



**Library Information Services
MSL Commission Report
February 11, 2015**

Goal One – Content - MSL acquires and manages relevant quality content that meets the needs of Montana library partners and patrons.

After being on a year-long wait list, the Montana State Library was selected last year by the Federal Depository Library Program (FDLP) to participate in its Catalog Record Distribution Program (CRDP). MSL now receives each month at no cost from MARCIVE, Inc. bibliographic records for new, online federal documents based on our current FDLP item selection profile. Montana Shared Catalog has prepared detailed record upload instructions that make it possible for non-cataloguers to quickly bring into the system online federal publications.

Outreach and Electronic Resources Librarian, Alana Mueller-Brunckhorst in January rotated in four new Safari Tech Online books in order to respond to user requests and to replace lesser used electronic titles. Regular monthly rotations of replacing old titles with new titles keeps this information technology collection fresh and continues to save the library money otherwise spent on purchasing new print titles or making interlibrary loan requests. This collection was used over 4000 times in FY14 and 800 times in the last month.

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 technicians Jo Genzlinger and Karen Dimmitt have been working together to make more changes to the online interlibrary loan (ILL) request form making it easier for users to submit their requests.

LIS has switched from iBistro to the new Montana Shared Catalog (MSC) Enterprise module to provide access to its library resources. LIS staff continues to test the search results especially those originating from Discover It! and WorldCat Discovery Service. In turn LIS staff forwards its testing results to MSC staff. The functionality, features, display, banners, and colors of the new catalog interface promise a more enjoyable search experience for library users.

Goal Three – Training - MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

Alana Mueller-Brunckhorst, electronic resources librarian, worked with MSL trainer, Jo Flick, to provide multiple webinars on EBSCO Discovery It and the A to Z list of e-resources. These webinars, intended for Montana state employees and contractors, were created to give attendees the ability to confidently conduct basic and advanced searches, create and maintain a personal folder, and create alerts. The webinars were attended by about a dozen state employees and are archived on the state library Vimeo channel for point of need viewing. One webinar attendee afterwards commented on how online access via EBSCO Discover It! impacted her job said it "Streamlines research when writing reports - saves time!"

Goal Four – Consultation and Leadership - MSL provides consultation and leadership to enable its patrons and partners to reach their goals.

In December, Beth Downs and Jim Kammerer hosted a group of children and their parents as part of a home-school field trip. LIS staff gave the parents and children a basic overview of MSL resources and services and described how MSL differs from the public library with which the homeschoolers are more familiar. The LIS presentation highlighted e-government services, US Geological Survey print maps, natural resource posters, and state publications as primary source materials for reports involving Montana history. LIS staff also urged parents to use Homework MT and the statewide databases provided by the state legislature.

Goal Five – Collaboration - MSL promotes partnerships and encourages collaboration amongst its partners and patrons so that their information needs can be met.

LIS staff recently met with Statewide Library Resources staff about how to better work together to address the occasional electronic resource access issues that occur in any library offering digital resources. Determining why a user can't access a particular electronic resource is often not clear. Is it a browser issue, a problem with authentication, a network issue, etc.? Troubleshooting is further compounded by the number of vendors and staff involved each with their particular responsibilities, permission levels, and that nobody is physically in the same space. In isolation, it is natural for staff and vendors to individually speculate that the cause of an access problem lies outside their area. In any event, LIS and SLR staff agreed to create together a workflow chart for troubleshooting electronic access issues with an emphasis on improving internal communication.

Goal Six – Sustainable Success - MSL is a well-run organization and a sought-after employer. It is efficient and effective as measured against partner and patron outcomes, and is successfully engaged in its ongoing mission.

LIS manager is working Weststaff personnel services to hire a person to do several detail-oriented projects such as completing an inventory of the physical library collections and creating title/author lists of deaccessioned items to be offered other libraries.

Beth Downs added a tracking code from Google Analytics to our Archive-It account. Now for the first time LIS staff on its own is able to track the number of sessions, users, average session duration, and page views. We can also see what browser, operating system users are viewing pages from and whether they are using mobile devices. Archive-It server logs, however, obscure the IP information thus protecting user's privacy. Google Analytics gives LIS the ability to measure the impact of web archive seminars and share with state agency information about their archived pages with high page view numbers.

Jim Kammerer worked with vendors and library staff to design the first new MSL library card in at least 14 years replacing the old card with outdated phone numbers and dull color. It is fair to say that the new lenticular card with a 3 dimensional display alternating between images of the Montana State Capitol building and the MSL logo has been object of pride for staff and well received by patrons. LIS has issued 41 new cards within the past 30 days.