

## **TSS Accomplishments for June-July towards *Preferred Future* priorities for FY2002**

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.

MSL patrons continue to have online access to the catalog via the MLN gateway. Online access to full text articles is now available for nearly 40 MSL journal subscriptions. The access for most of these journals is based on the State of Montana government campus IP range, allowing state employees to view full text articles from their desktops. More journal titles will be moved to a combined print/electronic format in the fall.

The bibliographic records in the Horizon database (66,395 records) were sent to OCLC in June for cleanup. OCLC control numbers were inserted in any record missing one. Two reports were generated. One report lists records that only appear in the local system. The other report lists records that only appear in WorldCat. Cleaning up records both locally and at the OCLC level will be a primary Technical Services task for the next few months.

The other major catalog cleanup is resolving a file of "empty bibs": those bibliographic records that don't have an item attached. TS staff is working through a list of 1293 records, locating items on shelf and attaching item level information to the bib or deleting the record if no item exists.

Roberta Gebhardt is now adding MSL's serial holdings information for state document serials to the OCLC Union Listing subsystem.

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

The Oversize collection is gradually being weeded. These books are going to be offered to libraries once records are deleted from the system and from OCLC.

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

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.

Objective 2. Make library services valuable to clients.

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

Objective 1. Develop efficient systems for handling client requests.

Objective 2. Develop performance measures for library operations.

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 staff activities and library use on mission-related functions

Objective 2. Provide for ready access to client services staff during normal work day hours.

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

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.

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

Objective 2. Increase the use of services.

Other accomplishments:

Kathy Madison accounted for final purchases from the 2001 book budget and closed that budget for FY 2001.

Lena Zeeck shifted several areas in the periodical collection, where there had been no further room for incoming issues.