Montana State Library Annual Report

2016

Letter from the Montana State Librarian

As we reported last year, 2015 was a year of turning inward for the Montana State Library in order to evaluate ourselves as an agency. 2016 continued that reflection and was a year of significant transition as we said goodbye to several longtime staff who retired including Allan Cox, Program Coordinator of the Montana Natural Heritage Program; Stu Kirkpatrick, State GIS Coordinator; Ken Adams, Montana Shared Catalog Director; and last but not least, Sarah McHugh, Director of Statewide Library Resources.

Change are a time for reflection and a focus on new opportunities. Thus, our Digital Library continues to reorganize to better collect and disseminate the vast information in our collections in order to better serve our patrons. Thanks to the work of the Library Development Study Task Force, our Statewide Library Resources Division has new focus for library development, which we believe will better enable us to empower libraries to help create thriving Montana communities. And our Talking Book Library continues to deploy new technologies to provide increasing access to the growing world of digital recordings to our friends who cannot read traditional print materials.

As an agency, we now place greater emphasis on the importance of data driven planning, service delivery, and evaluation. It was good data and in-depth conversations with the library community that helped to inform the difficult decisions made by the State Library Commission to address significant funding reductions. As a small agency with limited and sometimes shrinking budgets, we rely on this information and the support of our partners to guide us, and those we serve, through challenging times. We are optimistic that by focusing on how we use our resources most effectively to meet the needs of our patrons and partners, we will continue to serve as a valued resource and leader.

It is an honor to provide Montana with quality library services and programs; we look forward to continuing the journey.

Sincerely,

Jennie Stapp
Montana State Librarian

Revenue and Expenditures

Revenue

General Fund	3,405,238
Federal	1,113,236
Natural Resource Information System Core Funding	283,523
Coal Severance Tax	461,563
Montana Shared Catalog	354,342
Grants/Other	11,657
Montana Land Information	689,042
Contracts	101,896
	6,420,497
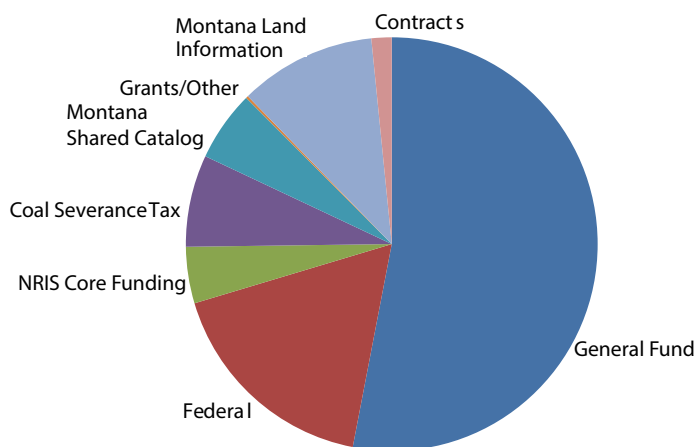
Expenditures

Digital Library	2,390,136
Library Development	1,429,800
Grants To Libraries	752,979
Montana Shared Catalog	354,342
Administration	1,033,751
Talking Book Library	459,489
	6,420,497
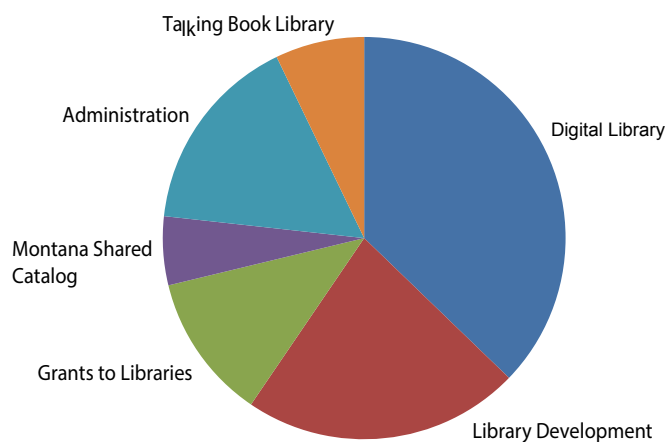
Goal One- Content

The Montana State Library acquires and manages relevant quality content that meets the needs of Montana.

The **Montana State Library**, the Montana Historical Society, University of Montana, and the Montana State University have formed a partnership called the Big Sky Country Digital Network. The Network is applying to be a Digital Public Library of America (DPLA) Service Hub. On May 2, 2016 Emily Gore, DPLA's Director for Content, came to Helena to meet with the partners and discuss in more detail what being a hub entails. She made great recommendations on how to manage the partnership and on how to proceed. The group is now working on the application and on forming a Memorandum of Understanding to outline the details of the partnership.


1914 It Must Be Sunday. Polson Area Historical Photographs-The Paul Fugleberg Collection.
http://montanamemory.org

Early in the year it was discovered that the mapped boundary of Northeast Montana was incorrect and was in need of an adjustment to better align with the surveyed boundary. Land Information staff, with the support of the Bureau of Land Management and private contractors, adjusted more than 200 townships in the CadNSDI using over 1,400 new survey control points acquired from corner recordation survey documents. This adjustment of the CadNSDI resulted not only in a more accurate representation of the state boundary, but also increased the accuracy of cadastral parcels and other boundary datasets in the area.

The Yellowstone River Corridor Clearinghouse provides a single point of access to data and publications that the **Montana State Library archives for the Yellowstone River Corridor, and is intended to provide a clearinghouse for information associated with the river**. The data and publications were developed by the Yellowstone River Technical Advisory Committee that included representation from federal and state agencies, non-profit organizations, and private firms.

http://geoinfo.msl.mt.gov
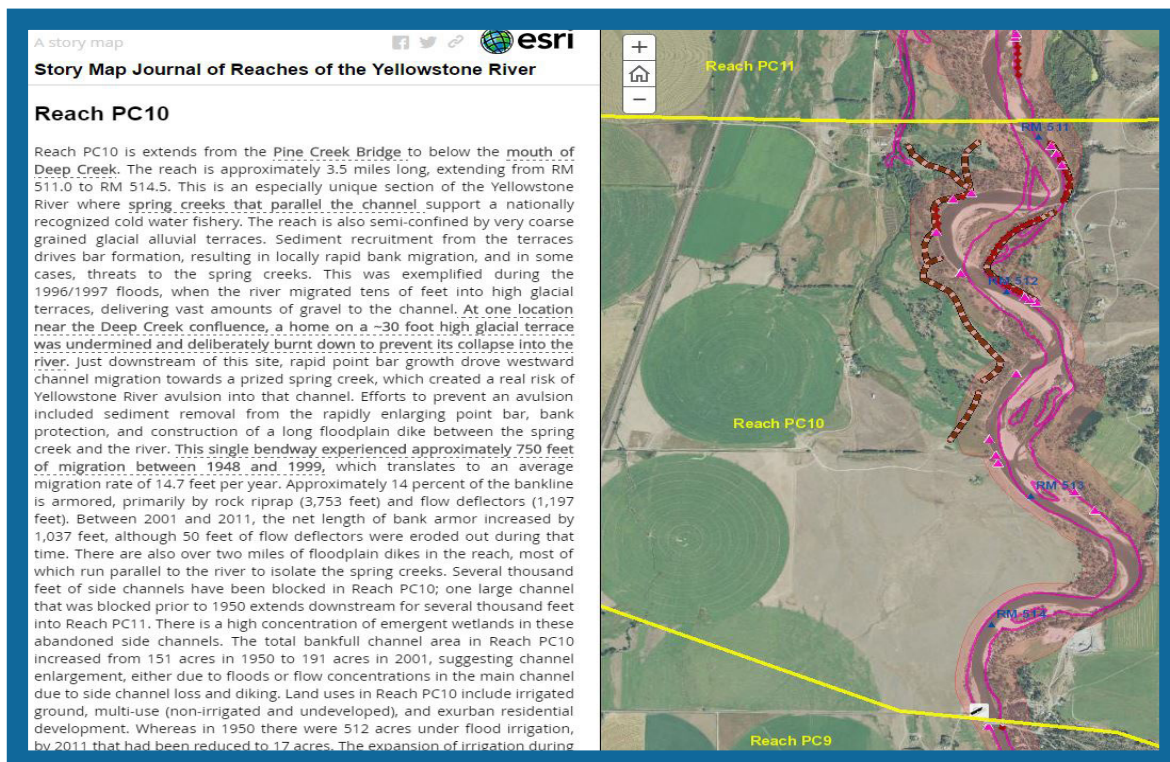
Goal Two - Access

The Montana State Library provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

MSL launched a new **statewide texting program designed to reach parents and caregivers with messages related to early literacy skills development** via text. Participants receive three messages per week designed to help parents and caregivers build early literacy skills in their four year-old through easy practices families can do every day at home, like reading, singing, talking, playing, and writing together. The Ready 2 Read text program is based on research developed by Stanford University that found if parents of preschoolers received text messages focusing on early literacy skill development, those children scored significantly higher in kindergarten assessments. Initial responses to a survey of those who have already completed the program indicate great satisfaction with the program. As one participant wrote, "Thanks to this program, I feel like I am making a very positive difference in my child's life and that he will be ready for school!"
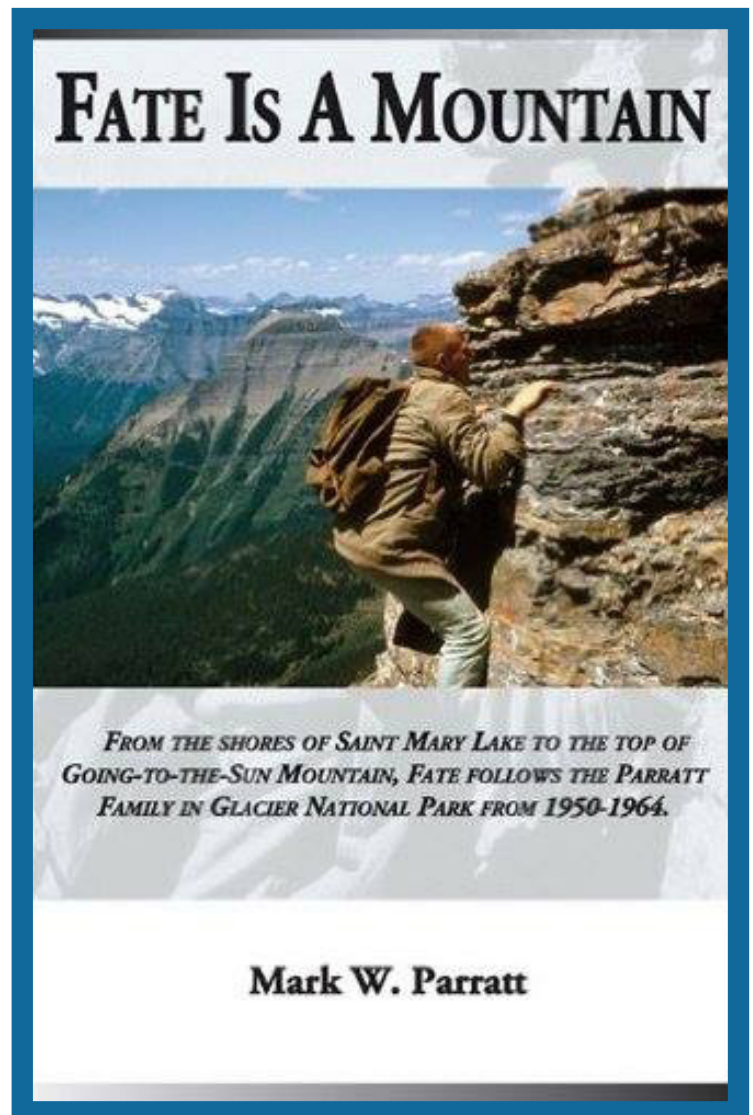
Get your four year-old

Ready 2 Read!

Send "SIGNUP" to 406.204.3583 to start receiving texts!

http://ready2readmontana.org

The Montana Talking Book Library staff successfully developed and implemented a new systematic **procedure to complete bibliographic records requiring local subject and series coding**. This system was applied to both the older titles requested from permanent National Library Service (NLS) interlibrary loans and new titles received from the NLS commercial audio producers. This system also identified high-demand titles for circulation to patrons within one day of receipt. The establishment of this system led to implementing a two-batch daily shipment of books to patrons, improved daily staff efficiency, increased the amount of books delivered to patrons, and ensured faster patron receipt of the requested books.

FATE IS A MOUNTAIN

FROM THE SHORES OF SAINT MARY LAKE TO THE TOP OF GOING-TO-THE-SUN MOUNTAIN, FATE FOLLOWS THE PARRATT FAMILY IN GLACIER NATIONAL PARK FROM 1950-1964.

Mark W. Parratt

http://tbl.msl.mt.gov

Goal Three - Training

The Montana State Library provides appropriate trainings and training resources so that the best use can be made of the resources offered.

Exiting baby boomers are creating a need for **succession planning** in Montana libraries and beyond, so much so that the Chief Officers of State Library Agencies (COSLA) identified that issue as a critical need and created resources that are freely shared to address it. The Montana State Library was an active participant in that endeavor, which has resulted in two resources that are now available for use by public library boards and incoming directors:

- The COSLA New Directors 101 series has been published on WebJunction. MSL's CE Coordinator served on the committee that created the 4-part video series and accompanying learner's guide/workbook, providing the first draft for the entire workbook.

- For library trustees, the MSL CE Coordinator assisted COSLA to create a resources webpage to assist boards with the process of hiring a new director.

On **MSL's web learning portal**, links to all of these resources have been organized and augmented with template documents for directors and boards to use in planning for a director to leave. Libraries now have templates and checklists to collect essential need-to-know information to pass on from one director to the next, as well as a template for conducting an exit interview. Over the past two years, MSL's combination of face-to-face training at federation meetings, consultant board training, webinars, and online resources are helping public libraries manage a critical period of change as long-standing directors retire, and new directors come onboard.

The bi-annual Ready 2 Read Rendezvous was held at the Bozeman Public Library on October 9 – 11, 2015. A total of 44 librarians from around the state participated, representing 31 different libraries. All librarians who attended represented public, school/community libraries, or tribal libraries. Jeri Robinson, Vice-President of Education and Family Learning at the Boston Children's Museum, presented to the group on Massachusetts' Race to the Top Early Learning Challenge Grant and how museums and libraries worked together – along with various state agencies, preschools, and childcare centers – to support kindergarten readiness. Other speakers presented key methods and knowledge that librarians need to transform any library space into a dynamic space for young children

to play and learn and explored ways for librarians to make good decisions regarding practical design, materials and resources to create interactive play spaces. Participants had to undertake a year-long project based on something they learned at the Rendezvous. Mid-year reports indicate that **several libraries are focusing on partnering within their communities to support kindergarten readiness**, while others are undertaking renovations of their children's areas.

Ready 2 Read Rendezvous, October 2015
http://libraries.msl.mt.gov/learning

Goal Four - Consultation and Leadership

The Montana State Library provides consultation to enable users to set and reach their goals.

The **MSL consultants** continued to travel throughout the state connecting with librarians in person as well as over the phone and online to answer questions on library administration, library board development and training, library law issues, Federations, E-Rate, Public Library Standards and Statistics, resources available for new directors, weeding and cataloging, and personnel issues.

In addition to answering in-depth questions on library development, the consultants also worked to provide board development trainings to public library directors and boards, focusing especially on those libraries that have new directors or boards. **Board trainings** were conducted at the North Lake County Library in Polson; the Fallon County and Ekalaka libraries; the Madison Valley County Library in Ennis; the Glendive Public Library; Jefferson County; and in Bozeman. Attendees learned about planning, future projects, and resources available from the State Library; hiring and retaining library directors in rural areas, and library law and ethics.
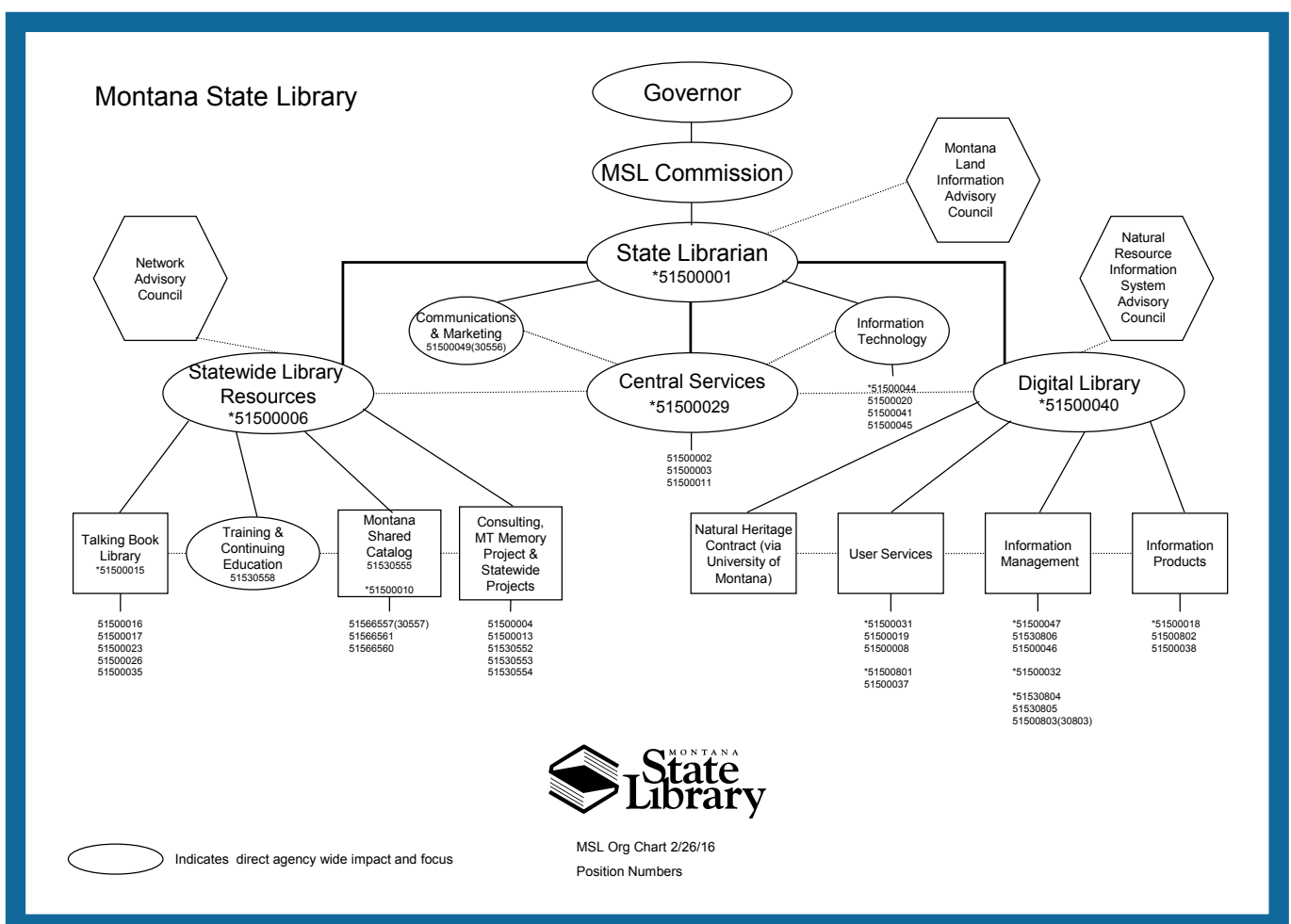
Following recommendations designed to help MSL better serve its patrons, the **Digital Library underwent a reorganization** this year. Key to the success of the reorganization is a continued and deepening focus on our users as articulated in the project charter. New lead staff were identified and received support and training as they developed their skills as new supervisors. Staff worked to create a fully developed Digital Library budget structure; additionally, the state budgeting and human resources systems were updated to accurately reflect the new organizational structure.

Water information staff collaborated with multiple partners to **improve the quality of the data in the Montana Hydrography Dataset**. Work with the Department of Natural Resources and Conservation improved workflows for revising the Hydrography Dataset and enhanced it by integrating features from the Water Rights database. The U.S. Geological Survey also provided a grant to develop bulk data loading procedures that will allow more efficient integration of data from existing sources, such as the water rights database and the wetlands and riparian dataset managed by the Montana Natural Heritage Program. MSL staff also successfully used the USGS Geoconflation Tools (USGS GCT) to import the North Fork edits from Glacier National Park into an NHD job.

With SITSD retracting from involvement in GIS, **User Services and Information Products staff developed a model for supporting agencies needing Enterprise License Agreement (ELA) and ArcGIS Online support.** After multiple meetings with ESRI and several other agencies, MSL entered into a two year extension to the current agreement that will run from July 1, 2017 – June 30, 2019. It will include the same modules as the current ELA with an additional Managed Services module that will mimic the exiting two year managed services we currently have with ESRI.

Montana State Library

Governor

MSL Commission

Montana Land Information Advisory Council

State Librarian
*51500001

Network Advisory Council

Natural Resource Information System Advisory Council

Communications & Marketing
51500049(30556)

Information Technology

Statewide Library Resources
*51500006

Central Services
*51500029

*51500044
51500020
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Digital Library
*51500040

51500002
51500003
51500011

Talking Book Library
*51500015

Training & Continuing Education
51530558

Montana Shared Catalog
51530555

*51500010

Consulting, MT Memory Project & Statewide Projects

Natural Heritage Contract (via University of Montana)

User Services

Information Management

Information Products

51500016
51500017
51500023
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MSL Org Chart 2/26/16
Position Numbers

Indicates direct agency wide impact and focus

http://libraries.msl.mt.gov/about_us/contact_us

Goal Five - Collaboration

The Montana State Library promotes partnerships and encourages collaboration among its users.

The Montana Land Information Act (MLIA) Grant Review subcommittee received 26 grant applications, requesting more than $850,000 in funding. The subcommittee recommended 12 grant proposals for funding totalling over $230,000. The full MLIA Council approved this recommendation which was subsequently approved by the MSL Commission at their May 25 meeting. The 12 successful applicants developed statements of work in order to begin work on these projects at the beginning of FY17.

Montana Shared Catalog Staff is working to encourage **cataloging partnerships** between member libraries with the goal of leveraging the cataloging staff at larger libraries to help smaller libraries who do not have dedicated cataloging staff. A "Technical Services Futures Online Summit" was held in April to determine the growing interest in increasing collaborative cataloging and collection development efforts. Following this summit, the MSC Executive Board approved the creation of a subcommittee who will work to define collaborative cataloging and collection development as they pertain to the MSC platform.

Montana Shared Catalog Executive Board, Spring 2016
http://msl.mt.gov/msc

The State Librarian and the Statewide Library Resources Administrator, in collaboration with task force Chair, Billings Library Director Bill Cochran, led the Library Development Study Task Force through a process of **information gathering to formulate recommendations to the State Library Commission that focused on library development services and resources for 21st century library outcomes**. The Task Force, with support from State Library staff, completed a series of eight listening sessions around Montana and received comments from nearly 80 respondents to an online survey. The [final recommendations](#) were accepted by the MSL Commission at their February meeting. The recommendations

begin with a vision for Montana libraries: *Libraries are leaders in creating thriving communities*. The recommendations then identify those elements that libraries need in order to successfully achieve this vision. The needs are articulated as outcomes and library development programs and services will be prioritized and benchmarked to achieve these outcomes. The Task Force also reviewed and made recommendations with regard to whether or not the State Library should increase, continue, or decrease investment in current library development programs and services. The State Library looks to these recommendations as a roadmap that will guide library development services far into the future.

Vision for Montana libraries:

Libraries are leaders in creating thriving communities.

- Library Development Study Task Force; February 2016

http://about.msl.mt.gov/commission_councils/library_development_study_task_force

Goal Six - Sustainable Success

The Montana State Library is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

The **Montana Shared Catalog (MSC)** has undergone a system policies reorganization effort. This work re-aligns the MSC with its original goals of enhancing optimum resource sharing and library development among MSC members and striving to keep MSC staff costs down. Final reorganization work was completed in June 2016.

The **Montana Talking Book Library** staff faced difficult circumstances this past year (covering for one retirement, two vacancies, and two unexpected serious illnesses), it is amazing and commendable that they were able to continue to provide a high level of quality customer service, working together to cover daily activities such as processing new patron applications within one day of new phone interviews; ordering interlibrary titles; covering the front desk and answering phones; maintaining and circulating machines to patrons; and processing daily book requests, correspondence, and more.

MSL completed the process of **moving web map services off State Information Technology Services Division (SITSD) hosted services and on to ESRI cloud hosted hardware**. As part of a change management plan developed to make this transition as smooth as possible for our partners and patrons that use the Montana Spatial Data Infrastructure (MSDI) web map services, information products staff identified updates that ensured tools and applications functioned effectively throughout this change. An exhaustive effort was made to notify the various user communities of the planned changes, which resulted in a continued positive user experience.

Montana Talking Book Patrons and Staff
http://tbl.msl.mt.gov

Library Legislative Night, January 2015