

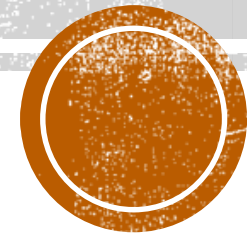
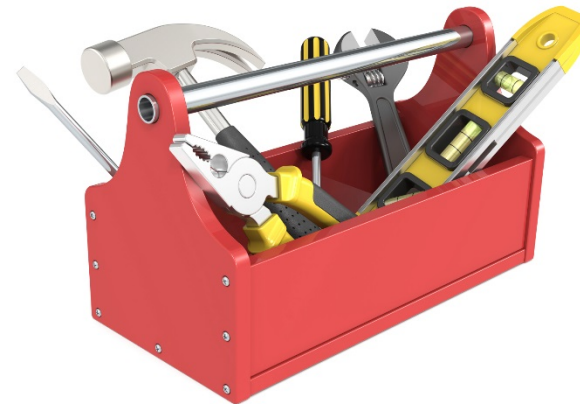
# WHAT'S IN YOUR INFORMATION TOOLBOX?

MTAS Research and Information Center

May 9, 2016 | 10 am | Webinar



**Municipal Technical  
Advisory Service**  
INSTITUTE FOR  
PUBLIC SERVICE



# WELCOME AND ZOOM TIPS

- Zoom Housekeeping
- Library Collections
- Online Resources
- Services
- Search Demonstration
- Research and Information Staff

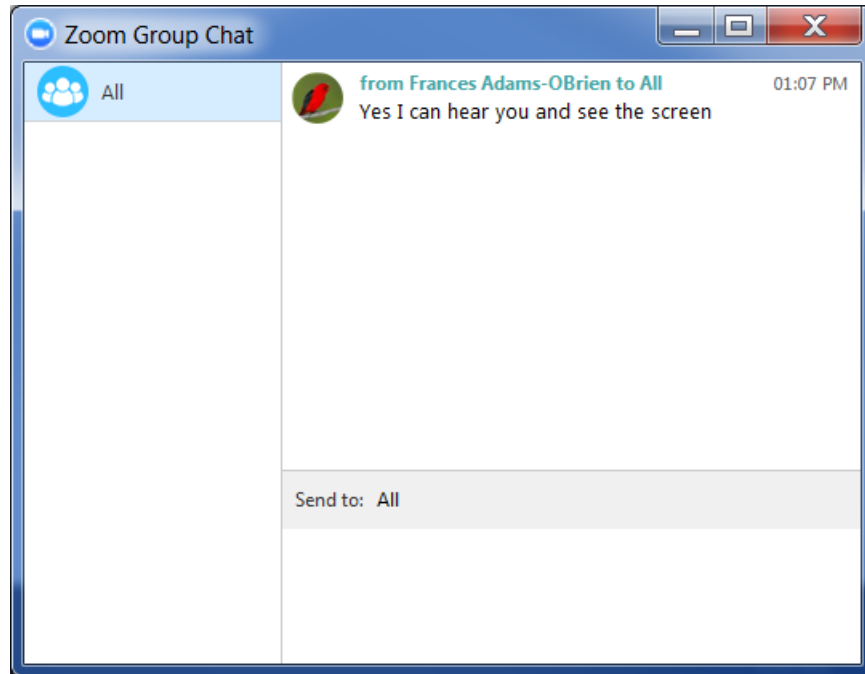


# ZOOM HOUSEKEEPING

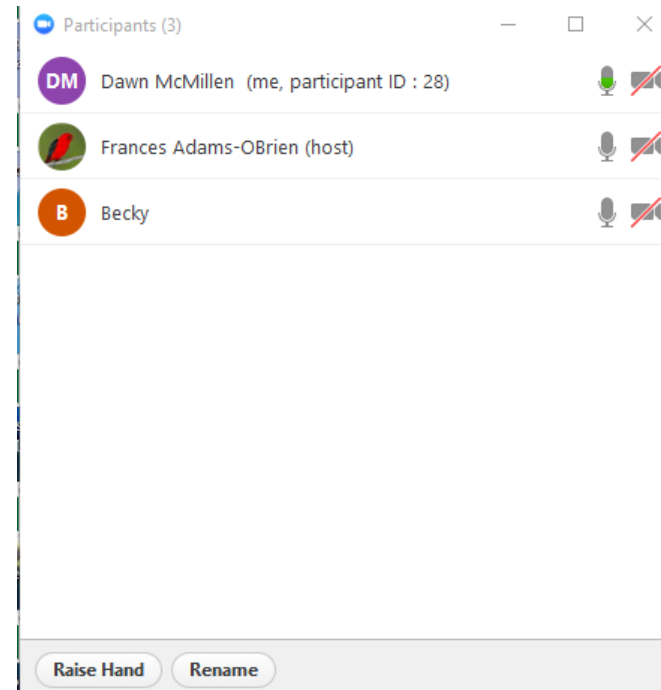
Toolbar



Chat Window



Participant Window



# MTAS WEBSITE

HTTP://WWW.MTAS.TENNESSEE.EDU

The screenshot shows the MTAS website homepage. At the top, the University of Tennessee logo and 'INSTITUTE FOR PUBLIC SERVICE' are on the left, and navigation links for TML, CIS, LEIC, CTAS, and Contact Us are on the right. A search bar is also present. Below this is a blue banner with the title 'Municipal Technical Advisory Service' and a sub-header 'in cooperation with the Tennessee Municipal League'. A secondary navigation bar contains links for Home, MCRs, City Information, Knowledgebase, Codes & Charters, Training Calendar, Jobs, and Library Catalog. The main content area features a 'News and Announcements' section with several articles, a 'SERVING TENNESSEE MUNICIPALITIES' sidebar, and three columns of links at the bottom: 'Programs & Resources', 'Links for City Officials', and 'About MTAS'. The 'MCRs', 'Knowledgebase', 'Codes & Charters', and 'Library Catalog' links in the navigation bar, and the 'Ask a Librarian' and 'Benchmarking' links in the 'Programs & Resources' column are highlighted with blue boxes.

**THE UNIVERSITY OF TENNESSEE**  
INSTITUTE FOR PUBLIC SERVICE

TML CIS LEIC CTAS Contact Us

SEARCH

## Municipal Technical Advisory Service

in cooperation with the Tennessee Municipal League

Home **MCRs** City Information **Knowledgebase** **Codes & Charters** Training Calendar Jobs **Library Catalog**

### News and Announcements

**ARE YOU ATTENDING THE TML CONFERENCE IN GATLINBURG?**  
Sign up today for the Level I or Level II for the Elected Official Academy - it is a pre-conference session on June 10 - 11.

**ADMINISTRATIVE HEARING OFFICER TRAINING - MAY 19TH, 2016 - NASHVILLE**  
Register Today! Don't miss this opportunity.

**WHAT'S IN YOUR MUNICIPAL INFORMATION TOOLBOX?**  
Join us for a free webinar on May 9, 2016 at 10 am EDT to learn about the MTAS information tools you can add to your municipal toolbox! Registration closes May 4, 2016. Register today!

**REGISTRATION FOR PLANNING AND ZONING COURSES ARE NOW OPEN!**  
Locations include Jackson, Johnson City, and Knoxville

**NEW ACQUISITIONS FOR THE MTAS RESEARCH AND INFORMATION CENTER**  
The MTAS Research and Information Center added several new items in April. You may download many of these items and request others from the Research and Information Center.

MORE

### SERVING TENNESSEE MUNICIPALITIES

If you are an official of a Tennessee town or city, MTAS is your resource. Established in 1949 by the Tennessee General Assembly, MTAS provides technical advice to cities and towns across the state: their governing bodies, mayors, city managers, city recorders, and city department heads.

MTAS provides this assistance with consultants who specialize in most areas of municipal operations. MTAS annually completes more than 1,000 major municipal management projects and provides an average of 6,000 other services each year.

#### Programs & Resources

- Administrative Hearing Officer
- Archived Publications in Trace
- Ask a Librarian**
- Benchmarking**
- Certified Municipal Finance Officer
- Codification Services

#### Links for City Officials

- City Administration
- Codes Enforcement
- Courts
- Finances
- Fire
- Human Resources

#### About MTAS

- MTAS Services
- Management Consultant Map
- Mission & Vision, 2012
- Staff Directory
- Fee Schedule
- Strategic Plan, 2012-2017



# PUT THIS IN YOUR TOOLBOX: LIBRARY COLLECTION

- **Books**            The library houses about 3,000 books and other print materials on all aspects of municipal government.
- **Magazines**        We have subscriptions to about 200 magazines and journals, both print and electronic publications. We have indexed 1,100 relevant and current articles from these magazines so that we can locate them easily for you.
- **DVDs**              We also have 50 DVDs on current topics to lend to city officials. These DVDs are on topics such as customer service, diversity, mentoring, performance appraisals, and workplace violence.

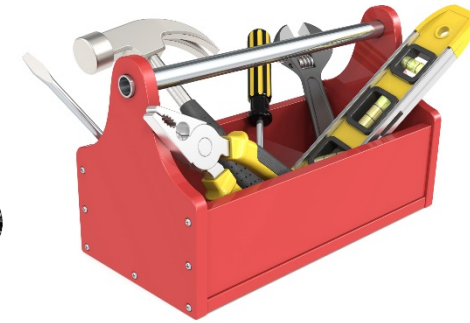


# PUT THIS IN YOUR TOOLBOX: ONLINE RESOURCES



- **MORe** The **MTAS Online Resource (MORe)** is a comprehensive electronic database of municipal research and information.
- **Knowledgebase** KB include: forms, job descriptions, legal opinions, ordinances, reports/studies, resolutions, RFPs, surveys, and general miscellaneous material.
- **Salary & Benefits Survey** MTAS collects data on a variety of position families including public safety, administration, elected officials, clerical, labor and trade, professional, and technical.  
<http://survey.mtas.tennessee.edu/>
- **Codes and Charters** Electronic copies of charters and codes of most Tennessee cities are available on the MTAS website.





# PUT THIS IN YOUR TOOLBOX: SERVICES

- **Surveys** We will conduct surveys on behalf of cities. The general guideline is up to 10 cities, up to 10 questions, and about 2 weeks turnaround time.
- **Tennessee Municipal Benchmarking Project** The TMBP serves to provide accurate and timely performance data and best practices information to improve the efficiency and effectiveness of Tennessee cities.
- **Ask a Question** We provide a library reference service. Ask a question—either general or research.
- **Social Media** We maintain a social media presence on Facebook and Twitter. We hope that you will visit our FB page and Twitter feed and “Like” us.



# USING YOUR TOOLS: SINGLE SEARCH



- Let's search the MTAS website:

<http://www.mtas.tennessee.edu/web2012.nsf/Web/Home>

- Search results
- Requesting materials from library





# SEARCH EXAMPLE

The screenshot shows the website for the Municipal Technical Advisory Service (MTAS) at the University of Tennessee. The header includes the university logo and name, and navigation links for TML, CIS, LEIC, CTAS, and Contact Us. A search bar is located in the top right corner. Below the header is a blue banner with the text "Municipal Technical Advisory Service in cooperation with the Tennessee Municipal League" and a "GIVE TO MTAS" button. A navigation bar below the banner lists: Home | MORE | City Information | Knowledgebase | Codes & Charters | Training Calendar | Jobs | Library Catalog.

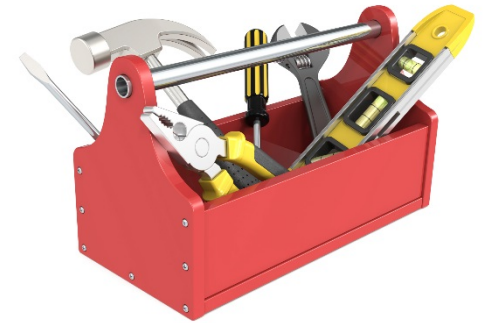
The search interface features a search bar with the text "records management" and a "SEARCH" button. Below the search bar are tabs for "All", "Knowledgebase", "Library", "MORE", "City Data", "Training", "Charters", and "Codes". The "All" tab is selected. Below the tabs, it says "About 889 results (0.48 seconds)". A callout bubble points to the search bar with the text "Type your search terms here". Another callout bubble points to the "All" tab with the text "The All tab shows all the results". A third callout bubble points to the "Knowledgebase" tab with the text "Or select a database for targeted results". A fourth callout bubble points to a search result link with the text "Click on link to view the item".

**Records Management for Municipal Governments | MTAS MORE**  
**Records management** is often an overlooked issue in both public and private sector offices; however, this task is becoming more vital every day. In this informat .  
[mtasresource.mtas.tennessee.edu](http://mtasresource.mtas.tennessee.edu)  
Labeled **MORE**



# USING YOUR TOOLS: DATABASE SPECIFIC

- **KB** When you need a form, job description, legal opinion, ordinance, report/study, resolution, RFP, or survey
- **MORe** When you need the most current, encyclopedic coverage on a topic
- **Library** When you need a particular format: book, article, media
- **Single Search** When you want to search all the databases at once from the MTAS home page
- **Call/Email us** When you have questions or need help

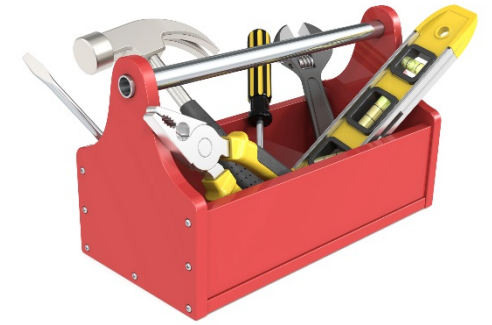


# USING YOUR TOOLS: QUESTIONS?



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# THANK YOU FOR JOINING US!



- Feedback survey and handouts will be emailed to you.
- This webinar will be repeated on August 9<sup>th</sup> at 2:00 p.m.
- A recording of this session will be available on the website.
- Click here to access the Library webpage:  
<http://www.mtas.tennessee.edu/web2012.nsf/Web/Ask+a+Librarian>

