

Statewide Library Resources
Mid-September-Mid-November 2001
Towards *Preferred Future* Priorities for FY2001

Library and Information Services Department

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.

In order to increase the proportion of state agency publications received by the Library, Holt prepared an official Management Memo from Strege that was then distributed to state agency directors by the Department of Administration. The Memo informs directors of their statutory responsibility to forward 4 copies of all agency publications to the Montana State Library for cataloging, access and retention, to register a contact name for publications from their agency, and to inform us of the URL for new web-based only publications. This directive has generated a number of questions relative to interpreting the statutory definition of a state publication; written guidelines are being prepared and inquiries considered on a case-by-case basis as necessary.

Original cataloging of new state government publications is now being contracted to BCR; Gebhardt has forwarded the first shipment of materials to them.

Gebhardt and Pepper Rotness are inventorying and indexing our topographical maps.

All LISD web pages were updated prior to distributing promotion of the website to state employees.

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

Staff is continuing to review reference and monograph collections to withdraw out-of-scope materials. Withdrawn materials are being made available to other libraries through announcements to Wired-MT.

Holt reviewed and selected new publications from publishers exhibiting at the American Public Health Association Conference. These reflect current priority issues for which public health officials need information resources, including emergency preparedness, bioterrorism, workforce education, community health planning, environmental health, and health literacy.

The selection committee met to create a calendar, plan and priority areas for collection development activities for the fiscal year. Written guidelines and procedures are being updated.

Staff met with Charlene Porsild from the Historical Society Library to clarify roles and responsibilities vis-à-vis cataloging, access, retention and preservation of state agency publications.

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.

Heldt sent out an email to all state employees from the State Librarian with a link to a webpage describing library resources and links to services available. He is maintaining a database of persons requesting future updates on library resources and services and

has expanded it to over 300 names. *This major marketing effort signifies the first step in the last phase of attaining the Preferred Future statement adopted in August of 1999.*

Gebhardt continues to create notices of notable new state agency publications for announcement on Wired-MT; new agency webpages of special interest are also now being highlighted.

Objective 2. Make library services valuable to clients.

A web-based survey is being conducted to identify topics of interest for workshops on using various library and internet resources.

Heldt reviewed and recommended reference resources in education, music and geography to librarians on Wired-MT in September, October and November.

Pepper-Rotness prepared a description of the MSL interlibrary loan-tracking Excel database and a sample template for posting on the MLN Gateway page as a model for other librarians to review and adapt as needed.

All LISD staff met for a long-range planning session with Karen Strege.

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

Objective 1. Develop efficient systems for handling client requests.

Pepper-Rotness and Smith completed the OCLC training on the web-based interlibrary borrowing system to search, locate and retrieve documents for patrons.

Smith updated her skills on the Docline document delivery system and was able to cover for Pepper-Rotness during her absence.

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

Heldt met and “networked” with other special and academic reference librarians attending the MLA Academic & Special Libraries Retreat in Chico. Heldt, Pepper Rotness, Smith and Gebhardt attended an all-day workshop on reference skills presented by the Law Library. Heldt, Pepper Rotness and Smith also attended the College of DuPage Soaring to Excellence seminar “Customer Service: it’s not just a smile” at Carroll College.

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.

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

Heldt worked with Nehring to resolve problems and assure the reliability of the request forms on the LISD web pages before the marketing promotion was emailed to state employees.

Other accomplishments:

Interviews for the State Publications Center Coordinator position are scheduled in late November.

The Biennial Survey for Federal Depository Library Program libraries was completed.