# MSdL
## September 22 - November 17, 2004

**MSL Agency Goal #1: MSL employees (and patrons) have pleasant, efficient, and sufficient work areas**

Since the last commission meeting the physical library has continued with the relocation clean-up. The excess shelving is slowly disappearing at what seems like a snails pace but it is happening with the help of outside volunteers, recycling from the community and internal staff determination. The moving, shifting and weeding of the collection is now finished and we have started an inventory of what remains to ensure all our catalog records are in order and every text is accounted for.

Outstanding items are: camouflaging the warehouse effect of the TBL stacks as patrons come down the stairs; replacing and cleaning worn or existing carpet to provide a clean and well ordered impression and keep the public space from seeming old, outdated and irrelevant; continuing with the construction of a new conference room for meeting and training needs; installing a new circulation desk that is more flexible, efficient and comfortable for the circulation librarian and appealing to the public; fixing the public access computers so that they are not only wireless but more central and private; creating and installing new signage for all the stacks and their new locations along with pointers to microfiche cabinets and restrooms that had to be moved or removed during the renovation; obtaining a new server or recycling an old one from TBL so that we can start implementing the goal of implementing the institutional repository initiative by having a server we can experiment with and finally replacing old, poor lighting with natural spectrum lighting that decreases eye strain and general gloom with a more inviting warmth.

**LIS Goal #22: Users have easy and comprehensive access to information through the library and Goal #20: The staff of Montana libraries know about and have access to the professional literature that they need. They obtain assistance from the MSL reference staff for patron questions they are unable to answer via their own resources, Internet resources, and listservs.**

LIS is very pleased to announce that we have achieved one of our goals of hiring a new Access and Outreach Librarian for the MSdL.  This position is the "human face" of the State's digital library collection and the reassuring personal interface that coordinates between the patrons we serve and the data and library services the MSdL develops. This position responds to patron needs that arise from 1) the transition from paper to electronic media as the dominant form of information storage and retrieval, 2) the continual evolution of technology, bibliographic, cataloging, and electronic resource sharing networks and standards, 3) the fact that human services will never totally be replaced by technology and human outreach is a necessary part of library services despite shrinking financial resources.

The position is instrumental in interfacing with the groups and departments we serve and Ms. Jamie Harmon is the perfect person to help us implement, train, and evaluate information systems used to support library operations and services. Her additional responsibilities include assisting with current awareness and alert services, drafting patron need assessments, providing input on collection development activities and helping maintain the currency and context of LIS website content and services.

Tori Orr attended the American Society of Information Science and Technology (ASIS&T) in Rhode Island to obtain more detailed information on digital document management systems as

critiqued by fellow academics and information professionals and to receive the 2004 Pratt-Severn Best Student Research Paper Award for her graduate content representation paper: *"Review of Literature: Representing Personal Histories in a Social Context."* The award, established in 1972, is administered by the ASIS&T Information Science Education Committee and is sponsored by the Pratt Institute's School of Information and Library Science and named for 1968 Pratt alumnus David Severn. The conference provided new alliances, background on the potential of new technology to affect library sciences in the coming year, and an opportunity to promote the Montana State Library in a professional context with digital librarians nationwide.

**LIS Goal #19: State employees have the information that they need to make good public policy recommendations and decisions.**

LIS has started designing wire-frames (tech speak for architectural-type blueprints) for the redesign of our section's website so that when we do have a technologist who can code these designs we will be ready to prototype them immediately for usability testing.  With an eye towards the transition plan spreadsheet dated July 8, 2004 and shared with the commission, our staff vacancies especially in the technical systems area has created a major speed bump in those plans which will have to be revisited (and delivery estimates adjusted) after we have hired the three employees--the web administrator, the IT support and the LSS librarian—required to effect such enormous technical hurdles. We have also met with ITSD over several impending technology issues of website (template) usability, navigation, findability, and consistency interpretation which we are working hard to resolve. Library statistics, such as they are in this time of transition, are included. They are misleading if taken out of the context of the move and remodel and we do expect them and general access to improve in the new year.