The Road Less Traveled: Using Springshare Products at a State Government Agency

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What I’ll Cover Today:

• About our agency and our library
• Who we serve and how
• Springshare products we use and why
• Solving unique problems
• What we’re learning along the way
• What’s Next?
VDOT (Virginia Department of Transportation)

• 7,500 employees (about 4,000 knowledge workers) in 9 districts

• Responsible for building, operating & maintaining the 3rd largest infrastructure of any state:
  • 127,000+ lane miles of roads
  • 21,000+ bridges and other structures
  • Tunnels underwater and through mountains
  • Traffic operations centers, customer service centers
  • Toll roads and bridges, rest areas, commuter parking lots, bike/ped paths

• FY17 Budget: $5.35 Billion
Established in 1946 as a partnership between VDOT and UVA
Think: Research Arm / Internal Consulting Firm for VDOT
Facility: 42,000 sq. ft. building, on UVA grounds:
5 research teams, 5 labs, research library
Staff: About 75 (45 are researchers, typically Ph.D./P.E.)

Units
• Administration
• Implementation
• Environment, Planning & Economics
• Safety, Operations & Traffic Engineering
• Structures
• Pavements

FY17 Budget: $21.7 million
VDOT Research Library

- Established 1953
- Small (1,500 sq. ft.), around 50,000 physical volumes
- Staff of 4 (one position open) with 1-2 student assistants
- Increasingly digital, increasingly virtual
- First professional: 2002
- Since 2008: Serve all VDOT employees, not just “Research”
- Today we are encouraged to partner with:
  - UVA, Virginia Tech, other Commonwealth universities
  - Other Virginia state agencies
  - Cities, Counties, MPOs
  - Transportation agencies in other states, and federal agencies
  - Other libraries (including but not limited to transportation)
- I have been a full time teleworker since 2009
Distribution of VDOT Employees

Agency Staffing: 7,500 Positions

Who has “walk in” access to the library: 1%
LibApps We Use:

LibGuides CMS

LibAnswers w/LibChat

LibWizard
My Role

LibApps System Admin & metrics

Configured/deployed LibAnswers & FAQ

A-Z List Creation & Maintenance

Populate/Maintain LibAnswers & FAQ (with others)

Configured/deployed guides (with others)

Guide Creator & Editor (with others)

Author System Blog posts (with others)

Staff LibChat & Dashboard (with others)
Hallmarks of Our Style

• A large san serif font, lots of open space on pages.
• Colors/fonts/logos comply with agency style guidelines
• Clear and concise language that is free of library jargon
• Liberal use of meaningful graphics and icons
• Thoughtful placement of content at every level: page, guide and site
• Minimize pages, minimize scrolling
• Editorial review (checks & balances): pages, guides, FAQ & posts
• “Logical linking” and re-use of site content
LibGuides CMS As a “Whole Site”

Web pages that integrate:
- LibAnswers FAQ
- LibAnswers Dashboard & Ref. Analytics (staff side)
- Live Chat
- A-Z Database list (Ezproxy)
- Research Guides
- System Blog (E-newsletter)
- LibWizard Forms/Surveys
  - Requests
  - What’s New
  - Surveys

Integrations: Library catalog, federated search, databases & EZProxy, RSS, document delivery requests, e-mail requests all flow into the LibAnswers Dashboard
Demonstrations
What We’re Learning Along the Way

• Take advantage of Springshare functionality.

• Don’t re-create the training wheel. Utilize Springshare training, documentation, and support (when you really get stuck)

• Lean on the community Libraries are great at sharing! (Guide Templates, FAQs, Springshare Lounge, peer-to-peer)

• Consider internal and staff-to-staff resources (Consider LG CMS)

• Definite “acceptable” improve later (It does not have to be perfect)

• Seek integrations (organizational tools, library tools, Springshare)

• Build guides that work for you don’t worry about other folks
What’s Next For Us?

- Custom domain and https:// (browser warnings)
- Explore “System Status Management” tool
- Working on creating a LibGuide version of our Quarterly Report
- More guides! More FAQ! More blog posts!
- We are moving into maintenance mode with all content
- Considering LibGuides as deliverables for VTRC tech. assist requests
- Considering LibGuides to facilitate Research Advisory Committees
Final Thoughts

• To Springshare: Thank you!

• To Libraries: Who can do this?

You can do this!
And now for your questions

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