

Preferred Future Statement One:

In 2002, state employees throughout Montana are familiar with and value the services of the Library and Information Services Department.

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Requires developing and implementing a marketing strategy, measuring awareness at year one and year three. Start in one year with a general campaign targeting state employees, move to targeting specific resources, services, and agencies. Traditional brochure, paycheck flyers combined with electronic outreach to new employees and later selected interest groups. Demonstrate the relationship between needs and services provided.

Requires knowledge of the principles of non-profit marketing, public relations, state government organization, issues, and information seeking behavior, and library resources and services.

Preferred Future Statement Two:

The Governor supports the department as a strategic partner with professionals, executives, and other information providers delivering timely, authoritative information resources to desktops of state employees advising and making decisions.

Requires aligning library resources and activities with the mission and goals of state government and communicating to the highest levels the library and its information services as part of the bigger process of making informed decisions in state governance. Starts with significant communication with individual agency librarians and grows to creating relationships, liaisons with selected administration and agency research, planning units, and task forces. Requires communicating the importance of information services to governor and bureau chiefs and establishing trusting relationships. Requires ongoing evaluation and allocation of service resources.

Preferred Future Statement Three:

Friendly, service-oriented librarians, generally knowledgeable in state government affairs, consult with agency representatives to monitor emerging issues.

Requires developing knowledge through agency-by-agency needs assessments and ongoing monitoring of daily news, agency newsletters, selected professional journals, and national association newsletters to identify current issues and pertinent resources. Requires ability to recognize information gaps and service opportunities and to develop ongoing relationships with key agency personnel.

Preferred Future Statement Four:

Using expert knowledge of information resources in these subject areas, librarians create descriptive guides and web/bibliographies pointing to relevant resources.

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Requires follow-up to agency assessments, using the ability to critically evaluate and filter information resources in a variety of formats and locations and select pertinent, authoritative, resources. Ability to respond to specific agency research goals, create specialized thesauri and indexing terms, and organize information for use in a variety of contexts.

Preferred Future Statement Five:

An easy-to-use web interface provides employees with reliable access to pertinent, up-to-date resources of the state library and other agency libraries, including books, journals, state documents, federal documents, reference databases and specialty online journals, and bibliographic databases.

Requires web server hardware, technical support and maintenance, to maintain server services for maximum availability, full functionality, adequate access and response times, and fast response to problems. A website developer to design site architecture and navigation for using services and resources, maintain currency, provide editorial direction, maintain currency of links and copy describing resources and how to use them.

Requires resolving issues of reliability of searches in the current Horizon system catalog; migrating it to a web-based catalog, maintaining the daily technical functionality. Implies completion of weeding, barcoding, and cataloging backlog projects.

“and other agency libraries” implies developing union lists of resources and/or catalogs for them and making them available online. Requires knowledge of database design and cataloging systems for small libraries and resource centers and skill in managing collaborative projects.

Requires evaluating, selecting, negotiating licenses, and managing access to password-protected online reference bibliographic databases and full text resources as well as maintaining technical functionality of the systems.

Having "pertinent up to date resources" implies following up agency assessments by identifying, evaluating, selecting, acquiring, cataloging, and processing, pertinent books, journals, federal documents, and state documents.

Accessing state documents begs attention to managing a state documents center with adequate collaboration and planning for future collection, distribution and retention, including digitization of publications and cataloging of agency websites.

Preferred Future Statement Six:

Librarians design and promote value-added information services in response to agencies' issues.

Develop specialized information products for use inside or outside the organization or by agency clients. May identify and meet information needs by becoming a member of project teams. May create databases of documents such as reports, technical manuals or resource materials used for special projects. May create searchable full-text document files or mount online technical manuals created in-house. Participates in knowledge management activities that create, capture, exchange, use, and communicate the agencies' "intellectual capital."

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Preferred Future Statement Seven:

State employees use the department's website and their email software to register, request loans, photocopies, current awareness services, literature searches, document retrieval, and to schedule training or consulting services.

Structure website for usability, write description of services, design forms and links to service providers, and maintain functionality. Register patrons, loan materials, photocopy articles, retrieve documents, shelve materials, orchestrate current awareness alerts, and conduct mediated literature searches in timely fashion. Well-designed web access is likely to increase demand in each of these areas.

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Preferred Future Statement Eight:

Urgent requests receive priority attention and are handled within required timeframes. Librarians are readily available by telephone or in the library and assist individuals to define questions, use resources, and develop strategies for finding answers in unfamiliar topic areas.

Assumes adequate staff to provide prompt response to reference requests by phone, email, or in person. Requires skill in interpreting requests for information, knowledge of the content of pertinent resources in a variety of formats, awareness of state government issues and agency research interests, and skill in using online computer databases, bibliographic and full text databases, internet directories, and search engines.

Preferred Future Statement Nine:

Librarians provide expert instruction in using the Internet, networked information services, and software for managing individual professional and agency information resources.

Requires a computer learning center and staff with basic knowledge of training principles and methods and curriculum design; expert knowledge of Internet tools and resources, and the content and search algorithms of various electronic information resource systems. Requires assessing state employee training needs in terms of topic, level, and scope for regularly

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scheduled workshops on navigating the Internet, searching Gale and other systems, using internal library system resources, and managing individual agency information resources.

Preferred Future Statement Ten:

State employees frequent the quiet reading area, free from distracting phone calls and colleagues, to research issues and monitor current developments described in periodicals and other publications recently received in the Library.

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Create area to display current periodicals and other new resources in a quiet environment with attractive signing and display of library resources throughout the facility. Requires attention to the internal environment from the user perspective.