

Transportation Library Connectivity Pooled Fund Study TPF-5(105)

Bimonthly Teleconference
Date: Thursday, 3/19/09
Time: 10:00 AM-12:00 PM CT

URL: <https://www2.gotomeeting.com/register/377082354>
Call-in number: 1-877-336-1286
Access Code: 3600843

Technical Advisory Committee:

Arizona, Dale Steele
California DOT, Janet Coles,
Connecticut, Betty Ambler
Idaho DOT, Inez Hopkins
Iowa DOT, Hank Zaletel
Kansas DOT, Marie Manthe
LA County MTA, Matt Barrett
Louisiana DOT/LTRC, Glynn
Cavin, Sandy Brady
Michigan DOT, Alexandra
Briseno

Minnesota DOT, Sheila Hatchell
Mississippi DOT, James Watkins,
Tina Leavy
Missouri DOT, Mara Campbell, AJ
Million
Montana DOT, Sue Sillick
New York State DOT, Jane Minotti
Ohio DOT, Zona Kahkonen
Keppler
Oregon, Laura Wilt
Pennsylvania DOT, Bonnie Fields

Tennessee DOT, Sandi Hoff
University of Minnesota CTS,
Arlene Mathison
UW-Madison UTC, Jason Bittner,
Greg Waidley
Washington State DOT, Kathy
Szolomayer
Wisconsin DOT, Ann Pahnke, John
Cherney

CTC & Associates: Pat Casey, Maggie Sacco, Kirsten Seeber

Agenda:

The primary purpose of this TAC conference call and Webinar was to solicit input from the TAC for a second edition of the Transportation Librarian's Toolkit, targeted for release in late September. Suggestions were solicited in terms of additions, deletions, enhancements and formatting changes.

Announcements – Maggie

1. Maggie welcomed AJ Million, the new librarian at MODOT.

Toolkit - All

For the rest of the meeting Maggie led the group in a review of individual sections of the toolkit.

1. I. Deliver Essential Library Services – page three
 - o Internet and Intranet Pages – Maggie wanted to know about additions to members' sites that should be included in this section. The TAC decided to add a new section on Web 2.0 and use members' experiences to populate the section.
 - Maggie asked Sandy to assist her with the further development of this section.
 - Sandy uses the meebo me widget on the LTRC Library Internet site. This is a web-based instant messaging service. There is no installation of software on a user's computer and the widget will access most other instant messaging accounts. Sandy has placed the meebo me widget on the library home page so that patrons can chat with her. The only issue she has with this is that the LaDOTD employees can't see it because it is blocked on their network.
 - Amanda and Maggie have discussed a chat reference network pilot project for transportation libraries.
 - A list of all pooled fund members' Web sites will be added as an appendix.
 - Hank hopes that users of the toolkit use it as a reference for their own libraries. To that end, he would like to add the Internet sites of WI and MN as good examples that people can borrow from so they don't have to start from scratch. This will make it easier for others to create their own sites.
 - o Cataloging – page four
 - Sandy – Add more basic resources to this area with Web links.
 - Hank reiterated that there are many levels of cataloging from Library of Congress to K cataloging. Individual libraries have unique information that no one else has, so it is important to let others know this information is available via some type of cataloging. Maybe the pooled fund can work out an arrangement with Northwestern or UC Berkeley for them to catalog

- members' materials for free or for a small fee. Individual libraries may also get assistance from their state libraries to assist with cataloging.
- Dale – Make the transportation library the central point responsible for sending materials to other places that would be interested in them, such as TRIS.
 - One issue is that while libraries are supposed to be receiving documents produced at their DOTs, most are not. How are others dealing with this? Born-digital documents are even more difficult to capture.
 - One suggestion is to work with the IT folks directly so born-digital documents are automatically sent to the library or the library is notified when they're posted.
 - Hank approaches retiring employees and asks to review their materials before they leave so he can get any documents that were not previously given to the library.
 - Laura also has an issue getting documents created by consultants.
 - Dale says that there is an FHWA rule that consultants have to provide three copies of their final reports to the DOT. Do any of these go to the library directly?
 - According to John, Bonnie Osif at Penn State is working on this issue of libraries receiving copies of gray materials (born digital documents, consultant reports, documents from MPOs, RPOs, planning commissions, etc.)
 - Pat – Cities, counties, MPOs and RPOs need to be included in the knowledge networks as this is an over-the horizon issue.
 - Interlibrary loans – Add a paragraph about the pooled fund pilot project under the Interlibrary Loan and Document Delivery area on page five.
 - Vertical files – Hank wants to add information to the toolkit about the importance of vertical files, where he keeps newspaper clippings. He gets questions every week that utilize these clippings. This information could be added to the News Clips and Newsletters area on page five.
 - Training – page six
 - Please send Maggie your examples of training.
 - Laura will hold a webinar during National Library Week to reach the region employees.
 - Hank visits the staff meetings of every department each year to give a presentation on the library, TRIS and TLCat. This might go under the Marketing and Outreach section of the toolkit.
2. II. Plan an Effective Collection for Your Customers – page seven
- Please carefully review this section and send Maggie any other things you use or would like referenced in this section.
 - Databases – John is trying to establish the WisDOT library as a conduit for external researchers looking for data from WisDOT. Data stewards would provide the library with the basic information. The library would have access to this database so they can reference it when answering questions. This example would be put on page seven or eight as a reference.
 - Serials collection – page seven
 - Hank – The current list of serials in the toolkit represents an ideal list for a library. He would also like to see a smaller list that represents a core collection of the minimum serials a library should have. Hank, John and a non-DOT librarian will create this core list and forward to Maggie.
 - Sheila belongs to MnLINK and a certain percentage of serial requests have to come from your own library, which provides justification for having the serials in your library. One library can't borrow too much from other libraries.
 - Subscription databases – page 10
 - Sheila has received feedback from Mn/DOT's new librarian that this section is particularly helpful for new staff so they know what to have at their library. Existing librarians also use this information to justify what databases to keep in their budget.
 - Archives and records management
 - Dale – The relationship libraries have with archive and records management professions are moving towards libraries being an information portal.
 - Hank – Archives are a separate issue with historic documents, maps, photos, etc.
 - John surveyed DOT libraries to find out what they do with their historic items. He found that there is enough information about archiving that it could be a separate section in the toolkit.
 - The group decided to make archiving a new section, following the collection section.
3. III. Make the Most of Your Space – page 12

Transportation Library Connectivity Pooled Fund Study – TPF-5(105)
TAC conference call – 3/19/09

- o Maggie would like to include Kathy's experience with the recent remodeling of her library space.
- o John told the group about a new book being published soon on configuring special library spaces for an information commons. John will try to find the specific title and publication date for inclusion in the toolkit.
- 4. IV. Put Best Practices to Work – page 14
 - o Please send Maggie any new mission statements for inclusion in the toolkit.
 - o Hank suggests folks not reinvent the wheel and borrow from others' examples where possible. He would like to include Iowa's services and policies in the toolkit as an example. He recommends that librarians post their policies on their Intranet or Internet sites.
 - o Copyright – page 15 – nothing new to include here.
 - o Selecting an Integrated Library System – page 16
 - John will assist Maggie with this section. John currently uses Inmagic as WisDOT's system, but he is exploring open source packages and will share what he finds with the TAC.
 - Maggie will also add comments on her work with helping Mississippi on select an ILS.
 - Computers and Librarians magazine compares integrated library systems in their October issue.
 - o Collection Development – page 17
 - Once the NTKN is established, this will have to be addressed.
 - o Performance Measures – page 18
 - Hank is developing performance measures with the MTKN. Please send Maggie any new developments in this area.
- 5. V. Market Your Services Creatively – page 21
 - o Marie is thinking about adding a blog to the Kansas Transportation Online Community Web site, outlining her library services. Over 600 people are part of KTOC. This blog could also be added to the Web 2.0 section.
 - o An open house is a good way to market the library. Make sure food is offered as it draws people in.
 - o Please send Maggie any new ideas that you may be utilizing for National Library Week.
 - o The group would like to add examples of good marketing ideas and those that didn't go over so well.
- 6. VI. Network, Network, Network – page 22
 - o The government information division of SLA will be added to the Professional Organizations and Resources list.
 - o Dale will send information about the Best Practices Exchange, a community that collects state agency information, for inclusion in the toolkit.
- 7. VII. Learn the Lay of the Land
 - o The group would like to move the organization chart, or even this entire section, to the beginning of the toolkit. They feel this placement will be more helpful for new librarians to understand the entire system.
 - o John suggested adding a new area to this section that lists corporate and industry representation, including associations, major consultants, standards associations, etc.
 - o Hank would like to see a core list of associations and companies under specific topic areas such as safety, railroads, concrete, asphalt, etc. He envisions two separate lists, one for associations or groups and one for professionals, for each topic area. Each list would have only two or three names to keep them short.
 - o A suggestion was made to add the publication Transportation Expressions somewhere in the toolkit, as this is a good tool for beginners.
- 8. Appendices – beginning on page 29
 - o Appendix A - TLCat Libraries – page A-1
 - Maggie will update this list and note which ones are DOT libraries.
 - o Appendix B – OCLC Regional Service Providers – page B-1
 - Maggie will add a note to this appendix about how the role of the regional providers is changing. She will also add information about discounts that are available on products and services if a library belongs to a local or regional consortium.
 - o Appendix D – Sample Library Floor Plan (Mn/DOT Library) – page D-1
 - Maggie will leave MN's floor plan in the toolkit as an example of a blue-sky library, and add WA's new floor plan as an example of a scaled-back space.

Transportation Library Connectivity Pooled Fund Study – TPF-5(105)
TAC conference call – 3/19/09

- o Appendix E – Sample ILL Policy (Washington State DOT Library) – page E-1
 - Maggie will replace the sample set of policies with actual policies or a mixture of policies from different libraries. The new policies will cover everything and not solely interlibrary loans. Maggie will include Web links to the TAC member's policies, so please send those links to her.
 - o Appendix F – Pooled Fund Libraries' ILS/OPACs – page F-1
 - Please make sure your library's entry is up-to-date. If you are a new member, please send your information to Maggie.
 - o Appendix G – Sample Collection Development Policy (Mn/DOT Library) – page G-1
 - Sheila will review this page to make sure there are no changes and will send Maggie any updates. Please send Maggie a new policy if your library has one.
 - o Appendix H – Pooled Fund Statistical Tracking Tool – page H-1
 - The group would like to see this page at least reformatted and the maybe the content changed to better represent the tool. The group would like to keep the Explanations area on page H-2 as it is.
 - o Iowa DOT – Library User Survey – page I-1
 - The group would like to keep this survey in the toolkit with a note that it was developed in SurveyMonkey. Maggie will also mention Doodle as another free, survey tool. Maggie will add WA's survey as an example of a longer one.
 - o Appendix J – Return on Investment Formula (Jerry Baldwin, Mn/DOT Library) – page J-1
 - The group would like to keep this appendix as is.
9. General suggestions
- o As a possible follow-up project to the toolkit, Hank suggested creating a model library that would list things such as basic staffing levels, size of the collection, what is in the collection, etc. This information could help librarians, both new and existing, justify to management the needs of their own library.

Action items:

Map, p.1

- Add updated map

Deliver Essential Library Services, p.3-6

Internet/intranet section, p.4

- Add Web 2.0 section - (LTRC chat, blog, widgets, etc.; SecondLife, Facebook; DOT firewalls)
- **TAC: Sandy B. will assist with development**
- Add Mn/DOT, WisDOT as examples of good design and content
- Add list of members' web pages as an appendix

Cataloging, p.4

- Add list of resources sent to Sandy B.
- Notes re: OCLC cataloging levels (I, M, K, 8), unique materials, state library partnerships, NW-Berkeley partnerships – Maggie will discuss with P.Burley & R. Evans; depository copies, born digital, RPC, MPO pubs, gray literature (B. Osif reference).

ILL, p.5

- Add TKN Resource Sharing pilot project & links

News Clips and Newsletters, p.5

- Add Iowa DOT vertical files, newsletter & link

Training, p.6

- Add web conferencing software
- **TAC: Send Maggie successful training methods/initiatives**

Plan an Effective Collection...p.7-11

Serials Collection, p.7

- Add serials management options and vendor list

Open Access, p.10

- Update section

*New Section – Data Management

- Library is first point of contact for internal databases, maps, archives, records management and historical materials.
- **TAC: John C., Hank Z. and Laura W. will help develop this section.**

Make the Most of Your Space, p.12-13

- Add WSDOT Remodel – 50% more shelf space with smaller footprint
- **TAC: Kathy S. will provide content, photos, drawings; John C. will provide title of new library space planning monograph** (to add to references & bibliography)

Put Best Practices to Work, p. 14-20

Mission Statement, p.14

- Remove ODOT mission statement, add new example
- Policies, p.15 – add Iowa's policies link, add Appendix

- **TAC: Hank Z. provide policies to Maggie**

ILS, p.16-17 – add MSDOT RFP exp., open source options, Computers in Libraries Oct. 2008 issue w/chart, link

- **TAC: John C. will help develop open source content**

Performance Measures, p. 18

- **TAC: Hank Z. will provide MTKN performance measures updates**

Market Your Services... p.21

- Add open houses to list, KTOC collab site description and link, reference to Web 2.0
- **TAC: Marie M. will help with KTOC description/use/anecdotes**
- Add customer surveys, Doodle, SurveyMonkey, IA, WA
- **TAC: Kathy S. will provide survey**
- **TAC: Send Maggie NLW outreach activities**

Network... p.22-23

- Add SLA Government Information Division
- Change RAC TKN name to proper format, update description, add strategic goals

Lay of the Land, p.24-27

- Move to beginning, all sections will change #s following
- Add BTS Transportation Expressions, Industry section, Associations section
- **TAC: John C. will assist in developing Industry and Associations sections**

Appendices, p.29-end

- Appendix A, TLCat Libraries - update
- Appendix B, OCLC RSPs – update, note discounts on other products from local, regional consortiums
- Appendix C Sample Core Journal Collection
- **TAC: Sheila H. will review and update as necessary**
- **TAC: Hank Z. & John C. will identify essential titles**
- ILS/OPAC, Appendix F – update
- Stat tracking tool, Appendix H - reformat
- IADOT Library User Survey, Appendix I – add WSDOT?
- Add Appendix – Iowa policies (Section V), others, sample weeding policy

Bibliography

- Update

The teleconference was adjourned at noon.