

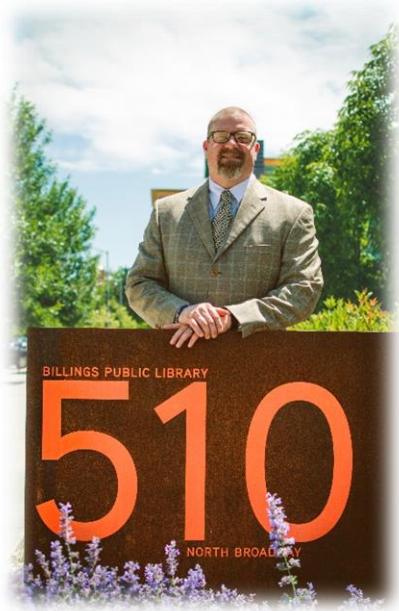


Billings PUBLIC LIBRARY

STRATEGIC PLAN: FY2023-FY2025



LETTER FROM: Library Director



It is my pleasure to present the Strategic Plan of the Billings Public Library [BPL] for 2022 through 2025.

BPL's mission of embracing, empowering, and enriching our community is at the core of all services and resources. We are passionate about this mission because our goals, objectives, and long-view of serving the residents of Yellowstone County have not changed. The resources available at the library ensure civic engagement for all residents of Yellowstone County, help create, reinforce, and sustain an educated populace, and guarantee there is a place where creativity, inclusiveness, understanding, and hope advance daily.

This plan is a continuation of the previous plan disrupted by the impacts of COVID-19. The goals remain the same with some updated objectives. As libraries change, the Billings Public Library will meet these changes.

The continued plan for the future of the Billings Public Library is based on three strategic goals:

- Make Access Happen
- Connect with Patrons, Partners, and Professionals
- Build Our Future

This plan outlines how the library intends to serve its patrons, professionals, and community partners who utilize library space, the collection, and the myriad resources and services currently offered. As with any plan, it is not exhaustive and will not be fully achieved in the next few years.

A major focus of this plan is the intentional effort of the BPL to help our community partners recover from the impacts of COVID-19 while continuing to advance services, introduce new technologies, and develop the physical and digital resources desired by library users.

I am deeply appreciative of the many suggestions contributed by countless stakeholders and Yellowstone County residents through the online survey, community partner meetings, and innumerable side conversations during this planning process. I hope that you feel that your voice is reflected in this plan.

I am honored to work with you, and look forward to serving the citizens of Yellowstone County.

Gavin J. Woltjer

LETTER FROM: Library Board of Trustees

The Billings Public Library Board of Trustees' primary functions are to advise the Library Director and Leadership, City Council, and County Commission on matters related to the library, and to advocate for the library to its stakeholders and the community at large.

The Board also has two important governance functions. It annually reviews and approves the policies that guide the library's operations, and occasionally reviews actions for consistency with these policies. Second, it approves a Strategic Plan every three years to guide the library for the ensuing three years.

This is the Library's Strategic Plan for fiscal years 2022-2025. Three years ago, the Board, the Library Director, and library staff completely restructured the plan for the library. In the past three years this plan has not only guided the library and served it well, but has served as a benchmark for the library's own tracking and evaluation of progress during that period.

As we all know, the COVID-19 pandemic changed many things, including the library's operation. Some activities were curtailed, new services such as curbside pickup were instituted, and other COVID-support services such as daycare for health care workers developed. All this time, however, the library continued to focus on its strategic plan.

Most strategic plans build on the plans that exist. The Board and the Library Director agreed that the current plan was a solid one upon which to build. With the modifications and updating it contains, this plan provides a good roadmap for the next three years.

The library will continue to increase its outreach into the community, with the development of additional library express lockers for remote pickup and drop off. It will build upon the

expanded Internet access to the community with the mobile hot spot program. With no shortage of local and national public issues being debated, the library will work to increase knowledgeable displays, reinstitution of its Civil Conversations program, and maximize access to its facilities for public dialogues.

We are lucky to have such a great, foundational institution in our community. Make use of it and its many services, and enjoy it.

Sincerely,

David Darby, Billings Public Library Board of Trustees, Chair

Board of Trustees:

Andrea Horrell, Vice-Chair

Cheryle Fisher

Peggy McSweyn

Lloyd Mickelson

Trudi Paulson

Staci Samuelson

Jennifer Smith

Roger Young

SOURCES OF INPUT

During the FY22 year, the Billings Public Library engaged in an information-gathering mission in order to develop a strategic plan that fully represents the following stakeholders: staff, citizens of Yellowstone County, current BPL partners, Library Foundation, Friends of the Library, Library Board, and elected officials of Billings, MT, and Yellowstone County.

The Library Director visited with numerous organizations and individuals to hear how COVID-19 affected their organization and what challenges they still experience from the global pandemic. This input helped direct library management how to identify avenues for greatest impact and opportunity for community recovery. While the library will not be able to help all partners and individuals to recover fully, it will leverage facility space, resources, technology, services, and the collection to the best of its abilities in this endeavor.

The Billings Public Library also hosted an online survey soliciting input on a variety of questions regarding services, resources, facility usage, customer service, and future needs/wants of users from May 2022 through July 2022.

In total, more than 30 organizations and 500 individuals provided input for this strategic plan.



CHALLENGES AND OPPORTUNITIES

As the library works to improve upon the goals set forth in this strategic plan, these challenges and opportunities will influence the goals, objectives, and actionable steps:

Challenges:

- *Fiscal Realities* – Budget factors are constant sources that dictate levels of success for short- and long-term goals. The library budget has been a “hold the line” for the past 15 years. As operational, personnel, and material costs increase, the library will remain vigilant regarding expenditures for facility costs (i.e. carpet replacement, furnishings replacement, and furniture replacement). Meeting the demands of budget constraints forces greater attention to investments that lead to measurable results and positions the library for stronger future performance.
- *Public Participation and Engagement* – Having a population of users aware of what is offered at the library is paramount to the library’s continued success. With the experience of a global pandemic, the library developed new ways to serve patrons. These new services created new expectations from those the library serves.
- *Employee Engagement* – The library experienced many retirements the past three years. A vast amount of institutional knowledge was captured before these retirements, but challenges remain. Additionally, transitioning from a culture of COVID precautions to one of open and complete access to the public establishes new mental and physical challenges.

Opportunities:

- *Facility Usage* – The library hosts hundreds of programs and meetings a year. Even with all of these programs, it is estimated that the realization of library space is only about 50%. Better utilization of space (i.e. community garden, popular materials area, teen area, children’s garden space, etc.) could provide more diversification of programming and services to the public and professional communities. Understanding these opportunities allows the library to be a trusted source when helping patrons and partners recover from the impacts of COVID-19.
- *A Place of Inclusivity* – The library will continue to be a place where all are welcome. Being a place of inclusivity in Yellowstone County allows the library to be a community leader, while also collaborating with community agencies to give voice to underserved or underrepresented individuals or groups.
- *Meet Technological Advancements* – As technology continues to evolve, the library will provide programming, services, and trainings to meet these technological advancements.
- *Economic/Workforce Development* – As a community leader within Yellowstone County, the library strives to offer services, trainings, and programming, both internally and with external partnerships, to augment economic and workforce development endeavors in the city and Yellowstone County.
- *Digitization* – The library has digitization technology to offer more services, trainings, and programming to the public. The library has the chance to be a digital repository for Yellowstone County history, and to augment digitized records for the Montana Memory Project, and the

Digital Public Library of America. With this technology and expertise, the library positions itself to be a leader in record management for the City of Billings.

- *Patron Services* – With the diversity of patrons utilizing the library in a myriad of ways, the library has the chance to offer patron services in the guise of “meeting the patrons where they are.” By enhancing online services, Wi-Fi hotspots within Yellowstone County, and creating off-site community partnerships, the library will be able to meet the demands of more patrons, offer diverse services, create community partnerships, and be a stronger leader within the community we serve.



MISSION

Billings Public Library: embracing, empowering, and enriching our community.

VISION

We will be known as an inclusive place that provides services and programs that enlighten, inspire, and entertain; a place that stimulates thinking, enhances one's knowledge of the world, and enriches leisure time; a place of relaxation and security; a bridge for the digital divide; and, a place where partnerships are created and expanded upon in order to build the community's future.

VALUES

Professionalism: Provide services with dedication, thoroughness, timeliness, while also constantly learning new skills to share with patrons, professionals, and partners.

Collaboration: Create an open, inclusive work environment that is built on respect, communication, integrity, and collaborative teamwork.

Innovation: Encourage creativity and invest in our community's future.

Learning: Understand the past in order to help shape a future for patrons, professionals, and partners.

Serving: Provide the residents of Billings and Yellowstone County the best customer service every time all the time.

Sharing: Promote partnerships, barrier free access to services, and provide a collection and resources of value, relevancy, and usefulness.

Trust: Ensure fiscal stewardship, making the most efficient use of both public and private funding.



Goal 1: MAKE ACCESS HAPPEN

Make Access Happen establishes the core purpose of the library. It affirms that total access to services, resources, and the collection is the ultimate outcome of the library's work. *Make Access Happen* also signals a new strategy and purpose: reach beyond the normal means of information dissemination and acquisition in order to meet the patron where they are by providing more online resources, tutorial videos, awareness of offerings, and public participation in the digitization process of historical information.

OBJECTIVE: Provide comprehensive guides in various media to all library services, supplement all services with tutorial videos, and seek patron, partners, and professional users input on digital library resources.

OBJECTIVE: Partner with community organizations to augment workforce and economic development opportunities, services, and resources.

OBJECTIVE: Enhance digitization and archives services for the public.

OBJECTIVE: Incorporate adult education technology offerings.

OBJECTIVE: Support the cultural economy, arts, and public dialogue of Yellowstone County through full utilization of facility space.



Goal 2: CONNECT WITH PATRONS, PARTNERS, AND PROFESSIONALS

Connect with Patrons, Partners, and Professionals challenges us to continuously improve customer service, cultivate strong, equitable partnerships, and generate new understanding of how best to serve these populations while also providing the best physical and digital resources. *Connect with Patrons, Partners, and Professionals* ensures that the voice of these populations are consistently and constantly represented in all endeavors of the BPL.

OBJECTIVE: Expand opportunities for the public to become more informed on major public issues.

OBJECTIVE: Enhance public, private, and home education curriculum teachings through children's, teen, and adult programming, services, and physical and digital resources.

OBJECTIVE: Establish the library as a resource to all community partners who have been affected by the impacts of COVID-19 by leveraging facility space, technology, expertise, physical and digital collection, and outreach services.

OBJECTIVE: Implement four (4) library express lockers throughout Yellowstone County.

OBJECTIVE: Connect with rural organizations in order to provide BPL services, physical and digital resources, and programming.



Goal 3: **BUILD OUR FUTURE**

Build Our Future is our commitment to developing a professional and knowledgeable staff, support our community, support the futures of the Library Foundation and Friends of the Library organizations, and to ensure the success of the library for the next generation of users. *Build Our Future* also encourages library administration to think boldly and creatively about the next evolution of library services, resources, needed personnel, and programming in order to meet the demands of our patrons, partners and professional users.

OBJECTIVE: Increase awareness of/help with continued financial security for the Library Foundation and Friends of the Library organizations.

OBJECTIVE: Offer professional development trainings and educational opportunities for all staff members in order to be knowledgeable about current and best library practices in all library departments.

OBJECTIVE: Review all current library procedures and policies in order to collate, amend, discard, or create new ones that reflect current library practices, and to create succession plans and training manuals for new employees in each department.

OBJECTIVE: Create and sustain a culture of empowerment, openness, and inclusion for all who utilize the library.

OBJECTIVE: Create a Preventative Maintenance Plan, Archives Policy, and Safety and Disaster Preparedness Plan and manual.

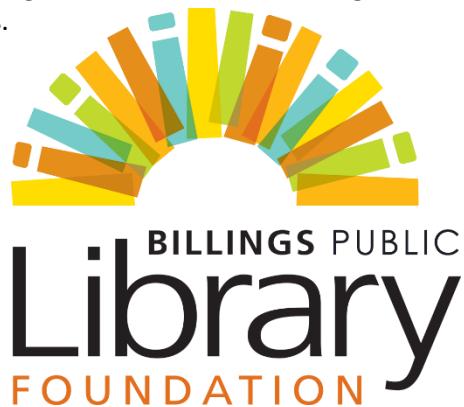
APPENDIX

To better understand some of the offerings at the Billings Public Library, a brief description of different departments is provided. For more complete information, please visit: www.billingslibrary.org.

Foundation

Billings Public Library Foundation's mission is to raise vital funds to provide the margin of excellence for the Billings Public Library. The Foundation is committed to ensure long-term financial health and growth of the Billings Public Library through private giving and endowments. Through a public-private alliance, the Foundation's vision is to offer our community a library with the best resources and most innovative services and programming possible.

This mission is realized through private support made possible by generous believers of our Library. Through special events like Food for Thought, An Evening of Great Conversation to the Royal Johnson Forum, the Foundation spotlights the critical role our library plays in the community as well as raise funds for projects like the TECH Lab, Community STEAM Crates, and the Pedal-Powered Library. Additionally, through prudent fiscal



management, the Foundation has grown an endowment that ensures a steady stream of income which is distributed annually to the library.

For more information, please visit:
<http://www.billingslibraryfoundation.org/>.



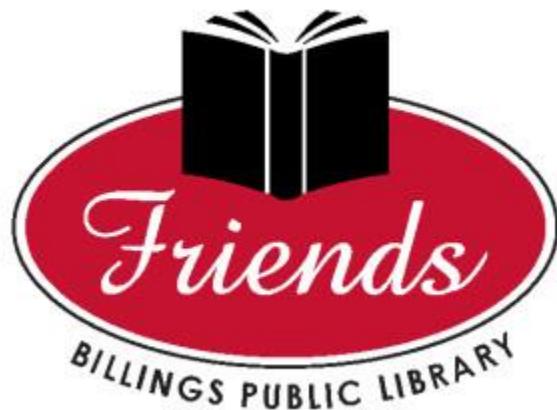
Friends of the Library

The Friends of Billings Public Library is a non-profit group whose mission is to promote and enhance library usage and literacy through volunteerism and financial assistance. The Friends raise funds to support library programming, library materials, and literacy efforts throughout the Billings community.

The Friends raise these funds in three primary ways. The Book Nook store, located next to the Sweet Café on the main floor, is stocked with donated books for sale at bargain prices year round. Two large book sales and several smaller sales held throughout the year treat the Billings community to thousands of books, DVDs, CDs, and audio books for all ages and interests. Finally, membership fees are an integral part of funding and an easy way for patrons to contribute financially to the ongoing costs of keeping a library current and relevant. At minimum, the Friends contribute \$18,000 annually to the Billings Public Library and to literacy-based community projects.

Through these monetary donations and proceeds from book sales and memberships, the Friends help support the following:

- Year-round free programming in the library
- Year-round special live performances in the library
- New and replacement materials throughout the library
- Special projects within the library
- Food for Thought/Billings Public Library Foundation fundraiser
- High Plains Book Awards
- Books for Babies
- Reading Rocks



In addition, when possible, special homes are found for surplus donations in such places as the Veterans Administration, Santa projects in our local schools, and waiting areas of local medical facilities and little lending libraries through Billings. For more information, please visit:

<http://www.friendsofbillingslibrary.org/>.

Yellowstone Genealogy Forum

Collection: The Genealogy Room houses the research library of the Yellowstone Genealogy Forum, a local family history and genealogical society. All materials are owned by the Forum and are made available to the public, in house, with an online catalog at the Forum's website, yellowstonegenealogy.org. The collection consists of over 1700 titles (3000 volumes). Major strengths include: handbooks and manuals to educate on research topics, family histories and genealogies, Germans from Russia, Mayflower families and the Colonial America era, including Daughters of the American Revolution publications. Yellowstone County and southcentral Montana also make up a large portion of the collection along with the yearbooks for Montana State University and the University of Montana.

Preservation: The Forum has two databases for helping researchers with obituaries. Obituaries printed in the Billings (Montana) Gazette are indexed. The years covered are 2005 through 2019 and assist researchers in finding obituaries in the Gazette microfilm located in the Montana Room. Smith Funeral Home database dates from 1896. The records have been abstracted for use on the computer in the Genealogy Room.

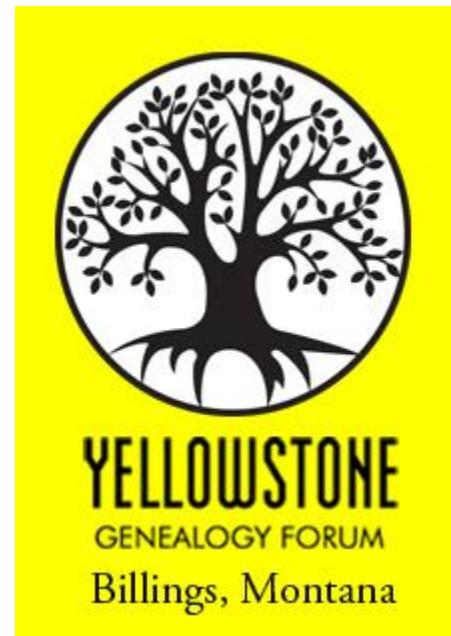
Research: The Forum members assist in responding to genealogical queries received by the public library and through the Forum's website. Queries are answered using the resources of the Genealogy Room and the Montana Room and usually completed within a week with the researcher corresponding directly with the patron.

Volunteers from the Forum are usually in the Genealogy Room afternoons during the week to assist with walk-in patrons. Appointments for individual genealogical research help can be made through the Forum's website.

Programming: The Forum presents programs for the community on genealogy research in the Community Room and teaches short workshops in the Computer Room.

The Forum offers programs on the fourth Tuesday of each month, except December, which are held at 7 pm at 1711 6th St. West. The public is welcome.

For more information, please visit the Forum's website:
[https://yellowstonegenealogy.org/](http://yellowstonegenealogy.org/)



Reference

Collection: The library collects items in various formats: hardcover books, paperbacks, books on CD, graphic novels with an adult reading level, DVDs, book club kits, video games and electronic databases and periodicals. There are over 180,000 unique items for patron use. The library also has over 160 book club kits available for checking out. Patrons may also access digital resources through [Montana Library 2 Go](#), digital [music](#), [research databases](#), digital [magazines](#), [education](#) and [instruction courses](#), and [foreign languages](#).

Interlibrary Loan: When patrons are unable to procure needed resources within the library's collection, interlibrary loan service is available. For more information, please visit: [ILL Information](#).

Programming: The library offers hundreds of programs and classes such as performers, guest speakers, panel discussions, arts and crafts, computer classes, and family-friendly events throughout the year. For more information, please visit: [Library Programs](#).

High Plains Book Awards: The High Plains Book Awards originated as a 2006 project of the Library Board to recognize regional literary works that examine and reflect life on the High Plains. The region includes the states of Montana, North Dakota, South Dakota, Wyoming, Nebraska, Colorado and Kansas, and the Canadian provinces of Alberta, Manitoba and Saskatchewan. For more information, please visit: <https://www.highplainsbookawards.org/>.

Services: Librarians serve patrons in five general categories: technology instruction, circulation transactions, reference questions, directional questions, and miscellaneous transactions. Miscellaneous transactions include assisting patron with printing, scanning and faxing materials, reserving meeting rooms, signing people up for book groups and classes or other programs, and assistance with microfilm use.

Social Media: The library uses many different avenues for marketing and social media access points including blogs, email, press releases, the Billings Public Library website, and social media (including [Facebook](#), [Instagram](#), and [Twitter](#)).

TECH Lab and Teen Services

Access and Support (Teen Education & Creation Hub): The TECH Lab supports Yellowstone County youth in grades 6 – 12 by providing a safe space for them to explore their interests and to connect with other teenagers. Access to 21st Century technology, STEAM-focused resources, and workshops provided by local professionals, allow youth to develop social and emotional understanding, gain new technical skills, and build upon those they already have. The TECH Lab uses the philosophies of Connected Learning and HOMAGO (Hanging out, messing around, and geeking out) to guide activities while allowing teens the autonomy to decide how they spend their time. The TECH Lab also welcomes teen volunteers and provides opportunities for them to assist the Teen Librarian, generate ideas for programs, and perform simple tasks.

The TECH Lab realizes the unique difficulties of being a young adult transitioning from childhood to adulthood and maintains an area that encourages creativity, openness, self-expression, and inquiry. The TECH Lab also provides free items through its Teen Supply Station. These items range from personal hygiene products to bus passes, and was created to aid teens who may be facing economic crisis or lack support in other areas of their lives. The TECH Lab operates Tuesday- Saturday with Open Lab times varying throughout the year. Adults may access the resources and equipment in the TECH Lab on an appointment-basis only, which must occur outside Open Lab time.

Collection Development and Growth (Young Adult Collection): The goal of the Young Adult collection is to provide teenagers with items they find interesting and entertaining, while selecting titles that have diverse representation. Items selected are driven by patron requests, reviews by reputable sources, and awards. It is essential that the Teen Services Department offers opportunities for teenagers to explore a variety of cultures, social issues, and viewpoints. It is our intent to grow the collection in a way that highlights underrepresented individuals so that they can see themselves, and also be seen by others.

Meeting Patrons Where They Are: The TECH Lab and Teen Services Department conduct outreach at local events and schools in order to inform youth and families about the library's programs and services. They also organize and facilitate the Community Crates and DIY Democracy Kits programs. These are large crates filled with educational materials, games, and other resources that can be checked out by patrons 18 years or older and are intended for individuals of all ages. In addition to these, free items such as the Teen Take-Away Kits and Teen Book Boxes are available to patrons to take, keep, and learn from while at home. The Teen Book Boxes program, generously funded by Humanities Montana and the Town Pump Charitable Foundation contain books, educational materials, and fun extras for teenagers to keep. Boxes are available on a registration-basis or through partnerships with youth serving organizations. Each book is tailored to the registrant and aim to expose the reader to something new.

Children's

Collection: With over 71,000 items incorporating visual, auditory, and tactile learning opportunities, the Children's collection strives to make available materials that serve informational, recreational and cultural needs for an age range from infant through twelve years and for all levels of ability.

Early Literacy Outreach: Reaching over 15,000 children annually through the delivery of over 500 early literacy programs and outreach events, the Children's department takes a proactive approach to encourage the love of reading and learning. Diverse programming (Books and Babies, Adventures in Story Time, 1000 Books before Kindergarten) invites parents and guardians to learn and engage with their children through songs, finger-plays, crafts and other fun activities. Staff also visits schools, daycare centers, hospitals, and other organizations to share their expertise with the community, help the public access library services, and increase awareness of library offerings.

STEAM: Science, Technology, Engineering, Art and Math are major parts of today's school curricula. Children's Services provides over 30 opportunities a year through STEAM programs to encourage the development of skills in these areas. Take and Make Crafts, Tween Art Club and Try It Yourself Kits introduce the scientific method and engineering principles for discovering new answers through coding, science exploration, art, writing and more.

Programming: With the goal of encouraging life-long learning, over 100 programs are offered each year, which involve children of all ages and learning abilities. Summer Reading, Family Reading, Good Bear Day, Take and Make Craft, Author Talks, and Read to a Dog are just a few of the programs that reach over 2500 children and their families.

Special Events: Throughout the year, Children's Services collaborate with local agencies to provide special events to the community. These events highlight the importance of early literacy through reading, song, and dance. The partnerships number over two dozen and include agencies like United Way, Billings Symphony, the Montana Association for the Education of Young Children, Intermountain Therapy Animals, Zoo Montana, and YMCA.

Montana Room and Archives

Collection: The Montana Room collection serves as the local history resource for Billings, Yellowstone County, and Montana, and consists of over 25,000 items. Item formats include books, yearbooks, microfilm, and maps. Materials on the Battle of the Little Big Horn, history of Montana, and Indigenous history are particular strengths. The BPL archives document and preserve the unique and varied history of Billings, Yellowstone County, and Montana, and include thousands of documents, photographs, media, objects and ephemera. Additionally, the library has developed a collection of historically significant paintings and photographs over the course of the last century, by artists such as Charles M. Russell, Joseph Sharp, and L.A. Huffman. Sharp and Remington paintings are held at the Yellowstone Art Museum's Visible Vault.

Digitization: To better disseminate the information about local history to the wider community, the library continues to digitize objects from both the Montana Room and Library Archives. This process requires scanning and developing detailed metadata to describe the object, transcribe any text associated with the object, and detail all attributes regarding the object. The scans and metadata are uploaded and made available through the Montana Memory Project (www.mtmemory.org) and the Digital Public Library of America (www.dp.la). Notable digital collections include Vintage Montana Postcards, and Billings Central High School Yearbooks.

Preservation: The library makes an effort to better organize, preserve, and protect the unique items contained in the Montana Room and Archives by transitioning current storage methods to those that meet accepted archival preservation standards, such as acid –free boxes and folders, as well as evaluating environmental controls and dangers.

Research: The library assists with research needs, when possible. Requests submitted to the librarian will typically be completed within three business days in order to locate, gather, synthesize the available information, and provide a description of it to the researcher. Research requests may be sent to refdesk@billingsmt.gov.

Programming: The library is interested in promoting local history to the community by bringing in historians and other experts to discuss aspects of Montana or regional history; launching and managing community archiving projects; and working with schools and local youth groups to engage students in primary resource research and learning. These programs are for all ages.

Outreach

Mobile Library Visits: Billings Public Library Senior Outreach Bookmobile makes monthly visits to nursing homes and senior residential facilities within the city limits of Billings. This program brings the experience of browsing for library materials directly to these communities. The mobile library contains materials in all formats, focusing on large print and audiobooks to provide information and enjoyment to all. More details about this service, including a map and schedule, may be found [here](#).

Home Deliveries: The library offers a home delivery service that brings print and audiovisual materials directly to individuals, group homes, and smaller assisted living facilities each month. This service is for patrons who cannot visit the library due to medical considerations.

Senior Book Clubs: Billings Public Library provides book club kits and volunteer facilitators that meet at senior residential facilities monthly. Senior book club kits contain regular print, large print, and audio items so that all residents may participate. Once this program utilizes the kits, they are available for use by the general public.

Technology Instruction: The library offers technology instruction for older adults. Occurring in-person, over the phone, and informally during senior outreach library visits. These sessions are tailored to individual skill levels and last for one hour. Contact the Senior Outreach Librarian for more information: 406-657-8255.

Programming: The library offers monthly programming on topics of interest to older adults. Past programs featured instruction and information on financial fraud awareness, Alzheimer's disease, Social Security and Medicare, and Billings history, journaling and legacy writing, tech classes, accessibility tools and devices for those with disabilities, and art classes.

Bike Library: The BPL bike library spreads the love of reading and life-long learning by utilizing an eco-friendly mode of transportation through the streets of Billings. From May through September each year, the bike library makes stops throughout the community in unique settings to make people aware of all we offer and bring library services to where people are. By providing a diverse array of programs, activities, and materials, we demonstrate our commitment to serving everyone who calls our community home.

Library Express Lockers: The library offers 24/7 pickup of materials with our Library Express Lockers. Patrons place items on hold for pickup at a locker and can do so as their schedule allows. The first locker is outside the downtown branch, and additional lockers will be available throughout the county in late 2022 and early 2023.

Bookmobile

Bookmobile Stops: The Bookmobile visits schools, senior meal sites, assisted living centers, and neighborhoods throughout Yellowstone County. This service operates on a bi-weekly schedule and serves the residents of Billings, Laurel, Broadview, Huntley, Shepherd, Worden, and Custer. For a schedule of stops, visit our website [here](#).

Technology Outreach: The bookmobile provides resources for rural areas lacking access to the internet and computers and features a laptop, iPads, and a mobile Wi-Fi hotspot. Patrons can connect a personal device to the hotspot, access their library account, catalog, download e-books, and utilize library databases with onboard equipment. The librarian also offers technology instruction.

The Collection: The Bookmobile provides books and resources for all ages, including picture books, early readers, juvenile and young adult books, juvenile nonfiction, adult fiction and nonfiction, and large print books. The Bookmobile also includes a collection of videos, books on CD, and music CDs. This collection also includes many popular items and bestsellers.

Services: The Bookmobile provides most of the services found at the main library but with a more personal touch. As an extension of the main library, the bookmobile librarian offers customer service, helps find solutions to technology problems, performs library card registrations, orders books and videos to fill patron requests (including ordering items when needed), and demonstrates the use of electronic library resources.



Establishing Educational Partnerships: To facilitate and encourage life-long learning, the Bookmobile is vital in establishing partnerships with schools and other educational groups in Yellowstone County. The Bookmobile serves as a library for many schools in the area. Students are welcome to select from the collection of items on the bookmobile or request items from the main library collection.