



Library Information Services

Fiscal Year 2015 Work Plan

July 9, 2014

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.

This year as many as possible LIS work plan objectives will flow from a statistically meaningful online survey designed and administered by LIS to learn more about our patrons' use and satisfaction with our library. This survey will help LIS discover our users' information needs and how they are being met or not. The survey results will also influence LIS priorities, staff/resource allocation, and determine the order of implementing LIS work objectives. The ultimate goal of the survey is to improve and align LIS service and resources with known user information needs.

### **Goal One—Content**

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

#### LIS work objectives

1. State Publications Librarian and Cataloger/Metadata Specialist will meet quarterly with the Montana Natural Heritage Program (MTNHP) to identify, digitize, and provide access to grey literature covering natural resource information about Montana. The LIS Cataloger/Metadata Specialist will collect the cataloging form and associated grey literature from the MTNHP Information Specialist so that content may be available from WorldCat, the shared catalog, the Internet Archive and eventually the MTNHP website.
2. Beginning in October 2014, the LIS manager and the LIS catalog/metadata analyst will work with MARCIVE and GPO to implement the Cataloging Records Distribution Project (CRDP) to load into the MSL catalog each month MARC records for new electronic federal documents, books, serials, maps, computer files, streaming videos, etc. from the U.S. Department of Agriculture and the U.S. Department of the Interior.

### **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

1. LIS staff will make web enhancements on Research.msl.mt.gov by adding graphical images, help files, and highlighting MSL collection resources, e.g. creating "Staff Pick" links that provide easy access to electronic resources identified as needed by the user survey.

2. To complete the digitization project, the Cataloger and Metadata Specialist will finish cataloging any historic, print state publications needing MARC records among the 270 linear feet of materials that remain to be digitized.
3. State publications librarian, metadata/cataloger, and university library representative will create, document, and implement procedures for providing non-MSL libraries with MARC files for digitized state publications. Cataloger/Metadata Specialist will create an annual MARC file of past fiscal year's newly digitized state publications. In addition, Cataloger/Metadata Specialist will retroactively create MARC file folders of past fiscal year's digitized state publications to fill in holes of unfulfilled state publication transfers. These MARC files will be made available via FTP or another method preferred by the non-MSL library.

### **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

1. LIS staff will research and contribute LIS content for State of Montana orientation for new employees so that 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. This interaction will result in more library cards being issued and more requests for information.

### **Goal Four—Consultation and Leadership**

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

#### LIS Work Objectives

1. 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 half of the depository libraries adding either a link to or widget for MT.GOV Connect to their website.
2. LIS technicians will meet quarterly with Statewide Library Resources/Library Development Division (SLR/LDD) staff to manage the print professional library development materials according to the MSL collection development policy with the goal of increasing PLD circulation. LIS together with SLR will develop an assessment tool to better identify actual user needs for the PLD collection.
3. LIS staff will consult quarterly with MTNHP and Geographic Information staff to acquire and manage natural resource information relevant to our users as determined by findings from the library user survey.
4. Electronic Resources Librarian and State Publications Librarian using results from the patron survey will identify engagement opportunities with at least four state agencies that result in invitations to learn about user information needs.

### **Goal Five—Collaboration**

MSL promotes partnerships and encourages collaboration among its users.

#### LIS Work Objectives

1. LIS staff will meet quarterly with MTNHP and Geographic Information staff to discuss how to improve workflow to ensure permanent public access to their state publications, e.g. Geographic Information maps and other high interest material identified by the user survey.
2. LIS staff will identify at least two partnership opportunities and attend organizational conferences to share LIS resources and services with information networks outside the library, e.g. MEA-MFT Educators' Conference, October 16 &17, 2014; Montana History Conference, September 18-20, 2014.
3. LIS technicians will attend webinars and work with SLR staff to implement and test OCLC WorldShare by January 1<sup>st</sup>, 2015 to ensure users get library materials via OCLC WorldCat Discovery Service with minimal delay once OCLC FirstSearch retires.

### **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

1. LIS manager will publish an executive summary of the LIS user survey that includes a brief analysis of the results and recommendations for improving library resources and services.
2. LIS manager will use the patron survey to ensure that staff resources are allocated according to actual user information needs. The percentage of staff time currently allotted to declining services, e.g. circulation, will be shifted to services in higher user demand.
3. LIS manager will create a 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.
4. LIS staff and MSL manager will use social and traditional media to engage users and elicit responses indicating that users are generally knowledgeable and supportive of library resources and services. Additionally, LIS will support other state agencies by sharing content found on other state agency social media channels.
5. LIS will plan the information architecture for the new internal LIS wiki. LIS will transfer content from the old, internal wiki platform to the new wiki. LIS staff will edit current documentation for coherence and create new documentation for procedures, process, and workflow for managing library resources and services, e.g. EBSCOhost databases, Archive-It, and OCLC WorldShare. This documentation will ensure continuity of library services and save future staff from having to figure out undocumented procedures.