

NTL Update: Reference and Outreach

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Transportation Librarians Roundtable

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U.S. Department of Transportation

Office of the Secretary of Transportation

Bureau of Transportation Statistics

Overview

- Reference Activities
- Knowledge Management
- Transportation Librarians Roundtable
- National Transportation Knowledge Network

Reference Team

- Responded to chats, web form emails (2/3 of total), calls and voicemails from DOT staff and the public (3791 for year ending 11/30)
 - Customers can contact us via <https://transportation.libanswers.com/> (Springshare CRM) and 800-853-1351.
 - Most responded to by reference librarians Charlotte Gavin and Vicki Milam
 - 25% of all tickets resolved in less than 10 minutes
- Topics include:
 - Questions about BTS statistical products, such as airline traffic, financial and on-time data, National Transportation Statistics, and the Freight Analysis Framework
 - Questions related to other parts of the USDOT
 - Questions re NTL's ROSA P, etc.
 - Questions about transportation issues outside the USDOT

Top Customer Types	% of Total Tickets
Business	29%
General Public	25%
USDOT Internal Employee	25%

Top Topics	% of Total Tickets
Specific DOT Publications/ Datasets	49%
Passenger Travel	14%
Other	7%





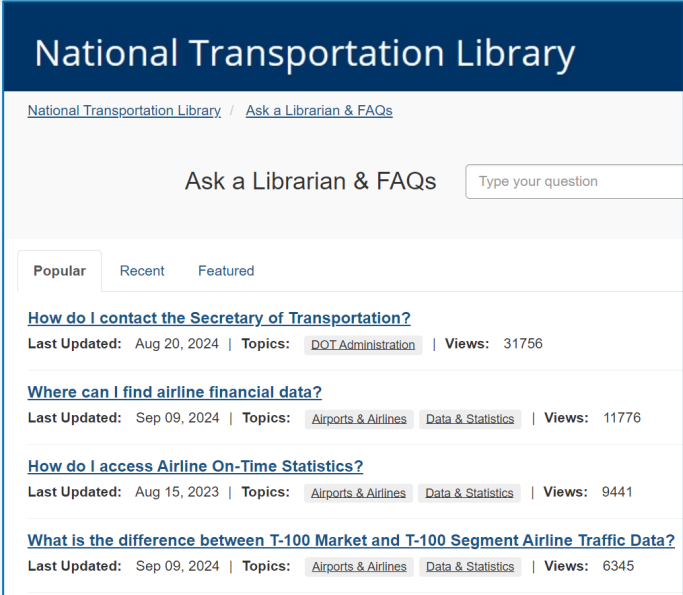
Reference Team

- Responded to research and literature review requests from DOT staff
- Filled ILL requests from DOT staff (431 requests for year ending 11/30). Electronic only, filled by Vicki and Charlotte
- Reached out to new staff in OST-R about NTL resources
- Participated in/tracked NTL presentations to DOT's Day 1 orientation in cooperation with Eden Orelove (almost 1200 new staff reached in 2024!)



Knowledge Management

- Created 5 new FAQs in our public knowledgebase (LibAnswers) at <https://transportation.libanswers.com>
- All FAQ content reviewed and links checked
- Reviewed and updated internal airline information Q&As
- Updated “Finding Transportation Statistics” brochure: <https://transportation.libanswers.com/faq/402641>
- Updated NTL transportation dictionaries/glossaries FAQ, and the BTS/DOT Acronyms/Initialisms list: <https://www.bts.gov/learn-about-bts-and-our-work/acronyms-and-terms-guide>
- Monthly bibliography updates to the Transportation and Climate Change Clearinghouse LibGuide: <https://transportation.libguides.com/TCCC>
- Updated DOT internal specialist contacts list as needed



National Transportation Library

National Transportation Library / Ask a Librarian & FAQs

Ask a Librarian & FAQs

Popular Recent Featured

How do I contact the Secretary of Transportation?
Last Updated: Aug 20, 2024 | Topics: DOT Administration | Views: 31756

Where can I find airline financial data?
Last Updated: Sep 09, 2024 | Topics: Airports & Airlines Data & Statistics | Views: 11776

How do I access Airline On-Time Statistics?
Last Updated: Aug 15, 2023 | Topics: Airports & Airlines Data & Statistics | Views: 9441

What is the difference between T-100 Market and T-100 Segment Airline Traffic Data?
Last Updated: Sep 09, 2024 | Topics: Airports & Airlines Data & Statistics | Views: 6345



Transportation Librarians Roundtable

- Updated TLR LibGuide with webinar information:
<https://transportation.libguides.com/TLR>
- Handled TLR dry runs before the monthly webinars
- Recorded webinars and took attendance during webinar
- Created SOP for TLR administrative tasks

TLRs can now be found in ROSA P (in their own collection) at
<https://rosap.ntl.bts.gov/browse/collections>

Transportation Librarians Roundtable

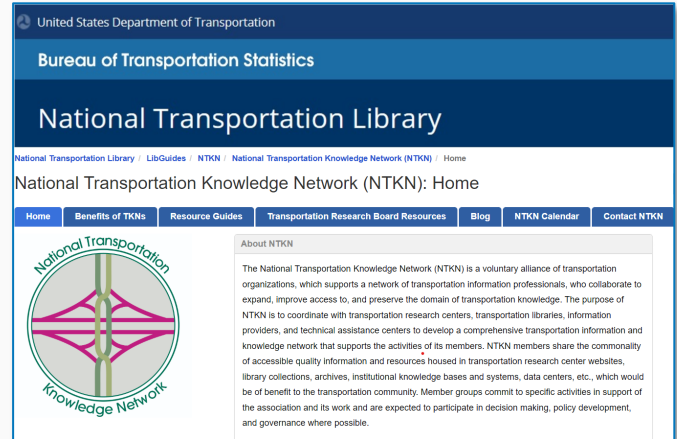


Archive of monthly TLR presentations.



National Transportation Knowledge Network

- Served as coordinator for the last 3 years
- Scheduled meetings, managed NTKN calendar:
<https://transportation.libguides.com/NTKN>
- Prepared and sent out agendas for and hosted Coordinating Committee and All-Member Meetings
- Took minutes for Coordinating Committee and All-Member Meetings
- Hosted NTKN Meet-and-Greet monthly
- Helped launch new AI Community of Practice
- Recruited new leader for the Cooperative Digitization CoP
- Took part in LibGuides (research guides) clinics to educate NTKN members on how to edit LibGuides
- Helped set up/update LibGuides as needed
- Managed New Transportation Librarian Mentoring Program



Social Media

- Managed NTL Twitter account in cooperation with Eden Orelove:
 - Featured new publications in ROSA P each week
 - Transportation and Climate Change Clearinghouse updates
 - Sharing other DOT/government posts relevant to our readers
- Active in BTS Social Media Team
- Publicized NTL job announcements on Twitter and various LinkedIn groups, and on Tranlib

