



## Library Information Services

FY 2013 Work Plan

July 20, 2013

The mission of the Library Information Services (LIS) program is to collaboratively manage with other Montana State Library programs the four collections of the Montana State Library: state publications, natural resource information about Montana, Montana Spatial Data, and professional library development material.

While the other Montana State Digital Library programs have statutory mandates related to Montana Land Information Act (MLIA), the Natural Resource Information System (NRIS), the Water Information System (WIS) and the Montana Natural Heritage Program (MTNHP), LIS has particular statutory obligations to administer the state depository library program.

This work plan using the five (5) core goals of the MSL Long Range Plan describes how LIS will provide reference service and access to Montana State Library collections and fulfill its statutory state depository library program obligations. LIS shall

- Acquire and manage relevant quality content that meets user needs.
- Provide libraries, agencies, and users with convenient, high quality, and cost-effective access to library content and services.
- Provide consultation and leadership to enable users to reach their goals.
- Promote partnerships and encourage collaboration amongst users to meet their information needs.
- Achieve sustainable success through efficient and effective management measured by MSL being a well-run organization, sought after employer, and user outcomes.

### ***Acquire and Manage Content***

#### **a) State Publications**

Historically state agencies published print copies of publications and delivered them to MSL. MSL cataloged them and shipped them to depository libraries around Montana. Users accessed them through in-person depository library visits and/or interlibrary loan. Technology revolutionized the state agency publishing environment and user expectations. Today state agencies publish born-digital items and users expect them to be freely available online. To continue to fulfill its statutory mandate, MSL likewise is embracing new technology and working with state agencies and depository libraries to revise long established policies and practices governing the state depository library program. MT.GOV Connect,

the web archiving service of the Internet Archive is, for now, the silver bullet that provides timely, comprehensive identification, acquisition, and management of state publications. This technology, we believe, best accommodates publishers and users of state publications. Some estimates show MSL acquiring 10 times more digital state publications than print state publications submitted by state agencies. Working with the State Information Services Division (SITSD), LIS will continue to identify and acquire new web content using MT.Gov Connect. LIS is still responsible for managing print publications according to the terms in a memorandum of understanding with the Montana Historical Society. LIS through personal contacts of individual at state agencies will identify and acquire legacy print publications that were never submitted. Digitization of the legacy print collection will continue as an LIS priority.

#### b) Professional Library Development

LIS with State Library Resources staff will manage the Professional Library Development collection. Together they will develop and market a well-used, up-to-date collection. As part of the transition from providing print serials to digital content, LIS will work towards licensing a full-text library information science database. This database would provide considerably more serials than our current roster of print subscriptions. Acquisition of the database is contingent upon funding, price negotiation, and a successful trial subscription period.

#### c) Natural Resource Information

LIS will work with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide access to grey literature covering natural resource information about Montana. By definition this information is often difficult to find, not published commercially, poorly formatted, of low print runs, and yet of sufficient quality deserving to be preserved. LIS will also consult MTNHP about licensing of natural resource information databases. LIS will research for possible adoption an Electronic Resource Management System (ERMS) to manage the individual natural resource subscriptions and other LIS subscriptions.

#### e) GeoSpatial Data

MSL stewardship of Montana Spatial Data Infrastructure (MSDI) is a relatively new responsibility. LIS staff thus far have had little direct contact with geospatial data and may have limited or no role in the acquisition and daily

management of it. LIS may be asked to provide a library science perspective on the organization of this geospatial data.

### ***Provide Access to***

LIS in FY2013 will continue the trend towards providing as much as possible digital access to content. Interlibrary loan and document delivery will continue to be important services to provide access to information not available locally. LIS staff campaign to promote access to article and journal databases may impact the number of interlibrary loan requests. Users may increase the number of article requests because they locate abstracts that they are interested in. Other users may make fewer ILL requests because the full-text article database meets their information needs.

#### **a) State Publications**

Increasing access to state publications is an LIS priority. In FY2011 the LIS text archive recorded 17,987 downloads of digitized state publications, the LIS web archive also known as MT.Gov Connect received 3211 visits, and the print state publications collection recorded 61 checkouts. As LIS digitizes more print publications, we expect increases in digital access. LIS will also promote adoption of MT.Gov Connect search portal by Montana library web managers to increase access. LIS will also change where appropriate the policies and practices language from "circulation" to "access" to more accurately reflect actual delivery method for services and resources.

#### **b) Professional Library Development material**

LIS will implement a regular schedule for rotating in new Safari Tech Books pertinent to Montana librarians. LIS will identify and promote to Montana librarians full-text journals and abstracts of PLD materials already available in EBSCO databases.

#### **c) Natural Resource Information.**

LIS will find or create a new collection at the Internet Archive to provide access to newly digitized Montana natural resource information grey literature.

#### d) GeoSpatial Data

LIS will attend Geographic Information staff meetings as appropriate to assist in the development of a content management system, data lists, map libraries, interactive applications and ArcGIS Online.

### ***Provide Consultation and Leadership***

#### a) State Publications

LIS staff has invested considerable time in drafting a state publications management plan. This plan briefly describes the evolution of the state depository library program, the current state agency publishing environment, user expectations, and proposes new ways for providing access to state publications. LIS will work with the MSL Communications and Marketing Coordinator to publicly roll out this plan to state officials, depository librarians, and users of state government information. LIS wants to incorporate input from these stake holders, answer their questions, and acquire their general acceptance of this plan. Aspects of the plan will be tweaked in response to meetings with these stakeholders. Once the plan has been presented to state officials, LIS will promote the adoption of search widgets and page history code by state agency web managers.

#### b) Professional Library Development

LIS will work with SLR/LDD staff to withdraw print professional library development serials according to the MSL collection development policy. LIS will work with the Communications/Marketing Coordinator to provide public explanations for the transition of library space tied up in low-demand activities to the expansion of library space for new uses.

#### c) Natural Resource Information

LIS will work with MTNHP and Geographic Information staff to withdraw natural resource print serials and acquire/promote new digital resources for broader access across Montana.

#### d) GeoSpatial Data

As direct management by LIS of GeoSpatial data is minimal, so too will be our consultation unless called upon.

## ***Promote Partnerships and Collaboration***

### a) State Publications

LIS will also identify and select a couple of state agencies in which to embed ourselves in their culture to better understand and meet their information needs. Identifying and acquiring legacy state publications in agency offices for future digitization will be one of the positive outcomes of embedded librarianship. LIS staff will meet with Montana Historical Society staff to review the existing memorandum of understanding that aims towards developing comprehensive digital and print repositories at the respective institutions. LIS staff will modify program workflow to better accommodate MHS selection of print state publications.

### b) Professional Library Development materials

LIS staff will work with SLR/LDD staff towards the development of a patron driven acquisition method for new PLD electronic journals and print materials with the goal of increasing use and circulation.

### c) Natural Resource Information

LIS staff as appropriate and with advanced notice will attend MTNHP staff meetings. Attendance at these meetings will increase LIS understanding of MTNHP priorities. LIS will continue to work with MTNHP to catalog their publications and provide PURLs for their reference database.

### d) GeoSpatial Data

LIS staff as appropriate and with advanced notice will attend Geographic Information staff meetings. LIS will consult with Geographic Information staff to acquire Safari tech books on the subject of geospatial data.

## ***Achieve Sustainable Success***

Successful, heavily used libraries today in the midst of significant technological change and budget constraints require strong management support, a staff committed to non-stop learning, and openness to evolving services and resources. Management provides the vision and the explanation of how the MSL mission can remain the same while the means for fulfilling it change. LIS staff and MSL management together will engage in proactive communication with users about library changes and anticipate and respond to their concerns using reputation management tools and social media. MSL

management will also provide staff necessary training and be engaged in succession planning to prepare for personnel changes. Given the evolving services and resources, management will also update job profiles as needed. LIS staff in turn will receive training, seek innovation, problem solve, propose opportunities, be self-motivated, and suggest new services and resources geared towards meeting user needs.