

Master Work Plan October 1, 2017 - September 30, 2018

Wednesday, September 27, 2017 3:06 PM

Goal 1: Collaboration - The Montana State Library encourages, plans, implements, and supports libraries with collaborative efforts.

Project: Montana Shared Catalog/MSL Strategic Framework: Create Useful Information Infrastructure

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| a. Increase the number of libraries participating in the consortium in a way that preserves the health of the system and ensures a positive experience for joining libraries, current libraries, and the MSC staff. | Update the application for libraries interested in joining the MSC | Cara Orban | December 2017 |
| e. MSC Staff will work with members to explore feasibility of centralized pilot projects to assist with sustainability and efficiency of the system and to deliver services at scale for Montana libraries. | Develop a centralized acquisitions pilot project | Tracy Cook Jemma Hazen | Interviews completed Data review - completed MSL Recommendations - in progress |
| g. The Montana Shared Catalog Trainer with the assistance of peers will develop resources and continuing education that assist libraries with day-to-day tasks thereby making them more efficient in their work. | Identify what learning needs the libraries have and create resources to address those needs. | Katy Rende | In progress |

Project: Montana Library 2 Go/MSL Strategic Framework: Create Useful Information Infrastructure

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| a. Increase the number of public libraries participating in the consortium. | Ask Overdrive about the cost of adding the remaining small public libraries to the contract | Cara Orban | |
| c. Member libraries with assistance from Library Development staff will increase the number of items in the collection | Research options for adding content via direct patron donations and share with Executive Committee | Cara Orban | Completed - Winter 2017 |
| f. Library Development staff will answer questions and assist | Develop statewide projects FAQ sheets for | Cara Orban | Completed - Fall 2017 |

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| non-public library consortia interested in downloadable content. | librarians and LD staff | | |
| h. MSL staff will regularly complete Requests for Information to reveal other vendor possibilities. | Complete an RFI exploring other vendor possibilities for MTLIB2GO | Cara Orban | RFI completed - August 2017 Calendar 2017 data analysis for members - underway |

Project: Montana Memory Project/MSL Strategic Framework: Create Useful Information Infrastructure and Foster Partnerships

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| a. Increase the number of organizations participating in the Montana Memory Project in a way that preserves the health of the consortium and ensures a positive experience for joining organizations, current members, and MMP staff. | Create the Montana Memory Project Ambassadors program | Jennifer Birnel | In progress |
| c. Staff will support member efforts to increase the number of collections within the MMP. | <ul style="list-style-type: none"> • Train new contributors • Train existing contributors • Use ContentDM to create new collections • Add collections to the MMP website • Manage application process for funding for new collections | Jennifer Birnel | Ongoing |
| f. The Montana Memory Project Director will work with others to identify and create resources for sharing MMP content through programming and/or other educational activities for the public | <ul style="list-style-type: none"> • Create the Montana Memory Project Ambassadors program • Work with Pam Henley to create Facebook/Twitter postings • Create lesson plan as an Ambassador for the National Forest Service Museum • Create education materials - PowerPoints, Videos, etc. | Jennifer Birnel Pam Henley | In progress Ongoing Lesson plan was completed in August 2017 |
| i. The Montana Memory Project Director with assistance from other MSL staff will conduct usability testing to improve the product for end users | Work with MSL IT Staff and OCLC to implement ContentDM's responsive design interface | Jennifer Birnel | In progress |
| j. The MMP Director will | Support the work of the | Jennifer Birnel | Ongoing |

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| continue to cultivate partnerships with other organizations interested in digital archive work to share resources and ideas, and to collaborate on new projects that will lead to increased usage and more awareness of digital content | Big Sky Country Digital Network | | |
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Project: Resource Sharing/MSL Strategic Framework: Create Useful Information Infrastructure

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| h. The Statewide Projects Librarian with the assistance of the MSC staff and other Library Development staff will conduct an analysis of the user's experience with the entire fulfillment process. This work may include OCLC Group Services, the MSC, and other resource sharing methods. | <ul style="list-style-type: none"> • Ask OCLC for assistance with collecting data specifically about OCLC products used for fulfillment • Collect and/or analyze data about the courier and other fulfillment groups | Cara Orban | OCLC provided data - October 2017 |
| g. Statewide Consulting Librarians will work with Statewide Projects Librarian to assist public libraries with joining and sustaining the courier project | Initiate Hi-Line courier service between Harlem, Chinook, and Havre | Lauren McMullen | Completed |

Project: Statewide Consulting & Training - Collaboration/MSL Strategic Framework: Foster Partnerships and Develop Community

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| b. Library Development staff will create and/or share resources that build the knowledge of library staff when it comes to collaboration | Develop statewide projects FAQ sheets for librarians and LD staff | Cara Orban | Completed |
| d. Library Development staff will provide and/or facilitate continuing education efforts that help develop the knowledge and skills of library staff and board members who wish to collaborate. | <ul style="list-style-type: none"> • Create a continuing education plan for addressing these needs • Deliver training that addresses these needs | Jo Flick - CE plan Pam Henley, Lauren McMullen, and Suzanne Reymmer - deliver training | Began process - November 2017 |

Goal 2: Outreach/Lifelong Learning - The Montana library community speaks in a way that reveals its interconnectedness and establishes a cohesive "Montana library" identity that helps community members understand that libraries are for their lives right now as well as for their lifetimes.

Project: Lifelong Learning Programming and Materials/MSL Strategic Framework: Foster Partnerships and Develop Community

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| b. Lifelong Learning Librarian will facilitate and/or develop programs for libraries to use that explore topics such as financial literacy, employment and economic development. | Work with the Department of Labor and Industry to create resources that support libraries who may be assisting with employment development | Lauren McMullen | September 2017 - DLLI asked for more time |
| c. Lifelong Learning Librarian, with assistance from the CE Coordinator, will facilitate training for libraries on offering programs/services for financial literacy, employment and economic development. | <ul style="list-style-type: none"> • Work with other partners on the FINRA grant to provide financial literacy webinars and workshops • Work with the Department of Labor and Industry to create a series of webinars for job seekers | Jo Flick - FINRA lead Lauren McMullen - DLLI Lead | FINRA grant turned down - December 2017 DLLI asked for more time to navigate closure of job service centers - October 2017 |
| e. Lifelong Learning Librarian will identify and assist libraries with outreach efforts that support lifelong learning, formal education, financial literacy, early literacy, digital literacy workforce and economic development. | Identify what needs libraries in communities that have lost their job services have when it comes to employment development | Lauren McMullen | |
| f. Lifelong Learning Librarian will work with partners to develop materials/programming for cultural, intergenerational, civility and civic education topics. | Launch Libraries and Legislators: Town Hall Toolkit | Lauren McMullen | In progress |
| g. Lifelong Learning Librarian will either develop or coordinate continuing education about early learning | Mind in the Making Training | Tracy Cook (to start) New L3 | Planning began - December 2017 |

Project: Statewide Consulting & Training - Community Education & Outreach/MSL Strategic Framework: Foster Partnerships and Develop Community

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| c. Lifelong Learning Librarian, CE Coordinator, and Statewide Consulting Librarians will develop and/or share resources about community | Launch lifelong learning wiki or program database that libraries can contribute to/share programming & outreach ideas, presenters, resources, materials | Lauren McMullen | In progress |

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| education and outreach | | | |
| e. Library Development Staff will provide training that increases the knowledge and develops the skills of librarians in the area of community education and outreach. | Provide customer service training that focuses on community needs | Lauren McMullen | |

GOAL 3 – Community Leadership - Librarians, advisory members, and board members listen to their community members to design library services that make a difference in the community while continuing to bridge digital/traditional library services.

Project: Statewide Consulting & Training - Community Leadership/MSL Strategic Framework: Foster Partnerships and Develop Community

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| a. Statewide Consulting Librarians will work with libraries at the local level to provide guidance and advice on becoming community leaders | <ul style="list-style-type: none"> • Consultants will visit libraries and where applicable will discuss leadership efforts with directors • Consultants will attend board meetings and where applicable discuss leadership efforts with board members | Pam Henley Lauren McMullen Suzanne Reymer | Ongoing |
| b. Statewide Consulting Librarians will facilitate community-led strategic planning and/or listening sessions. | Consultants will encourage and facilitate community led planning for libraries | Pam Henley Lauren McMullen Suzanne Reymer | Ongoing |
| c. Statewide Consulting Librarians will provide training for boards that increases board member knowledge about the importance of listening to and engaging the community | Consultants will provide community leadership training at federation meetings where that topic has been selected | Pam Henley Lauren McMullen Suzanne Reymer | Identified training needs - November 2017 |
| g. CE Coordinator, Lifelong Learning Librarian, and Statewide Consulting Librarians will offer and/or arrange training that helps librarians and trustees become leaders in their communities | <ul style="list-style-type: none"> • CE Coordinator will continue to monitor and provide support to attendees at the 2017 Summer Library Leadership Institute as they work through their projects • Develop new director tutorials • Continue mentor project with MLA | Jo Flick Pam Henley | SLLI - ongoing; have hosted regular webinars New Director Tutorials - on hold Mentor program - on hold |

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| i. CE Coordinator with the assistance of other Library Development Staff will create learning experiences based on clear outcomes and impacts that are evaluated to identify the positive behavioral change or improved status for learners | CE Coordinator will lead an evaluation webinar series for Library Development staff | Jo Flick | Series completed November 2017 |
| j. CE Coordinator with the assistance of other Library Development Staff will create learning opportunities that are meaningful and useful as shown in evidence of implementation in the library and community | <ul style="list-style-type: none"> • CE Coordinator will deliver and/or coordinate Project Management training • CE Coordinator will manage a pilot project with customized professional learning plans | Jo Flick | Completed - September 2017 Pilot project - initial planning began December 2017 |

GOAL 4 – Internet Access - Every Montanan has access to the Internet.

Project: Statewide Consulting & Training: Broadband Initiatives/MSL Strategic Framework: Create Useful Information Infrastructure

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| a. State Librarian and Statewide Consulting Librarian will work on statewide/regional initiatives to improve broadband access in rural communities | <ul style="list-style-type: none"> • Complete a gap analysis of what libraries could have for Internet speed versus what they have and what they have available versus the national standards for what they should have available • Follow-up with libraries that have the biggest gap to see how to close the gap • Work with State Librarian to develop a contract template for broadband services | Suzanne Reymer | In progress |
| b. Statewide Consulting Librarian will assist libraries with e-rate applications | <ul style="list-style-type: none"> • Participate in E-rate Task Force • Assist libraries with e-rate questions and applications • Maintain skills and knowledge about e-rate program, FCC direction • Intervene with USAC to assist libraries with questions/problems • Participate in an e-rate summit for libraries | Suzanne Reymer | Ongoing |

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| d. Statewide Consulting Librarian will research and communicate future trends in technology to the Montana library community | <ul style="list-style-type: none"> • Maintain and improve knowledge about library technology and trends • Respond to questions from the library community • Form a tech group to foster the exchange of ideas • Provide updates and information to the Montana library community about trends • Teach workshops about the future of libraries especially when it comes to technology trends | Suzanne Reymer | In progress |
| e. Statewide Consulting Librarian will research, communicate, share resources, and/or develop trainings about copyright issues | Teach a webinar about DMCA | Suzanne Reymer | On hold until new information becomes available |

Goal 5 - Adequate Support - Library community has adequate and stable support to provide the best library service possible.

Project: Statewide Consulting & Training - Improving local support and services/MSL Strategic Framework: Secure Sufficient and Sustainable Funding and Develop Community

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| a. Statewide Consulting Librarian will develop resources that explore different models of cooperation and governance. These models may include an exploration of consolidation of library services through things such as school/library partnerships or larger districts, or through cooperative agreements for accounting and purchasing services. | Create a white paper that explores the different models of cooperation and governance | Lauren McMullen | In progress; initial scope of work completed - December 2017 |
| b. Statewide Consulting Librarians will train librarians and board members on the different models of cooperation in order to increase the library community's knowledge and assist the library community with increasing efficiency and cost savings | Provide "Systems of Governance" training at MLA and as requested by libraries and/or federations | Lauren McMullen | |
| f. Library Development staff will share resources and develop training that assists libraries | <ul style="list-style-type: none"> • Assist libraries with their public library statistics • Work with IMLS to upload | Pam Henley | In progress - one library remaining Preparing for upload |

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| with identifying, creating, measuring, and communicating public value | <ul style="list-style-type: none"> statistics • Work with other staff to present statistics' results in a way that assists libraries with communicating their value • Explore vendor possibilities for reporting and display of statistics • Work with other consultants to identify how to help local libraries communicate their value to their community | | |
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Work that supports the MSL Strategic Framework and the work of Library Development

| Objective | Activity | Lead Staff Member(s) | When was task completed? |
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| Support library development staff in their work | <ul style="list-style-type: none"> • Hire new MSC staff • Hire Lifelong Learning Librarian • Work on transition plan for Mike • Meet with staff and follow-up on their requests as needed | Tracy Cook | November 2017 - MSC staff hired; Transition plan completed for Price retirement; L3 recruitment began 12/17 |
| Support the overall health of the MSC system | <ul style="list-style-type: none"> • Respond to help desk tickets in a holistic manner that addresses the needs of the system • Train new MSC staff members | Cara Orban Jemma Hazen Amy Marchwick | Completed initial training of new MSC staff |
| Support the work of the Montana Library community | Respond to questions from the Montana library community | All - varies based on subject | Ongoing |
| Implement the data driven model to plan, evaluate, and make decisions | <ul style="list-style-type: none"> • Provide evaluation training • Encourage and support staff efforts to implement the model • Use the model to evaluate services | Tracy Cook Jo Flick Cara Orban | Ongoing Began work on creating a place or multiple places to house our data Created LSTA spreadsheet to inform staff of data requirements for next year |