BILLINGS PUBLIC LIBRARY

embrace... enrich... empower!

STRATEGIC PLAN:
2018-2021
LETTER FROM
Library Director, Billings Public Library

It is my pleasure to present the Strategic Plan of the Billings Public Library [BPL] for fiscal years 2019 through 2021.

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 are advanced daily.

As libraries change, the Billings Public Library will meet these changes. This plan sets a bold vision and new direction for how the Library will meet these changes through community partnerships, utilization of resources, advancing workforce and economic development for our community, and advanced technology and trainings for all Library users.

Our 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

There are goals and objectives within this plan that will not be fully achieved during this strategic planning cycle; however, it is critical that we name and address these aspirations in order to begin an intentional, methodical, and deliberate course of action to achieve them.

Key to the success of this plan is the dedicated staff, Board of Trustees, Library Foundation and Friends of the Library personnel, and community members who have given insights, suggestions, aid, time, and energy into making the Billings Public Library what it is today.

I am deeply appreciative of the many suggestions contributed by countless stakeholders and Yellowstone County residents through the online survey, neighborhood Task Force meetings, community conversations held at the Library, and innumerable side conversations during this planning process. I hope that you feel as if 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

With the opening of the new building on January 6, 2014, the Billings Public Library welcomed new opportunities to Billings and Yellowstone County for residents and visitors. The facility designed by Will Bruder + Partners spanning a city block with two stories is a space of light and enlightenment. It is a place for the discovery and discourse of ideas and thoughts for one alone and for many.

The 66,000-square-foot platform provides countless possibilities for empowerment and enrichment. With more room, there are ample opportunities to increase programming and meetings. The constant advancement of technology offers countless options for new ways to educate patrons. The Billings Public Library holds tremendous resources that can support our growing business, education, and medical communities.

On a more individual level, the library provides countless ways to improve our everyday living. Daily programs enhance the lives of our patrons of all ages. From book discussions to family nights to digital workshops to Read to a Dog, the Billings Public Library is an incredible resource for learning. The TECH Lab, Genealogy Room and the Story Tower along with the countless shelves of books offer knowledge, creativity and connectivity to our community. There is ample space to gather to catch up with a friend, pursue a research project or just have a cup of coffee.

The library must continue to maintain a quality of service, and respond effectively to the evolving needs and demands. With level, and in some cases decreasing funding, the library must carefully
plan to respond to public resource and service situations. This will also involve continual staff training and support in adjusting to changing patron requirements.

With our new building, we are fortunate to have the opportunities of strategizing to how to best use our new resources. We are grateful for the continued strong support of the community, the Library Foundation, Friends of the Library, elected officials of Billings, and Yellowstone County, and the staff.

This strategic plan for the next five years will structure the course for the Billings Public Library to serve and involve our community in the best ways possible. We hope to continue to embrace, empower, and enrich members of Billings and Yellowstone County as well as to visitors of our library.

Sincerely,

Stella Fong
Billings Public Library Board of Trustees, Chair

Board of Trustees:
Sue Bach, Vice Chair
David Darby
Cheryle Fisher
William Lamdin
Lloyd Mickelson
Jennifer Quinn
Shanna Singleton-Deitsch
Roger Young
**SOURCES OF INPUT**

During the FY18 year, the Billings Public Library engaged in a rigorous 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 Billings Public Library contracted with customer analytic experts, Buxton, and library consultant, Godfrey’s Associates to conduct a Market Segmentation Analysis ascertaining information about user population behaviors, demo- and psychographics of users, and ease of access to the Library.

The Library Director visited the Pioneer Park Task Force, Heights Task Force, Central/Terry Task Force, Rimrock Neighborhoods Task Force, Southside Task Force, and West End Task Force to ascertain how the BPL can best serve each of these respective areas within the City of Billings. Additional options for public engagement were offered with Coffee with the Director: May 1st and 15th, June 5th, July 17th, and August 7th and 21st; and, Community Forums offered at noon on May 9th and May 22nd, and at 6:30 pm – 7:30 pm on May 4th and May 18th.

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 2017 through July 2017. A similar survey was also conducted by the Billings Public Library’s Bookmobile and Senior Outreach Van.

Each Library department provided five to seven goals to be completed within this strategic plan.

In total, more than 400 people provided input for this strategic plan.
CHALLENGES AND OPPORTUNITIES

As the BPL 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. With the passing of HB 261, the BPL experienced a reduction of state aid in the amount of $54,000 annually until at least through FY19. The present budget has been a “hold the line” for the past 10 years. As operational, personnel, and material costs increase, each of these areas will be covered by reallocating monies from other parts of the budget. The BPL will also have to 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 will lead to measurable results, which will also position 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. Currently, the Library satisfies most needs for most age demographics, but is not capturing information on how best to provide services and programs for the Millennials age group. Better understanding of how Millennials seek information, engage with this information, and share information is needed in order to better utilize marketing and advertising dollars.

- **Employee Engagement** – The BPL is faced with a growing number of staff members who are approaching retirement age. Capturing the institutional information these individuals hold will be necessary in order to prevent backslide in services and programming. Succession planning will need to be undertaken in FY19. The BPL must plan for future workforce needs and ensure that all employees have the opportunity to collaborate, innovate, learn, and grow as professionals.

Opportunities:

- **Facility Usage** – While the BPL hosts hundreds of programs and meetings a year, it is estimated that the realization of Library space is only about 20%. 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.

- **A Place of Inclusivity** – The BPL will continue to be a place where all are welcome. Being a place of inclusivity in Yellowstone County allows the BPL to be a community leader, while also partnering with community agencies to give voice to underserved or underrepresented individuals or groups.

- **Meet Technological Advancements** – As technology continues to evolve, the BPL will provide programming, services, and trainings to meet these technological advancements.

- **Economic/Workforce Development** – As a community leader within Yellowstone County, the BPL will strive to offer services, trainings, and programming, both internally and with external
partnerships, to augment economic and workforce development endeavors in the City and County.

- **Digitization** – The BPL has the digitization technology to offer more services, trainings, and programming to the public. The BPL 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. (This service also has the potential to help with City record-keeping.)

- **Patron Services** – With the diversity of patrons utilizing the Library in a myriad of ways, the BPL has the chance to offer patron services in the guise of “meeting the patrons where they are.” Enhancing online services, Wi-Fi hotspots within the City, and creating off-site community partnerships, the BPL will be able to meet the demands of more patrons, offer more 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 BPL. 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:** Supplement all services with tutorial videos, have a greater social media presence, 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 also ensures that the voice of these populations are consistently and constantly represented in all endeavors of the BPL.

OBJECTIVE: Create a Pedal-Powered Bike Library that will be able to travel to locations within the City of Billings to ensure access to BPL resources for underserved or underrepresented populations.

OBJECTIVE: Enhance District #2 curriculum teachings through children’s and teen programming, services, and physical and digital resources.

OBJECTIVE: Establish the BPL as a place integral to the community’s objective of creating and/or sustaining workforce and economic development.

OBJECTIVE: Create partnerships with organizations and professionals that represent each demographic of user.

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 BPL for the next generation of users. *Build Our Future* also encourages BPL 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 and 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:** Establish a diverse workforce with the skills necessary to fulfill our mission.
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.

As of June 2018, the Library Foundation has contributed over $5,800,000 for Library construction, additional resources, programs, and services that take our library to a new level of excellence. 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, 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 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 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 and saved to a CD. The years covered are 2005 to present and assist researchers in finding obituaries in the Gazette microfilm located in the Montana Room. Smith Funeral Home records date from 1896. They have been abstracted for use on the Genealogy Room computer.

**Research:** The Forum volunteers 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 and one evening a week to assist with walk-in patrons. Appointments for individual genealogical research help can be made through the Forum’s website. The collection is available to patrons any time the Library is open. The librarians at the reference desk will unlock the door when asked.

**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, at its meetings which are held at 7 pm at 1711 6th St. West. The public is welcome.

For more information, please visit: Yellowstone Genealogy Forum.
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, and electronic databases and periodicals. Currently, the fiction collection numbered 45,548 books in various printed formats, 4032 books on CD, and 996 adult graphic novels. The non-fiction collection currently contains 37,721 general and oversized materials, 1231 books on CD, and 254 reference volumes. The Library has 18,824 titles in DVD and 5070 music CDs. The library currently has 162 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, the BPL is happy to provide interlibrary loan service. For more information, please visit: [ILL Information](#).

**Programming:** There were over 240 programs and classes such as performers, guest speakers, panel discussions, arts and crafts, computer classes, and family-friendly events, with attendance totaling more than 3,500. 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 which examine and reflect life on the High Plains. In 2018, over 200 nominations were submitted. 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/](https://www.highplainsbookawards.org/).

**Services:** In FY18, librarians logged 22,293 interactions with patrons at the desk. These break down into six 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:** Reference 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**

**Access to Technology:** Billings Public Library strives to provide teens of Yellowstone County with ready access to 21st century technology to help them explore their interests as well as introduce new areas of inquiry. The TECH Lab further to connect teens with area professionals and experts, who are able to share their knowledge, help teens develop technical skills, and provide career, social, and peer mentoring. The TECH Lab works with numerous organizations, and used funding from Phillips 66 to develop six mobile STEAM crates for use by local teachers and youth organizations.

**Social Support:** In 2017, the TECH Lab served over 2,300 teens across public programing, outreach visits, and open lab time. The TECH Lab realizes the unique difficulties of being a young adult transitioning from childhood to adulthood. In order to encourage creativity and individual flourishing, the TECH Lab works to create an environment that is safe, supportive, and social in which teens can express themselves without fear of repercussion. Through the promotion of intellectual honesty and openness, the TECH Lab strives to explore ideas that matter and that impact teen lives, to show that there is great value in earnest discussion, and to solicit feedback through the Teen Advisory Group.

**Intentionality:** The TECH Lab understands that transportation is a common obstacle for most teens. As a result, the TECH Lab Librarian tries to go to as many schools, community events, and teen spaces as possible to help educate, share technology, and conduct programming directly to teens. Please contact the TECH Lab Librarian to explore a potential partnership between our organizations.

**Cosmopolitanism:** The TECH LAB and the Billings Public Library promotes the views and voices of youth as participating citizens. This is accomplished by connecting youth with local professionals or other youth with similar interests, by providing avenues of expression in writing, podcasting, art, creative expression, and by facilitating exhibitions of their work. The TECH Lab also offers a myriad of programs that explore the vastness of the world we share.
Children’s

**Collection:** With over 66,000 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, Story Time, Sensory Bins, and Discover the Fun) invites parents and guardians to learn and engage with their children through songs, finger paints, rhymes, 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 BPL offerings.

**STEAM:** Science, Technology, Engineering, Art and Math are major parts of today’s school curricula. Children’s Services provides over 55 opportunities a year through STEAM programs to encourage the development of skills in these areas. Jr. Science and Tween STEAM programs introduces the scientific method and engineering principles for discovering new answers through coding, science exploration, 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, Make and Take Craft, Author Talks, Read to a Dog and Youth Authors are just a few of the programs that reach over 2200 children and their families.

**Special Events:** Throughout the year, Children’s Services partners 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, Arts without Boundaries, Zoo Montana, and MontanaPBS.
Montana Room

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, microfilm, pictures, letters, diaries, vertical files, paintings, and maps. Materials on the Battle of the Little Big Horn, history of Montana, and Native American history are particular strengths. 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 cataloged and non-cataloged collections. 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 non-cataloged Montana Room collections include thousands of documents, photographs, media, objects and ephemera that deal with local and state history. The Library is making an effort to better organize, preserve, and protect these often unique items by improving the way they are stored. As these items are moved into new containers, they are being indexed to improve access and knowledge.

Research: The Billings Public 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, and synthesize the available information, and provide a description of it to the researcher. Research requests may be sent to: refdesk@ci.billings.mt.us.

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. These programs all for all ages.
Outreach

**Mobile Library Visits:** Billings Public Library Senior Outreach Bookmobile makes more than 20 monthly visits to senior residential facilities and nursing homes within the city limits of Billings, bringing the experience of browsing for library materials directly to the residents of these communities. This mobile library contains materials in all formats, with a focus on large print and audio books in an effort to provide information and enjoyment to all, regardless of vision level. More information on this service, including a map and schedule, may be found here: billingslibrary.org/429/55-Plus.

**Home Deliveries:** Billings Public Library offers a home delivery service that brings library materials directly to individuals, group homes and smaller assisted living facilities on a monthly basis. This service is designed for patrons who are unable to visit the library due to medical issues. Currently, this service makes over 50 stops per month.

**Senior Book Clubs:** Billings Public Library provides book club kits and volunteer facilitators that meet at senior residential facilities within the city limits of Billings. The book club kits contain items in regular print, large print and audio so that all residents, regardless of vision level may participate. The kits have been funded through grants and other donations and are made available to the general public as part of the library’s collection of book club kits after they have been utilized with local seniors.

**Tech Tutoring for Older Adults:** Billings Public Library offers free tech tutoring appointments for older adults with the Senior Outreach Librarian. These sessions are designed to provide assistance using technology in a setting that is low-stress and tailored to the individual’s level of technical knowledge and ability. The appointments last for one hour. For more information, please call: 406-657-8255 to speak with the Senior Outreach Librarian.

**Programming:** The library offers monthly programming for older adults that is tailored to speakers and topics of interest to this population. Some past programs have featured instruction or information on: financial fraud awareness, Alzheimer’s disease, Social Security and Medicare, Billings history, journaling and legacy writing, tech classes (with a focus on social media and smartphone use), accessibility tools and devices for those with disabilities, storytelling and reading aloud to children, and more. These programs are offered on a monthly basis. For a full calendar of events, please visit: Newsletter.
Bookmobile

**Bookmobile Stops:** Visiting 32 locations (schools, senior meal sites, assisted living centers, and neighborhoods in Billings, Laurel, Broadview, Huntley, Shepherd, Worden, and Custer) bi-weekly, the Bookmobile serves all residents of Yellowstone County. A map of the bookmobile stop locations can be found here: Location Map. For a schedule of stops, visit here: Bookmobile Schedule.

**Technology Outreach:** Technology on the bookmobile provides a much-needed resource for rural areas that may not have access to the internet or computers. The Bookmobile is equipped with a laptop, two iPads, and a mobile Wi-Fi hotspot. Patrons can use their own device with the hotspot, or use the bookmobile devices to access their library account or the library catalog, download e-books, use library databases, and so much more. Technology instruction is offered by the librarian.

**The Collection:** The Bookmobile provide books and resources for all ages. Books of all kinds are represented, including picture books, early readers, juvenile and young adult books, juvenile nonfiction, adult fiction and nonfiction, and large print books. The Bookmobile’s collection consists of over 5500 books, videos, books on CD and music CDs. This collection is carefully curated from the main library to include many popular items and bestsellers.

**Services Provided:** The Bookmobile provides almost all of the services that one can find at the main library, but with a more personal touch. As an extension of the main library, the bookmobile librarian provides 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 library electronic resources.

**Establishing Educational Partnerships:** With the goal of facilitating and encouraging life-long learning, the Bookmobile plays a vital role in establishing partnerships with schools and other educational groups in Yellowstone County. The Bookmobile serves as a school library for schools that have either a small library or no library at all. Many schools in the service area have very limited resources to buy books; the Bookmobile gives students access not only to the items on the truck, but they can also request items from the main library collection.