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# Memo

**To:** Montana State Library Commission

**From:** Jennie Stapp, State Librarian and staff

**Date:** June 7, 2022

**Re: Talking Book Services Restructure update**

The Montana State Library is seeking to restructure the Montana Talking Book program to leverage contracted services available through the Utah State Library (USL). This proposal is intended to enhance the current services provided to Montana Talking Book patrons by providing more robust and resilient services from USL, a State Library that has offered Talking Book services for more than 50 years. In addition to Utah services, USL provides contract services for both Wyoming and Alaska.

NLS feedback – may be a model for other regional libraries

## Timeline

Proposal shared with Commission Finance Committee	✓
Approval requested from the State Library Commission	✓
NLS is notified	✓
State Procurement sole source approved	✓
Contract negotiation initiated with USL	✓
Keystone contract modifications initiated	✓
Patrons notified of pending changes	✓
Contract finalized no later than June 13, 2022	In progress
Patron information extracted from the talking book library system and transferred to USL	In progress

No later than September 30, 2022, MSL will surplus players, cartridges, and other equipment. Items are being shipped to locations at the direction of NLS	In progress
USL Contract start date no later than July 1, 2022	In progress
Outreach staffing recruitment will commence as FTE and funding allows.	TBD

### Measures of success

Talking Book services is a flagship program of MSL and is highly valued by patrons. The program is successful as currently structured, but staff have identified opportunities to improve and grow the program as stated above. To continue to ensure a very high level of service and to ensure that Talking Book services continue to be a valued resource for patrons, MSL would evaluate the implementation of this proposal based on metrics to include:

- The successful implementation of an outreach staffing model
- The creation of an outreach plan to target effective outreach to key stakeholders
- The number of outreach, educational, and engagement opportunities supported by TB staff
- The number of new patrons
- Patron assistance and readers advisory statistics
- Patron circulation rates
- Patron reported satisfaction
- The number of new talking book recordings relative to current recording capacity
- Circulation delivery time relative to current delivery time