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

- We live in a Microsoft world!

- FY17 Budget: $5.35 Billion
VTRC (Virginia Transportation Research Council)

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 U.S. dollars
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%
My Location
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 all levels: page, guide, FAQ whole site!

• Minimize pages, scrolling and clicks

• Editorial review (checks & balances): pages, guides, FAQ & posts

• “Logical linking” and re-use of site content through promotion

• “Evolve” site based on metrics/ user feedback
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 features and functionality

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

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

• Consider internal and staff-to-staff resources (CMS is great for this!)

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

• Seek integrations (organizational tools, other vendors, Springshare)

• Build guides that work for your patrons nothing else is relevant
What’s Next For Us?

• Custom domain and https:// (browser warnings)

• We are moving into maintenance mode with all content

• Explore “System Status Management” tool

• Working on creating a LibGuide version of our Quarterly Report

• Considering LibGuides as deliverables for VTRC tech. assist requests

• Considering LibGuides to facilitate Research Advisory Committees

• 2018: redesign, UX survey (part of routine maintenance)
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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