



Library Information Services

Fiscal Year 2014 Work Plan

July 2, 2013

The mission of the Library Information Services (LIS) program is to collaboratively manage with other Montana State Digital 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 LIS work plan uses the six (6) agency-wide goals of the MSL Long Range Plan to describe how LIS will provide reference service and access to Montana State Library collections and fulfill its statutory state depository library program obligations.

Goal One—Content

MSL acquires and manages relevant quality content that meets the needs of Montana library users.

LIS work objectives

- State Publications Librarian will identify and acquire new Montana state agency web content using MT.Gov Connect to spend between 80% and 100% of the fiscal year 2014 data and document budget.
- State Publications Librarian through in person contacts with individuals from at least five state agencies, will identify and acquire legacy print publications that were never submitted.
- LIS staff will continue digitization of the historic print collection to meet the \$40,000 minimum contract requirement with the option to spend slightly more.
- LIS staff will keep content current at Research.MontanaStateLibrary.org by making monthly, if not more frequent, website updates.
- LIS technicians will create new borrowing opportunities for all MSL collections especially the PLD collection, e.g. take select PLD materials to Fall Workshop and MLA meetings for checkout.
- State Publications Librarian and Cataloger/ Metadata Specialist will work with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide access to grey literature covering natural resource information about Montana.
- LIS staff will meet and consult with MTNHP and two other state agencies about BioOne and the possible licensing of other natural resource information databases.
- LIS staff will monthly rotate in new Safari Tech Books based on requests received from outside consultations with state agencies and Montana librarians.
- LIS staff will work with Statewide Library Resources (SLR) staff to update content at <http://mymontanalibrary.org>
- LIS staff will create a web page highlighting LIS resources relevant to 100th anniversary of women's suffrage in Montana. LIS staff will partner as much as possible with Montana Historical Society (MHS) staff on commemorating this anniversary, e.g. exchange links with MHS and issue a press release.
- LIS staff will create web content commemorating the sesquicentennial of Montana becoming a territory in 1864. LIS staff will issue a press release to promote this web content.
- LIS staff will select and subscribe to a journal title from Wiley and Elsevier in order to co-brand and identify user information needs. Pay for these titles through our EBSCO contract.

- LIS staff will continue to curate the federal documents collection.

Goal Two—Access

MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

LIS work objectives

- LIS staff will identify and highlight MSL collection resources on Research.MontanaStateLibrary.org website, e.g. “Staff Picks” or what MSL staff is reading now.
- LIS staff will improve the appearance and usability of inter-library loan web pages by adding graphical images and help files.
- Electronic Resources Librarian will promote use of electronic subscriptions through in person visits to at least two state agencies and email announcements to MSL cardholders.
- State Publications Librarian and LIS staff will increase access to MT.GOV Connect by creating at least one webinar and by getting it linked from at least two other websites hosted outside of MSL.
- Electronic Resources Librarian and LIS staff will identify and promote full-text professional library development (PLD) titles available in EBSCO databases, e.g. by creating at least one webinar, emailing electronic subscription instructions to MSL cardholders, and posting persistent links for PLD journals on the MSL website.
- LIS staff will develop and implement a social media plan that names a target audience, frequency, and staff responsibility for posting.
- LIS staff will promote library resources and services through their current membership in local networks e.g. community gardens, recreation leagues, non-profit organizations, religious, and civic organizations. LIS staff will give brief report at a weekly staff meeting of their engagement with a local network.
- LIS staff will participate in state agency conferences to promote use of LIS resources and services, e.g. annual IT conference, Interagency Committee for Change by Women (ICCW), etc.
- Cataloger and Metadata Specialist will finish cataloging all historic, print state publications currently on the MSL shelves.

Goal Three—Training

MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

LIS Work Objectives

- LIS staff will research and contribute LIS content for State of Montana orientation for new employees so that all incoming workers are aware of MSL resources and services. LIS technician will send new state employees a brief follow-up email about LIS content and a short, welcome to state government employment.
- Electronic Resources Librarian and State Publications Librarian will develop and deliver at least two trainings for state employees and Montana librarians on LIS resources and services.
- LIS staff will maximize and communicate MSL competitive advantage over other information providers by creating a web page that describes how MSL provides unique, noncommercial, reputable resources at no cost to user, how MSL respects user privacy, how MSL search results are the same for all users, and how MSL manages authentication issues.
- LIS staff and manager will identify and develop training goals for each staff member by September 1st, 2013.

Goal Four—Consultation and Leadership

MSL provides consultation and leadership to enable users to set and reach their goals.

LIS Work Objectives

- State Publications Librarian will continue implementing the state publications management plan by consulting in person or on the phone with all 17 depository librarians with the goal of at least three depository libraries adding either a link to or widget for MT.GOV Connect.
- LIS technicians will work with Statewide Library Resources/Library Development Division (SLR/LDD) staff to manage the print professional library development according to the MSL collection development policy with the goal of increasing PLD circulation by 10% for fiscal year 2014.
- LIS staff will work with MTNHP and Geographic Information staff to acquire and manage natural resources information resulting in a 10% increase in use.
- Electronic Resources Librarian and State Publications Librarian will identify engagement opportunities with at least two state agencies that result in invitations to learn about their information needs.

Goal Five—Collaboration

MSL promotes partnerships and encourages collaboration among its users.

LIS Work Objectives

- LIS staff will work with SLR 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 by 10% percent from last year.
- LIS staff will continue to partner with NHP and Geographic Information to provide access to their materials by meeting at least twice to discuss how to improve workflow between MSL programs.
- LIS staff will identify at least two partnership opportunities and attend organizational conferences involving groups focused on e.g. education, history, voting, conservation, etc. Share LIS resources and services with these information networks outside the library.
- LIS technicians will work with SLR staff to implement OCLC WorldShare Interlibrary Loan in order to simplify how users get library materials.

Goal Six—Sustainable Success

MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

LIS Work Objectives

- LIS manager will create a video or publish an article on how transition to electronic resources fulfills the library mission.
- LIS manager will do succession planning that anticipates personnel changes and insures continuity with minimal disruption to LIS accomplishing its mission.
- LIS manager will update job profiles by November 1st, 2013 to reflect shift to electronic resources so that staff is working at capacity.
- LIS manager will create calendar to plan for LIS representation at meetings in state and outside of Montana, e.g. ASLD Fall retreat, Montana Shared Catalog, Offline, MLA, Archive-It Partners, etc.

- LIS staff and MSL manager will use social and traditional media to engage users that result in users' responses indicating that they are knowledgeable and generally supportive of library resources and services.
- LIS staff will innovate, problem solve, propose opportunities, be self-motivated, and suggest new services and resources geared towards meeting user needs.
- LIS staff will gather and record at least one story, i.e. qualitative data that describes user satisfaction with each category of library resources and services or how users value our major library resources and services.
- LIS technician will run monthly reports and update MSL user profiles to insure a current and accurate list of MSL cardholders.