

**Library Development Plan**

**State Fiscal Year 2023**

**Prepared By:**

**Montana State Library**

Network Advisory Council Members\*

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	*As of date of publication

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Fair Library Access Resolution

[rest of TOC to be completed after the draft is ready]

**Fair Library Access for All Montanans:**

**A Resolution from the Montana State Library Commission, Regarding Fair Standard Access to Library Content and Services for All Montanans**

Montana State Library Commission, Aaron LaFromboise, Chair

**Montanans' Dignity**

Whereas all Montanans are born with inherent, inviolable dignity;

Whereas all Montanans are at liberty to pursue life's basic necessities, health, and happiness;

**Right to Lifelong Learning**

Whereas in pursuit of life's basic necessities, health, and happiness, all Montanans have the right to seek information and pursue ideas, through any media, regardless of location, and without discrimination;

Whereas it is Montana's constitutional goal to establish a system of education which will develop the full potential of each person, with equitable education opportunities being guaranteed to each person of the state;

Whereas, the Montana State Library (MSL) is aligned with and affirms the American Library Association's placing high value in a learning society, and in affirming libraries' vital and cooperative role in supporting all Montanans' lifelong pursuit of inquiry and learning for all;

**Montana State Library's Role**

Whereas libraries exist to help Montanans to enrich and inform themselves;

Whereas Montana State Library's purpose is to assist all organizations, communities, and Montanans to thrive through excellent library resources and services;

Whereas it is MSL's duty to directly provide or distribute access to library content and services, sufficient to each user's needs, to all Montanans;

Whereas MSL's many dynamic relationships with users and partners include, either directly or indirectly, local, State and Federal agencies, all Montanans, and all of Montana's libraries' communities including all those they serve;

Whereas because MSL provides content or services to users through its relationships with governmental agencies, libraries, or other institutional partners, it follows that MSL measures its success by evaluating the degree to which, through its efforts, individual users have access to sufficient library content and services to meet their needs;

### **Fair (equitable) Access**

Whereas to thrive, all Montanans deserve convenient access to sufficient (if not necessarily the same) library content and services, so that they may seek information and pursue ideas;

Whereas Montana's communities vary, in regards to the availability of local resources, in differences between each communities' ability to provide their users with sufficient resources, and in their ability to participate as a partner with other sources of Montana information resources, including the Montana State Library;

Whereas all Montana communities experience gaps in library services, and vary in their ability to help their users and their communities thrive; therefore, let it be

### **Resolution**

Resolved, that the Montana State Library acknowledges that that there is an uneven distribution of library services throughout Montana, and that there are disparities in the sufficiency of library services;

Montanans have unique critical needs for convenient access to sustainably funded, sufficient unto each Montanan's needs, high-quality library content and services;

With its partners and all Montana Libraries, Montana State Library commits to developing and implementing a statewide strategy, toward the goal of providing all Montanans with equitable, sufficient access to library resources;

That all Montana's libraries, all Montana State Library's partners, and all state agencies will be encouraged to join in this statewide strategy; so that

All Montanans will have access to library content and services, sufficient unto their needs.

### ***Legislation***

#### ***Montana State Library***

The State Library Commission sets forth policies and funding priorities that empower the Montana State Library (MSL) to meet its mission and statutory obligations and to advocate for the State Library and the Montana library and information communities whenever possible.

[MCA Title 22 Chapter 1 Part 3](#) defines the purpose, funding mechanisms, and governance of free public libraries in Montana.

22-1-103 Montana Code Annotated (MCA) authorizes that the Montana State Library Commission may:

*(1) 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;*

*(2) maintain and operate the state library and make provision for its housing;*

*(3) (a) accept and expend in accordance with the terms of a grant any grant of federal funds that is available to the state for library purposes;*

*(b) accept, receive, and administer any gifts, donations, bequests, and legacies made to the Montana state library. Unless otherwise provided by the donor, gifts, donations, bequests, and legacies must be deposited in the Montana state library trust established in 22-1-225.*

*(4) make rules and establish standards for the administration of the state library and for the control, distribution, and lending of books and materials;*

*(5) serve as the agency of the state to accept and administer any state, federal, or private funds or property appropriated for or granted to it for library service or foster libraries in the state and establish regulations under which funds must be disbursed;*

*(6) provide library services for the blind and for individuals with physical disabilities;*

*(7) 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;*

*(8) act as a state board of professional standards and library examiners, develop standards for public libraries, and adopt rules for the certification of librarians;*

*(9) designate areas for and establish federations of libraries.*

Public library districts are described under [MCA 22-1-7](#).

Federations are described under [MCA 22-1-4](#).

[MCA Title 15 Chapter 35 Part 1](#) establishes the disposition of coal severance tax funds including funds for library services.

### **Coal Severance Tax**

MCA 22-1-202 describes the basic library services account in the state special revenue fund:

*22-1-202. (Temporary) Basic library services account. (1) There is a basic library services account in the state special revenue fund established by 17-2-102 to be administered by the state library for providing basic library services.*

*(2) On July 1 of each fiscal year, the state treasurer shall transfer the amount necessary, when combined with available and unencumbered fund balance and anticipated revenue for the fiscal year, to fund the amount appropriated by the legislature in the general appropriations act from the state general fund to the basic library services special revenue account for the sole purpose of funding the appropriations authorized by the legislature from the account. Prior to the closing of the fiscal year, the department shall reconcile anticipated revenue with actual revenue received. If revenue is received*

*above the anticipated amount, the transfer in the following fiscal year shall adjust for the unanticipated amount. If revenue is received below the anticipated amount, the state treasurer shall transfer the amount of the revenue shortfall from the general fund to the basic library services special revenue account. (Terminates June 30, 2023--sec. 5, Ch. 138, L. 2021.)*

*22-1-202. (Effective July 1, 2023) Basic library services account. There is a basic library services account in the state special revenue fund established by 17-2-102 to be administered by the state library for providing basic library services.*

MCA 15-35-108 describes the disposal of tax collections from the Coal Severance Tax account to fund library services in Montana:

*The amount of 0.90% in fiscal year 2020 and 0.93% in fiscal year 2021 and in each fiscal year thereafter must be allocated for provision of basic library services for the residents of all counties through library federations and for payment of the costs of participating in regional and national networking and must be deposited in the basic library services account established in [22-1-202](#).*

The Public Library Standards established in the [Administrative Rules of Montana](#) outline the requirements for public libraries to provide a baseline level of services to Montana library users. To be eligible for state funding, libraries must certify that they meet the public library standards each year.

### ***Library Development Plan***

In accordance with the authority and purpose established in Montana Code Annotated and the Administrative Rules of Montana (ARM), the Montana Library Development Plan is prepared annually by the Montana State Library with advice from the Network Advisory Council (NAC) and the Montana Library Network (MLN) Core Services Committees. The Plan addresses the goals, objectives, and funding priorities for the NAC, the MLN, and the Montana State Library.

### ***Funding***

Library Development services administered through the Montana State Library are funded through a combination of state, federal, and local tax dollars as well as private grant funds. Distribution of state funds to support basic library services is defined in Montana Code Annotated.

### ***Federal Funding***

The Montana State Library receives federal funds to support library services from the Institute of Museum and Library Services (IMLS) under the authority of the Museum and Library Services Act of 2018 ([PL 115-410](#)). These funds, distributed annually by IMLS through the Grants to States program, support projects that meet the purposes and priorities outlined in the Library Services and Technology Act (LSTA).

Federal funds require a State match of at least 34% to demonstrate maintenance of effort and to ensure that local and state financial support for library services is not supplanted by federal funds.

### **LSTA Revenue Trends**

The trend over the past five years has been one of growth for Montana’s LSTA award, with a 15% increase from 2018 to 2022, although the amount awarded in 2022 decreased slightly from the previous year.

<b>Federal Award Year</b>	<b>Amount Awarded to Montana</b>	<b>Population Data (Census Bureau)</b>
2018	\$1,078,723.00	1,053,862
2019	\$1,088,834.00 (1% increase)	1,061,818
2020	\$1,202,258.00 (10.5% increase)	1,070,123
2021	\$1,242,546.00 (3% increase)	1,078,405
2022	\$1,239,920.00 (0.2% decrease)	1,084,225

In addition to per capita funding, the Museum and Library Services Act of 2018 increased the minimum annual base allotment for each state from \$680,000 to \$1,000,000. However, this increase has not yet gone into effect and may only be realized if Congress appropriates sufficient funds for the Grants to States program ([20 U.S.C. §9123-33](#)).

Provided that IMLS is appropriated more than enough funds to cover the minimum annual base allotment for every state and territory, remaining funds are allotted to the states and territories by population, as stated in the code linked in the previous paragraph:

*From the remainder of any sums appropriated under the authority of section 9123 of this title that are not reserved under subsection (a) of this section and not allotted under paragraph (1) for any fiscal year, the Director shall award grants to each State in an amount that bears the same relation to such remainder as the population of the State bears to the population of all States.*

Although Montana’s population has clearly increased each year, the allotment reflects Montana’s percentage of the population relative to the overall United States population and to that of other states.

### **State Funding**

#### **Coal Severance Tax Revenue Trends**

In 2021 the Montana Legislative Fiscal Division published a [forecast for the Revenue Interim Committee](#) which describes the decline of coal production and demand over the past decade and assumes an ongoing decline of approximately 4% annually. At this rate, the projected distribution to the Library Services Account is expected to decrease from \$402,181 in Fiscal Year 2021 to \$228,592 in Fiscal Year 2031.

**BIENNIAL FISCAL YEAR OPERATING CALENDAR**

The Network Advisory Council typically makes budget recommendations for perennial program needs. These program requests usually fall within the fiscal year calendar as follows:

	<b>Planning</b>	<b>Legislative</b>	<b>Fiscal</b>	<b>Appointments/Governance</b>	<b>Scheduled Meetings</b>	<b>Important Program Dates</b>
<b>JULY 2022</b>			Start of Fiscal Year July 1 <sup>st</sup>	New members join NAC		
<b>AUG</b>	<p>NAC Retreat</p> <p>Discuss current and future core services.</p> <p>Even Years – BIG PICTURE planning.</p> <p>Consider broad information/access needs to Montanans</p> <p>Include core services committee members</p>				July 14, 2022	
<b>SEP</b>	Core Services Committees evaluate services (ongoing)					



<b>OCT</b>						
<b>NOV</b>	Core Services Committees submit funding priorities/wish lists to NAC			Slate of Officers Elected  Meeting calendar adopted	November XX, 2022**	
<b>DEC</b>						
<b>JAN</b>		Legislative session begins (odd years)	*Federal Library Services Technology Act funding typically announced			Applications open for MSC new libraries
<b>FEB</b>	Core Services Committees submit funding priorities/wish lists to NAC				February XX, 2023**	
<b>MAR</b>						
<b>APR</b>		NAC proposes Draft Executive Planning		State Library Commission nominating committee	April XX, 2023**	

		Process (EPP) Requests to the Commission (even years)		proposes slate of members		
<b>MAY</b>	Montana Library Network (MLN) formally adopts biennial priorities (odd years)	Legislatively appropriated funding known (odd years)	NAC proposes Library Develop ment budget to the Commissi on	Final meeting for outgoing members	May XX, 2023**	
<b>JUN</b>			State Library Commissi on considers EPP Requests (even years)	Slate of members elected by State Library Commission		
			State Library Commissi on approves MLN priorities and adopts Library Develop ment budget			

\*The Institute of Museum and Library Services requires that the State Library develop a Library Services Technology Act Plan every five years. Progress towards accomplishing that plan is evaluated every five years.

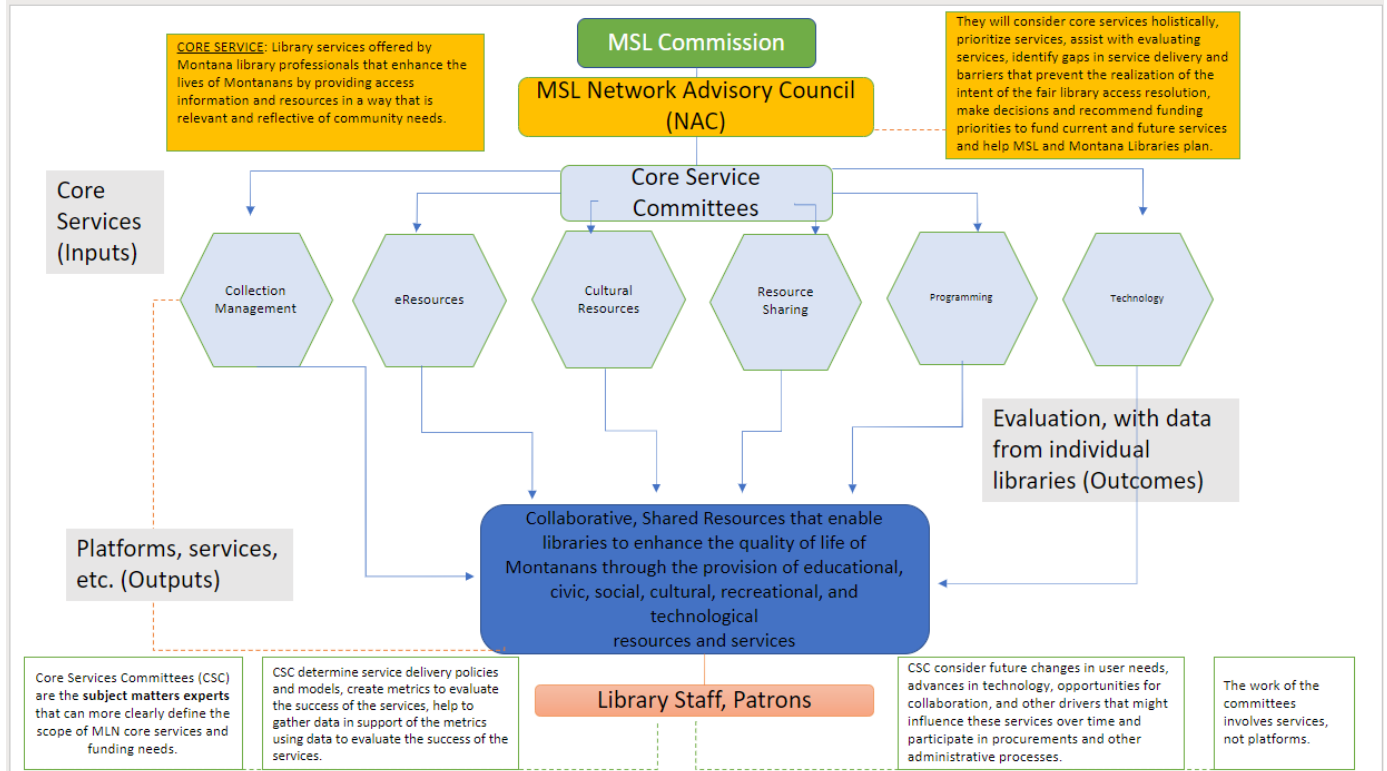
### ***Desired Outcomes of the Montana Library Network***

- Services recommended by the NAC will receive MSL support through staff and funding as available.
- By considering services and their impact on users, MSL and Montana libraries will be better positioned to evaluate systemic impacts for patrons and on library services.
- We will be able to evaluate opportunities for continuous improvement.
- We will be better informed about where to prioritize scarce resources and to plan for the future.
- We will have data and anecdotal information to answer questions about where we need help and what comes next.
- Montana librarians will be more engaged in the advancement of library services in Montana.
- Montana will grow a community of thought leaders.

MLN aligns with all three strategies of the MSL strategic framework:

- With its focus on core services and collaboration, MLN is the information infrastructure for Montana libraries.
- By more effectively executing and administering these core services, MSL and Montana libraries will better leverage and maximize scarce financial resources. Also, importantly, this holistic approach to administering core services will give MSL better information about the true costs of MLN and will create the basis for more deliberate and better-informed funding requests.
- By deliberating thinking about MLN as described, MSL and the library community will be better positioned to identify and develop strategic partnerships that improve service delivery and outcomes for Montanans.

### ***Advisory Structure***



The NAC is a small committee of thought leaders that advance the vision of the MLN.

The NAC's role in the MLN is to:

- Articulate the successful outcomes of MLN that will help us to continually evaluate our success, adapting as necessary.
- Identify, prioritize and evaluate shared services that will best achieve the fair library access resolution.
- Identify the gaps in achieving the fair library access resolution.
- Consider core services holistically, understanding that in most instances these services depend one upon the other.
- Recommend to the State Library how best to invest resources (including time and money) to effectively deliver core services.
- Help MSL and Montana libraries plan for the future, including development of the LSTA 5-year plan.

NAC subcommittees are made up of subject matter experts and support specific core services. Each core services committee meets at least annually to evaluate the success of the services for which they are responsible however it is likely that subcommittees will meet more frequently to consider questions of importance related to those core services.

NAC core services committees' role in the MLN is to:

- Develop and maintain necessary policies and workflows to ensure effective core service delivery.

- Serve on RFP committees and provide similar administrative support when necessary.
- Identify both short and long-term success measures for core services and continue to refine those measures overtime.
- Identify data and other means to evaluate success.
- Consider how to deliver core services for all patron types and across all library types.
- Identify opportunities to continue to improve service delivery through deeper collaboration, new technologies, partnerships, etc., always with an eye to measures of success.
- Identify funding needs and future funding goals.
- Be a resource for the NAC and MSL to understand the impact of circumstances such as the pandemic on our resources and services.

The NAC should consider the input from the subcommittees collectively and should advise MSL and Montana libraries about opportunities to advance service models, work and funding priorities.

## ***FY 2023 Priorities from NAC, Core Service Committees, and Staff for Library Development Services***

### ***Collection Management CSC***

#### *Cultural Services CSC*

- Focus on developing out the MMP's new platform
- Continue outreach to new contributors
- Educate end-users
- Develop end-user engagement
- Develop the policies to allow the use of new features like crowd-sourcing transcripts and getting content from individual contributors

#### *E-Resources CSC*

- Draft e-resources collection development policy for MLN
- Evaluate the use of e-resources piloted with ARPA funds
- Support digital literacy efforts

#### *Programming CSC*

- Services for parents/caregivers directly: Things outside of storytime, trainings for adults/caregivers, providing childcare and food so those programs are made possible for average folks
- Reaching the underserved. How do we extend services beyond the building? How can we do that without overworking current staff?

- Provide virtual programming sessions for Montanans using the Montana Library Network platform

#### *Resource Sharing CSC*

- Extend courier program to new locations
- Increase the frequency of stops at existing hubs
- Pilot tracking system for the courier

#### *Technology CSC*

- Improve broadband infrastructure in libraries
- Improve digital equity
- Identify ways to improve tech support within libraries

#### *Priorities for Consulting*

- Support libraries in achieving the new public library standards
  - Key areas of focus: strategic planning, board training, and support for budget/financial work
- Coordinate a federation task force to review federations and identify ways to improve services for Montanans through the federation model
- Develop advocacy skills in library directors, board members, and staff
- Provide high quality professional development for library board members that meets their needs
- Support libraries in overcoming and addressing problems the library faces at the local level. These may include funding, government relations, board/director relations, policy development, and other operational challenges.
- Assist libraries with identifying and overcoming barriers that may impede Montanans use of public or tribal library services

#### *Continuing Education*

- Evaluate current LSTA-funded continuing education program offerings for user experience, access, and value.
- Coordinate task force to make recommendations for updates to the Continuing Education program requirements.
- Provide training and/or access to training that assists libraries in meeting the new public library standards.
- Provide training and/or access to training that helps libraries overcome barriers to library usage
- Support the development of meaningful training provided by MSL staff using learning outcomes, design methodology, and evaluation
-

### *Lifelong Learning*

- Support early literacy efforts in libraries
- Work with Humanities Montana to develop civic engagement programming in libraries
- Provide programming and support for outdoor literacy. This includes trunks and programming that use the Giant Map of Montana and some of the resources of the Natural Heritage Program.
- Support summer reading development and programming in libraries

### *Public Library Statistics*

The NAC expressed interest in investigating the challenges librarians face in reporting statistics for the annual Public Libraries Survey. To address this information request, the Montana State Library will appoint librarians to a Public Library Statistics Task Force. In addition to exploring obstacles, the committee will discuss data needs and help align MSL data analysis goals with the realities of working in a Montana public library.

### **Priorities for the NAC**

#### *Geographic Divide*

22% of Montanans live more than six miles from the nearest library (Donnelly, 2015). Comparatively, the national average distance to a public library, weighted by population, is only 2.1 miles, and library and information science (LIS) research studies popularly refer to a 2-mile radius when defining the ideal service area (Donnelly, 2015). Additional research indicates that spatial considerations, including proximity and transportation networks, impact equitable access to libraries, with increased distance dissuading or preventing people from visiting (Allen, 2019). Strategic placement of new library facilities can increase equitable access to materials, whether that facility is a traditional library building or other points of access like book lockers, little free libraries, or bookmobiles. Further research on the geographic divide in Montana might include identifying the geographic areas of greatest need based on the 2020 Census and the Institute of Museum and Library Services Public Libraries Survey.

The NAC discussed needs and challenges that were identified by public library directors and trustees at fall 2021 federation meetings and prioritized these needs:

- IT support
- Funding
- Increased awareness of comparable wages and occupational standards for library positions
- Infrastructure
- Advocacy
- Marketing/awareness of library services
- Bridging the digital divide
- Better training for staff around social services: de-escalation, CIT, homelessness, medical emergencies
- Policy development

- Reviewing collection development policies
- Program kits
- Creating equity across the geographical divide – increased access to holds pickup, homebound delivery, etc
- Building / repairing / preserving relationships with local government

**FY 2023 Library Development Budget**

FY 2023 Budgeted Expenses						
Fund	Project	PS	Ops	Grants	Total	
LSTA	ADMIN		\$ 49,596.80		\$ 49,596.80	Used to pay for costs associated with administering LSTA
General Fund	Consulting	\$ 33,334.08			\$ 33,334.08	
LSTA	Consulting	\$ 269,625.70	\$ 26,730.00		\$ 296,355.70	
LSTA	Cont. Education	\$ 77,362.69	\$ 8,700.00		\$ 86,062.69	
LSTA	Courier		\$ 15,000.00		\$ 15,000.00	
LSTA	Econ. Development		\$ 3,000.00		\$ 3,000.00	
LSTA	E-Content		\$ 27,000.00		\$ 27,000.00	
LSTA	Early Learning		\$ 22,000.00		\$ 22,000.00	
Coal	Federation Grants			\$ 225,000.00	\$ 225,000.00	
LSTA	Directors Institute				\$ -	*Not in FY 2023
LSTA	Lifelong Learning	\$ 69,337.40	\$ 19,718.00		\$ 89,055.40	
Coal	MSC		\$ 100,000.00		\$ 100,000.00	
LSTA	MSC	\$ 199,499.37	\$ 9,876.60		\$ 209,375.97	
Coal	MSL Workshop				\$ -	*Not in FY 2023
Coal	MMP Digitization				\$ -	*Not in FY 2023
LSTA	MMP	\$ 129,066.08	\$ 46,244.40		\$ 175,310.48	
General Fund	NAC		\$ 6,000.00		\$ 6,000.00	
Coal	OCLC		\$ 98,885.00		\$ 98,885.00	
LSTA	OCLC		\$ 60,000.00		\$ 60,000.00	
LSTA	Outreach		\$ 40,000.00		\$ 40,000.00	
General Fund	Statewide Project	\$ 126,513.19	\$ 8,872.00		\$ 135,385.19	
LSTA	Tech Support	\$ 184,117.14	\$ 3,000.00		\$ 187,117.14	
LSTA	Trustee Training		\$ 9,000.00		\$ 9,000.00	
LSTA	Stats		\$ 6,900.00		\$ 6,900.00	
	<b>Total</b>	\$ 1,088,855.65	\$ 560,522.80	\$ 225,000.00	\$ 1,874,378.45	

**Unfunded Goals**

- Economic development
- Technical support position for public libraries
- WhoFi - \$41,035 for 122 locations (~\$336 per location), including all public library branches and tribal college libraries



With the new Public Library Survey (PLS) detail items for programs regarding mode of delivery and audience, 85% of Montana public libraries did not provide complete or satisfactory answers. Similarly, Montana has a low response rate for Wi-Fi sessions. Though valuable for assessing library performance, the metrics are both confusing and difficult to collect. One solution used by other states is a product called WhoFi. WhoFi aids libraries with consistent and simplified statistical tracking for Wi-Fi use and programs. The product also includes a public facing community calendar. Data from WhoFi can be fed into the annual Public Library Survey in a centralized manner to relieve the burden from public library directors and to ensure consistent and reliable data across all organizations.

The software will empower librarians to:

- Form data-driven decisions about program offerings and Wi-Fi service
- Use community calendars to enhance collaborative opportunities between libraries
- Automate statistical reporting by program and systems staff to relieve the burden from library directors
- Communicate the value of the library to stakeholders through automated reporting
- Identify trends and evaluate program effectiveness locally and in the broader library community

- MMP Specialist

MSL recommends considering additional staff for the MMP to develop this content to the fullest. Policy development, promotion, outreach, engagement content, website maintenance, adding new collections, responding research questions, and support tickets.

## Appendix

### Core Services Committees evaluation frameworks

#### ***Cultural Resources***

Description: The MMP is digital repository for cultural heritage materials relating to what is now Montana from organizations across the state. Provides free global access to these materials and provides preservation of digital copies of these resources.

Audience:

- Montanans and people interested in Montana's history
- Libraries and other Cultural institutions that hold these materials
- Academic and independent researchers, educators, students, local historians, tribal entities, donors, genealogists, internet browsers

Benefits: Provide an understanding of Montana and its people, free remote access to digital content, facilitate research, life-long learning, growth, collaboration, primary documents, contributing institutions benefit from donor relationships and being able to make available content online, build and maintain relationships, make connections between and among content held by different institutions, institutions and organizations preserve historic content

Not providing: Interpretation or understanding

Desired Outcomes: Institutions and organizations learn the value and the process of preserving materials both physically and digitally, people discover content in a platform that is easy to navigate and meets users expectations, content continues to grow, content is accessible – provide transcripts, educational and ethical methods for looking at cultural resources, provide a guide for how to read the metadata and respectful descriptions, provide guides on how to search.

Progress toward these outcomes: How can we make sure we are reaching diverse populations?

- Google analytics for MMP
- Social Media stats and comments
- Emails
- Survey results - Montana Memory Project - Pop Up - Sharedexplore - Public-view (alchemer.com)

Impacts: Institutions and organizations learn the value and the process of preserving materials both physically and digitally, people discover content in a platform that is easy to navigate and meets users expectations, content continues to grow, content is accessible – provide transcripts, educational and

ethical methods for looking at cultural resources, provide a guide for how to read the metadata and respectful descriptions, provide guides on how to search.

Who is not being served? 14 counties not represented. These are all remote counties with volunteers running museums. They have not had the manpower to contribute content and then their community does not have stories told or shared. Tribal communities are not well represented at this point. Higher ed students are not using this content as much as they could be. Users who do not have access to internet or understanding of technology.

Barriers: We provide funding for digitization and so does MHF. The bigger issue is people and time is a barrier to contributing content. Time to work with faculty to develop course projects in which students could engage such as transcription projects. Learning curve of the new platform. Understanding how to set up our platform to best serve our users.

Solutions: Outreach to each missing community is scheduled for this summer. Providing solutions to get collections created and assistance with applying for funding. Suggest working with teachers and schools to accomplish work. Outreach specifically to university faculty. Providing tutorials and knowledge base materials. Inviting teacher community to create exhibits and other engagement content for the MMP and for classroom use. Hiring interns for data entry, metadata mitigation, and migration issues.

Who can help us address the barriers? (Current and future partners):

- Current – Montana History Foundation, BSCDN, Recollect user group, users will continue to provide feedback
- University libraries have their own digital repositories
- Humanities Montana
- Individual Museum websites
- Teachers
- Interns

Related programs: Not a CSC – but these MSL programs are most closely related - Cadastral, place names, Natural heritage, Government Records

Related CSC programs: What do we need to work on together to support the achievement of our desired outcomes?

Final recommendations: What do we recommend as next steps for achieving our desired outcomes for this program?

Focus on developing out the MMP's new platform, continue outreach to new contributors, educate end-users, and develop end-user engagement. Develop the policies to allow the use of new features like crowd-sourcing transcripts and getting content from individual contributors. We recommend considering additional staff for the MMP to develop this content to the fullest. Policy development, promotion, outreach, engagement content, website maintenance, adding new collections, responding research questions, and support tickets.

Future Endeavors:

- Ways that we can support Montana Newspapers and moving image content, based on rights limitations
- Music and audio content, based on rights limitations
- Music and movies that were created, produced in or by Montanans
- MHS Moving Image Archive - YouTube

### ***E-Resources CSC***

#### Description:

- Downloadable and streaming e-content
- Research databases
- General interest databases
- Tools for organizing information

#### Audience:

Current public library users

#### Needs:

- Adult education
- Lifelong Learning
- Practical skills
  - “The survey indicates that the above are some of the most valuable to service communities and for the most part have the lowest perception of sufficiency to meet needs.”

Current school library users

#### Needs:

- Research databases for MS/HS
- Homework help
- College prep/test prep
- Internet access/hot spots (some areas)

Current academic library users

#### Needs:

- Research

- Internet (insufficient)
- Student support (insufficient)

Current special library users

Needs:

- FWP, DOT, DNRC, AG, DEQ, Legislature, Historical Researchers, Genealogists, Medical Community, Public
  - Needs: Technology/Resources, Adult Education, Timely Information/Research, Genealogy
    - Downloadable and streaming e-content
      - Targeted access to industry standards, specific research tools, (ex. ASTM, International Fire Code)
      - Up to the minute public health or Montana issue snapshot (<https://montana.maps.arcgis.com/> 's MT COVID-19 Map as an example)
    - Research databases
      - science/safety/engineering/construction/medical/geology
    - Tools for organizing information (ex. LibGuides)
      - along with ease of access by public library users, includes marketing to potential users.
- Staff is requesting more basic adult education and professional/personal development resources.
- Technical writing, public speaking, computer skills, stress management and interpersonal skills have all had an uptick in use.
- Staff always has a demand for industry research and timely information.

Non-library users of any type of library

- What do they need that the library is not currently able to provide?
  1. Downloadable and streaming e-content
    - a. Standards and guides for cross government agency use
  2. Tools for organizing information
    - a. Curated ready reference on subjects of common interest
    - b. Curated ready reference at a statewide level linking to the appropriate state agencies for regularly requested services

What needs should we prioritize trying to meet through e-resource funding in the next year?

Potential for digital literacy classes, though the electronic format may make access difficult for some patrons that may be interested.

\*based on the public library survey, adult education and entertainment/lifelong learning are the most valued and responses indicate both are insufficient

- a. Downloadable and streaming e-content
  - i. Adult Education, Basic skills, Lifelong Learning
  - ii. Flexible resource(s) for students to work with teachers, or at home
- b. General interest databases
  - i. Adult Education, Basic skills, Lifelong Learning
  - ii. Flexible resource(s) for students to work with teachers, or at home
- c. Tools for organizing information (ex. LibGuides)

### ***Programming CSC***

- Areas of need/challenge
  - Better training for staff around social services:
    - Librarians might feel unqualified to provide services in those areas, so any training would be appreciated
    - De-escalation is of interest, becoming an important/more necessary skill
    - More tools to work with those who struggle with homelessness/addiction/mental health
  - Marketing/Awareness:
    - Older population in community, TV ads are super helpful for the hotspots, marketing tools for programs to help people understand the services that are available
    - Simple checklists for marketing: If there were simple things for training that people could work on, that might be helpful
  - Who is not being served?
    - Kids with working parents, after school programs could help fill that gap, but that is a group that might fall in the gap
    - People not on social media: ideas like putting stuff in water bills
  - What are solutions to address barriers?
    - Bookmobiles, funding for gas
    - Physically getting to other places, in whatever channel that might be, and support to do that
- Other needs:
  - IT Support: Would be a huge help
    - IT support training for library staff would be super helpful: Self-paced stuff would be great, would help free up director time from training staff

- Consultant support for a library to call in, lots of libraries have an IT person, but lots of libraries don't
- Increased Awareness of Comparable Wages:
  - Effort to do a statewide wage survey to compare similar sized libraries, and have that data available

### ***Resource Sharing CSC***

#### Success Measures for Resource Sharing:

- Libraries agree upon and meet service standards
- Libraries save money as compared with standalone services for the same level of service to patrons
- More libraries can participate in the courier
- Academic libraries use the courier so that academic library patrons can receive more materials
- Users are satisfied with available services

#### Resource Sharing - Impacts:

- Montanans have access to more library materials
- Montanans report improved library service across Montana
- Montanans report being satisfied with their ability to borrow any item they want through the library
- Montana libraries can sustain the cost of participating in interlibrary sharing

#### Resource Sharing - Known Obstacles:

- Implementation of interlibrary cooperation
- Geography
- Cost – system improvements will cost money. Participating in resource sharing costs more than not participating in resource sharing.

#### Resource Sharing - Opportunities [2021/22 priorities in bold]:

##### Low effort/low or one-time investment:

- Create a delivery service map
- **Create a marketing brand/plan for the sharing service**
- Purchase more weatherproof delivery crates
- Analyze local practices to look for ways to increase efficiency of workflow
- Float some or all collections in the shared [Partners] collection

##### High effort/high or ongoing investment:

- **Evaluate the shared collection development strategy as a whole**
  - **MSC – sharing group collection analysis**
- **Develop and implement a collaborative collection development strategy for Partners**

### **Acronyms**

ARM: Administrative Rules of Montana

CSC: Core Services Committees

IMLS: Institute of Museum and Library Services

LSTA: Library Services and Technology Act

MCA: Montana Code Annotated

MLN: Montana Library Network

MSL: Montana State Library

NAC: Network Advisory Council

### References

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