



# BITS OF GOLD

**Montana Talking Book Library (MTBL)**  
A Department of the Montana State Library  
Regional Library of the National Library Service  
for the Blind and Physically Handicapped  
(NLS/LBPH)

**Volume 111, Number 2**

**Winter 2011/2012**

**LIBRARIAN'S LOG from Christie Briggs, Regional Librarian.**

## **STAFF NEWS:**

**Diane Gunderson** celebrated her 25<sup>th</sup> year as a Montana state employee in February. She started out in the Montana State Law Library in 1987, moving to the Montana State Library's statewide library resources department in 1989 as a Data Coordinator. Diane was hired in the Montana Talking Book Library program in 2002, as both the Coordinator of Volunteers for the state library (of which 99% are housed in the Talking Book program) and the Director of the local recording program in Talking Books. Many of Diane's strengths revolve around her organizational abilities. She is often the first to volunteer her services when needed. Her generosity in helping others is as big as her heart. Congratulations Diane!



**Martin Landry**, Readers' Advisor, was recently awarded the "Julie Klauber Award" from Keystone Systems, Inc. Julie Klauber, previous director of Suffolk County, New York's Talking Books Plus Library, was a national expert and award winner for her work with disability issues. Each year, a Talking Book Library Director may nominate one staff member or volunteer for this award. The nominee must work extensively with the Keystone database (KLAS) in their daily job functions, show outstanding service to their library and the community in the spirit of Julie Klauber during his or her time with the library and will appreciate and benefit from attending the KLAS Users' Conference. As this year's winner, Martin receives a trip to the April, 2012 KLAS Users' Conference in Columbia, S.C. Congratulations Martin!

**Claudia Bickel** reached her one year anniversary in the Talking Book Library as a Readers' Advisor and Machine Lending Agent. We are very pleased to have Claudia on our Talking Book Library team. Congratulations Claudia!



**US POSTAL SERVICE CHANGES:** In mid-December, Helena's outgoing mail started going to Great Falls to be sorted and then shipped for delivery. Many of you continue to experience delays in receiving books. Even though our materials say "Free Matter for the Blind", **Congress provides funding directly to the USPS for "FREE MATTER" shipping as first class mail.** You are encouraged to

contact your local postmaster and refer them to their USPS Domestic Mail Manual Section 703.5.1.2: 5.1.2 Mail Classification: “Matter mailed free under this standard is not considered part of any particular class of mail and is not protected against postal inspection. This matter is treated as First-Class Mail for the exclusive purposes of determining appropriate standards for processing and delivery and for handling if undeliverable.” We have been in contact with the Helena postmaster about the delays. While appreciating that USPS is downsizing nationally, we are interested in the efficient delivery of materials. You may want to contact your U.S. Congressmen about these USPS changes affecting your service: Sen. Baucus: 1-800-332-6106; Sen. Tester: 1-866-554-4403; Rep. Rehberg: 1-888-232-2626. Call your public library for Montana legislative contacts, or refer to Montana Legislative Services: <http://leg.mt.gov/css/>

**To accommodate further postal delays**, here are suggestions from your Readers’ Advisors, Claudia, Martin and Sandy:

- Call if you are low on books a week before you run out
- Return books promptly if you are on an “automatic” service
- Call before 11:00 am if you need books to be sent out that same day
- Consider increasing your maximum amount of books
- Contact us to sign up for BARD internet services to download your books

**NEW DIRECTOR AT THE NATIONAL LIBRARY SERVICE:** Karen A. Keninger, current Director of the Iowa Department for the Blind, has been appointed to serve as the Director of the National Library Service. She is an excellent choice to serve as the next head of NLS. Karen is also the past Director of the Iowa Library for the Blind and Physically Handicapped. She is knowledgeable, articulate and I am sure will be very responsive to the concerns of talking book library patrons nationwide.

### **2011 TALKING BOOK SURVEY RESULTS:**

We value your responses in order to improve our services. Survey Highlights:

- Patrons learned about MTBL services most frequently from: Family, friends, existing patrons: 34%; State Blind and Low Vision Services: 30%; Eye care professionals: 20%; Other: 16%.
- Overall Quality of MTBL Services: Excellent, 96%; Good, 4%.
- Top 3 Most liked MTBL services: Convenience of delivery and automatic service; Staff Assistance; variety of books/materials available.
- Top 3 Best features of digital services: Books are on a single cartridge; player is smaller and lighter weight; player and books are easier to use.
- Patrons downloading books from BARD: Either do not have a computer or can’t afford internet, 38%; Are not interested in downloading, 31%; Either do their own downloading or have authorized assistance, 27%; Signed up but haven’t used BARD, 4%.

- Types of Montana books patrons want recorded more often: Fiction set in Montana; MT History; MT Biographies: “Any book” by MT Authors regardless of subject.
- Types of articles patrons want more of in Bits of Gold newsletter: New Montana books, 51%; New books, 20%; Patron Book Picks, 20%; Staff or Volunteer bios, 4%; Latest technology news, 4%; Miscellaneous, 1% (new player information, other blind organizations’ news)

**STATE LIBRARY EVALUATION OF PROGRAMS:** Every five years the state library is required to evaluate programs that are funded with federal funds called “LSTA” (Library Services Technology Act) money. The Talking Book Library is one of these programs. A recent phone survey was conducted with Talking Book patrons by Drew Geiger, Montana State Library’s Outreach Coordinator. Thank you for sharing your opinions and helping us with future funding. Results will be forthcoming.



**EASY UPDATE TO DIGITAL PLAYERS:** The National Library Service is making it convenient for patrons to easily update their digital players. The update which started in December is included on all new digital talking books produced. The first time you listen to a book containing the update, your player will say “**Updating your player’s software; please do not power off your player or remove the cartridge from the player.**” There will be a series of beeps while the machine is updating. When the update is complete, the player will announce: “**Software upgrade completed; stand by while your player is restarted.**” The player will automatically restart itself after 10 seconds. The player will only install this update one time. For internet BARD Users—Most of the changes will affect the way the player handles downloaded books and magazines from BARD (<http://nlsbard.loc.gov/>) or other audio files. The update can be downloaded from the BARD main page, located under Additional Links called “Latest DTBM firmware and installation instructions.”

**NOTE ON DIGITAL CARTIDGES WITH MULTIPLE BOOKS:** It is important to listen carefully to the introductory matter on your digital cartridge. Because the cartridges can store so much data, some may contain more than one book even though this is not indicated on the label. This often happens in romance and Christian fiction series. Some of the titles were published in print this way; others have been combined because they are relatively short. This has led to some confusion as to which book is playing especially if the listener is skipping one book or trying to reread part of a book. One solution is to arrow back to the beginning of the book, then advancing by chapter.

**RECENT PATRON PICKS:**

**Hotel on the Corner of Bitter and Sweet**—DB 71540 (historical fiction by Montana resident author Jamie Ford. Problems of the Japanese and Chinese Americans in the Pacific Northwest during World War II)

Books by Mary Alice Monroe (general fiction from the South Carolina region)

**The Help**—DB/RC 68889 (by Kathryn Stockett. Historical fiction about the relationships between African-American maids and their employers in 1960s Mississippi)

**Stayaway Joe**—DB 71753, MCB 145 (by Dan Cushman. A humorous Montana-based tale from 1953)

**Work Song**—DB 73064 (by Ivan Doig. Montana author writing about early 1900s Butte)

**The Man Who Lied to His Laptop: What Machines Teach Us about Human Relations**—DB 72703 (Ivar Clifford Nass and Corin Yen analyze human interactions with technology and how this can help explain interactions between people)

**Shovel of Stars**—DB 71920 (Non-fiction description of the expansion of the US from 1787 to 1959, with accounts of ordinary people of all races)

**Pearl in the Storm**—DB 70111 (Tori Murden McClure tells about her quest to become the first woman to row solo across the Atlantic Ocean)

**SPREAD THE WORD ABOUT TALKING BOOK LIBRARY SERVICES:** Are you enjoying the books and service of the Montana Talking Book Library? Spread the word by including information about us in newsletters published by your church, social group, local community organizations or facility. Call or write us to receive a brief article about our service that can be shared with those having a visual, physical or reading handicap.

**HEADPHONE NOTICE:** We have an ample supply of the smaller (“KOSS”) headphones. However, we are experiencing a shortage of the larger headphones (the “510s”). If you have a pair of these **that you are not using**, please return them, either in their original box or another small box. No postage is required; just mail them “FREE MATTER” to the same address on your book cards. Thank you!

**NEWSPAPER SERVICE:** Call or e-mail us to sign up for or receive information about NFB-Newsline™ audio or electronic newspaper services. In Montana, these five newspapers are available on Newsline™: The Missoulian, Great Falls Tribune, Helena Independent Record, Butte Standard and the Billings Gazette, in addition to over 300 nationwide newspapers.

**FOR READERS WHO LIKE WESTERNS:** We now have a large print catalog of digital western titles available to interested patrons. Call if you would like a copy sent to you. As mentioned in the previous newsletter, a list of the newest Montana Cassette Books is also available upon request. We will begin offering some Montana books in digital format later this year.

**AUDIO MAGAZINE LIST:** The list published in the last two issues of the Talking Book Topics is outdated; the correct version of the list can be found in any of the previous issues of the 2011 Talking Book Topics. Please call if you have any questions.

## **MEMORIALS: 2010**

**Arvilla Turner**—Leila Proctor Memorial Chapter (MAB)

**Rosemary Paul**—Beverly G. Tatz, Eleanor Furbush, Margaret Weedman, James E. and Patricia A. Lewis, Morrison Maierle Systems Corporation, Jennifer Beardsley, Sonja M. Schnapp, Klaus and Karen Sitte, Stacey Bliss and Edward Higgins, M. James and Kristine Swords, Karen Kidd, Marilyn E. Brennan, Amy Hall

**John Francis Symons**—Montana Public Retirement Administration (MPERA)

**Mildred Meredith**—Hearst Free Library Staff, Kay Johnson and Ray Mills

**James O'Connell**—Kimmy Skiftun, Patti O'Connell

**Mary Wardle**—Leila Proctor Memorial Chapter (MAB)

**“Scotty” Zion**—Kay Stevens

**Richard Howse**—Kay Stevens, Keri and Jeff Pepke, Rosemary Liston, Luana and Jack Maxwell, Vernel and Robert Carver, Jaci and Dennis Decker, Terry and Marie Dwyer, Norman and M.L. Ashworth, Diana and Bill Edgeworth, Patricia Howse

**Eva Besseney**—Francis Besseney

**Dorothy Voermans**—Dawn and Duane Reisch, Marsha Voermans and P. McVay Hollister, Jean and Joseph Voermans, James P. Groschupf, Beverly and Robert Braig, Jacob J. Braig, Jean and Clifford Sedivy, Bill Voermans, Daniel Voermans, Regan and Mark Meredith, Gretchen and Ed Dunn, Deloris M. Johns

**F. Ray Anderson**—Joe R. Hathaway, Myrna L. Kintz, Olivia Jimison, Patricia Mahlstedt, Martha L. Aufer, Georgette B. Hale, Jeanette Hopfauf, Terri Dion, Avis Anderson, Lewis and Eileen Melby

**Dean Strand**—Donna Strand

**Lillian Grant**—Delane Newgard

**Jon R. Beck**—Nancy and Jack Glaser

**Winogene Cherry**—Delane Newgard

**Marion Boyd**—Lisa Harper

**Mary A. (Polly) Liston**—Stephen Kalm and Robin Abeshaus, Keith and Kathleen Broussard, Jean Fallon Barrett, Holly F. and James A. Johnson

## **DONATIONS: 2010**

**Martha Hilger**

**Regina Mazur**

**Jon and Carol Thatcher**

**Lloyd Hanson**

**John L. Delano**

**Ann M. Cole**

**Edith Franklin**

**F. Raymond Anderson**

**Yvonne McGrane**

**Edna and Oliver Smith**

**Velma Turner**

**Karen J. Lee**

**Leona Larson**

## **IN-KIND DONATIONS: 2010**

Thanks to everyone for your donations of treats, gifts and sharing throughout the year.

**LIBRARY CLOSURES:** The Library will be closed May 28 (Memorial Day).

**Montana Talking Book Library**  
**1515 East Sixth Avenue**  
**PO Box 201800**  
**Helena, MT 59620-1800**

**Free Matter  
for the Blind**

**Address Service Requested**

**This newsletter is available on cassette, e-mail and large print upon request or visit our website: <http://msl.mt.gov/tbl>**

**LIBRARY HOURS:** Mon-Fri 8am-5pm  
**PHONE NUMBERS:** 1-800-332-3400  
**WEBOPAC:** <http://klasweb.msl.mt.gov>

**PHONE HOURS:** Mon-Fri 9am-5pm  
(in Helena) 406-444-2064  
**WEBBRAILLE:** <http://loc.gov/nls/braille>

**REGIONAL LIBRARIAN:**  
**COORDINATOR OF VOLUNTEERS/  
RECORDING PROGRAM DIRECTOR:**  
**MACHINE LENDING AGENT:**  
**COLLECTION MANAGER:**  
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**BITS OF GOLD EDITOR:**

**For patron requests or contact information, e-mail us at: [mtbl@mt.gov](mailto:mtbl@mt.gov)**

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