

Transportation Library Connectivity Pooled Fund Study

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Interim Report, Projects 0092-06-30 and 0092-06-31
November 2007



WISCONSIN DOT
Wisconsin Department of Transportation Research & Library Unit



MRUTC
Midwest Regional University Transportation Center

NOTICE:

This research was funded by the Wisconsin Department of Transportation, the Federal Highway Administration and other participating agencies under Transportation Pooled Fund #TPF-5(105) and WisDOT Projects 0092-06-30 and 0092-06-31. The information reported is the result of research performed under the auspices of the Transportation Library Connectivity Pooled Fund Project. The contents of this report reflect the views of the authors, who are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views of the Wisconsin Department of Transportation or the Federal Highway Administration at the time of publication.

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Acknowledgments

Technical Advisory Committee

This study was proposed by the Wisconsin Department of Transportation as the lead state for the Transportation Library Connectivity pooled fund study, TPF-5(105). The work was guided by a technical advisory committee chaired by Ann Pahnke and previously by Nina McLawhorn, WisDOT. Other members of the TAC were Lisa Autio, Montana DOT; Jerry Baldwin, Minnesota DOT; Jason Bittner, Midwest Regional University Transportation Center at UW-Madison; Janet Bix, Ohio DOT; Cheryl Bodan, Pennsylvania DOT; John Cherney, WisDOT; Steve Cochran and Kathy Szolomayer, Washington State DOT; Ruth Letson, Tennessee DOT; Marie Manthe, Kansas DOT; and Laura Wilt, Oregon DOT.

Research Managers and Others

The DOT research managers who assisted in the administrative oversight of this study included Nikki Hatch, research administrator, WisDOT; Teresa Adams, Wisconsin Transportation Center at UW-Madison; Elizabeth Bieryla, PennDOT; Sandi Hoff, Tennessee DOT; Barnie Jones, Oregon DOT; Sue Lodahl, Mn/DOT; Dick McReynolds, Kansas DOT; Leni Oman, WSDOT; Karen Pannell, Ohio DOT; Skip Paul and Glynn Calvin, Louisiana DOT; Sue Sillick, Montana DOT; and ex officio member Amanda J. Wilson, National Transportation Library.

Introduction

Accessible, reliable and timely information is central to quality performance for transportation agencies and stakeholders. Yet a vast amount of transportation-related information is neither collected nor made available for use. Although libraries are integral in capturing and providing access to vital information, their services are underused. Without library services, research and information needed by customers can often be simply irretrievable.

Even though transportation as an industry contributes more than 11 percent and nearly \$6 billion (2005) to the gross domestic product,¹ it lags far behind comparable sectors such as agriculture and medicine in terms of information, library and knowledge management investments. Some 50 state DOTs, 600 transit agencies and nearly 400 metropolitan planning organizations generate a staggering amount of valuable research, yet the transportation sector lacks a systematic approach to effectively manage this information.

This challenge has been well-documented in reports such as the Federal Highway Administration's *Value of Information and Information Services*² and the National Cooperative Highway Research Program's *Scoping Study for a National Strategic Plan for Transportation Information Management*.³ Additionally, a National Academies policy study carried out a comprehensive examination of the need for coordinating and funding transportation libraries. TRB Special Report 284, *Transportation Knowledge Networks: A Management Strategy for the 21st Century*,⁴ recommended the following:

- Establish decentralized (regional) transportation knowledge networks.
- Identify a national-level coordinating structure to manage the TKNs and presumably locate it within the Research and Innovative Technology Administration at U.S. DOT.
- Ensure a strong, effective and accountable coordinating structure through governance and legislation.
- Create a sustained funding mechanism to coordinate TKNs and meet the information needs of transportation practitioners.

The Transportation Library Connectivity pooled fund study, TPF-5(105), was formed against the backdrop of these challenges and developments. Members felt that by working together more closely and more formally as transportation agency libraries, they could improve services to their customers and also enhance their readiness to embrace the planned policy changes recommended by SR 284 for inclusion in reauthorization of the transportation act in 2009.

An existing network of transportation libraries, the Midwest Transportation Knowledge Network, provided a model for cooperative effort, and six MTKN members joined the pooled fund study. Moreover, because of the funding made available from members' contributions to the study, the states were able to contract with two consultants to provide (1) technical library services for improving the quality and effectiveness of core library services in a transportation agency; and (2) marketing tools and outreach initiatives to enhance awareness of the existence and value of transportation libraries and the critical services provided by library and information professionals.

This report is a record of the formation, major activities and accomplishments of the Transportation Library Connectivity pooled fund study from its launch in October 2004 through its third annual meeting in September 2007. In addition to this report, we have also prepared a companion *Transportation Librarian's Toolkit* as a practical resource for current and future transportation librarians, especially those working in state DOTs.

¹ (GDP) Value Added by Industry, 2002-2005; U.S. Bureau of Economic Analysis, *Survey of Current Business*, v. 86, no. 12, December 2006.

² *Value of Information and Information Services*, Federal Highway Administration, 1998, <http://www.fhwa.dot.gov/reports/viiscov.htm>.

³ *Scoping Study for a National Strategic Plan for Transportation Information Management*, National Cooperative Highway Research Program, 2003, http://trblist.tamu.edu/products/documents/scoping_study_final_report.pdf.

⁴ *Transportation Knowledge Networks: A Management Strategy for the 21st Century*, Committee for a Future Strategy for Transportation Information Management, Transportation Research Board of the National Academies, 2006, <http://onlinepubs.trb.org/onlinepubs/sr/sr284.pdf>.

Chronology and Highlights of the Study

September 2004. State DOT research managers, transportation librarians and MTKN members begin to define the project scope. Phase One connectivity objectives and Frequently Asked Questions are developed.

October 2004. A National Transportation Knowledge Network video and brochure are produced and distributed. A project logo is designed with a theme that incorporates transportation, knowledge and information.

November 2004. The Transportation Library Connectivity proposal is finalized and formally launched on the Transportation Pooled Fund program Web site.

December 2004. Formal TPF solicitation begins. An initial project budget is drafted.

February 2005. Eight states begin the study.

March 2005. First Technical Advisory Committee teleconference is held with Kansas, Minnesota, Montana, Ohio, Oregon, Washington and Wisconsin participating. Five TAC teleconferences, on average, are held each year. Tiered participation levels are set; short- and long-term deliverables are discussed. Louisiana joins the study.

April 2005. National Library Week is observed as participating members host open house events, library tours and informational sessions. WisDOT distributes nearly 500 NTKN brochures and 75 copies of the NTKN video. Second TAC teleconference is held. Members build on the project scope outlined in the pooled fund solicitation and develop a synthesis of collective priorities (see Appendix A). Five main categories emerge: access, technical services, best practices/policy, marketing, and networking and information sharing. (See Meeting Participant Needs, page 4.)

May 2005. Third TAC teleconference is held. Tiered participation levels are clarified and deliverables are selected with an emphasis on the delivery of technical services; marketing deliverables are also discussed.

June 2005. Tennessee joins the study. Fourth TAC teleconference is held. Year One budget is finalized and approved. First pooled fund annual meeting is slated for October in Kansas City, Kan. TAC members mobilize in anticipation of reauthorization of the transportation bill.

July 2005. Pennsylvania joins the study. Several TAC members attend the meeting of the TRB Committee on Library and Information Science for Transportation in Boston to provide an update and recruit more states to the project.

August 2005. Fifth TAC teleconference is held. Requests for Proposals are finalized and issued for technical services and for marketing/administrative services. The study plans and conducts a well-received information management panel presentation at the AASHTO Research Advisory Committee Annual Meeting in Wilmington, N.C. Two TAC members present their ideas along with three other panelists in "Information and Knowledge Management: Strategic Resources for DOTs." Hurricane Katrina affects Louisiana's ongoing participation in the study.

September 2005. The Midwest Regional University Transportation Center joins the study.

October 2005. Members hold their first annual meeting October 19-21 in Kansas City with 22 combined TAC/MTKN attendees. RFPs are reviewed and two consultant interviews are conducted. The Knowledge & Library Connectivity Annual Meeting is held in conjunction with MTKN. A part-time communications consultant is hired and a draft marketing work plan is reviewed.

November 2005. A full-time technical services consultant is hired. A library services work plan is discussed. Supplemental funding and library grant research is conducted for a report to TAC members on sustained funding options.

December 2005. Sixth TAC teleconference is held. Washington State DOT hires a new librarian. A finalized marketing plan is developed and presented to TAC members.

January 2006. The Transportation Library Connectivity Web site is launched. A 109-question online member survey is conducted. TLCat subscriptions are negotiated with the Online Computer Library Center and paid through the study. Discussion begins on project performance measures. Site visits to Wisconsin and Kansas are conducted.

February 2006. Seventh TAC teleconference is held. News, Updates & Resources blog is launched. Site visits are conducted to Minnesota, Oregon, Tennessee and Washington. OCLC contracts for participating states are assembled, negotiated and organized. TLCat and unlimited WorldCat subscriptions are consolidated into one contract through Wisconsin Library Services.

March 2006. Eighth TAC teleconference is held. Montana hires a new librarian. Site visits to Ohio and Pennsylvania are conducted. "Top Ten" brochures are designed.

April 2006. Ninth TAC teleconference is held. National Library Week is observed as participating states host open house events, library tours and information sessions. Nearly 3,000 customized bookmarks, note cards, fliers and brochures are designed, produced and distributed.

May 2006. TAC members select St. Paul, Minn., for the 2006 Transportation Library Connectivity second annual meeting, September 19-21. Performance measure tools are assembled on Web site.

June 2006. The 10th TAC teleconference is held. List of tangible benefits is generated. A new pooled fund flier is created and printed for distribution at summer conferences.

July 2006. Several TAC members attend 2006 AASHTO RAC Annual Meeting in Columbus, Ohio. Transportation Library Connectivity Web site is redesigned. 2006 annual meeting plans are finalized.

September 2006. The 2006 Transportation Library Connectivity Annual Meeting is held in St. Paul, Minn., with 15 attendees, 15 Web conference participants and two guest speakers. TAC members agree to investigate the possibility of a committee within AASHTO, eventually resulting in the formation of the AASHTO RAC TKN Special Task Group. Priorities for Year Two of the project are reviewed and discussed.

October 2006. Technical consultant delivers presentation at the Ohio Technical Engineering Conference. Marketing/administrative consultant delivers presentation for 2006 MTKN annual meeting in Chicago. Louisiana hosts an open house to dedicate its new Louisiana Transportation Research Center facility.

December 2006. The Western Transportation Knowledge Network is formed and holds its first teleconference. The National Transportation Library hires a new director. More supplemental grant funding opportunities are researched and a report is made to TAC members.

January 2007. The 11th TAC teleconference is held. Montana becomes the 10th site visit conducted. The study plans and conducts a well-attended information management presentation at the TRB annual meeting in Washington, D.C. Two TAC members join three other transportation professionals on the panel program entitled "Transportation Information Revolution: The World at Your Doorstep."

February 2007. First AASHTO TKN Special Task Group teleconference is held. WTKN holds its second teleconference with 21 participants. First draft of Transportation Advocates for Library Enhancements, Networks and Technologies position paper is circulated and reviewed. Second fixed-price contract negotiated on OCLC WorldCat subscriptions.

March 2007. The 12th TAC teleconference is held. TAC members select Madison, Wis., for the 2007 Transportation Library Connectivity Annual Meeting and Conference, September 18-20.

April 2007. Second AASHTO TKN Special Task Group teleconference is held. Extension of the study is approved and Year Three deliverables are initially discussed. WTKN holds its third teleconference. WisDOT holds its iCommons open house. National Library Week is observed as participating states host library tours, open house events and information sessions. Nearly 500 updated brochures and fliers are distributed.

May 2007. The 13th TAC teleconference is held. The third AASHTO TKN Special Task Group teleconference is conducted. The study drafts a TKN task group charter for discussion and review. WSDOT librarian resigns.

June 2007. Missouri joins the study. The 14th TAC teleconference is held. WTKN holds a fourth teleconference and begins editing its articles of incorporation. WSDOT hires a new librarian.

July 2007. The University of Minnesota's Center for Transportation Studies joins the study. The 15th TAC teleconference is held. WTKN holds its fifth teleconference. The AASHTO TKN Special Task Group is approved by RAC officers. Eastern Transportation Knowledge Network begins to form. Several TAC members attend the TRB LIST Committee meeting in Chicago.

August 2007. California joins the study. The 16th TAC teleconference is held. WTKN holds its sixth teleconference. The state of Washington hosts the 2007 AASHTO RAC Annual Meeting in Seattle. TAC members conduct teleconference to finalize annual meeting plans.

September 2007. Idaho, Iowa and Mississippi join the study. The 2007 Transportation Library Connectivity Annual Meeting and Conference are held in Madison, Wis., with nearly 40 attendees, guests and presenters. Web participants are able to log on for five sessions, and a joint luncheon is held with MTKN, which kicks off its fourth annual meeting. The study underwrites a regional TKN Web conference so that MTKN, WTKN and ETKN members can begin a dialogue on TKN benefits and goals.

Meeting Participant Needs

Although the **Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users**⁵ provided \$244.1 billion in transportation funding, many state DOTs faced budget deficits. As the study began and state agencies were forced to reorganize, transportation libraries found themselves in jeopardy. Members of the transportation research and library community saw this as an opportunity to mobilize.

The study was formed in part to link transportation libraries so they could identify needs and develop common goals and solutions. The concept of library connectivity was viewed as a long-term goal articulated in the 2003 NCHRP Report *Scoping Study for a National Strategic Plan for Transportation Information Management*. The report envisioned three levels of development for transportation libraries: breadth, depth and connectivity. The first level—breadth—meant sustaining present levels of transportation library activity and preventing erosion of services. Depth meant expanding the reach of the transportation information infrastructure to offer a deeper level of resources, content and services. The third level—connectivity—could be viewed as ultimately achieving a seamless flow of timely and reliable information independent of source and media type.

One effort to improve connectivity was to form the pooled fund study itself. During the first two years (2005 to 2007), participants received technical support, networking opportunities, marketing expertise and the ability to access extensive transportation resources that were previously unavailable. Various methods, strategies, tools, tasks and deliverables were initiated or produced to assist study partners in better serving their transportation customers. To accomplish this, members were asked to identify individual needs, which were ranked and resulted in a synthesis of collective priorities. These priorities were divided into five categories: access, technical services, best practices/policy, marketing, and networking and information sharing.

Access

TLCat

Study members identified the need for increased access to new and existing transportation resources as a primary goal. Improved access to more library holdings results in savings by avoiding duplicate research and information. One strategy was to promote awareness of and increase membership to the Transportation Libraries Catalog.⁶ Created in 2004 and subsidized by NTL, TLCat is an online database of bibliographic records linked to transportation library holdings. Some 15 libraries originally contributed to the catalog that electronically lists transportation-specific items. Several study partners were among the first set of TLCat contributors, which included Kansas, Minnesota, Missouri, Ohio and Wisconsin DOT libraries.

⁵ Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, 2005, <http://www.fhwa.dot.gov/safetealu/index.htm>, accessed October 24, 2007.

⁶ *Transportation Libraries Catalog, TLCat*, National Transportation Library, U.S. DOT Research and Innovative Technology Administration, http://ntl.bts.gov/about_tlcat.html, accessed October 24, 2007.

The study arranged for and purchased annual TLCat subscriptions, offering increased access to specialty items not systematically distributed or regularly available within each state DOT library. TLCat membership helps leverage costs by providing access to more than 554,000 monographs from 60 participating institutions. As new records are created and added to TLCat, study members can leverage OCLC subscription costs by receiving rebates for each new record created.

Along with efforts to digitize and preserve books, reports, photos, maps and other transportation information, study partners were encouraged to create and share Web-based lists of their resources available through the Internet. Several states created Web sites, which meant increased access to specialized or unique collections that were once only available through agency intranets. This particularly benefited smaller DOT libraries by improving access to more materials and dramatically increasing their pool of resources when linked to other libraries.

Google Metasearch Engine

In November 2006, Washington State DOT created a 50-state transportation search engine through Google. The customized metasearch engine became another tool to improve online access to transportation resources. Other organizations followed suit by creating their own customized über-search engines. Metasearch tools were created for public transit, university transportation centers, Local Technical Assistance Program and Tribal Technical Assistance Program centers, plus a 50-state public utility search. Links to these search engines were posted on the study Web site and promoted by members, the NTL, UTCs and other transportation agencies.

Technical Services

Participant needs for technical library services included a variety of support activities, which were provided by a full-time librarian hired in November 2005. Members cited the need for help with cataloging, data conversion, dealing with vendors and investigating new resources. A technical services library work plan was drafted and updated throughout the first two years of the study. Members received technical assistance in a variety of areas, which particularly benefited solo librarians and smaller libraries. The initial work plan identified six primary tasks addressed in two phases from 2005 to 2007.

Library Subscriptions

The first task was to determine the number and types of existing subscriptions and databases. TAC members were asked to compile lists for analysis of renewal cycles and to identify duplicate subscriptions. The technical services librarian contacted regional library providers and OCLC representatives to determine if a discounted group rate could be established. Although OCLC does not offer discounts or group subscription rates, the study resulted in clarification of OCLC contracts for each participating state.

A spreadsheet was devised to list the various contractual terms and provisions of each member library. Through the assistance of Wisconsin Library Services, an annual invoice and billing system was established and monitored to streamline vendor services. Members learned more about the capability of WorldCat and FirstSearch, plus other resources such as TRIS Online and the Transportation Research Thesaurus.

Survey

The second task was to review existing library surveys and develop a customized survey⁷ to be administered to study partners. In January 2006, a 109-question online survey was administered and received 10 responses. Information derived from the survey included analysis on customers, tools, services, collection sizes, content of holdings and other useful information. Survey results also provided a benchmarked comparison of study partners' resources, giving a clearer picture of collection strengths and gaps.

Site Visits

Site visits offered insight on individual participant needs and resulted in observational reports for each state. With the exception of Louisiana, which was dealing with the aftermath of Hurricane Katrina in August 2005, nine site visits were conducted from January to March 2006. Once a librarian was hired at Montana DOT, a 10th site visit was conducted there in January 2007.

Collection evaluation became more specific after the technical consultant personally interacted with each TAC member and observed the space, size and resources of each library. On some visits, the consultant helped administer

⁷ Complete survey results are provided in Appendix B.

or complete the customized survey. Specifications were gathered on electronic collections, some of which were posted only to an intranet site. OCLC contracts were reviewed and discussed to provide a broader view of subscription costs and fees.

Collection Evaluation

The survey and site visits assisted in forming a collection overview of each library and its holdings. Feedback from TAC members helped create a snapshot of how these libraries served their customers. TAC members at both small and larger libraries were able to learn about other library collections.

A direct benefit was learning about unique and specialty items held only by certain libraries. Assessing library collections resulted in the ability to provide expertise and advice on cataloging, digital conversion and subscriptions. This information was also useful in developing guidelines for indexing and abstracting research and other published materials within individual library catalogs.

In 2007 research was done to gather information on collection analysis tools. After contacting other librarians who had used OCLC's collection analysis tool, members determined that the software was cost-prohibitive and also needed improvement. However, member libraries continue to assess, evaluate, improve and update their collections and make that information available online or through transportation listservs.

Budget Recommendations

With more than 50 percent of the project budget allotted to technical services, members sought recommendations on how to optimally apportion these funds. Technical services funds were divided over two years and paid for TLCat subscriptions, site visits, a survey, subscription analysis and assessment of collection analysis tools, consultant's salary, and offsetting OCLC subscription costs. Consultant travel costs remained under budget, allowing TAC members to vote on discretionary trips to OTEC in October 2006, the TRB 2007 Annual Meeting in Washington, D.C., and the 2007 Special Libraries Association annual meeting in Denver.

Reports

Progress of the pooled fund study was summarized in quarterly reports as well as in this two-year Interim Report.

Best Practices/Policy

Transportation Librarian's Toolkit

TAC members spent several teleconferences discussing the importance of data collection and performance measures. Benchmark comparisons of member libraries were also derived through the survey conducted in 2006. A primary benefit of the project has been the opportunity to capture the collective experience, institutional knowledge and input from participating members. With veteran transportation librarians who have been in the field for more than 35 years, the study was able to assemble the *Transportation Librarian's Toolkit*, published along with this report.

The toolkit is a guide for transportation librarians of varying experience who are challenged with delivering quality information to their agencies on a modest budget. Seeking resources, delivering optimal services within budget and justifying expenditures are key challenges for librarians, research managers and information services providers. Central to the toolkit is the idea of assembling basic, useful information for new and existing libraries to serve as a dynamic and ongoing electronic resource. Developed with the contributions of TAC members, the toolkit contains seven recommended core categories for a vibrant and robust state DOT library:

- Deliver essential library services.
- Plan an effective collection for your customers.
- Make the most of your space.
- Put best practices to work.
- Market your services creatively.
- Network, network, network.
- Learn the lay of the land.

Performance Measures

Data derived from performance measures helps substantiate the value that a library provides to its customers. Measures and statistics also validate the need for investments in transportation information management within state agencies.

Specific measures or outputs that can be tracked include the number of reference questions per year, circulation and interlibrary loan requests, new acquisitions, literature searches and more. In addition, comparisons can be made about the length of time a practitioner spends searching for information without the help of a librarian. Performance measures are tools that can be used in making decisions, allocating resources and justifying the need to enhance and sustain transportation libraries, research and information services.

Among the tools collected during the first two years of the study are return on investment formulas, spreadsheets, dashboards, tracking information samples, reference management templates and other data collection methods. Also, the News, Updates & Resources blog has tracked success stories submitted by members who chronicle how library and information professionals save time, money and resources by supplying needed information on a timely basis to transportation customers. Successful transportation operations depend on useful information that helps determine the quality, value and impact of library services.

RSS Feeds and Blogs

As transportation libraries look for new ways to merge the capacity of the Internet with traditional library services, the pooled fund study has incorporated RSS and a blog into its efforts. RSS is a relatively new and easy way to syndicate news and information via the Internet. Similar to a dynamic newsletter or news group, it allows users to receive updates and alerts.

Listserves and Web Conferencing

As face-to-face connections occur at annual meetings and conferences, TAC members also share information through several established listservs: TRANLIB, TRB LIST and MTKN. Listservs have allowed TAC members to mobilize with other consortia and create new channels for advocacy and support. With the help of Louisiana DOT, the study created its own listserv in September 2007, allowing members to spontaneously share ideas and information.

In addition, Web conferencing was used at two consecutive annual meetings to link TAC members, presenters and guests for online presentations and discussion. The 2006 annual meeting used WebEx software, with an average of 14 Web participants per session. In 2007, sessions were conducted with the UW-Pyle Center's WisLine Web software, providing up to 30 multimedia access points for five sessions (nearly 10 hours with an average of nine participants per session). Topics ranged from regional TKN discussions and librarianship in the information age to library synergy, networking and sustained library funding options.

Other library groups are using Web conferencing technology for information sharing and networking. In October 2007, the NTL launched monthly roundtable Web conferences on a range of topics, allowing participants to log on from all over the country. Also, the TALENT advocacy group (see Advocacy below) and WTKN are using Web-based technology for monthly teleconferences to edit position papers and foundational documents.

Marketing

Participant needs for marketing services included a variety of support activities from a part-time consultant hired in September 2005. Members cited the need to increase library visibility both externally and internally. Marketing goals included targeting senior managers and educating policy and decision makers on new and better ways to find information while also communicating the value of transportation libraries.

Advocacy

During the 2006 annual meeting, advocacy became a new focus, which eventually led to the formation of the AASHTO RAC Special Task Group on Transportation Knowledge Networks. The pooled fund project was directly responsible for drafting a charter while key TAC members gained AASHTO RAC approval in July 2007. The AASHTO RAC TKN Special Task Group will be a useful forum for research managers and transportation librarians to discuss common goals and work toward achieving them.

In early 2007, TAC members were integral in forming Transportation Advocates for Library Enhancements, Networks and Technologies, which is a coalition of transportation professionals supporting the development and

sustained growth of TKNs and the NTL. TALENT has developed a statement of support to be endorsed by the SLA Transportation Division and other agencies to be used in advance of the 2009 reauthorization of the transportation bill.

Visibility and Outreach

Three marketing plans were generated during the first two years of the study. Marketing materials were designed, produced and distributed for National Library Week events for three consecutive years. Using the TKN logo, a set of customizable templates was created for bookmarks, brochures, fliers and note cards. TAC members planned creative Library Week events that attracted new patrons and educated staff on resources and services. See Appendix C for sample marketing materials.

Outreach also included researching and soliciting new membership. Prospective agencies were contacted and recruited, resulting in three new members in 2007: Caltrans, Missouri DOT and CTS. A new participation level was set at \$5,000 so that states could join or continue for basic services, including travel to annual meetings, teleconference participation and other networking.

Web Site

By March 2005, a Web site was developed for the study listing articles, templates, performance measure tools and other pooled fund information. Conference presentations, meeting materials, reports and technical information were posted online and updated throughout the first two years. Plans for Year Three of the study include an update of the Web site.

Supplemental Funding

Preliminary grant research indicated that a nonprofit designation was needed to qualify for many funding sources. This process would involve filing articles of incorporation and applying for IRS 501(c)(3) status. Initial contacts were made with the Institute of Library and Museum Services; the University of Florida, Sarasota; and the UW-Madison Grants Library. Funding options that were researched included:

Gates Foundation: <http://www.gatesfoundation.org/UnitedStates/USLibraryProgram/Grants/default.htm>

Foundation Directory: <http://fconline.fdncenter.org/>

Fundsnet: <http://www.fundsnetsservices.com/>

Grantsmanship Center: <http://www.tgci.com/>

GuideStar – 990s: <http://www.guidestar.org/>

Teleconferences

Sixteen TAC teleconferences were conducted from December 2005 to August 2007. Individual TAC teleconferences were also held in early 2007 to clarify specific needs and priorities. Each TAC teleconference allowed members to share updates, library news and activities. Teleconference minutes are located on the Web site at <http://www.libraryconnectivity.org/>.

Annual Meetings

A tangible benefit TAC members derive from the study is the ability to travel to annual meetings. Attendance increased each year, and new programs were added along with guest speakers and Web participants. Presenters have included representatives from RITA, OCLC, NTL, CTS, the National Agricultural Library and several universities. Highlights from each meeting follow:

Kansas City, Kan., 2005 – Knowledge & Library Connectivity Annual Meeting (co-hosted with MTKN)

Attendees: 13 TAC members; nine MTKN members; two guest speakers.

Accomplishments: Selected a technical library consultant; defined Phase One priorities, which included a Web site, survey and technical site visits.

St. Paul, Minn., 2006 – Second Annual Knowledge & Library Connectivity Meeting

Attendees: 10 TAC members; 14 Web participants; 16 guest speakers/attendees.

Accomplishments: Offered Web conference ability; approved second set of marketing and technical service plans; toured Mn/DOT library; introduced advocacy initiatives.

Madison, Wis., 2007 – Transportation Library Connectivity Annual Meeting and Conference

Attendees: 17 TAC members; up to 30 Web participants per session; five MTKN members; nine guest speakers.

Accomplishments: Reviewed drafts of interim report; reviewed draft of *Transportation Librarian's Toolkit*; discussed Year Three priorities; toured WisDOT iCommons; welcomed new members—Caltrans, CTS, and Iowa, Idaho, Mississippi and Missouri DOTs—and recognized retirees from Minnesota, Ohio and Pennsylvania. For a complete overview of 2007 annual meeting highlights, see the summary on page 10.

Reports and Minutes

Minutes were drafted for each TAC teleconference in addition to three annual meetings. Quarterly FHWA reports were drafted and posted to the Web site. A list of tangible benefits, “Top Ten Reasons to Support TKNs,” and other documents were produced to help demonstrate the value of TAC members’ investment in the study.

Library Week

To increase internal visibility within their agencies, TAC members observed National Library Week each April. For three consecutive years, events included library tours, reference sessions, exhibits and displays. To promote these events, customizable fliers, bookmarks, invitations and thank-you notes were created and subsidized by the study. Samples of those products were posted to the Web site for future access. TAC members reported increased awareness and visibility as well as an influx of reference questions as a result of these events.

National Presentations

Another strategy to promote awareness was to schedule, organize and moderate panel presentations. The study supported a session in 2005 at the AASHTO RAC Annual Meeting in Wilmington, N.C. This panel presentation, “Information and Knowledge Management: Strategic Resources for DOTs,” featured presenters from the academic, transportation and capital projects industry to share ideas on effective information management.

Also, a co-sponsored session was held at the 2007 TRB annual meeting in Washington, D.C. The consultants co-moderated the panel presentation entitled “Transportation Information Revolution: The World at Your Doorstep,” which featured two TAC members as research manager and librarian, plus a DOT secretary and two transportation practitioners from Ohio and Wisconsin.

Networking and Information Sharing

TKNs

The Transportation Library Connectivity study has served as a platform for networking and information sharing, which is perhaps one of the top benefits the study can offer its members. Annual meetings provide a regular forum to build alliances, and a top TAC priority is to help members in their TKN participation. Building on recommendations from TRB Special Report 284, TAC members recognize the value of helping more TKNs grow and flourish while working with the NTL as the national coordinating body. The pooled fund project has provided financial support to leverage costs for new and existing TKNs, including help with materials, catering and Web conferencing for programs and sessions at MTKN annual meetings.

As WTKN began to form in 2007, the study provided staff support and covered fees for three WTKN teleconferences. WTKN foundational documents were posted on the blog, and the collaboration has resulted in more than 30 members from 17 states in AASHTO RAC Region 4.

The pooled fund project is poised to assist pooled fund members who are forming other regional TKNs as appropriate.

Concurrent Membership

TAC members also have held key positions within other organizations, including the SLA Government Transportation Research Information Committee and TRB LIST. While there is significant overlap of membership in both committees, this promotes a high degree of interaction and networking. Six TAC member states participate in MTKN, while four others are WTKN members. This type of concurrent membership helps align efforts among all regions, particularly when forming and supporting TKNs.

Metasearch Tools

New platforms for information sharing were created in early 2007, such as the Transportation Meta Search engine developed by WSDOT. This tool provides search ability among 824 Web sites accessing DOT-related information. Other new tools include metasearch engines for UTCs, LTAPs and public transit agencies.

RITA and the NTL

Through networking, the study members have formed important relationships with representatives from RITA and the NTL. In offering input for its strategic plan, TAC members were encouraged to register with the federal docket to offer comments prior to release of the RITA strategic plan in August 2006. Other TAC members participated on an NCHRP 20-75 panel, which is charged with taking recommendations from TRB Special Report 284 and developing them into a TKN business plan. Many of the study goals and deliverables have been included in discussions to draft the plan, which will be released in early 2008.

TAC members significantly support efforts to strengthen the NTL, which, in turn, has shown leadership to connect regional TKNs and bolster transportation libraries. As indicated in TRB Special Report 284, a primary mission of a coordinating body is to provide sustained leadership for TKNs through developing collection and reference strategies that would minimize duplication and ensure interoperability. This growing effort is pointing the way toward standardized collection policies, cooperative purchasing power and the establishment of information infrastructure technologies.

2007 Annual Meeting

As progress continued within the transportation library and research community, the study held its third annual meeting in Madison, Wis., Sept. 18-20, 2007. Some 17 TAC members gathered at the UW-Madison Pyle Center, joined by a host of national presenters, guests and Web participants. The business meeting was conducted on September 18, and Web sessions took place September 19-20. General topics discussed included the future of TKNs and transportation library and information infrastructure goals.

National presenters included Doug Newcomb, SLA chief policy officer, who offered tips for library professionals on remaining customer focused in the information age; and Peter Young, executive director for the National Agricultural Library, who provided a look at how the NAL manages its \$22.1 million budget while delivering a wide range of multimedia services and resources. Other presenters included Amanda Wilson, NTL; Bonnie Osif, Penn State Engineering Library; Leni Oman, WSDOT; and Monique Evans, Ohio DOT.⁸

Meeting highlights included:

- TAC members, research directors and guest panelists gave 13 presentations about national efforts to enhance transportation library and information services in a coordinated way.
- Twelve pooled fund members and the NTL reported on recent encouraging developments at their agencies.
- The Library Connectivity pooled fund study was approved to continue through at least 2009. Six new members have joined in the past quarter, bringing the membership to 17.
- TAC members briefly reviewed and discussed the pooled fund study interim report and companion *Transportation Librarian's Toolkit*, compiled from the knowledge and best practices of pooled fund members.
- TAC members reviewed past work plan priorities in the areas of access, technical services, best practices and networking, and are proposing new priorities, including one-time projects, for the coming year.

⁸ For a recap of 2007 Transportation Library Connectivity Annual Meeting and Conference presentations, visit <http://www.libraryconnectivity.org/>.

Plans for 2008

Poised for its third year, pooled fund goals under development include providing technical services, promoting the value and importance of transportation library and information services to top-level transportation administrators throughout the country, and supporting members as they participate in the development of regional transportation knowledge networks. A new tiered participation rate will be implemented for 2008:

Supporting members, at \$5,000 per year:

- Participate in bimonthly TAC teleconferences.
- Are included in all e-mail, Web-based and written communications.
- Are paid by the pooled fund for travel to its annual meetings.
- Suggest research and technology transfer projects on library and information service topics.

Full members, at \$15,000-\$20,000 per year:

Receive the same benefits as supporting members, plus

- Are eligible for travel to be paid by the pooled fund to qualifying meetings.
- Can apply pooled fund contribution to OCLC membership.
- Are eligible for site visits from technical librarian consultant.
- Are eligible as a host site for pooled fund workshops.
- Suggest, and vote on, research and technology transfer projects.

In view of pooled fund accomplishments and a changing landscape of library and information services for transportation, we will turn our attention to new challenges while continuing to build on what has been done. The following consultant objectives and deliverables will be discussed with both current and incoming pooled fund members with a goal of adoption in December for the coming year:

1. Provide technical guidance and support to members, focused on the smaller libraries that are served by only one librarian. Support activities will include such things as site visits, advice on cataloguing, inter-library loan procedures, on-line catalogues and library Web site presence (Internet and Intranet).
2. Organize, support and facilitate teleconferences of pooled fund members to enable sharing of best practices and new ideas.
3. Promote the value and importance of transportation library and information services to top-level transportation administrators throughout the country through targeted activities.
4. Gather and disseminate best practices for transportation librarians and incorporate into the Transportation Librarian's Toolkit. Lead workshops for librarians on the value of the Toolkit, emphasizing how it can be used with top-level administrators to demonstrate the range and value of library and information services.
5. Organize annual meeting, to include a workshop on strategic planning to help member states identify and communicate the value of library and information services to their internal customers and top management. The workshop will help attendee librarians/managers define their mission and objectives for serving their parent DOT agencies and promoting the value of their services to their own agencies and also broadly to transportation administrators across the country.
6. Establish and maintain a project Web site as a one-stop shop for pooled fund resources and business, including the tracking and reporting of relevant state, regional and national efforts. Actively monitor related activities and Web sites of NTL, NCHRP, RAC, CUTC, and regional TKNs to highlight important developments and reduce duplication. Communicate relevant information to members through the study listserv and an RSS feed on at least a weekly basis.
7. Support members in their efforts to form and grow regional Transportation Knowledge Networks.
8. Collaborate with the National Transportation Library, the new AASHTO RAC Task Group on TKNs and others, including retired transportation librarians, to enhance communication between transportation librarians and the transportation research community and to build broader support for and

funding of a national network of transportation libraries among top-level transportation administrators at the state and federal level.

9. Facilitate payment of OCLC and TLCat subscriptions for eligible pooled fund members.
10. Facilitate implementation of focused research and technology projects, as proposed by members, on specific topics, such as: promotion of the value and importance of transportation library and information services to top-level transportation administrators, collection analysis tools, collaborative approaches to developing strong specialized collections, digital collection development efforts among member libraries and collaboration with university and industry initiatives.

Appendix A: 2005 Synthesis of Collective Priorities

Access	Technical Services	Best Practice/Policy	Marketing	Networking/ Information Sharing	Other
Increase access to other library holdings through WorldCat, OCLC and TLCat	Get technical support from contract vendors to weed and sift through existing holdings	Identify collection management best practices <hr/> Develop coordinated strategy for collection management	Increase library visibility both internally and externally	Identify needs, investigate existing methods and establish new information-sharing platforms <hr/> Compile an alphabetical/regional list of state DOT library contacts	Develop measurement tools and annual program evaluation to determine pooled fund impacts and benefits
Gain access to specialty items not systematically distributed or regularly available to libraries (such as AASHTO and NHTSA reports) <hr/> Further investigate serial publications not distributed in print format	Get technical support from contract vendors to catalog existing holdings, add new items and convert data into catalog	Identify library policy and best practices to serve as a guide for new and existing transportation libraries <hr/> Develop and implement a repository for best practices (like TRANLIB)	Develop strategies to educate policymakers and decision-makers both internally and externally on the value of libraries and information services	Provide travel opportunities to seminars and conferences	Address issues of sustainable funding for NTL and state DOT libraries
Join/continue subscription to OCLC; negotiate group fee rate	Get technical support to add documents to OCLC	Develop and implement interlibrary loan strategies with other DOT, academic and corporate libraries	Recruit new libraries; encourage existing ones to form networks	Increase networking opportunities; form library agreements	Develop strategies to sustain funding for transportation libraries
Estimate number of holdings to be added to OCLC as result of study	Summarize existing library surveys to further define technical needs	Develop and implement consortia to drive down costs, services, fees <hr/> Increase universal distribution of information via new and existing library listservs	Develop and implement a pooled fund study Web site	Stabilize existing library networks while promoting new ones	Consult with and use grant-writing experts to sustain/augment transportation library/pooled study funding

Appendix B: Survey of TAC Members

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Transportation Library Connectivity Pooled Fund Study Survey

Maggie Sacco, Project Investigator
CTC & Associates LLC

April 2006

Introduction

The Transportation Library Connectivity pooled fund study focuses on improving access to transportation information for researchers, practitioners and decision-makers. Transportation libraries are the key access point for the identification, organization and dissemination of information. The pooled fund study focuses on library technical services such as cataloging, access and digital resources. Our efforts to explore the first stages of a national transportation knowledge network (TKN) will put the best practices of the Midwest Transportation Knowledge Network to work for all of our members.

The Transportation Research Board presented a policy study in January, 2006 specifically calling for the formation of TKNs. [TRB Special Report 284, *Transportation Knowledge Networks: A Management Strategy for the 21st Century*](#) recommends that these networks be established regionally and coordinated at the national level. The report describes transportation library customers as “a diverse and decentralized community” facing an overwhelming amount of information, which further underscores the need of transportation libraries to continually improve their methods of organization and dissemination of information. The report concludes that a more coordinated information management system would go a long way toward harmonizing information access and delivery to a disparate group of information users. In an age where shrinking budgets appear to be an irreversible trend, transportation libraries need to coordinate their efforts and share resources to meet their customers' needs and demonstrate value to their agencies.

Responses

The survey was conducted with a web based service and collected ten full responses. Only one respondent from each participating site completed the survey, as intended. As the survey was lengthy and multiple choice or short answers do not always convey the most complete answers and some follow up and discussion was conducted during site visits. The results reflect these clarifications where available. Only one member site did not participate in the survey. Not all of our members are libraries, but all are engaged in the collection and dissemination of transportation information. Our DOT libraries deal primarily with information, while MRUTC provides valuable information to its users by accessing and using raw data for research. Thus, all of our members are engaged the delivery of information or data into the hands of the transportation professionals who require timely, accurate and thorough information to do their jobs. Some of the questions were designed to give the investigator a clearer picture of what DOT libraries are like operationally in relation to the larger library community. For the report, we will focus on the larger library technical service issues we are tasked with examining and improving through the pooled fund study, with the aim of providing an apples-to-apples comparison.

Services

A crucial question in the survey seeks to identify the customers served by the library. This is not only an identification of the customer groups, but also reveals what the stated purpose of the library is within its organization.

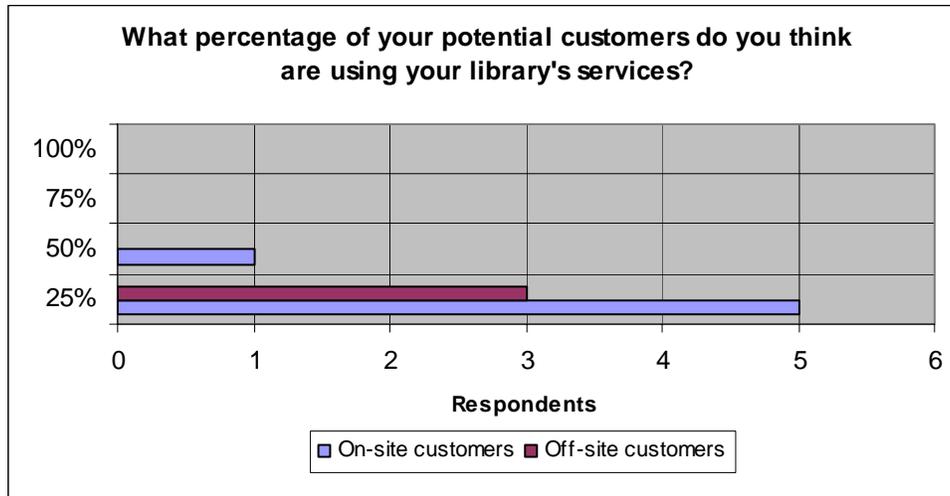
Appendix B: Survey of TAC Members

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Table 1: Customers

What group of customers is your library intended to serve?	
Response	Respondents (10)
A single or DOT or university department	1
DOT or university on all subjects	2
DOT or university and local practitioners	3
Other: All users, i.e., DOT, contractors, public, etc. Anyone The state government, the DOT, its contractors, and the public All of the above, plus the general public	4

Reaching the intended customer groups seems to be somewhat challenging, whether it is because of visibility, staffing constraints, or a lack of awareness of the libraries' existence within the DOTs. The following chart illustrates the perception within the libraries themselves about how well they are doing in reaching their intended customer groups:



The original wording of the question above was “*What percentage of your potential customers do you think are **fully utilizing** the information services you offer?*” This was quickly pointed out to be to be a loaded phrase and was clarified during site visits. The clarification is represented in the chart.

One of the key elements of this survey is to identify the commonalities our members have among the services they provide to their customers. Once identified, the goals are to improve services and reach more customers while reducing costs and providing a demonstrable return on investment for the decision makers in the agencies. Table 2 illustrates the similarities among our libraries in the services they provide even though there are many variations in staffing levels, budgets and physical library environments.

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Table 2: Services Provided

Which of the following services are provided by your staff?	
Response	Respondents (10)
Recent acquisitions list	6
Routing of current periodicals	7
Loans to internal customers	10
Loans to external customers	9
Photocopies, downloads or printouts	9
Research reports	8
Loans from other libraries	9
Loans to other libraries	9
Answers to quick look-up or factual questions (phone numbers, addresses, statistical data)	10
Answers to complex reference questions	10
Bibliographic searches on demand and for creation of bibliographies or research	9
Other Copies of State/County maps for staff Access to roadway plans on microfilm Current-awareness services on specified subjects Alerting services Web site resource linking with a national focus One-to-one training for search help to customers	4

The amount of time spent providing reference services varies, and is a difficult number to pin down for a few reasons. One is, in a solo librarian situation there are no shifts at a reference desk. In other words, you're always at the desk. Another is that so many other activities take place simultaneously and reference work is woven throughout the daily activities. On average, members reported that about half of their staff's weekly hours are spent on reference work (54%) which was extrapolated from reported number of reference hours or percentage of time on reference, number of full-time staff, and the assumption of a 40 hour work week for each. Although there is a fair amount of extrapolation, slightly over 50% is what I would have expected.

Half of our libraries produce publications, both in paper and electronically, and half also collaborate with other departments on their reports and publications.

Online reference networks are becoming a popular service in library networks. The concept has really taken off in the public and academic libraries, but these networks often include special libraries as well. There was interest among the participants in online reference, with 67% responding that they would be interested. Of the 33% who were not, lack of staff and time were cited as barriers.

Interlibrary loan and document delivery are accomplished through formal and informal networks ranging from OCLC, state library agreements and shared catalogs, to regional networks and a general willingness among libraries to lend outside their groups to anyone in need, free of charge. The following table illustrates how our libraries obtain loans and documents.

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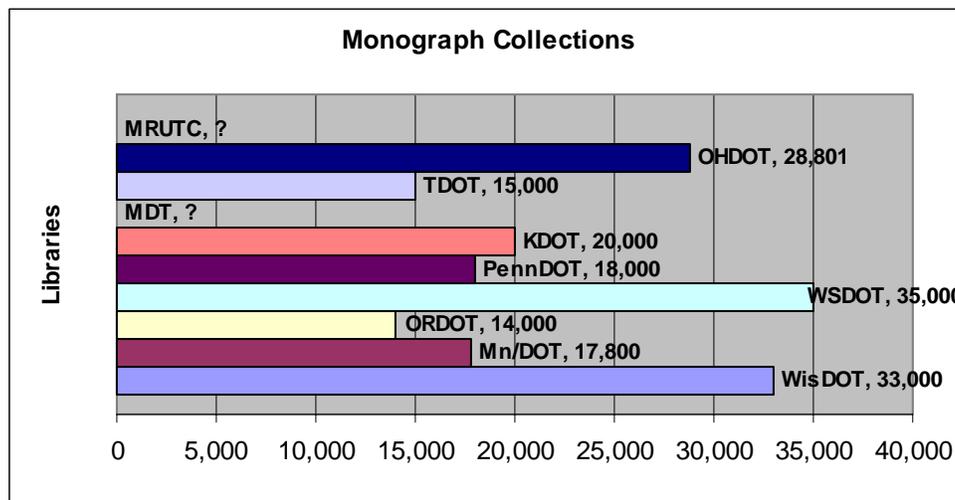
Table 3: ILL & Document Delivery

How does your library obtain loans or copies of materials not available in your collection?	
Response	Respondents (9)
Through OCLC	6
Through local or regional network(s)	8
Direct request to other libraries	8
Direct purchase from vendor or publisher	4
Online, full-text services (Factiva, Dialog, etc.)	4
Download from the web	6
Other: Local technical college databases for full-text retrieval Request to author Usually go through the state library The State Library provides us with ILL services	4

Only two libraries have written ILL policies, and four do not keep ILL statistics. I believe these statistics are a crucial measurement tool for the value of the formation of TKNs, and the only way to track the impact of adding more libraries holdings to WorldCat and TLCat. I recommend that statistics be kept from this point forward. Email attachments, not surprisingly, are the preferred delivery method for document delivery.

Collections/Resources

The number of monographs and active serials titles are two figures that are most often used to get a snapshot of physical collections for comparison. Our members monograph and serials collections can be viewed in the charts below.

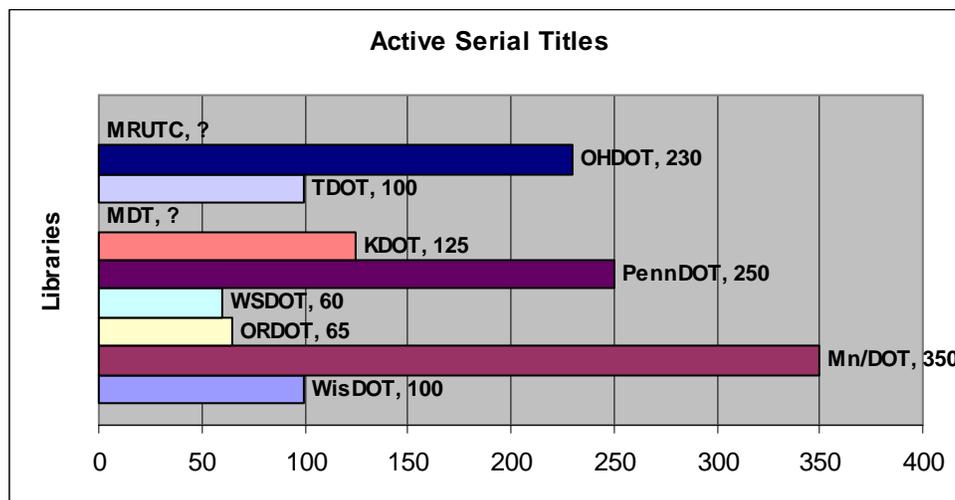


Active serials were reported between 60-350 titles, with only three libraries using a serials vendor to manage their subscriptions. Of those three, two use EBSCO and one uses Swets for serials

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management. Most subscriptions are purchased direct from the publishers and managed by the libraries.



Budget and space issues are prevalent in all libraries and in particular among DOT libraries. Even if budgets are not overly strict with regard to purchasing materials, often space is enough of an issue that buying new titles in traditional print formats is less desirable. Physical collections are also determined by the format the publisher has traditionally supplied, however we will see some of these disappear in the coming years (microfilm, fiche, even CD-ROMs) in favor of more online content. Our libraries all express keen interest in keeping current with new formats in response to space concerns, ease of use, and customer preference.

Table 4: Collection Formats

Format	No. Libraries (10)	Range
Monographs	8	14,000 - 35,000
Serials	8	60 - 350
Audio Visual	5	<50 - 2,000
Microfilm/fiche	5	0 - 35,000
CD-ROMs	10	20 - 621
Online databases	9	0 - 100
Other: PDF, full-text online titles, maps, vertical files, photos, archival materials		

Online resources will continue to be favored in libraries for both the perceived and real benefits of consuming less space and ease of maintenance, and I see no reason to believe this will be any different in transportation libraries. During site visits, everyone expressed the patron's preference for communicating and receiving requests electronically, and the desire of researchers to have more online information tools available on their desktops. The preference of both customers and librarians for digital information and the proliferation of "born digital" or PDF only publishing seems to indicate that transportation libraries will participate in the continued transformation of libraries everywhere.

Table 4 illustrates the major online resources our members are using to deliver information to their customers. Beyond the standard transportation resources, some members are exploring the power of free internet resources like Google Scholar and the advanced searching capabilities.

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Despite the ongoing debate among librarians about the merits of Googling for research, many agree that it is a powerful and cost effective tool in the hands of an expert searcher. Some of our members enjoy access to a wide variety of databases through their state libraries. Table 5 shows us that we need to evaluate subscriptions and explore ways to make more online resources available to our librarians and researchers.

Table 5: Online resources

What resources does your staff use to perform literature searches?	
Response	Respondents (10)
TRIS Online	10
TRIS via Dialog	3
TRANSPORT CD	3
Compendex	3
WorldCat	9
TLCat	9
National Transportation Library	7
National Technical Information Service	7
National Technical Information Service	7
Other: Google, ingentaconnect, newspaper databases, BadgerLink, ITE Digital Library, Dialog, Factiva, Electronic Library for Minnesota and Internet, databases, Search engines like Google; our library catalog, Dialog, 100+ databases via OhioLINK, ebooks via OhioLINK/State Library	6

In addition to the resources used by librarians to assist customers, the libraries also make online tools available to their customers to search their collection and locate materials in other library catalogs.

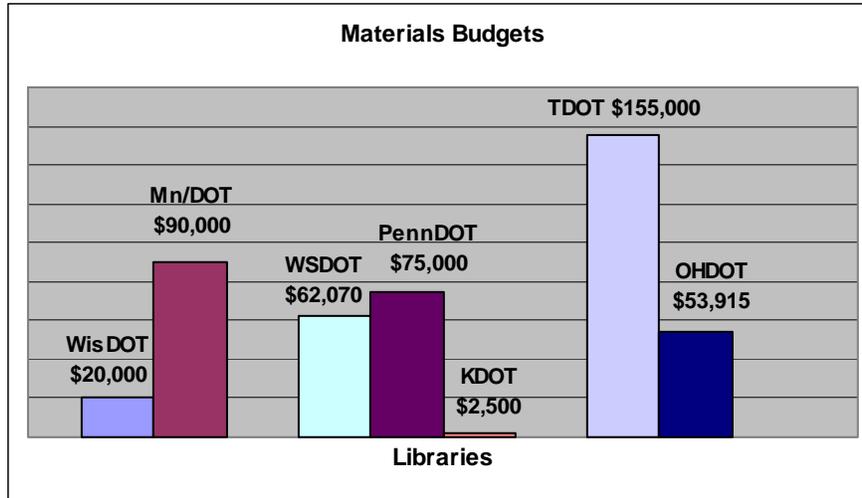
Table 6: Tools for Customers

How can customers and staff search your collection?	
Response	Respondents (10)
OCLC WorldCat	6
Online catalog on our intranet	8
Online catalog on the Internet	6
Internal database	2
Card catalog	1
On-site browsing	8
Other: Card catalog applies only to limited, remnants of uncataloged, pre-1984 collection The State Library catalog	2

Materials budgets are another good comparison point for our group. The ability to acquire the resources you require to serve your customers and the ability to keep your collection current are important points of comparison. As this chart illustrates, for the 8 respondents who reported their annual materials budgets, there is a lot of disparity within these agencies with regard to library funding.

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Libraries will likely continue to see dramatically larger portions of their budgets going into subscription databases and electronic journals, cutting film and fiche, and dipping into their print resources budgets more each budget cycle. At this point, it is my observation that the transportation libraries are headed in the same direction, but at a slower pace than the library community at large. This seems to be due to general funding problems in the DOT's where the libraries are concerned.

The survey revealed that collection development is not generally formalized with written policies, although some described what appear to be coordinated efforts with other state DOT and/or state agency libraries.

Table 7: Collection Development

Do you have a written collection development policy?	Respondents (10)	Do you coordinate collection development with other libraries?	Respondents (10)
Yes	2	Yes	3
No	8	No	7

Collection development needs to be examined in depth during Phase 2 of the study. Collections should be evaluated on their own and against the other participating libraries, as well against benchmark collections for appropriate subject coverage and formats. This will help to pull out specific information on which to base collection development strategies to maximize budgets and reduce duplication, perhaps by taking a coordinated approach.

Most libraries identified their collection strengths as

- Highway engineering: pavement, planning, design and maintenance
- Bridges: engineering, planning, design and maintenance
- Their own state's reports
- Other states' reports
- TRB & AASHTO materials

Some have fairly well developed collections of safety-related materials and training videos, standards and legal materials.

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Most libraries say they are weak in:

- Railroads
- Aviation
- Maritime
- International materials
- Multi-modal transportation
- General reference

All of these were cited as being in need of development, in addition to transportation policy, freight/intermodalism, traffic forecasting/transportation demographics, and transportation security.

As illustrated in Table 8, duplication is perceived to be high and the potential to stretch budgets further by identifying and reversing this trend could allow libraries to explore other resources for their customers.

Table 8: Duplication Across Collections

How much of your collection do you feel is duplicated somewhere else?	
Response	Respondents (10)
>90%	1
80-90%	6
70-80%	1
60-70%	1
50-60%	0
Not sure	1

Catalogs & Cataloging

Even the best library collection has no value if it is not accessible. Providing a library catalog with high quality bibliographic records and an intuitive interface is one of the most useful services we can offer to our customers. All of our members provide electronic access to their library catalogs, with two (Pennsylvania and Tennessee) getting major upgrades at the time of this report. When the upgrades are complete, each of our members will have their catalogs on their intranets, and some are on the internet. OCLC subscription renewals have been invoiced and new memberships have been initiated, giving all of our members access to Unlimited WorldCat and TLCat. OCLC membership raises visibility and increases the value of collections and catalogs. Table 9 shows the study participants OCLC memberships at the outset of the pooled fund study.

Table 9: OCLC Memberships

WorldCat		TLCat	
Response	Respondents (10)	Response	Respondents (10)
Yes	9	Yes	7
No	1	No	3

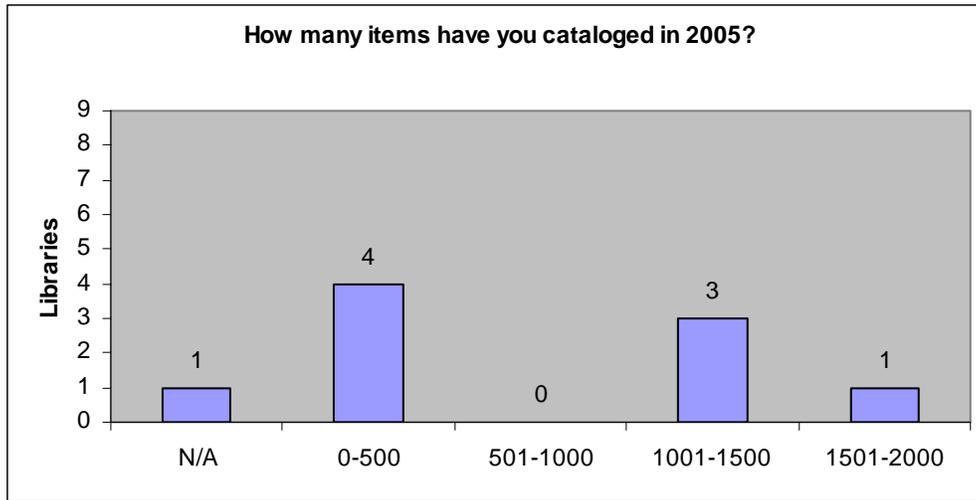
When the subscriptions in process take effect, all of our members will have access to both WorldCat and TLCat.

Nearly all of our libraries report that they are doing much of their own cataloging in-house. Some have arrangements with their state libraries for original cataloging, or in one case, all cataloging is done by the state library. Most are using one of OCLC's cataloging products; some choose to use their local system and batchload into OCLC. The volume of in-house cataloging illustrates why OCLC cataloging subscriptions have been of great concern. Quality bibliographic records are essential to any collection, and the ability to access quality copy and share materials through the union catalog provides more return on the investment that cataloging requires in time and

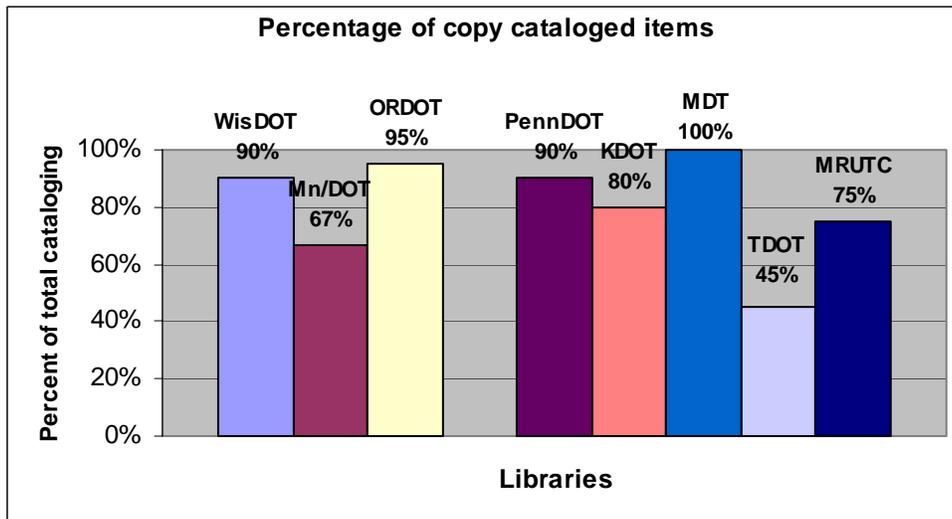
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resources. Being part of the largest library cooperative in the world provides our members with enhanced bibliographic records, OCLC products to catalog their materials and access to more resources from database of more than 1 billion records from libraries worldwide.



As in larger library community, DOT libraries are doing a lot more copy cataloging than creation of original bibliographic records.



Development of digital special collections is something we will be exploring during the pooled fund study. Special collections are defined differently by everyone, but based on their own definitions, half of our libraries indicated that they have special collections within their collections.

Table 10: Special Collections

Do you have special collections within your collection?	
Response	Respondents (10)
Yes	4
No	5
N/A	1

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These special collections were identified mainly as historic materials in various formats, PE/FE study materials, legal materials, videos, and maps. In addition, over half identified historical collections, however these may overlap some of that which was identified as special collections.

Conclusion

There are many factors with which to make an apples-to-apples comparison of the pooled fund study libraries. It is clearly understood among our members that there are some fairly wide variations in areas such as budgets, physical space, and staffing levels. Acknowledging these differences, I have tried to highlight and focus on the commonalities so we can work toward enhancing and equalizing those services wherever possible.

By and large, our member sites have a long history with their agencies. The average age of our DOT libraries is 41 years. Most have a web presence to varying degrees, some with basic information about the library (and often more extensive resources on the DOT's intranet) and some with well developed sites that serve remote customers with many of the same resources and services found in the library. Most of the libraries are positioned organizationally under the direction of their DOT's research department, and more than half are the only library in their agency. All are open to the general public with very few restrictions, most have at least one PC workstation available, and none charge for library services including interlibrary loans.

Most of our libraries are headed by professional librarians with either an MLS or MLIS, the rest with bachelor's degrees or masters in another area, making up a group of highly educated and experienced professionals. At the time of the survey, staffing levels varied from solo librarians with a half-time administrative support person to a staff of 8 with 4 librarians.

All of our member libraries provide the same basic set of library services to their customers: a physical collection in multiple formats, a catalog to manage and access the collection, interlibrary loan and document delivery services, journal routing, literature searches, research and reference services, loans and copying services. Some provide alerting and tables of contents services.

Most libraries have healthy interlibrary loan activity and are participating in formal and informal agreements. Most are active borrowers and lenders, and none charge for loans. All of our members belong to regional, state and/or local library consortiums.

The majority of libraries are cataloging most of their own materials in-house, with copy cataloging comprising the bulk of the work. Almost everyone has identified office collections in their agencies that they feel should be represented in their library catalogs. Everyone has a backlog to some degree, and all would benefit from a solution to cataloging these materials, either with contract cataloging from a vendor, or a system of remote cataloging assistance by the author. The latter option would be best as a supplement to contract cataloging or outsourcing due to volume and time required.

Pooled fund member libraries are committed to maintaining a well-developed, carefully planned physical collection in addition to acquiring or develop more online and digital resources. Harnessing the proliferation of PDF publishing in the transportation sector and developing portals and other desktop tools for department staff are both commonly cited goals.

Since completion of survey, new OCLC subscriptions and renewals have been initiated, putting our members on equal footing with the benefits of OCLC membership. Going forward, this will allow us to make comparisons in these areas with the help of our members in tracking their activities. Cataloging and ILL statistics are not being kept systematically among our members at this time. This will be an important measurement of the impact of standardizing the OCLC services among our members. [View Survey Q & A](#)

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Transportation Library Connectivity Pooled Fund Survey

<http://www.surveymonkey.com/s.asp?u=29321615219>

Opened 12/27/05 -- Closed 3/9/06

1. Identifying information:

	Response Percent	Response Total
Library name	100 %	10
Address	100 %	10
Telephone	100 %	10
Fax	100 %	10
Hours of operation	100 %	10
Total Respondents	10	

2. What year was your library founded in?

MRUTC	Center started in 2000
Ohio	1976
Tennessee	1973
Montana	I don't know, but we were automated in 2002
Kansas	1962
Pennsylvania	1979
Washington	1968
Oregon	1937
Minnesota	1957
Wisconsin	1969
Total Respondents	10

3. Who does your library report to (unit/supervisor title)?

MRUTC	NA
Ohio	Div. of Human Resources, Deputy Director
Tennessee	Research Manager (vacant)
Montana	Research Programs/Research Manager
Kansas	Research Unit / Engineer of Research
Pennsylvania	Supervisor/Research
Washington	Research Office/Leni Oman, Director of Research
Oregon	Business Services manager
Minnesota	Research Services Section/Research Director
Wisconsin	To the chief of the Research and Communications Services Section
Total Respondents	10

4. Does your library have a web site?

	Response Percent	Response Total
Yes	80 %	8
No	20%	2
Total Respondents	10	

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5. If yes, what is the URL?

Ohio	http://www.dot.state.oh.us/library
Montana	http://www.mdt.mt.gov/research/unique/services.shtml
Kansas	http://www.ksdot.org/burmatres/kdotlib2.asp
Pennsylvania	http://www.dot.state.pa.us/Internet/Bureaus/pdPlanRes.nsf/infoLibrary?readform
Washington	http://www.wsdot.wa.gov/research/library.htm
Oregon	http://www.oregon.gov/ODOT/CS/SSB/library.shtml
Minnesota	www.dot.state.mn.us/library
Wisconsin	http://dot.wi.gov/library/
Total Respondents	8; (skipped this question) 2

6. Do you keep statistics on the use of your web site (page views, site visits, downloads, etc.)?

	Response Percent	Response Total
Yes	10%	1
No	80 %	8
N/A	10%	1
Total Respondents		10

7. Is your library the only one at your state DOT or university?

	Response Percent	Response Total
Yes	60 %	6
No	40%	4
Total Respondents		10

8. What group of customers is your library intended to serve?

	Response Percent	Response Total
A single office or department within your DOT or university	10%	1
The entire DOT or university on selected subjects (aviation, pavements, research, etc.)	0%	0
The entire DOT or university on all subjects	20%	2
The DOT or university and local transportation practitioners	30%	3
Other (please specify)	40 %	4
All users, i.e., DOT, contractors, public, etc. Anyone		
The state government, the DOT, its contractors, and the public - in that order		
All of the above, plus the general public, especially Wisconsin citizens		
Total Respondents		10

9. Is your library open to the general public?

	Response Percent	Response Total
Yes	100 %	10
No	0%	0
Total Respondents		10

10. If yes, are there any restrictions (hours, borrowing privileges, etc.)?

MRUTC	Not really
Ohio	Borrowers must have a State Library of Ohio borrowers card. We don't lend some items.

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Tennessee	During operating hours, specific loan periods for certain items, generally 2 weeks but may be shorter.
Montana	It is not set up as a browsing library. Most requests are handled via phone or e-mail. Some items are only available to MT residents or MDT employees.
Kansas	Not at this time
Pennsylvania	By appointment; non-circulating
Washington	No
Oregon	Audio/visual equipment for agency use only. The public can check out publications, etc.
Minnesota	Borrowing privileges restricted to those who can produce a valid ID
Wisconsin	The public must use their local ILL contact to borrow from us (i.e. no direct lending to the public)
Total Respondents	10

11. Do you have PCs available to customers?

	Response Percent	Response Total
Yes	70 %	7
No	30%	3
Total Respondents		10

12. If yes, how many?

Ohio	2
Tennessee	1
Kansas	4
Pennsylvania	1
Washington	1
Minnesota	3
Wisconsin	3
Total Respondents	7; (skipped this question) 3

13. How can customers and staff search your collection? (Please check all that apply)

	Response Percent	Response Total
OCLC WorldCat	60%	6
Online catalog on our intranet	80 %	8
Online catalog on the Internet	60%	6
Internal database	20%	2
Card catalog	10%	1
On-site browsing	80 %	8
Other:	20%	2
Card catalog applies only to limited, remnants of uncataloged, pre-1984 collection		
The State Library catalog		
Total Respondents		10

14. What percentage of your potential customers do you think are fully utilizing the information services you offer?

Response Average	25%	50%	75%	100%	N/A
On-site customers	62% (5)	12% (1)	0% (0)	0% (0)	25% (2)
Off-site customers	43% (3)	0% (0)	0% (0)	0% (0)	57% (4)
Total Respondents	10				

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15. What is the status of the individual in charge of your library?

	Response Percent	Response Total
Librarian	80 %	8
Faculty	0%	0
Administrator	10%	1
Academic staff	10%	1
Para-professional	0%	0
Clerical	0%	0
Total Respondents	10	

16. What is the highest educational level achieved by the person in charge of your library?

	Response Percent	Response Total
Doctoral degree	0%	0
Master of Library Science (MLS/MLIS)	70 %	7
Master's degree (other)	10%	1
Bachelor's degree	10%	1
Associate's degree	0%	0
Some college	0%	0
Other (please specify) - Bachelor's Degree plus 50 credits towards MLS	10%	1
Total Respondents	10	

17. Please indicate staffing levels, in terms of Full-Time Equivalents (FTEs), assigned to organize your collection and/or deliver information services.

	Response Percent	Response Total
Librarians	100 %	10
Para-professionals	90%	9
Clerical or administrative staff	60%	6
Faculty	40%	4
Other	50%	5
Total Respondents	10	

18. What is the approximate count of items in your collection in the following formats? (Please indicate N/A if a category does not apply to your library.)

	Response Percent	Response Total
Monographs (books, technical reports, Conference proceedings)	90 %	9
Serials (active titles)	90 %	9
Microfilm or microfiche	80%	8
Audiovisual	80%	8
Online databases	80%	8
CD-ROMs	90 %	9
Other (please specify format & quantity)	50%	5
PDFs, Full text online manuals and books, vertical files, DVDs, maps photos, primary archival materials, travel materials		
Total Respondents	10	

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19. What is the current annual budget for materials and services (excluding salaries) for your library?

MRUTC	0
Ohio	\$53,915
Tennessee	\$155,000
Montana	There is no budget identified just for the library. It is a part of the research budget.
Kansas	approx. \$2500
Pennsylvania	\$75,000
Washington	\$62,070
Minnesota	\$90,000
Wisconsin	\$20,000
Total Respondents	9; (skipped this question) 1

20. Which of the following services are provided by your staff?

	Response Percent	Response Total
Recent acquisitions list	60%	6
Routing of current periodicals	70%	7
Loans to internal customers	100 %	10
Loans to external customers	90%	9
Photocopies, downloads or printouts	90%	9
Research reports	80%	8
Loans from other libraries	90%	9
Loans to other libraries	90%	9
Answers to quick look-up or factual questions (phone numbers, addresses, statistical data)	100 %	10
Answers to complex reference questions	100 %	10
Bibliographic searches on demand and for creation of bibliographies or research	90%	9
Other (please specify)	40%	4
Copies of State/County maps for staff; access to roadway plans on microfilm, Current-awareness services on specified subjects, Alerting services, Web site resource linking with a national focus, one-to-one training for search help to customers		
Total Respondents		10

21. What resources does your staff use to perform literature searches? (Please check all that apply.)

	Response Percent	Response Total
TRIS Online	100 %	10
TRIS via Dialog	30%	3
TRANSPORT CD	30%	3
Compendex	30%	3
WorldCat	90%	9
TLCat	90%	9
National Transportation Library	70%	7
National Technical Information Service	70%	7
Other	60%	6
Google advanced search, ingentaconnect (for citation searching), newspaper databases (BadgerLink), ITE Digital Library		
Dialog, Factiva, Electronic Library for Minnesota and others		
Internet, databases		
Search engines like Google; our library catalog		
Dialog		
100+ databases via OhioLINK, ebooks via OhioLINK/State Library		

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Total Respondents 10

22. What subject areas do you consider your collection's strengths?

MRUTC	Transportation asset management
Ohio	RB Collection, AASHTO Publications, specifications/standards
Tennessee	Road construction, planning, structures
Montana	I don't know that we have any strengths.
Kansas	Older research reports from many other states; Pavements, Bridges
Pennsylvania	Technical engineering and highway reports; business information; safety videos
Washington	Highway transport, specifications and technical manuals
Oregon	Transportation engineering
Minnesota	Highway engineering
Wisconsin	Planning, transportation safety, land use, pavements, police science, ITS, transit
Total Respondents	10

23. What subject areas do you consider your weakest?

MRUTC	Everything Else
Ohio	Not sure
Tennessee	Aviation, traffic facts
Montana	?
Kansas	Rail, Right-of-Way
Pennsylvania	Computer related resources; engineering materials in general apart from the technical reports
Washington	Modes of transport other than highways
Oregon	Management/ business
Minnesota	everything else
Wisconsin	transportation security, transportation history, environmental justice, transportation policy, freight/intermodalism, water transportation
Total Respondents	10

24. Please list the subject areas in your collection that you would most like to develop:

MRUTC	Freight
Ohio	International specifications, recent TRL publications
Tennessee	Not sure
Montana	?
Kansas	Not sure at this time...
Pennsylvania	Engineering materials
Washington	Multimodal transportation research
Oregon	updating engineering collection
Minnesota	all modal information other than highways
Wisconsin	Freight/intermodalism, traffic forecasting/transportation demographics, transportation security
Total Respondents	10

25. Do you have special collections within your collection?

	Response Percent	Response Total
Yes	40%	4
No	50 %	5
N/A	10%	1
Total Respondents		10

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26. If yes, please describe:

Ohio	Ohio Roadway Plans on microfilm back to the 20's and 30's. Ohio Dept. of Highways reports/specifications from the 1900's through 1930's.
Oregon	Study materials for PE/FE exams; FHWA publications; ODOT publications; AASHTO and TRB publications grouped together as a collection, rather than separating them by subject,
Minnesota	This depends on how you define "special collections." Any of the following may qualify: MN state laws, other states' spec books, MN telephone books, vertical files, NTIS microfiche and reports on CD-ROM, videotapes, unpublished Mn/DOT research reports
Wisconsin	1. Vertical File 2. Historic Photos 3. Small archives (including early correspondence, papers, and magazines from the State Highway Commission, precursor to WisDOT) 4. Environmental Impact Statements 5. Travel guides (uncataloged)
Total Respondents	4 (skipped this question) 6

27. Do you have a historical collection?

	Response Percent	Response Total
Yes	60 %	6
No	40%	4
N/A	0%	0
Total Respondents		10

28. If yes, please describe:

Ohio	Ohio Roadway Plans on microfilm back to the 20's and 30's. Ohio Dept. of Highways reports/specifications from the 1900's through 1930's.
Tennessee	It is very limited and contains copies of old biennial reports and some of our earliest maps.
Kansas	Not exactly "historical," but for some of our older publications by the KS Highway Commission, we keep a third "archival" copy instead of the usual two hard copies. It hasn't really been formalized at all. We also had many old photos that had been collecting in our prior location. Several months ago, we began discussing with the photography staff the possibility of simply giving them the photos to retain, preserve, and organize. (I told them I'll be busy enough with the books for the next few years, & I wouldn't know where to start with the photos.)
Washington	We maintain copies of old specifications and technical manuals so that the historical context in which engineering decisions were made can be reviewed if and when the need arises.
Oregon	Separate office, files of correspondence, agreements, information, etc. Also includes historic photos and maps. Some publications more appropriate to the research done here have been cataloged on the library catalog, but referenced to the History Center
Minnesota	Although I checked no, we do have extensive historic materials, but not separately cataloged or shelved.
Wisconsin	Includes photos, a few maps, some correspondence, slides, older magazines from the State Highway Commission, other safety magazines related to our State Patrol and traffic safety from mid-century.
Total Respondents	7; (skipped this question) 3

29. Do you have a written collection development policy?

	Response Percent	Response Total
Yes	20%	2
No	80 %	8
N/A	0%	0
Total Respondents		10

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30. Do you coordinate collection development with other libraries?

	Response Percent	Response Total
Yes	30%	3
No	70 %	7
N/A	0%	0
Total Respondents		10

31. If yes, which ones?

Washington	Washington State Library, WSDOT Materials Lab Library, Utilities and Transportation Commission library, other government branch libraries
Minnesota	MN state agency libraries
Wisconsin	With our SE Region library and our Truax Materials Lab library
Total Respondents	3; (skipped this question) 7

32. Please indicate the approximate percentage of your collection published in the following time frames:

	Response Percent	Response Total
After 2000	90 %	9
Between 1980-1999	90 %	9
Before 1980	90 %	9
N/A	20%	2
Total Respondents		10

33. Does your library automatically receive copies of reports published by your agency or university?

	Response Percent	Response Total
Always	10%	1
Most of the time	40%	4
Sometimes	50 %	5
No	0%	0
Other (please specify)	0%	0
Total Respondents		10

34. Do you have a formal policy or agreement to receive these reports?

	Response Percent	Response Total
Yes	40%	4
No	60 %	6
N/A	0%	0
Total Respondents		10

35. Do you regularly receive copies of unpublished reports?

	Response Percent	Response Total
Yes	20%	2
No	70 %	7
N/A	10%	1
Total Respondents		10

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36. How much of your collection do you think is duplicated somewhere else?

MRUTC	Nearly 90%
Ohio	Not sure
Tennessee	97%
Montana	90%
Kansas	90% ? (in various other libraries, not 1 other library)
Pennsylvania	90% in WorldCat
Washington	70-80%
Oregon	90%
Minnesota	WorldCat shows that 89% of our cataloged materials are held by at least one other library
Wisconsin	Tough question, but off the top of my head, I'd say upwards of 50%, possibly as high as 60 or 65%
Total Respondents	10

37. Do you purchase books or government documents?

	Response Percent	Response Total
Yes	100 %	10
No	0%	0
N/A	0%	0
Total Respondents	10	

38. Approximately how many titles a year do you purchase?

MRUTC	2-3
Ohio	110
Tennessee	150-200
Montana	Very few, probably less than 10Items are purchased on request
Kansas	very few - maybe 6
Pennsylvania	1,000
Washington	400
Oregon	150-200
Minnesota	50-100
Wisconsin	approximately 50-60 titles
Total Respondents	10

39. Who are your primary book vendors?

amazon.com, NTIS, AASHTO, TRB, BTS, Borders, Barnes and Noble, Baker& Taylor
Total Respondents 9, (skipped this question) 1

40. Do you receive any government documents through the depository library program?

	Response Percent	Response Total
Yes	10%	1
No	90 %	9
Total Respondents	10	

41. If yes, approximately what percent?

Montana Only a couple of titles, under a cooperative program with our State Law Library
Total Respondents 1; (skipped this question) 9

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42. Do you use a vendor to manage your serials subscriptions?

	Response Percent	Response Total
Yes	30%	3
No	60 %	6
N/A	0%	0
Other (please specify)	10%	1
Total Respondents	10	

43. Who are your primary serials vendors?

Ebsco, Swets, individual publishers, ASCE
Total Respondents 7; (skipped this question) 2

44. Do you collect international materials?

	Response Percent	Response Total
Yes	60 %	6
No	40%	4
Total Respondents	10	

45. If yes, from which countries?

Ohio Some from UK, a few from Finland
Montana This is not done on any regular basis.
Kansas we have very few at this point, & they're not cataloged, so I'm not sure
Washington Europe and Australia
Minnesota Sweden, Norway, Finland
Wisconsin England, Sweden, France, India, Norway, Germany
Total Respondents 6; (skipped this question) 4

46. If you collect international publications, what languages are they in?

English, some French, or a combination, such as English/French, or English/Swedish
Total Respondents 6, (skipped this question) 4

47. Do you keep parts of your collection in remote storage?

	Response Percent	Response Total
Yes	60 %	6
No	40%	4
N/A	0%	0
Total Respondents	10	

48. If yes, are those materials easily accessible?

	Response Percent	Response Total
Yes	66.7 %	4
No	33.3%	2
Total Respondents	6; (skipped this question) 4	

49. If no, please explain:

Some are in another building, some on lower level of building and not well organized
The items kept at a remote location are in storage. We have them available electronically.

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We are in the process of securing remote storage. This will happen within the next year, and the materials will only be accessible by library staff

Total Respondents 3; (skipped this question) 7

50. Do you have appropriate shelf space for your collection?

	Response Percent	Response Total
Yes	60 %	6
No	40%	4
N/A	0%	0
Total Respondents		10

51. If no, please estimate the additional linear feet you feel you need:

30-50

2 - 300 linear feet would give us something to grow into rather than out of
20,000 to 25,000 would be adequate for the next five years

Total Respondents 4; (skipped this question) 6

52. What are the average weekly staff hours providing reference services in your library?

MRUTC	1
Ohio	30 - 40% of our time
Tennessee	35
Montana	?
Kansas	15
Pennsylvania	27
Washington	25 – 30
Oregon	40
Minnesota	42.5 if you count only desk time - double that for desk time plus off-desk work
Wisconsin	15
Total Respondents	10

53. What is the approximate percentage of reference requests received by your library?

	Response Percent	Response Total
By email	100 %	10
By telephone	100 %	10
In person	100 %	10
By Fax	70%	7
By Letter	70%	7
Total Respondents		9; (skipped this question) 1

54. Does your library produce any reports or publications (electronic or hard copy)?

	Response Percent	Response Total
Yes	50%	5
No	50 %	5
Total Respondents		10

55. Does your library collaborate with any units or departments within your agency on any reports or publications (electronic or hard copy)?

	Response Percent	Response Total
Yes	50%	5
No	50 %	5

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Total Respondents 10

56. Does your library produce any indexes?

	Response Percent	Response Total
Yes	0%	0
No	100 %	10
Total Respondents		10

57. Do you provide online (chat) reference services?

	Response Percent	Response Total
Yes	0%	0
No	100 %	10
Total Respondents		10

58. If yes, what software do you use?

Montana This is provided through the state library
Ohio N/A
Total Respondents 2; (skipped this question) 8

59. Are you participating in an online reference network?

	Response Percent	Response Total
Yes	11.1%	1
No	88.8 %	8
N/A	0%	0
Total Respondents		9; (skipped this question) 1

60. If yes, please describe:

Ohio We have access to online reference via OhioLINK
Montana What is this?
Wisconsin Informally through TranLib listserv, and MTKN-L listserv
Total Respondents 3; (skipped this question) 7

61. Would you be interested in participating in an online transportation reference network?

	Response Percent	Response Total
Yes	66.6 %	6
No	33.3%	3
Total Respondents		9; (skipped this question) 1

62. Does your library participate in any formal or informal agreements with others to share resources (e.g., regional network, state library, university library system)?

	Response Percent	Response Total
Yes	88.8%	8
No	11.1 %	1
Total Respondents		8; (skipped this question) 1

63. If yes, please describe:

Ohio Our online catalog is a joint catalog with the State Library of Ohio; thanks to our relationship with the State Library we have full access to OhioLINK

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Tennessee	Very informal If requested we will generally loan. We are a member of Tenn-Share. We also have access to the Tennessee Electronic Library provided by the Tennessee State Library and Archives.
Montana	We belong to the Montana Shared Catalog
Kansas	The only "formal" agreement is within MTKN (the regional network). There does appear to be an informal practice in place that Kansas libraries will lend to each other for free, even if they typically charge for ILL. At this time, we don't charge anyone for ILL, and are glad to respond to requests from any library.
Pennsylvania	Tranlib, state library, Capitol Hill Library Assn.
Washington	We have formal agreement with the Washington State Library to provide cataloging services; we have informal collaborative relationships with Olympia Area government branch libraries.
Oregon	State library provides databases and resources to all state employees. Resources can be accessed remotely through the state e-mail account.
Minnesota	CALCO - state agency libraries, MINITEX - three state region, MTKN - Midwest regional, OCLC - international
Wisconsin	Resource sharing network through OCLC, Wisconsin network - ILL through Department of Public Instruction's Reference and Loan Library, Informal arrangements with various consultants and law firms
Total Respondents 9; (skipped this question) 1	

64. How does your library obtain loans or copies of materials not available in your collection? (Please check all that apply)

	Response Percent	Response Total
Through OCLC	66.6%	6
Through local or regional network(s)	88.8 %	8
Direct request to other libraries	88.8 %	8
Direct purchase from vendor or publisher	44.4%	4
Online, full-text services (Factiva, Dialog, etc.)	44.4%	4
Download from the web	66.6%	6
Other (please specify)	44.4%	4
Through student access of local technical college databases for full-text retrieval		
Request to author		
Usually go through the state library		
The State Library provides us with ILL services		
Total Respondents 9; (skipped this question) 1		

65. How do you receive interlibrary loan requests from other libraries? (Please check all that apply)

	Response Percent	Response Total
OCLC	66.6%	6
Email	100 %	9
Telephone	75%	6
Mail	62.5%	5
Fax	62.5%	5
In person	37.5%	3
Other (please specify)	0%	0
Total Respondents 9; (skipped this question) 1		

66. Do you currently use any of the following? (Please check all that apply)

	Response Percent	Response Total
ILLiad	0%	0
WorldCat Resource Sharing	100 %	6

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Ariel	0%	0
Other	20%	1
(WisCAT - ILL Wisconsin state system)		
Total Respondents 6; (skipped this question) 4		

67. Does your library charge a fee for lending any resources?

	Response Percent	Response Total
Yes	0%	0
No	100 %	10
Total Respondents 10		

68. If yes, please describe your fee schedule:

Total Respondents 0; (skipped this question) 10

69. Do you allow customer-initiated ILLs?

	Response Percent	Response Total
Yes	25%	2
No	62.5 %	5
N/A	12.5%	1
Total Respondents 8; (skipped this question) 2		

70. If yes, please describe:

Ohio It's a possibility that ILL borrowers could go into our joint catalog (via the Internet) and check out their item(s). But they would have to know their library account #.

Minnesota Through our statewide system

Wisconsin They usually provide a title/author, and/or journal if a periodical request

Total Respondents 3; (skipped this question) 7

71. Do you have a written interlibrary loan policy?

	Response Percent	Response Total
Yes	20%	2
No	80%	8
Total Respondents 10		

72. What is your preferred delivery method for document delivery?

	Response Percent	Response Total
Mail	40%	4
Fax	20%	2
Email	100 %	10
Total Respondents 10		

73. Interlibrary loan statistics for 2005:

	Response Percent	Response Total
Number of ILL requests received	60 %	6
Number of ILL requests filled	50 %	5
Number of ILLs you requested	50 %	5
Kansas: received 13, filled 12, requested 145		
Pennsylvania: received N/A, filled N/A, requested 180		
Washington: received not tracked, filled 169, requested 162		

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Oregon: received 30, filled 28, requested 97
 Minnesota: received 454, filled 344, requested 286
 Wisconsin: received 263, filled 261, requested 211

	Response Percent	Response Total
Do not keep ILL statistics	40%	4
MRUTC		
Ohio – don't keep		
Tennessee - Don't keep, request maybe 10/yr.		
Montana - We don't, but plan to when a librarian is hired.		
Total Respondents		10

74. Is your cataloging done in-house?

	Response Percent	Response Total
Yes	70 %	7
No	30%	3
Total Respondents		10

75. If your library does not catalog its own materials, please describe how they are cataloged and received:

Washington	Copy cataloging is done in-house; original cataloging is done by the State Library
Montana	Copy cataloging is done in-house. We are hiring a contract cataloger to catalog both copy and original.
Ohio	We enter temporary records for items to be cataloged. They are picked up by the State Library courier and the State Library catalogers catalog our collection. They are returned by the courier
Total Respondents	3; (skipped this question) 7

76. Do you use OCLC or another system for cataloging your collection?

	Response Percent	Response Total
Use OCLC	60%	6
Do not use any system	10%	1
Use another system (please specify)	20%	2
Use OCLC & another system	10%	1
Tennessee: SydneyPlus		
Montana: Sirisi Unicorn		
Total Respondents		10

77. Are your bibliographic records entered directly into OCLC?

	Response Percent	Response Total
Yes	60%	6
No	30%	3
N/A	10%	1
Total Respondents		10

78. If you are an OCLC user, but do not catalog directly in OCLC, please describe your process (e.g., in your local catalog and batchload into OCLC, etc.):

Ohio	The State Library catalogers load our records to OCLC, OhioLINK, and the local catalog
Tennessee	We will begin batchloading into OCLC when our new SydneyPlus catalog is launched
Montana	Cataloging is done in our catalog and batch uploaded to OCLC

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Kansas We have only done original cataloging through OCLC's TechPro services. We process our new and backlog items as follows: enter into Access database, then enter into KDOT's Document Management System (a FileNet product), which makes it visible to KDOT staff in the Electronic Library Catalog (intranet only). We search OCLC to determine if we want to copy catalog the item or not, or call it "Maybe" and possibly c.c. it later. If there is no OCLC record, we make that note in our Access database, for possible original cataloging later. KDOT does NOT have a system that uses MARC bibliographic records.

Total Respondents 4; (skipped this question) 6

79. What is your OCLC symbol?

Ohio OHDOT
 Tennessee TNTDT
 Montana DMY
 Kansas KSDOT
 Pennsylvania P3T
 Washington WDT
 Oregon OTT
 Minnesota MDT
 Wisconsin WOY

Total Respondents 9; (skipped this question) 1

80. What is your OCLC membership level?

	Response Percent	Response Total
Governing member	10%	1
<i>Contribute all current cataloging to WorldCat</i>		
Member	30%	3
<i>Contribute to cooperative products and services</i>		
Participant	10%	1
<i>Use OCLC products and services with no obligation to contribute to the cooperative</i>		
Unknown	40 %	4
N/A	10%	1

Total Respondents 10

81. Which OCLC cataloging products do you use? (Please check all that apply)

	Response Percent	Response Total
Connexion Client	40%	4
Connexion Browser	50%	5
CatExpress	20%	2

Ohio is using both Client & Browser
 Kansas is using the Browser & CatExpress
 Wisconsin is using Client & Browser

Total Respondents 7; (skipped this question) 2

82. Has your staff received OCLC training on any of the products above?

	Response Percent	Response Total
Yes	40%	4
No	60 %	6

Total Respondents 10

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83. Do you subscribe to OCLC FirstSearch?

	Response Percent	Response Total
Yes	90%	9
No	10%	1
Total Respondents	10	

84. Do you have a membership to TLCat?

	Response Percent	Response Total
Yes	70%	7
No	30%	3
Total Respondents	10	

85. Do you keep cataloging statistics?

	Response Percent	Response Total
Yes	40%	4
No	50%	5
N/A	11.1%	1
Total Respondents	10	

86. How many items have you cataloged so far in 2005?

MRUTC	0
Ohio	1235
Tennessee	500
Montana	1,000-1,500
Kansas	1000
Pennsylvania	Unknown
Oregon	442
Minnesota	409
Wisconsin	2017
Total Respondents	9; (skipped this question) 1

87. Percentage of originally cataloged items:

Ohio	25%
Tennessee	65%
Montana	0%
Kansas	20%
Pennsylvania	<10%
Oregon	5-10%
Minnesota	33%
Wisconsin	10%
Total Respondents	8; (skipped this question) 2

88. Percentage of copy cataloged items:

Ohio	75%
Tennessee	35%
Montana	100%
Kansas	80%
Pennsylvania	>90%
Oregon	90-95%%
Minnesota	67%

Appendix B: Survey of TAC Members

Maggie Sacco
CTC & Associates LLC
maggie.sacco@ctcandassociates.com

Wisconsin 90%
Total Respondents 9; (skipped this question) 2

89. Do you include URLs (856 fields) in bibliographic records?

	Response Percent	Response Total
Yes	77.7 %	7
No	22.2%	2

Total Respondents 9; (skipped this question) 1

90. Do you catalog electronic resources (web pages, e-journals, digitized reports, etc.)?

	Response Percent	Response Total
Yes	77.7 %	7
No	22.25%	2

Total Respondents 9; (skipped this question) 1

91. Are there office collections in your agency, department or university that you would like to see cataloged?

	Response Percent	Response Total
Yes	77.7 %	7
No	11.1%	1
N/A	11.1%	1

Total Respondents 9; (skipped this question) 1

92. Do you have a cataloging backlog?

	Response Percent	Response Total
Yes	100 %	9
No	0%	0

Total Respondents 9; (skipped this question) 1

93. If yes, approximate number of items:

Ohio 1000+
Tennessee 200
Montana 2000
Kansas 2000?
Pennsylvania 6000-7000
Washington 4000-5000
Oregon ~1000
Minnesota 35,000 microfiche, 1,200 videos, 1,000 reports (all wild estimates)
Wisconsin 300-400
Total Respondents 9; (skipped this question) 1

94. Do you have items or collections that are cataloged but not in OCLC?

	Response Percent	Response Total
Yes	77.7 %	7
No	22.2%	2

Total Respondents 9; (skipped this question) 1

95. If yes, approximate percentage of collection:

Tennessee 100%

Appendix B: Survey of TAC Members

Maggie Sacco
 CTC & Associates LLC
maggie.sacco@ctcandassociates.com

Montana 5%
 Kansas 75%
 Pennsylvania 100%
 Oregon 20-30%
 Minnesota Does not apply
 Wisconsin Satellite collection
 Total Respondents 7; (skipped this question) 3

96. Briefly describe the nature of these items:

Tennessee None of our holdings are in OCLC, that is why I say 100%. Of course, if we checked our holdings and entered our symbol there would probably only be about 15% of the titles not already in OCLC

Montana Brief titles that have not yet been original cataloged

Kansas Serials; Kansas DOT publications other than research reports; Non-research publications by other states; Items widely held by others in OCLC; FHWA and TRB publications. Because our initial cataloging funds came from a grant from National Trans. Library, we had to focus on research reports. As we begin using our own money (or pooled fund money, since we're part of the study), we want to begin copy cataloging non-research Kansas items, older FHWA reports, and other items with few OCLC holdings

Pennsylvania Videos, reports

Oregon Some are older items that were cataloged pre-OCLC and never migrated to the electronic catalog. Original cataloging done by previous librarians not in OCLC

Minnesota approximately 1,000 videos (included in 93, above) are partially cataloged

Wisconsin This is another WisDOT Library (SouthEast Region library), which is cataloged locally into Microsoft Access. This collection contains approximately 12,000 items. These numbers are not a part of our Central Library Also, our Materials Lab collection is in the process of being cataloged locally using InMagic DB/Textworks

Total Respondents 7; (skipped this question) 3

97. Is preservation a concern in your library?

	Response Percent	Response Total
Yes	60%	6
No	40%	4

Total Respondents 10

98. If yes, do you do in-house preservation?

	Response Percent	Response Total
Yes	10%	1
No	80%	8
N/A	10%	1

Total Respondents 10

99. Do you process new materials in-house?

	Response Percent	Response Total
Yes	100 %	10
No	0%	0
N/A	0%	0

Total Respondents 10

Appendix B: Survey of TAC Members

Maggie Sacco
CTC & Associates LLC
maggie.sacco@ctcandassociates.com

100. When processing new materials, what products do you use (Please check all that apply.):

	Response Percent	Response Total
Book pockets	22.2%	2
Barcodes	77.7%	7
Security tape	11.1%	1
Spine labels	100 %	9
Other	22.2%	2
Total Respondents 9; (skipped this question)	1	

101. What types of materials does your library circulate?

Nearly everything circulates,
Total Respondents 10

102. What types of items do not circulate?

Reference and historic materials
Total Respondents 8; (skipped this question) 2

103. Do you have a written circulation policy?

	Response Percent	Response Total
Yes	30%	3
No	70%	7
Total Respondents	10	

104. How many items circulated in 2005?

MRUTC 20-30
Ohio 12,000
Tennessee 300
Montana 57
Kansas 481 and 1187 Tech Transfer circ.
Pennsylvania 1520
Washington 921
Oregon no statistics kept
Minnesota 1126
Wisconsin 715
Total Respondents 10

105. Do you use an electronic circulation system?

	Response Percent	Response Total
Yes	60 %	6
No	40%	4
Total Respondents	10	

106. If yes, what software do you use?

Ohio INNOPAC (Innovative Interfaces, Inc.)
Tennessee SydneyPlus
Montana Sirsi Unicorn
Pennsylvania GLAS – EOS
Washington III Millennium
Minnesota Aleph 500

Appendix B: Survey of TAC Members

Maggie Sacco
CTC & Associates LLC
maggie.sacco@ctcandassociates.com

Total Respondents 6; (skipped this question) 4

107. If no, please describe your system:

Kansas Librarian enters into Access database the following: item info (including Document Mgmt no.), patron name, date out & due date, original request date, notes as needed.

Oregon Hand system with book cards

Wisconsin Manual - check-out card system

Total Respondents 3; (skipped this question) 7

108. Can customers check out items on their own?

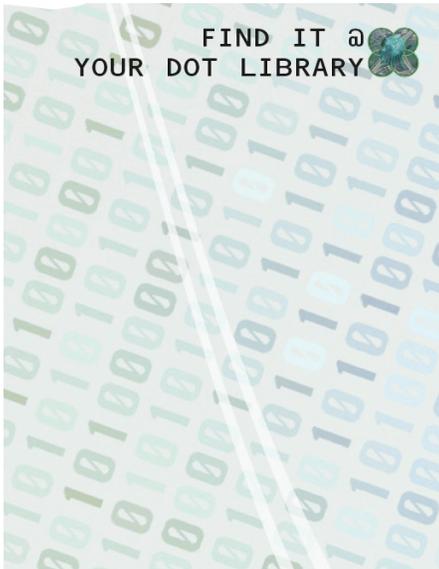
	Response Percent	Response Total
Yes	30%	3
No	70%	7
Total Respondents		10

Appendix C: Sample Marketing Materials

These thumbnail images show samples of marketing materials produced by the Library Connectivity pooled fund study. The study created templates of National Library Week marketing materials that member states could customize, and the study Web site shares samples of member states' own marketing materials as inspiration for other DOT libraries. Visit www.libraryconnectivity.org to download these and other marketing materials.

National Library Week templates (produced by the Library Connectivity pooled fund study)

Flier template



Thank-you card template



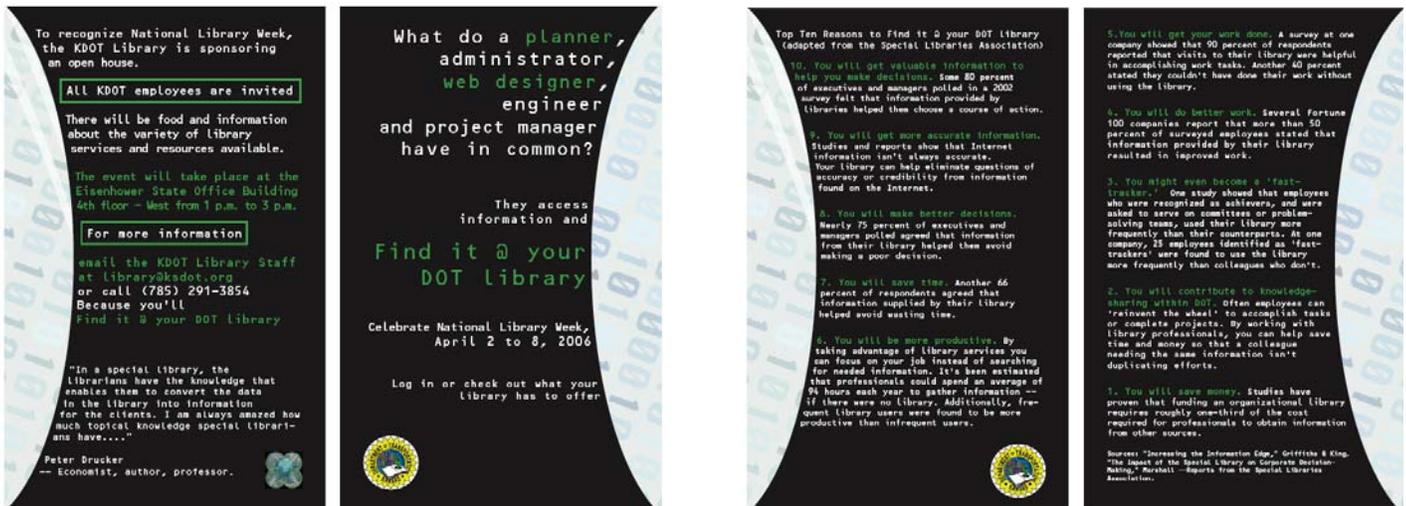
Oregon DOT flier created with template



Bookmark template



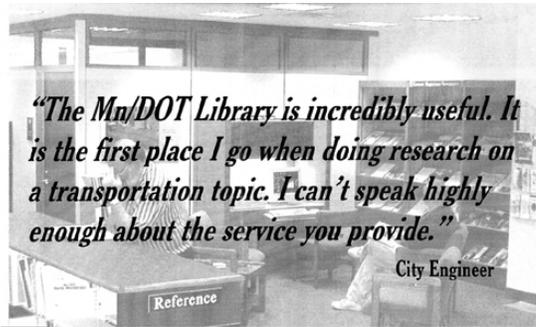
Kansas DOT brochure created with template



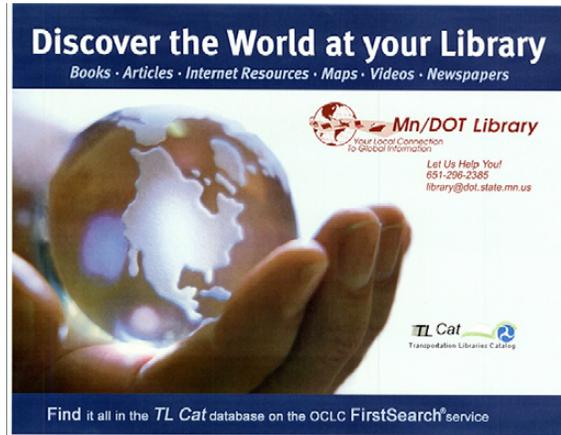
Appendix C: Sample Marketing Materials

Member library marketing materials (produced by individual state DOT libraries)

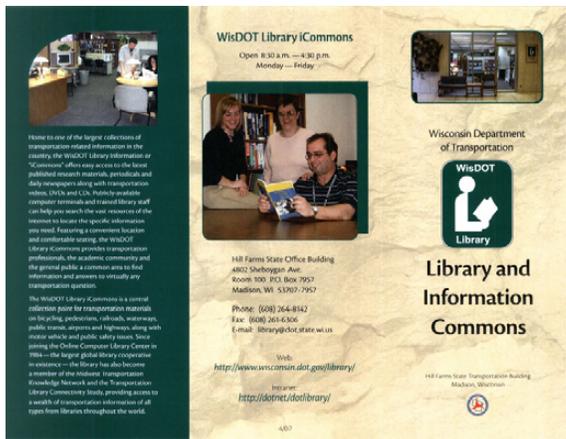
Minnesota DOT poster



Minnesota DOT ad



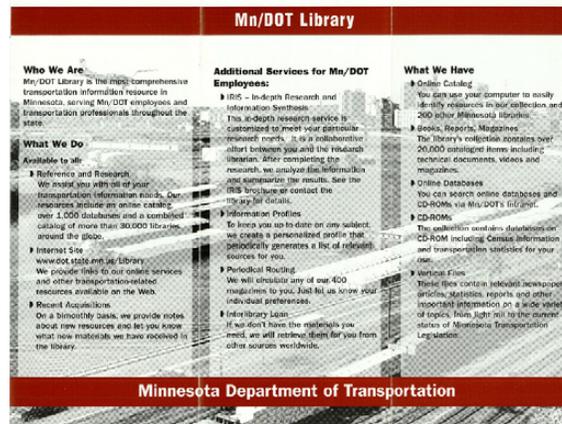
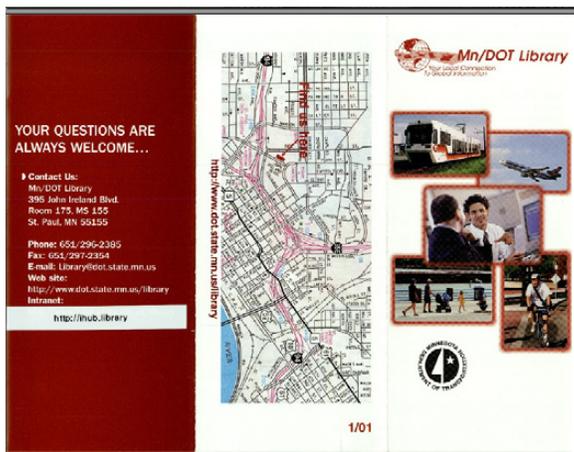
Wisconsin DOT brochure



Wisconsin DOT bookmark



Minnesota DOT brochure



Appendix C: Sample Marketing Materials

Washington State DOT folio brief

Future directions

Another step in knowledge management is providing it in a format that is useful to a new generation of employees. That means organizing information for access through tools that the next generation is already comfortable using — tools that in many cases are irreversible once the book originally developed for use.

Instant Current Awareness — RSS

Imagine being able to gather current information from a particular source, or on a particular subject, at the moment that information is posted online. Imagine being able to gather information from a wide array of sources on a current research subject, and have it automatically gather in one place for your periodic review.

RSS — or Really Simple Syndication — is a tool designed for sharing other similarly changing web content. Think of it as a distribution tool for site-breaking news. RSS "feeds" can be created for major online resources, including Wikis and Blogs. (Discussed in greater detail below.) RSS aggregators also track more generally in "news readers," can be built into web browser or e-mail software that sits on your computer or server, or can be web-based.

Most WSDOT employees do not currently have news readers built into their computers. Web-based aggregators, such as [RSSFeeder](#) or [FeedDemon](#), are free. All that's needed is a browser and an internet accessible computer.

Collaborative Information Refinement — Wikis

Imagine being able to develop a database of specialized information in collaboration with people all over the world, where everyone can add and refine information, as well as refine the way the information was collected and organized.

Wiki is a software tool that allows for the collaborative collection, organization, and refinement of information. The most famous example is [Wikipedia](#), an encyclopedia created entirely by volunteer contributors who have over 3 million articles in 15 languages. A Wiki is interesting in that it allows the organization of the content to be edited in addition to the content itself, allowing one to look at information from a chronological, geographic, or other aspect depending on the need. Wiki is a great tool for collaborative project management and accountability, for the development and continuous refinement of Lessons Learned, and for knowledge management in general.

Wiki software is open source and [MediaWiki](#) is the most popular.

Managing Knowledge at WSDOT — The Information You Need When You Need It



Information we need it to do our job. But it's like that old saying: "Write whatever you've got on a napkin to drink." I've written down information that is of use to others. But that information can be hard to find, and I've found it was developed information that may be duplicated, or we find conflicting information when outdated documents aren't replaced.

And some days we find so much to do, like we are drowning. It takes a broad range of very specialized information to design, build, maintain, and operate the state's transportation system. How can we use our existing resources and gather new information without being overwhelmed?

The WSDOT Library is working to help you obtain and manage information you need in three ways:

- Improving the way we organize information resources for easy retrieval by employees and the public.
- Improving access to information and knowledge by creating a department information portal.
- Providing value-added search tools, and services to get employees the information they need in a timely fashion.

The term for the use of these tools is "Knowledge Management."

For More Information, Contact Us:
 Online: [http://www.wsdot.wa.gov/km](#)
 Via Telephone: 360-705-7700
 E-mail: library@wsdot.wa.gov

What is Knowledge Management?

In the last 10 years, manual work has been largely replaced by our reliance on knowledge work. However, a continuing shift in managing the production of manual work has been managed to only slightly varying extent.

One of the hallmarks of Knowledge Management is the treatment of information as if it were the product of a business. Who needs it? How should it be packaged? How do people find it on the web and in the market? You can see around WSDOT today many examples of this approach, such as the Lessons Learned Database and people in person inquiries formed in the Communities of Practice groups. We are also trying to capture the knowledge of employees when they leave, so that what they know is not lost to the organization, but lives on in WSDOT with the future.

Benefits of knowledge management to WSDOT

- Facile, better information searched by employees and contractors through use of common vocabularies for key subject matter.
- Trimmed down search burdens as a result of an ongoing updated materials.
- Highlighting of current data and information to support higher-quality decision-making.
- Creating on server space by eliminating redundant web pages and electronic documents.

A Source document identification and version control to protect against information inconsistencies and errors.

Managing the Knowledge we produce

WSDOT's knowledge resources are substantial: Over 100,000 internet pages and approximately 75,000 internet pages are maintained by Interactive Communications, Inc. There are also more than 100,000 print and audio are being scanned into the Resource Management Information System on Accounts database by Engineering Resources.

Over 40,000 print monographs and serials are currently held by the WSDOT Library. It also maintains nearly 90 electronic journals and hundreds of digital publications.

Recently 2,000 in-house electronic publications were streamlined existing offerings:

- A huge but unsearchable number of photographs (digital photographs) and an unknown number of historic print photographs are being maintained and accessed using a wide variety of media and methods by Engineering, Materials, Communications, the Aerial Photography Unit, Geospatial Services, and regional project offices.
- A Data Catalog comprised of 430 separate databases, totaling over 100,000 data elements is maintained by Information Technology.

Adding Value to Information

While the ways in which we find and store information are very new, the role of the librarian is not. To help you find the information you need, the librarians within WSDOT do this by providing:

Information Delivery

Just as the book engineers and designers use have "Spine Digital" in the past 20 years, to have the books of the library. Books and magazines are not printed, and we still check them out. But now we are able to provide this information to you in a digital format, either as the web in an HTML form, or as a PDF document. Our web site provides full text access to nearly 100,000 pages of information, and by the way, as our [WSDOT 2005-2010 Strategic Plan](#) states, "The majority of our existing print knowledge resources will be digitized and made available to our employees and the public."

Subject Bibliographies

Links to print and online information resources on a particular subject, including location information, can be tailored to the client's needs. Examples available include Work Zone Safety, Student Experiments and Migration, Workplace Safety Management, and PE Exam Preparation.

Developing WSDOT's Knowledge Network

The WSDOT Library is working with the Communications Office, the Library Advisory Board, and other groups to develop a Knowledge Network within the Department. Elements of the network include:

- Establishing a portal of information resources within WSDOT. Think of how you use the Yellow Pages to find a business and you'll get the idea of the information Portal.
- Improving the organization of our information and knowledge in database systems. This effort is being developed with the WSDOT Web Team, Content Management Committee, and the Enterprise Content Management portion of the Strategic Project Management Center to ensure that terminology and process are useful to the business of the department.

—Peter Drucker, *The Age of Discerning: Guidelines to Our Changing World*

Minnesota DOT bookmarks



Office of Research Services
 395 John Ireland Blvd., Mail Stop 330
 St. Paul, MN 55155-1899
 phone: 651/295-3234

Mn/DOT Library
 395 John Ireland Blvd., Mail Stop 330
 St. Paul, MN 55155-1899
 phone: 651/295-2354



Office of Research Services
 395 John Ireland Blvd., Mail Stop 330
 St. Paul, MN 55155-1899
 phone: 651/295-3234

Mn/DOT Library
 395 John Ireland Blvd., Mail Stop 330
 St. Paul, MN 55155-1899
 phone: 651/295-2354

Minnesota DOT interlibrary loan form

MN/DOT 19-0308-01/0200

Mn/DOT Library

INTERLIBRARY LOAN SERVICES

M O

Please **DO NOT** forward this material to anyone else. It was borrowed from a cooperating library for your use. Please help us fulfill our obligation to that library by returning it to the Mn/DOT Library by the date due.

To: _____

Location: _____

Please return this item as soon as it is no longer needed, but no later than: _____

Due date: _____

Return this Form with Loan

SPECIAL INSTRUCTION:

Please return in envelope addressed to:
 Interlibrary Loans
 Minnesota Department of Transportation
 Library, Room 175, MS 156
 395 John Ireland Blvd.
 St. Paul, MN 55155-1899

If you have any questions about our interlibrary services, please call:
 Phone: 651/295-2642
 Fax: 651/297-2354
 e-mail: ILL@dot.state.mn.us
 Web: www.dot.state.mn.us/library
 Intranet: www2.dot.state.mn.us/library

MTKN brochure

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- University of Michigan: Transportation Research Institute, dot@umtrb.umich.edu
- University of Minnesota Center for Transportation Studies, dot@ctr.sts.umn.edu
- Adrian, Michigan: adrian@adrian.edu

National Transportation Library
 Nadia Brown, nadia.brown@ntl.gov

More Information

For background on the importance of a knowledge network for transportation Transportation Librarians Help Away (TLHWA) is an "e-zine" published biweekly 3 times of Public Roads. <http://www.ntl.gov/portal/TLHWA.html>

"New Search Tool for Transportation Information a Huge Success." The Interlibrary Loan News, Vol. 16, No. 18, October 13, 2004. (Found with permission from the publisher at <http://www.ntl.gov/portal/TLHWA.html>)

Transportation Information Research Management Articles and Reports, Mn/DOT Library, <http://www.dot.state.mn.us/library/access.html>



The Challenge

Professional engineers, planners and administrators face incredible challenges in trying to meet the country's current and future need for safe, reliable transportation.

Fortunately, research and innovation are a hallmark of transportation in the United States — thanks to the leadership of the Transportation Research Board of the National Academies, the U.S. Department of Transportation, public and private universities, and individual state DOTs. Through their efforts, a continuous stream of new time- and money-saving technologies is flowing to transportation professionals.

However, all of this information and new information is a challenge in itself. How does the transportation community connect project success to the new knowledge?

Our Mission

Increase collaboration among the region's transportation libraries and information centers or managers, engineers and planners so they are able to find and apply the most recent, credible, validated technical information to their current projects.

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