Montana State Library
Digital Library Work Plan
January 2017 – June 2018

Strategic Framework – Foster Partnerships

Activities:
- Develop or purchase an updated request-tracking tool to ensure consistent tracking of patron requests across the library and to enable better agency wide outreach planning and information product development.

Inputs	Outputs	Outcomes	Impacts
Staff time to identify requirements. Developer time and/or funding depending on what type of solution is identified Define Requirements, Workflows, Processes, and Stakeholders	Any easy to use tool that can be used by all MSL staff to track calls, visits, and other types of patron requests Training and Documentation Reporting Mechanism Knowledgebase Maintenance Plan	Staff track requests in a consistent manner which allows us to better understand how users access and use MSL tools and services Staff use the tool to document requests consistently Increased knowledge of our users	Patrons see value in MSL services Partners seek to have their data accessed and exposed through MSL discovery tools. Staff are better able to allocate resources Staff are more responsive to user needs Users have access to MSL's expertise and curated information to resolve their needs

- Develop a Digital Library plan for structured outreach activities across the Digital Library that guides the activities of the GIS Coordinator, the Outreach and Electronic Resources Librarian, the Montana Natural Heritage Program Coordinator, and the Digital Library Administrator.

Inputs	Outputs	Outcomes	Impacts
Staff time to identify outreach priorities Inventory of existing, regularly attended events (MAGIP, NSGIC, MACO, etc) Listing of upcoming and other known activities we would like to participate in Outreach, training, travel budget available for outreach activities Define stakeholders we would like to engage with.	A plan that identifies attainable outreach goals for the remainder of the fiscal year with a process for reviewing, updating, and extending the plan through FY18. Prioritized list of events and activities with the break between what we do and don't have funding for identified. A core set of outreach materials that can be easily customized or supplemented for specific events.	Digital Library programs are more coordinated in their outreach effort and more deliberate in making decisions on which events to attend, activities to offer, and trainings to host. Consistent presence at events. Better distribution of activities throughout the year to reduce stress at high activity times (around MAGIP, NSGIC, MACO conferences/meetings) Staff have the materials they need and are comfortable and prepared to discuss Digital Library products and services appropriate to the stakeholders they are engaged with.	Currently the biggest limitation on the usage of MSL resources is that users do not realize what is available or do not understand how to use it. Coordinated, deliberate outreach should allow us to maximize engagement possible given existing staffing and budgetary constraints. Increased use of Digital Library products and services More partnership opportunities as agencies and organizations better understand how our work can complement the work that they do.

- Make the Natural Resource Information System Advisory Committee active again and update the NRIS Core Funding MOU.
- Develop partnerships beyond NRIS data partners to enhance State Publications, Natural Resources, and MSDI Collections (Professional Development as well?)

Inputs	Outputs	Outcomes	Impacts
Staff and agency rep time to meet, review existing MOU, and create a framework for updating or creating a new agreement	An updated memorandum of understanding between NRIS and core funding agencies that may also be used to encourage other non-named agencies to partner with and support MSL programs and services	MSL better understands the needs of partner agencies and agency NRIS Advisory Committee representatives are more informed of MSL resources. Agency NRIS AC representatives are comfortable communicating with staff in their agencies and with their partners about MSL has to offer. Usage of MSL resources increases and time spent explaining the value when invoices are sent to partners is minimized	A supportive set of core partnerships that serves as the foundation for establishing additional funding and data source partnerships.

Strategic Framework – Create a useful information infrastructure

Activities:
- Update the Montana Cadastral Application

Inputs	Outputs	Outcomes	Impacts
Info Products, Land Info, and IT Staff time Input from the Department of Revenue and users	A more robust cadastral application that we are able to maintain with existing, in house staff and update as needed without a full re-write	A reduction in the number of recurring complaints and bug reports An increased ability to be responsive to user suggestions for improving the application	As one of the most used applications in Montana state government, the cadastral application Is a natural opportunity for us to reach out to and engage users. The first step in doing this is ensuring that the application itself is well designed and reliable.

- Standardize drought and water supply map data reporting

Inputs	Outputs	Outcomes	Impacts
Staff - Primarily WIS Manager

Staff - IT (web programming)

Copyright/ownership/terms of use (for products such as PRISM, VegDri, etc.)

Storage space (possibly database)

Discussion/coordination with DNRC and Gov. Drought and Water Supply Advisory Committee | single webpage delivering the data/maps/products used to produce the monthly drought status map

list of products used by the Drought Committee to make the monthly map

model to aggregate drought-related data/maps/products

documentation of how the monthly drought status map is produced | monthly drought status map is produced in objective manner

users understand why a county is assigned a particular drought category (transparency)

DNRC Drought Coordinator and Gov. understand when to issue a "drought alert" and "severe drought" to local governments and they have the data supporting the decision. | drought map is produced more effeciently (committee members spend less time each month)

products used to create the monthly drought map are readily available to watershed groups and other interested parties (broadened usage of WIS)

Montana's drought status map directly feeds into the US Drought Monitor (US Drought Monitor uses the data best for Montana) |