

15. Please provide any other comments or suggestions about library resources and services. *(selected from 170 comments)*

The library is like a fire department, you don't recognize how essential it is until you need it.

The State Library is an incredible resource for State employees. They have an excellent staff and services that greatly help improve both the effectiveness and efficiency of state government. Their outreach (newsletter) and workshops have been excellent.

Using any service on-line can be a frustrating experience for anyone. I think you folks do a good job in this regard, and I do appreciate it.

The state library interlibrary loan services enables me to borrow historic books and journals that contain photos and illustrations that illustrate articles published in Montana The Magazine of Western History. They are often the only source from which these images are available. The ILL staff is always understanding of the special need to borrow these volumes in original form, prompt in responding to my requests, and excellent in providing this essential service. Special thanks to them and urgent vote to continue or improve the funding level of ILL.

I don't have time to go to the library. When I need research done, the staff is great in getting me books and articles. Mostly I use the training provided to me by the library to do on-line research myself using various search engines. When it starts getting time consuming, I call John Heldt for help. I don't think my co-workers know that help is a call away, and that they can use library staff to save their time in researching a topic. Where I work (Medicaid) change is occurring very quickly and research and decisions needs to be made "yesterday". I used to feel guilty about it (should be doing it myself), but I don't anymore. John is always very helpful. I think time is at a premium everywhere and any way library staff can save time for state employees doing research is welcome. The training in on-line research also helps employees save time in finding relevant information.

The ability to attend your trainings and have those resources available to me as a grant writer in a state agency is crucial. You do an excellent job and make my job easier.

The reference service has been extremely helpful. I like getting monthly reports of what is new at the library and the services available.

I rated "essential as a resource to my work" as agree. I believe I could obtain some of the information elsewhere, but the State Library reduces the amount of time I would have to spend locating the information and the frustration of knowing something is out there, but not being able to access it in a timely manner for one reason or another.

Please do not cut funding to the library. I sometimes require access to materials that I would not find without it!

This is one of those services that you really need it when you need it and expect it to be there. However, it may be years between visits because the information was valuable for that one project or that particular period of time.

I wasn't aware of the newspapers and professional journals, but they may be helpful to me. Being able to track down obscure books and get them on loan is essential to my work interpreting Montana State Parks and natural features in stories for the public. I would like to learn more about the collection and how I might be able to use it to my advantage on the job. I also do a lot of research on the Internet.

The State Library is an important source of information about Montana. It's important to everyone that it functions to it's fullest for our benefit.

Over the years you have expanded the collection of Montana topo maps and I appreciate this. To continue to acquire those quads you don't have would be GREAT.

The on-line services, especially the searchable catalog and the NRIS site are critical to my program at DEQ and to my daily job. The information that is available through the library make my work product cost-effective (it saves our budget time and money), it makes my work product (reports) extraordinarily good.

I have appreciated the monthly contacts as a means to know more about services and related websites. The access to professional journal articles is important to me as a vocational rehabilitation counselor.

Faced with very difficult budget cuts, I believe you folks are working hard to remain an extremely useful resource.

I just started using the State Library in the last couple of years. I plan to attend more of the Library's training courses to learn how to better use the Library's resources. However, the resources I've used have been extremely valuable, and the Library staff always have been extremely helpful and courteous. I'm not available for the November 20 workshop on Library resources, and I hope you will present this workshop again.

The many resources available at the State Library for state employees are completely unknown to many state employees. I was amazed to discover what was available just through electronic research alone. The State Library should try to reach more state employees to educate them on the many available, invaluable resources.

You provide a much-needed and important service. I personally think you are very under-valued within the state system. Please keep up the wonderful work! I do appreciate your time and efforts!

Thank you for being there for me when I need you.

Some of the services (Question 13?)I have not used only because I haven't had time - not because they are not useful. The staff have been friendly and helpful. I NEED the access to the databases and online literature/journal articles. THANK YOU