Library Information Services Report
February and March 2015

Prepared for the April 8, 2015 Commission meeting
By Jim Kammerer, Library Information Services Manager

This report represents accomplishments of Library Information Services staff:
Karen Dimmitt, Client Services Technician; Beth Downs, State Publications
Librarian; JoLynn Genzlinger, Digital Services Technician; Alana Mueller-
Brunckhorst, Outreach and Electronic Resources Librarian; and Lynn Cochran,
contractor.

Goal One—Content

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

1.1. State Publications Librarian and Cataloger/Metadata Specialist will meet quarterly
with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide
access to grey literature covering natural resource information about Montana. The LIS
Cataloger/Metadata Specialist will collect the cataloging form and associated grey
literature from the MTNHP Information Specialist so that content may be available from
WorldCat, the shared catalog, the Internet Archive and eventually the MTNHP website.
(Update: April 2015) Downs has received four MTNHP reports and the companion
cataloging forms. LIS has had no cataloger since September 2014. Until a new
cataloger is hired, Kammerer is looking for an interim solution for the growing catalog
needs.

1.2. Beginning in October 2014, the LIS manager and the LIS catalog/metadata analyst
will work with MARCIVE and GPO to implement the Cataloging Records Distribution
Project (CRDP) to load into the MSL catalog each month MARC records for new
electronic federal documents, books, serials, maps, computer files, streaming videos,
etc. from the U.S. Department of Agriculture and the U.S. Department of the Interior.
(Update: April 2015) Management of federal document collection has been
transferred to state publications librarian, Beth Downs, since federal document duties
better align with her position than the LIS manager. In January and February, Downs
added 232 new item numbers in an online format to the MSL depository selection
profile and added two batches of online federal documents MARC records. Average

time for loading new federal document MARC records each month from the CRDP to the MSL catalog is roughly 15 minutes and does not require the participation of a professional cataloger. The result is more federal document content has been added to MSL collection with less staff effort.

(Update: April 2015) Downs has added a "Suggest a site to be archived" form to the MSL website whereby anyone may nominate a state agency URL to be added to the crawl list so that content maybe be included in the MT.GOV Connect web archive. Offering a convenient nomination form is part of an LIS initiative to widen and include users in the collection development process. This nomination form helps LIS to acquire online state government information that it otherwise might never receive.

Goal Two—Access

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

2.1. LIS staff will make web enhancements on Research.msl.mt.gov by adding graphical images, help files, and highlighting MSL collection resources, e.g. creating "Staff Pick" links that provide easy access to electronic resources identified as needed by the user survey.
(Update: April 2015) Downs has added a video tutorial on the state publications website on how to imbed a page history link. This tutorial is also part of the learning resource web page. Mueller-Brunckhorst has added several "Staff Pick" links for several electronic journals and one database article on the Internet of things.

2.2. To complete the digitization project, the Cataloger and Metadata Specialist will finish cataloging any historic, print state publications needing MARC records among the 270 linear feet of materials that remain to be digitized.
(Update: April 2015) About 128 linear feet of historic, print state publications remain on the shelf to be digitized. Enough of them have catalog records to spend the balance of $11,214 of the $40,000 digitization contract for fiscal year 2015. The current estimate is at least another year before this digitization project is finished. Cataloging has been delayed because of the Systems and Metadata librarian position has yet to be filled.

2.3. State publications librarian, metadata/cataloger, and university library representative will create, document, and implement procedures for providing non-MSC libraries with MARC files for digitized state publications. Cataloger/Metadata Specialist

will create an annual MARC file of past fiscal year's newly digitized state publications. In addition, Cataloger/Metadata Specialist will retroactively create MARC file folders of past fiscal year's digitized state publications to fill in holes of unfulfilled state publication transfers. These MARC files will be made available via FTP or another method preferred by the non-MSC library.

(Update: April 2015) Downs has provided Mansfield Library technical staff with two file folders of MARC records for digitized state publications to test how the records upload to their University of Montana catalog. Downs is waiting to hear back from Mansfield Library technical staff about the results of their test load.

(Update: April 2015) In response to the Network Advisory Council decision to spend one time only coal tax money on greater access to the Safari Tech Book collection for Montana librarians, Kammerer worked with SLR staff to add 7 seats and 75 slots to the existing 5 seats and 50 slots license. Twelve simultaneous users can now read any of the 125 Safari Tech titles rotated monthly based on user requests from the larger collection of 35,578 tech, digital media, and business books. This expansion reduces vastly the likelihood of users ever receiving a "Session Unavailable" message and subsequently having to wait in line to open an ebook.

(Update: April 2015) Mueller-Brunckhorst also presented two webinars attended by 19 state agency employees on the following databases: BioOne, Applied Science & Technology and Energy & Power Source. LIS has relied on Public Information Officers at individual state agencies to advertise these trainings. In response to a recent survey in which state employees indicated that they preferred direct email communication from the state library, LIS has begun to send training notices to all registered state employee card holders.

Goal Three – Training

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

3.1. LIS staff will research and contribute LIS content for State of Montana orientation for new employees so that 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. This interaction will result in more library cards being issued and more requests for information.
(Update: April 2015) LIS technicians Dimmit and Genzlinger email new MSL cardholders a welcome to state government employment message that includes

information about MSL resources and services. Kammerer has received a report from Department of Administration (DOA) showing the number and location by town of all 13,120 state employees spread across 115 communities in Montana. Kammerer needs to follow up on an earlier request for whether it is possible to receive regular reports from DOA of new state employees. Kammerer has learned from DOA of an information technology policy that bars sending email to more than 2,000 users and one agency without receiving State Information Technology Services Division (SITSD) approval. This policy affects MSL ability to send out library announcements about services available to state employees.

(Update: April 2015) Mueller-Brunckhorst collaborated with MSL Training and Development Specialist, Jo Flick, to present six online trainings to Montana librarians on the following databases: Auto Repair, Small Engines, GreenFile, Environment Complete, Opposing Viewpoints, Consumer Health Complete, CINAHL, and the A to Z index of electronic resources. These trainings were part of the series entitled: Database-a-week: Become an eResource Ninja! that helps Montana librarians provide better reference service.

(Update: April 2015) Mueller-Brunckhorst attended the Electronic Resources & Libraries (ERL) conference, Austin, TX, Feb. 23-26th, 2015.   It is arguably the premiere national gathering for librarians responsible for managing electronic resources. Beyond her goals of learning more on how to troubleshoot access issues and how other manage the life-cycle of electronic resources, she also acquired a better understanding of the COUNTER protocol for online journal statistics and OpenURL link resolvers that have a failure rate averaging between 5% and 30%. Knowing that link resolver failure may stem from poor metadata in the source database, the resolver vendor, poor holdings data, etc. will help her pinpoint the problem and improve article access for MSL users.

Goal Four—Consultation and Leadership

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

4.1. 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 half of the depository libraries adding either a link to or widget for MT.GOV Connect to their website.

4.2. LIS technicians will meet quarterly with Statewide Library Resources/Library Development Division (SLR/LDD) staff to manage the print professional library development (PLD) materials according to the MSL collection development policy with the goal of increasing PLD circulation. LIS together with SLR will develop an assessment tool to better identify actual user needs for the PLD collection.

(Update April 2015) LIS staff met SLR staff in February for a quarterly collection development meeting. Both staff send out regular notices about new PLD acquisitions and new Safari Tech Online books. A cart of new PLD books will be available for check out to Montana librarians at MLA in April in Bozeman.

4.3. LIS staff will consult quarterly with MTNHP and Geographic Information staff to acquire and manage natural resource information relevant to our users as determined by findings from the library user survey.

4.4. Electronic Resources Librarian and State Publications Librarian using results from the patron survey will identify engagement opportunities with at least four state agencies that result in invitations to learn about user information needs.

(Update April 2015) Beth Downs has visited staff and public information officers at Fish, Wildlife, and Parks, Department of Agriculture, Montana State Fund, Departments of Commerce, Revenue, Transportation, and Administration.   Beth Downs gave presentations on MT.Gov Connect and the state publications digitization project. The criteria for evaluating the effectiveness of these agency visits need more development.

Goal Five—Collaboration

5. MSL promotes partnerships and encourages collaboration among its users.

5.1. LIS staff will meet quarterly with MTNHP and Geographic Information staff to discuss how to improve workflow to ensure permanent public access to their state publications, e.g. Geographic Information maps and other high interest material identified by the user survey.

5.2. LIS staff will identify at least two partnership opportunities and attend organizational conferences to share LIS resources and services with information networks outside the library, e.g. MEA-MFT Educators' Conference, October 16 &17, 2014; Montana History Conference, September 18-20, 2014.

5.3. LIS technicians will attend webinars and work with SLR staff to implement and test OCLC WorldShare by January 1st, 2015 to ensure users get library materials via OCLC WorldCat Discovery Service with minimal delay once OCLC FirstSearch retires.
(Update April 2015) Genzlinger attends OCLC WorldShare webinars as they are made available to insure MSL staff proficiency with the tool that provides ILL services to MSL users. Mueller-Brunckhorst attends periodic OCLC webinars for customizing WorldCat Discovery Service to insure that the MSL instance of WorldCat provides MSL users with all the currently available features.

Goal Six—Sustainable Success

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

6.1. LIS manager will publish an executive summary of the LIS user survey that includes a brief analysis of the results and recommendations for improving library resources and services.
(Update April 2015)   Kammerer worked with state librarian Jennie Stapp and Montana State Digital Library managers Evan Hammer, Allan Cox, and Stu Kirkpatrick to develop and distribute the State Employee Awareness and Information Needs Survey. In fulfillment of two LIS work plan objectives for fiscal year 2015, he then wrote an executive summary of the survey that includes a brief analysis of the results and recommendations for improving library resources and services. Among the outcomes of this survey are that resources are better aligned to actual user information needs and staff is shifted towards services in higher demand and away from declining services, e.g. circulation.

6.2. LIS manager will use the patron survey to ensure that staff resources are allocated according to actual user information needs. The percentage of staff time currently allotted to declining services, e.g. circulation, will be shifted to services in higher user demand.

6.3. LIS manager will create a 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.

6.4. LIS staff and MSL manager will use social and traditional media to engage users and elicit responses indicating that users are generally knowledgeable and supportive of

library resources and services. Additionally, LIS will support other state agencies by sharing content found on other state agency social media channels.

6.5. LIS will plan the information architecture for the new internal LIS wiki. LIS will transfer content from the old, internal wiki platform to the new wiki. LIS staff will edit current documentation for coherence and create new documentation for procedures, process, and workflow for managing library resources and services, e.g. EBSCOhost databases, Archive-It, and OCLC WorldShare. This documentation will ensure continuity of library services and save future staff from having to figure out undocumented procedures.

(Update: April 2015) LIS manager continues working with Westaff contractor Lynn Cochran on a complete inventory of the physical library collections. Thus far, all items with a home location of maps, nonfiction, and professional development have their barcode scanned. This daunting project is paying dividends already resulting in a handful of missing books being returned and many other items being removed from the catalog. The result is a cleaner catalog, lessening the likelihood of users requesting unavailable items, and a reduced number of items for which LIS is charged in the Montana Shared Catalog.

(Update: April 2015) The Systems and Metadata Librarian position has been advertised a second time. Five applicants passed the initial screening, but none were deemed worth interviewing due to mediocre cover letters, modest work experience, and insufficient evidence of needed skills. LIS manager has decided to continue accepting applications until April 7th for this position hoping to surface more qualified applicants. The absence of a professional cataloger since September 2014 is affecting the completion of several LIS fiscal year 2015 work plan objectives.