

Network Advisory Council (NAC)

Thursday, March 12, 2020

Montana State Library – Grizzly Conference Room and Online

1515 E 6th Avenue, Helena, MT

Attendees:

Council Members: Chair Jennie Stapp, Cody Allen (online), Pamela Benjamin (online), Honore Bray (online), Elizabeth Jonkel (online), Teressa Keenan (online), Sarah McClain (online), Susie McIntyre (online), Stacey Moore (online), Bruce Newell (online), Nancy Schmidt (online), Jodi Smiley (online).

MSL Staff: Tracy Cook (online), Amy Marchwick (online), Jennifer Birnel (online), Jo Flick (online), Cara Orban, John Kilgour.

Call to Order and Introductions:

Chair Stapp called the meeting to order at 9:34 a.m., and the NAC members and Montana State Library (MSL) staff introduced themselves.

Coronavirus Update:

Chair Stapp provided an update on coronavirus preparation at the state level and remote-work planning for MSL staff. Chair Stapp will be holding a webside chat on Monday directed toward the library community and addressing preparedness planning. She mentioned that the Montana Library Association (MLA) will make a decision Friday about postponing the MLA conference in April. The planned Commission meeting will be available online, and commissioners are encouraged to attend online if possible. Chair Stapp explained that the “Conversations with the Commission” session scheduled for Thursday morning of the conference has been cancelled.

Member McIntyre asked about the Montana Library2Go membership meeting scheduled to coincide with the MLA conference, and Cara Orban confirmed that the Library2Go and Shared Catalog meetings will be held online if the conference is cancelled.

Chair Stapp noted that MSL is not requiring work-related travel for employees if they have concerns about travel due to the coronavirus. MSL also has staff involved with the statewide coronavirus task force and is working on continuity planning.

Approval of the Minutes:

No changes were made to the November 14, 2019, meeting minutes, and the minutes were approved.

Joys and Concerns from Representative Groups:

Chair Stapp invited the NAC members to share joys and concerns from the libraries they represent. Feedback from the group included the following:

- Member Jonkel updated the group on the Missoula Public Library's new building construction. It is looking great, and everyone is very excited about it.
- Member Newell noted that the ImagineIF library recently won an award, and Tracy Cook explained that the award was for the library's work with early literacy.
- Member Smiley mentioned that medium-sized libraries are concerned about the coronavirus.
- Member McIntyre reported that the Great Falls Public Library is doing well and working on some infrastructure projects. She voiced concerns about the library's public perception due to alleged illicit activity occurring in the library park.
- Member Benjamin updated the NAC on how the higher education community is currently addressing the coronavirus threat. Institutions are preparing to move classes online. Montana State University has cancelled all international travel and a large undergraduate conference. Member Benjamin has also been working with MLA and K-12 representatives on how different library sectors can work together more closely.
- The NAC members provided several updates on Census activities and preparation at their libraries. Chair Stapp explained procedures for assisting homeless people if they inquire about how to complete the Census, and she explained the major Census deadlines. MSL will be providing promotional materials at the MLA conference, and if it is cancelled, MSL will develop a plan for distributing materials to libraries.
- Member Moore reported a concern about the directors' institute being scheduled in June when a lot of libraries are doing summer reading programs. The event can't be changed this year, but Member Moore's concerns will be considered for future planning.
- Member McIntyre expressed concerns about how the coronavirus is impacting Census efforts. Several Census events in Great Falls may have to be cancelled, and there is uncertainty about how to use grant funds dedicated to those events.
- Member Schmidt mentioned that libraries should develop plans for accommodating schoolchildren in the event that schools are forced to close due to the coronavirus. Member McIntyre mentioned that Great Falls library staff have been notified that they might be redeployed to provide childcare for the children of first responders.
- The NAC engaged in discussion of how libraries can continue to serve their patrons in the event of widespread closures, such as providing online content, home delivery, etc.

FY20 Work Plan Update and Discussion:

Montana State Library Update

- *Gov Connect*
Amy Marchwick updated the NAC on the Gov Connect process. MSL has been working with the vendor and the state IT department (SITSD) to get the service up and running. Chair Stapp said that MSL would try to make use of it for communication groups across State Library staff and programs. Jennifer Birnel explained some of the advantages and features of the service.
- *Partners*
Cara Orban explained that the Montana Shared Catalog (MSC) Partners will have a meeting to discuss holds sheltering issues and will hopefully reach a resolution for a better process for that group. The group is considering a meeting following the directors' institute in Great Falls in June,

which may be the best opportunity to have everyone together. Chair Stapp mentioned that summer reading should be considered when scheduling this meeting.

Chair Stapp mentioned that MSC desires to come to a larger consensus about practices for resource-sharing. MSL has been asked to take a position on resource-sharing practices, but it doesn't see its role as saying that one resource-sharing model is better than others. MSL will strive to achieve the goal of the Fair Library Access Resolution that every Montanan has access to resources sufficient unto their needs. MSL will not take a position on specific resource-sharing practices such as sheltering holds.

- *HB633 Update*

Chair Stapp updated the NAC on the legislative interim study examining State Library funding sources. The interim committee met in December and discussed MSL budget needs and funding options. MSL is seeking more support for information management programs, open-government and open-data services, statewide projects, and funding for broadband. The next meeting of interim committee is March 19, and the committee will spend the entire morning examining MSL funding. MSL has provided a series of potential funding models for consideration by the committee and will know a lot more following the upcoming meeting.

MSL is initiating its legislative planning process for the next legislative session. MSL has decided to forego the usual executive planning process because of the pending work of the interim committee. In December, the committee discussed a two-pronged approach to funding MSL. One approach would be to make recommendations to the governor for inclusion in the governor's budget, which takes the form of House Bill 2. A second option would be to have separate pieces of legislation that could be enacted by the legislature. MSL does not have any other legislation that it is pursuing in the upcoming session. Chair Stapp also mentioned that MLA will be presenting on March 19 to the education interim committee about the positive impacts of state aid funding for libraries.

- *Gigabit Toolkit Report*

Tracy Cook explained that MSL used coal severance tax funds to send a consultant to all Montana public libraries to analyze internet connections, internet speeds, inventory, etc. Simmons College then reviewed the data collected, focusing on broadband speed and how well libraries meet national standards. Simmons College has analyzed and presented the data to MSL, and Jessica Edwards (MSL) is developing a report on the conclusions. MSL would like to find a way to help libraries that have the slowest internet speeds and the oldest hardware. Chair Stapp informed the group that the report should be available by the April Commission meeting. Simmons College staff will also be presenting remotely at that meeting.

- *Procurement/RFP*

Cara Orban provided an update on the procurement process for two contracts in need of replacement. MSL conducted a request for information (RFI) in fall 2019 for the Montana Library2Go contract, which is currently with OverDrive. There is currently a request for proposals (RFP) open, and MSL hopes to award a contract by the end of March or early April.

The OCLC group services contract is also nearing the end of its term. The RFI initiated last fall was split into several components for cataloging, interlibrary loan (ILL), and content management for

the Montana Memory Project. OCLC was the only respondent for cataloging and ILL services, but there were several responses for the content-management services. The content-management component is proceeding to RFP, and Jennifer Birnel is taking the lead on that process. The RFP will be published shortly and will be open for one month. MSL has also started negotiations with OCLC. Chair Stapp added that funding is available to support a transition period if a vendor other than OCLC is selected for the Montana Memory Project, so there should not be any service disruption.

- *Economic Development*

Tracy Cook informed the group that MSL has signed a contract with Anne Booth, who has done a lot of economic development work in Montana. She has also worked a lot with libraries in the Malta area. If the NAC is able to meet in May in person, Anne will be attending and will update the group on her ideas and proposals.

- *Public Library Standards Process*

Tracy Cook updated the NAC on the public library standards revision process. The MSL Commission reviewed the task force's draft at its February meeting, and now the standards are open for public comment. MSL has developed a survey to gather feedback from libraries on the revised standards. Once the public comment period is concluded, the task force will consider the feedback and present a new draft to the Commission. The Commission will then decide whether to proceed with the formal administrative rules process. Following that process, the Commission would then act on the standards again in either October or December. If approved, the new standards would take effect July 1, 2021, but public libraries would not have to certify that they meet the new standards until July 1, 2022.

Member Newell asked for an explanation of how tribal libraries have been included in discussions of the new library standards. MSL would like to extend state aid to tribal libraries if they meet the standards. The task force tried to design the standards to provide eligibility to tribal libraries, and MSL has contacted tribal libraries for further discussion of the standards.

Chair Stapp informed the NAC that some libraries have expressed concerns about the standard mandating fair salaries for library staff. That standard will require additional research and revision. Libraries have also voiced concern about requiring paid staff to be present during library operating hours. MSL encourages libraries to complete the online survey to provide additional feedback.

- *Community Catalyst Invitation for Strategic Planning Grant*

Tracy Cook provided an update on this effort. MSL was invited to submit a proposal for an Institute of Museum and Library Services (IMLS) Laura Bush Community Catalyst Grant. The proposal involves six states—Arizona, Wyoming, Idaho, North Dakota, South Dakota, and Montana. The project would develop training on strategic planning and the importance of equity, diversity, and inclusion. It would then provide institutes for training library directors and board members on the strategic planning process and equipping them to lead a strategic planning process in their communities. The proposal is due at the end of March.

Jo Flick has been working with other state libraries to partner on other grants. One effort is with Idaho State Library to reach out to school libraries and assess professional development needs. MSL is operating primarily as a facilitator for this project. The other project is with the Alaska State

Library and San Jose State University to promote greater representation of indigenous people working as librarians.

- *DPLA E-book Pilot*

Cara Orban reported that the DPLA E-book pilot is now in the selection and testing phase. The selection team has developed evaluation criteria and decided to emulate the Montana Library2Go collection development procedures. One month of testing has been completed. Member McIntyre noted that the service did not function as easily as OverDrive, and the selection was not as good. Orban explained that testing will continue for three more months, and Library Services and Technology Act (LSTA) funding has been set aside for developing a DPLA exchange collection.

- *E-resources Groups: Possible Subscription Groups*

Cara Orban has been trying to identify group purchasing options for e-resources. Based on feedback from libraries, there are three main areas of interest: 1.) streaming video options, 2.) language-learning applications, 3.) professional-development or business resources. Orban is serving as facilitator for gathering and sharing information for interested libraries. The state would not hold a contract for any of these services, but MSL will play a role as facilitator for interested libraries.

Chair Stapp added that MSL is also looking at its own e-resources offerings. Marilyn Bennett has recently been hired as MSL's outreach and electronic resources librarian. She will be working with Cara Orban on expanding e-resources services, and she has also been talking to other state agencies about their e-resources needs.

Break from 10:52 to 11:02

FY21 Work Planning for Staff & NAC – Budget Preparation Work

The NAC was provided with a memo summarizing MSL work plan priorities for LSTA funding. Chair Stapp shared some updates related to MSL's LSTA funding. The LSTA awards align with the federal budget cycle and therefore do not align neatly with the state fiscal year. MSL has a two-year period to spend any particular LSTA award. This budgeting process has created challenges for MSL, so it has tried to align a single LSTA award with a single state fiscal year. For example, with state FY 2021, which starts on July 1, 2020, MSL will begin spending its LSTA 2020 award. Chair Stapp noted that MSL's new LSTA award is just over \$1.2 million, which is about a 10% increase over its previous award.

Chair Stapp explained that she would like to have a two-part discussion with the NAC about the MSL work plan priorities and about how MSL might spend the increases in LSTA funding. The NAC may take some action on these items today, but final action will be taken at the NAC's May meeting in advance of the June MSL Commission meeting.

Member Newell asked if the work plan and budget process meets libraries' needs and mission. Member McIntyre said that she agrees with the priorities.

Community Education and Outreach Report

Tracy Cook explained that at the last NAC meeting, there had been a discussion of what priorities could be eliminated from the plan, and the group had decided to remove community education and outreach.

After further consideration, Cook recommends keeping this priority in the plan. Some libraries find the community outreach and education scaffolding in this priority to be very helpful.

[Review of Last Meeting's Discussion](#)

Chair Stapp led a review of the last NAC meeting's discussion and provided an overview of the main priorities discussed that meeting:

- Support the Montana Shared Catalog;
- Analyze the courier service;
- Coordinate economic development efforts in libraries; and
- Support library staff and trustee professional development in the areas of community leadership and civil engagement.

Chair Stapp invited discussion of these priorities, and the NAC members offered the following feedback:

- Member Smiley said that the goals are on the right track.
- Member McIntyre expressed concerns about the courier service and the challenges it poses for small libraries. The NAC members discussed the courier service and addressed topics such as the amount of time it takes the service to reach small libraries, the Fair Library Access Resolution and the need to serve all users' needs, and the likelihood that a one-size-fits all courier solution won't work for Montana. Chair Stapp noted that the courier service hasn't been reviewed for about ten years. Setting a goal and standard for the courier service, and then determining what options will help achieve that goal, makes sense. The role of the NAC is to set that standard. MSL staff could then consult with logistics planners to develop a solution. After discussion of how best to conduct a study of the courier service, there was general agreement that review of the courier service should be placed on MSL's FY 2021 work plan and that MSL should work with the Western Transportation Institute at Montana State University or another consultant to develop recommendations for the service.

[Select Work Plan Priorities for FY21](#)

Chair Stapp explained that the NAC would not take any action on the work plan priorities at today's meeting, but they will be reflected in a final budget recommendation presented at the NAC's May meeting.

[Budget Review/Possible Priorities](#)

- [Explanation of Funding Sources](#)

Chair Stapp provided an explanation of the draft library development budget and funding sources, including LSTA funds, the state general fund appropriation, and coal severance tax revenues. In the library development budget for FY 2021, general fund and coal severance tax appropriations would stay basically the same. Chair Stapp explained the reason for increases in the personal services costs and highlighted a large increase in the OCLC line item. The \$60,000 amount for FY 2021 is based on the current contract amount assuming it will be funded entirely from LSTA 20 funds, with the goal of aligning the LSTA funding with a single state fiscal year. MSL will be negotiating a contract for interlibrary loan and cataloging, so the \$60,000 amount may be a high estimate. There is also about \$60,000 not budgeted at this time, as well as about \$24,000 in unbudgeted coal severance tax dollars for state FY 2021.

MSL would like to have a discussion with the NAC about how to prioritize budget items for funding. Action on the recommended library development budget will occur at the NAC's May meeting. Chair Stapp responded to questions about changes to the administrative and personal services costs. Member Newell asked if MSL could use the unallocated LSTA funds to conduct a study of the courier service, and Chair Stapp said that MSL could research that and present its findings at the NAC's May meeting. MSL also has some one-time-only monies that could be used for such a study.

Chair Stapp redirected discussion to MSL staff recommendations for funding priorities. The group discussed staffing needs for the Montana Memory Project (MMP). MSL could be doing a lot more outreach and other activities to bolster that program. Tracking options for the courier service, customer-relations support for libraries, and improving broadband service are also areas that could use additional support. Jennifer Birnel reported on the need for additional MMP staff support and how it could strengthen the program. MSL's goal would be to add a full FTE to support the MMP. Tracy Cook noted that MSL consistently gets positive feedback on the MMP, and there was support among the NAC for exploring additional staff support for MMP.

Chair Stapp reviewed several next steps for MSL to investigate and bring to the NAC's May meeting:

- Courier study investigation;
- MMP staff position investigation; and
- More information on OCLC contract discussions.

There was a request for more information about what the personal services line item in the library development budget pays for—i.e., job titles and costs—and chair Stapp replied that that information can be provided.

August Retreat

MSL will be looking for volunteers to help plan the NAC's August retreat. Chair Stapp requested feedback on topics for the retreat. Member Bray asked that the retreat not take place during the Pacific Northwest Library Association (PNLA) Conference. Member Newell suggested furthering the courier services discussion. He also suggested public library standards as a topic for the August retreat.

State Program Report

MSL is required to submit a report at the end of each two-year LSTA funding cycle. Jessica Edwards created the report on the LSTA 18 award. Chair Stapp invited questions and comments on the LSTA reporting process. Member Newell noted that more resources are needed for e-circulation. Tracy Cook observed that, in year two of MSL's five-year plan, MSL has already been working on 59% of the objectives in the plan, which is very positive. Cook has also observed growth in lifelong learning. Jennifer Birnel added that MSL received a lot of positive feedback from the Institute of Museum and Library Services (IMLS) on the library's state program report.

Public Comment:

There was no public comment.

Other Business and Announcements:

Member Benjamin informed the group that the Office of the Commissioner of Higher Education (OCHE) just announced that all higher education classes will go to an online format starting on March 23, 2020.

Member Bray announced that the grand opening of the new Missoula Public Library will be July 17, 2020. Chair Stapp mentioned that the MSL Commission plans to hold its October meeting at the new library.

Adjournment:

The meeting adjourned at 12:16 p.m.