



Library Information Services

Fiscal Year 2014 Work Plan

July 2, 2013

The mission of the Library Information Services (LIS) program is to collaboratively manage with other Montana State Digital Library programs the four collections of the Montana State Library: state publications, natural resource information about Montana, Montana Spatial Data, and professional library development material.

While the other Montana State Digital Library programs have statutory mandates related to Montana Land Information Act (MLIA), the Natural Resource Information System (NRIS), the Water Information System (WIS) and the Montana Natural Heritage Program (MTNHP), LIS has particular statutory obligations to administer the state depository library program.

This LIS work plan uses the six (6) agency-wide goals of the MSL Long Range Plan to describe how LIS will provide reference service and access to Montana State Library collections and fulfill its statutory state depository library program obligations.

Goal One—Content

MSL acquires and manages relevant quality content that meets the needs of Montana library users.

LIS work objectives

- State Publications Librarian will identify and acquire new Montana state agency web content using MT.Gov Connect to spend between 80% and 100% of the fiscal year 2014 data and document budget.

(Status: Ongoing. As of 5/12/14 LIS had used 86% of its document budget and 60.8% of its data budget. Impact: Somewhat uncertain until we have access to user statistics available with version 5 release of Archive-It later this summer.)

- State Publications Librarian through in person contacts with individuals from at least five state agencies, will identify and acquire legacy print publications that were never submitted. LIS staff will continue digitization of the historic print collection to meet the \$40,000 minimum contract requirement with the option to spend slightly more.

(Status: Completed. LIS met the \$40,000 minimum requirement in April 2014 and chose to digitize more publications as budget allowed. Impact: Increased use of our digital collection. More downloads by our users.)

- LIS staff will keep content current at Research.MontanaStateLibrary.org by making monthly, if not more frequent, website updates.

(Status: Incomplete due to move from WordPress to DotNetNuke (DNN) content management system. DNN site will be live once performance issues are resolved. Impact: EDS search form in WordPress does not yet function remotely so we did not want to expose to our users to that issue.)

- LIS technicians will create new borrowing opportunities for all MSL collections especially the PLD collection, e.g. take select PLD materials to Fall Workshop and MLA meetings for checkout.

(Status: Completed. Materials were offered at Fall Workshop. Impact: Issued numerous cards to Montana librarians and promoted the adoption of the "Register Online" button for MSC libraries. Significant initial bump in circulation statistics for PLD materials)

- State Publications Librarian and Cataloger/Metadata Specialist will work with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide access to grey literature covering natural resource information about Montana.

(Status: Completed. MTNHP staff provided grey literature titles to add to the collection. Impact: Users have full-text access to formerly hard to-come-by information. These new materials may lessen the need for interlibrary loans.)

- LIS staff will meet and consult with MTNHP and two other state agencies about BioOne database and the possible licensing of other natural resource information databases

(Status: Incomplete. BioOne has a limited state agency audience, primarily MTNHP, FWP, and possibly some departments of DNRC and DOJ. We are in active discussion with EBSCO vendor about purchasing EBSCO Energy & Power Source database. Impact: Users will have access to broader range of natural resource information because new database covers coal, natural gas, petroleum, wind power, solar power, etc.)

- LIS staff will monthly rotate in new Safari Tech Books based on requests received from outside consultations with state agencies and Montana librarians.

(Status: Ongoing. Requests for specific titles from outside agencies are growing. Impact: Rotating in new Safari Tech titles is much quicker for users than an interlibrary loan request or purchasing new books which are quickly outdated.)

- LIS staff will work with Statewide Library Resources (SLR) staff to update content at <http://mymontanalibrary.org>

(Status: Incomplete. MyMontanaLibrary.org website is likely moving to new content management system. LIS is waiting on further directions from SLR on how to proceed with future update of mymontanalibrary.org. Impact: LIS did not initiate updating mymontanalibrary.org because we had other priorities and it would have involved coordinating with the SLR staff schedule and likely a web developer.)

- LIS staff will create a web page highlighting LIS resources relevant to 100th anniversary of women's suffrage in Montana. LIS staff will partner as much as possible with Montana Historical Society (MHS) staff on commemorating this anniversary, e.g. exchange links with MHS and issue a press release.

(Status: Partially completed. We created a web page with text and images from state publications that we have digitized relative to the anniversary. Impact: Impact of our web page is unknown until we use Google Analytics to check page views. LIS is hosting with the State Law Library the Woman Suffrage Centennial Exhibit Tour currently circulating around Montana libraries. The exhibit will be on display in the Justice Building foyer between the two libraries starting June 2, 2014)

- LIS staff will create web content commemorating the sesquicentennial of Montana becoming a territory in 1864. LIS staff will issue a press release to promote this web content.

(Status: Ongoing. LIS created search query driven link from its repository to draw attention to numerous historic state publications dating from Montana's Territorial period. Impact: Significant number of downloads for annual reports of state auditor, treasurer, and penitentiary warden during Montana Territorial period. Some publications have over 700 downloads.)

- LIS staff will select and subscribe to a journal title from Wiley and Elsevier in order to co-brand and identify user information needs. Pay for these titles through our EBSCO contract.

(Status: Incomplete. Impact: The reason this objective is still incomplete is that we are still working on a good method to identify patron needs for specific journal titles. We chose to purchase another journal/article database that will get more use than a single title electronic subscription.)

- LIS staff will continue to curate the federal documents collection.

(Status: Ongoing. LIS identified a long-running series of Natural Resources Conservation Service (NRCS) materials for digitization dating from 1950s. We submitted our form to the Federal Depository Library Program (FDLP) to have this digitization project added to the national, online FDLP registry. Also, client services technician and cataloger/metadata analyst are removing federal document items from the catalog that were weeded long ago. Impact: We expect great user interest in these newly digitized historic NRCS snow survey measurements and irrigation water forecast publications. Users will also obviously benefit from a cleaner catalog that accurately reflects actual holdings.)

Goal Two—Access

MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

LIS work objectives

- LIS staff will identify and highlight MSL collection resources on Research.MontanaStateLibrary.org website, e.g. "Staff Picks" or what MSL staff is reading now.

(Status: Ongoing. The Research.MontanaStateLibrary.org webpage was never linked from the MSL website. Electronic resources librarian is working on new web page that includes "Staff Picks" that will appear in DNN content management system. Impact: The delay in making LIS

content available on the new DNN content management system has been due partially to factors outside of LIS control.)

- LIS staff will improve the appearance and usability of inter-library loan web pages by adding images and help files.

(Status: Ongoing. Request forms for OCLC Discovery Service that replaces FirstSearch have not yet been released by OCLC. LIS is customizing OCLC Discovery Service interface.

Impact: Improvements on the appearance and usability of the ILL web pages are delayed until the DNN content management system is up and running.)

- Electronic Resources Librarian will promote use of electronic subscriptions through in person visits to at least two state agencies and email announcements to MSL cardholders.

(Status: Completed. Staff has spoken in person and electronically to several state agencies. Instructions for accessing LIS electronic resources were forwarded to Fish, Wildlife, and Parks group by an FWP employee. Impact: FWP staff previously unaware of LIS licensed fishery journals are now accessing LIS materials.)

- State Publications Librarian and LIS staff will increase access to MT.GOV Connect by creating at least one webinar and by getting it linked from at least two other websites hosted outside of MSL.

(Status: Incomplete. State publications librarian is in the process of developing the webinar with the electronic resources librarian. We are working with the Training and Development Specialist to schedule the webinar. Links to MT.GOV Connect and the MSL Digital Repository were added to the MSU Bozeman libguides for Montana State Government. Impact: Minimal impact until we complete this objective.)

- Electronic Resources Librarian and LIS staff will identify and promote full-text professional library development (PLD) titles available in EBSCO databases, e.g. by creating at least one webinar, emailing electronic subscription instructions to MSL cardholders, and posting persistent links for PLD journals on the MSL website.

(Status: In progress. Electronic Resources Librarian created PDF guides on how to use the Find Resources Online page on specific topics like creating journal alerts, making personal folders in EBSCO, using A to Z list of resources, and basic searching of EBSCO Discovery Service. Electronic resources librarian has helped other MSL staff appreciate the intricacies associated with providing successful guest access to MSL resources using EZProxy. Impact: the principle reason this objective is in progress is because the Electronic Resources Librarian was hired just over 5 months ago is still learning her position.)

- LIS staff will develop and implement a social media plan that names a target audience, frequency, and staff responsibility for posting.

(Status: Ongoing. Impact: We currently have over 72 likes on the State Government Information Facebook page)

- LIS staff will promote library resources and services through their current membership in local networks e.g. community gardens, recreation leagues, non-profit organizations, religious, and civic organizations. LIS staff will give brief report at a weekly staff meeting of their engagement with a local network.

(Status: Ongoing. LIS staff reported contacts through the Archie Bray Foundation, the Montana Club, occasional attendance at Hometown Helena meetings and with the Daughters of the American Revolution (DAR) organization. Impact: More engagement with local community networks increases awareness of our state government information resources.)

- LIS staff will participate in state agency conferences to promote use of LIS resources and services, e.g. annual IT conference, Interagency Committee for Change by Women (ICCW), etc.

(Status: Ongoing. State publications librarian and LIS manager had significant conversations with other state government workers attending Managing Montana workshop. Electronic resources librarian conducted a practice webinar on using Safari Tech Books in preparation for an upcoming webinar for state employees and some public librarians scheduled for June 5th, 2014. Impact: Increases the number of our users)

- Cataloger and Metadata Specialist will finish cataloging all historic, print state publications currently on the MSL shelves.

(Status: In progress. Impact: This objective is not yet completed due to underestimating how much yet needed to be catalogued. One large section of fishery and wildlife reports is particularly difficult to catalog. We have not figured out how to efficiently catalog this section.)

Goal Three—Training

MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

LIS Work Objectives

- LIS staff will research and contribute LIS content for State of Montana orientation for new employees so that all incoming workers are aware of MSL resources and services. LIS technician will send new state employees a brief follow-up email about LIS content and a short, welcome to state government employment.

(Status: In progress. State publications librarian and electronic resources librarian are working on a presentation that will be given once DNN site is ready. With approval, the LIS recorded presentation could be linked from the State of Montana new employee orientation page. LIS technician sends out brief email about LIS content and welcome to state government employment. Impact: LIS received questions about services and resources as a result of our welcome to state government emails.)

- Electronic Resources Librarian and State Publications Librarian will develop and deliver at least two trainings for state employees and Montana librarians on LIS resources and services.

(Status: Incomplete. State publications librarian (SPL) and Electronic Resources librarian (ERL) met with Department of Environmental Quality. They meet with staff at State Historic Preservation Office next week. Impact: This objective is not yet complete in part because the ERL who was hired just over 5 months ago is still learning her position. Manager decided that outreach would be more effective if the SPL and ERL worked together. By doing presentations together, they would deliver a more consistent message.)

- LIS staff will maximize and communicate MSL competitive advantage over other information providers by creating a web page that describes how MSL provides unique, noncommercial, reputable resources at no cost to user, how MSL respects user privacy, how MSL search results are the same for all users, and how MSL manages authentication issues.

(Status: Incomplete. The reason this objective is not finished is that LIS staff has not yet come together to discuss whether a web page is the most compelling format for communicating our competitive advantage or would we be better served by using another format to complete this objective)

- LIS staff and manager will identify and develop training goals for each staff member by September 1st, 2013.

(Status: In progress. LIS manager forwards to staff various online opportunities for training. LIS staff participates in webinars. LIS manager and staff will commit to training goals on the new performance appraisal sheets. Impact: LIS staff is prepared for OCLC WorldShare Management Services implementation and knowledgeable about Archive-It version 5 features.)

Goal Four—Consultation and Leadership

MSL provides consultation and leadership to enable users to set and reach their goals.

LIS Work Objectives

- State Publications Librarian will continue implementing the state publications management plan by consulting in person or on the phone with all 17 depository librarians with the goal of at least three depository libraries adding either a link to or widget for MT.GOV Connect.

(Status: In process. Will be completed by end of fiscal year. Impact: Depository librarians will have a better understanding of the direction and rationale for state depository library program in an electronic era.)

- LIS technicians will work with Statewide Library Resources/Library Development Division (SLR/LDD) staff to manage the print professional library development according to the MSL collection development policy with the goal of increasing PLD circulation by 10% for fiscal year 2014.

(Status: Unknown. Impact: The reason that we are not sure of the status or impact is that when we ran reports for fiscal year 2013 and what remains of fiscal year 2014. The report from Directors Station appears to have missing data.)

- LIS staff will work with MTNHP and Geographic Information staff to acquire and manage natural resources information resulting in a 10% increase in use.

(Status: LIS has cataloged and uploaded publications from NHP. Impact: More available library resources increase the likelihood of satisfying user needs. Directors Station report shows, however, that circulation of our print collection is down 28% from last fiscal year. Downloads of digitized natural resource information likely have increased. Impact: The impact is unknown because it is difficult to separate the natural resource info downloads from the other subject area downloads in our digital repository.)

- Electronic Resources Librarian and State Publications Librarian will identify engagement opportunities with at least two state agencies that result in invitations to learn about their information needs.

(Status: In progress. Electronic resources librarian and State Publications Librarian visited Department of Environmental Quality and are visiting with State Historic Preservation Office. Electronic resources librarian visited with FWP staff. Client Services Assistant received a request from DPHHS to present an orientation to Docline in the near future. Impact: These meetings provide information necessary for collection development decisions so that users get what they really need.)

Goal Five—Collaboration

MSL promotes partnerships and encourages collaboration among its users.

LIS Work Objectives

- LIS staff will work with Statewide Library Resources (SLR) staff towards the development of a patron driven acquisition method for new PLD electronic journals and print materials with the goal of increasing use and circulation by 10% percent from last year.

(Status: Incomplete. Impact: This objective is incomplete due to a lack of time to research emerging trends for patron driven acquisition. LIS staff needs to schedule time with SLR staff to decide upon an accurate patron driven acquisition method in addition to the traditional methods based on interlibrary loan requests, surveys, and user recommendations.)

- LIS staff will continue to partner with NHP and Geographic Information to provide access to their materials by meeting at least twice to discuss how to improve workflow between MSL programs.

(Status: Ongoing. At least one meeting has occurred and LIS has cataloged and uploaded publications for NHP. LIS manager met several times with a GeoInfo staff member to diagram the workflow and life cycle of maps. Impact: Better records retention and staff time saved by improved understanding of how to manage the maps lifecycle)

- LIS staff will identify at least two partnership opportunities and attend organizational conferences involving groups focused on e.g. education, history, voting, conservation, etc. Share LIS resources and services with these information networks outside the library.

(Status: Ongoing. State publications librarian attended a county historic preservation committee meeting. Other LIS staff have attended public event at Lewis and Clark History Center on the walking mall in Helena. Impact: No measurable impact has yet occurred due to lack of time to plan a project.)

- LIS technicians will work with SLR staff to implement OCLC WorldCat Discovery in order to simplify how users get library materials.

(Status: Ongoing. Both LIS technicians have participated in several webinars on how to use OCLC WorldShare. LIS technicians subscribed to the OCLC WorldShare listserv and are in regular communication with SLR staff about the development of WorldShare. Impact: Minimal impact because OCLC Discovery Service (the user interface) is so new and LIS has just begun to customize the user interface. Users will have an easier time requesting materials as the new system gets developed.)

Goal Six—Sustainable Success

MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

LIS Work Objectives

- LIS manager will create a video or publish an article on how transition to electronic resources fulfills the library mission.

(Status: Incomplete. Discussed with MSL staff use of GoTo Meeting software. Investigating alternate software. Need to decide on an angle for the story and then write script to complete this objective. Impact: Not yet completed due to other priorities.)

- LIS manager will do succession planning that anticipates personnel changes and insures continuity with minimal disruption to LIS accomplishing its mission.

(Status: Ongoing. Reading book on managing change. Asking staff to cross-train so that multiple people can fulfill each other's work responsibilities. Impact: Cross-training lessens the chances of a break in customer service when more staff knows each other's job duties)

- LIS manager will update job profiles by November 1st, 2013 to reflect shift to electronic resources so that staff is working at capacity.

(Status: Ongoing. Work of client and digital services technicians varies according to annual digitization budget, capricious levels of ILL requests and fluctuating print circulation. Impact: This objective is ongoing and not complete because it is a challenge to rewrite job responsibilities involving electronic resources that stay within pay band for technicians.)

- LIS manager will create calendar to plan for LIS representation at meetings in state and outside of Montana, e.g. ASLD Fall retreat, Montana Shared Catalog, Offline, MLA, Archive-It Partners, etc.

(Status: Done. Impact: Better budgeting for training meetings. More equitable distribution of training monies among staff)

- LIS staff and MSL manager will use social and traditional media to engage users that result in users' responses indicating that they are knowledgeable and generally supportive of library resources and services.

(Status: Ongoing. Launched State Government Information Center Facebook page. Impact: Facebook metrics indicate greater public awareness of state government publications managed by MSL)

- LIS staff will innovate, problem solve, propose opportunities, be self-motivated, and suggest new services and resources geared towards meeting user needs.

(Status: Incomplete. State publications librarians suggests using a data extractor to pull data from PDFs into spreadsheets of selected state publications, e.g. digitized, historic Department of Commerce publications. This newly extracted data could be a possible addition to the data portal. Impact: This suggested project has not begun because of lack of time to develop a project management plan and the idea has not been tested yet for feasibility.)

- LIS staff will gather and record at least one story, i.e. qualitative data that describes user satisfaction with each category of library resources and services or how users value our major library resources and services.

(Status: Ongoing. Impact: Reviewer of one of our digitized state publications posted very positive remarks including personal memories of his time serving as boiler operator maintenance engineer at the Montana Veteran's Home in Columbia Falls.)

- LIS technician will run monthly reports and update MSL user profiles to insure a current and accurate list of MSL cardholders.

(Status: Ongoing. In preparation for implementing the new circulation and information access policy, LIS ran several reports and subsequently cleaned up the roster of current MSL cardholders. Awaiting list from DOA/HR containing names of new employees as well as those who have left state government. Impact: We now have a truer picture of our registered users.)