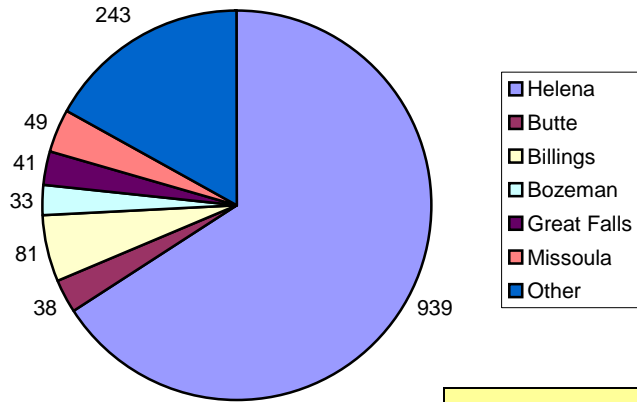


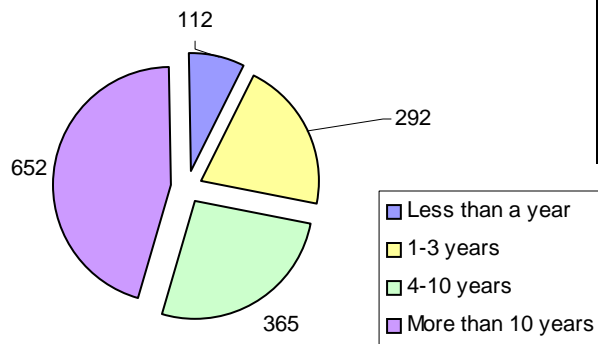
2. Where is your office located?



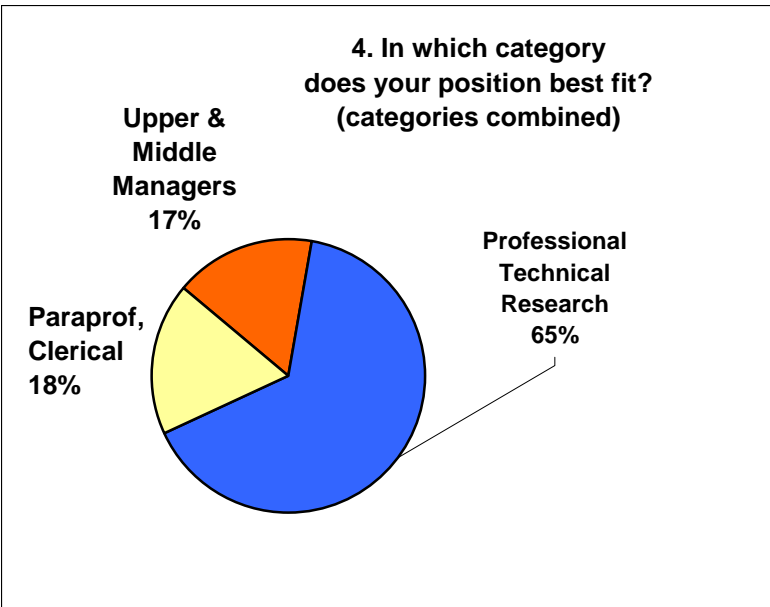
As expected, most respondents are located in Helena (66%).

However, state employees based in 57 other communities also responded.

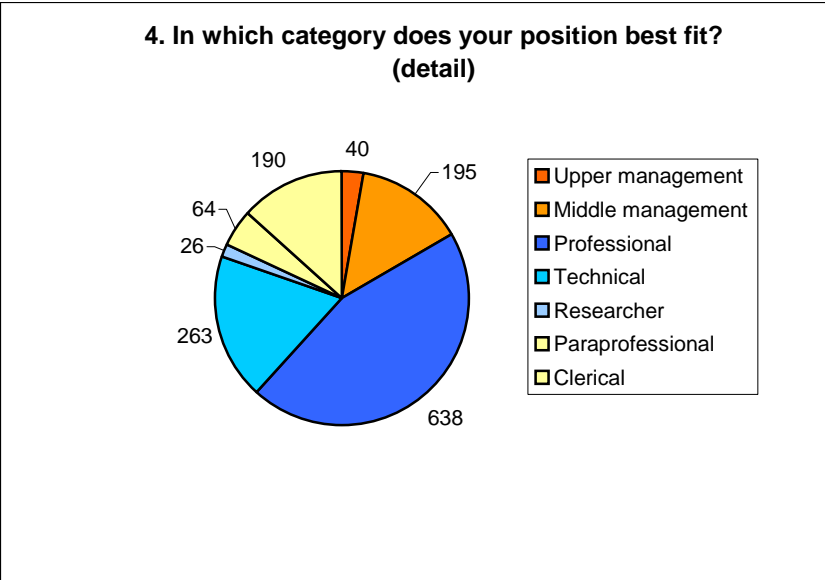
3. How long have you worked for state government?



46% of respondents have been with state government for more than ten years.



82% of respondents are professional or management level employees, the “decision-makers” that are our target user population.

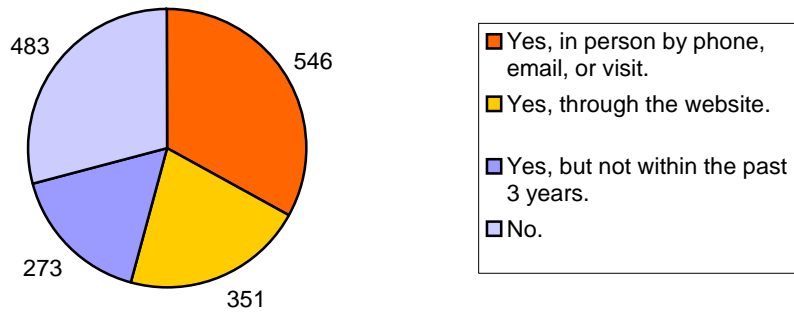


The Montana Human Resources Standards and Services Bureau provided numbers of employees in the three broad categories we specified in the above chart.

If respondents self-reported their position category appropriately, the following percentage of workforce categories responded to the survey:

- 24% of 995 “officials/administrators”
- 12% of 7,745 “technicians-professionals”
- 14% of 1769 “office/clerical & paraprofessional”

5. Have you ever used the Montana State Library?

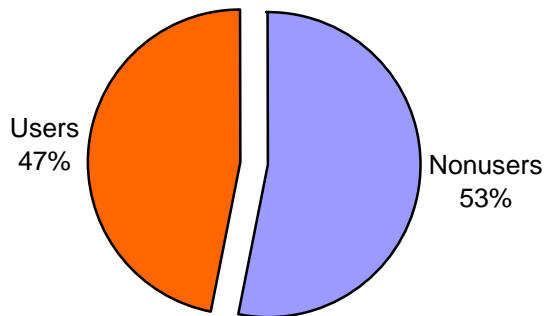


Both library users and non-users responded in substantial numbers.

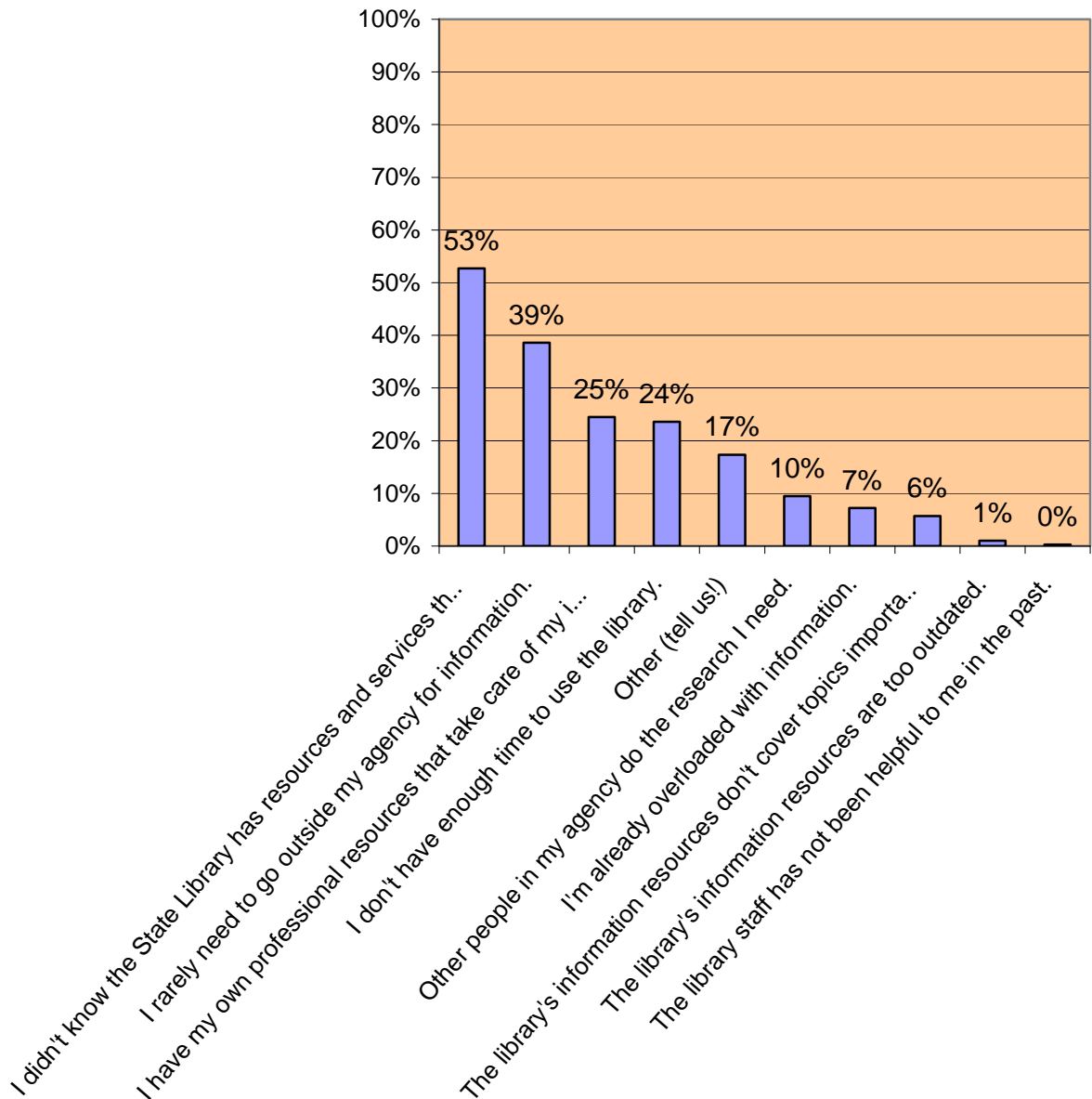
For the purposes of later analyzing response by users, "Users" (47%) is defined as those who have used the library, either directly or through the website, within the past three years.

These responses will best reflect use of services and resources developed since the *Preferred Future* statement and LISD reorganization.

Proportion of respondents who are "Users" and "NonUsers"



6. NON-USERS: "Below are some reasons you might not currently use the library. Please check all that apply."



This is the first year to probe non-users for the reasons they have not used the library. Questions 6 and 7 are new on the survey.

The majority (53%) of non-user respondents are simply not aware that library resources and services pertinent to their work are available to them.

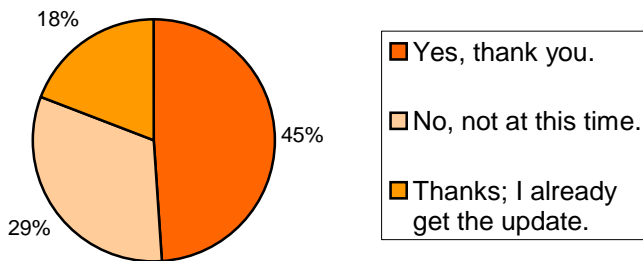
Generally, MSL marketing efforts have focused on NRIS, the general public and library interests statewide. Two previous annual surveys and a bookmark sent with paychecks have targeted state government. For the past year, LISD has routinely sent new state employees an email inviting them to use library services and linking them to the LISD homepage.

Most comments left by those who selected "Other" (see a selection of comments below) asked for more information about resources and how to use them or expressed an intention to try out the library as a result of the survey.

As respondents exited the web-based survey, they were taken to the LISD homepage and had an immediate opportunity to read about services and explore resources.

Interest in the library is also reflected in the fact that 641 respondents requested to be added to the monthly email update list.

17. Would you like to receive brief monthly updates about library workshops, services and resources by email?



A variety of comments about reasons for not using the library left under "Other" on question six:

"I was not aware this resource was available. As I get more computer literate I will utilize the Library."

"Because I am not on the state network, I find it impossible to get full text articles, and have not given the time to request them individually."

"I do not think to try the state library, but I am hoping to start in the near future."

"I just don't always think of the library and tend to use the internet for new updated information in my field."

"Living outside of Helena I guess I thought it would not be feasible to use the State Library, nor do I even know how."

"Just found out about library before starting survey."

"Will try to utilize it in the future!"

"My position is limited in research now, but the Library has been greatly helpful in the past."

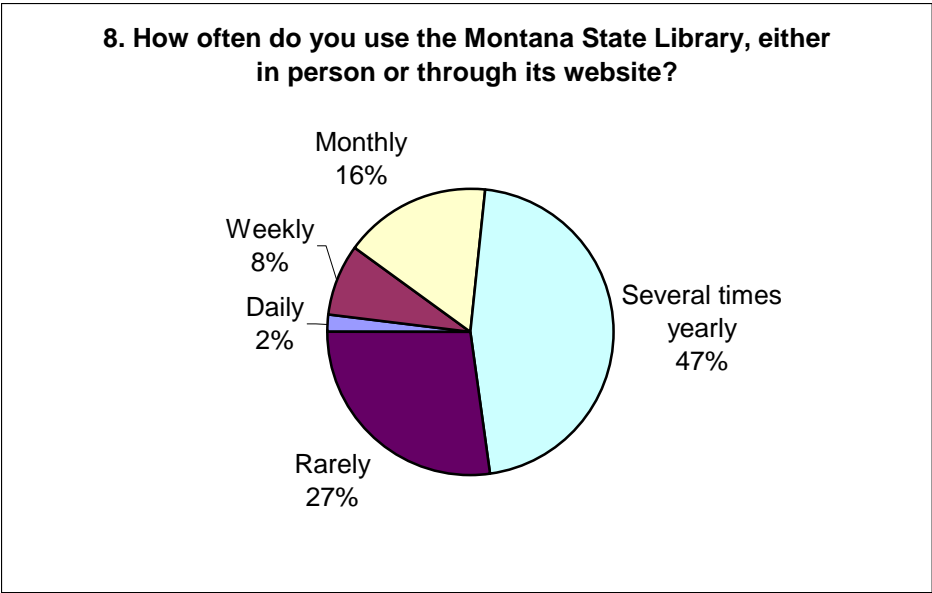
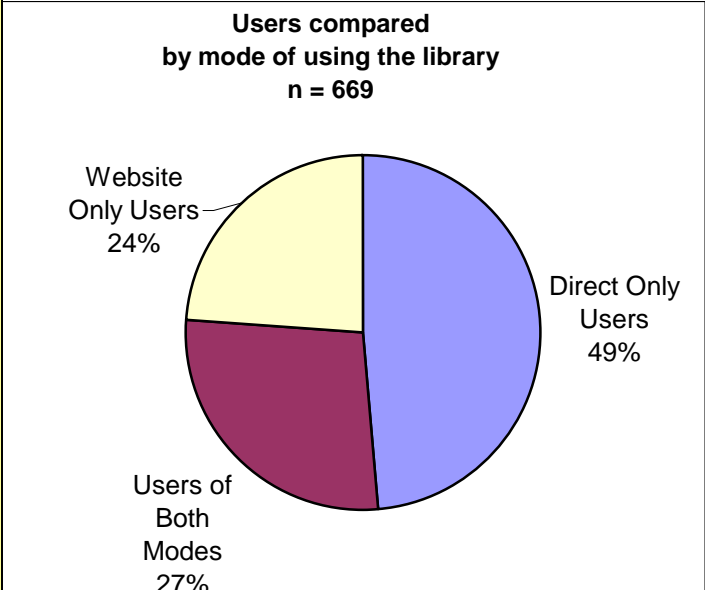
"Being new to the position, the opportunity has not presented itself, however when I worked for a contractor my state contact did get some information from the library for me. I think it is a great resource and will probably use it as some point."

Other comments by non-users, under question 7 "How can we improve the Library's ability to serve your needs as a state government worker?", are being analyzed in subcategories, e.g. by agency.

As MSdL moves toward the digital library, it is important to track how users actually use us.

Just over half (51%) now use the website; more than half of the website users also use the library directly.

A large proportion, 49%, continues to contact the library only directly, either by telephone, email, or walk in.

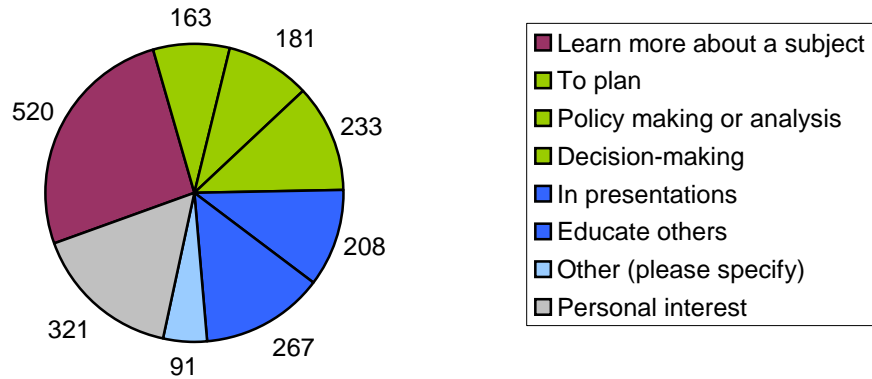


26% of respondents appear to use the library regularly and routinely.

Another 47% use it several times yearly, presumably "as needed."

9. How do you use the information you find with library resources?

Check all that apply.
n = 666



The *LISD Services to State Government Preferred Future* statement, adopted by the Montana State Library Commission in October of 1999, emphasized becoming a strategic partner with agency professionals and executives in fulfilling their agencies' legislated mandates.

Delivering timely, authoritative information resources pertinent to state government decision-making processes became a priority for LISD. Questions 9 and 10 were the first survey attempt to learn how respondents actually use the information obtained through library services.

The chart above shows that the information provided becomes integrated into agencies' program activities. The chart below confirms that individuals often serve a broader agency interest when using the library.

10. Do you obtain information from the State Library at the request of or for use with others?

