



## **Central Services & State Librarian's Office Report October and November 2016**

Prepared for the December 14, 2016 Commission meeting  
by Jennie Stapp, State Librarian

This report represents accomplishments of Central Services staff: Stacy Bruhn, Eve Byron, Carol Churchill, Colleen Hamer, Tom Marino, Cindy Phillips, Kris Schmitz, Jennie Stapp, Marlys Stark and Joe Tosoni.

The State Librarian and the Central Services staff at the Montana State Library (MSL) provide services and support to all MSL programs to ensure that all staff can efficiently conduct their work because they have access to technology, human resource management, financial expertise, promotional services and administrative leadership. To be effective, it is essential that the State Librarian and Central Services staff work with library programs to provide policy, technology and communication solutions that balance program needs with the larger library need for fair and ethical policies, transparent and accountable financial systems, integrated, secure, sustainable library technology designed to adapt to the constant, rapid pace of technology change, communication strategies that effectively engage stakeholders while making the best use of the limited staff time and financial resources available and overall administrative leadership that is collaborative, thoughtful, creative, well communicated and forward thinking.

Central Services staff includes the following employees:

- State Librarian, Jennie Stapp
- Central Services Manager, Kris Schmitz
- Accounting Tech, Carol Churchill
- Administrative Assistant, Marlys Stark
- Data Coordinator, Colleen Hamer
- Web Manager and IT Lead, Tom Marino
- GIS Web Developer, Stacy Bruhn
- GIS Database Administrator, Joe Tosoni
- Network Administrator, Cindy Phillips
- Communications and Marketing Coordinator, Eve Byron

This work plan is built around the core goals contained in the 2012 through 2022 MSL Long Range Plan. By completing the tasks set forth within this work plan we intend to efficiently and effectively fulfill the mission of the Montana State Library.

## **Goal One—Content**

1. MSL acquires and manages relevant quality content that meets the needs of Montana Library users.

1.1. Improve the quality of the public library statistics we collect.

The reliability and consistent quality of the data and statistics we collect annually from public libraries tell a compelling story about public library services around the state. In order to continue to improve the quality and usefulness of these data, and to ensure that libraries and State Library staff are best able to articulate these stories in a way that is transparent and authoritative, the State Data Coordinator will work with the Statewide Library Resources Manager, the Statewide Library Consultants, the State Librarian and the Public Library Statistics Task Force to more clearly define the statistics we collect, to simply reporting tools to minimize the possibility for errors, better educate librarians about how they can collect and report the necessary data, and to improve the process of quality control through staff collaboration.

### Highlights

MSL, with the support of Colleen Hamer, State Data Coordinator, successfully completed the collection of the FY 16 public library statistics. This work included providing webinars and drop in sessions to answer questions from libraries about the definitions and nature of certain statistics we collect. In particular, Hamer and other fielded questions about changes made to statistics about local library funding. Changes were made that will help us to better understand and respond to questions about the amount and nature of local funding for libraries. This information will help us be better prepared for the upcoming legislative session when we will likely receive questions related to the impact of state funding through State Aid and when we may need to respond to questions about the impact of legislation that could restrict dedicated levies for local services as we say in 2015.

## **Goal Two—Access**

2. MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

### Highlights

New Marketing & Communications Coordinator, Eve Byron is launching MSL more fully into world of social media. In addition to our Facebook pages, MSL now has a twitter handle @MTStateLibrary where Eve tweets frequently, and we have begun to make use of the

hashtag #mtlibraries to generate discussions and to collect twitter discussions from libraries across Montana. Eve has already seen positive results from twitter followers, including those in Montana's news media, who have reached out to MSL with reference questions.

The 2017 Legislative Snapshot is currently in production. It has long been a goal to make the Snapshot a tool that we can update more frequently during the session to keep legislators better informed and to continue to market MSL services. The previous booklet format did not readily support this goal. This year we are taking a folio approach through which Legislators will receive regular snapshots of important topics in the form of briefing sheets. Legislators will receive customized folios at the beginning of the session with select briefings of importance. Then they will receive one to two briefings per week at least through transmittal. Briefings can more easily be updated throughout the session. Topics that we will cover include library state aid, next generation 911, broadband access for libraries, state infrastructure, the state water plan, etc. We will also welcome topics from Legislators and patrons. This work is being led by Hamer and Byron as well as Kenney Ketner, the new Digital Library Information Products Lead. It is a major undertaking for these new staff to lead this effort and it is proving to be a great learning opportunity for them as they become more familiar with the information resources and services that MSL provides.

#### **Goal Four—Consultation and Leadership**

4. MSL provides consultation and leadership to enable users to set and reach their goals.

4.1. Broadband planning

##### Highlights

At the November board meeting on the Schools Health and Libraries Broadband Coalition, State Librarian Stapp concluded her second term as board chair. She will continue to serve on the executive committee as past chair.

Recognizing the diverse needs and opportunities to support broadband deployment and digital literacy across the country, as chair of the Networking Committee for the Chief Officer of State Library Agencies (COSLA), Stapp is working with COSLA staff and chiefs to conduct a Broadband needs assessment to help COSLA focus their efforts in this important area. Additionally, Stapp was elected to serve on the COSLA board of directors at their fall meeting in Minneapolis.

#### **Goal Six—Sustainable Success**

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

### 6.3. Biannual Executive Planning Process

#### Highlights

The Governor released his budget on November 15. Due to declining revenue projections, the Governor is proposing 5% reductions to the operating budgets for most agencies. For MSL, this means about a \$160,000 cut. None of MSL's EPP requests were approved. New this year, the Governor's Budget Office has also issued what is being referred to as Volume 10. The volume gives an overview of agencies' Information Technology (IT) expenditures. Stapp and Central Services Manager, Kris Schmitz, prepared a narrative overview of MSL's IT priorities and a breakdown of expenditures according to select expenditure codes. This information is meant to create a comprehensive and consistent picture of the State's IT spending. Though similar to information that appears in the Governor's Budget, this volume is for informational purposes only and does not require approval of the Legislature.

Following the election Representative Frank Garner, a Republican from the Flathead Valley, formally submitted the State Aid Legislation for drafting. That Legislation can be tracked on the Legislative LAWS site under LC0824. Staff will prepare a legislative packet of information about the legislation including frequently asked questions to help his as he sponsors the legislation.

With support from John Finn and Nanette Gilbertson from the Montana Library Association, Byron and Hamer created a template using an online tool called Canva that libraries can use to quickly and easily create attention grabbing handouts that highlight the impact of their state aid funds. Staff hosted a webinar to introduce libraries to the tool and Hamer and Byron are also preparing custom handouts for libraries using state aid stories that libraries submit via the Library Directory. These handouts are a key tool in our advocacy effort to support the passage of our state aid legislation. We are encouraging librarians to send them to their legislators now, ahead of the session, and to share them with library patrons and other stakeholders that can help librarians communicate the importance of this funding to their legislators.

### 6.6. Systems and Hardware Updates

#### Planning a move to the State Data Center

In order to maintain our current IP range for the Montana Shared Catalog, the MSC servers, which are currently physical servers, were migrated to the State of Montana Data Center earlier than anticipated. We had originally planned to make such a move a year from now, if

necessary, after the MSC had time to evaluate platform options included hosted options. The migration happened without incident and now the production and development servers are housed in a dedicated rack at the data center.

The MSC is currently evaluating options for a new architecture. SITSD does not host an IBM AIX environment so making use of a virtual environment hosted by SITSD is not an option. MSC vendor Sirsi Dynix offers a cloud solution which the MSC may be able to make use of at little if any additional cost after migration. The other option that the catalog is evaluating is replacing the current production server with a new server when that server reaches end of life next year. The MSC staff hope to make a decision about which option to propose to the membership during the first quarter of 2017 in order to include any necessary costs in the FY 18 MSC budget.

## 6.8. Policies reviews

### Highlights

Schmitz continues to research how other agencies and the Department of Administration enact policies that fall under the purview of the Commission in order to inform any necessary updates to those policies, many of which haven't been reviewed in several years. Examples include the telework and drug and alcohol policies brought to the Commission to review in December. Through her research she has found that there is little consistency among agencies in what policies look like and how they are implemented so Schmitz and Stapp carefully consider policy implications when preparing recommendations for the Commission.

## 6.10. MSL-wide strategic planning

### Highlights

Following the October Commission meeting, staff led Commission members in a process to more fully articulate the impact of the visions that the Commission had previously identified through the strategic planning process. In a process referred to as the "so that" exercise or the theory of change, the Commission was able to state more definitively the desired impact for stakeholders that would be achieved through the successful work outlined in the MSL Strategic Framework. Staff continued to solicit feedback from a wide variety of stakeholders including all six library federations, the Network Advisory Council and the Montana Land Information Advisory Council.