

Annual Report

The mission of the Montana State Library is to help all citizens receive the information services they need to improve



Dear Friends:

Last year, the MSL Commission accepted the agency's evaluation report and adopted a new strategic plan. The evaluation confirmed that our past initiatives were successful and also pointed out areas for improvement. We used these recommendations, along with information from many meetings with Montana's library community, to craft a new strategic plan. The plan contains detailed stepping-stones needed to

realize our shared goals. These documents are available on our website at msl.state.mt.us; I invite you to read both.

We will count on your continued support as the State grapples with a decline in revenues. All libraries in Montana must collaborate to become part of the solution. We must tell others that libraries and information services are more important now than ever as citizens, businesses, and their communities struggle to build sustainable economies.

Libraries are essential components in creating economically viable communities. Individuals within our communities find resume writing tools, job search tips, and job postings at their libraries. Business owners find marketing and directory data, information on creating business plans, and other critical resources at their libraries. Let's tell our communities what we have to offer!

All of us at the Montana State Library feel privileged to work with you to increase and improve library and information services to Montana citizens. We are also grateful for your support and encouragement.

We look forward to continuing to work together with you to meet the many challenges that lie ahead in 2003 and beyond.

The Montana State Library

- provides comprehensive information about natural resources
- fulfills the information needs of state agency employees
- preserves and provides access to state publications
- improves public library services
- promotes cooperation among Montana libraries of all types
- provides reading material to those with physical disabilities.
- provides state government information to private citizens

Montana State Library Commission



Rosemary Garvey, Chair
has been a library commissioner since 1997. Rosemary has worked for the Ramsay School District for 31 years - first as a teacher from 1971 to 1987, and as a principal from 1987



Ralph Atchley
is a graduate of the University of Montana. Ralph served in the US Army for 22 years then moved back to Montana and joined the Highway Patrol. He served on the Phillips County Library Board for



Bruce Morton
has served as Dean of Libraries at Montana State University in Bozeman since 1993. Bruce began his career in 1969 as a Russian linguist in The United States Army Security Agency.



David Johnson
is an estate planning attorney in Billings. He has actively promoted library foundations, and has served as president and board member of the Parmly Billings Library Foundation.



Al Randall
is the Director of the Lincoln County Libraries. Al is a former high school librarian in Libby and lives outside of Troy where he is an avid skier and canoeist.

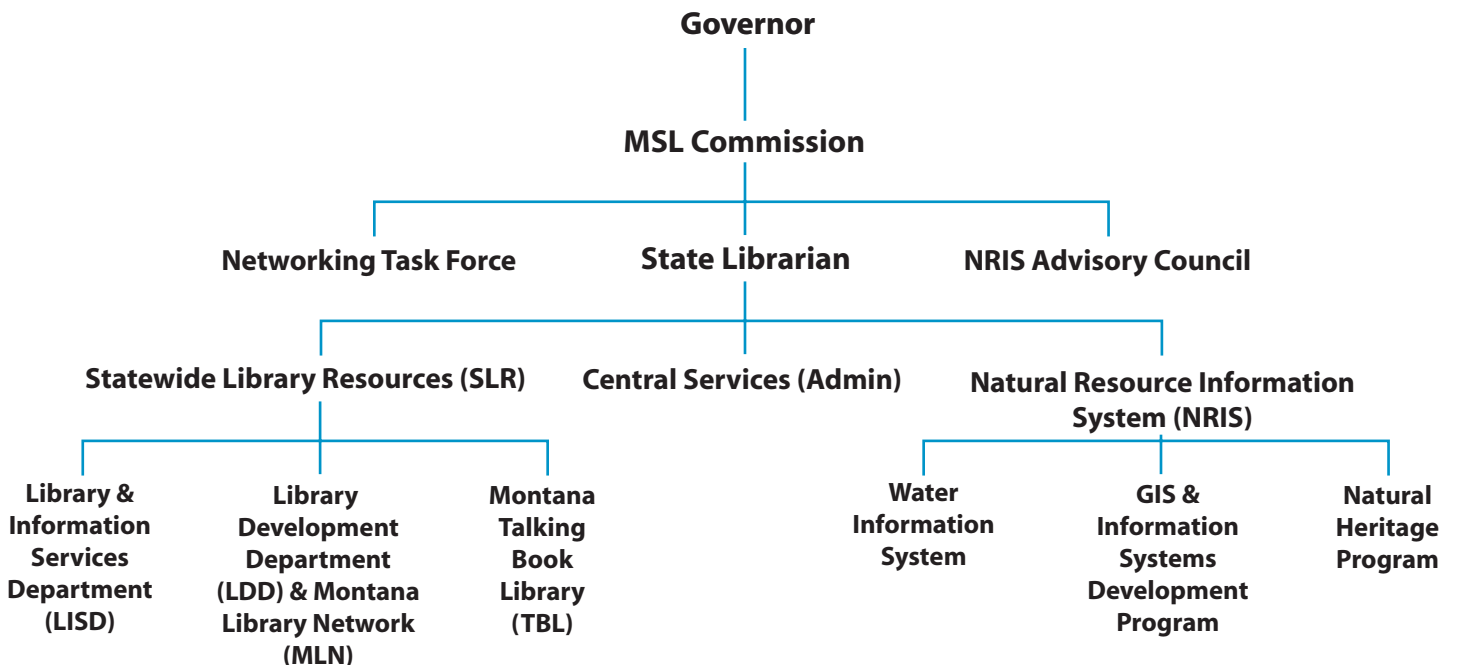


Linda McCulloch
currently serves as Montana's Superintendent of Public Instruction. Prior to that, Linda was a teacher and elementary school librarian for 20 years. From 1995-2001, Linda served as a representative from Missoula County's House District 70.



Gail Staffanson
was recently appointed to serve on the Commission. Gail and her husband are raising four young daughters on the family farm in Sidney. She also substitute teaches and takes an active interest in books and

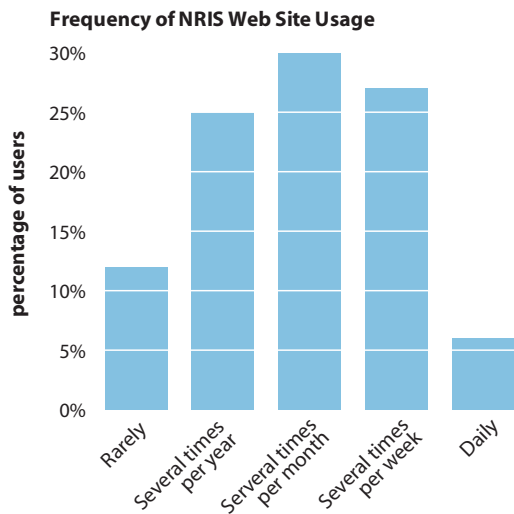
Montana State Library Organizational Chart



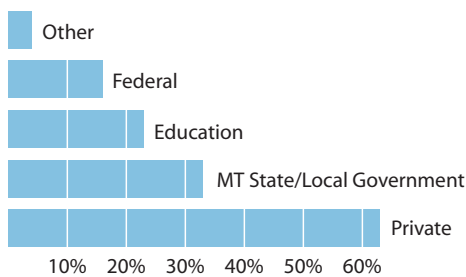
The majority of respondents (68%) said they use NRIS web based services, versus those who need assistance from NRIS staff for data retrievals and/or technical support.

Nearly half of the respondents tap NRIS to research information for a variety of uses and topics; over one-third use NRIS information for planning; and another third for resource management. More than half the users download geographic information system (GIS) data, such as stream and road information, which enables them to make their own customized maps. Over half also use the NRIS TopoFinder, which allows users to search for a topographic map by a variety of criteria. The NRIS Water Information System is consulted by over one-third of users.

Visit nris.state.mt.us to view complete survey

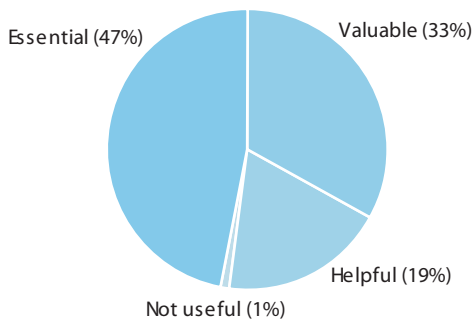


Sector Representation of NRIS Web Users*



*users could choose more than one category

Patrons Rate Importance of NRIS Web Services



Website Improvements

Our website underwent major renovations in 2002. It now includes pages on government information, media resources, and library user education schedules.

In addition, State employees are now able to access more than 60 journal subscriptions and other significant resources through their computers. State Capitol Universe, American Business Directory, and Books in Print are now available to State employees in full-text format.

LISD's "Resources for Montana Librarians" database now links to 461 sites. This page drew more than 2,500 visits in 2002.

Government Information Locator Service

(GILS) LISD will build a Government Information Locator Service (GILS) project to make government information easier to find and use. GILS allows users to access an Internet-based index to a catalog of State agency web-based publications.

Montana Talking Book Library

Talking Books: so the physically handicapped have the same access to information and the enjoyment of reading as everyone else.

Service to Patrons

In 2002, the Montana Talking Book Library (TBL) served nearly 3,000 Montanans. In addition, 129 schools, libraries, hospitals, convalescent centers, nursing homes, and independent care facilities were served. TBL patrons received almost 144,000 talking books, descriptive videos, and large print books.

In addition, we provided Braille services to 56 Montanans. TBL completed over 400 interlibrary loans for audio books to and from other Network Libraries/patrons, including some in Canada, as well as 28 Braille book inter-library loans.

Volunteers Vital

Volunteers continue to be an essential part of TBL services. TBL's local Cassette Book and Magazine Recording Program narrated, monitored and reviewed over thirty books and several magazines of special interest to Montana citizens. Thirteen volunteer teams worked in the Helena recording studio and two teams worked at the Montana State Prison at Deer Lodge to accomplish this work.

TBL employs six people and utilizes over 100 volunteers (equal to six FTE) to circulate, inspect, and maintain over 240,000 book copies, 4,000

Youth programs: TBL offered a Summer Reading program, "Where in America Can You Find?" to its younger clients. Participation in this program continues to increase each year.

Service Outreach Activities

TBL promoted its services in 2002 by attending events sponsored by the following organizations: the Montana Association for the Blind, the Montana Health Care Association, and the Montana School for the Deaf and Blind. TBL staff also outreached optometrists and ophthalmologists, as well as low-vision support groups.

On-site tours to civic groups continue to be popular, as does the TBL newsletter, which went to over 3,000 Montanans in 2002.

Technology

The MSL Commission authorized funds from the TBL's trust fund to purchase equipment and software to adapt its recording studio to digital recording methods. TBL is on the leading edge of converting its local facility and will be the first NLS Network Library to have a Low Complexity Mastering system installed. This change will allow better quality recordings and position Montana to be ready when the national program changes to a digital format.

Natural Resource Information System

Natural Resource Information: to make unbiased information easily and readily accessible to government agencies, business and industry, and private citizens.

The Montana Natural Resource Information System (NRIS) makes comprehensive information on Montana's natural resources easily accessible in one place. Serving government agencies, business and industry, and private citizens, NRIS operates an extensive information clearinghouse and provides expert assistance to link users with the best available information.

NRIS responds to thousands of inquiries each month, providing data, maps, reports, and on-line applications that help inform users on many of the important issues facing Montanans, including:

Fire

During the fire season of 2000, NRIS quickly

developed an on-line application to advise hunters and anglers about which lands were closed. In one month, the system responded to over 85,000 questions regarding hunting and fishing site closures and produced over 15,000 fire status maps. The application saved Montana Fish, Wildlife and Parks staff countless hours of time responding to user inquiries. The Montana Department of Natural Resources and Conservation uses NRIS on-line mapping tools extensively during fire seasons to pinpoint fires and plan initial access routes.

Drought

The NRIS *Water Information System* developed and maintains the web site for the Montana Drought Advisory Committee, one of several sites maintained by NRIS to serve the needs of intergovernmental committees. Others include the *Volunteer Water Monitoring* and the *Wetlands Clearinghouse* websites.

Environmental Reviews

The NRIS *Natural Heritage Program* helps expedite the environmental review process by providing easily accessible data on sensitive species and habitat. Heritage data are used by the private and public sectors for mining, timber sales, subdivisions, utility and pipeline corridors, oil and gas developments, and highway construction. Conflicts and unnecessary impacts are avoided because good data help developers identify sensitive species and areas early in the planning process.

Recreation

The NRIS website provides Montanans and tourists access to a wealth of recreation information, including fishing and hunting. The information, provided in cooperation with Montana Fish, Wildlife and Parks, relies on USGS stream flow information, the Heritage Program Bird Distribution Database, topographic maps, aerial photos, and other sources to provide such a vast array of data.

Web Users Survey

NRIS responds to thousands of inquiries each month via its website. In August 2002, the site had 53,500 visitor sessions, averaging 11 minutes each. That translates to 316 person-hours each day spent on the NRIS site. A user survey was conducted on the NRIS website throughout the month of September 2002. The survey, which received 269 responses, was designed to help NRIS evaluate its services.

63% of those who took the survey use the site for

Library Development Department & Montana Library Network

Networking and consulting services: to help Montana libraries share resources and make the most information available statewide for the least cost.

Library Development Department

Education for Librarians and Trustees

LDD works to promote cooperation among all libraries. With that in mind, LDD produced its Third Annual Fall Workshop in Billings, which was attended by 96 librarians from across Montana.

The Gates Foundation training grant awarded \$53,000 to fund three-day "Public Access Computing" training institutes on campuses in Billings, Bozeman, and Missoula. Nearly 100 staff from Montana's public libraries attended.

Library Improvement Project

The Lake County Library Improvement Project completed its first year in 2002. Major accomplishments include the leasing of a van and the purchase of materials to start a bookmobile for the County. Over 300 Lake County citizens regularly use the bookmobile's services.

The E-Rate

MSL continued to assist libraries with the Federal Universal Service's E-Rate program, which offers discounts for Internet and phone connections. Fifty-eight libraries have received \$138,000 from Year Four funds.

Library certification: All Montana libraries received certification in FY 2002, which enabled them to receive State funds.

Children's Services

MSL contracted with a private individual to provide coordination of children's services at the State level. These services primarily included the 2002 and 2003 Summer Reading Programs.

Bus Tours

The MSL Commission sponsored a bus trip to libraries in Wyoming for interested Montana public librarians and trustees to see how county-wide library services are organized by our neighbors.

Book Clubs

The Montana Committee for the Humanities, the Hearst Free Library, and MSL collaborated to

vides funding for library book clubs to host presentations by Montana scholars. Book discussion programs have been funded in Deer Lodge, Gallatin County, Glasgow, Glendive, and Great Falls.

Montana Library Network

Montana Shared Catalog (MSC)

Seventeen libraries, ranging from the small Plains Public Library to the large State Law Library in Helena, are members of this growing cooperative project. The MSC, which went on-line in August, enables Internet users to search SIRSI's iBistro interface. This feature allows library users to access best-seller lists, book reviews, and tables of contents. The catalog contains information about nearly 400,000 different library materials.

Start-up costs for the MSC come from federal Library Service and Technology Act funds, as well as from participating libraries. Until these funds are allocated to Montana, and until the State Library Commission apportions these monies between a number of programs and projects, the expansion budget is unknown. However, several eastern Montana libraries have indicated their intent to join the MSC in 2003.

Magazine Database

The Gale database suite of on-line information products called "InfoTrac" continues to be a hit in libraries across Montana. Sessions or uses of the product grew to 277,012 in 2002 – that's up 10% from 2001 usage.

On-line Computer Library Center WorldCat

Montana's use of OCLC's giant WorldCat reference database continued to grow. Montana libraries conducted a near record 5,167 searches in 2002.

Public Library Statistics On-Line

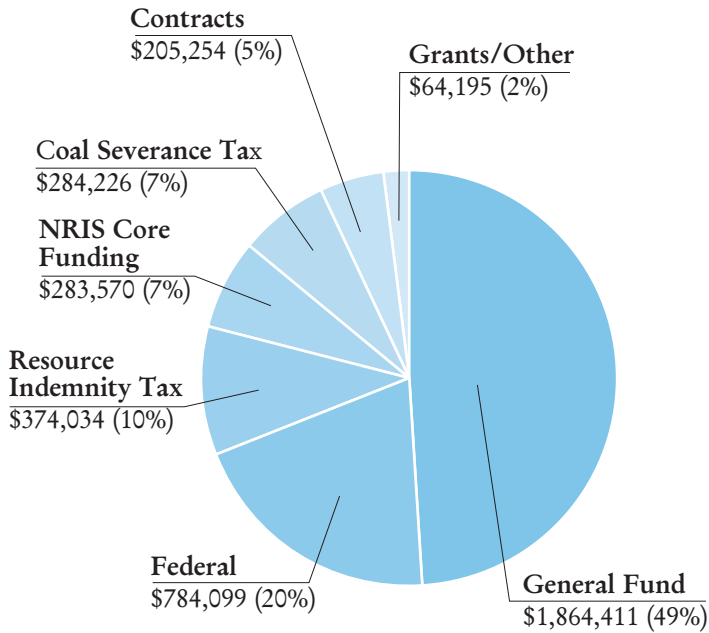
The "green book" of Montana Public Library Statistics is available via the Internet. This annual report features a variety of important public library statistics, including collection information, staff contact information, and financial information. You can find data for FY 2001 by logging on to the Montana Library Directory. Simply visit: <http://montanalibraries.org>; click on "Useful Stuff" and then on "Directory."

Library & Information Services Department

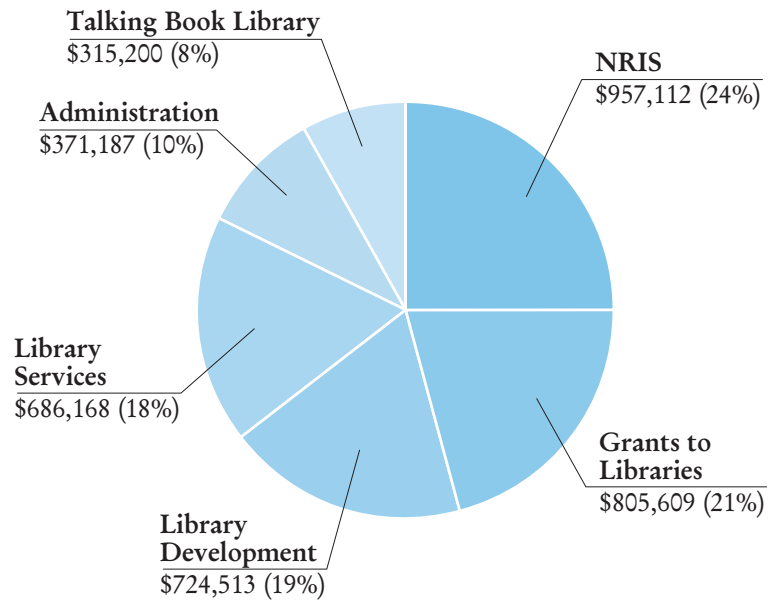
2002 Budget Info

Total budget: \$3,859,789

Revenue



Expenditures



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