

## Statewide Library Resources

July 14 –September 29, 2001  
Towards *Preferred Future* Priorities for FY2001

### **Library and Information Services Department**

**Goal 1. An easy to use web interface provides clients 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.**

**Objective 1. Develop easy to use, reliable web interface to a complete and accurate catalog and electronic resources.**

Heldt added new Media Resources, User Education Schedule, and Government Information pages to the LISD web site.

Technical services staff is adding URLs to the catalog records of licensed online journals; in the new catalog system these will provide a hot link to the full-text of the journals.

Heldt added 28 additional online journal links to the web site; LISD has made more than 60 journal subscriptions available in full-text for online access by state employees at their desktops.

Gebhardt attended a training workshop on using the OCLC cataloging system and is copy cataloging state agency publications. McHugh and Holt recruited for individuals interested in providing original cataloging services.

Administration approved a proposal to provide for the implementation of a Government Information Locator Service (GILS) project. Holt attended a Summer Institute in Olympia Washington to obtain training in configuring MS-FindIt software to build an Internet-based index to a catalog of state agency web-based publications. This is the first step in implementing GILS project.

Sarah McHugh attended the Western Montana Shared Catalog Project meetings in Missoula Sept. 12-14. Three vendor responses to the Project's RFP were evaluated by the WMSCP Oversight Committee. The integrated library system SIRSI was chosen to move to the next stage for a vendor demonstration on Sept. 19. If SIRSI wins final approval from the committee, it will become the new catalog/circulation system for MSL.

One of SIRSI's strongest features is its portal, "iBistro". Users are able to start from a single search screen and access the library catalog, other Z39.50 libraries and the Web. iBistro allows users to create a personalized e-Library of individual interests. Current library information, links to websites and enriched catalog content (TOC, book reviews) are easily managed through the portal. LISD will be able to make good use of this SIRSI feature.

Kathy Madison is creating a list of MSL journal titles that have online access in addition to the print subscription. This list is used to ensure that correct URLs are cataloged and that they are current.

Madison has completed the first part of the Horizon/OCLC cleanup project. Using the OCLC report of records that existed only in the Horizon catalog with no corresponding holdings in OCLC, Kathy has updated the catalog and OCLC accordingly. Lena Zeeck did a shelf check on each of these items and certain items were weeded. The second and final part of the cleanup will involve evaluating the OCLC report of MSL holdings on OCLC that show no corresponding record in our local system.

**Objective 2. Improve pertinence and currency of library resources, in all collections and formats.**

The reference and monograph collections are being reviewed and out-of-scope materials are being withdrawn from the collection and the catalog on a weekly basis. Withdrawn materials are being made available to other libraries through announcements to Wired-MT. Smith identified monographs that had been lost, claimed returned, or were reported as missing, for consideration by the selection committee or removal from the catalog.

Holt solicited recommendations for journal resources from public health employees, the Heritage program, and other state employees who had registered their names for contact on the November 2000 all agency survey. The fall subscription renewal list was reviewed against records of use with the result that eight titles were cancelled. Interlibrary borrowing records, patron requests, client recommendations and a list of recommended core public health titles, were reviewed with the result that more than a dozen titles were added for 2002. Combined print and online journals are being subscribed whenever possible.

Holt was awarded partial funding by the Public Health Section of the Medical Library Association to attend the American Public Health Association conference and to meet with other librarians serving public health practitioners. Activities will focus on reviewing exhibits from publishers of public health materials for collection development, attending sessions in which Montana officials are presenting, and identifying priority issues for which public health officials will need information resources.

Gebhardt and Holt reviewed the federal depository annual selection list and reduced MSL selections from 16% to 12%, further defining the selections to match mission-related areas of interest for state agencies.

The selection committee created a collection development policy statement for the history-related portion of the general collection, further defining its intent and purpose.

Weeding in the 900 collection continues, as part of the OCLC/Horizon cleanup project. These items are being offered to other libraries on a continual basis.

**Goal 2. In 2002, state employees throughout Montana are familiar with and value the services of the Library and Information Services Department.**

**Objective 1. Make clients familiar with library services.**

Holt attended the Montana Public Health Association conference to meet with Public Health and Human Service officials and practitioners from across the state and identify local and state issues.

Heldt is drafting an announcement of library holdings and services to be emailed to all state employees November 1.

Holt hosted and coordinated a half-day orientation to MSL programs for two visiting university librarians new to Montana.

Gebhardt and Holt collaborated on creating notices of notable new state agency publications for announcement in July and August on Wired-MT.

New publications about web site development and programming software was announced to agency web developers through their listserv, resulting in several new patron registrations.

**Objective 2. Make library services valuable to clients.**

Holt met with selected agency web content providers and publishers to describe the GILS demonstration project and to solicit their participation in the initial stages.

Heldt posted recommended library safety and education/reference materials to librarians via Wired-MT.

**Objective 3. Provide access to resources of other agency libraries.**

MDT and the Historical Society libraries are involved in the selection of a new catalog system, as part of the WMSCP. The system will operate in a shared catalog environment. Users will be able to select which library catalogs they want to search. These agency libraries will also make use of the system's portal to get their individual content to users.

**Goal 3. Urgent requests receive priority attention and are handled within required timeframes.**

**Objective 1. Develop efficient systems for handling client requests.**

Pepper-Rotness completed the OCLC tutorial and began using the web-based interlibrary borrowing system to retrieve documents for patrons.

**Goal 4. Librarians are readily available by telephone or at the Library and assist clients to define questions, use resources, and develop strategies for finding answers in unfamiliar topic areas.**

**Objective 1. Focus client services desk activities on mission-related functions.**

The patron access computers (PACs) were reconfigured to restrict access for non mission-related purposes such as chat and games. One PAC continues to be available for personal email and is restricted to 30 minutes per patron.

**Objective 3. Improve capacity to interpret and respond to state employee research needs.**

Heldt and Gebhardt attended the CEIC-sponsored full-day training on making effective use of the 2000 Census website information.

Gebhardt and Smith attended the OCLC advanced searching techniques workshop in Bozeman and the InfoTrac workshop in Billings sponsored by MSL.

**Goal 5. State employees use the department's website and their email software to register, request loans, photocopies, current awareness services, literature searches, and document retrieval, and to schedule training or consulting services.**

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**Objective 1. Create the forms with which state employees can make requests for services electronically.**

Heldt revised the LISD homepage to make library service request forms more visible to the viewer.

**Objective 2. Increase the use of these services.**

Pepper-Rotness compiled statistics for FY2001 interlibrary borrowing on behalf of state employees. Eighty-nine individuals from 17 agencies were provided with 804 monographs, documents and journal articles from other libraries or institutions.

**Other accomplishments:**

Performance reviews have been completed for all Client Services staff; work plans for FY2002 are in progress.

A salary matrix exception has been approved for the State Publications Center Coordinator position; the position is being readvertised nationally with the new salary range noted.