

Montana State Library Central Services Fiscal Year 2018

Green (no font distinction) – activity progressing as expected.

Yellow (*italicized*) – activity may be delayed but the delays do not necessarily rise to the level of Commission concern

Red (**bolded**) – activity is delayed and Commission attention is warranted

Blue (underlined) – addition or change to the original work plan.

Strategic Framework – Fostering Partnerships

Activities:

- Build an intranet site for cross-agency documentation

| Inputs | Outputs | Outcomes | Impacts |
|--|--|---|--|
| <i>IT staff, Erin Fashoway, other staff as necessary</i> | <i>A new Intranet that allows all state employees to access documents related to our ESRI ELA. Future documents used by staff of other state agencies will be added in the future.</i> | <i>MSL staff efficiently share and receive information about the services we administer for other state agencies.</i> | <i>Improved efficiency in other state agencies results in a greater degree of future collaboration</i> |
| | | <i>State employees have improved access to self-service documents.</i> | |
| | | <i>State employees report improved satisfaction in the efficient administration of State Library Services.</i> | |

No activities have taken place on this work plan item; this work plan item remains important but it is not a priority at this time.

Strategic Framework – Secure sufficient and sustainable funding

Activities:

- Offer quarterly training sessions to State Library staff

| Inputs | Outputs | Outcomes | Impacts |
|--|--|--|---|
| <i>Time of Kris Schmitz, Marlys Stark, Colleen Hamer, Carol Churchill, Evan Hammer, Tracy Cook, Jennie Stapp, and other staff as necessary</i> | <i>Trainings and training materials for the various sessions: Budget/Funding, Purchasing, Staff Handbook, Travel, FMLA, State Library programs</i> | <i>Managers are confident in their ability to implement policies consistently and fairly.</i> | <i>MSL staff is more knowledgeable which leads to more effective and efficient in their work. Staff feels more comfortable and confident in their work.</i> |
| <i>Activity progressing as expected.</i> | <i>- Stapp presented an overview of the State Library at the February 22 all staff meeting.</i> | <i>Staff report increased awareness and understanding of State and State Library policies and satisfaction in how they are treated as State Library employees.</i> | |
| | | <i>Staff and management find increased opportunities for cross-program collaboration that can lead to improved program development</i> | |

We began training at the February 2017 All Staff meeting but at subsequent staff meetings we have focused our agendas on Legislative activities and budget reductions. Once our budgets are stable we will resume this activity.

- Policy review
 - July update – review is delayed due to lack of staff time. Staff time over the past two months has been focused on implementing budget reductions. Additional policies now require review to merge Digital Library and Talking Book Library policies for collection development and circulation.

| Inputs | Outputs | Outcomes | Impacts |
|---|--|---|---|
| <i>Lead Kris Schmitz, various staff</i> <i>Activity progressing as expected.</i> | <i>New online staff handbook</i> | <i>Employees have a current and accurate policy guidance and staff handbook</i> | <i>MSL staff is more knowledgeable about policies which leads to more efficient and effective manner to complete their work</i> |

The State of Montana adopted new broadband pay plan policy as a result of recommendations from the [Discretionary Pay Audit](#) conducted by the Legislative Audit Division and released in January 2017. Changes will mean that the State Library will have to update our broadband pay plan policy every two years. Recommended changes will be brought to the Commission in subsequent meetings.

- **January update** – The State Library is waiting for other state agencies to share examples of how they are implementing state requirements for the Broadband Pay Plan Policy. Because the changes to the policy are significant we will benefit from learning how other agencies may implement the new policy.

- Develop a standardized human resources recruitment package
 - July update – review is delayed due to lack of staff time. Staff time over the past two months has been focused on implementing budget reductions.

| Inputs | Outputs | Outcomes | Impacts |
|--|---|---|---|
| <i>Time of Marlys Stark and Kris Schmitz</i> <i>Activity progressing as expected.</i> | <i>Standardized, easy to use package of recruitment and hiring materials.</i> | <i>MSL management staff has the tools they need to make the hiring process smooth and efficient</i> | <i>The State Library attracts, develops, and retains a highly skilled and dedicated workforce</i> |

No activities have taken place on this work plan item; this work plan item remains important but it is not a priority at this time.

- Implement a social media marketing strategy
 - **April update** – Digital Library staff are consolidating Facebook pages into a single State Library Facebook page. The reason for doing so is both to give users a broader perspective for the resources and services of the State Library and to ease the administrative burden for staff. Users will have the ability within Facebook to filter content if they choose. Once staff is satisfied with how we are administering Facebook we will begin to make more robust use of other forms of social media including Twitter and Instagram.
 - MSL also anticipates making use of social media through the public awareness campaign.

| Inputs | Outputs | | Outcomes | Impacts |
|---|--|--|--|---|
| <i>Time of staff as necessary</i> | <i>Regularly recurring Facebook posts that are boosted when appropriate to garner attention to and use of State Library services and information</i> | | <i>Staffs see an increase in engagement measures available through social media as the public learn more about the State Library</i> | <i>Through social media, patrons have access to the information they need to understand and influence change in their communities</i> |
| <i>Research and training on the effective use of social media tools for marketing</i> | | | <i>Increased social media engagement results correlates to increased demand for services.</i> | <i>Through social media online communities foster partnerships that ensure that Montanans thrive.</i> |
| | | | <i>Online communities develop and engage around State Library information resources and services</i> | |

Strategic Framework – Create a useful information infrastructure

Activities:

- Launch ASPeN (Applications, Services, Programs, and Network)
- **April update** – staff continue to work through a significant number of coding errors that exist in the application. More errors exist than were anticipated last fall and with the loss of a dedicated programmer, staff time is limited to resolve the errors. Staff believe that an initial launch of the application will be ready in mid to late spring. Staff may hire an intern to help with the rollout and are tentatively planning a rollout by federation. This approach will make the launch more manageable for staff and will give libraries a cohort of support as they go live with the new application.

| Inputs | Outputs | Outcomes | Impacts |
|--|--|--|---|
| <i>IT staff, SLR staff, and other staff as necessary</i> | <i>A partial launch of ASPeN - Role out is delayed to allow for adequate testing. Delays are the result of limited staff time.</i> | <i>State Library staff benefit from the efficiencies of a single, fully-integrated, data driven administration system that allows for easier program planning and delivery.</i> | <i>Montana libraries receive an excellent return on investment from participating in MSL projects, programs, or services.</i> |
| <i>IT hardware & software</i> | <i>MSL staff have the ability to create forms and upload electronic resources w/o IT staff intervention.</i> | <i>Montana librarians report improved efficiency by making use of a tool that is a one-stop source for library and State Library information.</i> | |
| <i>SLR staff outreach to and, engagement by Montana library community members.</i> | <i>MSL staff have the ability to collect data about programs, projects or MSL services in ASPeN.</i> | <i>Montana libraries use ASPeN to efficiently share information with one another creating a collaborative knowledge base that improves efficiency of service delivery for all libraries.</i> | |
| | <i>MSL staff use ASPeN to share information with Montana libraries.</i> | <i>IT staff are able to reallocate former programming time to other services.</i> | |
| | | <i>ASPeN is architected to make efficient use of data and IT resources, eliminated the need to create and maintain redundant IT systems.</i> | |
| | | <i>State Library staff make data driven decisions about the services and resources we offer based on information that is effectively and</i> | |

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| | | <i>efficiently managed through ASPeN</i> | |
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