

# Memo

**To:** Montana State Library Commission

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

**Date:** July 26, 2022

**Re: Talking Book Services Restructure update**

The Montana State Library has restructured the Montana Talking Book program to leverage contracted services available through the Utah State Library (USL). This proposal enhances 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.

The resiliency of our services was tested by a major flood in the State Library the evening of July 3. As a result, the entire cartridge collection and computer equipment used for circulation has been boxed up and moved offsite. The collection processing area is currently unusable. Without this contract in place, Talking Book patrons would be without services for weeks or months. Thanks to the services provided by USL, our patrons needs have continued to be met without interruption.

## 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	✓
Patron information extracted from the talking book library system and transferred to USL	✓
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	✓
Outreach staffing recruitment will commence as FTE and funding allows.	TBD

MSL continues to track Talking Book success metrics at:

[Workbook: MSL FY2022 \(mt.gov\)](#)

### Measures of success

Talking Book services is a flagship program of MSL and is highly valued by patrons. MSL will evaluate the implementation of this new service contract 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
  - MSL will conduct a patron satisfaction survey later this year. During this transition period some patrons have reported confusion as they meet their new Readers Advisors. That confusion is quickly resolved.
  - Patrons report appreciating receiving multiple titles on a single cartridge.
- The number of new talking book recordings relative to current recording capacity
- Circulation delivery time relative to current delivery time
  - To address slower delivery times (1-4 days vs. 5-6) days, USL works with patrons to meet their individual delivery requests including providing up to 25 titles per delivery.