Montana State Library
Statewide Library Resources – <u>MT Talking Book Library</u> Work Plan
January – June 2018

Green (no font distinction) – activity progressing as expected.
Yellow (italicized) – activity may be delayed but the delays do not necessarily rise to the level of Commission concern
Red (bolded) – activity is delayed and Commission attention is warranted
<u>Blue (underlined)</u> – addition or change to the original work plan.

Strategic Framework – Foster Partnerships

Note: Work plan objectives will be evaluated and reprioritized to reflect the impact of budget reductions.

Activities:

- Improve Customer Service by developing a streamlined interview process for new users.

Inputs	Outputs	Outcomes	Impacts
Christie Briggs, Martin Landry, Jackie Crepeau, GG Waldburger, Erin Harris, Bert Rinderle	Develop an easier interview process to benefit new user understanding of MTBL services 2/27/17-Interview worksheet revised and implemented. 5/17-Worksheet evaluated.	A streamlined customized MTBL service for users to understand and enjoy long term.	<u>Improve quality of life of users, increased enjoyment, independence, productivity and knowledge</u>

MTBL Knowledge	Develop an audio tutorial for MTBL service options as a tool for new users, making the transition to each new service easier for users. 5/26/2017-audio content reviewed for tutorial script	New users better understand services and staff are more effective and efficient	Increase opportunities for users and reduce discrimination by connecting people with impairments to society through MTBL partnerships
Videos & Training materials	Trained volunteers record a tutorial and staff send one with a digital player to each new user after initial interview 5/17-auditions being scheduled now that new studio is completed.	MTBL staff have more time to develop policies, training, and new services for users who are better served and well-informed on MTBL service options	Satisfaction in contributing to society and participating in civic engagement that make a difference
Volunteer Skills	Follow-up calls by trained volunteer(s) to new users to evaluate success and staff make appropriate adjustments 5/17-volunteer selection being reviewed	New users make informed decisions, enjoy services and connect with more resources	Increased happiness of users spreads to families, caregivers, facilities which leads to increased productivity and independence

- Installation of a second recording booth to improve the recording program.

Inputs	Outputs	Outcomes	Impacts
Staff time Christie Briggs, Erin Harris, Recording Volunteers	A second modular recording studio that meets National Library Service standards for production quality and ADA standards and current codes	MTBL users report increased satisfaction due to improved access to Montana titles and authors. Improved quality of Montana recordings, opportunities for	Improved quality of Montana recordings, increase user enjoyment, opportunities for

Inputs	Outputs	Outcomes	Impacts
		volunteer recruitment and outreach about MTBL's recording program 5/23/17-interviews planned for auditioning two new volunteer narrators/monitors	volunteer recruitment and outreach about MTBL's recording program
Modular sound booth from Eckel, Inc.	Increased staff and volunteer time devoted to local recordings.	An increasing number of MTBL recordings are available to MTBL users nationwide through the BARD program.	
Construction performed by the General Services Division and Diamond Construction under contract to GSD.	Volunteers and staff enjoy an improved and expanded recording program environment	Increased number of locally produced records and elimination of the backlog of locally recorded items awaiting post production	
Time from Philip Carbo, Audio Specialist, National Library Service, to inspect the new sound booth	2/02/2017 Completed booth audio inspection; inspection of entire recording environment recommended when overall project is completed.		
An estimated budget of $112,000 from the Montana State Library/MTBL Trust.	4/14/17-Planning for a Studio Dedication in June 5/12/17-All construction and signage in preparation for recording in Studio 2 has been completed	5/17/17-First successful volunteer recording session in Studio 2	

- Outreach to increase awareness and utilization of MTBL services

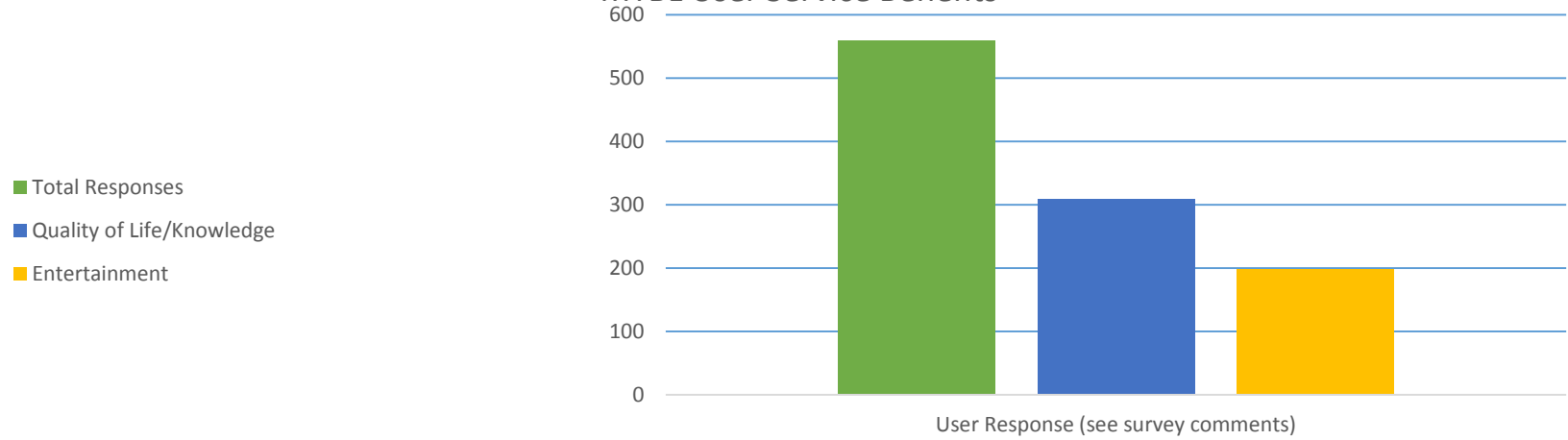| Inputs	Outputs	Outcomes	Impacts

Staff knowledge	Increase in new users and utilization of MTBL services	Non-users increase awareness of MTBL services and now utilize them	Improve quality of life of users, increased enjoyment, independence, productivity and knowledge
Partnerships	Widen opportunities for public presentations and distribution of information materials to increase knowledge of MTBL services 3/29/2017 to 5/24/2017- Distributed MTBL information and application packets to all public libraries	Increased referrals from the public, private and public organizations, and professionals	Increase opportunities for users and reduce discrimination by connecting people with impairments to society through MTBL partnerships
Volunteers	Increase public awareness of MTBL services	Increase in knowledge of volunteer opportunities	Satisfaction in contributing to society and participating in civic engagement that make a difference
Staff expertise	Staff impart MTBL service information and options to users in understandable, concise ways	Users are confident in choosing and utilizing MTBL services and knowledgeable about additional accessible resources	Increased happiness of users spreads to families, caregivers, facilities which leads to increased productivity and independence

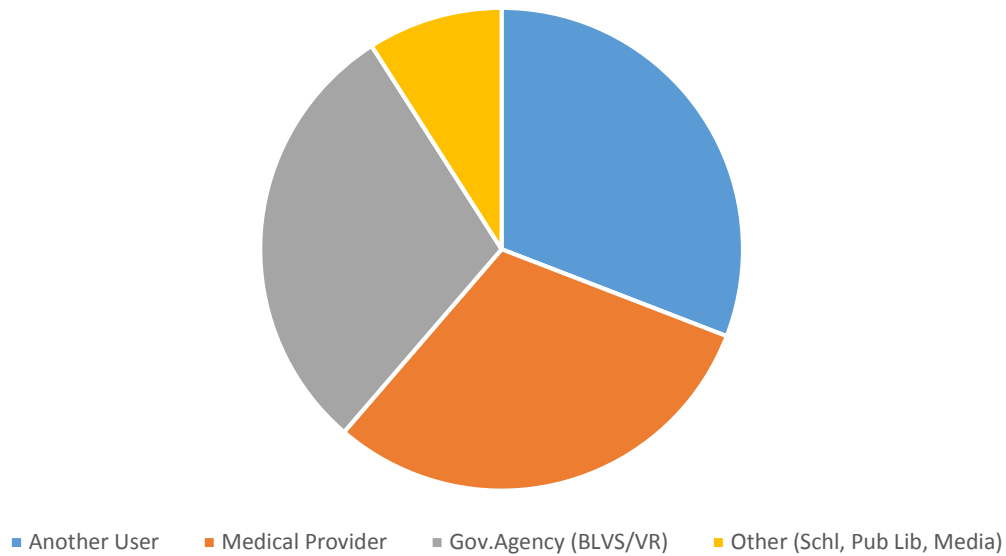- Outreach to Users to assess service satisfaction and improvement needs

Inputs	Outputs	Outcomes	Impacts

MTBL Staff	Develop a user survey to assess established user feedback. 10/30/2016 completed.	User survey comments: MTBL services provide users with- sharpened mental acuity; continued contact with the world; connection to own community; being current with own professional literature; improved quality of life	Users are confident their library needs are being understood and met
MTBL Staff Knowledge	Analyze results and focus on areas needing change 1/25/2017 completed.	Staff increases knowledge of results, challenges and opportunities in service; identifies areas for improvement.	Users' quality of life is improved
Christie Briggs- Report and presentation time	Report results to users, MSL managers (03/09/2017), National Library Service (06/14/2017), MSL Commission (partial survey report charted below 03/09/2017)	Better understanding and support of MTBL user needs and satisfaction in customer service. Users have access to Services through improved outreach efforts	Users have knowledge of and access to MTBL services when needed
Volunteer Skills	Assist MTBL staff in compiling accurate user data (2/8/2017)	Gain knowledge of all MTBL services and computer skills. Positive experiences resulting in outreach to community and personal satisfaction of civic engagement.	

MTBL User Service Benefits

Legend:
- Total Responses (green)
- Quality of Life/Knowledge (blue)
- Entertainment (yellow)

How Users Learned About MTBL

Legend:
- Another User
- Medical Provider
- Gov.Agency (BLVS/VR)
- Other (Schl, Pub Lib, Media)

Strategic Framework – Create a useful information infrastructure

Activities:
- Upgrade WebOpac to improve the quality of user accessibility and independent navigation of online catalog.

Inputs	Outputs	Outcomes	Impacts
Martin Landry, Christie Briggs	Schedule Upgrade with Keystone Automated Library Systems. 3/1/2017- Done. 4/12/2017- SITSD security licensing delays. 5/25/2017- MSL/KLAS Web Configurations Completed	Staff trained in the upgraded catalog options and are knowledgeable and confident in training online users	Users enjoy improved online catalog access and search capabilities
Staff Knowledge	Announcement to users through newsletter, social media and one-to-one training	Staff train users. Users are more confident, know where to find critical information, are not overwhelmed and are more likely to repeat positive online experiences	Users have excellent accessibility of online library collection leading to more independence, are engaged and active in MT library community
Martin Landry, Christie Briggs	Monitor and assess upgrade through user feedback	Report glitches for Keystone to resolve to staff and user satisfaction. Staff manage library resources efficiently and effectively	Users have more options in how services are accessed and utilized.

- Develop a Braille and Audio Reading Download (BARD) R-Sync storage system for duplication on demand

Inputs	Outputs	Outcomes	Impacts
MSL/MTBL staff, National Library Service staff	Customize an affordable, sustainable local data storage system for easier access to the NLS BARD collection 2/2/2017- Meeting with NLS BARD Team and MSL/SLR/TBL to discuss direct TBL online access to BARD 5/24/2017- Confirmation of SITSD and NLS agreed TBL direct access to BARD R-Sync	MTBL has affordable, sustainable, secure and efficient access to NLS BARD collection and experience an increase in circulation to users	Increase in Non-BARD user enjoyment to faster receipt of preferred and reserved BARD titles
MTBL Staff knowledge	Easy and efficient access to BARD titles for duplication on demand	Staff are able to focus knowledge, skills and energy toward development of identified user support service needs	Users have access to additional MTBL services
Volunteers	Receive training in ease of access to BARD R-Sync downloading and duplication	Increased technology knowledge and skills	Volunteers achieve confidence and independence via library education and training

- Train inactive BARD personal computer users in the successful operation of BARD Express.

Inputs	Outputs	Outcomes	Impacts
MTBL Staff and NLS staff knowledge	Receive training on the BARD Express App for personal computer users. Completed 2/28/2017.	Successful training of previous BARD users with personal computers (Windows based) on the BARD Express App. 10% completed 3/10/2017.	Users are independent and satisfied with direct access, navigation and downloading BARD titles

MTBL Staff	BARD Express App Outreach to previous BARD personal computer users no longer downloading BARD titles. 10% completed 3/10/2017. 20% completed 4/20/2017. 50% contacted 5/22/2017.	Increase in active BARD users	Previous Users have gained additional ease of access to downloading BARD titles
MTBL Staff	Can dedicate time, skills and knowledge to non-BARD users	Better customization of non-BARD user preferences for MTBL services	Non-BARD users experience increased satisfaction of MTBL Services