



LIS Report
September 19 through November 21

Prepared for the December 10th, 2014 Commission meeting
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Goal One – Content - MSL acquires and manages relevant quality content that meets the needs of Montana library partners and patrons.

Over the past 8 months interlibrary loans have averaged 38 per month. This month alone there were 68 interlibrary loan and document delivery requests and a spike in online registration for new cards. This increased demand for content available elsewhere is attributed in part to a number of recent Library Information Services webinars that publicized MSL resources and services. The increased number of interlibrary loans is also attributed to Digital Services Technician Jo Genzlinger relaxing some of the rules formerly in place that limited the ways users were allowed to order materials. Jo has also identified and implemented several processing efficiencies which allow more materials to be ordered in a shorter period of time.

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.

Beth Downs, state publications librarian, attended the Montana Shared Catalog fall meeting and met with librarians representing BridgerNet and Four Rivers libraries. After a brief presentation by Beth on the availability and value of adding the State Government Information Center, SGIC (virtual branch library of the MSL) to their partners search group, the library representatives voted and approved to add this free collection of state government information to their library catalogs. At no cost to their library and no extra work for their catalogers, users at these partner libraries will now find digitized state publications that match their search terms.

Goal Three – Training - MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

Alana Mueller-Brunckhorst, electronic resources librarian, worked with MSL trainer, Jo Flick, to provide two webinars attended by 17 people about how to search the EBSCOhost Research database and the Discover-It search box. These trainings for state

employees covered searching, creating a personal account, utilization of EBSCO's tools and a tour of A to Z List of E-Resources. Alana also provided four separate online webinars on how to use ReferenceUSA business database attended by 34 people. One user when asked one way that access to this database impacts his job answered, "Extremely necessary for current research that might impact management decisions with wildlife."

Goal Four – Consultation and Leadership - MSL provides consultation and leadership to enable its patrons and partners to reach their goals.

Alana Mueller-Brunckhorst and Beth Downs recently assumed leadership of a social media roundtable group composed primarily of state agency public information officers that meet regularly to discuss best practices for managing social media, records retention issues, etc. The former leader and founder of the organization resigned and there was no apparent replacement. Alana and Beth's new role facilitates the development of the State Government Information Facebook site and helps develop relationships with our stakeholders.

Goal Five – Collaboration - MSL promotes partnerships and encourages collaboration amongst its partners and patrons so that their information needs can be met.

Beth Downs attended and staffed an information table at the annual MEA-MFT convention in Missoula attended by hundreds of Montana educators and administrators. Beth created and provided promotional material highlighting the availability of digitized state publications as primary source material for student research. Educators who stopped at the table responded positively. After Beth's explanation, some remarked that they better understood how state publications could support their curriculum and meet part of the new common core requirements.

Jim Kammerer and Beth Downs attended the Archive-It Partners meeting and the Best Practices Exchange 2014 meeting in Montgomery, Alabama. Beth's presentation at the Archive-It Partners meeting was entitled "Connecting With Stakeholders Via the Montana State Publications Plan." Jim's presentation was entitled "Creating Capitol Connections between Stakeholders and State Publications"

Goal Six – Sustainable Success - MSL is a well-run organization and a sought-after employer. It is efficient and effective as measured against partner and patron outcomes, and is successfully engaged in its ongoing mission.

Karen Dimmitt recently accepted the position of Client Services Technician. Karen had been working for Library Information Services already for several weeks as temporary staff. She will be working 25 hours a week, 8 a.m. to 1 p.m. Monday through Friday. Karen comes to us with considerable background having worked in a variety of state agencies, most recently at DOA with the Division of Banking. Karen's current position is responsible for providing interlibrary loan and circulation services. The position also works with other LIS staff to provide reference, public access computer, reading room and conference room assistance.

LIS is posting for hire a new position of Library Systems and Metadata Analyst which is a combination of two former positions. This new position will work closely with library IT staff in researching, recommending, implementing, and maintaining library systems and technologies. This person also will also provide organization and bibliographic control to library resources.