

Montana Talking Book Library Report December 2015 and January 2016

Prepared for the February 10, 2016 Commission meeting
by Christie Briggs, MTBL Supervisor

This report represents accomplishments of the Talking Book Library staff:
Jackie Crepeau, Bobbi deMontigny, Erin Harris, Martin Landry and Bert Rinderle

The mission of the Montana State Library's Statewide Library Resources Division/ Montana Talking Book Library is: "Montana Talking Book Library offers the highest quality of free library services to Montanans who have blindness, low vision, a physical and/or reading disability".

This mission, although specific to Montanans who have a visual and/or physical disability, is within the realm of and applies to the overall agency's mission in the current MSL Long Range Plan for 2012-2022.

As part of the efforts to meet this mission, Montana Talking Book Library within SLR strives to help all Montana citizens who have a visual, physical or reading disability receive the information they need in order to improve and enhance their lives by:

- Providing Accessible reading services to individuals with visual, physical or reading disabilities and institutions serving these individuals, to include public and private schools, assisted, independent, and retirement facilities.
- Promoting cooperation and accessibility among all Montana libraries.

In cooperation with and as a regional library of the National Library Service (NLS), MTBL engages in cooperative planning, development, and implementation of projects and pilots for new and improved library services to eligible Montanans.

This work plan is developed based on the goals contained in the [MSL 2012-2022 Long Range Plan](#). Specific work objectives for FY16 are organized by the MSL six agency-wide Long Range Plan goals. Together, these objectives represent a collective approach to defining the highest priority tasks for MTBL for FY16.

Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana library users.

MTBL Specific FY16 Objectives

- Complete the July/August listing of National Library Service (NLS) cassettes MTBL is offering in the NLS XESS (redistribution and recycling of excess book copies). This listing is offered to MTBL three times per year for one month (March, July and November). Due to an NLS contract and software issue, we were not able to complete this in July or August. NLS approved us listing in September.

(Originally reported December 2015) Harris learned and collaborated daily with volunteers to seamlessly continue and complete the July/August/September NLS XESS process for 13,330 cassette book copies in September. Harris also trained and supervised a temporary hire to continue the October/November NLS XESS process.

(Update: February 2016) Rinderle received NLS approval to recycle 13,106 cassette book copies in January. Volunteers are processing these daily and shipping them to the NLS recycle vendor.

- Develop and implement a systematic procedure to complete existing bibliographic records needing local subject and series codes for the book copies ordered through the annual Permanent Interlibrary Loan (ILL) quota distributed to MTBL by Multistate Center West (MSCW) in Utah. This will increase the accessibility of on-demand titles and offer more complete records for patron catalog searches.

(Originally reported December 2015) Landry added a new status option to the bibliographic records in the KLAS database catalog. This identifies titles ordered by Crepeau from the annual NLS Permanent loan quota process. This increased staff efficiency and maximized in-house duplication efforts by eliminating the same titles from also being chosen for in-house duplication-on-demand.

(Update: February 2016) Crepeau filled MTBL's annual 2015 Permanent ILL quota of 125 digital books.

Goal Two—Access

2. MSL provides libraries, agencies, and its partners and eligible patrons with convenient, high quality, and cost-effective access to free library content and services.

MTBL Specific FY16 Objectives:

- Reorganize the MTBL machine room to streamline workflow and better supply digital machines and accessories with maximum functionality. This will involve evaluation of existing machine circulation procedures and updates based on the discontinuation of obsolete equipment.

(Originally reported December 2015) deMontigny evaluated the existing machine workflow procedures in October and developed a more efficient plan. Briggs and deMontigny consulted with the Department of Administration's General Services Division (GSD) in November regarding electrical outlet configurations to maximize workflow and removal of certain cabinets obstructing workflow. GSD estimates are pending review and approval.

(Update: February 2016) After receiving administrative approval to upgrade the power and workflow area in the machine room, GSD's work was completed on January 22, 2016. deMontigny is now re-organizing equipment and accessories for a much more efficient workflow plan.

Goal Three – Training

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

MTBL Specific FY16 Objectives:

- Complete training for the new Machine Lending Agent and monitor cross-training of one other Readers' Advisor for back-up.

(Originally reported December 2015) Internal training of deMontigny was completed. Plans are being developed to have deMontigny attend the NLS Machine Lending Training and Orientation in 2016. Crepeau was cross-trained by DeMontigny on the daily patron machine processing. This was completed and successfully tested for three weeks in October, insuring back-up for seamless equipment services for patrons.

Goal Four—Consultation and Leadership

4. MSL provides consultation and leadership to enable users to set and reach their goals.

Goal Five—Collaboration

5. MSL promotes partnerships and encourages collaboration among its users.

MTBL Specific FY16 Objectives:

- Begin conversations with public library book mobiles to propose partnerships that would expand machine demo sites to create informational hubs during book mobile stops at assisted living facilities.

(Originally reported December 2015) Partnership conversations with the staff of one public library book mobile was initiated in September, resulting in positive feedback for further development.

Goal Six—Sustainable Success

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

MTBL Specific FY16 Objectives:

- Revise the job profile, and complete the recruitment and hiring process to fill the MTBL Circulation Manager position. Begin training and assist the new hire in setting FY16 work plan objectives.

(Originally reported December 2015) The MTBL Circulation manager job profile was revised. Recruitment and hiring process was completed in early October. Bert Rinderle started on November 16th and training has just begun.

- Receive training from NLS Audio Studio specialist, Phillip Carbo on the use of additional software sound editing tools within the Hindenburg software recording system to continue to improve sound quality and other issues with repairing the sound quality on digital books from the original LCM software that can benefit from applying the Hindenburg system tools.

(Originally reported December 2015) Phillip Carbo spent November 9, 10 and 12th at MTBL training the Recording Program Director on additional editing and sound equalizing software. He assessed, monitored and suggested improvements for existing sound equipment, and offered various recording teams techniques for maximizing their sound quality.

Additional Activities Accomplished in September, October and November:

Staff and volunteers kept MTBL operations running smoothly, while under the pressure of being short staffed from June through mid-November. The circulation manager position became vacant in June. Two additional staff members required temporary leaves for three weeks to two months, necessitating the remaining staff to cover several positions in addition to their own. The Circulation Manager hiring process involving McHugh, Harris and Landry, had to be extended beyond expectations but was able to be completed during this time period. Crepeau, deMontigny, Harris and Landry showed outstanding teamwork and successfully maintained MTBL's mission of providing the best quality services to patrons. Cross-training prior to becoming short staffed was maximized where possible.

A temporary hire was added in mid-October through November to assist in circulation. In an effort to retrieve non-returned digital machines, after a patron's MTBL service is cancelled, deMontigny created a patron machine flyer and started distribution to Montana pawn shops and thrift stores. An elegant October Volunteer Appreciation Luncheon at the Montana Club was created and hosted by Harris with the assistance of special guest Patrick Harris and MTBL co-workers. Keynote speaker was Dale Sheldon, author of "Who Lost? The Autobiography of a Blind Man with Great Vision." This very successful event was enjoyed by all MSL volunteers, staff and guests.

Additional Activities Accomplished in December 2015 and January 2016:

Harris has completed post-production of nine new Montana book recordings and uploaded them to the NLS-BARD website. This allows all NLS patrons to download Montana books for their enjoyment. As well, all NLS talking book libraries can download Montana titles and distribute them to their non-BARD patrons. deMontigny conducted an in-depth training for MTBL staff on using NoveList Plus software for reader's advisors to assist in better customizing patron book preferences. Rinderle and Landry are testing changes in labeling the random shelving for the in-house collection. The objective is to make the labeling system less complicated, easier to comprehend, and more efficient for staff and volunteers. Crepeau reported an increase in MTBL patron Interlibrary Loan requests from all readers' advisors totaling 803 in 2014 compared to 910 in 2015. The final NLS Consultant Evaluation report of 2015 was received in January. The only recommendation was to complete one more annual MTBL Certified Mailing List Service (CMLS) reconciliation report. This report was completed by deMontigny and submitted to the Data Management vendor who contracts with NLS. MTBL is awaiting a response from Data Management.