction of the State Library Commission

Other Business & Announcements

Adjournment

Commission Work Session (No action will be taken)

- Rising to the Challenge: Re-envisioning Public Libraries; a facilitated session with Karen Archer Perry

# FINAL

**MONTANA STATE LIBRARY (MSL) COMMISSION MEETING  
9:30 A.M., DECEMBER 10, 2014  
HELENA, MONTANA**

**ATTENDEES:**

Commissioners: Colet Bartow, Jim Gransbery, Anne Kish, Aaron LaFromboise, Bruce Newell, Brent Roberts and Anita Scheetz.

Staff: Ken Adams, Christie Briggs, Allan Cox, Jacki Crepeau, Bobbi deMontigny, Karen Dimmitt, Michael Fashoway, Jo Flick (online), Sara Groves, Evan Hammer, Erin Harris, Pam Henley (online), Jim Kammerer, Stu Kirkpatrick, Sarah McHugh, Lauren McMullen (online), Carolyn Meier, Cara Orban (online), Suzanne Reymer (online), Kris Schmitz, Jennie Stapp, and Marlys Stark.

Visitors: Nick Brown, Nanette Gilbertson, Judy Hart, Howard Hanford, Nancy Hanford, Lisa Mecklenberg-Jackson (online), Dennis Parman, Sirie Smilie.

**Commissioner Bartow called the meeting to order at 9:30 a.m.**

**CHANGES OR ADDITIONS TO AGENDA:**

This meeting and most future meetings will be broadcast via GoToMeeting.

Nancy Hanford, the immediate past president of the General Federation of Women's Clubs will be making a few remarks after introductions.

**INTRODUCTIONS:**

Jim Kammerer introduced the new Client Services Technician for Library Information Services, Karen Dimmitt

**STAFF LONGEVITY PINS:**

Suzanne Reymer received a 15 year longevity pin and Michael Fashoway was presented with a 10 year pin.

**NANCY HANFORD:**

Nancy Hanford gave a brief summary of the General Federation of Women's Clubs in the nation and in the state and her own involvement. The American Library Association (ALA) credits them with starting or establishing over 75 percent of the nations' libraries. During her term in office 895 projects were reported as completed. Her reason for

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attending the commission meeting today is that her special project for her term as president was based on vision and reading and through a google search found the Montana Talking Book Library (MTBL) website. She made a projected pledge from the group of \$10,000 over two years. Adina Fox from Ronan was the fundraiser and the GFWC of MT group ended up giving MTBL a \$17,000 check. In addition to their fundraising, they also pledge to share the MTBL story and services with others. She was very appreciative of the services provided by Christie and her staff.

## **APPROVAL OF MINUTES:**

**Motion was made by Commissioner Roberts and seconded by Commissioner LaFromboise to approve the October 8, 2014 minutes as presented and the motion passed.**

## **STATE LIBRARIAN'S REPORT:**

In addition to the MTBL donation from the GFWC of MT, MSL also received \$5,000 from the Robert Moran estate. Mr. Moran was the longtime librarian in Red Lodge. The donation is intended to support library development in Montana. Statewide Library Resources will determine how best to spend the donation.

MSL is moving forward with a pilot to provide GoToMeeting licenses for all public libraries around the state by acquiring 82 licenses in addition to those used by the state library. This resource should be a great tool for librarians and might increase attendance at other meetings as their knowledge of GoToMeeting increases.

The Montana Land Information Account (MLIA) is still collecting fewer funds than average. The report includes a projection of \$14,000 less than the land plan funding budgets with the shortfall being made up through cost savings. Approval of the land plan will be requested later in the agenda.

E-rate ex parte comments were shared. E-rate funding for broadband deployment will increase and funding for plain old telephone services will be phased out. The hope is still that the urban cluster designation status will be addressed. Schools, Health and Libraries Broadband (SHLB) coalition authored a report this fall which determined the cost to deploy broadband in different geographic regions of the country. That report was cited in the Federal Communication Commission's call for additional funding. Jennie has been elected chair for the SHLB coalition this year which has operated in adhoc fashion since its start in 2009. It has received grant funding from the Gates Foundation to formulate operations and they will be hiring a development director and renting office space.

The organizational review contractors Nedra Chandler and Scott Graber of Triangle Associates have conducted interviews with about 17 staff and Commission Chair Bartow and have met a couple of meetings with the managers. They will be sharing information about their work to date at the staff meeting next week and will then ask for

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additional online input from staff. They will evaluate specific work flow within the digital library and will produce options for organizational improvements as their final deliverable.

A board handbook developed by Stacey Otterstrom from the Governor's office was e-mailed out earlier this week and should be useful during the work session this afternoon.

## **EARLY EDGE MONTANA OVERVIEW:**

Sirie Smilie from Governor Bullock's office works closely with Shannon O'Brien who attended a previous commission meeting. Early Edge is a high priority with the Governor and his administration that would fund grants to schools districts to create public preschool options for four year olds. Montana is one of eight states that haven't invested in early literacy and this initiative would change that. Early literacy helps to increase graduation rates and lower incarceration rates. Across the state, some school districts have funded their own programs. The block grants would fund high quality programs which meets set standards, builds on community strengths and programs and has an ability to partner with others. The Governor's Office and the Office of Public Instruction (OPI) just received notice that they received a federal preschool development grant which is renewable up to four years and targeted sixteen high need communities, eight of which are tribal. The Governor is just asking for support from the state library.

## **OFFICE OF PUBLIC INSTRUCTION (OPI) LEGISLATIVE AGENDA:**

Dennis Parman gave a brief summary of some of priorities and bills for OPI. As an elected official, Superintendent Juneau can request things to go through interim committee or the appropriations as well as the Executive Planning Process (EPP). There were several things that were not in the governor's budget that will be requested through other means. Included in OPI's priorities is an increase to present law as they are again trying to get funding for students that are older or dropouts, eliminating the winter enrollment count which didn't work out the way the proposers had hoped, a couple of legislators are trying to make a bullying law and there are two projects that weren't funded that will be put through the appropriations process. The first of those is an expansion issue which includes three FTE and funding to work on data collection and cleanup for the website data warehouse. A previous unfunded requirement was to report the salary of every single employee at any school so funding is needed. The second request that will be going through appropriations is for the Montana Digital Academy which has experienced growth every year and so one time only money has been requested every session. They have had a target of an annual enrollment of 10,000 which has stalled at 9,700. Huge cuts would be required if funding isn't appropriated. The bill with the set fees for the Academy does not match up with the actual needs. Tutor.com and other similar items are used by the Academy.

## **MONTANA LIBRARY ASSOCIATION (MLA) LEGISLATIVE AGENDA:**

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MLA lobbyist, Nanette Gilbertson works with many agencies and groups and gives kudos to the State Library as one of the easiest agencies to work with. The 2013 per capita per square mile for state aid funding increase was a major success and libraries have done a good job of reporting back how the funds have been used for their communities. They have been very creative and had a big span of uses. In September, they went to the Education and Local Government interim committee with a report on the increase and what the funding was used for. They brought in Laura Trapp from Helena to report on the day in the life of a teacher/librarian and sent a copy of the funding report out to several entities.

In 2015 they will support the state library budget as well as working to reduce the impact of a four percent FTE reduction. Their second priority will be to report out to the sub-committee on the impact of the increased state aid and the third will be to support the early literacy position without a full on lobbying effort. They will also monitor the bill drafts. MLA will also follow up and monitor or support the university integrated library proposal, monitor freedom of speech issues, etc.

Library Legislative Day will be held January 15 along with advocacy training, children and youth training, taking Read pictures for the legislators' and their libraries to get READ posters and much more.

## **COAL SEVERANCE TAX SHARED ACCOUNT OVERVIEW:**

Nick Brown from the Legislative Fiscal Division gave an explanation of how the account works and where funding comes from and goes to. He does believe there will be some increases in the immediate future but no long term projection. Micaela Kurth is the new legislative fiscal analyst that the State Library will be working with.

## **MSL LEGISLATIVE UPDATE:**

As of this morning there are 1,961 proposed bill drafts and MSL staff is tracking and monitoring bills to find any that might affect libraries as well as see when any action might be needed.

One new proposal which was included in the Governor's budget is the water manager position. All others that had been pending were not included in the final budget. The legislature will prepare their budget analysis based on FY15 appropriated funds rather than FY 14 actuals on which the Governor's budget which is built. The budgeting system is also being changed at this time. Staff will analyze what is being entered. MSL will have to explain why they can't take the four percent reduction in FTE.

There will be a reduction in state aid in the budget because it all will be shifted out of House Bill 2 and into the statutory appropriations and there will be a coal severance tax reduction due to the reduction in revenue projections.

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Subcommittee has two fewer members. There is no date currently set for the budget hearing although people are being lined up to testify. The remodel funding was not included in the long range planning bill.

Staff will monitor the state pay plan bill which currently provides a fifty cent per hour increase for employees each year effective the first pay period in October as well as a ten percent increase in state share the first year and an eight percent increase in the state share the second year.

LC1218 changes quite a bit of the language in the broadband pay plans and expands definitions. LC1273 would repeal the electronic government advisory board and transfer those duties to the information technology board. MSL does have a seat on the egov and the IT board. The state librarian supports this proposal because the role of the egov board has morphed largely into oversight of a single IT contract.

Allan Cox shared an update at the Natural Heritage Program (NHP) partners meeting where he shared the news that funding for the program contract was not included in the Governor's budget. Allan shared a copy of a prepared PowerPoint with this information with the commissioners.

## **LIBRARY SERVICES TECHNOLOGY ACT (LSTA) FY'14 BUDGET UPDATE:**

The commission discussed the proposed changes as presented.

**Motion was made by Commissioner Scheetz and seconded by Commissioner Newell to approve the additional funding for the three projects and the motion passed.**

**Recess at 11:55 a.m. and reconvene at 12:30 p.m.**

## **NETWORK ADVISORY COUNCIL (NAC) REPORT:**

NAC presents some remaining FY'14 LSTA fund recommendations for approval. These are changes from what is already approved due to updated amounts and explanations are attached.

**Motion was made by Commissioner Newell and seconded by Commissioner Roberts to approve the NAC recommendations as presented and the motion passed.**

## **MONTANA LAND INFORMATION ACT LEGISLATIVE REPORT:**

The report is required by statute and is based off of the annual land plan. The FY'14 land plan was based on FY'13 MLIA collections which were the highest on record while FY'14 was the lowest record collections year. The council approved the report in November to be presented to the commission for approval.

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**Motion was made by Commissioner Roberts and seconded by Commissioner Scheetz to approve the MLIA Legislative Report as presented and the motion passed.**

## **FY'16 MONTANA LAND PLAN:**

In November the council approved the submitted plan to be presented to the commission for approval. The plan is required annually and outlines accomplishments, upcoming plans, grant criteria and a budget for GIS coordination, Montana Spatial Data Infrastructure Development and MLIA grants. Funding is down so the budget had to be cut by \$200,000. The cuts were split evenly between the grant program and operations and several options to save money or gain other sources of incomes are being researched. Areas of priorities are outlined in the plan. There is a strong need for funding as the plan is used to support a lot of things.

**Motion was made by Commissioner Newell and seconded by Commissioner LaFromboise to approve the Land Plan as submitted and the motion passed.**

## **COMMISSION GOALS AND OBJECTIVES:**

The 2015 meetings dates are based on the customary schedule of the second Wednesday of every other month with the June meeting being late because the state librarian is not available until later in the month. The proposed date was June 24 but there are conflicts with that date so the June date will be the 23rd and all other dates will remain as proposed. The April meeting will be held in Bozeman in conjunction with MLA and the August meeting will likely be held in a different town also with details to be arranged later.

Any commissioner interested in attending the Research Institute for Public Libraries event in Colorado July 27 through July 30 should e-mail Colet.

A commissioner needs to attend the Legislative Day in Washington D.C. May 4 and 5 with travel May 3 and 6. Commissioner Kish said she will if nobody else wishes too since she has attended in the last few year.

Commissioner Gransbery announced that he will not seek to be re-appointed to the commission.

Commissioner Scheetz attended the stroll in Twin Bridges and visited that library. She also visited the Virginia City library and saw the new addition which should be open in April.

Commissioner Newell attended the NHP partners' group meeting which he reported as a terrific group that really depends on NHP.

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Allan Cox added that they did appreciate a commissioner attending and he felt having Evan Hammer attend and Jennie Stapp chair the meeting shows the importance of NHP.

## **PUBLIC COMMENT:**

There were none received.

## **OTHER BUSINESS & ANNOUNCEMENTS:**

There were none.

## **ADJOURNMENT:**

**Motion was made by Commissioner Roberts and seconded by Commissioner Kish to adjourn the meeting and the motion passed. Time of adjournment was 2:21 p.m.**

# DRAFT

**MONTANA STATE LIBRARY (MSL) COMMISSION MEETING  
9:30 A.M., FEBRUARY 11, 2015  
HELENA, MONTANA  
OR GOTOMEETING**

**ATTENDEES:**

Commissioners: Colet Bartow, Jim Gransbery, Anne Kish, Aaron LaFromboise, Bruce Newell, Brent Roberts and Anita Scheetz.

Staff: Allan Cox, Jo Flick (online), Evan Hammer, Sarah McHugh, Cara Orban, Kris Schmitz, Jennie Stapp, and Marlys Stark.

Visitors: Nedra Chandler and Scott Graber.

**Commissioner Bartow called the meeting to order at 9:34 a.m.**

**APPROVAL OF MINUTES:**

**Motion was made by Commissioner Roberts and seconded by Commissioner Newell to approve the December 10, 2014 minutes as presented and the motion passed.**

**STATE LIBRARIAN'S REPORT:**

Montana Shared Catalog (MSC) has a new staff member, Jessie Goodwin. Her position was approved in the spring by the shared membership and she will be introduced at the next feasible in person meeting.

The Coal Severance Tax funds have changed again since the last meeting with no cuts anticipated in fiscal year '15. Increased funds are being looked at as one time only (oto) due to the uncertain future of the funding. The Governor is still planning on cuts for the next biennium and the staff has been discussing possible changes as will the Network Advisory Council (NAC).

The FCC e-rate changes continue with a change in the definition of rural to 25,000 or greater to be considered urban or an urban cluster. The FCC did recommend increasing the funding cap to 3.9 billion. Phone service reimbursements will phase out over a five year period.

MSL is adding a seat to the NAC from the MT Academic Consortium. The coordinator, Pamela Benjamin, will represent academic libraries. A task force was appointed last week for the academic library consortium and they will choose shared funding models and joint access to electronic resources. Since the Governor's budget didn't include a statewide academic integrated library system a request for proposal (RFP) will probably be advertised to get pricing.

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A new online application from Natural Heritage Program (NHP) was launched in conjunction with the legislative snapshot. The tool gives users ready access to species information. Usage will likely be about thirty percent for state and federal agencies, sixty percent for profit or private organizations for governments and ten percent for the general public including education.

The FY'15 Library Services and Technology Act (LSTA) official award is essentially the same as the previous year. MSL is implementing a new process for statewide project recommendations that hopefully will help staff plan better including a marketing plan and a complete budget. A template has been developed that staff will need to fill out and submit for approval by Cara, Sarah and Jennie. Any approved proposals will follow the standard practice of going to the NAC for approval and then to the commission.

LSTA funding has been stagnant for several years with some modest declines but costs continue to increase especially as several FTE are funded through LSTA. Consideration of how to best use funds to provide the best and greatest amount of services possible will become increasingly important in the future. Staff is discussing establishing a task force to discuss funding priorities..

Belgrade has been named the best small library in America with a celebration at the library being held February 12, 2015. Planned attendees include Governor and Mrs. Bullock and a Gates foundation representative.

Commissioner Roberts mentioned that he had attended a lecture where sources used came through the Montana Memory Project (MMP).

## **ORGANIZATIONAL REVIEW OVERVIEW:**

Triangle Associates representatives Nedra Chandler and Scott Graber gave a quick overview of what has been discovered through the current organizational review and the process taken to this point. They are currently in the second phase which is facilitation of work teams. Phase three has not been determined yet.

## **MSL LEGISLATIVE UPDATE:**

The legislative snapshot was distributed at the start of the session. There were a lot of new things done for legislators including the use of QR codes to personalize them. Lots of good feedback was received again. The snapshot is a great outreach and marketing tool.

Several commissioners attended the budget hearing. At least five of the legislators on that committee were at library legislative night which had 101 legislators in attendance as well as Governor Steve Bullock, Secretary of State Linda McCulloch, Superintendent of Public Instruction Denise Juneau, and Chief Information Officer Ron Baldwin.

There are no real updates for the budget. The pay increase has not been approved. No response has been received as to whether the FTE removed last session will be added back or whether staff will be laid off. Fixed costs have increased and been approved. The water information system manager position has been approved in subcommittee. The

state aid bill is just an accounting mechanism. The coal severance tax package has not had action taken but a reduction is proposed of \$36,000 the first fiscal year and \$47,000 the second.

MSL staff has responded to some pieces of legislation and are actively monitoring others. LC3389 to generally revise library laws and sponsored by Dee Brown from Flathead is on hold. State Librarian Stapp shared the library district task force findings with Senator Brown. MACo was also contacted.

HB123 to generally revise public records laws will just change a reference contained within State Library statute but of course other changes are possible. That bill has been sent to appropriations.

HB331 which is an amendment to statute which removes the name half breed from Montana places has passed the second reading in the House. This bill shouldn't be opposed and will create a small work load for Gerry Daumiller.

House Joint Resolution 7 to study Next Generation 911 is built on GIS which would require statewide coordination and integration and state library has expressed an interest in coordination and using the data for other purposes.

#### **FY'15 SECOND QUARTER FINANCIAL REPORT:**

Reporting of the he State Library trust account balance has been moved to the general MSL page rather than reporting it on the Talking Book Library (TBL) report because even though most of the funds are for TBL, there are miscellaneous funds included. Breakdowns of those funds can be requested.

**Motion was made by Commissioner Roberts and seconded by Commissioner Kish to approve the FY'15 second quarter financial reports as presented and the motion passed.**

#### **STATEWIDE CONSULTING SURVEY RESULTS:**

There were 45 respondents to the survey which showed strong support for having all Library Development Division (LDD) staff able to answer basic question but mixed results in not having territories for the consultants. From the survey results and staff opinions, the consultants will be assigned a territory again but all staff will be trained to respond to basic requests.

#### **DRAFT STATE LIBRARY ADMINISTRATIVE RULES UPDATE:**

The library organizational rule was very outdated so Stapp is requesting that the state library be allowed to move ahead with an administrative rules amendment process. It is not required to follow the process to change an organizational rule but with so many people potentially affected it was felt it would be best to allow that time for input. Along with this update, the basic organizational chart will be updated.

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The comment period will run through March 26 and the notice of amendment will be presented at the April commission meeting.

**Motion was made by Commissioner Newell and seconded by Member Gransbery to authorize staff to move forward with the rule making process as outlined and the motion passed.**

## **COMMISSION GOALS AND OBJECTIVES:**

There are no changes proposed for the annual commission bylaws review.

**Motion was made by Commissioner Roberts and seconded by Member Newell to affirm the bylaws as they currently read and the motion passed.**

Federation meeting attendees will be Commissioner Kish at Broad Valleys, Commissioner Gransbery at Sagebrush and/or South Central, Commissioner Scheetz at Golden Plains and Commissioner LaFromboise at Tamarack and Pathfinder.

Plans for the Montana Library Association (MLA) workshop will be discussed as the April meeting gets closer.

Commissioner Kish will attend National Library Legislative Day (NLLD) and Commissioner LaFromboise will attend the Research Institute for Public Libraries (RIPL) conference along with two NAC members and Jennie Stapp and Sarah McHugh.

Commissioner LaFromboise is visiting different libraries as part of one of her classes.

Sage Solutions will be presenting on board development in the afternoon after the Broad Valleys, Golden Plains and South Central federation meetings.

Commissioner Scheetz's library has finished the cataloging for Poplar.

Jo Flick has requested pictures of librarians wearing headsets as part of the marketing and outreach for the GoToMeeting pilot.

## **PUBLIC COMMENT:**

There were none received.

## **OTHER BUSINESS & ANNOUNCEMENTS:**

There were none.

## **ADJOURNMENT:**

**Motion was made by Commissioner Roberts to adjourn the meeting and the motion passed. Time of adjournment was 10:50 a.m.**



## State Librarian's Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
by Jennie Stapp, State Librarian

### Goal One—Content

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

**(Originally reported October 2014)** In late August, MSL was informed by the Governor's Office of Budget and Program Planning that we must reduce our FY15 Coal Severance Tax-funded expenditures by 7% or \$42,000 rather than the originally projected amount of 25% or \$137,000.

To address this reduced shortfall, MSL and the Office of Public Instruction agreed to split the cost of the Tutor.com service in FY15. Montana libraries will see no change in their service as a result of this decision. Additionally there will be no impact to the availability of any statewide databases.

I reported at the August Commission meeting that we were nearing completion on a revised agreement with EBSCO to extend our existing contract by an additional year, at a reduced cost, to make up for the originally planned shortfall. This amendment would have meant no loss of service for libraries and our patrons. Although that amendment is no longer necessary, and our existing databases remain in place, we sincerely appreciate EBSCO's willingness to work with us to minimize the impact of this budget uncertainty. I also want to thank the Network Advisory Council for their work to help us develop a positive resolution to this situation. I'm relieved to know that we will not have to enact such deep cuts and, at the same time, it's gratifying to know that we can turn to our partners to help us resolve situations such as these when they arise.

We are currently projecting full coal severance tax funding for the FY16/17 biennium. **(Originally reported February 2015)** After months of fluctuating revenue estimates, the Office of Budget and Program Planning has now advised the State Library that FY 15 Coal Severance Tax cuts are not necessary. Because the long-term future of this funding is uncertain until the legislative session is over, staff are planning to spend this money on one-time-only expenditures. Library Information Services will hire a

temporary staff person to help complete a number of unmet tasks including a needed inventory. Statewide Library Resources is researching the purchase of eBooks through Ebsco and the option to add additional HomeworkMT sessions.

## **Goal Two—Access**

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

**(Originally reported October 2014)** For the past year MSL has been migrating to a new web Content Management System (CMS). MSL had previously used the WordPress CMS managed by Pressable. While this solution was a good option for us at that time, the State Information Technology Services Division (SITSD) has since begun offering a robust CMS service on the state enterprise web platform. Utilizing the state enterprise web platform provides additional security measures and better opportunities for integration between our web resources and other IT resources. We have worked with SITSD since their initial testing of the system in October 2013, and since that time the entire library program web pages have been migrated from WordPress to the state supported CMS. We expect to move the final page, the MSL home page, by the end of October 2014. In addition to added security and efficiency, moving to SITSD's DNN environment comes at no cost while hosting of WordPress at Pressable came at a cost of \$135 per month.

## **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.

4.1.a. Present information about the importance of broadband connectivity and E-rate at the Montana Telecommunications Association (MTA) annual conference in Billings, August 5-6. The Montana Telecommunications Association represents the internet service providers for many Montana libraries. From these providers we hear that broadband infrastructure is adequate across the state but we know that libraries lack access to affordable broadband to meet basic internet needs. As we consider how to rectify these opposing viewpoints and to find solutions to the issues surrounding broadband capacity in Montana it is clear that public-private partnerships are necessary and this means engaging MTA as well as the Montana Independent Telecommunications Systems. The first step is to develop a common understanding of

the issues and I hope that attendance at this conference will aid in that effort. In coordination with this conference, I will also take John Windhausen, Executive Director of the Schools, Health and Libraries Broadband Coalition, on a tour of four Montana libraries, of varying size. Librarians in Billings, Columbus, Red Lodge and Bridger will have the opportunity to education John on the challenges of providing broadband to their patrons.

**(Originally reported October 2014)** As I reported at the August commission meeting, I served on panel at the Montana Telecommunications Association annual conference with John Windhausen, the Schools, Health and Libraries Broadband Coalition Executive Director and Kirk Miller, Montana School Administrators Association Director, regarding the impacts of the new E-rate modernization order. Since that time we have learned that there is some lingering confusion regarding the changing way urban and rural status is determined under the order. Status is currently determined by county; Montana has three counties defined as urban: Cascade, Missoula and Yellowstone. Under the old system, just about every town in an urban county was considered urban. Under the new order the Federal Communications Commission defines urban and rural based on census classifications. On first look, this change seemed positive for Montana because certain communities like Belt would no longer automatically be classified as urban. However, in reading through the footnotes of the order it was noted that the order also relies on the not easily understood urban clusters concept. What it could mean is that communities with a population of 2,500 or more could be moved into an urban classification and potentially lose 10% of their E-Rate discounts. This new definition would impact approximately 30 Montana libraries that are currently classified as rural. Several organizations with which we are involved have asked for a clarification of this order which is contrary to the FCC's stated goal to get more funding to rural areas.

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.

4.5.a. Serve as a point of contact for the State on the Interconnectivity and Telecommunications Key Industry Network (KIN) under the auspices of the [Main Street Montana Project](#). This KIN is one of eleven private sector steering committees that will work to address the tasks set forth in the Governor's Main Street Montana Plan that was announced earlier this spring. There is opportunity for the State Library to contribute resources and expertise to the work of a number of the KINs. Managers are scheduled to meet with MSMP Project Coordinator in early August. In particular, the Interconnectivity and Telecommunications KIN is charged with focusing on the

broadband needs of Montana. Through meetings with the Project Coordinator and the State Chief Information Officer I have been tasked with serving as the State point of contact for the Project Coordinator for this particular KIN. I hope that this great opportunity will allow me to play a role in shaping how the state looks at broadband needs and any future policy, funding, and legislative initiatives that this effort may inform, to the benefit of Montana libraries.

**(Originally reported December 2014)** I attended the October meeting of the [Main Street Montana Interconnectivity and Telecommunications Key Industry Network](#) (KIN). This committee, led by private sector telecommunications representatives, continues to evaluate the need for better broadband in the state with an eye to policy and funding recommendations that can be made to the Governor. At the October meeting the KIN heard presentations by the cities of Missoula and Bozeman regarding their municipal broadband initiatives and from the University of Montana and the State of Montana regarding their broadband networks.

4.5.b. Understand and explore opportunities to improve broadband access for Montana libraries. Montana libraries continue to lag behind the nation in their ability to provide broadband access for staff and patrons. Numerous factors play into this reality that must be better understood if solutions are to be developed. Leadership opportunities are on the horizon, including the MSMP described above and national efforts to reform e-rate within the Federal Communications Commission. At this time, staff are collecting data and evaluating opportunities for partnerships and funding. Although it seems premature to propose a taskforce to address broadband needs at this time, based on the outcome of these opportunities, we need to be ready to lead.

**(Originally reported December 2014)** Staff, in partnership with our colleagues at the American Library Association, continue to evaluate the impact of reduced E-rate discounts on Montana libraries. Based on this evaluation we submitted an Ex Parte filing to the Federal Communications Commission (FCC) detailing the impact of some of the changes (see attached).

I communicated our concerns regarding the issue of the change in the rural designation for E-rate recipients to Senator Tester's office. Senator Tester was aware of this situation and is communicating with the Commission about the impacts to Montana. His staff appreciated receiving detailed information from the State Library to further document the concerns.

**(Originally reported February 2015)** At their December meeting the Federal Communications Commission (FCC) released a second order to continue their effort to modernize E-rate. This order follows the first order issued last July. Policy groups with

which the State Library partners continue to study the impact of this new order which includes two key elements previously discussed by this commission: 1) The E-rate cap for funding has been increased from \$2.5B to \$3.9B annually making more funding available for broadband deployment, internal connectivity, and service costs, and 2) the FCC reversed their decision from the previous order regarding the definitions of urban, urban cluster, and rural. Libraries must now be in communities with populations of 25,000 or more to be considered urban or urban cluster. This reconsideration is in keeping with ex parte comments we submitted to the FCC in November and will benefit the thirty libraries in Montana that briefly found themselves considered urban following the initial order.

**(Originally reported December 2014)** The [Schools, Health and Libraries Broadband \(SHLB\) Coalition](#) contracted for the creation of a report entitled *A Model for Understanding the Cost to Connect Schools and Libraries with Fiber Optics* that documents the cost for broadband deployment to different geographic regions of the country. This report was cited by FCC Chairman Wheeler in recent remarks that he made in early November in which he proposed a \$1.5 billion increase in E-rate funding for fiber build-out.

At their November 20 board meeting, I was elected chair of the SHLB Board for 2015. During 2015 I will be responsible for guiding the Coalition as we seek to reach two significant milestones in operational planning to receive continued funding from the Gates Foundation.

**(Originally reported October 2014)** On September 11 I chaired the Montana Land Information Advisory Council. As was reported to the Council, the MLIA account had its lowest level of revenue collection ever (details are available online: [http://docs.msl.mt.gov/Central\\_Services/Commission\\_Councils/Montana\\_Land\\_Information\\_Advisory\\_Council/Archive/2014/09/MLIA\\_Account\\_Status\\_20140901.pdf](http://docs.msl.mt.gov/Central_Services/Commission_Councils/Montana_Land_Information_Advisory_Council/Archive/2014/09/MLIA_Account_Status_20140901.pdf)). Collections seem to be increasing again but reliance on this account as the primary source of funding to support the Montana Spatial Data Infrastructure is concerning and will necessarily cause us to prioritize a strategic approach to address this funding need in the near future.

**(Originally reported December 2014)** On November 13 I chaired a meeting of the Montana Land Information Advisory Council. Status of available funding through the Montana Land Information Account was foremost on the Council's mind as they moved the recommended adoption of the FY '16 Land Plan. Current account status is detailed below.

**(Originally reported December 2014)** At the end of October I had the privilege to visit libraries in Glendive, Wibaux, Circle, Terry, Broadus, Miles City and Ekalaka prior to attending the Sage Brush Federation meetings. As the State Library looks for opportunities to find ways to bring innovation to Montana libraries, this trip reminded me of the importance of continued support for day-to-day library operations. Challenges that these libraries face include managing personnel, cataloging, building maintenance, director/board relations and maintaining a web presence.

**(Update: April 2015)** Over the legislative transmittal break I visited the James E. Shanley Tribal Library (which now serves as the Poplar branch of the Roosevelt County Library), the Sheridan County Library in Plentywood, the Froid and Culbertson Branches of the Roosevelt County Library, the Hobson Community Library, and the Judith Basin County Free Public Library in Stanford. In particular, these libraries noted the importance of the State Library consulting services that we provide, particularly given some new staff serving those libraries.

## **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 the GIS communities, and extend the reach of information services and delivery throughout the state.

5.1.a. In collaboration with the Montana Library Association (MLA) Government Affairs liaison, I will seek to better integrate the Montana Library Association Board of Trustees interest group with the government affairs committee. The interest group has been inactive for a number of years. Recently a board member expressed interest in playing a more active role to engage the Montana Association of Counties (MACo). There is also a need to add capacity to the government affairs committee to support statewide legislative activities. In late August, MLA and the State Library will host a meeting of the two groups to discuss how the interest group can better support the activities of the government affairs committee. Opportunities include assisting with the planning and hosting of the Library Legislative Night and hosting a reception at the annual MACo meeting. Given the upcoming legislative session we will suggest that the interest group focus on the Legislative Night and other opportunities to support the MLA legislative agenda.

MLA and the Board of Trustees interest group are essential stakeholders of the State Library. They have long been strong supporters of the State Library's legislative goals. The interest group is an underutilized resource that seems to lack purpose and the Government Affairs committee lacks capacity. Efforts to bring these groups together seem like an opportunity for both groups to maximize their capacity to realize specific goals to support libraries through their interactions with state and local officials.

**(Originally reported October 2014)** Along with key staff I attended the National States Geographic Information Council (NSGIC) meeting in Charleston, South Carolina. During the state caucus there was good discussion about a forthcoming federal National Geospatial Act which will prioritize geospatial work at the federal level. Based on experience in several states, as was shared with the Commission during the August CATSPAW presentation, it is clear to NSGIC that the act should call for greater support of GIS activities at the state and local level. NSGIC will prepare an educational campaign which will become the focus for state and national legislative efforts in the coming year. This legislation will likely be introduced to Congress in the late winter or early spring.

**(Originally reported February 2015)** During the third week of October I attended the annual meeting of the Chief Officers of State Library Agencies (COSLA) in Jackson Hole, WY. The agenda included an Previously reported on the recently released [Aspen Institute report on public libraries](#) which I hope the Commission will be able to review in more detail at their April Commission meeting. Other information of importance shared at the meeting included:

- a reminder that the federal budget continuing resolution expires in December and may need to be renewed if the FY 15 budget is not announced;
- Previously reporteds on a variety of different national continuing education initiatives including COSLA's CE Connector grant; and
- an overview of different statewide strategies for delivering broadband to schools and libraries outlined in [COSLA's Planning Guide for Library Broadband Connectivity](#).

Of note, this was the last COSLA meeting for outgoing director of the Institute for Museum and Library Services. In January Susan Hildreth will complete her term as director. She will be replaced by someone representing the museum community as is the practice of IMLS. Maura Marx, IMLS Deputy Director for Libraries will serve as interim director until a new director is confirmed.

**(Originally reported February 2015)** According to statute the State Librarian is a permanent member of the Electronic Government Advisory Council described in [2-17-1105, MCA](#). Following a recent task force review of the role of this council, the Council, at their November 13 meeting, voted to support legislation that would abolish the committee and transfer the duties of the Council to the Information Technology Board which also advises the State Information Technology Services Division and on which I also have a seat. This Council played an important role a decade ago when the State was first exploring e-government solutions but, now that services are well managed through a state contract with Montana Interactive, regularly advisory council meetings seem unnecessary. I believe this is a positive change that will result in a more efficient use of state resources.

## **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.

**(Originally reported February 2015)** On January 16, we received official notice from the Institute of Museum and Library Services that we will receive level Library Services and Technology Act funding for FY 15. Our official award amount is \$1,059,140. Staff are currently preparing recommendations for how to expend those funds. These recommendations will be shared at the March Network Advisory Council meeting and with the Commission for action at your April meeting.

**(Originally reported February 2015)** Montana Land Information Account collections remain historically low with monthly collections still averaging below \$60,000 for the first six months of the fiscal year. However collections for the last two months were slightly higher than the same period a year ago creating optimism for a brighter spring.

**(Originally reported October 2014)** Our longtime partner, the Natural Resources Conservation Service, continues to feel the impact of sequestration. For nearly two decades the State Library and the NRCS have had an agreement in place that provides infrastructure and professional GIS services to NRCS employee, Cathy Maynard. Because of budget reductions the NRCS and the State Library renewed the agreement for a bare minimum of support for the coming federal fiscal year with the understanding that the amount of funding the agreement makes available will increase as their funding situation improves. The renewed agreement allows Cathy to keep her office space and information technology infrastructure but allows for only a minimal amount of

professional support. Although this reduction in funding puts added pressure on the State Library we are pleased that the NRCS recognizes the value they receive from this partnership and chose to continue to sustain it, albeit at a reduced amount, in the face of budget cuts.

**(Originally reported February 2015)** As noted in your financial report, the State Library signed an agreement with the Natural Resources Conservation Service to continue our in-house partnership. The \$16,000 agreement is about half the amount of normal agreements; a reflection of the continued effects of sequestration on our federal partners. Initially the NRCS was going to forgo an agreement altogether but staff was able to demonstrate the significant benefits of our partnership and financial savings to the NRCS as a result of our arrangement. Though the current year's agreement only covers operating costs, the NRCS has voiced a desire to restore funding next fiscal year as funding allows. This added funding is necessary to provide our in-house partner, Cathy Maynard, with professional GIS support.

6.1.a. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session. In addition to supporting and directing staff through various legislative related projects (see MSL work plan) I will:

- Meet regularly with the MLA Government affairs representative to inform the MLA legislative agenda.
- Monitor bill drafts to watch for issues that may impact the State Library and/or the communities we serve. As necessary I will communicate relevant information to appropriate stakeholders and/or will prepare and present necessary testimony.
- Based on May 23 action from the State Library Commission, MSL submitted EPP requests to the Governor's Office of Budget and Program Planning. We continue to communicate with Governor's policy advisors and constituents to see support for these proposals. Further direction from OBPP regarding our requests is anticipated in August.
- As we near the legislative session we will prepare budget testimony and handouts and will identify persons who will testify on behalf of the State Library in support of MSL's budget requests.
- MSL is not carrying and legislation this session but will respond to bills as appropriate.

The legislative session is the most important period of the biennium for the State Library as it is one of the few opportunities we have to propose and receive funding for

new services. Careful consideration and planning goes into preparing our EPP requests and submitting them to the budget office. Articulate messages and talking points regarding the importance of our budget requests are drafted and shared with stakeholders and will ultimately be formulated into testimony that will be shared during the session. Because of the potential for statutory changes, both positive and negative, that come about during the session, we also dedicate a significant amount of time to monitoring and understanding a wide variety of bills. This work often involves gathering data, drafting analyses, sharing information with a variety of stakeholders including the legislature. A successful legislative session will result in several funded budget request and no harm done though legislative change.

**(Reporting documented in Executive Planning Process and Legislative updates presented at October, December and February Commission meetings).**

**(Originally reported February 2015)** In collaboration with the Montana Library Association, the State Library hosted the biannual Legislative Night at the State Library. It was attended by a record 101 Legislators, the Governor (a first), the Secretary of State, and the Superintendent of Public Instructions as well as numerous librarians, library patrons, and representatives from the Montana Association of Geographic Information Professional and the Montana Association for the Blind. We were told numerous times that Library Legislative Night is a “must attend” event of the session. Due in large part to holding the entire event downstairs, rather than spread through the building, staff reported significantly more and higher quality interaction with attendees.

6.1.b. Session permitting, attend National Library Legislative Day May 4-5, 2015 in Washington, D.C.;

Library Legislative Day is an opportunity to learn more about the American Library Association legislative priorities and to meet with members of our Congressional delegation to express to them the importance of Montana libraries and their need for ongoing federal support through Library Services Technology Act funds and other federal initiatives.

6.6. Recruit and retain the staff necessary to meet the responsibilities of MSL's mission and Montana statutes.

6.6.a. In anticipation of staff changes with the Digital Library including staff retirements, I will work with program managers to evaluate the current organizational structure of the Digital Library. I continue to look for opportunities for staff to develop

leadership skills and to provide a more integrated services approach for the Digital Library. Staff turnover is an opportunity to evaluate how we might make the most of staff skills and existing resources to meet the goals identified in program work plans and to ease the transition that comes with staff changes.

**(Originally reported October 2014)** As I reported in August, MSL intends to contract with a business analyst who will be asked to evaluate and to make recommendations about how we can optimize our organizational structure. The goal of this review is to have an outside professional review the business priorities and workflows of the Library to develop recommendations that can be part of our management toolkit as we work to proactively plan for the future of the Library. We have no preconceived ideas about what any recommendations might be nor will we guarantee that we will implement any recommendations that may come to us, but, we do expect that a consultant will give us examples of organizational models that would build on the strength of the Library and create opportunities for increased collaboration within the agency to better meet our statutory obligations and to serve our partners.

The process for the review will largely be determined by the consultant and will undoubtedly include discussions with staff and Commissioners. We do not yet have a firm timeline. We have issued a limited solicitation to begin the process to select a consultant. Responses to that solicitation are due October 3rd. Once a consultant is selected, we will know more about the details of the review process and timeline.

**(Originally reported December 2014)** The State Library has contracted with Nedra Chandler and Scott Graber of Triangle Associates to complete an organizational review of the State Library. Nedra was selected through a limited solicitation procurement and came recommended by the Lewis and Clark Public Library. The goal of this review is to have an outside professional review the business priorities and workflows of the Library to develop recommendations that can be part of our management toolkit as we work to proactively plan for the future of the Library.

The process for the review is being largely be determined by Nedra and Scott. To date Nedra has met three times with the senior management team and individually with 16 staff and Commissioner Bartow. Based on these interviews, Nedra and Scott will deliver a planned approach to completing the review and making their recommendations. This plan is due to State Library staff by the end of December. Known next steps include attendance at the December 17 all staff meeting and a planned introduction to the Commission at the February Commission meeting.

**(Originally reported February 2015)** As the Commission is aware, the State Library has contracted with Nedra Chandler and Scott Graber of Triangle Associates to complete an organizational review of the State Library. The goal of this review is to have an outside professional review the business priorities and workflows of the Library to develop recommendations that can be part of our management toolkit as we work to proactively plan for the future of the Library.

The process for the review is being largely determined by Nedra and Scott. Each have met with managers and staff on a number of occasions. Nedra shared the results of the initial interviews at an all staff meeting on December 17. Following that meeting staff had an opportunity to respond to a survey which asked for feedback about the themes. Additionally Scott is working with the program managers of the Digital Library Division to utilize a process known as value stream mapping to evaluate the various reference request processes used by the Division to look for opportunities for further collaboration. More detail about the organizational review will be shared by Nedra during February 11 meeting.

**(Update: April 2015)** The Digital Library Division program managers have completed a value-stream mapping process to review how the programs manage reference requests. As a part of this review, the managers identified that the current siloed approach means that subject matter experts may be called upon to answer general requests resulting in inefficient use of staff resources. Additionally, the current processes mean that users likely do not benefit from cross program expertise and resources and there is no feedback loop to maximize resources including web delivery of information and services. With these opportunities in mind, program managers are currently evaluating how a focus on integrated public services including reference management, training and outreach might improve patron outcomes and allow for more efficient management of Digital Library resources.

With additional funds available in our contract with Triangle Associates, the Statewide Library Resources Division plans to undertake a similar process review (the process will be identified in April).

6.7. Foster staff members' value and satisfaction in their achievements and their contributions to MSL's mission.

6.7.a. Direct and provide guidance to program managers on and evaluation of program work plans and a new performance objective process that empowers and engages staff and that support the goals of the long-range plan. In FY 2014, with advice from the Department of Administration, the State Library adopted new

performance appraisal documents. These documents were shared with staff at the April all-staff meeting. Central to the documents are staff-developed performance objectives. Supervisors and staff understand that program work plans should be developed with significant staff input and should then drive individual performance objectives so that employees can directly see how their performance ties to program work plans and the overall agency long-term plan.

**(Update: April 2015)** For the past six months managers have been working with staff to implement our new performance appraisal process which ties individual performance measures to program work plans that are reviewed by the Commission each August. Performance objectives are in place for most staff and regular performance appraisals are being conducted. Job profiles are also being reviewed on an annual basis. A process has also been put in place to monitor the performance appraisal process agency-wide to ensure consistent application. Staff report seeing the value in tying individual performance objectives to program work plans to demonstrate direct impact on library strategic goals and, through our reporting we are also beginning to get a better sense of the need to prioritize our work plan goals within existing resources.

**(Originally reported October 2014)** FY14 equipment funding was prioritized to bolster the machines that host our virtual server environment and to increase the storage capacity of our storage area network (SAN). In order to move our final remaining physical servers to virtual servers we needed to purchase one additional host server, and add memory and processors to three existing host servers. That hardware was purchased at the end of FY14. It has all been received, installed, and the new hardware is up and running. We expect to have five of the eight remaining physical servers migrated to virtual servers by the end of calendar year 2014.

We also purchased hard drives to further expand the storage capacity of our SAN environment. Previous purchases had expanded the SAN to 40TB. In FY14 we purchased drives to fill out the remaining enclosures and increase the capacity to 60TB. We are currently using about half of the existing capacity. The expanded capacity should be sufficient to meet MSL needs for the next couple of years, but we will need to explore longer term storage needs for MSL to understand whether the best approach for expansion after that is to continue to expand on our existing hardware, consider purchasing new or replacement hardware, use hosted storage options from SITSD, or use hosted hardware services from cloud providers. The answer is likely a combination of many of these options but we need to better understand MSL program needs to come up with the best solution for the library.

**(Originally reported October 2014)** Also included with the State Librarian's report is the results for the State Library Work Force Pay Equity audit which was conducted as part of the larger audit for the Governor's Task Force on Pay Equity. Overall the results demonstrate relative pay equity within the agency which can be attributed to our use of the Broadband Pay Plan. However, differences in salaries for traditional library positions and IT positions continue to make it difficult for the State Library to maintain true pay equity across the agency. The question of how to address this concern has been raised with the Task Force as an issue that requires further study.

**(Originally reported December 2014)** The Montana State Library has benefitted from the generous bequest of Robert Moran, longtime librarian at the Red Lodge Carnegie Library who passed away in late 2013. During his years of service, Mr. Moran came to know and appreciate the services of the State Library and stipulated in his will that we receive \$5,000 from his estate. This donation has been received and deposited in the State Library Trust.

**(Originally reported December 2014)** Montana Land Information Act collections remain historically low. As a result, the FY'16 Land Plan budget recommends a reduction of \$200,000 from FY'15. Though the amount projected below is approximately \$14,000 less than the proposed budget staff believe this amount will be made up in underspending in both grants and operations.

## Central Services Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
by Kris Schmitz, Central Services Manager

This report represents accomplishments of Central Services staff: Kris Schmitz (Central Services Manager), Marlys Stark (Administrative Assistant), Colleen Hamer (Data Technician) & Carol Churchill (Accounting Technician)

### Goal One—Content

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

#### 1.1. Increase Statistics quality

1.1.a. We produce accurate and timely statistics and analysis for public library development, continuous improvement and long-range planning.

**(Originally reported February 2015)** The 2014 PLS collection was completed on time and was opened to libraries two months earlier than in the past. This allowed for timely input. A new format for technical assistance – drop-in webinars, was very well received with over 40 attending the five time-slots.

**(Update: April 2015)** Worked with various staff to update the current statistical database and set up demo from two companies that provide the service of Public Library Statistic Collection and output options.

1.1.b. Attending Fall Workshop and MLA with training sessions. Contacting 82 main public libraries. Creating custom printed brochures for a sampling of libraries.

### Goal Two—Access

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

#### 2.1. Continue to help build libraries' collections

2.1.a. Will help develop TUMBLR account in order to easily integrate data into Legislative Snapshot and the "Share Your Story" effort.

**(Originally reported February 2015)** The TUMBLR account is active. "Share Your Story" content is yet to be added to the account.

**(Update: April 2015)** The "Share Your Story" PSA has been added to the TUMBLR account. Creating a postcard to raise awareness of the "Share your Story" resources. Creating an instructive pamphlet for MMP Partners. Creating tickets to support the give-away of library materials at MLA.

### **Goal Three—Training**

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

**(Update: April 2015)** Created a slideshow to be added to our new Slide Share service outlining Library Director responsibilities and procedures for updating library, employee and trustee information in the Library Directory. Conceived a campaign plan for Outside the Lines effort which culminates in September 2015. Created instructions, data collection form and press release. Libraries will choose one of their resources to report on. Data collection forms were created for MSL resources MTLib2Go, GoToMeeting, Summer Reading and a generic for other campaigns of the library's choosing.

3.1. Increase awareness and use of the statistics output tools.

3.1.a. Will be available during the Fall Workshop and MLA to provide awareness training.

3.1.b. Will continue to provide drop-in webinars.

### **Goal Six—Sustainable Success**

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

6.1. Improve areas of service Central Services provides such as administrative support, human resources and financial management so that they better support the business needs of the agency and are in compliance with federal and state laws, rules and regulations.

**(Update: April 2015)** Central services staff has attended training in Family Medical Leave Act (FMLA), Fair Labor Standards Act (FLSA), Voluntary Employee Beneficiary Health Benefit Plan (VEBA) and Photoshop classes to help provide a better understand and support in these areas for staff.

6.1.a. Will create a survey monkey for MSL staff, with the design being able to provide feedback about the overall value of the services employees receive from CS staff, timeline objectives, administrative support, personal support, benefit support, purchasing support as well as to gather feedback for additional assistance that may be needed.

6.1.b. Will develop a tool to enforce a better time management practice for the services we provide based on the feedback received in the survey. Goal to inform all staff of the timelines set and cut down on last minute requests.

6.1.c. Will develop a job profile, recruitment and interview package.

6.1.d. Will develop a pre-employment (onboarding) benefit package.

**(Originally reported February 2015)** Staff is currently training for the new State of Montana Recruiting System (SOMRS) which will have impact on the process of recruiting and onboarding process that we follow.

**(Update: April 2015)** Central Services Staff have had two additional hands-on training sessions and have posted two current vacant positions in the new system and recruitment is now going on. Additional training is on-going for the MSL recruitment committee in using the new system to screen and rate applications received.

6.2. Achieve and maintain funding at a level commensurate with MSL's mission.

6.2.a. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session.

6.2.a.a Monitor bill drafts to watch for issues that may impact the State Library Budget and employees.

**(Originally reported February 2015)** Created a preference account to actively track bill drafts.

6.2.a.b. Will submit EPP requests to the Governor's Office of Budget and Program Planning. We continue to communicate with Governor's Office, Legislative Branch and Legislative groups defending those requests.

**(Originally reported February 2015)** Successfully and on-time submitted MSL EPP request to the Governor's Office.

6.2.a.c. Will submit budget requests for 2017 biennium to the Governor's Office of Budget and Program Planning and all required additional task per memo's issued by the Governor's Office. We continue to communicate with Governor's Office, Legislative Branch and Legislative groups defending the request submitted.

**(Originally reported February 2015)** Successfully and on-time submitted MSL budget request to the Governor's Office. Currently working with all groups on Legislative questions.

6.2.a.d. Monitor, defend, prepare and anticipate all courses of action needed to support the Montana State Library through the 2017 session.

**(Originally reported February 2015)** Created numerous spreadsheets to balance to the 2017 Biennium Budget Analysis that was produced by the Legislative Fiscal Division (LFD). LFD was directed to use a different base for comparison of the Governor's budget.

**(Updated: April 2015)** Prepared for and attended Education Sub-Committee hearing, House appropriated hearing on HB0002 and executive action. Updated spreadsheets to balance to the latest version of HB0002. Worked on various spreadsheets to anticipate the cost effect of HB0013 (Pay Plan). Created budget pamphlet for hearing committee. Created multiple flyers, posters and document for Legislative Night.

6.2.a.e. Gathering data, drafting analyses, sharing information with a variety of stakeholders including the legislature. A successful legislative session will result in several funded budget request and no harm done though legislative change.

**(Originally reported February 2015)** Ongoing – Actively working with the State Librarian on all issues that develop during the session. Supplying spreadsheets at request for various issues.

6.3. MSL will deliver a 2015 Legislative Snapshot to Legislators at the beginning of the 2015 legislative session.

6.3.a. Will assist in the development of the Legislative Snapshot.

6.3.b. Will assist in the collection of data for the snapshot

6.3.c. Will produce the print version of the Legislative Snapshot.

6.3.d. Will deliver the print version to Legislators during the first week of the legislative session.

6.3.e. MSL staff will use a satisfaction survey(s) of legislators to seek information about the value of the snapshot. The survey will be open during and after the legislative session and it will be designed to provide information about the overall value of this tool as well as to gather feedback for updates to the current and future versions.

**(Originally reported February 2015)** Worked with other staff to successfully produce the 2015 Legislative Snapshot. The Data Technician (Colleen Hamer) position played a major role and many hours in collection/organizing/formatting the print version of this snapshot. Was delivered during the first week of the legislative session on-time.

6.4. Promote adequate systems of Internal Control.

6.4.a. Test, monitor and update the current Internal Control Policy.

**(Originally reported February 2015)** Currently reviewing the Internal Control Policy in preparation of the Financial Compliance Audit which will begin starting in March, 2015.

**(Updated: April 2015)** Have been notified that the audit will be pushed back a few months. No date has been given yet. An Internal Control and Evaluation & Monitoring Plan for the State Library and been reviewed and updated for 2015 by the management team and supervisors at the Library. Inventory of all capital and non- capital assets has been completed and reconciled. State Ethics Code of Conduct refresher video was provided to staff in the February staff meeting. Policies/procedures updated in the staff hand-book are the 2015 Internal Control plan, Refreshment/Meals procedures, MSL safety training Plan, a MSL Strike Plan and MSL VEBA Plan.

## Geographic Information Program Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
by Stu Kirkpatrick, State GIS Coordinator

This report represents accomplishments of the Geographic Information Program (includes Natural Resource Information System and Water Information System) staff: Keith Blount, Bob Holliday, Troy Blandford, Gerry Daumiller, Maya Daurio, Michael Fashoway, Duane Lund and Diane Papineau.

### Goal One—Content

1. MSL Geographic Information Program will acquire and manage relevant quality geographic information that meets the needs of users.

1.1. The team will complete documentation for Cadastral, Geodetic Control and Boundaries started under the FY14 CATSPAW project. The (landownership) team will determine whether a general workflow documentation template will meet the needs of the entire program.

**(Update: April 2015)** The landownership team has adopted Microsoft One-Note as a standard for documenting workflows. Documentation for loading geodetic control into the Multi-state Control Point Database (MCPD) was completed in March. Documentation of the boundaries workflow is 75 percent complete.

1.2. Move a minimum of three feature classes from the Natural Heritage Managed Areas geodatabase into the parcel fabric

**(Update: April 2015)** Staff member Daurio is leading this project. The team has met three times and is in the process of determining the format in which the data shall be maintained and an assessment of what data from the managed areas geodatabase is maintainable in the long term. Actual migration of the data will occur this spring in time to prepare our annual public and private landownership maps in August.

1.3. Complete a Land Ownership and Water sections of the annual Land Information Plan, the Montana Spatial Data Infrastructure (MSDI) Work Plan and the FY16 MSL work plan.

**(Update: April 2015)** Staff member Papineau has been charged with developing the FY16 MSDI work plan. All fifteen MSDI theme stewards have been interviewed and the

plan is in draft form. The plan should be ready to submit to the Montana Land Information Council in May and for final Commission approval in June.

1.4. Complete a hydrography web application for submitting revisions and viewing completion status

**(Update: April 2015)** The Water Team continues to process edits submitted through the online Hydrography Edit Request Viewer. In February and March, staff member Daurio completed over 400 edits in the Bitterroot subbasin. Edits were also made in the Flathead and a subbasin of the Yellowstone. The queue of pending revision requests is currently 180.

1.5. Document procedures to efficiently process incoming hydrography update requests submitted through the hydrography web application.

**(Update: April 2015)** The Water Team adopted Microsoft One-Note as a standard for documenting workflows. Documentation for processing proposed hydrography revisions and updating the statewide MSDI Hydrography dataset was completed in February.

1.6. Work with the Montana Climate Office to package climate products by watershed

**(Update: April 2015)** Staff members Blandford and Fashoway met with Michael Sweet from the Montana Climate Office via GoToMeeting in February to identify which and how climate products will be added to the GIS Data Bundler and Data List.

1.7. Work with partner agencies and the Hydrography Working Group to identify the hydrography features of most value to partner agencies.

**(Update: April 2015)** A survey asking partners to identify the hydrography dataset features and attributes of most importance to their agency was sent to the Hydrography Working Group. Survey results were discussed at a follow-up working group meeting in February. Gathered information is being used to identify MSDI Hydrography and Water Information System work tasks for FY16 and beyond.

## **Goal Two—Access**

2. The MSL Geographic Information Program will provide our partners and patrons with convenient, high quality and cost effective access to geographic information

2.2. Re-engineer the Digital Atlas

**(Originally reported February 2015)** In January MSL management signed a project charter empowering a team made up of MSL IT and Geographic Information staff to implement the recommendations compiled by the Digital Atlas Replacement Options

Team last fall. A Digital Atlas Replacement Team will be tasked with implementation of the core map, table and report, data download and other functionality contained in the original investigation. The team will be meeting to develop a project time line with intentions of completing the project within the calendar year.

**(Update: April 2015)** The digital atlas replacement team has been formed. It has documented over twenty user stories (use cases) that, after prioritization, will form the core requirements. Prioritization of the user stories is scheduled for the last week of March.

#### **Goal Four—Consultation and Leadership**

4. The MSL Geographic Information Program will provide consultation, leadership and training for the development and use of geographic information and spatial technologies

**(Originally reported February 2015)** The program worked with State House Representatives Jenny Eck (HD79) and Tom Steenberg (HD99) to create House Joint Resolution Number 7 <http://leg.mt.gov/bills/2015/billpdf/HJ0007.pdf> requesting an interim study of next generation 9-1-1 in Montana. This resolution recognizes the criticality of including GIS planning as part of implementing the technology that will drive the 9-1-1 systems of the future.

**(Update: April 2015)** Staff members Fashoway and Kirkpatrick have worked with Representative Tom Steenberg (HD 99) to finalize the language contained in HJ 7, a bill to form an interim legislative committee to study next generation 9-1-1. Staff met with representatives of the telecommunications industry to address their concerns and adopt some compromise language. In the process a dossier of documents and internet links to next generation 9-1-1 topics was developed and will be provided to local 9-1-1 providers to assist them in making informed decisions in the future. HJ 7 passed third reading in the House on 3/14 and will likely be referred to the Senate Energy and Telecommunications Committee.

**(Update: April 2015)** Staff member Kirkpatrick, along with MSL CIO and Digital Information Manager Evan Hammer, attended the NSGIC Mid-year meeting in Annapolis, Maryland. They visited the offices of Senators Daines and Tester to explore ways MSL and their office could share mapping resources available at MSL. They also gained valuable information related to imagery and next generation 9-1-1 that will be shared with the Montana GIS community.

## Information Technology (IT) Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
by Evan Hammer, Digital Information Manager/CIO

This report represents accomplishments of IT staff: Stacy Bruhn - GIS Web Developer, Tom Marino – Web Manager, Scott Story – Database and GIS Server Admin, and Cindy Phillips – Network Admin.

### Goal One—Content

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

IT Staff plan, implement, and support the file server and database environment where MSL digital content resides.

#### 1.1. File Server Updates

Library programs continue to need increasing amounts of file storage space for their growing collections. Last year we added just over 10TB to the MSL Storage Area Network (SAN) environment. In the coming weeks we will be expanding the SAN to add an additional 20TB of storage capacity. This will maximize the existing capacity of our SAN. While we should have sufficient storage space to handle existing program storage needs and anticipated requests for a few years, the library will need to develop a plan for addressing future storage needs. A holistic review of the MSL storage environment needs to be undertaken which will consider both the types of data storage available (existing data storage as well as options such as those available from the State Information Technology Services Division (SITSD) or cloud based offerings) as well as the existing demands on MSL data storage resources including space needed for the storage of raw data, production and publication datasets, records management, archiving, and backup and disaster recovery.

**(Update: April 2015)** Our plan is to extend the warranty of our existing SANs to October 2016 and evaluate our options for file storage over the coming year. While we won't be adding capacity to the existing SAN environment, we are exploring alternatives for making Imagery data available. If we were able to move the statewide imagery datasets off the SAN that would free up 10TB for other uses.

## 1.2. Database environment overhaul

We plan to complete the overhaul of the MSL database environment this year. During the 2014 Fiscal Year (FY14) we began the redesign of the database architecture, coupled with a move to virtual servers and an upgrade to current database server software. The goal of this project is to provide the library with a more robust platform designed to support all of the agency's database server needs in a manner that is much more efficient to manage.

In the last year we were able to stand up a virtual database environment that consists of a development, production, and publication servers. During FY15 we will migrate remaining databases off of our older, physical server based architecture and into this new virtual environment. This will allow us to retire or repurpose several physical servers. This project was more complex than originally anticipated due to the number of databases we host for internal and external partners including the Montana Natural Heritage Program, Fish Wildlife and Parks, the Department of Natural Resources and Conservation, and the Department of Environmental Quality. We have been working with these stakeholders to minimize the impact of these changes and we are confident that this project can be completed by the end of the calendar year.

**(Update: April 2015)** Some of our legacy database servers are currently running on Windows Server 2003. This operating system will no longer be supported by Microsoft after July 14, 2015. While we will have many of our datasets migrated to the new environment by that time, it is unlikely we will be prepared to take the legacy databases off line. We will do that if possible, but we are putting together an exemption request, which must be approved by the State Information Technology Services Division, that will allow us to keep these servers on line until the end of 2015 as a contingency plan.

## Goal Two—Access

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

With more and more library content being made available digitally, the primary point of access for this information is becoming the library web site and web based applications made available through the website.

### 2.1. MSL Web Updates

With the MSL program pages migrated to the DNN Content Management System (CMS) the next step in the update to the MSL web site is to review and update the overall design of msl.mt.gov and the top level program pages. While much of this work will be implemented through the MSL Web Manager and other IT staff, it is really a larger, library-wide project that will be addressed in more detail in the MSL work plan.

**(Update: April 2015)** A small contract is being pursued with a local marketing firm to provide design recommendations for the MSL home page and program home pages as well as navigation recommendations that we could apply site-wide.

## 2.2. Application Updates

In addition to program web content, MSL supports a number of web based applications to assist with data discovery and data access. The GIS Web Developer continues to update library web applications that reside on outdated technology. The goal for this year is to convert the remaining large applications (the Digital Atlas, TopoFinder, and the Library Directory) developed in classic ASP to ASP.Net.

The Montana Digital Atlas update is currently in the scoping process (under the lead of the Geographic Information program), with the target for a replacement set at the end of the calendar year. The TopoFinder may be addressed within the new Digital Atlas, but if not, it will be updated shortly after the new Digital Atlas goes into production.

The planning phase for third major application needing an update, the Library Directory, will begin this fall. Updating the Library Directory will demand a high level of collaboration between IT and the Statewide Library Resources (SLR) program, with SLR taking the lead and the GIS Web Developer doing the majority of the programming work.

There are also a number of smaller applications, web sites, and other utilities written in classic ASP. We will continue to migrate these remaining pages and applications from classic ASP to ASP.Net (or another appropriate, current development platform) during this fiscal year.

**(Update: April 2015)** The Digital Atlas project kickoff meeting was originally scheduled to occur March 24 but we decided to push it back to April 20 because many team members will be out of the office over the next three weeks. Because the Agile project management approach being used for this project is based on a model of planning sessions followed up very quickly by a highly productive development process we felt it would be counterproductive to initiate the project at a time when team members would not be available to complete the tasks identified in the planning

meeting. Though we would have liked to get this project started sooner, after talking through the decision to move the kickoff meeting back we feel confident that this was the right decision.

### 2.3. ArcGIS Server service migration

Also supporting the MSL data access efforts is the MSL ArcGIS Server environment. ArcGIS server is a software tool for creating web mapping services. Many different types of web mapping service can be created with ArcGIS Server. The most common are basic map services that are used to support MSL web applications. In FY14, the GIS Server Manager set up an ArcGIS Server 10.2.2 environment. In the coming year he will migrate remaining web services to the 10.2.2 environment. This will allow us to repurpose one physical server that supports older ArcGIS Server services and shutdown three virtual servers currently used to support ArcIMS (web map server technology that preceded ArcGIS Server) services.

### 2.4. IT Security Planning

With much of our data intended for public access, from a security perspective our primary concern is not limiting user access to our resources. Even so, it is important to properly secure our IT systems to ensure data that needs to be secured is, and to remain in compliance with SITSD standards so that we can continue to leverage the resources of the state network to provide patrons with the best available access to our collections.

In the last year SITSD has released an exhaustive set of Baseline Security Controls for state agencies to follow to ensure the security of the state network. MSL IT staff will review this document to identify which, if any controls we are not in compliance with. Once this review is complete, we will make recommendations to library management for correcting or improving the security of our IT environment.

In addition to recommendations that come out of the review of baseline security controls, we have already identified a number of specific security related tasks for the coming year. With updates to program file server environment we will continue to clean up the security groups that we use to control access to data on the file servers. We are also researching systems for managing administrative accounts in an organizational setting and plan to develop and implement a new administrative login policy in the coming months. Finally, we are in the process of restructuring our web

application environment and we will soon begin implementing the use of the SITSD supported WebDefend tool to help us better secure our public facing resources.

**(Update: April 2015)** More advanced filtering options have been applied to our WebDefend implementation to provide more security for our locally hosted applications.

## **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. Systems and Hardware Updates

#### Data Center Virtualization

We have acquired the hardware needed to complete the process of virtualizing the MSL data center in the coming year. It has taken several years, but we are very close to completing this transition. Most of the remaining physical servers already have virtual server replacements up and running and we just need to migrate the remaining data or services to the new servers. This is the case for Blade08, Blade09, AGS01, and AGS02 (database and ArcGIS Server machines). We also just purchased a host server to house the virtual server that will replace the physical server currently running the Keystone Automated Library System (KLAS) for the Montana Talking Book Library (TBL).

**(Update: April 2015)** KLAS has been successfully moved to production on the new Virtual Server. With the end of the fiscal year approaching we are exploring replacing one of our pools of virtual server hosts with a new server that would be part of our primary host pool. In addition to consolidating our physical servers (moving from three hosts to one), by bringing this into our primary host pool it adds greater administrative flexibility to our virtual server environment.

Windows Server 2003 - The completion of the virtualization process will also be an opportunity to retire some of our servers still running Windows Server 2003 and replace them with servers running a more current operating system. In all we have eight servers still running Windows Server 2003. Three of these will be updated through virtualization, two will be decommissioned after the applications they host are updated, two more can be decommissioned in the near future as the tools they host will no longer be needed. There are no plans in place for upgrading the final Windows Server 2003 machine yet.

IT Back-up and Disaster Recovery - With the completion of the virtualization process, updates to our file server environment and our web applications nearing completion, this is a good time to evaluate our IT Back-up and Disaster Recovery systems. Our current backup and disaster recovery model is more of an ad-hoc approach that has been developed over time to address needs as they arose. A model that looks at overall agency needs and the resources available should provide more consistent and efficient support for the library. This project should be part of the larger review of the MSL storage environment.

Planning a move to the State Data Center - Another opportunity that we are in a position to pursue now that our servers environment have been virtualized is the migration of some (or all) of our servers to the State of Montana Data Center (SMDC) or other third party server hosting environment. We are currently at capacity in the MSL Data Center (MSLDC) for both network connections and backup power. Moving some of our servers to an alternative data center would free up both power supplies and network ports. Moving our public web resources - primarily MSL web sites, application servers, and FTP servers – out of the MSLDC will also reduce the amount of external traffic on the library network, freeing up those resources for internal needs. Finally, the SMDC has a level of monitoring and support that we are unable to provide at the MSLDC (it is unclear what other third party hosting options would be able to provide related to this). While this is important for all of our IT resources, it is especially important for the web resources that we want to make available to patrons on a 24x7 basis.

**(Update: April 2015)** MSL had requested funding in our IT budget to purchase rack space and network access for a subset of our virtual host servers to be moved to the SMDC. Unfortunately this funding was cut from our IT budget by the house subcommittee that reviewed the MSL budget. We are waiting to see how the final budget turns out, but if there is no change we will look for opportunities to test alternatives to local hosting that we might be able to implement using existing funding.

## Microsoft Licensing

MSL recently entered into a school agreement that entitles us to academic pricing and other benefits when purchasing Microsoft software. This agreement covers the operating systems and office software for staff workstations. We will be reviewing the licensing of server software to determine if there are opportunities to expand this agreement and gain more benefits on the server side.

## 6.2. MSL Web Updates

## Staff and Program Development

### IT Asset Management

With input from IT and other library staff, the GIS Web Developer has begun working on an IT Asset Management System. This vision for this is a web based tool available to all MSL staff through the library intranet site which will serve as an inventory and tracking tool for hardware, software, applications, web services, and possibly raw data as well as published data products. A map inventory tool has already been implemented for Geographic Information staff, and the next step in this process is to integrate data about desktop and server machines as well as database and application servers from a variety of existing databases currently being used by IT staff. This tool may continue to evolve for many years, but we hope to have the core functionality in place by the end of this year.

**(Update: April 2015)** The data model for our asset management system is becoming more stable and we have begun migrating data from existing, disparate (IT) administrative databases into a single system. Initial data being targeted includes IT user information (Internal staff as well as “headless” user accounts created for IT admin tasks) and server hardware. The IT group is reviewing and prioritizing all of the fields identified for inclusion in the system to determine which to population next.

### IT Policies

In an effort to improve communication between IT staff and library programs we will be reviewing and documenting several agency IT policies in the coming year.

On-Call - One of these will be the agency on-call policy which was developed to ensure that MSL IT systems were monitored over the weekends. While the existing policy has been effective for several years, it was developed prior to the creation of the MSL IT program. With the reorganization that has occurred in the library over the last couple of years and updates to our IT systems it is important that the on-call policy be reviewed and updated so that it continues to meet the library's needs.

IT Change Management - Another policy that needs to be developed is an IT change management policy. While IT staff have always done their best to ensure program staff are notified of planned changes to IT systems, this approach has never been documented and formalized. With library staff growing more dependent on IT systems, and with the increased interdependencies among those systems, we need to have more

formal guidelines in place for proposing, evaluating, communicating, and otherwise managing the change process for IT systems.

## Marketing, Communications, and Literacy Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
by Sara Groves, Marketing & Communications Coordinator

### Goal Two—Access

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

2.1. With input from SLR, prioritize key programs and services for development of marketing plan and corresponding marketing materials by March 31, 2015. Design and produce or manage the design and production of program informational and educational materials such as brochures, newsletters, magazine and newspaper articles, radio spots, on-line information services (e.g., Internet web page) and videos to provide pertinent, current and technically accurate information to the public about library services in Montana.

**(Update: April 2015) Share Your Story** – I wrote all material for the Share Your Story web site. This web site is designed for an external audience and includes the following items: About Us, How to Contribute Your Story, Frequently Asked Questions, Mission Statement, Questions List, and What to Expect. Additionally, I designed the web site so that it will be navigable by the public. Cara Orban has reviewed all materials and made some suggestions. After changes were made, I sent all material to Luke Duran, a graphic designer with whom we have contracted, who is designing the web site for us. Luke has worked with the State Library on several other projects over the last few years.

**(Update: April 2015) Montana Memory Project** – I rewrote a brochure for potential partners and contributors to the Montana Memory Project. I am currently working with Colleen Hamer to finalize a design for the new brochure, which I hope will be available by MLA. Additionally, I met with Luke Duran and Jennifer Birnel to discuss marketing projects for the Montana Memory Project as a way to market the MMP to potential users. Prior to meeting with Luke, Jennifer and I discussed potential audiences and goals we have for marketing the MMP. Luke came up with a great idea (a cabinet of curiosities) that will showcase several images from the MMP. This will be designed into a poster. At a later time when more funding is available, we can build on

this concept and use it for bookmarks, web buttons, and more. Our goal is to have the poster available at MLA.

**(Update: April 2015) Montana Makers** – I am working with Luke Duran to develop a logo that will represent the Montana Makers project. Additionally, I have started to write a series of materials that will be placed on the MSL web site that libraries can just use download, customize, and personalize for their use to promote the Montana Makers kits. The goal is to have a complete set of marketing materials by the end of May.

**(Update: April 2015) Discover It!** – After some discussion with Sarah McHugh and Cara Orban, we determined that we need to shift our marketing efforts for Discover It from marketing the product to librarians to marketing the service to library patrons. We also identified some specific ways to market Discover It! Cara is currently working with MT Library2Go to see if we can use their web site to market Discover It to MTL2Go users; these folks are already used to accessing library materials online so it should be an easy sell to get them to transition to accessing items via Discover It online. Additionally, we are working closely with EBSCO to identify ways that EBSCO can help us marketing Discover It to the public. Some of these ideas include:

1) Developing a series of radio ads to run in targeted markets (i.e. the engine repair ads to run on the agricultural network).

2) Purchasing ads on Montana Public Radio and Yellowstone Public Radio sponsoring different shows (i.e. Car Talk, etc.)

3) Developing a series of small ads that focus on these four areas. We want these to be image-focused and light on text. These would be made available to librarians to put in their newsletters, print out and use in their libraries or use in their local newspapers.

4) a series of web-based promotional materials that libraries can integrate into their own online marketing efforts, i.e. nicely-designed web buttons; a series of 20 – 30 FB pre-written posts and Twitter messages for each of the four areas.

Additionally, we will use some of the marketing money from MSL to purchase airtime on MT Public Radio to promote Discover It!

2.2. Encourage local libraries to participate in cooperative public education programs. This involves coordinating and motivating librarians and trustees, organizing and publicizing projects and events, and coordinating the statewide distribution of information and news releases related to library activities and issues. Maintain regular contact with information specialists at other public agencies, including local organizations that have related interests. Arrange for meetings, exchanges of

information and documents, and possible joint news releases, or other communications. Provide or arrange for training for librarian and trustees in how to use the promotion material and campaign strategies in local communities. Answer questions from others regarding the materials and the campaign. Evaluate the effectiveness of the training.

2.3. Develop new outreach effort "Outside the Lines" to replace Montana Library Week. Communicate with libraries about the outreach effort, including informing them what it is, why it's important, and how easy it is to participate in order to create buy-in. Work with Colleen Hamer to develop TUMBLR account in order to easily integrate data into Legislative Snapshot and the "Share Your Story" effort.

2.3. Continue to build online presence through experimental use of digital media and Web.

**(Update: April 2015)** With input from program managers, prioritize key programs and services for development of marketing plan and corresponding marketing materials by January 1, 2015. Design and produce or manage the design and production of program informational and educational materials such as brochures, newsletters, magazine and newspaper articles, radio spots, on-line information services (e.g., Internet web page) and videos to provide pertinent, current and technically accurate information to various audiences about MSL programs.

**(Update: April 2015) Social Media** – I met with Travel Montana's new social media manager to discuss social media strategies. She suggested that we continue forward with Facebook. I feel that our presence on Facebook is getting stronger all of the time. Our many programs have a great following and are posting great material nearly every day. At Caitlin's suggestion, I'm exploring Twitter and Pinterest as potential next avenues for social media exploration.

**(Update: April 2015) Facebook** – We are interested in continuing to grow our presence on Facebook. To that end, I am reaching out to a social media management company, Amobee, to look into buying ads on Facebook. Travel MT uses this company and has had fantastic success with them in growing their following. We are looking at buying ads to promote two programs: the Montana Memory Project and State Government Information. More details to come!

**(Update: April 2015) Gov Delivery** – Jennie and I met with a sales representative from Gov Delivery, which helps manage email newsletters for government agencies. MT FWP uses this product and has had great success with it. Managing email content was identified as a need by multiple programs when I met with program managers about marketing needs, which means this product could have a number of future uses by all MSL programs. Unfortunately, Gov Delivery's quote for MSL to use this product

was way too high for us to move forward. However, the Department of Administration is investigating a purchase with Gov Delivery that all state agencies can use; we will keep in contact with DOA to see if there are opportunities for MSL to proceed with Gov Delivery in some way.

## **Goal Five—Collaboration**

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

5.1. Continue to develop Ready 2 Read program through outreach and development of collaborative relationships. Continue marketing and outreach efforts to Governor Bullock's office and administration to help them understand how MSL can be of service to their programs and agencies. Serve as consultant to libraries with Ready 2 Read programs to assist them with troubleshooting, development of their library's programs, address issues, and more. Represent Montana libraries on Montana's Governor-appointed Best Beginnings Advisory Council to help other BBAC partners recognize and understand that libraries are an integral part of how the educational, emotional, and social developmental needs of young children are met in communities throughout Montana. Continue to develop relationships with MT PBS; MT Fish, Wildlife & Parks; MT Head Start; and MT Department of Public Health and Human Services Early Childhood Services Bureau. Continue to develop relationships with private sector partners, such as Washington Corporation and First Interstate Bank. Assist libraries statewide with the development of true partnerships that position them as a prime community resource in the area of early childhood development. Assist libraries with getting involved with their local Best Beginnings Advisory Councils.

**(Update: April 2015)** Identify those remaining public libraries that are not "Ready 2 Read" libraries" and make contact with them to determine what barriers exist and how MSL can help.

**(Update: April 2015)** I attended the Early Childhood Summit hosted by HOPA Mountain. This event was well-attended by early childhood professionals from throughout the state and included representatives from the Governor's office, Department of Public Health and Human Services, foundations from throughout the state, and more.

I met with Edge Marketing and Design about revised web site for Ready 2 Read. The bid came back too high to proceed. Therefore, I have redesigned the site by myself and have begun conversations with Tom about completing a web site redesign in-house.

The Ready 2 Read Rendezvous is scheduled in Bozeman for October 9 – 11, 2015. Speakers for all-day Saturday, October 10, training are confirmed. Marisa Conner and Dorothy Stoltz are experts in early literacy and play in libraries and recently published a book called “The Power of Play: Designing Early Learning Spaces”.

## **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. MSL will deliver a 2015 Legislative Snapshot to Legislators at the beginning of the 2015 legislative session.

6.1.a. The Legislative Snapshot is dependent on the expertise of cross program staff. These staff research topics of importance to the Legislature and data that is relevant to inform deliberations, organize and/or format data so that it can be mapped and charted to improve information understanding, and present the data in both print and online forms that help Legislators understand issues at both a statewide and local level and that facilitate further research as necessary.

6.1.b. The 2015 Legislative Snapshot will be organized around specific issue briefs rather than broad topics. Examples of issues may include Women in the Workforce, Federal/State Coordination, Education Funding, Economic Impacts, etc. While the print version will remain static once it is printed, as issues develop during the session, additional briefs may be added to the online version of the snapshot.

6.1.c. The online version of the snapshot will “go live” on December 1, 2014. A print version will be delivered to Legislators during the first week of the legislative session.

6.1.d. MSL staff will use a satisfaction survey(s) of legislators to seek information about the value of the snapshot. The survey will be open during and after the legislative session and it will be designed to provide information about the overall value of this tool as well as to gather feedback for updates to the current and future versions.

The Legislative Snapshot continues to be a valued tool created by the State Library for the Legislature that showcases the kinds of information and services that MSL provides in the context of the issues that legislators will consider during the session. MSL staff seeks data and information from a variety of state and federal agencies which creates further opportunities for future partnerships. The Legislative Snapshot will reflect positively on the services and information we offer as Legislators consider our budget and other matters that impact the State. When surveyed, legislators will report that the

snapshot is a valuable tool that provides ready access to information that makes their deliberations more manageable.

6.2. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session.

6.2.a. Beginning in September, a team of staff led by Groves, Flick and Orban, and with representation from each program and the Montana Library Association (MLA), will plan for and host Library Legislative Day (date to be determined). This carefully planned event includes music, entertainment and a Read poster photo booth. It is the primary event where Montana librarians engage with their legislators in Helena during the session. As with the 2013 Legislative Day event, we will also encourage participation from the GIS community.

6.2.b. As we near the legislative session I will work with MSL program managers to prepare budget testimony and handouts and will assist with identification of persons who will testify on behalf of the State Library in support of MSL's budget requests.

The legislative session is the most important period of the biennium for the State Library as it is one of the few opportunities we have to propose and receive funding for new services. Careful consideration and planning goes into preparing our EPP requests and submitting them to the budget office. Articulate messages and talking points regarding the importance of our budget requests are drafted and shared with stakeholders and will be ultimately formulated into testimony that will be shared during the session. A successful legislative session will result in a budget that includes sufficient funding for MSL to continue to support existing library services and funding for any new budget requests at a level that will allow them to be implemented successfully. Legislators will have the best available information for any decisions that will impact the State Library and the services that MSL provides and legislation passed will benefit the communities we serve.

Continue to present a compelling argument for ongoing and increased legislative support in 2015 through outreach and the development of strategic talking points and elevator talks that target community members, legislators, and policy makers that can be used to communicate a consistent message about MSL and Montana libraries.

## Library Information Services Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
By Jim Kammerer, Library Information Services Manager

This report represents accomplishments of Library Information Services staff:  
Karen Dimmitt, Client Services Technician; Beth Downs, State Publications Librarian; JoLynn Genzlinger, Digital Services Technician; Alana Mueller-Brunckhorst, Outreach and Electronic Resources Librarian; and Lynn Cochran, contractor.

### Goal One—Content

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

1.1. State Publications Librarian and Cataloger/Metadata Specialist will meet quarterly with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide access to grey literature covering natural resource information about Montana. The LIS Cataloger/Metadata Specialist will collect the cataloging form and associated grey literature from the MTNHP Information Specialist so that content may be available from WorldCat, the shared catalog, the Internet Archive and eventually the MTNHP website. **(Update: April 2015)** Downs has received four MTNHP reports and the companion cataloging forms. LIS has had no cataloger since September 2014. Until a new cataloger is hired, Kammerer is looking for an interim solution for the growing catalog needs.

1.2. Beginning in October 2014, the LIS manager and the LIS catalog/metadata analyst will work with MARCIVE and GPO to implement the Cataloging Records Distribution Project (CRDP) to load into the MSL catalog each month MARC records for new electronic federal documents, books, serials, maps, computer files, streaming videos, etc. from the U.S. Department of Agriculture and the U.S. Department of the Interior. **(Update: April 2015)** Management of federal document collection has been transferred to state publications librarian, Beth Downs, since federal document duties better align with her position than the LIS manager. In January and February, Downs added 232 new item numbers in an online format to the MSL depository selection profile and added two batches of online federal documents MARC records. Average

time for loading new federal document MARC records each month from the CRDP to the MSL catalog is roughly 15 minutes and does not require the participation of a professional cataloger. The result is more federal document content has been added to MSL collection with less staff effort.

**(Update: April 2015)** Downs has added a “Suggest a site to be archived” form to the MSL website whereby anyone may nominate a state agency URL to be added to the crawl list so that content maybe be included in the MT.GOV Connect web archive. Offering a convenient nomination form is part of an LIS initiative to widen and include users in the collection development process. This nomination form helps LIS to acquire online state government information that it otherwise might never receive.

## **Goal Two—Access**

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

2.1. LIS staff will make web enhancements on Research.msl.mt.gov by adding graphical images, help files, and highlighting MSL collection resources, e.g. creating “Staff Pick” links that provide easy access to electronic resources identified as needed by the user survey.

**(Update: April 2015)** Downs has added a video tutorial on the state publications website on how to imbed a page history link. This tutorial is also part of the learning resource web page. Mueller-Brunckhorst has added several “Staff Pick” links for several electronic journals and one database article on the Internet of things.

2.2. To complete the digitization project, the Cataloger and Metadata Specialist will finish cataloging any historic, print state publications needing MARC records among the 270 linear feet of materials that remain to be digitized.

**(Update: April 2015)** About 128 linear feet of historic, print state publications remain on the shelf to be digitized. Enough of them have catalog records to spend the balance of \$11,214 of the \$40,000 digitization contract for fiscal year 2015. The current estimate is at least another year before this digitization project is finished. Cataloging has been delayed because of the Systems and Metadata librarian position has yet to be filled.

2.3. State publications librarian, metadata/cataloger, and university library representative will create, document, and implement procedures for providing non-MSL libraries with MARC files for digitized state publications. Cataloger/Metadata Specialist

will create an annual MARC file of past fiscal year's newly digitized state publications. In addition, Cataloger/Metadata Specialist will retroactively create MARC file folders of past fiscal year's digitized state publications to fill in holes of unfulfilled state publication transfers. These MARC files will be made available via FTP or another method preferred by the non-MSL library.

**(Update: April 2015)** Downs has provided Mansfield Library technical staff with two file folders of MARC records for digitized state publications to test how the records upload to their University of Montana catalog. Downs is waiting to hear back from Mansfield Library technical staff about the results of their test load.

**(Update: April 2015)** In response to the Network Advisory Council decision to spend one time only coal tax money on greater access to the Safari Tech Book collection for Montana librarians, Kammerer worked with SLR staff to add 7 seats and 75 slots to the existing 5 seats and 50 slots license. Twelve simultaneous users can now read any of the 125 Safari Tech titles rotated monthly based on user requests from the larger collection of 35,578 tech, digital media, and business books. This expansion reduces vastly the likelihood of users ever receiving a "Session Unavailable" message and subsequently having to wait in line to open an ebook.

**(Update: April 2015)** Mueller-Brunckhorst also presented two webinars attended by 19 state agency employees on the following databases: BioOne, Applied Science & Technology and Energy & Power Source. LIS has relied on Public Information Officers at individual state agencies to advertise these trainings. In response to a recent survey in which state employees indicated that they preferred direct email communication from the state library, LIS has begun to send training notices to all registered state employee card holders.

### **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. LIS staff will research and contribute LIS content for State of Montana orientation for new employees so that incoming workers are aware of MSL resources and services. LIS technician will send new state employees a brief follow-up email about LIS content and a short, welcome to state government employment. This interaction will result in more library cards being issued and more requests for information.

**(Update: April 2015)** LIS technicians Dimmit and Genzlinger email new MSL cardholders a welcome to state government employment message that includes

information about MSL resources and services. Kammerer has received a report from Department of Administration (DOA) showing the number and location by town of all 13,120 state employees spread across 115 communities in Montana. Kammerer needs to follow up on an earlier request for whether it is possible to receive regular reports from DOA of new state employees. Kammerer has learned from DOA of an information technology policy that bars sending email to more than 2,000 users and one agency without receiving State Information Technology Services Division (SITSD) approval. This policy affects MSL ability to send out library announcements about services available to state employees.

**(Update: April 2015)** Mueller-Brunckhorst collaborated with MSL Training and Development Specialist, Jo Flick, to present six online trainings to Montana librarians on the following databases: Auto Repair, Small Engines, GreenFile, Environment Complete, Opposing Viewpoints, Consumer Health Complete, CINAHL, and the A to Z index of electronic resources. These trainings were part of the series entitled: Database-a-week: Become an eResource Ninja! that helps Montana librarians provide better reference service.

**(Update: April 2015)** Mueller-Brunckhorst attended the Electronic Resources & Libraries (ERL) conference, Austin, TX, Feb. 23-26th, 2015. It is arguably the premiere national gathering for librarians responsible for managing electronic resources. Beyond her goals of learning more on how to troubleshoot access issues and how other manage the life-cycle of electronic resources, she also acquired a better understanding of the COUNTER protocol for online journal statistics and OpenURL link resolvers that have a failure rate averaging between 5% and 30%. Knowing that link resolver failure may stem from poor metadata in the source database, the resolver vendor, poor holdings data, etc. will help her pinpoint the problem and improve article access for MSL users.

#### **Goal Four—Consultation and Leadership**

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

4.1. State Publications Librarian will continue implementing the state publications management plan by consulting in person or on the phone with all 17 depository librarians with the goal of at least half of the depository libraries adding either a link to or widget for MT.GOV Connect to their website.

4.2. LIS technicians will meet quarterly with Statewide Library Resources/Library Development Division (SLR/LDD) staff to manage the print professional library development (PLD) materials according to the MSL collection development policy with the goal of increasing PLD circulation. LIS together with SLR will develop an assessment tool to better identify actual user needs for the PLD collection.

**(Update April 2015)** LIS staff met SLR staff in February for a quarterly collection development meeting. Both staff send out regular notices about new PLD acquisitions and new Safari Tech Online books. A cart of new PLD books will be available for check out to Montana librarians at MLA in April in Bozeman.

4.3. LIS staff will consult quarterly with MTNHP and Geographic Information staff to acquire and manage natural resource information relevant to our users as determined by findings from the library user survey.

4.4. Electronic Resources Librarian and State Publications Librarian using results from the patron survey will identify engagement opportunities with at least four state agencies that result in invitations to learn about user information needs.

**(Update April 2015)** Beth Downs has visited staff and public information officers at Fish, Wildlife, and Parks, Department of Agriculture, Montana State Fund, Departments of Commerce, Revenue, Transportation, and Administration. Beth Downs gave presentations on MT.Gov Connect and the state publications digitization project. The criteria for evaluating the effectiveness of these agency visits need more development.

## **Goal Five—Collaboration**

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

5.1. LIS staff will meet quarterly with MTNHP and Geographic Information staff to discuss how to improve workflow to ensure permanent public access to their state publications, e.g. Geographic Information maps and other high interest material identified by the user survey.

5.2. LIS staff will identify at least two partnership opportunities and attend organizational conferences to share LIS resources and services with information networks outside the library, e.g. MEA-MFT Educators' Conference, October 16 & 17, 2014; Montana History Conference, September 18-20, 2014.

5.3. LIS technicians will attend webinars and work with SLR staff to implement and test OCLC WorldShare by January 1<sup>st</sup>, 2015 to ensure users get library materials via OCLC WorldCat Discovery Service with minimal delay once OCLC FirstSearch retires.

**(Update April 2015)** Genzlinger attends OCLC WorldShare webinars as they are made available to insure MSL staff proficiency with the tool that provides ILL services to MSL users. Mueller-Brunckhorst attends periodic OCLC webinars for customizing WorldCat Discovery Service to insure that the MSL instance of WorldCat provides MSL users with all the currently available features.

## **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. LIS manager will publish an executive summary of the LIS user survey that includes a brief analysis of the results and recommendations for improving library resources and services.

**(Update April 2015)** Kammerer worked with state librarian Jennie Stapp and Montana State Digital Library managers Evan Hammer, Allan Cox, and Stu Kirkpatrick to develop and distribute the State Employee Awareness and Information Needs Survey. In fulfillment of two LIS work plan objectives for fiscal year 2015, he then wrote an executive summary of the survey that includes a brief analysis of the results and recommendations for improving library resources and services. Among the outcomes of this survey are that resources are better aligned to actual user information needs and staff is shifted towards services in higher demand and away from declining services, e.g. circulation.

6.2. LIS manager will use the patron survey to ensure that staff resources are allocated according to actual user information needs. The percentage of staff time currently allotted to declining services, e.g. circulation, will be shifted to services in higher user demand.

6.3. LIS manager will create a calendar to plan for LIS representation at meetings in state and outside of Montana, e.g. ASLD Fall retreat, Montana Shared Catalog, Offline, MLA, Archive-It Partners, etc.

6.4. LIS staff and MSL manager will use social and traditional media to engage users and elicit responses indicating that users are generally knowledgeable and supportive of

library resources and services. Additionally, LIS will support other state agencies by sharing content found on other state agency social media channels.

6.5. LIS will plan the information architecture for the new internal LIS wiki. LIS will transfer content from the old, internal wiki platform to the new wiki. LIS staff will edit current documentation for coherence and create new documentation for procedures, process, and workflow for managing library resources and services, e.g. EBSCOhost databases, Archive-It, and OCLC WorldShare. This documentation will ensure continuity of library services and save future staff from having to figure out undocumented procedures.

**(Update: April 2015)** LIS manager continues working with Westaff contractor Lynn Cochran on a complete inventory of the physical library collections. Thus far, all items with a home location of maps, nonfiction, and professional development have their barcode scanned. This daunting project is paying dividends already resulting in a handful of missing books being returned and many other items being removed from the catalog. The result is a cleaner catalog, lessening the likelihood of users requesting unavailable items, and a reduced number of items for which LIS is charged in the Montana Shared Catalog.

**(Update: April 2015)** The Systems and Metadata Librarian position has been advertised a second time. Five applicants passed the initial screening, but none were deemed worth interviewing due to mediocre cover letters, modest work experience, and insufficient evidence of needed skills. LIS manager has decided to continue accepting applications until April 7th for this position hoping to surface more qualified applicants. The absence of a professional cataloger since September 2014 is affecting the completion of several LIS fiscal year 2015 work plan objectives.



## Montana Natural Heritage Program Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
By Allan Cox, Lead Program Manager

This report represents accomplishment of Montana Natural Heritage Program staff.

### Goal One—Content

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

- The Wetland and Riparian Mapping Center of the MTNHP has updated its status map, which can be found at [http://mtnhp.org/nwi/images/wetland\\_status.jpg](http://mtnhp.org/nwi/images/wetland_status.jpg). To date, nearly 2.8 million acres of wetlands and riparian areas have been mapped by the center.
- MTNHP is currently completing statewide mapping of invasive Russian olive from high-resolution aerial imagery. The NRCS and county weed districts are engaged in Russian olive eradication along eastern Montana rivers. This mapping will help the NRCS identify distribution patterns and “hot spots.” Once the mapping is complete (late March) we will analyze a suite of landscape factors that may explain why Russian olive is more dense in some areas than in others.
- The MTNHP Ecology/Spatial Analysis Lab completed a new, mid-resolution land cover map of the CMR National Wildlife Refuge and surrounding grasslands and shrublands. With low-resolution maps currently in use, all shrublands are potential sage grouse habitat. This new mapping will allow land managers to make more informed and accurate assessments about the amount and availability of sage grouse habitat on managed lands. We also completed a project to identify likely high-integrity wetland areas on BLM lands statewide, using recently updated landscape disturbance metrics. These sites can be used as benchmarks against which the condition of other BLM wetlands can be assessed.

## **Goal Two—Access**

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

- Andrea Pipp, MTNHP Botanist, updated the MTNHP database and on-line applications and NatureServe's Biotics 5 database with the BLM's revised Sensitive Plant List. To keep our data accurate and up-to-date the MTNHP maintains the federal status information on each native plant.
- Botanist Andrea Pipp, along with Information staff members Martin Miller, Braden Burkholder, and Karen Coleman collaborated on making new plant observations and species occurrences available to clients through requests and web applications. This task had been on hold since the departure of our previous botanist in August, 2013.

## **Goal Three—Training**

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

- Allan Cox, MTNHP Lead Program Manager, provided two workshops to the Montana Department of Environmental Quality's Air Permitting Section. The first training was an overview of the program and its information resources. The second workshop was a session on how to use MTNHP web applications, especially the MapViewer. The DEQ Air Permitting Section depends upon MTNHP data and information in the preparation of its environmental assessments for projects the Section is responsible for reviewing and permitting.
- Andrea Pipp, MTNHP Botanist, provided training to the Montana Weed Council Association & Weed Applicators on the MTNHP website applications pertinent to their work: how to request data, using the MapViewer, SOC reports, and the Montana Field Guide.
- Andrea Pipp, MTNHP Botanist, taught a lichen identification class through the Montana Native Plant Society in Missoula. The class was taught to 18 amateur and professional botanists. Teaching strengthens the botany network and skill-sets of those who survey and identify lichens in Montana, which facilitates the process for MTNHP to obtain lichen data.

- Bryce Maxell, Senior Zoologist, trained 20 FWP, and 2 BLM staff on Natural Heritage Program web information resources in Miles City on February 12<sup>th</sup>.
- Bryce Maxell, Braden Burkholder, Scott Blum, and Shannon Hilty provided a day-long training workshop in February in Helena on “Montana’s Bat and White-nose Syndrome Surveillance Efforts: with an emphasis on recording and analyzing bat echolocation calls” that was attended by 50 individuals from a variety of state and federal agencies and consulting companies.

#### **Goal Four—Consultation and Leadership**

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

- Andrea Pipp, MTNHP Botanist, obtained funding from the Montana Department of Environmental Quality to finalize the process for determining Coefficient of Conservatism values (C-values) for native wetlands plants. C-values form the basis for conducting floristic quality assessments, which are carried out by restoration biologists, botanists, and wetland mitigation specialists. The process involves organizing a panel of 6 expert Botanists which will meet on March 23rd.
- Bryce Maxell, Senior Zoologist, was asked to give a talk on Montana’s bat acoustic surveillance efforts during a keynote session on acoustic monitoring of bats at the National Joint Bat Working Group Meetings in St. Louis, Missouri on March 5<sup>th</sup> to an audience of over 250 bat researchers from across North America.
- Bryce Maxell, Senior Zoologist, was asked to give a plenary talk at the Montana Chapter of the Wildlife Society Meetings in Helena on February 25<sup>th</sup> that provided an overview of some emergent infectious diseases of concern to Montana’s nongame species to an audience of approximately 150 wildlife professionals.
- Bryce Maxell, Senior Zoologist, led statewide bat and harlequin duck working group meetings at the Montana Chapter of the Wildlife Society Meetings in Helena, Montana on February 25<sup>th</sup>.

#### **Goal Five—Collaboration**

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

- Andrea Pipp, MTNHP Botanist, provided review on a new thistle publication written by Montana State University staff to promote awareness of native thistle species (common and species of concern) that are look-alikes to exotic species.
- Andrea Pipp, MTNHP Botanist, is conducting a taxonomic review of Montana specimens of the stalked-leaved monkeyflower (*Mimulus ampliatus*), a species of concern. This review is in response to name changes proposed by NatureServe.
- Heritage Zoology staff continue to provide consultation to a multi-agency collaborative effort to document the year-round distribution, activity, and conservation status of Montana's bats. In February and March, Heritage staff provided a consultation to FWP staff and Montana State University professors regarding roost habitat research needs for Montana bats.

### **Goal Six—Sustainable Success**

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

- In early March, MTNHP staff Allan Cox (Lead Program Manager), Andrea Pipp (Program Botanist), and Karen Coleman (Biological Data Systems Coordinator) gave presentations before the Montana Noxious Weed Trust Fund Board. The presentations were in support of two grants totaling \$30,000 that the MTNHP is requesting from the Trust Fund. The funds would support data input and management, and the review and updating of vascular plant state ranks and species accounts.
- Four talks and 2 posters were presented by current and former MTNHP Zoology staff at the Montana Chapter of the Wildlife Society Meetings in Helena February 25-27<sup>th</sup>. Braden Burkholder gave a presentation and a poster on Montana's bat acoustic surveillance efforts: pre-white-nose syndrome. Ellen Whittle gave a presentation and poster on bat use of bridges in western Montana which received honors as the best student presentation and best student poster. Bryce Maxell gave presentations on Montana's bat roost surveillance efforts and the results of the 2014 statewide winter-breeding owl and Harlequin Duck surveys.



# MONTANA WETLAND COUNCIL

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Karen Newlon  
Montana Wetland and Riparian Mapping Center  
Montana Natural Heritage Program  
1515 East Sixth  
PO Box 201800  
Helena MT 59620-1800

March 19, 2015

Dear Karen,

Congratulations! The Montana Wetland Council's Stewardship Award Team has selected MNHP's Montana Wetland and Riparian Mapping Center for a 2015 Montana Wetland Stewardship Award for exemplary professionalism and dedication to wetland conservation. The Team was very impressed with the Mapping Center's accomplishments and commitment to provide critical information about Montana's wetlands. We are honored to recognize the Montana Wetland and Riparian Mapping Center with our award in 2015.

This year's celebration will be held on Thursday May 28, 2015 at the State Capitol. I will be in touch with more details, but for now, please plan to spend the day at the Award Celebration as our guest. There will be time during the day for you to share the accomplishments of the Wetland and Riparian Mapping Center with your colleagues and some of Montana's government leaders.

We plan to host an exciting Awards Ceremony at the Capitol for the presentation of the 2015 Wetland Stewardship and Watershed Coordination Council Awards. We look forward to honoring you and celebrating the exceptional accomplishments of the Mapping Center. Thank you for your contribution to wetland and riparian conservation stewardship!

Sincerely,

Lynda A. Saul, PWS  
Wetland Program Coordinator

c. Allan Cox. Montana Natural Heritage Program

## Statewide Library Resources (SLR-LD) Report February and March 2015

Prepared for the April 8, 2015 Commission meeting  
by Sarah McHugh, Director of Statewide Library Resources

This report represents accomplishments of Statewide Library Resources Library Development staff: Ken Adams, Jennifer Birnel, Jo Flick, Jessie Goodwin, Jemma Hazen, Pam Henley, Amy Marchwick, Lauren McMullen, Cara Orban, Mike Price, and Suzanne Reymer.

### Goal One—Content

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

1.1. Enhance Montana State Library's statewide e-content subscription and purchase programs.

1.2. Work collaboratively toward developing, managing, presenting, and preserving Montana-relevant digital content.

#### SLR Work Objectives:

- Develop and articulate a method and schedule for collecting and evaluating statistics on content provided through SLR LD projects to better understand that content's effectiveness and usage. (*Lead staff: Cara Orban, Jo Flick*)
- Develop and promote the e-content expansion pilot and encourage Montana libraries to contribute or provide referrals to locally created content. This effort will benefit library patrons by providing unique, local works of fiction and non-fiction and enable participating libraries to build e-content collections independent of third party providers. (*Lead staff: Cara Orban*)
- Evaluate ongoing costs, funding opportunities and storage options for CONTENTdm that meets current and future storage needs, putting the Montana Memory Project in a strong position for future growth. CONTENTdm is the digital content management system administered by OCLC that is used by MMP contributors to upload digitized materials and create metadata for those materials. (*Jennifer Birnel*)

- Launch a new MSC EBSCO Host e-book collection, offering another accessible e-book collection to all MSC library patrons. *(Lead staff: Ken Adams, Mike Price)*
- Discuss with libraries the option of adding additional content to the DiscoverIT collection of resources and negotiate with EBSCO to lower the cost of adding individual subscriptions and content repositories to DiscoverIt. Continuing to expand the resources available in this statewide integrated discovery tool will make it an even more effective, one stop search tool that Montana librarians envisioned and have requested over the last decade. *(Lead staff: Cara Orban)*

**(Originally reported February 2015)** 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.

**(Update: April 2015)** Orban worked with EBSCO Support staff in February and March to prepare new interfaces and resources for all Montana libraries: Explora, Hobbies & Crafts Reference Center, Home Improvement Reference Center, Literary Reference Center Plus, MAS Complete, and MasterFILE Complete. These new and upgraded resources are included as part of MSL's FY16-17 renewal with EBSCO at no additional cost.

**(Update: April 2015)** In order to help the Network Advisory Council make a decision about the use of remaining state FY15 Coal Severance Tax funds, Orban gathered information on access, content, and statistics for three different sets of online resources: EBSCO Research Databases, Safari Tech, and Tutor.com. This information and ensuing discussion led to the NAC's decision to approve these one-time purchases, effective immediately:

- \$15,500 for 2,000 additional tutoring sessions, available to all Montana library users
- \$8,858 for additional Safari Tech SU, slots for MT library staff and state agency staff
- \$5,642 for additional EBSCO ebooks for public library user access

- Identify 4-6 communities in Montana that have rich collections of unique materials related to Montana's economic, social, cultural or political history or materials that document a more current transition, such as the Bakken project. Encourage these

communities, in partnership with their local library, to add these collections to the Montana Memory Project. *(Jennifer Birnel, Pam Henley)*

**(Originally reported February 2015)** 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 turn around time of one month and sent their items in December to the vendor to be digitized.

**(Update: April 2015)** Four of these projects are now published in the MMP:

- Hobson Community Library - Early Agriculture and Homesteading in Judith Basin County
  - Judith Basin County Free Library - Sheep Ranching in Judith Basin County
  - Billings Public Library - Billings Images of People and Images of Events
  - Roundup School Community Library - Musselshell Valley Historical Photographs
- 
- Collaborate with staff of the Montana Historical Society and the Montana Office of Public Instruction to create classroom lesson plans for the Montana Memory Project so that teachers can easily incorporate this resource into their yearly teaching activities. *(Jennifer Birnel)*

**(Update: April 2015)** Birnel and Yeager met with Historical Society Staff to further develop this effort and to add to the lesson plans now available in the MMP.

## **Goal Two—Access**

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

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

2.5. Assist Montana libraries with 'fulfillment', that is, getting the right library content into patrons' hands quickly, efficiently, and at prices that libraries can afford, regardless of whether the item is owned by the patron's local library.

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.

2.8. Actively investigate and implement, as appropriate, web-scale solutions including web-scale integrated discovery systems, cloud computing, centralized indexing and harvesting of content, to make the resources of Montana libraries discoverable in a single search.

#### SLR Work Objectives:

- Evaluate how the SLR portal is presented in the overall MSL site by informal conversations with Montana library staff and as part of regular trainings on the portal, to provide a truly helpful, easily navigable web resource for library development. *(All staff)*
- Carry out usability testing by Montana library staff on the SLR web pages to better understand areas that need improvement or changes in design. *(Lead staff: Cara Orban)*
- Create a regular schedule of analyzing usage of all SLR pages, and using Google Analytics. *(Lead staff: Cara Orban)*
- Working with the MSL Marketing Coordinator, update the "For the Public" website (<http://mymontanalibrary.org/>). New content and links will include access to community resources and resources that celebrate services provided by libraries. *(Lead staff: Lauren McMullen, Cara Orban)*

**(Update: April 2015)** Sara Groves, McMullen, Orban and McHugh identified primary sections that would make up the new My Montana Library site: 1.) access to library services and content; 2.) library-community partnerships and 3.) Montana's unique literary and cultural resources. Next steps are to create mock up web pages showing the structure and content suggested for each section.

- Working with the MSL Marketing Coordinator, budget for and implement innovative and effective promotional materials that best publicize the statewide resources available through DiscoverIt. *(Cara Orban, Jennifer Birnel, Ken Adams, Jo Flick)*

**(Update: April 2015)** Groves and Orban have identified specific databases that are easily promoted through radio spots and social media. A simple prototype of a small

card that users could keep in their wallet with links to Discover It, and simple authentication information is also being developed.

- Optimize the use of our central user authentication software, EZproxy, within Discover It, MontanaLibrary2Go Local and other potential projects by improving instructions in the Library Directory, raising awareness of EZproxy among MSL staff, and providing online and in-person training opportunities for library staff. The benefit to the Montana library user is a single, one-time authentication process when accessing resources outside of the user's local library (*Cara Orban, Mike Price, Ken Adams*)

**(Originally reported December 2014)** 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.

**(Update: April 2015)** Orban worked with Henley and Electronic Resources Librarian (LIS division) Alana Mueller-Brunckhorst in March to revise Discover It and EZproxy instructional resources, which are now available through the Montana Library Directory in "View Discover It Access" and "View EZproxy Access," and the Learning Portal. This information is made available to Montana library staff in order to simplify and provide greater clarity to those resources so that they can be used in Discover It liaison outreach and training.

- Investigate the potential of a centralized RFP process for at least some pieces of the E-rate program to see if this would be more cost effective for participating libraries. (*Suzanne Reymer*)
- Investigate the possibility of a central approach for completing and submitting Form 470, a form used to facilitate the competitive bidding process required for an e-rate

application, to see if there are cost and time benefits to participating libraries.  
(*Suzanne Reymer*)

- Investigate and test returning to a local instance of CONTENTdm for the MMP, which could speed up search results and download times for end users across the state. (*Jennifer Birnel*)
- Launch an RFI and possibly an RFP process to investigate options for new MMP software in order to learn more about alternatives to CONTENTdm. (*Jennifer Birnel*)

**(Update: April 2015)** Birnel has received eleven responses to an RFI launched in February. A review committee representing the State Library, the Historical Society Research Center, University of Montana Mansfield Library, Montana State University Library and a public library representative from the Lewistown Public Library will assist Birnel in studying these responses.

- Create and implement a cost share formula for a statewide courier contract to provide a more stable, long term, affordable option for a statewide library courier service. (*Cara Orban*)
- Coordinate an RFP process to secure a centralized contract for a statewide courier service. (*Cara Orban*)

**(Originally reported February 2015)** 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.

**(Update: April 2015)** A courier web page was created in February to provide up-to-date information about the statewide courier contract and the Montana Courier Alliance. The web page, "Montana Courier Alliance," is available on the Statewide Library Resources website, under "Statewide Projects." With the 2015 contract for courier service, the State Library is making an effort to collect more accurate and complete statistics than have been available in recent years. In January, Montana Courier Alliance libraries reported 174 stops and 1102 crates moved to and from libraries. In February, with the addition of drop sites at Great Falls Public Library and Havre-Hill County Library (also serving Montana State University – Northern), libraries reported 188 stops and 1,297 crates moved. Four locations had yet to report their February statistics at the time of writing this report.

- Investigate and educate librarians about OCLC's new discovery system as it becomes available, so that there is understanding among Montana librarians of this additional integrated search tool available at no cost through our OCLC group services. *(Cara Orban, Suzanne Reymer, Pam Henley, Lauren McMullen)*

**(Originally reported December 2014)** 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.

**(Update: April 2015)** Orban is alerting librarians via the Wired and MSC listservs about upcoming online OCLC trainings and resources. This outreach is being coordinated with OCLC staff.

- Gather data about bandwidth through the public library statistics and the new speed test tool to better inform us on the current situations in libraries. *(Suzanne Reymer)*
- Meet with the appropriate staff of the Montana Telecommunications Association to gain a more in depth understanding of the structure of and technical language used in the telecommunications industry in Montana. This knowledge will be gained in order to more effectively communicate with librarians and participate in high level planning efforts related to broadband. *(Lead staff: Suzanne Reymer)*

**(Originally reported February 2015)** 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 the Universal Service Administrative 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.

**(Update: April 2015)** Reymer has been working with 48 public libraries across the state on their E-Rate applications. E-Rate modernization has created changes in the programs and forms which have been challenging to experienced and new applicants. There are several new library directors applying for E-Rate for the first time this year who have required additional assistance.

### **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.

3.3. Develop and present appropriate library leadership training for Library Directors and Trustees.

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.

#### SLR Work Objectives:

- Create a training evaluation approach that all LD staff doing training will apply consistently and that is tied to CE, to more effectively and consistently provide training in all areas. *(Lead staff: Jo Flick)*
- Evaluate SLR and vendor provided training through the creation and utilization of standardized evaluation tools that are also tied to CE, so that CE requirements are a consideration in the training evaluation process. *(Lead staff: Jo Flick)*
- Participate in a train the trainer event to improve training skills. *(All staff)*  
**(Update: April 2015)** Flick held a second event for those MSL staff who train, focusing on evaluation methods. An agency wide training evaluation tool is being developed out of this session, so that benchmark training evaluation criteria is consistent for all MSL programs, enabling MSL to identify trends and patterns in the trainings we provide and better track training needs.
- Produce training webinars about library districts so that interested librarians and trustees can easily access essential information about districts, on demand. *(Lauren McMullen, Pam Henley, Suzanne Reymer, Jo Flick)*

- Develop an MSC plan to address staff turnovers in MSC libraries, particularly schools, to improve communication when there is new staff, reducing gaps in knowledge. *(Ken Adams)*
- Develop a training curriculum for new MSC software and services to ensure that all MSC librarians receive the training needed when there is new software and services. *(Lead staff: Amy Marchwick)*
- Provide short, recorded webinars on the resources available to libraries that enable them to create compelling charts and visual reports drawing from the data in their public library statistics. These recordings will be available for viewing from the Learning Portal at the librarian's convenience. This effort will be undertaken in order to assist libraries in telling their stories to their local funding bodies and communities. *(Suzanne Reymmer, Lauren McMullen, Pam Henley, Jo Flick)*
- Evaluate and implement as appropriate ideas coming from the COSLA CE Connector Committee to engage Montana librarians in national CE trends. *(Lead staff: Jo Flick)*

**(Update: April 2015)** The CE Connector project of COSLA is yielding some useful resources for Montana Libraries: a collection of materials to help library boards when they are faced with hiring a new director and a short webinar series that will serve as a general introduction for new library directors. Most of these resources will show up as links from the MSL Learning Portal later this Spring.

- Identify state and regional experts in the areas of succession issues, employment law, library budgets and local library-government relations who could be invited to present online and in person trainings at Federation meetings, Fall Workshop and MLA Conference. Ensure that these particular areas are included in presentation proposals made by MSL for these events. This will be done to strengthen library directors' understanding of and comfort with these areas. *(Suzanne Reymmer, Lauren McMullen, Pam Henley, Jo Flick)*

**(Update: April 2015)** MSL contracted with Sage Solutions to provide succession planning training for trustees and library directors using FY14 LSTA funds designated for trustee training. Sage Solutions' Terry Profota and her associate are presenting three hour sessions at the Broad Valleys, South Central and Golden Plains Spring Federation meetings. The first session at the Broad Valleys meeting was attended by 12 trustees and 2 library directors. The "Emergency Succession Plan Handbook" and a "succession toolkit" created by Sage Solutions and distributed during these sessions has been very well received and has resulted in increased understanding of the importance of strategic, operational and policy planning by library boards, in order to be prepared for succession situations.

**(Update: April 2015)** McMullen presented webinar training on strategic planning to public, academic and special librarians. Strategic planning is especially helpful during

periods of transition and succession, and when organizations are squeezed for resources. The session promoted the benefits of planning and introduced uncomplicated methods and tools. Several attendees expressed the intention to begin strategic planning this year.

- Add a district transition template to the current Public Library District First Year resource so that libraries, boards and local governing and funding bodies can collaboratively work their way through the district transition process. (Suzanne Reymer, Lauren McMullen, Pam Henley)

**(Originally reported February 2015)** 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.

**(Update: April 2015)** Reymer and Henley participated in a district planning meeting at the Livingston-Park County Library. The city has seen a reduction in funds, which has in turn reduced the library's funding. The library is pursuing the possibility of forming a district to ensure a reliable funding source as well as the development of county-wide library services.

- Receive facilitation training to more effectively engage in local discussions between various parties about potential library districts, and other potentially controversial topics, so that these initial discussions are more effective and successful. (Suzanne Reymer, Lauren McMullen, Pam Henley)
- Spend time focusing on very small (1-2 person) library needs when planning trainings in all areas of library development in order to ensure that MSL trainings are relevant and accessible to all sizes of library staff. When planning trainings, consider libraries where the director is part time and wears many hats, does not have an MLS degree and where the library budget does not include the room for staff to travel regularly to conferences. (All staff)

**(Update: April 2015)** United States Department of Agriculture local representatives presented a webinar on funding rural library buildings and programs.

**(Originally reported April 2014):** Based on recommendations from Montana maker space coordinators, young adult librarians, and school librarians, and from library development staff at the Idaho Commission for Libraries, ordered tools and materials for three kits that will circulate to Montana libraries beginning Spring 2014. Based on this order list, started organizing online training for library staff at the three initial hosting libraries. This training will provide an orientation to maker philosophy and expected pilot outcomes, as well as an overview on how to use the tools provided and develop public programming around them. Maker spaces are collaborative learning and creative spaces that provide tools and materials for STEAM (Science, Technology, Engineering, Arts, and Mathematics) based programming and experimentation.

**(Update: April 2015):** Montana Makers kits moved to six new libraries in February: Cayuse Prairie School in Kalispell, Lewis & Clark Middle School and Lockwood Intermediate School in Billings, Hobson Community Library, Lewis & Clark Library, and Missoula Public Library. Orban led two orientation training webinars for these libraries on January 27 & 29 to help familiarize library staff with the makerspace tools and materials in advance of receiving the kit, which was a suggestion that emerged from evaluations in Fall 2014. Orban led one, hour-long online session on January 28, introducing the Montana Makers pilot to an audience of 24 public, school, and state library staff from Montana as well as from Georgia, Iowa, Colorado, Vermont, and Virginia. Objectives for this webinar were to provide public or school libraries with a concise list of questions to help plan and prepare for developing a makerspace, particularly for libraries with limited space and budgets, and to introduce a selection of materials from the kits with details about pricing, potential audience, and relevant STEAM disciplines.

**(Originally reported April 2014)** Working with a team of three other MSL staff, continued work on the "Share Your Story" lifelong learning and outreach project that will circulate interview and programming kits to Montana libraries beginning Spring 2014, modeled after StoryCorps project and based around the themes of Wilderness, Work, and Women in Montana. Staff has cultivated partnership possibilities with the Montana State University film department and Montana PBS for training library staff and volunteers in video recording and editing as well as conducting quality interviews. Marketing materials are being developed to lend a consistent brand to this new LSTA funded statewide pilot. The main focus of the pilot is the library's outreach to its local communities and building on partnerships to expand public programming and lifelong learning opportunities in libraries across the state. Relevant content gleaned from this pilot may also be considered for inclusion in the Montana Memory Project.

**(Update: April 2015)** Orban provided an overview of the Montana Makers and the Share Your Story pilots in two, hour-long presentations at the Montana Library Association Offline conference in Billings, February 6 and 7. The theme of the presentation was content creation and collection in the library. Approximately 30 library staff were in attendance at each session. Attendees from five public and school libraries followed up after Offline to request a maker kit later in the spring and summer, and one library expressed interest in hosting a Share Your Story kit.

As part of the continuing GoToMeeting pilot, Flick and Henley presented 2 webinars (January and February) highlighting the goals of the project and offering suggestions on possible uses for public libraries. More support was offered with bi-weekly drop-in sessions so individual librarians could receive additional assistance. A session at the Broad Valleys Federation meeting was well attended, where library directors received headsets provided by the State Library and practiced setting up online meetings. A goal of this pilot is improved communication and information sharing between many of the remote libraries around the state.

Henley offered two webinars on using the DiscoverIT search tool, designed to increase awareness among librarians. Highlights included demonstration of improved search results and options for customizing a library profile. Several libraries expressed interest in creating a DiscoverIT search box for their library home page. Detailed procedures for customization will be offered in upcoming webinars. This will give library patrons improved access to a wide variety of resources through a single search.

Henley and Reymer presented a session on library policies at the Broad Valleys Federation Spring meeting. In addition to information on the need and types of policies to consider, participants were given the opportunity to develop a policy specific to their library. This exercise helps libraries prepare for a variety of circumstances, in turn allowing them to focus on offering quality services to their patrons.

A 6-part series of database webinars called "Winter Wonderland of Online Resources" wrapped up in early February. These webinars covered a specific set of statewide databases each session, increasing librarians' understanding of these resources. The webinars were archived on the State Library's Vimeo Channel for anytime, anywhere learning.

A session entitled "Transitioning from Sage on the State to Engaging Learners" was presented by the Christine Kreger of the Colorado State Library, facilitated by MSL. This

session stresses the need to actively engage learners during trainings, as compared to lecture-style learning.

Goodwin prepared two, new training videos: “MSC Offline Procedures” and “Discard vs. Delete Catalog Records”. The videos have been well received by the MSC membership. Goodwin launched a training needs survey to determine areas of need among MSC members, which will inform training plans for virtual, in person and brief, recorded webinars.

Adams, Marchwick, Hazen and Goodwin traveled to Bozeman and Kalispell to participate in instructor-led training for Bozeman Public and ImagineIF library staff on the Symphony Acquisitions/EDI automated ordering and invoicing module. These staff provided consultation during the training that led to several fixes and changes in how the libraries were using the module.

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

#### **Goal Four—Consultation and Leadership**

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

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.

4.5. 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.

4.8. Facilitate more state-wide purchases of content, supplies, and programs that benefit all Montanans through their local libraries.

#### SLR Work Objectives:

- Create a 5 year strategic plan for the MSC so that the consortium has a guiding document addressing growth, governance and system possibilities. *(Ken Adams)*  
**(Update: April 2015)** Adams and McHugh served in an advisory capacity on the MSC Strategic Planning Committee. The Committee has finalized a draft plan which was shared with the MSL Network Advisory Council on March 10 and has been submitted to the MSC Executive Board in preparation for the MSC Spring 2015 membership meeting. Following action on the plan by the membership, the MSL Commission will receive the plan.

- Develop and undertake an annual visitation schedule of MSC libraries by the MSC Director in order to provide effective in person communication on an annual basis.  
*(Ken Adams)*

- Create an LSTA policy and procedures guide and provide training to assist MSL staff with the annual LSTA process so that staff have clear direction about the process, accessible through a central document. *(Cara Orban)*

**(Update: April 2015)** Orban has created this internal guide with input from Jennie Stapp, Kris Schmitz and McHugh and it will be ready for use by Library Development staff as the FY15 LSTA projects commence.

**(Update: April 2015)** Orban participated in three webinars during this period facilitated by the Institute of Museum and Library Services. The intention of the webinars was to prepare state library agencies for the new reporting framework for the Grants to States Program which will be in effect for the federal FY14 report, due December 31, 2015. Changes to the annual report correspond with the Measuring Success Initiative, which IMLS started in March 2011 to help IMLS and state library administrative agencies plan for, manage, and evaluate LSTA-supported library efforts. As a result of this training and new reporting framework:

- IMLS and state library agencies will be prepared to comply with new federal guidelines mandating that different types of data be collected and publicly accessible.
  - A new system relying less on text narrative allows IMLS to gather and compare information in new ways and to better communicate this data to stakeholders. Likewise, reported data will be “bi-directional” and available for state library agency staff to efficiently search and discover data from efforts nationwide.
  - The new system will have a public interface for the first time. This will allow for data transparency within and across states
- Launch a formal survey to evaluate the changes to consulting services at MSL in order to assist us in determining whether we are meeting the needs of all sizes and locations of public libraries. *(Suzanne Reymer, Lauren McMullen, Pam Henley)*

- Explore opportunities for additional partnerships that enable libraries to temporarily provide traveling exhibits of interest to their local communities, expanding the idea of libraries as community anchor institutions. *(Lead staff: Jo Flick)*
- Attend the Association of Rural and Small Libraries and the Public Library Association 2015 conferences so that LD staff are in tune with the challenges and opportunities for collaboration beyond Montana. *(Staff to be determined)*
- Provide an “MSL Room” during the 2015 Montana Library Association conference in order for librarians to ask MSL staff questions about matters of interest and network with each other. *(Staff to be determined)*

McMullen consulted with Conrad Public Library Board of Trustees on staffing and compensation plans, so the library can offer salaries that are competitive and attractive to new employees and to retain good employees. McMullen also facilitated library futures and planning conversation with Conrad Public Library staff, board members, Friends and foundation members. The Conrad PL passed a dedicated library levy in 2013; since the funding began, it's the first time the library hasn't had to worry about making ends meet and can consider expanding and/or initiating new services. The group identified activities that can be undertaken immediately and considered goals for the future.

McMullen met with the new director at Choteau Teton Public Library. The Choteau library is one of three standalone libraries (along with Fairfield and Dutton) that operate with funding from Teton County. The directors at all three libraries understand the value of collaboration (Fairfield PL is currently applying to join the Montana Shared Catalog) and hope to share resources more closely in the future.

Henley consulted with Sidney-Richland County Library concerning the search for a new director. The local oil-boom economy is creating obstacles for encouraging applicants from outside the area (lack of housing and the ability of the library to offer a competitive salary). Options include candidates with leadership experience but little library background.

Henley conducted new director orientations (Garfield County and Fallon County) and library trustee training (Hearst Free Library) were conducted. These visits help ensure new directors and trustees are aware of resources available to them and are able to continually offer quality library services.

The Mountain West Digital Library has decided to charge their service hubs membership dues. The Utah Academic Library Consortia has reviewed and approved this decision.

The MMP will owe membership dues annually to continue to be a MWDL service hub. Membership dues will now be required of all MWDL Service hubs and will be \$5000 for the first year and \$7500 each subsequent year. To make a decision about how to proceed MSL met with the Montana Historical Society Research Center, University of Montana Mansfield Library and the Montana State University Library to discuss options. All of the participants agreed to split the first year's fee equally, to continue to ensure that MMP content is ingested into the Digital Public Library of America through MWDL and to give all participants a year to discuss other options. One alternative to investigate is that Montana could create a direct service hub relationship with DPLA. The costs of this option are yet to be determined, and is one of the issues the group will explore in the coming year in addition to staff expertise and time required to be a direct service hub.

Working with the MontanaLibrary2Go Executive Committee Chair, Orban organized an online vote on March 5 for the MontanaLibrary2Go membership to pass a resolution to pay for half the cost of the OverDrive annual hosting fee (\$18,000) for FY16. 22 libraries voted unanimously to accept the resolution. The purpose of this vote was to inform the Network Advisory Council, in advance of their discussion of the proposed FY15 LSTA Statewide Projects budget, on the consortium's capability to absorb the annual cost which is to increase after having remained flat for the first seven years of the contract. During this time, the consortium grew from 15 libraries to 89 libraries.

## **Goal Five—Collaboration**

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

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).

5.5. Assist partners in developing web-accessible Montana-related digital content, and provide Montanans with access to digital collections and items relating to Montana's cultural heritage.

5.6. Promote library-related automation, data, networking standards, and web-scale solutions.

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

SLR Work Objectives:

- Add to the sophistication of the Library Directory for optimum utilization by all library staff in Montana. New features planned for FY15 are adding the ability to track CE credits through a library's Directory profile and offering the option of creating and saving within the Directory individually customized, interactive transition planning templates for new public library districts. *(Lead staff: Mike Price)*
- Complete the MSC reorganization effort. The remaining work for FY15 will be changing the circulation policies of the individual libraries not participating in an MSC user sharing group, customizing the item category drop down lists in the system so that each library's list only contains those categories used by the library, reviewing scheduled system reports following the circulation policy changes and removing scheduled reports from the system that are no longer necessary. SirsiDynix, the company that provides the MSC integrated library system, will remove all policies that will no longer be used by the end of calendar 2014. These final steps in the MSC reorganization will make the MSC a successful tool for quality library development and cost effective for its members. *(Ken Adams, Mike Price, Melody Condon, Amy Marchwick)*
- Put together a formal list of current and past directors, and board chairs of public library districts willing to serve as mentors to directors and boards exploring the library district option. Using this list, connect identified mentors and interested directors and board members. Mentoring partnerships have been successful in other areas of library development such as cataloging and we want to see if this approach will aid in the growth of library districts. *(Suzanne Reymer, Lauren McMullen, Pam Henley)*
- Encourage public libraries to conduct community assessments, articulate specific goals and objectives for outreach programming, and build partnerships with one or more partners in the community, in order to illuminate the role of the public library as a community anchor. To accomplish this objective within a single project in FY15, we will focus on the Maker Space project. We will draft a series of questions that will comprise a community assessment tool for use by those libraries that borrow a Maker Space kit. One aspect will be ways in which members of the community were engaged in presenting maker space programs. Building on this information, hosting libraries will then complete an Outreach Action Plan that outlines plans for structured activities which will make use of the maker kits, and articulates the specific resources (staff time, materials, funding, meeting space, and

training) that they and their community partners will contribute toward the implementation of these plans. The Outreach Action Plan will also identify program expectations and desired outcomes (for both libraries and community partners) to be met through these activities. Library staff will be trained in how to use this assessment tool and libraries borrowing the kits will be required to conduct a community assessment using the tool. At the end of the 8 week hosting period, hosting libraries and their community partners will complete an evaluation form for MSL in which they will determine the extent to which they achieved desired outcomes. Evaluation data may be qualitative and based on participant feedback, but will also include program statistics and output data collected by the hosting library. This first effort will inform SLR-LD staff about how we can assist libraries in the future with this kind of assessment. *(Lead staff: Lauren McMullen, Cara Orban)*

- Communicate with Montana school administrators about the MSC and school library growth by regular email updates sent through OPI when new school libraries are added to the MSC, attendance at the Montana School Administrators annual conference, a booth at the Montana Education Association's annual conference and by providing talking points to MSC school librarians to share with their local administration. *(Ken Adams)*
- Study and evaluate the pros and cons of moving to vendor supplied bibliographic records within the context of MontanaLibrary2Go and the MSC, as opposed to records from WorldCat , so that end users have access to quality metadata that ensures successful search experiences. *(Cara Orban, Ken Adams)*

**(Update: April 2015)** The MSC Content Management Committee held their annual meeting to discuss and plan major changes in cataloging procedures related to vendor records, RDA requirements and improving the end-user experience. Several sub-committees were formed to accomplish assigned tasks that will lead to updated cataloging procedures and best practices.

Reymer worked with the Offline Committee comprised of staff from Billings Public Library, MSU Billings Library and Bozeman Public Library to plan and coordinate the Offline conference in Billings.

## **Goal Six—Sustainable Success**

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

6.3. Evaluate new and continuing content and services against MSL's mission and long range plan.

6.5 Use Federal Library Services and Technology Act moneys to support new MSL pilots and projects; and support ongoing projects using State funds.

6.7. 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.

6.11. Provide for an information technology infrastructure which insures industrial strength capacity, and reliability.

SLR Work Objectives:

- Demonstrate leadership in the area of social media by more regularly and consistently communicating our news through Twitter and Facebook. More engagement by SLR-LD staff in using social media will exemplify how libraries can leverage tools like Twitter and Facebook to be more present in their own communities. *(All staff)*
- Come together for a meal when attending Fall Workshop, MLA or other statewide conferences in order to make the most of these opportunities for staff collaboration and troubleshooting. *(All staff)*
- Participate in an SLR Division retreat to strengthen communication and understanding of shared goals within SLR. *(All staff)*
- CELEBRATE SLR accomplishments to recognize the good work being done on a daily basis. *(All staff)*

Della Yeager has been hired to provide MMP technical support through a temporary, contracted position funded by FY14 LSTA. Della will help train new MMP contributors, help maintain the webpages, and will post to MMP social media sites. She will also develop training videos demonstrating how to make the most of the MMP and will develop educational materials.



## Montana Talking Book Library Report February and March, 2015

Prepared for the April 8, 2015 Commission meeting  
By Christie Briggs, Supervisor

This report represents accomplishments of Montana Talking Book Library Staff: Jackie Crepeau, Readers' Advisor; Bobbi DeMontigny, Readers' Advisor/Machine Lending Agent; Erin Harris, Recording & Volunteer Director; Martin Landry, Readers' Advisor; and Carolyn Meier, Circulation Coordinator

### 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 FY15 Objectives:

- Based on approval of a pending EPP funding request by November, 2014, secure legislative approval by May, 2015, for the completion of the Audio Digital Conversion Project which includes 795 analog titles remaining to be converted. The benefit to patrons is to offer access to, and meet the demand for greater content of, local Montana titles available in a digital format. To date, fifteen other Talking Book Libraries have downloaded our first converted digital book from BARD, for distribution to their patrons, saving MTBL (*Lead staff: Christie Briggs*)

**(Originally reported October and December 2014)** The EPP proposal was not approved for inclusion in the Governor's Budget. Alternatives were being evaluated.

**(Update: April 2015)** Currently evaluating the viability of the Audio Digital Conversion Project to be incorporated as part of MTBL's training of Experience Works Training Program (EWTP) trainees. Considerations include: Appropriate project expectations of EWTP trainees; evaluation of skills level requirements for a trainee to follow detailed and intricate conversion steps; identification of those portions of the project which only the Recording Dir. (or other staff) can accomplish; time required of the Recording Dir. to train and oversee a trainee; additional time required to complete the project

(probable extension of the project past the original projected 3 years). Other alternative training programs are still being considered. Decision will be confirmed by June, 2015.

- Research and develop plans for a second in-house recording studio by March, 2015, to benefit an increase in the patron demand for a higher quantity of accessible on-demand and locally produced audio digital book and magazine titles. *(Lead staff: Christie Briggs, Erin Harris)*

**(Update: April 2015)** This is a multi-step research and evaluation process. Currently researching ventilation (heating/cooling), electrical and space impacts with MT General Services to support a portable sound booth. Three vendor specifications are currently being evaluated by MTBL staff against NLS and ADA standards, with NLS consultation input. One vendor submitted an estimated quote for minimal specifications, providing a baseline starting point. Further NLS/ADA specifications will require additional add-ons to the basic quote. Ballpark range for just the booth from one vendor is estimated at \$12,000, not including a current rough estimation of over \$42,000 for installation, MT General Services support, IT requirements (addition of two IT ports, and 2 computers for a program volunteer monitor and reviewer), and necessary office furniture and supplies (chairs, work tables, etc.). Estimated timeline for research completion is still on track for June, 2015.

- Develop a more systematic approach to selecting titles for permanent ILL quotas from the NLS-MultiState Center West (NLS-MSCW) contractor by May 2015, identifying and replacing resources used in the Montana Duplication-on-Demand system, in order to increase the efficiency and cost-effectiveness of MTBL resources, and the efficiency with which patrons receive series titles as well as maintaining access to titles in higher demand. *(Lead staff: Jackie Crepeau)*

**(Update: April 2015)** NLS increased the quota amount for each library of digitized cassette titles that can be permanently Interlibrary loaned to each library. MTBL has implemented a monthly Reader Advisor communication system to identify higher priority titles in order to always utilize the maximum amount allowed for MTBL's permanent ILL quarterly request quota.

- Complete the BARD (Braille and Audio Reading Download) Bibliographic Synchronization project for MTBL's digital storage and digital duplication system with NLS by May, 2015 in order to make higher quantities of in-demand titles available to patrons faster. This will increase the annual amount of BARD Duplication on Demand physical copies (predicated on the ability to purchase adequate digital cartridge resources), in order to meet patron demands for increased digital copies of book and magazine titles. *(Lead staff: Christie Briggs)*

**(Update: April 2015)** NLS ended their rSync pilot project with MTBL, and other talking book libraries in FY13 due to Library of Congress server changes, which took a year to accomplish. NLS is now working out the details of installing a full BARD

Synchronization program (BARD-rSync) with MTBL and other TBL's. This will involve MSL's IT administrator to coordinate details with NLS IT staff to set up. The initial impact to MTBL's SAN space is 10GB. Duplication-on-Demand doubled from FY13 to FY14. Although the pilot project ended prematurely by NLS, it proved valuable in decreasing staff time from performing time-consuming BARD downloads and then duplicating to direct duplicating from the BARD rSync storage. Staff time processing direct patron digital cartridge ILL's through the NLS MultiState Center West (NLS-MSCW) in Utah also significantly decreased (from 40% in FY12 to 20% in FY13). After NLS ended the pilot program prematurely in FY13, a request for additional cartridges from the MTBL portion of the MSL Trust did not meet the Trust guidelines. MSL management approved a one-time MTBL End-of-Year budget request to purchase 900 cartridges, which proved to be crucial in getting MTBL through a high patron demand period for BARD titles to be duplicated-on-demand for non-BARD patrons (80% of all patrons). In directing staff to stretch the duplication of these cartridges over a two year period, while attempting to meet the primary goal of all patron needs for duplication-on-demand in FY14 and FY15, staff identified low and high circulation collection trends; queries of patron demands for certain authors and titles and designated as many MTBL cartridges as possible for re-use. Also, staff instituted a greater amount of direct patron ILL's (from 20% in FY13 to 45% in FY14 and 65% in FY15), as well as met the NLS increase of 2015 in the amount of allowed quarterly digital cartridge quotas for libraries to replace a small quantity of digitized cassette titles from the NLS-MSCW's permanent library ILL system, both in lieu of MTBL in-house duplication-on-demand from the NLS-MSCW contractor in Utah. During FY14 and FY15, the annual required NLS Digital Cartridge Recall Program (of NLS cartridges only) revealed a greater than anticipated amount of return from talking libraries. As a result, all talking book libraries and NLS began a laborious negotiation process which concluded in NLS agreeing to include distribution of a certain amount of new NLS purchased cartridge quantities to talking book libraries in dire need. \*MTBL submitted a request to NLS on 3/18/2015 (the NLS announcement was posted after 5pm on 3/17/2015) for 3,000 cartridges (with approval pending). Approval is expected by July, 2015. If not approved, MTBL will continue on the current course of actions, and review additional areas (e.g., duplication of book series) in high patron demand.

- Through the MTBL-MLA (Machine Lending Agency) recycle cassette equipment by June 30, 2015, (based on the availability of adequate digital players and books) to ensure patrons will benefit from free access to easier-to-operate accessible digital players for listening to digital cartridges, as well as downloadable materials. (*Lead staff: Erin Harris and Bobbi deMontigny new Readers' Advisor -RA*)
- Complete the NLS cassette book recycle program by June 30, 2015, in compliance with NLS guidelines. This will benefit MTBL by having more in-house space to

accommodate receiving a larger number of digital copies to the MTBL in-house collection, which in turn will meet increased patron demands for additional copies of available titles. *(Lead staff: Carolyn Meier)*

**(Update: April 2015)** The Circulation coordinator and volunteers have doubled the recycling of cassette book copies from 5,000/quarter in FY14 to 10,000/ quarter in FY15. The deadline for completion has been moved from June, 2015 to January, 2016. This will not have a significant impact on the original estimate due to monitoring and projections of several significant changing in activities and trends: unexpected changed in NLS recycling contracts; completion of NLS cassette to digital book conversion program; installation of the NLS BARD-rSync program; the continued steady decrease in patron demands for cassette titles; a concerted effort of staff to encourage “digital only” services for existing and new patrons, MTBL BARD patron utilization (only 20% of all MTBL BARD patrons signed-up are consistently using BARD), new BARD patrons (a projected increase of 5% is anticipated from 15% in FY14 to 20% by June, 2015); requests for duplication-on-demand.

- Develop a plan to phase-in a fully automated circulation process of digital book inspection, check-in and inventory by June, 2015. This would increase efficiency and accuracy as the cassette book collection continues to diminish and the considerable increase in the digital book collection. This would require coordination with the Director of the Volunteer Program to include cross-training of volunteers to the Montana Duplication on Demand process. *(Lead staff: Carolyn Meier, Erin Harris)*

**(Update: April 2015)** The deadline has been moved to evaluating this objective in January, 2016 when in-house circulation of cassette books and machines will be discontinued. The impact to MTBL of an automated circulation process of digital books and machines is contingent on evaluating the cost and budget for implementing a new barcode scanner system which would increase efficiency in circulation.

- Complete the 2014/2015 digital book recall program by June 30, 2015, in compliance with NLS guidelines, to insure NLS has additional recycled resources to produce more books for patrons on a national and state level. *(Lead staff: Carolyn Meier)*
- To encourage Early Literacy of our younger Braille readers, MTBL will adopt the new rules of the Unified English Braille (UEB) system (which were adopted by the Braille Authority of North America in 2012) by June 30, 2015, to improve the quality and quantity of in-house children’s twin-vision Braille collection and meet the Early Literacy education needs of our younger Braille readers. *(Lead staff: Christie Briggs, Carolyn Meier)*

## **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 services to meet changing user needs.

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

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

MTBL Specific FY15 Objectives:

- Purchase and install new HABC post-production and recording software by July 15, 2014, to complete post-production of newly completed "born-digital" titles, starting with MDB (Montana Digital Book) 2000, refining the markup and quality assurance processes by December, 2014. *(Lead staff: Christie Briggs, Erin Harris)*

**(Originally reported December 2014)** Accomplished installation in July, 2014.

**(Update: April 2015)** Completion of the post-production process (markup; wav equalization of sound quality; quality assurance (QA) committee review; duplication, NLS encryption and verification of cartridges) is currently in-process. The volunteer QA review committee has been re-activated. Original time projections were overly ambitious due to delays in receiving two wav software items that test sound quality, the Hindy recording training process of volunteer teams, and other time demands on the new Recording/Volunteer Program Director. A new target date for completion is June, 2015.

- Accomplish the conversion of the new recording studio software from the existing LCM (Low Complexity Mastering) system recording software to HABC. LCM is no longer supported or updated by its manufacturer and runs only on the outdated Windows XP platform. This will benefit patrons by having a higher quality, more efficient platform for listening to newly recorded Montana titles. New digital titles will be uploaded to BARD, through an NLS process, and made available to patrons and other Talking Book Libraries nationwide, increasing MTBL's efficiency in decreasing staff time processing out of state patron ILL's. *(Lead staff: Erin Harris)*

**(Originally reported December 2014)** Accomplished installation of the HABC , or "Hindy", recording software, and replacement of old hardware in July, 2014.

**(Update: April 2015)** All but two wav software items were previously installed and tested in July, 2014. The installation of these two wav software items were delayed after discovering, and eventually correcting, vendor requirements for designation of the appropriate user ID during the procurement process. These were finally installed in February, 2015 and are being tested in the post-production process.

- Improve the user interface of MSL's MTBL Web site through development of accessible DNN website formatting and ensure all MSL webpages have conveniently located ADA accessible toolbars for end users by December, 2014. *(Lead staff: Christie Briggs, Erin Harris)*

**(Originally reported October 2014)** Accomplished in October 2014.

**(Update: April 2015)** Changes have been implemented since this accomplishment and further developments are being planned by the MSL Web Oversight Committee.

- Increase user access to MTBL and all MSL resources by incorporating the use of existing and additional social media tools by June, 2015. *(Lead staff: Erin Harris)*

**(Originally reported December 2014)** Accomplished Jul-Dec 2014 timeline of projected FaceBook posts in December 2014.

**(Update: April 2015)** Currently working on timeline for projected Jan-Jun 2015 posts.

- Provide patrons with additional NLS genre bibliography catalogs in digital audio, Braille, and Large print, by June, 2015 to increase awareness and benefit patron access to desired titles, authors and genres. *(Lead staff: Carolyn Meier, Jackie Crepeau, Martin Landry, Bobbi deMontigny) new-RA)*

**(Update: April 2015)** Announcement of the NLS 2014 Gentle Romances bibliography catalog was posted in the winter issue of the Bits of Gold newsletter by March 20, 2015. Distribution of patron requests for this catalog will be processed as received.

- Establish a fully KLAS automated notification system for notifying patrons of overdue books by June, 2015, with a specific focus on waiting lists. Collaboration with KLAS is essential in working out the current database capabilities, determine best practices of other KLAS libraries, and implementing improvements to the KLAS overdue reporting function. Success will be determined by a decrease in the number of overdue items and the amount of staff time required to notify patrons of overdue items. *(Lead staff: Martin Landry)*

**(Update: April 2015)** KLAS implemented some updates to the overdue notifications in 2014. MTBL will discuss further clarifications and patron impacts at the April KLAS User Conference.

- Upgrade KLAS (Keystone Library Automated System) database to accommodate bundling of multiple book and magazine titles by June, 2015 to benefit patron access to multiple titles on a single cartridge. *(Lead staff: Martin Landry)*
- Improve MTBL's WebOpac services to meet changing user needs for better search capabilities by June, 2015. *(Lead staff: Martin Landry)*

**(Update: April 2015)** Progress on this was delayed due to several unavoidable issues including the 2014 MSL IT identification of MTBL's KLAS server being out of warranty necessitating a move to a virtual server (as recommended by MSL IT), and a staff vacancy from May-October 2014, necessitating existing staff covering duties of the vacant position. The KLAS server move was accomplished in March, 2015. Discussion of implementing new KLAS WebOpac improvements will be re-initiated at the April KLAS User Conference.

- By June, 2015, refine the Montana Digital Duplication on Demand and the NLS Interlibrary Loan processes to improve efficiency in the utilization of digital cartridge resources to accommodate 85% of MTBL patrons who are non-BARD users. It is anticipated that the number of non-BARD users will decrease over time, but much slower than anticipated due to several factors, including individual patron capabilities and skills, internet access, patron resources, and patron choice in whether to download or not. We are also working with NLS on Duplication on Demand resource solutions in this area. This will benefit patron demands for additional access to retrospective titles. *(Lead staff: Martin Landry, Carolyn Meier, Jackie Crepeau)*

**(Update: April 2015)** This MTBL objective has appropriately and necessarily been combined with the MSL Goal One- Content, MTBL objective (4<sup>th</sup> bulleted item) on the "BARD Bibliographic Synchronization Project".

- Increase MTBL Outreach to Montanans on a quarterly basis by coordinating efforts with the Communications/Marketing Coordinator by October, 2014. *(Lead staff: Christie Briggs)*

**(Update: April 2015)** In October, November and December, 2014, further refinement was accomplished for MTBL outreach advertising from January-June, 2015. This included a news article on machine volunteers to Montana newspapers was distributed in January 2015; this article with a small MTBL advertisement in the *Senior News Mar-Apr 2015 issue*, and plans for continuation of MTBL's TV ad in FY16.

- Educate patrons on additional services available to them by March, 2015, such as commercial digital titles available from NLS (and how to access them), as well as the newly available iBill Currency Reader (and how to operate them) through consumer conferences, Bits of Gold newsletter, website and social media avenues. *(Lead staff: Christie Briggs, Jackie Crepeau, Erin Harris)*

**(Update: April 2015)** Accomplished through all indicated avenues in this objective by March 2015. These efforts have resulted in a modest increase in new patrons. These efforts will continue and be re-evaluated in FY16.

### **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.

3.4. 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 FY15 Objectives:

- Develop a training manual to transition volunteers from the obsolete LCM recording software to successfully operating the new HABC recording software by December, 2014. Begin training volunteer teams on a one-on-one basis, completing all team trainings by April, 2015. *(Lead staff: Erin Harris)*

**(Update: April 2015)** A volunteer recording training manual was completed in December, 2014. Volunteer recording teams (8 of 10) successfully completed new "Hindy" software training by March 2015. Two new Montana digital books, MTBL's Bits of Gold winter newsletter issue and one new potential narrator audition were completed by March 2015. At the request of the Secretary of State, recording began in March 2015 on the current 2013 issue of the "Montana Constitution".

- Maximize Montana State Library's interdepartmental awareness and maximize MTBL staff training through understanding and promotion of all MSL programs for increased benefit to MTBL users, with emphasis on training patrons on utilizing MontanaLibrary2Go, and various e-book readers. The fall SLR retreat in October, 2014, will assist in this effort.

**(Update: April 2015)** At the October 2014 fall SLR staff retreat, a recommendation was made to include MTBL staff in the larger monthly SLR meetings. Due to time constraints of all programs, a twice-monthly, half-hour meeting, was established in

January 2015, to include MTBL staff in SLR/LDD staff update meetings. The immediate impact has been an increase in SLR basic interdepartmental awareness, but time has not allowed for training on various programs and how to cross-promote them. Further development of agenda items, program input and evaluation of these meetings is necessary.

- Provide staff training opportunities to attend the KLAS User Training Conference on April 21-23<sup>rd</sup> in Oklahoma City, OK., as well as the 2015 Western Region Talking Book Library Conference on May 12-14<sup>th</sup> in Sacramento, CA.
- Provide digital talking book machine (DTBM) repair web-training to the new MTBL Readers' Advisor and Machine Lending Agent in the 2015 NLS training cycle. (*Lead staff: Bobbi deMontigny ~~new-hire~~*)

**(Update: April 2015)** NLS provided the first digital machine repair web training video tool, made available in February 2015 to talking book library machine lending staff. This will lead to further planning and development of a training program for machine repair volunteers utilizing NLS web videos, as well as MTBL web training tools, in the near future. The immediate impact is better training for the new MTBL Readers' Advisor/Machine Lending Agent.

- By June, 2015, increase public librarians' awareness of available MTBL service options through several avenues, including upgrades to the MSL/SLR Learning Portal, at the Fall Workshop Poster Session in September, 2014, as well as coordinating with MSL/LD Consultants.. Public Libraries are often the first point of contact for finding specialized library services beyond what the Public Library may already provide. (*Lead staff: Christie Briggs, Martin Landry, Erin Harris*)

**(Update: April 2015)** MTBL upgrades to the MSL/SLR/MTBL Learning Portal about MTBL services were added by December 2014, after inquiries were received from public library staff attending the September 2014 Fall Workshop MTBL poster session. Starting in October 2014, additional inquiries have been received from additional public library staff, who viewed the MTBL Learning Portal, requesting additional information on specific MTBL services, costs, patron eligibility, and application processes. The impact has been better communication and awareness.

- Train MTBL staff on BARD improvements, utilization of BARD Mobile APPS on iPads and Android devices by June, 2015, in order to assist patrons with troubleshooting operation of the same.
- Provide MTBL program information and BARD training to public libraries in coordination with Library Development (LD) Consultants by June, 2015. (*Lead staff: Christie Briggs*)
- Provide improved troubleshooting of BARD issues to patrons by June, 2015, through staff training and education of BARD improvements and issues. (*Lead staff: Martin Landry*)

**(Update: April 2015)** Staff cross-training by Readers' Advisors on troubleshooting BARD issues with patrons, focusing on BARD improvements and focusing on specific patron issues were accomplished in March, 2015. The reported impact on BARD patrons has been overcoming specific issues that repeatedly confused patrons through consistent step-by-step review of the issues by staff, and a decrease in BARD patron requests for staff troubleshooting in specific areas. Readers' Advisors are developing a FAQ to increase consistent training to existing and new BARD patrons.

- Train MTBL staff by May, 2015, on the improved KLAS WebOpac search capabilities to benefit patron one-on-one training to maximize patron knowledge, skills and independence in searching MTBL's catalog contents. (Lead staff: Martin Landry)
- Provide training to BARD patrons on the operation and use of the BARD Mobile iOS APP improvements by January, 2015, and the BARD Mobile Android APP by June, 2015, which will offer additional specialized mobile resources to current MTBL high-tech BARD users. Also provide opportunities for Montana patrons to be beta-testers for both NLS BARD Mobile APPS. (*Lead staff: Christie Briggs, Readers' Advisors*)

**(Update: April 2015)** MTBL Readers' Advisors and staff accomplished training to BARD patrons on the January 2015 NLS improvements they made to the BARD Mobile iOS APP, which was resulted unexpectedly from Apple's iPhone upgrades. There has been a gradual increase in BARD patrons using the iPad and iPhone BARD APP, as they become able to afford these devices and become comfortable in operating the voice-over functions in these devices. Training to these patrons by MTBL staff has become an important part of BARD patron orientation and ease of use of the BARD mobile iOS APP on these devices.

**(Update: April 2015)** The BARD Mobile Android APP is nearing the Beta-testing phase, which will include Montana patrons. MTBL is submitting an Android device request list for use with the Android BARD APP)

#### **Goal Four—Consultation and Leadership**

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

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 FY15 Objectives:

- Establish a quarterly schedule for increased awareness and utilization of the MTBL Patron Center by January, 2015, to increase client-learning of new technologies and build increased patron independence. Consult with similar agencies, organizations and private vendors, and training entities that assist and support patrons, in addition to the various patron consumer group events to accommodate patrons desiring more in-depth hands-on demonstration. This will serve patrons and their professional assistants by having a “go-to” place at MTBL for various technology demonstrations. *(Lead staff: Christie Briggs)*

**(Update: April 2015)** Development and schedules were accomplished by December, 2014, confirming schedules of prospective partners in using the MTBL Patron Center for trainings. As of January 2015, further development and consultation with additional partners is required due to various changes in partner structures, staff and schedule changes. New deadline: July 2015.

- Update MTBL referral services for accessible technology information, cost-savings, and training resources to meet patron inquiries by June, 2015. *(Lead staff: Christie Briggs)*
- Provide leadership and consultation to Montana patron User Groups in September and October of 2015, and in April, 2015, in order to spread awareness and educate patrons on MTBL existing and new services. *(Lead staff: Christie Briggs)*
- Provide leadership and support to patrons through their public libraries to identify and address key information gaps for MSL partners and patrons through utilization of the online MSL/SLR Learning Portal by June, 2015. *(Lead staff: Christie Briggs and Erin Harris)*

**(Update: April 2015)** Accomplished by March 2015 through making improvements to the MSL/SLR/MTBL Learning Portal by December 2014, which included adding an Aging Horizons video archive of MTBL services. This was also posted in MTBL’s Facebook page and advertised to Public Libraries, patrons and interested parties in MTBL’s winter issue of the Bits of Gold newsletter. An increase in public library staff inquiries about MTBL services has been received. This is an on-going 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 government, 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 FY15 Objectives:

- Broaden MTBL services outreach consultation to Montana families having the potential to meet MTBL eligibility by April, 2015, through consultation with Montana Housing Authority, Blind and Low Vision and Vocational Rehabilitation services, Independent Living programs, and other identified entities. *(Lead staff: Christie Briggs)*

**(Update: April 2015)** Several new MTBL contacts were made to broaden MTBL's outreach consultation to potential patrons through various organizations, facilities and agencies as identified in this objective through distribution of MTBL letters, information packets and one-to-one phone contacts. An increase in facility Demo accounts has resulted as well as better communication and collaboration of services.

- Schedule monthly meetings to collaborate with similar client assistance agencies, organizations and consumer groups by August, 2014, to build reliable assistive resource networks for the benefit of end user independence, education and training. *(Lead staff: Christie Briggs)*

**(Update: April 2015)** By August 2014, monthly meetings were accomplished and then changed to quarterly meetings involving a larger group of key representatives of similar client assistance agencies, organizations and consumer groups. This has resulted in building more reliable assistive resource networks.

- Collaborate with NLS Quality Assurance and Studio Recording staff by March, 2015, in order to upload local MTBL newly recorded digital materials to the BARD online website, increasing availability of Montana titles to patrons nationwide. *(Lead staff: Erin Harris)*

**(Update: April 2015)** This deadline has been moved to June 2015, due to other priorities of the recording program as pointed out in earlier recording program objectives.

- Collaborate with the NLS Braille Specialist and Montana K-12 schools, and consultation with the Montana School for the Blind's traveling consultants, to provide education materials on the new Braille rules by May, 2015. *(Lead staff: Christie Briggs, Carolyn Meier)*
- Research and develop potential opportunities to collaborate with local and national organization partners by June, 2015, to provide excellent host training opportunities to support training-to-work efforts. *(Lead staff: Christie Briggs)*

## **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.

6.5. 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.

6.11. 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 FY15 Objectives:

- Research potential opportunities to develop a Friends Group for MTBL. As recommended bi-annually by NLS, review by March, 2015, well established and successful Friends Groups from other Talking Book Libraries. The benefit would be to develop direct support of needed MTBL resources, as well as build long-range statewide awareness of MTBL services in order to reach more patrons. *(Lead staff: Christie Briggs)*

**(Update: April 2015)** Research was accomplished by December 2014. After meeting with MSL administration, it was concluded that the MTBL portion of the MSL Trust met the current needs.

- Foster staff members' value and satisfaction in their achievements and contributions to MTBL by providing an annual "lunch out". *(All staff)*
- Foster volunteer value and satisfaction in their contributions with an annual formal appreciation luncheon. *(Lead staff: Erin Harris, Christie Briggs)*

**(Originally reported October and December 2014)** Accomplished by October 2014. The impact on volunteers was the overwhelming positive feedback of the success of the 2014 annual volunteer appreciation luncheon, as seen through the on-going support of MTBL services from volunteers.

- Establish an Advisory Group to MTBL by June, 2015, with representation from six communities, made up primarily of MTBL consumers, BLVS, VA VIST, MAB and NFB-MT representatives, to review and make recommendations to the Regional Librarian regarding MTBL services. To meet quarterly via teleconference. *(Lead staff: Christie Briggs)*

# Memo

**To:** Montana State Library Commission

**From:** Jennie Stapp, State Librarian

**Date:** April 6, 2015

**Re:** **Legislative update**

We are nearing the end of the 2015 Legislative Session. House Bill 2, the State Budget Bill, was heard by the Senate Finance and Claims Committee last week and is scheduled to be debated on the Senate Floor on Thursday, April 9. As approved by the subcommittee our budget has increased by approximately 1.1% overall and 3.3% General Fund over the current biennium. These increases include the Water Information System Coordinator position which was made permanent and increases for fixed costs.

The Senate Finance and Claims Committee added an additional \$4,161 in Coal Severance Tax monies to our budget for fiscal year 17. Our appropriation of these funds remains down by approximately \$90,000 each year of the biennium.

Based on 2013 Legislative action, the number of FTE in state government was reduced by 4%, reducing our total number of FTE by 1.29. The Senate Finance and Claims Committee also adopted an amendment adding a personal services contingency fund and approving a 2% vacancy savings. This vacancy savings is not an additional budget reduction but makes ongoing, the unfunded amount of the executive implementation of the pay plan. In total, our personal services budget has been reduced by 6%.

Additional updates on legislation is as follows:

- LC 2289, Generally Revise Library Laws, sponsored by Sen. Dee Brown. This bill draft request was not introduced before transmittal.

Proponents:

- House Bill 14, Creating broadband development fund through bonding, was tabled in committee.

#### Opponents:

- House Bill 368, Sunset voter approved property tax levies after certain period of time, was heard in the Senate taxation committee last week.
  - After initially being tabled in the House Taxation committee, the bill was taken from the table and amended. Currently, this bill would require an automatic sunset on all new, voter approved levies after ten years, except those entities exempted by the bill. Importantly, libraries were amended out of this bill, protecting future library levies.

#### Informational witnesses:

- House Bill 123, Generally revise public records laws, has been amended numerous times and was approved by the Senate State Administration Committee. It now moves to the Senate floor for debate.
  - This bill would alter a reference contained in 22-1-211, Montana Code Annotated, "Definitions," but it does not change the substance of our statute.
- House Bill 331, a bill that would require the state to remove the name "half-breed" or "breed" from any place name, passed the Legislature and goes to the Governor for signature.
  - If signed, this bill will create a modest amount of additional work for MSL staff member, Gerry Daumiller, the State Geographic Names Coordinator, to submit newly proposed names to the federal board of Geographic Names.
- House Joint Resolution No. 7, a resolution requesting an interim study of Next-Generation 9-1-1, was heard before the Senate Energy and Telecommunications committee last week. The bill awaits committee action.
  - Next-Generation 9-1-1 systems are Internet Protocol based systems, rather than plain old telephone service systems and are built on geographic information systems (GIS). As such, the systems allow for more accurate call routing based on a callers determined location. The nature of these systems requires well-integrated, standardized GIS data, as is managed by MSL in partnership with local governments.
- Senate Joint Resolution No. 18, a resolution to study light detection and ranging data, has passed the Senate and will be heard in the House.
  - Light detection and ranging data (Lidar) is a tool to determine detailed measurements of a surface, for example, the earth. This proposed study would examine the costs and statewide benefit of investing in statewide Lidar. If passed, the resolution calls for the interim committee to coordinate with the State Library to complete the study.

Other bills of interest include:

- House Bill 10, a funding bill for major state IT expenditures, passed the House and has been referred to the Senate Finance and Claims committee.
- House Bill 13, the state pay plan bill, was tabled in committee. An attempt to blast the pay plan bill to the House floor failed.
- House Bill 155, Develop a digital archives plan, was tabled in committee.
- House Bill 231, Revise Information Technology Laws, was tabled in committee.
- Senate Bill 220, Repeal the electronic government advisory board and transfer duties, passed the Senate, and the House State Administration Committee. It received a unanimous vote of support on 2<sup>nd</sup> reading on the House Floor and is scheduled for 3<sup>rd</sup> reading on April 7.
  - The State Library has a seat on both the electronic government advisory board and the Information Technology Board that would take over the responsibilities of the board if eliminated.
- Senate Joint Resolution 17, Interim study regarding coal phase-out, was heard in the Senate Natural resources committee on March 18. No further action has been taken.
- The Governor's Early Edge Initiative is contained within the proposed budget of the Office of Public Instruction (OPI). The Education subcommittee declined to take action on the New Proposal and amendments to add Early Edge in House Appropriations, on the House Floor and in Senate Finance and Claims have all failed.

For more information or to track bills of interest visit:

[http://laws.leg.mt.gov/legprd/LAW0217W\\$BAIV.return\\_all\\_bills?P\\_SESS=20151](http://laws.leg.mt.gov/legprd/LAW0217W$BAIV.return_all_bills?P_SESS=20151).

# Motions to support the Montana State Library Base Budget

<b>DP 98 Personal Services Present Law Adjustments</b>	<b>FY16</b>	<b>FY17</b>
• Executive Implementation of the 2015 Pay Increase	\$29,940	\$29,940
• Other present law increases which include longevity and training assignments	<u>\$3,497</u>	<u>\$9,106</u>
Total Fiscal Impact:	\$33,437	\$39,046
Funding sources: General Fund and Federal Special		

To avoid causing the State Library to lay off staff as a result of the 4% FTE reduction, we ask that the subcommittee add back 1.29 FTE. We are not seeking additional funding for these positions; they would be funded with vacancy savings.

• Add 1.29 FTE	\$0.00	\$0.00
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## **DP 99 LEG. Present Law**

### **Fixed costs:**

Most rates for fixed costs are determined by other agencies; final budget amounts will be determined through the legislative process. Examples of fixed costs include:

- Complex Maintenance
- Deadhead
- Human Resources Information System fee
- Insurance
- Motor pool leased vehicles
- Rent
- SABHRS
- SITSD Fixed Costs
- SWCAP
- Warrant Writer
- Workers Compensation Maintenance fee

<b>Additional present law adjustments include:</b>	<b>FY16</b>	<b>FY17</b>
• Legal fees	\$5,555	\$5,555
• LSTA Grant authority	\$1,100,000	\$44,956
• BMSC Grants authority	<u>\$37,019</u>	<u>\$37,047</u>
Total Fiscal Impact:	\$1,142,571	\$87,558

Funding source: Mixed

## Motions to support Montanans' information needs

### DP 10002 Water Information System Manager

Because 44 statutory programs require state agencies to use a standardized hydrography, or stream flow data, efficiencies could be gained if agencies used a single dataset for these purposes.

This request represents a multi-agency request to permanently fund a position to support the Water Information System to provide support and coordination for this effort.

Thanks to the approval of one-time only monies approved in 2013 the State Library has had a chance to prove the benefit of this position and, with the Governor's support, now seeks permanent funding for this position.

	<b>FY16</b>	<b>FY17</b>
Total fiscal impact:	\$88,665	\$88,449
Funding source: General Fund		

## Administrative motions:

### DP 10010 HB 203 Library State Aid

The reduction reflected in House Bill 2 is necessary to align that funding under the statutory appropriation created by the passage of HB203 in 2013.

	<b>FY16</b>	<b>FY17</b>
Total fiscal impact:	\$0	\$0
Funding source: General Fund		

### DP 10011 Coal Severance Tax Shared Reduction

The proposed reduction in spending authority is recommended based on fluctuating revenue estimates. A reduction in appropriated funds will result in a decrease in the availability of critical online resources used by library patrons around the state.

Legislative revenue estimates show increased revenue in this shared account

	<b>FY16</b>	<b>FY17</b>
Total fiscal impact:	(\$89,554)	(\$96,751)
Funding source: Coal Severance Tax Shared Account		



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TO: Jennie Stapp  
State Librarian

TO: Montana State Library  
Commission

FROM: Kris Schmitz *KMS*  
Central Services Manager *JS*

FROM: Jennie Stapp  
State Librarian

SUBJECT: FY 15 THIRD QUARTER FINANCIAL REPORT

DATE: April 3, 2015

Attached to this memo is the third quarter financial report for FY 2015, for your consideration.

**PROGRAM 01 - OPERATIONS**

Listed below is the summary of the changes reflected in the revised budget column.

LSTA 13 projects have now been closed and all projects are running on LSTA 14 funding.

Montana Shared Catalog enterprise budget authority of \$25,000 was moved from personal services budget generated by vacancy saving into operations. This authority was established as an estimate and I am aligning the budget to what has been approved by the membership.

**NRIS – Contract funding established this quarter.**

A contract for \$12,219 was received from MT Department of Natural Resources (DNRC) to support work to determine statewide seasonal water use.

Please let me know if I can answer any questions.

# MONTANA STATE LIBRARY FINANCIAL REPORT

Program 01 - OPERATIONS

FISCAL YEAR: 15  
REPORT PERIOD: 01/1-03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended To Date	Projected Year-End Expenditures	Balance Over/Under	% Expd.
PERSONAL SERVICES	3,070,508	2,956,102	2,019,449	2,928,507	27,595	99%
<b>OPERATIONS:</b>						
Contracted Services	1,165,734	1,125,432	718,984	1,124,512	920	100%
*Periodical Elec Data	323,423	319,269	304,769	319,269	0	100%
*MTLIB2GO	184,985	184,985	131,743	184,985	0	100%
*Resource Sharing-OCLC	98,886	98,886	98,886	98,886	0	100%
*Resource Sharing-MSC	98,886	98,886	98,886	98,886	0	100%
Supplies and Materials	193,635	168,056	84,508	166,463	1,593	99%
Communications	122,097	118,519	72,278	118,510	9	100%
Travel	172,487	150,890	54,769	150,745	145	100%
Rent	328,104	326,844	238,041	326,583	261	100%
Repair and Maintenance	49,001	62,351	41,929	63,249	(898)	101%
Other Expenses	114,889	124,816	78,604	125,106	(290)	100%
<b>TOTAL OPERATIONS</b>	<b>2,852,126</b>	<b>2,778,933</b>	<b>1,923,397</b>	<b>2,777,194</b>	<b>1,739</b>	<b>100%</b>
<b>EQUIPMENT:</b>						
Library Books	16,918	16,918	2,866	16,918	0	100%
Equipment	12,185	12,185		12,185	0	0%
<b>TOTAL EQUIPMENT</b>	<b>29,103</b>	<b>29,103</b>	<b>2,866</b>	<b>29,103</b>	<b>0</b>	<b>100%</b>
<b>SUB-TOTALS</b>	<b>\$5,951,737</b>	<b>\$5,764,138</b>	<b>\$3,945,712</b>	<b>\$5,734,804</b>	<b>\$29,334</b>	<b>99%</b>
<b>GRANTS:</b>						
Federation Grants (CST)	176,122	176,122	176,122	176,122	0	100%
State Aid Grants-Area/Pop	395,766	395,766	395,766	395,766	0	100%
LSTA - FY 13 Grants	12,625	219,416	219,416	219,416	0	100%
LSTA - FY 14 Grants	10,000	10,000		10,000	0	100%
LSTA - FY 15 Grants	108,525	102,678		102,678	0	100%
MLIAC Grants awarded	302,993	302,993	137,222	302,993	0	100%
<b>TOTAL GRANTS</b>	<b>1,006,031</b>	<b>1,206,975</b>	<b>928,525</b>	<b>1,206,975</b>	<b>0</b>	<b>100%</b>
<b>TOTALS</b>	<b>\$6,957,768</b>	<b>\$6,971,113</b>	<b>\$4,874,236</b>	<b>\$6,941,779</b>	<b>\$29,334</b>	<b>100%</b>
<b>FUNDING:</b>						
General Fund	3,326,904	3,326,904	2,394,147	3,297,570	29,334	99%
Coal Sev. Tax	562,801	562,801	533,175	562,801	0	100%
LSTA	364,873	388,489	210,358	388,489	(0)	100%
LSTA Grants	874,393	851,899	547,057	851,899	(0)	100%
State Agency Contracts	283,523	283,523	194,459	283,523	0	100%
Montana Land Information Account	954,912	954,912	553,933	954,912	0	100%
Private - E-Content Library Share	184,985	184,985	131,743	184,985	0	100%
Montana Shared Catalog	341,850	341,850	272,676	341,850	0	100%
Talking Book Trust Acct.	2,398	2,398	2,398	2,398	(0)	100%

## MONTANA STATE LIBRARY FINANCIAL REPORT

**Program 01 - OPERATIONS**

FISCAL YEAR: 15  
 REPORT PERIOD: 01/1-03/31/15  
 YEAR EXPENDED: 75%  
 PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended To Date	Projected Year-End Expenditures	Balance Over/Under	% Expd.
BA-NRCS-FOREST	25,277	25,277	11,018	25,277	0	100%
DNRC- MSDI (AA)	11,600	11,600	1,533	11,600	0	100%
DNRC- WRQS (AA)	7,339	7,339	2,494	7,339	0	100%
DEQ-CMZ AA	16,916	16,916	16,916	16,916	0	100%
DNRC-Evaporants (AA)		12,219	2,329	12,219	0	100%
<b>TOTALS</b>	<b>6,957,768</b>	<b>6,971,113</b>	<b>4,874,236</b>	<b>6,941,779</b>	<b>29,334</b>	<b>100%</b>

**Montana State Library Trust Acct.**

Balance as of Jan 1, 2015	118,321
Expenditures	0
Donations from 01/1 - 03/31/15	2,620
STIP Earnings (Avg. .1409%)	36
	120,977

## MONTANA STATE LIBRARY FINANCIAL REPORT

MONTANA DIGITAL LIBRARY  
FUNCTION: 12-LIBRARY & INFORMATION SERVICES

FISCAL YEAR: 15  
REPORT PERIOD: 01/1-03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended To Date	Projected Year-End Expenditures	Balance Over/Under	% Expd.
PERSONAL SERVICES	381,327	381,327	253,136	346,140	35,187	91%
<b>OPERATIONS:</b>						
Contracted Services	107,855	112,010	53,659	111,659	351	100%
Supplies and Materials	6,546	6,546	2,703	5,503	1,043	84%
Communications	9,595	9,595	7,506	9,595	0	100%
Travel	4,000	4,000	3,489	4,000	0	100%
Rent	153,347	153,347	114,096	153,347	0	100%
Repair and Maintenance	0	0	397	397	(397)	105%
Other Expenses	6,700	6,700	7,809	7,809	(1,109)	117%
<b>TOTAL OPERATIONS</b>	<b>288,043</b>	<b>292,198</b>	<b>189,660</b>	<b>292,311</b>	<b>(113)</b>	<b>100%</b>
<b>EQUIPMENT:</b>						
Library Books	16,918	16,918	2,866	16,918	0	100%
Equipment	0	0	0	0	0	0%
<b>TOTAL EQUIPMENT</b>	<b>16,918</b>	<b>16,918</b>	<b>2,866</b>	<b>16,918</b>	<b>0</b>	<b>0%</b>
<b>SUB-TOTALS</b>	<b>\$686,288</b>	<b>\$690,443</b>	<b>\$445,662</b>	<b>\$655,369</b>	<b>\$35,074</b>	<b>95%</b>
<b>FEDERATION GRANTS (CST):</b>						
Federation Grants (CST)	0	0	0	0	0	0%
State Aid Grants	0	0	0	0	0	0%
LSTA - FY 13 Grants	0	0	0	0	0	0%
LSTA - FY 14 Grants	0	0	0	0	0	0%
LSTA - FY 15 Grants	0	0	0	0	0	0%
<b>TOTAL GRANTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>TOTALS</b>	<b>\$686,288</b>	<b>\$690,443</b>	<b>\$445,662</b>	<b>\$655,369</b>	<b>\$35,074</b>	<b>95%</b>
<b>FUNDING:</b>						
General Fund:	626,032	626,032	396,379	590,958	35,074	94%
Coal Sev. Tax:	60,256	64,411	49,284	64,411	0	100%
LSTA	0	0	0	0	0	0%
LSTA - GRANTS	0	0	0	0	0	0%
Talking Book Trust Acct	0	0	0	0	0	0%
<b>TOTALS</b>	<b>686,288</b>	<b>690,443</b>	<b>445,662</b>	<b>655,369</b>	<b>35,074</b>	<b>95%</b>

**MONTANA STATE LIBRARY  
FINANCIAL REPORT**

FUNCTION: 20-LIBRARY DEVELOPMENT DEPARTMENT

FISCAL YEAR: 15  
REPORT PERIOD: 01/1-03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended To Date	Projected Year-End Expenditures	Balance Over/Under	% Expd.
PERSONAL SERVICES	435,925	410,940	280,400	413,298	(2,358)	101%
<b>OPERATIONS:</b>						
Contracted Services	331,267	285,985	278,106	285,906	79	100%
*Periodical Elec Data	323,423	319,269	304,769	319,269	0	100%
*Resource Sharing - OCLC	98,886	98,886	98,886	98,886	0	100%
*Resource Sharing - MSC	98,886	98,886	98,886	98,886	0	100%
*MTLIB2GO	184,985	184,985	131,743	184,985	0	100%
Supplies and Materials	36,284	11,274	8,721	11,274	0	100%
Communications	17,156	14,258	9,974	14,258	0	100%
Travel	112,337	93,874	19,449	93,729	145	100%
Rent	65,774	64,514	42,719	63,719	795	99%
Repair and Maintenance	10,000	23,100	16,254	23,254	(154)	101%
Other Expenses	27,635	40,575	30,366	40,566	9	100%
TOTAL OPERATIONS	1,306,632	1,235,605	1,039,872	1,234,730	875	100%
<b>EQUIPMENT:</b>						
Library Books	0	0	0	0	0	0%
Equipment	0	0	0	0	0	0%
TOTAL EQUIPMENT	0	0	0	0	0	0%
<b>SUB-TOTALS</b>	<b>\$1,742,557</b>	<b>\$1,646,545</b>	<b>\$1,320,272</b>	<b>\$1,648,029</b>	<b>(\$1,484)</b>	<b>100%</b>
<b>GRANTS:</b>						
Federation Grants (CST)	176,122	176,122	176,122	176,122	0	100%
State Aid Grants	395,766	395,766	395,766	395,766	0	100%
LSTA - FY 13 Grants	0	219,416	219,416	219,416	0	100%
LSTA - FY 14 Grants	10,000	10,000	0	10,000	0	100%
LSTA - FY 15 Grants	108,525	102,678	0	102,678	0	100%
TOTAL GRANTS	690,413	903,982	791,304	903,982	0	100%
<b>TOTALS</b>	<b>\$2,432,970</b>	<b>\$2,550,527</b>	<b>\$2,111,577</b>	<b>\$2,552,011</b>	<b>(\$1,484)</b>	<b>100%</b>
<b>FUNDING:</b>						
General Fund:	844,149	844,149	767,452	845,633	(1,484)	100%
Coal Sev. Tax:	502,545	498,391	483,891	498,391	0	100%
LSTA	118,883	142,499	100,206	142,499	0	100%
LSTA - GRANTS	440,559	538,653	355,609	538,653	0	100%
Proprietary - Montana Shared Catalog	341,850	341,850	272,676	341,850	(0)	100%
Private - E-Content Library Share	184,985	184,985	131,743	184,985	0	100%
<b>TOTALS</b>	<b>2,432,970</b>	<b>2,550,527</b>	<b>2,111,577</b>	<b>2,552,011</b>	<b>(1,484)</b>	<b>100%</b>
<b>Montana Shared Catalog</b>						
Balance from 3rd Quarter	187,127					
Incoming new revenue	211					
Accts Receivable	(600)					
Expenditures - 3rd Quarter	(60,633)					
Cash Balance	126,105					

**MONTANA STATE LIBRARY  
FINANCIAL REPORT**

FUNCTION: 40-Talking Book Library

FISCAL YEAR: 15  
REPORT PERIOD: 01/1-03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended To Date	Year-End Expenditures	Balance Over/Under	% Expd.
<b>PERSONAL SERVICES</b>	285,096	285,096	202,803	284,791	305	100%
<b>OPERATIONS:</b>						
Contracted Services	9,415	9,415	7,052	9,412	3	100%
Supplies and Materials	18,561	18,561	8,350	18,011	550	97%
Communications	17,392	17,392	11,680	17,392	0	100%
Travel	3,500	3,500	1,252	3,500	0	100%
Rent	108,022	108,022	79,460	108,022	0	100%
Repair and Maintenance	8,200	8,200	8,743	8,743	(543)	107%
Other Expenses	4,628	4,628	3,018	4,628	0	100%
<b>TOTAL OPERATIONS</b>	<b>169,718</b>	<b>169,718</b>	<b>119,554</b>	<b>169,708</b>	<b>11</b>	<b>100%</b>
<b>EQUIPMENT:</b>						
Library Books	0				0	0%
Equipment	0				0	0%
<b>TOTAL EQUIPMENT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>SUB-TOTALS</b>	<b>\$454,814</b>	<b>\$454,814</b>	<b>\$322,357</b>	<b>\$454,499</b>	<b>\$316</b>	<b>100%</b>
<b>GRANTS:</b>						
Federation Grants (CST)	0	0				
State Aid Grants	0	0			0	0%
LSTA - FY 14 Grants	0	0			0	0%
LSTA - FY 15 Grants	0	0			0	0%
<b>TOTAL GRANTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>TOTALS</b>	<b>\$454,814</b>	<b>\$454,814</b>	<b>\$322,357</b>	<b>\$454,499</b>	<b>\$316</b>	<b>100%</b>
<b>FUNDING:</b>						
General Fund:	253,054	253,054	225,684	252,738	316	100%
Coal Sev. Tax:	0	0			0	0%
LSTA	199,362	199,362	94,275	199,362	0	100%
Misc. Revenue:	0	0			0	0%
Talking Book Trust Acct.	2,398	2,398	2,398	2,398	0	100%
<b>TOTALS</b>	<b>454,814</b>	<b>454,814</b>	<b>322,357</b>	<b>454,498</b>	<b>316</b>	<b>100%</b>

## MONTANA STATE LIBRARY FINANCIAL REPORT

FUNCTION: 05- Administration

FISCAL YEAR: 15  
REPORT PERIOD: 01/1-03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended To Date	Year-End Expenditures	Balance Over/Under	% Expd.
PERSONAL SERVICES	359,754	359,754	261,866	365,293	(5,539)	102%
<b>OPERATIONS:</b>						
Contracted Services	51,258	51,258	35,771	50,771	487	99%
Supplies and Materials	50,843	50,843	4,577	50,843	0	100%
Communications	30,556	30,556	16,977	30,547	9	100%
Travel	20,800	20,800	12,529	20,800	0	100%
Rent	150	150	684	684	(534)	456%
Repair and Maintenance	25,031	25,031	15,835	24,835	196	99%
Other Expenses	58,754	58,754	28,944	57,944	810	99%
<b>TOTAL OPERATIONS</b>	<b>237,392</b>	<b>237,392</b>	<b>115,317</b>	<b>236,424</b>	<b>968</b>	<b>100%</b>
<b>EQUIPMENT:</b>						
Library Books	0				0	0%
Equipment	12,185	12,185		12,185	0	0%
<b>TOTAL EQUIPMENT</b>	<b>12,185</b>	<b>12,185</b>	<b>0</b>	<b>12,185</b>	<b>0</b>	<b>0%</b>
<b>SUB-TOTALS</b>	<b>\$609,331</b>	<b>\$609,331</b>	<b>\$377,183</b>	<b>\$613,902</b>	<b>(\$4,571)</b>	<b>101%</b>
<b>GRANTS:</b>						
Federation Grants (CST)	0	0	0	0	0	0%
State Aid Grants	0	0	0	0	0	0%
LSTA - FY 13 Grants	0	0	0	0	0	0%
LSTA - FY 14 Grants	0	0	0	0	0	0%
LSTA - FY 15 Grants	0	0	0	0	0	0%
<b>TOTAL GRANTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>TOTALS</b>	<b>\$609,331</b>	<b>\$609,331</b>	<b>\$377,183</b>	<b>\$613,902</b>	<b>(\$4,571)</b>	<b>101%</b>
<b>FUNDING:</b>						
General Fund:	562,703	562,703	361,305	567,274	(4,571)	101%
Coal Sev. Tax:	0				0	0%
LSTA	46,628	46,628	15,877	46,628	0	100%
LSTA - Grants	0				0	0%
Misc. Revenue:	0	0			0	0%
Talking Book Trust Acct.	0	0	0	0	0	0%
<b>TOTALS</b>	<b>609,331</b>	<b>609,331</b>	<b>377,183</b>	<b>613,902</b>	<b>(4,571)</b>	<b>101%</b>

**MONTANA STATE LIBRARY  
NATURAL RESOURCE INFORMATION SYSTEM  
FINANCIAL REPORT**

MONTANA DIGITAL LIBRARY  
FUNCTION 70 - NRIS/Natural Heritage

FISCAL YEAR: 15  
REPORT PERIOD: 01/1-03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED 73%

	Budgeted	Revised Budget	Expended This Period	Expended To Date	Balance	% Expd.
<b>PERSONAL SERVICES</b>	1,211,890	1,223,689	312,535	838,726	384,963	69%
<b>OPERATIONS:</b>						
Contracted Services	665,939	666,764	169,992	344,396	322,368	52%
Supplies and Materials	80,934	80,582	1,300	60,068	20,514	75%
Communications	43,874	43,968	9,095	24,480	19,488	56%
Travel	14,665	16,016	3,972	12,404	3,612	77%
Rent	811	811	271	1,082	(271)	133%
Repair and Maintenance	5,770	6,020	0	700	5,320	12%
Other Expenses	13,656	11,909	1,900	6,931	4,978	58%
<b>TOTAL OPERATIONS</b>	<b>825,649</b>	<b>826,070</b>	<b>186,530</b>	<b>450,061</b>	<b>376,009</b>	<b>54%</b>
<b>EQUIPMENT:</b>						
Library Books	0	0	0	0	0	0%
Equipment	0	0	0	0	0	0%
<b>TOTAL EQUIPMENT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>SUB-TOTALS</b>	<b>\$2,037,539</b>	<b>\$2,049,759</b>	<b>\$499,065</b>	<b>\$1,288,787</b>	<b>\$760,972</b>	<b>63%</b>
<b>GRANTS:</b>						
MLIAC GRANT	302,993	302,993	61,994	137,222	165,771	45%
	302,993	302,993	61,994	137,222	165,771	45%
<b>TOTALS</b>	<b>2,340,532</b>	<b>2,352,752</b>	<b>561,059</b>	<b>1,426,009</b>	<b>926,743</b>	<b>61%</b>
<b>FUNDING:</b>						
GENERAL Fund	1,040,966	1,040,966	231,420	643,327	397,639	62%
Fish Wildlife and Parks (FW&P)	69,342	69,342	44,342	69,342	0	100%
Dept. of Environmental Quality (DEQ)	88,928	88,928	56,685	80,117	8,811	90%
Mt. Depart. Of Transportation (DOT)	31,845	31,845	0	10,000	21,845	31%
Dept. of Natural Resources (DNRC)	49,155	49,155	0	25,000	24,155	51%
University	44,253	44,253	0	10,000	34,253	23%
Montana Land Information Fund	954,912	954,912	217,230	553,933	400,979	58%
NRCS-FOREST-BA	25,277	25,277	1,795	11,018	14,259	44%
DEQ-CMZ AA	16,916	16,916	7,744	16,916	0	100%
DNRC- MSDI (AA)	11,600	11,600	(1,445)	1,533	10,067	13%
DNRC- WRQS (AA)	7,339	7,339	961	2,494	4,845	34%
DNRC-Evaporants (AA)		12,219	2,329	2,329	9,890	19%
<b>TOTALS</b>	<b>2,340,532</b>	<b>2,352,752</b>	<b>561,059</b>	<b>1,426,009</b>	<b>926,743</b>	<b>61%</b>

**Montana Land Information Account**

Balance as of July 1, 2014	927,336
Expenditures	(553,933)
Prior year adjustments	2,938
Revenue from 07/1 - 03/31/15	521,041
STIP Earnings (Avg. 0.1409%)	737
	<u>898,120</u>

# MONTANA STATE LIBRARY FINANCIAL REPORT FY 15 OPERATIONAL BUDGET State Library Commission

	Budget General Fund	Expended To Date	Total Year-End	Balance
Per Diem	3,350	900	3,350	0
<b>TOTAL PERSONAL SERVICES</b>	<b>3,350</b>	<b>900</b>	<b>3,350</b>	<b>0</b>
<b>OPERATIONS:</b>				
Contracted Services	1,000	19	1,000	0
Supplies and Materials	1,000	35	1,000	0
Communications	0	35	35	(35)
Travel	14,700	8,618	13,638	1,062
Rent	0		0	0
Repair and Maintenance	0		0	0
Other Expenses	250	1,244	1,244	(994)
<b>TOTAL OPERATIONS</b>	<b>16,950</b>	<b>9,952</b>	<b>16,917</b>	<b>33</b>
<b>TOTAL BUDGET</b>	<b>\$20,300</b>	<b>\$10,852</b>	<b>\$20,267</b>	<b>\$33</b>

Projections:

1 Regular Commission Meetings @ 2,500	2,500
MLA Conference	2,250
Clarion Collaborative Training	2,500
ALA Washington	1,665
Other travel Commission Business	500
	<b>9,415</b>

**MONTANA STATE LIBRARY  
FINANCIAL REPORT  
LSTA 14 GRANT AWARD**

LSTA - NETWORKING CONSULTANTS - Big Timber  
GRANT RUNS - 10/01/13 - 09/30/15

FISCAL YEAR: 15  
REPORT PERIOD: 01/01/2015 - 03/31/2015  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended to Date	Year-End Expenditures	Projected Balance Over/Under	Proj. % Expd.
PERSONAL SERVICES	49,538	49,538	30,443	48,753	785	98%
<b>OPERATIONS:</b>						
Contracted Services				0	0	0%
Supplies and Materials			69	69	(69)	0%
Communications	600	600	434	531	69	89%
Travel	3,000	3,000	1,893	3,000	0	100%
Rent				0	0	0%
Repair and Maintenance				0	0	0%
Other Expenses	400	400	186	400	0	100%
TOTAL OPERATIONS	4,000	4,000	2,582	4,000	(0)	100%
<b>EQUIPMENT:</b>						
Equipment	0	0	0	0	0	0%
Automation	0	0	0	0	0	0%
TOTAL EQUIPMENT	0	0	0	0	0	0%
SUB-TOTALS	\$53,538	\$53,538	\$33,025	\$52,753	\$785	99%
TOTALS	\$53,538	\$53,538	\$33,025	\$52,753	\$785	99%
<b>FUNDING:</b>						
LSTA:	53,538	53,538	33,025	52,753	785	99%
TOTALS	53,538	53,538	33,025	52,753	785	99%

LSTA - NETWORKING CONSULTANTS - BILLINGS  
GRANT RUNS - 10/01/13 - 09/30/15

FISCAL YEAR: 15  
REPORT PERIOD: 01/01/2015 - 03/31/2015  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended to Date	Year-End Expenditures	Projected Balance Over/Under	Proj. % Expd.
PERSONAL SERVICES	59,043	59,043	36,297	58,161	882	99%
<b>OPERATIONS:</b>						
Contracted Services				0	0	0%
Supplies and Materials				0	0	0%
Communications	600	600	395	600	0	100%
Travel	3,000	3,000	1,017	3,000	(0)	100%
Rent				0	0	0%
Repair and Maintenance				0	0	0%
Other Expenses	600	600	557	600	0	0%
TOTAL OPERATIONS	4,200	4,200	1,969	4,200	(0)	100%
<b>EQUIPMENT:</b>						
Equipment	0	0	0	0	0	0%
Automation	0	0	0	0	0	0%
TOTAL EQUIPMENT	0	0	0	0	0	0%
SUB-TOTALS	\$63,243	\$63,243	\$38,266	\$62,361	\$882	99%
TOTALS	\$63,243	\$63,243	\$38,266	\$62,361	\$882	99%
<b>FUNDING:</b>						
LSTA:	63,243	63,243	38,266	62,361	882	99%
TOTALS	63,243	63,243	38,266	62,361	882	99%

**MONTANA STATE LIBRARY  
FINANCIAL REPORT  
LSTA 14 GRANT AWARD**

LSTA - NETWORKING CONSULTANTS - Bozeman  
GRANT RUNS - 10/01/13 - 09/30/15

FISCAL YEAR: 15  
REPORT PERIOD: 01/01/2015 - 03/31/2015  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended to Date	Final Year-End Expenditures	Projected Balance Over/Under	Proj. % Expd.
PERSONAL SERVICES	43,925	43,925	26,979	43,186	739	0%
<b>OPERATIONS:</b>						
Contracted Services				0	0	0%
Supplies and Materials				0	0	0%
Communications	600	600	373	600	0	100%
Travel	3,000	3,000	1,528	3,000	0	0%
Rent				0	0	0%
Repair and Maintenance				0	0	0%
Other Expenses	400	400	324	400	0	0%
TOTAL OPERATIONS	4,000	4,000	2,225	4,000	0	100%
<b>EQUIPMENT:</b>						
Equipment	0	0	0	0	0	0%
Automation	0	0	0	0	0	0%
TOTAL EQUIPMENT	0	0	0	0	0	0%
<b>SUB-TOTALS</b>	<b>\$47,925</b>	<b>\$47,925</b>	<b>\$29,204</b>	<b>\$47,186</b>	<b>\$739</b>	<b>98%</b>
<b>TOTALS</b>	<b>\$47,925</b>	<b>\$47,925</b>	<b>\$29,204</b>	<b>\$47,186</b>	<b>\$739</b>	<b>98%</b>
<b>FUNDING:</b>						
LSTA:	47,925	47,925	29,204	47,186	739	98%
<b>TOTALS</b>	<b>47,925</b>	<b>47,925</b>	<b>29,204</b>	<b>47,186</b>	<b>739</b>	<b>98%</b>

**MONTANA STATE LIBRARY  
FINANCIAL REPORT  
LSTA 14 GRANT AWARD**

**LSTA - Statewide Collaborative Services  
GRANT RUNS - 10/01/13 - 09/30/15**

FISCAL YEAR: 15  
REPORT PERIOD: 01/01/15 - 03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended to Date	Projected Year-End Expenditures	Projected Balance Over/Under	Proj. % Expd.
PERSONAL SERVICES	76,224	76,224	48,233	77,728	(1,504)	102%
<b>OPERATIONS:</b>						
Contracted Services				0	0	0%
Supplies and Materials				0	0	0%
Communications	750	750	339	750	0	100%
Travel				0	0	0%
Rent				0	0	0%
Repair and Maintenance				0	0	0%
Other Expenses				0	0	0%
TOTAL OPERATIONS	750	750	339	750	0	100%
<b>EQUIPMENT:</b>						
Equipment					0	
Automation					0	
TOTAL EQUIPMENT	0	0	0	0	0	
SUB-TOTALS	\$76,974	\$76,974	\$48,571	\$78,478	(\$1,504)	102%
TOTALS	\$76,974	\$76,974	\$48,571	\$78,478	(\$1,504)	102%
<b>FUNDING:</b>						
LSTA:	\$76,974	\$76,974	\$48,571	\$78,478	(\$1,504)	102%
TOTALS	\$76,974	\$76,974	\$48,571	\$78,478	(\$1,504)	102%

**MONTANA STATE LIBRARY  
FINANCIAL REPORT  
LSTA 14 GRANT AWARD**

**LSTA - WHATS YOUR STORY PROGRAMMING  
GRANT RUNS - 10/01/13 - 09/30/15**

FISCAL YEAR: 15  
REPORT PERIOD: 01/01/15 - 03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended to Date	Year-End Expenditures	Balance Over/Under	Proj. % Expd.
PERSONAL SERVICES	22,474	22,474	12,808	22,408	66	100%
<b>OPERATIONS:</b>						
Contracted Services				0	0	0%
Supplies and Materials	250	250	0	250	0	0%
Communications				0	0	0%
Travel	500	500	157	500	0	100%
Rent				0	0	0%
Repair and Maintenance				0	0	0%
Other Expenses	250	250	221	250	0	0%
TOTAL OPERATIONS	1,000	1,000	378	1,000	0	100%
<b>EQUIPMENT:</b>						
Equipment					0	0%
Automation					0	0%
TOTAL EQUIPMENT	0	0	0	0	0	0%
<b>SUB-TOTALS</b>	<b>\$23,474</b>	<b>\$23,474</b>	<b>\$13,186</b>	<b>\$23,408</b>	<b>\$66</b>	<b>100%</b>
<b>TOTALS</b>	<b>\$23,474</b>	<b>\$23,474</b>	<b>\$13,186</b>	<b>\$23,408</b>	<b>\$66</b>	<b>100%</b>
<b>FUNDING:</b>						
LSTA:	23,474	23,474	13,186	23,408	66	100%
<b>TOTALS</b>	<b>23,474</b>	<b>23,474</b>	<b>13,186</b>	<b>23,408</b>	<b>66</b>	<b>100%</b>

**MONTANA STATE LIBRARY  
FINANCIAL REPORT  
LSTA 14 GRANT AWARD**

**LSTA - TRAINER POSITION  
GRANT RUNS - 10/01/13 - 09/30/15**

FISCAL YEAR: 15  
REPORT PERIOD: 01/01/15 - 03/31/15  
YEAR EXPENDED: 75%  
PAYROLL EXPENDED: 73%

	Budgeted	Revised Budget	Expended to Date	Year-End Expenditures	Balance Over/Under	Proj. % Expd.
PERSONAL SERVICES	44,092	44,092	27,758	44,028	64	100%
<b>OPERATIONS:</b>						
Contracted Services				0	0	0%
Supplies and Materials			20	20	(20)	0%
Communications	200	200	120	200	0	103%
Travel	3,200	3,200	1,051	3,180	20	0%
Rent				0	0	0%
Repair and Maintenance				0	0	0%
Other Expenses	600	600	248	600	0	103%
TOTAL OPERATIONS	4,000	4,000	1,438	3,999	1	103%
<b>EQUIPMENT:</b>						
Equipment					0	0%
Automation					0	0%
TOTAL EQUIPMENT	0	0	0	0	0	0%
SUB-TOTALS	\$48,092	\$48,092	\$29,196	\$48,027	\$65	100%
TOTALS	\$48,092	\$48,092	\$29,196	\$48,027	\$65	100%
<b>FUNDING:</b>						
LSTA:	48,092	48,092	29,196	48,027	65	100%
TOTALS	48,092	48,092	29,196	48,027	65	100%

# Memo

**To:** Montana State Library Commission

**From:** Jennie Stapp, State Librarian

**Date:** March 31, 2015

**Re:** Budget for Library Services Technology Act (LSTA) funds for FY'15

The LSTA allotment to Montana for federal fiscal year 2015 is \$1,059,140, or about \$500 less than the grant award in FY'14.

This recommended budget funds services that support the LSTA priorities for funding included in our LSTA Five-year plan approved by the Commission in the Spring of 2012: [http://apps.msl.mt.gov/About\\_the\\_Library/Publications/LSTA/lsta\\_5yr\\_2013\\_2017.pdf](http://apps.msl.mt.gov/About_the_Library/Publications/LSTA/lsta_5yr_2013_2017.pdf).

The recommended budget does not include amounts necessary to fund the possible FY'16 State Pay Plan as reflected in House Bill 13. This bill is currently tabled in the legislative House Appropriations Committee. Should the currently negotiated pay plan be approved, it would increase this budget, and would reduce the statewide projects budget, by \$16,051.

As a reminder, you already approved approximately \$125,425 of these funds when you approved our FY'15 House Bill 2 budget at your meeting on August 13, 2014. HB2 LSTA funds (noted in red) fund staff and operations in the Talking Book Library, Central Services, the Montana Memory Project, and the Montana Shared Catalog.

# Working Draft - LSTA FY 15

Updated: 02/02/15

\*Does Not include a possible FY 16 State Pay Plan

Grant Award	1,059,140		
<b>Administration</b>			
4% Admin	42,366		
<b>Total</b>		42,366	<b>42,366</b>

## Talking Book Library

FTE - Allocated as a percentage	174,263		
Operations	25,099		
	0		
<b>Total</b>		199,362	<b>199,362</b>

## Montana Shared Catalog

51500010 - Shared Catalog Administrator	70,650		
Operations	1,000		
		71,650	
51530553 MSC Information Specialist	84,690		
51530557 - MSC Tech Assist (.38 FTE)	23,255		
Operatons	1,260		
<b>Total</b>		109,205	<b>180,855</b>

## Statewide Collaborative Access

51530552 - Statewide Consulting Librarian	67,155		
51530553 - Statewide Consulting Librarian	79,988		
51530554 - Statewide Consulting Librarian	59,565		
51530552 - Operations	6,450		
51530553 - Operations	6,450		
51530554 - Operations	6,450		
<b>Total</b>		226,058	<b>226,058</b>

## Statewide Collaborative Content

51500004 Mt Memory Project Director	64,750		
Operations	1,200		
Travel	4,500		
<b>Total</b>		70,450	<b>70,450</b>

## Statewide Collaborative Programming

51530556 - Communications/Marketing Coordinator .25 FTE	23,200	23,200	23,200
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## Statewide Collaborative Training

51530558 - Training & Development Specialist	59,790		
51530558 - Operations	5,000		
<b>Total</b>		64,790	<b>64,790</b>

**Total** **807,081**

Funding from IMLS/LSTA **1,059,170**

Balance to Allocate **252,089**

Left for additional projects **252,089**

Red: HB2 **383,828**

Blue - Modified FTE 423,253 807,081

Green - Projects

# Memo

**To:** Jennie Stapp, State Librarian      **To:** Montana State Library Commission

**From:** Sarah McHugh, Director  
Statewide Library Resources      **From:** Jennie Stapp, State Librarian

**Date:** March 20, 2015

**Re: Recommendations from the Network Advisory Council meeting of  
March 10, 2015**

**The Network Advisory Council at its March 10, 2015 meeting approved the  
following recommendations to be forwarded to the State Library  
Commission:**

**Recommendation #1:** Council recommends that the unassigned balance of \$17,268 in the FY 14 LSTA Statewide Projects budget be assigned to the FY 16 OCLC WorldShare Interlibrary Loan cost that the State Library has committed to cover under the new OCLC Group Services Contract, to reduce the amount of FY 15 LSTA needed for this statewide project.

**Recommendation #2:** Council recommends acceptance of five new applicant libraries into the Montana Shared Catalog (MSC). Those libraries are:

Chouteau County Library  
Chester, Joplin & Inverness (CJI) School District  
Fairfield Public Library  
Garfield County Library  
Roundup Elementary School Library

**Recommendation #3:** Council recommends approval of the FY 15 LSTA Statewide Projects budget as proposed by the State Library in the attached spreadsheet. The programs, projects and services listed in the budget are:

FY16 OCLC Group Services:

- OCLC WorldShare Interlibrary Loan: In addition to the resource sharing funds derived from the Coal Severance Tax (formerly distributed as Interlibrary Loan

reimbursement), this LSTA funding would completely cover InterLibrary Loan services for libraries enrolled in the OCLC Group Services contract.

- Contribution Toward OCLC FirstSearch Seats and Unlimited Cataloging: This amount would be applied toward the total cost of the Unlimited Cataloging subscriptions within Group Services, reducing overall enrollment costs to libraries.
- FY16 OCLC Group Services Potential Gap: This amount would cover a probable gap between cataloging dues collected from libraries and the amount owed OCLC for Unlimited Cataloging and FirstSearch.
- CONTENTdm software is what makes the Montana Memory Project a reality. This software allows contributors from across the state to create digital collections, create and add record metadata, and upload their content to the web. In addition, CONTENTdm hosts this content on their servers, so that the State Library does not have to maintain server space for this vast amount of content. All records added to the MMP also have a Worldcat record through CONTENTdm's Digital Collection Gateway, providing one more avenue for access to the content. Finally, CONTENTdm uses OAI harvesting for making records searchable in other repositories like the Mountain West Digital Library and the Digital Public Library of America. The requested amount of LSTA would allow the State Library to continue to provide this software and storage at no cost to Montana libraries. As a result, price does not constitute a barrier to sharing local history with the public worldwide.
- Digital Archive provides long-term preservation of master files. This includes checking the content regularly for bugs and creating fixes. It also creates updated files as hardware and software changes over time. Any institution contributing a collection to the MMP has the option of adding their content to the Digital Archive. As a result, digitized content resides in a secure digital repository, at no cost to the contributing institution. The requested amount of LSTA would allow the State Library to continue to provide this service at no cost to Montana libraries.
- EZproxy is an authentication method hosted by OCLC that provides users with remote access to Web-based licensed content offered by libraries. A statewide instance of EZproxy, maintained by the Montana State Library, is now available to Montana Shared Catalog libraries and to other libraries with SIP protocol capability. Patrons accessing Discover It! and the EBSCO databases remotely can be authenticated by entering their library card numbers once at the beginning of the search session. This one-time login via EZproxy eliminates the need for library staff and patrons to remember multiple passwords for the various EBSCO databases.

### Montana Shared Catalog New Libraries:

- The Montana Shared Catalog (MSC) is a library consortium that shares knowledge, skills, and resources among its membership as well as an Integrated Library System (ILS). Created in 2002 with the participation and financial commitment from 17 initial, multi-type libraries, the MSC now includes 170 Montana libraries. MSC patrons have the use of a modern and robust integrated library system along with access to nearly 1 million bibliographic records and more than 4 million item records. Membership in the MSC also facilitates participation in and optimal use of other State Library programs, projects and pilots such as OCLC services, Montana Library 2 Go, EBSCO databases, and statewide courier services.

This funding request would be used to assist new libraries with vendor related costs to join the MSC, with funding amounts based on the number of bibliographic records, population served (for public and special libraries) and FTE students, staff, and faculty (for academic and school libraries).

### Discover It! (EBSCO Discovery Service) Annual Renewal:

- EBSCO Discovery Service, known as “Discover It” in Montana, is a customizable centrally indexed search tool designed to perform a comprehensive search across multiple databases and other online resources. Online researchers using Discover It perform a single search to access search results from a wide array of resources, including the EBSCO suite of 24 databases, as well as unique content created in the state of Montana, such as the Natural Heritage Program Field Guide and digitized items from the Montana Memory Project. Libraries can also take advantage of EBSCO’s store of centrally indexed metadata to link to their own individual subscriptions to online resources. In addition to performing a comprehensive search of quality content, Discover It also offers useful features that enhance the search experience, such as search alerts that will notify them when new results for certain topics are available; options to store, export, or email their search queries and selected results; and the ability to effortlessly generate citations in various formats, place interlibrary loans, and more. The Montana Shared Catalog membership covered half the annual cost of Discover It during the first two years of this contract. For FY16, the State Library requests additional funding to cover the full cost of renewal.

### Montana Memory Project:

- MMP Digital Collection Development Funding would provide centralized digitization services to assist libraries, historical societies, museums, and archives throughout Montana in adding special collections to the MMP, either independently or through a partnership with a local institution. Projects must be

significant to the intended audience, but must also enhance the larger Montana Memory Project, per goals as outlined in the MMP Strategic Plan.

- Mountain West Digital Library Annual Membership Dues for Montana Memory Project: This is the first year that Mountain West Digital Library (MWDL) has required membership dues. These dues would add services to the Montana Memory Project by continuing to make MMP items available in the MWDL portal and the national Digital Public Library of America portal. The MMP currently partners with libraries, historical societies, museums, archives, schools, and cultural heritage organizations to share digital collections with the public. The proposed project funding would allow the collections contributed by these organizations to be harvested by the MWDL for inclusion on their web portal. The MWDL is a service hub to the Digital Public library of America and therefore MMP records will then be harvested by DPLA and included in their web portal as well. The total cost of the FY 2016 MWDL dues will be divided equally between the University of Montana Mansfield Library, Montana State University Library, the Montana Historical Society Research Center and the Montana State Library.

#### Literacy Projects:

- The 2015 Ready 2 Read Rendezvous would be the fourth Rendezvous. In surveys asking how the State Library can support public library efforts to promote early literacy and learning, training has been identified as the number one priority by responding librarians. They have identified that they do not feel that they have the skills or knowledge base to provide adequate services to Montana's youngest citizens (children from birth – five years old). Providing materials for outreach and for children to use (books, toys) in the library is a second priority. The Rendezvous addresses both of these needs. Additionally, the Institute of Museum and Library Services, which provides LSTA funding to the State Library, has identified early learning as one of its top priorities. Because the Rendezvous is designed in such a way that all attendees participate in all of the same trainings, breaks, and social events, attendees spend a lot of time connecting with and learning from one another. Attendees of previous Rendezvous events have cited the networking opportunities as another of the highlights of each Rendezvous. At this funding level, the Ready 2 Read Rendezvous would be a two day event, and limited to 35 participants.
- Early Literacy support position (5 hours per week), including travel: Since launching the Early Learning Statewide Initiative (Ready 2 Read) in 2009, there has been a 13.8% increase in attendance at children's programs and a 35.9% increase in number of programs. This popular program has provided training, outreach, programs, and Ready 2 Read trunks of early childhood materials to most public libraries in Montana. The proposed funding would support the Early

Literacy position (5 hours per week) and the continuation of these efforts. The Early Literacy position also coordinates the Ready 2 Read Rendezvous which is described on the previous page.

- Summer Reading Program (Manuals, PSAs, and Contract): The main event of the Children's Services calendar is the long established and popular Summer Reading Program, which provides programming materials to public libraries based on a central theme, for local programs targeted for patrons of all ages from early childhood through adult. Through this requested funding, the Early Literacy Coordinator would purchase a summer reading manual for each of Montana's public libraries and their branches. Additionally, this project would fund a contract for Cindy Christin, Head of Children's Services at Bozeman Public Library, to travel to the annual Collaborative Summer Reading Program conference and subsequently provide training to libraries on summer reading both in person at MLA and online in webinars.

#### Statewide Training:

- Trustee training provides the opportunity for public library trustees to learn how to maximize their roles as local library leaders. Focused workshop sessions on topics specifically targeted to trustee interests insure that these local library leaders are prepared to face the challenges associated with providing leadership and direction for a dynamic public library. Additionally, trustees are provided the opportunity to network with their colleagues across the state, to be informed about the trustee certification program, and to learn about additional resources available to them. These requested funds would provide training to trustees at opportune events, such as Federation meetings, and would also offer trustees travel opportunities to regional conferences.
- Fall Workshops focuses on the needs of public librarians and trustees who are not able to participate in other regional conferences due to financial or travel restrictions. State Library staff seeks to differentiate Fall Workshops from the professional development opportunities offered by other organizations in Montana to promote the greatest number of thriving professional development opportunities for all Montana librarians. With this requested funding, the 2015 Fall Workshops would once again provide needed hands-on training with an emphasis on State Library programs, critical timely content, and material that cannot be easily found elsewhere or taught online. At this funding level, Fall Workshops 2015 would be a two-day event hosted in Helena for up to 150 attendees. As always, registration would be at no cost to attendees. Lunch would not be catered this year in order to reduce costs.

### MontanaLibrary2Go:

- OverDrive Annual Hosting Fee: MontanaLibrary2Go offers a collection of more than 23,000 downloadable audio and E-book titles to patrons of participating Montana public, tribal, and academic libraries. 89 public and academic libraries, representing 500,000 patrons, currently participate in this project, with new libraries added throughout the year. Over 1,000 patrons continue to sign up for the service each month; the total of MontanaLibrary2Go users statewide as of February 2015 is 66,800.

The consortium enjoyed a flat hosting fee of \$12,000 annually for the first seven years of its contract with OverDrive. Due to steep circulation increases and rapid growth of the consortium, the annual hosting fee increases in FY16, to \$36,000, and will ultimately increase to \$40,000 annually within this six year contract renewal period:

- FY16: \$36,000
- FY17: \$36,000
- FY18: \$40,000
- FY19: \$40,000
- FY20: \$40,000

Membership costs to libraries, which have covered the collection development budget, have increased by 5% annually, and yet demand for new and popular content has continued to rise each year, making it difficult to keep wait times for holds at a minimum. Circulation increased from 305,348 in state FY13 to 467,320 in state FY14, and is currently on track to surpass 550,000 checkouts in FY15. Helping to cover the hosting fee would allow the consortium to devote as much of their budget as possible toward meeting these demands for new content in the shared collection. The consortium is now being asked to contribute 50%, or \$18,000, toward the hosting fee, in this proposal.

- New Library Participation Fees (3 New Libraries @ \$1,500 each): The consortium remains open to new public and tribal libraries. The requested funding for new libraries would assist three new public or tribal libraries by covering the one-time OverDrive new library participation fee of \$1,500.

### Courier Discount to Participating Libraries:

- Courier service reduces the cost of resource sharing between libraries. By sending materials in bulk via courier rather than individually packaging and sending via postal service, library budgets benefit from an average cost savings of \$7 per item (factoring in staff time, postage, and the cost of packaging

materials). High volume borrowers and lenders reap the greatest value from this service by shipping in bulk from one hub to the next.

The purpose of this funding request is: A. to reduce costs so that lower volume participants see a greater return on investment and B. to reduce costs to hub libraries which are bearing costs of staff time and courier services (including additional crate surcharges) for other regional participating libraries.

This requested funding would reduce costs to 17 drop site and hub libraries by \$2 per stop between October 2015 and September 30, 2016. An additional amount of \$400 is built in to this request to provide discounted service to potentially two new participating libraries at two stops per week. As a result, currently participating libraries would be able to sustain their participation in the courier service, and prospective members would be able to join the service at a reduced rate. Strong participation in a statewide courier network would allow greater opportunities for resource sharing, which would benefit the patrons of every participating library.

A note about LSTA funding for recurrent training events:

- The Summer Institute and Ready2Read Rendezvous are now offered on alternating years beginning in 2014. Requests for funding will always be included in the previous year's LSTA budget (ie, the 2015 Summer Institute funding request has been made in the FY14 LSTA budget).
- The annual Fall Workshop funding request will be included in the current year's LSTA budget (ie, the 2015 Fall Workshop funding request is made in the FY15 LSTA budget). Because the Fall Workshop is usually held in September, funding the Fall Workshop with the current year's LSTA award will prevent conflict with the September 30<sup>th</sup> spending deadline that applies to the previous year's LSTA award.

LSTA Deadlines

FY14 LSTA grant award period ends 9/30/2015

FY15 LSTA grant award period ends 9/30/2016

FY16 LSTA grant award period ends 9/30/2017

Calendar Year

**2015**

Summer Institute funded with FY14 LSTA

Fall Workshop funded with FY15 LSTA

**2016**

Spring Ready2Read Rendezvous funded with FY15 LSTA

Fall Workshop funded with FY16 LSTA

	Costs	Project totals	LSTA Balance
			\$ 261,312
<b>OCLC FY15 Group Services:</b>			
OCLC WorldCat Resource Sharing	\$ 9,875		
Contribution Toward OCLC First Search Seats and Unlimited Cataloging	\$ 20,000		
FY15 OCLC Group Services Potential Gap	\$ 37,297		
MSL Portion of CONTENTdm (Software and Storage)	\$ 8,443		
MSL Portion of Digital Archive	\$ 2,587		
OCLC Hosted EZproxy	\$ 2,763		
<b>Total OCLC Group Services (covered by LSTA)</b>		\$ 80,965	\$ 180,347
<b>MSC New Libraries</b>	\$1,900	\$1,900	\$ 178,447
<b>Discover It! Renewal: 1/2 Paid by MSC</b>	\$ 16,250	\$ 16,250	\$ 162,197
<b>Montana Memory Project:</b>			
MMP Digital Collection Development	\$ 8,000		
<b>Total Montana Memory Project</b>	\$ 8,000	\$ 8,000	\$ 154,197
<b>Literacy Projects:</b>			
Early Literacy Statewide Initiative	\$ 2,500		
Early Literacy Support Position	\$ 10,000		
Summer Reading Program Manuals (110 @ \$10 apiece)	\$ 1,100		
Summer Reading Program PSAs	\$ 225		
Summer Reading Program Contract	\$ 2,150		
<b>Total Literacy Projects</b>	\$ 15,975	\$ 15,975	\$ 138,222
<b>Statewide Training:</b>			
3 Trustee Training Events	\$ 4,500		
Leadership Institute 2015	\$ 15,000		
<b>Total Statewide Training</b>	\$ 19,500	\$ 19,500	\$ 118,722
<b>MontanaLibrary2Go:</b>			
E-Content Platform Hosting Fee (Currently OverDrive)	\$ 12,000		
New Library Participation Fees (4 New Libraries @ \$1500 Each)	\$ 6,000		
Econtent Pilot ACS Annual Maintenance for State FY16	\$ 1,500		
<b>Total MontanaLibrary2Go</b>	\$ 19,500	\$ 19,500	\$ 99,222
<b>Additional Projects</b>			
Statewide Online Technology Training	\$ -		
Courier Development	\$ 15,000		
Statewide License for Interactive Online Training Software for Library Staff	\$ -		
4 ARSL Scholarships for September 3-6, 2014 Conference in Tacoma, WA	\$ 3,784		
NAC Future Planning and Development	\$ 4,000		
Statewide Online Meeting and Training Software for Public Libraries: One Headset per Library	\$ 2,459		
Hardware Request for Tablet Lab (Projectors and Speakers)	\$ 700		
<b>Total Additional Projects</b>	\$ 25,943	\$ 25,943	\$ 73,279
<b>Proposals for Remaining FY14 LSTA: December 2014</b>			
Montana Memory Project Technical Support and Training: Contracted Position (February 17-September 25, 2015)	\$24,338		
MSL Marketing Coordinator: Additional Hours for FY14 LSTA Project Promotion (January 10 - September 30, 2015)	\$12,087		
Request for Additional Funding for 2015 Leadership Institute	\$8,000		
Printed Promotional Materials for Share Your Story	\$300		
Montana Makers Additional Supplies and Promotional Materials	\$2,225		
2 American Library Association Conference Scholarships for June 25-30, 2015 in San Francisco	\$4,000		
2 Computers in Libraries Conference Scholarships for March 23-25 in Washington, DC	\$4,000		
Promotional Materials for Montana Memory Project	\$1,061		
<b>Total Proposals for Remaining FY14 LSTA</b>	\$56,011	\$ 56,011	\$ 17,268



**2015 Analysis of MSL Library Development Programs and Services  
May x, 2015**

**Charge**

The Montana State Library is statutorily obligated to give assistance and advice to all tax-supported or public libraries in the state and to all counties, cities, towns, or regions in the state that propose to establish libraries, as to the best means of establishing and improving those libraries; (MCA. 22-1-103). As the role of libraries changes so too does the work of the State Library to support public libraries. At the same time, both state and federal funding resources to support library development have remained stagnant for many years in the face of increasing costs and demand for support.

Recognizing the impact these forces have on the State Library's ability to effectively support libraries in all forms, the State Library seeks feedback from the library community about the priorities for our work and allocation of resources to do this work most efficiently. The State Librarian charges this task force to:

- Develop a process to evaluate the importance of the programs and services of the State Library that support library development;
- Prioritize those programs and services, keeping in mind the needs of all types of libraries;
- Make recommendations regarding new programs and services if needed;
- Make recommendations regarding how all identified programs and services might be most effectively delivered; and to
- Make recommendations about how these programs and services might best be funded.

A primary purpose of this analysis will be to inform MSL on how the federal Library Services Technology Act (LSTA) and state Coal Severance Tax monies are spent beginning with the FY16 LSTA award and will likely also inform budget requests for the 2017 legislative session.

**Appointees**

- Commissioner

- NAC representative
- Librarians (retired and currently working in a Montana library)
  - Representing multi-type and sized libraries and including those who are familiar with the history of services and funding as well as new librarians who can share fresh perspectives regarding the kinds of services they would most benefit from through the State Library.
- Trustee
- Legislative Representative
- Governor’s Office Representative
- (Who should chair?)

DRAFT

## MSL Staff

- Jennie Stapp – State Librarian
- Sarah McHugh – Statewide Library Resources Director

## Introductory meeting notes:

- 1) Introductions
- 2) Review
  - a. History
  - b. Relevant statutes
  - c. Funding
    - i. Sources
    - ii. Processes
      1. Federal
      2. State
      3. NAC
      4. Pilots, projects, programs
    - iii. Uses
- 3) Task force Goals
  - a. Develop and implement a process that maximizes input from the Montana Library Community and other stakeholders in order to develop prioritized recommendations for the use of available funds to support the mission and statutory obligation of the State Library to support libraries.
- 4) Guiding Questions
  - a. Do the current programs/services directly support the mission of the State Library?
  - b. What is the impact of the programs/services for Montana libraries?
  - c. As we think about the future of libraries, are there new programs and services that should be considered?
  - d. Is the State Library the most appropriate agency to manage these programs/ services?
  - e. What resources are necessary to manage these programs/ services effectively?
  - f. What funding sources exist to funding these programs/ services?
  - g. Are there certain funding sources that make more sense than others to fund these programs/services?
  - h. How would the task force prioritize these programs/ services?
- 5) Process and timeline

- a. To be determined by the task force?
  - i. Should involve a survey? Discussion at federation meeting? Focus groups?
- b. Draft recommendations should be presented to the State Library Commission at the December 2015 Commission meeting;
- c. Final recommendations will be presented to the State Library Commission at the February 2016 Commission meeting.

6) Next steps

Programs and Services

Consulting	<ul style="list-style-type: none"> <li>• New Library Director support</li> <li>• Board Development</li> <li>• Consulting regarding library laws, budgeting, strategic planning, etc.</li> </ul>
Training & Certification	<ul style="list-style-type: none"> <li>• Certification Management Program</li> <li>• Training curriculum management</li> <li>• Professional development</li> </ul>
Resource Sharing	<ul style="list-style-type: none"> <li>• OCLC Group Services</li> <li>• Montana Shared Catalog</li> <li>• Courier Program</li> <li>• Statewide Databases</li> <li>• MontanaLibrary2Go</li> </ul>
Literacy	<ul style="list-style-type: none"> <li>• Early Literacy</li> <li>• Adult Literacy</li> <li>• Life Long Learning</li> </ul>
Digital Content Management	<ul style="list-style-type: none"> <li>• Montana Memory Project</li> <li>• MontanaLibrary2Go Local</li> </ul>
Technology support	<ul style="list-style-type: none"> <li>• E-rate consulting</li> <li>• Technology evaluation an planning</li> <li>• Broadband planning</li> </ul>
Community Development	<ul style="list-style-type: none"> <li>• Digital Literacy</li> <li>• Community partnerships</li> </ul>
Grant Management	<ul style="list-style-type: none"> <li>• SWIM</li> <li>• C &amp; C</li> </ul>
Other?	<ul style="list-style-type: none"> <li>•</li> </ul>

# Memo

**To:** Montana State Library Commission

**From:** Jennie Stapp, State Librarian

**Date:** April 6, 2015

**Re:** **Draft Montana State Library Organizational Rule**

Administrative Rules of Montana contain organizational rules for each agency of state government. The organizational rule that describes the State Library is long out of date and needs to be updated: That rule can be found online:

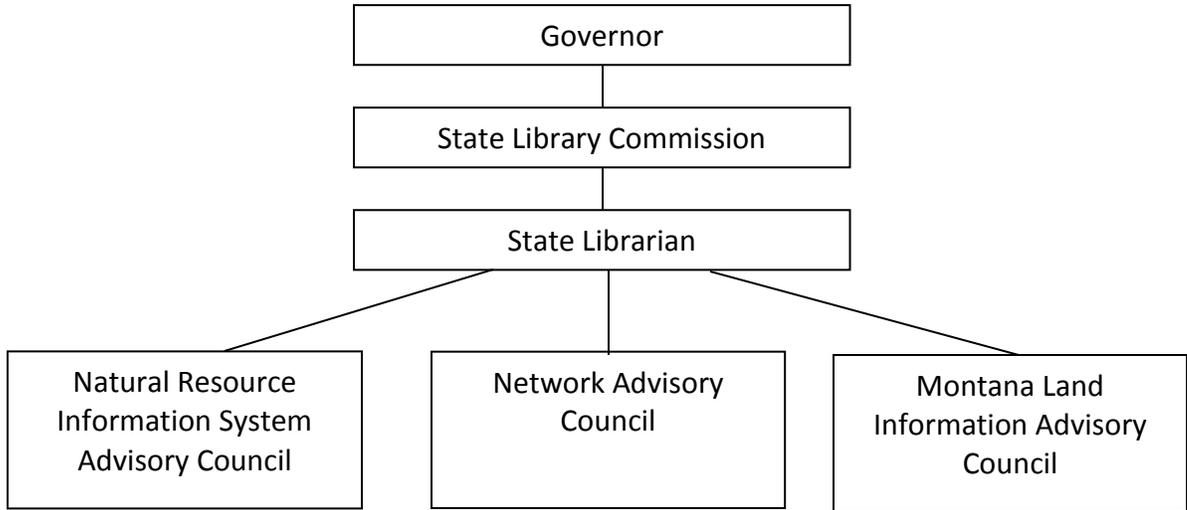
<http://www.mtrules.org/gateway/ruleno.asp?RN=10%2E101%2E101>

At your February meeting the Commission approved a draft organizational rule for public comment that follows the organizational rules for state agencies of similar size. The rule, which follows, is designed to accurately represent the current organizational structure and practice of the agency while at the same time maintains an appropriate level of flexibility in the makeup of agency advisory councils.

Following Commission action in February the draft rule was submitted to the Secretary of State's office where it was published for public comment. No comments were received. Additionally, a revised organizational chart, also included, was submitted to and approved by Governor Bullock.

At this time the draft organizational rule is being brought to the Commission for adoption. Upon adoption, the rule adoption notice will be submitted to the Secretary of State's Office and publication of the adopted rule will be announced on April 30.

# Organization of Montana State Library



/s/ Jennie Stapp 3/10/15  
State Librarian Stapp Date

/s/ Steve Bullock 3/12/15  
Governor Bullock Date

BEFORE THE MONTANA STATE LIBRARY  
OF THE STATE OF MONTANA

In the matter of the amendment of ) NOTICE OF AMENDMENT  
ARM 10.101.101 pertaining to agency )  
organization )

TO: All Concerned Persons

1. On February 26, 2015, the Montana State Library published MAR Notice No. 10-101-1501 pertaining to the proposed amendment of the above-stated rule at page 167 of the 2015 Montana Administrative Register, Issue Number 4.

2. The department has amended the above-stated rule as proposed.

3. No comments or testimony were received.

/s/ Jennie Stapp  
Jennie Stapp  
Rule Reviewer

/s/ Colet Bartow  
Colet Bartow  
Chairman  
Montana State Library

Certified to the Secretary of State April 20, 2015.

BEFORE THE MONTANA STATE LIBRARY  
OF THE STATE OF MONTANA

In the matter of the amendment of ) NOTICE OF PROPOSED  
ARM 10.101.101 pertaining to agency ) AMENDMENT  
organization )  
) NO PUBLIC HEARING  
) CONTEMPLATED

TO: All Concerned Persons

1. On April 8, 2015, the Montana State Library proposes to amend the above-stated rule.

2. The Montana State Library will make reasonable accommodations for persons with disabilities who wish to participate in this rulemaking process or need an alternative accessible format of this notice. If you require an accommodation, contact Montana State Library no later than 5:00 p.m. on March 19, 2015, to advise us of the nature of the accommodation that you need. Please contact Marlys Stark, Montana State Library, P.O. Box 201800, Helena, Montana, 59620-1800; telephone (406) 444-3384; fax (406) 444-0266; TTY (406) 444-4799; or e-mail mstark2@mt.gov.

3. The rule as proposed to be amended provides as follows, new matter underlined, deleted matter interlined:

10.101.101 AGENCY ORGANIZATION (1) The state library commission consists of five members appointed by the governor for three-year terms and the state superintendent of public instruction or his designee and a librarian appointed by the commissioner of higher education from the Montana university system. The commission annually elects a chair from its membership. It employs as its executive officer a state librarian who is not a member of the commission, and who performs duties assigned by the commission.

(2) The state library provides library service at the state level, serving state government, local libraries, and federations; it promotes the development of adequate libraries throughout the state; it provides library service to persons with visual and physical disabilities ~~and persons in state institutions~~; expends funds available from federal, state, and private sources for the purpose of fostering library development and for the purpose of fostering geographic information services; administers the Montana State Government Depository Program; and provides for a comprehensive program for the acquisition, storage, and retrieval of geospatial data and data related to the natural resources of Montana.

(3) Advisory committees are established by the state librarian and in accordance with 90-1-405, MCA, and 90-15-201, MCA. They act only in advisory capacity and have no policy-making authority. ~~The Montana library services advisory council is created by the governor in accordance with the provisions of 2-~~

~~15-122, MCA. The commission shall submit names of recommended council members to the governor.~~

~~(a) The council shall advise the commission on the development, evaluation and funding of the Library Services and Technology Act (LSTA) program and other pertinent issues that may relate to or influence LSTA.~~

~~(b) The composition of the council shall be no more than nine members. Eight shall serve for two years and may be reappointed for two additional terms and may represent: users of public library services in eastern, central, and western Montana; public libraries; school libraries; academic or special libraries; persons who cannot use traditional library services; and a member of the legislature. The president of the Montana library association or designee may serve a one-year term on the council during the presidency of the association.~~

~~(c) The council shall have the authority to establish bylaws for its internal operation. These bylaws may not conflict with 22-1-103, MCA, the Library Services and Technology Act, its rules and regulations, or with policies established by the commission.~~

~~(d) The number of yearly meetings shall be determined by the executive committee of the council. The number shall remain flexible to include no less than two and no more than four meetings.~~

(4) Inquiries regarding the functions of the state library shall be addressed to the state librarian.

(5) The following chart depicts the organization of the state library.  
~~Personnel Roster: Montana State Library, 1515 E. 6th Ave., Helena, Montana 59620; State Librarian, Statewide Library Resources Director, Regional Director of the Talking Book Library, and Director of the Natural Resource Information System.~~

AUTH: 2-4-201, MCA

IMP: 2-4-102, MCA

REASON: These changes are necessary to more accurately reflect the current organization after recent changes and to bring the rules into alignment with the current procedures and practices which have evolved over time.

4. Concerned persons may submit their data, views, or arguments concerning the proposed action in writing to: Marlys Stark, Montana State Library, P.O. Box 201800, Helena, Montana, 59620-1800; telephone (406) 444-3384; fax (406) 444-0266; or e-mail mstark2@mt.gov, and must be received no later than 5:00 p.m., March 26, 2015.

5. If persons who are directly affected by the proposed action wish to express their data, views, or arguments orally or in writing at a public hearing, they must make written request for a hearing and submit this request along with any written comments to Marlys Stark at the above address no later than 5:00 p.m., March 26, 2015.

6. If the agency receives requests for a public hearing on the proposed action from either 10 percent or 25, whichever is less, of the persons directly affected by

the proposed action; from the appropriate administrative rule review committee of the Legislature; from a governmental subdivision or agency; or from an association having not less than 25 members who will be directly affected, a hearing will be held at a later date. Notice of the hearing will be published in the Montana Administrative Register. Ten percent of those directly affected has been determined to be more than 25 persons based on the number of governmental subdivisions or agencies, as well as professional organizations and members of the public that use the many library services.

7. The department maintains a list of interested persons who wish to receive notices of rulemaking actions proposed by this agency. Persons who wish to have their name added to the list shall make a written request that includes the name, e-mail, and mailing address of the person to receive notices and specifies for which program the person wishes to receive notices. Notices will be sent by e-mail unless a mailing preference is noted in the request. Such written request may be mailed or delivered to the contact person in 4 above or may be made by completing a request form at any rules hearing held by the department.

8. An electronic copy of this proposal notice is available through the Secretary of State's web site at <http://sos.mt.gov/ARM/Register>. The Secretary of State strives to make the electronic copy of this notice conform to the official version of the notice, as printed in the Montana Administrative Register, but advises all concerned persons that in the event of a discrepancy between the official printed text of the notice and the electronic version of the notice, only the official printed text will be considered. In addition, although the Secretary of State works to keep its web site accessible at all times, concerned persons should be aware that the web site may be unavailable during some periods, due to system maintenance or technical problems.

9. The bill sponsor contact requirements of 2-4-302, MCA, do not apply.

10. With regard to the requirements of 2-4-111, MCA, the department has determined that the amendment of the above-referenced rule will not significantly and directly impact small businesses.

/s/ Jennie Stapp  
Jennie Stapp  
Rule Reviewer

/s/ Colet Bartow  
Colet Bartow  
Chairman  
Montana State Library

Certified to the Secretary of State February 17, 2015.



## Executive Summary

### State Employee Awareness and Information Needs Survey

February 2015

Jim Kammerer

#### Introduction

Montana Code Annotated governs Montana State Library operations. This survey pertains to part of subsection 7 of the MCA 22-1-103: “the state library commission may ... furnish, by contract or otherwise, library assistance and information services to state officials, state departments, and residents of those parts of the state inadequately serviced by libraries.” Providing “library assistance and information services” to state employees is a very broad mandate given the wide ranges of services and statutory obligations supported by state employees and the ever expanding universe of knowledge. The Montana State Library collection development policy (CDP) puts some sideboards on what information we acquire and manage. The CDP identifies state publications, natural resource information, geographic information, and professional library development material as its subject matter boundaries. Statewide journal databases funded by the legislature and interlibrary loan services meet as best as possible state employee information needs that lie beyond the state library’s CDP.

#### Survey Background and Design

In October 2014, needing data about user information needs, Library Information Services manager, Jim Kammerer worked with state librarian Jennie Stapp and Montana State Digital Library managers Evan Hammer, Allan Cox, and Stu Kirkpatrick to develop and distribute the State Employee Awareness and Information Needs Survey. The Montana State Library survey took cues from similar instruments developed by state libraries in Oregon, Ohio, and Virginia. An email was sent to State of Montana Public Information Officers (PIO) on December 16, 2014 asking them to forward the nine question survey to their agency employees. The survey was also emailed to 519 registered MSL card holders with a user profile of state employee. Individual PIOs received reminders about the survey in January, 2015. The survey closed in early March 2015.

#### Survey Objectives

The survey sought to determine the level of state employee awareness about the information resources and services of the State Library, the importance of library resources and services to state employees, current user information needs, and the current impact of Montana State Digital Library resources/services. This data will be used to better align its resources and services with known user needs. The survey results will also help the library improve its collection development process, improve services, and determine what kind of outreach and training is needed. Money will be better spent because purchases will be based upon known information needs and not perceptions of what users want. A final outcome of the survey is that it brings attention to currently available Montana State Digital Library resources and services. The hope is that increased attention generates more use of the library.

#### Key Findings

According to a report for state employee by location from the Department of Administration received March 9, 2015, there were 13,120 state employees located in 115 towns across the 56 counties in Montana. Therefore, the 929 state employees who responded to this survey represent about 7% of all Montana state employees. The survey shows that respondents were generally unaware of Montana State Library resources and services. Many expressed surprise at learning from the survey about the range of what MSL offers. Those respondents with some awareness of library resources and services generally used the library periodically which suggests that the library is under-used. Those that did use the library were often complimentary. One

respondent wrote: “Without access to the GIS information as well as the ability to easily research and retrieve scientific/engineering information I would not be able to do my job nearly as effectively. Typically the information I'm seeking is relatively specialized and not readily available.” Others respondents wrote favorably about the personal service that they received from library staff. Nonetheless, there were complaints about absence of follow up after an initial information request, limited range of subject matter acquisition, the kinds of available journals, navigability of the website, and lack of ease using online resources. Among survey respondents unaware about the library, there were numerous requests for training and for more information about the range of resources. Many of these requests came from respondents self-identifying as new employees wanting orientation to library services. “Would be good to have a library 'Basic Training' for new employees” was a typical respondent comment. Email was frequently suggested as a means for communicating about available library resources. Numerous respondents, concluded because they were outside of Helena they could not use the library. The reasons are not clear why respondents conclude that they cannot use the library outside of Helena.

Question 1. What state agency do you work for?
Answer Options
Administration
Agriculture
Commerce
Commissioner of Higher Education
Commissioner of Political Practices
Corrections
Environmental Quality
Fish, Wildlife and Parks
Governor's Office
Judiciary
Justice
Labor and Industry
Legislative Branch
Livestock
Military Affairs
Montana Arts Council
Montana Historical Society
Montana State Fund
Montana State Library
Natural Resources and Conservation
Office of Public Instruction
Public Health and Human Services
Public Service Commission
Revenue
Secretary of State
State Auditor's Office
State Public Defender
Transportation

Twenty nine (29) state agencies were listed as answer choices for this survey. (Note: The number of state agencies can vary depending on whether an agency is counted together or apart from its parent agency). No responses were received from staff of four state agencies.

### Question 2.

Do you work or live:

Answer Options	Response Percent	Response Count
In the Helena area (1-30 miles)	63.6%	590
Near Helena (30-50 miles)	3.4%	32
Outside Helena (50 + miles)	33.0%	306
	<i>answered question</i>	<b>928</b>
	<i>skipped question</i>	<b>1</b>

The majority of respondents (63.6%) were from the Helena area or near Helena (3.4%), while the remainders of respondents (33%) were from outside Helena. The percentage of survey respondents from Helena or near Helena is higher than the actual distribution of state agency employees across Montana. The number of Montana state agency employees living in Helena or near Helena is 6,116 or 47% out of a total of 13,120 state employees. This question sought to better understand how physical distance may correlate with awareness and use of library resources and services.

### Question 3.

How important are these Montana State Library services for your work?

Answer Options	I'm NOT aware of this service.	Very important.	Somewhat important.	Not important.	No opinion.	Response Count
Conference room	466	98	118	171	72	925
Public access computers	289	145	120	266	89	909
Interlibrary loan	296	199	161	165	89	910
Reference, research assistance	306	225	131	172	85	919
Webinar/Training	337	139	178	173	93	920
Access to State Publications	257	311	155	118	82	923
Tell us more about the importance or non-importance of these resources for your work:						262
						<i>answered question</i>
						<b>928</b>
						<i>skipped question</i>
						<b>1</b>

This question asked respondents about their awareness of and to rank the importance of various library services. The Montana State Library has three conference rooms equipped with information technology that is available for state employee use. That over half or 466 were not aware of this service suggests the need for the library to review how it advertises the availability of MSL conference rooms for patron use. One respondent commented about taking more advantage of the conference rooms, if greater lead time and guaranteed reservations were allowed. Another respondent from a question later in the survey wanted to know the dimensions of the conference room and how many people it would accommodate. Regarding the availability of the six public access computers, 289 (31%) of respondents were unaware of this service and 171 (18%) responded that this service was not important. While most state workers would each have their own work computer, several comments were supportive of MSL having public access computers for citizen use and for state employees needing to conduct personal business. While 296 (32%) of respondents were unaware of interlibrary loan service, 199 ranked ILL as very important. The comments about ILL service were all generally very positive. Providing public access to state publications was ranked as "very important" by 311 respondents which is the highest ranking among the listed library services. 306 respondents were unaware of the reference, research, and mapping assistance available to them from librarians, GIS analysts, and data professionals. Similarly, 337 respondents indicated

that they did not know about available webinars and training on library resources. In general, the level of unawareness of all library services points to the need for more marketing and outreach. And judging from numerous comments, respondents are interested in learning more about library services. Numerous respondents assume that because they work outside of Helena, that library services are generally unavailable to them.

#### Question 4.

How important are these Montana State Library resources to your work?

Answer Options	I'm NOT aware of this resource	Very important	Somewhat important	Not important	No opinion	Response Count
Library catalog	260	119	188	223	122	912
Journal and article databases	259	185	172	204	97	917
Natural Heritage Program Information	311	107	102	280	118	918
GIS data services	282	183	130	224	99	918
Library website to find information	245	230	183	165	94	917
ReferenceUSA business database	354	83	117	244	120	918
BioOne life science database	370	60	79	284	128	921
Safari Tech Books online	388	42	75	271	144	920
MT.GOV Connect web archive	354	119	141	187	112	913
Federal document collection	329	124	156	200	108	917
Natural resource information collection	308	98	100	255	117	878
State publications collection	283	163	189	184	97	916
Topographic maps (print)	283	98	125	285	116	907
Newspapers (print)	215	85	155	305	121	881
Tell us more about the importance or non-importance of these resources to your work						175
<i>answered question</i>						<b>923</b>
<i>skipped question</i>						<b>6</b>

This multi-part question sought to better understand the level of user awareness of 14 library resources. While high numbers of respondents were unaware of several licensed databases, e.g. Safari Tech, BioOne, and ReferenceUSA, the comments by respondents using these licensed databases were generally favorable. One respondent remarked “The Safari catalog is hugely useful for my work.” Of all the listed MSL resources, “the library website to find information” was ranked by the most respondents (230) as being “very important”. Awareness of “the library website to find information” was also favorable relative to other listed MSL resources. Although awareness of print format for topographic maps and newspapers was greater compared to other library resources, print topographic maps and print newspapers when compared to other resources were ranked low in value compared to other resources. Print topographic maps and print newspapers received the highest numbers for “Not important”. Natural Heritage Program information and GIS data received high marks in the comments section. “I use the Natural Heritage Program at least once a month to check for wildlife observations” and “The GIS data services is very important to my work” were representative comments from respondents expressing their appreciation. The number of respondents commenting about not using the library resources because they were not in Helena, indicate a need for educating our potential users that distance is not necessarily a barrier to accessing all library resources. This comment is representative: “I was unaware that these resources were offered, however, also am unclear if it would be something that could be utilized by our office due to the distance from Helena.”

#### Question 5.

**Check all the ways that you prefer to interact with Montana State Library staff.**

Answer Options	Response Percent	Response Count
in person	54.4%	449
phone	52.5%	434
webinars	27.8%	230
email	79.8%	659
texting	4.0%	33
social media	10.5%	87
<i>answered question</i>		<b>826</b>
<i>skipped question</i>		<b>103</b>

Respondents were asked to indicate their preferences for interacting with Montana State Library staff. A very high percentage (79.8%) preferred email followed by a preference of interacting in person (54%) and by phone (52.5%). User interaction via webinars (27.8%), social media (10.5), and texting (4%) were the least preferred.

**Question 6.**

**Below are some reasons you might not currently use the Montana State Library. Please check all that apply.**

Answer Options	Response Percent	Response Count
I didn't know the State Library has resources and services that might be useful to me.	66.7%	546
I rarely need to go outside my agency for information.	45.9%	376
The library staff has not been helpful to me in the past.	1.5%	12
I have my own resources that take care of my information needs.	28.2%	231
The library's resources don't cover topics important to my work.	10.0%	82
I don't have enough time to use the library.	15.5%	127
Other people in my agency do the research I need.	6.3%	52
I am already overloaded with information.	7.7%	63
Tell us your other reasons for NOT using the Montana State Library:		190
<i>answered question</i>		<b>819</b>
<i>skipped question</i>		<b>110</b>

Respondents were asked to indicate the reasons they might not currently use the Montana State Library. That a high percentage (66.7%) responded "I didn't know the State Library had resources and services that might be useful to me" aligns with numerous respondent comments for this question and other survey questions. Again, a large number of comments equate use of the state library with physical visits within normal business hours Monday-Friday, 8 a.m. to 5 p.m. This comment was representative of a number of comments: "As an outside [sic] Helena employee, I haven't the opportunity to investigate State Library resources that might be available." Another respondent commented: "I live 2 hours from the Library." Response percentages for "I rarely need to go outside my agency for information" (45.9%) and "I have my own resources that take care of my information needs" (28.2%) indicate a certain level of information self-sufficiency by users and maybe coming from respondents whose state agencies have an in-house library and librarians.

**Question 7.**

**How do you presently get information needed to do your job? Check all that apply.**

Answer Options	Response Percent	Response Count
The Web	90.8%	814
My agency librarian	6.3%	56
Networking with colleagues	70.9%	635
Licensed databases (specify below)	22.9%	205
Print subscriptions (specify below)	14.0%	125
Other (please specify)		238
<i>answered question</i>		<b>896</b>
<i>skipped question</i>		<b>33</b>

A large percentage (90.8%) responded they got information needed to do their job from the web. This question sought to better understand how the Montana State Library might support or supplement users' current sources of information. Respondents listed by title in the comments box a number of specific journals and databases. Knowing these specific titles will assist the Montana State Library in making collection development decisions about what resources to acquire or discontinue.

**Question 8.**  
**What new service, resource, or training from the Montana State Library would help your work?**

Answer Options	Response Percent	Response Count
Training on library resources (specify below)	67.7%	339
More electronic resources (specify below)	48.9%	245
More mobile services (specify below)	12.0%	60
Digitization/scanning services (specify below)	14.2%	71
Other (please specify)		252
<i>answered question</i>		<b>501</b>
<i>skipped question</i>		<b>428</b>

A significant percentage of respondents (67.7%) indicated that training on library resources would help their work. Some respondents made a distinction between training on *what* resources were available and training on *how* to use the available resources. Numerous respondents indicated they wanted more information about what MSL offers. One respondent suggested: "I would be interested in scheduling a tour or something for me and some of my staff." Another respondent suggested: "Have an open house. I wasn't aware of a lot of the resources and I'm sure my staffs aren't either." Almost half of respondents (48.9%) indicated having more electronic resources would help their work. Lesser percentages indicated digitization/scanning services (14.2%) and more mobile services (12%) would help their work. The majority of comments mentioned training to learn what library resources were available and how to use them. Several respondents requested training as part of new employee orientation. Others asked for email and reminders about state library resources and services. A couple of respondents wanted information about our plans for future resources and services.

**Question 9.**  
**What would you like us to know or think about that we have not already asked?**

Answer Options	Response Count
	160
<i>answered question</i>	<b>160</b>
<i>skipped question</i>	<b>769</b>

This open ended question sought to gather qualitative data not acquired by other questions. Respondents included compliments and complaints in this section. The comments section also included numerous recommendations variously worded, e.g. advertise, publicize, promote, get the word out, etc. all indicating that users want more information about state library services and resources. Several respondents again suggest using email for making contact with library users. One respondent asks “Is the library open to the public and what are the hours”? Respondents elsewhere in this survey made similar remarks indicating their uncertainty about who the library serves. Follow-up questions are needed to better understand why some respondents are unsure whom the library serves.

### Conclusion

Significant numbers of state employees, however, are interested in finding out more about the state library through various means of communication. The survey itself is part of the state library campaign to inform state employees about library resources and services. The survey responses offer valuable data for additional state library projects to better meet user information needs and are the basis for several Library Information Services work plan objectives for fiscal year 2015.

DRAFT



JULY		AUGUST		SEPTEMBER		NOTES
1		1		1		<b>Regular August meeting agenda items:</b> FY 14 final fiscal report FY 15 opening budget Programs and Commission work plans
2		2		2		
3		3		3		
4		4		4		
5		5		5		
6		6		6		
7		7		7		
8		8		8		
9		9		9		
10		10		10		
11		11		11		
12		12		12		
13		13	<b>August Commission Meeting</b>	13	<b>South Central Federation Meeting</b>	<b>South Central Federation Meeting</b> Billings Public Library Commissioner attending: Brent Roberts Staff attending: Sarah McHugh
14		14		14		
15		15		15		
16		16		16		
17		17		17		
18		18		18	<b>Golden Plains Federation Meeting</b>	<b>Golden Plains Federation Meeting</b> Roosevelt County Library Commissioner attending: Anita Scheetz Staff attending: Sarah McHugh
19		19		19		
20		20		20		
21		21		21		
22		22		22		
23		23		23		
24		24		24		
25		25		25		
26		26		26	<b>Montana Shared Catalog Annual Meeting, Helena</b>	<b>Montana Shared Catalog Annual Meeting</b> Carroll College, Helena, MT
27		27		27	<b>Fall Workshop</b>	
28		28		28	Red Lion Colonial Inn, Helena, MT	
29		29		29	All Commissioners invited	
30		30		30	Contact Marlys Stark to register	
31		31		31		



OCTOBER			NOVEMBER			DECEMBER			NOTES
1			1	<b>Sagebrush Federation Meeting</b>		1			<b>Regular October meeting agenda items:</b>
2			2			2			FY 15 1 <sup>st</sup> Quarter Financials
3			3			3			FY 14 Federation Reports
4			4			4			<b>TBL Volunteer Luncheon</b>
5			5			5			Our Lady of the Valley Catholic Church
6			6	<b>Network Advisory Council Meeting</b>		6			Helena, MT
7			7			7			All Commissioners invited
8	<b>October Commission Meeting</b>		8			8			<b>Broad Valleys Federation Meeting</b>
9	<b>TBL Volunteer Luncheon; Broad Valleys Federation Meeting</b>		9			9			Conference Call
10			10			10	<b>December Commission Meeting</b>		Commissioner attending: Anne Kish
11			11			11			Staff attendance: Jennie Stapp
12			12			12			<b>Pathfinder Federation Meeting</b>
13			13	<b>Montana Land Information Advisory Council Meeting</b>		13			Chouteau County Public Library
14			14			14			Commissioner attending: Aaron
15			15			15			LaFromboise
16	<b>Pathfinder &amp; Tamarack Federation Meetings</b>		16			16			Staff attending: Sarah McHugh
17			17			17			<b>Tamarack Federation Meeting</b>
18			18			18			Conference Call
19			19			19			Commissioner attending: Bruce
20			20			20			Newell
21			21			21			Staff attending: Jennie Stapp
22			22			22			<b>Sage Brush Federation Meeting</b>
23			23			23			Miles City Public Library
24			24			24			Commissioner attending: Anita
25			25			25			Scheetz
26			26			26			Staff attending: Jennie Stapp
27			27			27			<b>Regular December meeting agenda items:</b>
28			28			28			Legislative update and planning
29			29			29			FY 15 Land Plan approval
30			30			30			Network Advisory Council Report
31			31			31			2015 meeting dates selection



JANUARY		FEBRUARY		MARCH		NOTES
1		1		1		<b>Library Legislative Day 5:30 to 8:00 pm</b>
2		2		2		All Commissioners invited
3		3		3		
4		4		4		<b>Legislative Budget Hearing</b>
5	<b>Day 1 2015 Legislative Session</b>	5		5		Commissioner Testimony: Colet Bartow
6		6		6		
7		7		7	<b>Sagebrush Federation Meeting</b>	<b>Regular February meeting agenda items:</b>
8		8		8		Legislative update
9		9		9		FY 15 2 <sup>nd</sup> Quarter financial report
10		10		10	<b>Network Advisory Council Meeting</b>	Planning for Conversations w/ Commission session
11		11	<b>February Commission Meeting</b>	11		
12		12		12	<b>Montana Land Information Advisory Council Meeting</b>	<b>Broad Valleys Federation Retreat</b>
13		13		13		Finlen Hotel, Butte, MT
14		14		14		Commissioner attending: Kish
15	<b>Hearing &amp; Library Legislative Night</b>	15		15		Staff attendance: Sarah McHugh
16		16		16		
17		17		17		<b>South Central Federation Meeting</b>
18		18		18		Joliet Public Library
19		19		19		Commissioner attending: Gransbery
20		20		20		Staff attendance: Jennie Stapp
21		21		21	<b>South Central Federation Meeting</b>	
22		22		22		<b>Sagebrush Federation Meeting</b>
23		23		23		Miles City Public Library
24		24		24		Commissioner attending: TBD
25		25		25		Staff attendance: Sarah McHugh
26		26	<b>Legislative transmittal</b>	26		
27		27	<b>Broad Valleys Federation Retreat</b>	27		<b>Golden Plains Federation Meeting</b>
28		28	<b>Butte, MT</b>	28		Roosevelt County Library, Wolf Point
29				29		Commissioner attending: Scheetz
30				30		Staff attendance: Jennie Stapp (remote)
31				31		



APRIL		MAY		JUNE		NOTES
1		1		1		<b>Regular April meeting agenda items:</b> Legislative update; LSTA award Network Advisory Council Report FY 15 3rd Quarter financial report
2		2		2		
3		3		3		
4		4	<b>National Library Legislative Day</b>	4		
5		5	<b>Washington, DC</b>	5		
6		6		6		
7		7	<b>MSC Spring Meeting</b>	7		<b>Montana Library Association Annual Conference</b> Bozeman, MT Conversations w/ the Commission April 9, 2015, 8:30 am. To 10:00 am.
8	<b>April Commission Meeting</b>	8		8		
9	<b>Montana Library Assn. Conference; Conversations w/ the Commission</b>	9		9		
10	<b>MLA Continued</b>	10		10		<b>National Library Legislative Day</b> Commissioner attending: Anne Kish
11	<b>MLA Continued</b>	11		11		
12		12		12		<b>Pathfinder Federation Meeting</b> Chouteau County Public Library Commissioner attending: LaFromboise Staff attending: Sarah McHugh
13		13		13		
14		14	<b>Network Advisory Council Meeting</b>	14		
15		15	<b>Tamarack Federation Retreat</b>	15		<b>Tamarack Federation Retreat</b> Marina Kay, Big Fork, MT Commissioner attending: LaFromboise Staff attending: Jennie Stapp
16		16	<b>Big Fork, MT</b>	16		
17		17		17		<b>Regular June meeting agenda items:</b> Legislative wrap-up FY 16 MLIA grant approval FY 16 Federation Plans of Service
18		18		18		
19		19		19		
20		20		20		<b>Research Institute for Public Libraries</b> July 27-30, 2015, Colorado Sprgs, CO
21		21	<b>Pathfinder Federation Meeting</b>	21		
22		22		22		
23		23		23	<b>June Commission Meeting</b>	
24		24		24		
25	<b>Golden Plains Federation Meeting</b>	25		25		
26		26		26		
27	<b>90<sup>th</sup> Legislative Day (tentative)</b>	27		27		
28		28	<b>Montana Land Information Advisory Council Meeting</b>	28		
29		29		29		



**MONTANA STATE LIBRARY COMMISSION  
WORK PLAN FY 2015**

**February 2015 update**

**VISION**

Develop and deliver 21<sup>st</sup> Century library resources and information services.

**MISSION**

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

**VALUES**

MSL values:

- An educated and inquisitive citizenry.
- Library services that are responsive to users' needs.
- Free government information that is easily accessible and widely distributed.
- Patron privacy.
- Equitable access to all library resources and services.
- Competent and professional staff.
- Open, direct, and timely communication.
- Economic development of Montana and Montanans.

The State Library Commission is established by Montana statute 22-1-101 (MCA).

The role of the State Library Commission is to set forth policies and funding priorities that empower the State Library to meet its mission and statutory obligations and to advocate for the State Library and the Montana library and information communities whenever possible.

The State Library Commission Group norms:

- The Commissioners will read and come to meetings prepared to discuss agenda items;
- Commission meetings follow Roberts Rules of Order;
- Commissioners are bound by the State Code of Ethics and Standards of Conduct: [http://leg.mt.gov/bills/mca\\_toc/2\\_2\\_1.htm](http://leg.mt.gov/bills/mca_toc/2_2_1.htm).

## **Goal One—Content—Discussion**

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

1.1. Advise, review and approve policies that enhance Montana State Library's statewide e-content subscription and purchase programs, and that support the Montana Memory Project, the collection development priorities of the Montana State Library Collection Development Policy, and the Talking Book Library Collection;

1.2. Advise, review and approve budgets that enhance Montana State Library's statewide e-content subscription and purchase programs, and that support the Montana Memory Project, the collection development priorities of the Montana State Library Collection Development Policy, and the Talking Book Library Collection;

1.3. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commission on issues that will inform their understanding of the content needs of Montana Library users.

**(Update August 2014 ):** At the August 13 Commission Meeting, the Commission heard a presentation on the Montana Cadastral Administration through Streamlined Parcel Adjustment Workflows (CATSPAW). Through the implementation of this new system, State Library staff have taken over administration of the Public Land Survey System for our coordinate control from the Bureau of Land Management.

## **Goal Two—Access—Discussion**

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

2.1. Advise, review and approve policies that enhance access to information through statewide resource sharing initiatives;

2.2. Advise, review and approve budgets that enhance access to information through statewide resource sharing initiatives;

2.3. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commission on issues that will inform their understanding of the access needs of Montana Library users.

**(Update August 2014 ):** At the August 13 Commission Meeting, the Commission heard a presentation on the new Montana Natural Heritage Program MapViewer application.

### **Goal Three—Training—Discussion**

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

3.1. Advise, review and approve policies that enhance Montana State Library's statewide training opportunities;

3.2. Advise, review and approve budgets that enhance Montana State Library's statewide training opportunities;

3.3. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commission on issues that will inform their understanding of the training needs of Montana Library users.

**(Update December 2014 ):** At the December 10 Commission Meeting the State Library Commission received an orientation on the Coal Severance Tax funding flow and the Combined Account from which the State Library receives funding. This training was designed to help the Commission better understand the source and use of those funds in the face of fluctuating revenues.

## Goal Four—Consultation and Leadership—Discussion

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;

4.1.a. Pacific Northwest Library Association conference, August 13-15, Helena, Montana;

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

4.2.a. Each Commissioner will attend at least one library federation meeting during fiscal year 2015;

**(Update December 2014 ):**

Commissioner Roberts attended the South Central Federation Meeting in Miles City on September 13, 2014.

Commissioner Scheetz attended the Golden Plains Federation Meeting in Wolf Point on September 18, 2014.

Commissioner Kish attended the Broad Valleys Federation teleconference on October 9, 2014.

Commissioner LaFromboise attended the Pathfinder Federation meeting in Fort Benton on October 16, 2014.

4.2.b. Each Commissioner will attend the 2015 Montana Library Association Conference, April 8-11, 2015 in Bozeman, Montana;

**(Update February 2015):** The April Commission meeting is scheduled for April 8, 2015

4.2.c. The Commission Chair will facilitate Conversations with the Commission session at the Montana Library Association Conference;

**(Update February 2015):** This session is scheduled for April 9, 2015 at 8:30 am

4.2.d. At least one Commissioner will attend meetings of the Montana Shared Catalog and MontanaLibrary2Go each year;

4.2.e. Commissioners are encouraged to visit libraries as they travel the state. Advanced notice to the libraries is recommended.

4.3. Share information about the role of the State Library Commission beyond the boundaries of the Montana Library Community;

4.4. At least one Commissioner will attend at least one “visioning” conference during the fiscal year, as funding allows. Discuss findings with the Commission and

MSL staff and make recommendations for future opportunities for improved library services.

4.4.a. The Colorado State Library may host a conference focused on how to measure the impact of library services during the summer of 2015. Given the State Library focus on how to measure the impact of our services, this may be an appropriate conference for a Commissioner to attend. Details of the conference will be shared with the Commission when they are available.

**(Update October 2014):** The Research Institute for Public Libraries has scheduled this event. The dates are July 27-30 and the meeting will be held in Colorado Springs, Colorado.

4.5 The Commission will invite at least one recipient of a Montana Land Information Act (MLIA) grant to present on the outcomes of their grant in order to better educate the Commission on the role, outcome and impacts of the MLIA.

## **Goal Five—Collaboration—Discussion**

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 The Commission Chair will designate Commissioners to serve on both the Network Advisory Council and the NRIS Advisory Committee. These designees will attend committee meetings to represent the interests of the Commission and will provide feedback to the Commission regarding committee reports and initiatives.

**(Update December 2014 ):** Commissioner LaFramboise has been appointed to the Network Advisory Council  
Commissioner Newell has been appointed to the NRIS Advisory Council

5.3 The Commission will invite the Governor or his designee to attend a meeting of the State Library Commission in order to learn about the Governor's priorities for the 2015 Legislative Session.

**(Update February 2015):** Sirie Smilie attended the December 10 Commission meeting and provided an overview of the Governor's Early Edge initiative.

5.4 The Commission will invite the Montana Library Association Government Affairs representative to the December Commission meeting to discuss the MLA legislative agenda.

**(Update February 2015):** Nanette Gilbertson and Judy Hart presented the MLA legislative Agenda at the December 10 Commission meeting.

Additionally, Assistant Superintendent of Public Instruction, Dennis Parman shared the Office of Public Instruction legislative agenda with the Commission at their December meeting.

5.5 The Commission will continue a process to learn more about broadband service availability to libraries in Montana and opportunities to further support expansion of broadband technology to meet the needs of library public computing centers.

## **Goal Six—Sustainable Success—Discussion**

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

6.1. Advocate for the Montana State Library and the Montana Library Community with federal, tribal, state and local governments, businesses and citizens. Advocacy 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;

6.1.a. At least one Commissioner will attend the Montana Library Legislative Day in January;

**(Update February 2015):** This event was attended by Commissioners Bartow, Kish, LaFromboise, Newell and Scheetz.

6.1.b. The Commission Chair will provide testimony before the Legislature on behalf of the Montana State Library and the library community;

**(Update February 2015):** Testimony was offered by Commission Chair Bartow at the MSL budget hearing on January 15.

6.1.c. A member of the Commission will attend National Library Legislative Day May 4-5, 2015 in Washington, D.C.;

6.2. Request and participate in trainings and/or presentations by staff and other subject matter experts on new and existing topics that will educate the Commissions on issues that will help the Commission to continually grow as a Commission and to support the work of the State Library;

6.3. Advise, review and approve policies that recognize the significant contributions of and develop the leadership and management skills of MSL staff;

**(Update December 2014):** Commissioners Bartow and Gransbery attended the Talking Book Library volunteer appreciation luncheon on October 9, 2014.

6.4. Provide guidance on and evaluation of the State Librarian work plan and performance.

**(Update December 2014):** At the August 13 and October 8 Commission meetings, the Commission reviewed the State Library FY '15 work plans.