Montana State Library
Statewide Library Resources – Library Development Work Plan
January – June 2018

Strategic Framework – Foster Partnerships

Activities:
- Development of an informational packet/website for new and joining Montana Shared Catalog directors.

Inputs	Outputs	Outcomes	Impacts
Time of Bobbi deMontigny and Amy Marchwick	Informational Packet or website section that contains info for all MSC directors	Better understanding among new and joining directors	Ultimate impact - a more robust service for those who want it.
MSC Knowledge	Directors (New to MSC or interested) receive an introductory document to help them understand what the MSC is and what to expect when transitioning from their current ILS to the MSC	Easier transition into MSC Membership for New members	MSC Staff are more effective and efficient in their work
Data gathered from MSC ticket system		MSC staff spend less time on basic review	Library directors are better served and more well-informed about their responsibilities and options
Videos & Training materials already created (will be linked in)		MSC staff have more time to develop standards, training, and new services	Library directors can make an informed decision when seeking membership in the MSC

			Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF)
			Collaboration that is respectful and polite (LDSTF)

- Analyze the Montana Shared Catalog's Partners' sharing group in order to better understand the impacts of fulfillment expansion.

Inputs	Outputs	Outcomes	Impacts
Jessie Goodwin – research and presentation time	Report on fulfillment expansion	Increased knowledge of potential regarding fulfillment expansion	MSL staff will know with certainty whether sharing group expansion is viable
	Report is presented to membership and executive board	Members increase knowledge of challenges and opportunities regarding sharing group expansion	MSC member libraries will be more informed regarding sharing group membership
			Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF)
			Library infrastructure that encourages consortial resource sharing to make information resources, technology and service delivery more efficient, effective, affordable, customizable, sustainable, scalable (LDSTF)

- Development of a series of short tutorials for new public library directors.

Inputs	Outputs	Outcomes	Impacts
Jo Flick and Pam Henley – time writing scripts and producing tutorials	10-15 tutorial segments	New Directors complete series so they understand critical need-to-know MT-specific information within the first few weeks on the job	Communities will have excellent library service with no disruption during leadership transition
Adobe license	Data: # of new directors completing series, # of times each segment is accessed, # of initial consultant visits where time is spent on other issues	New Directors will understand their new role better, feel more confident, know where to find critical information so they are not overwhelmed and are more likely to stay	Library directors become engaged and active in MT library community, leading to thriving libraries in local communities
Server space to host		New Directors will know where to reference MT-specific information to avoid confusion and missed opportunities	Library directors who manage library resources efficiently (lean management) (LDSTF)

- Create civil engagement "program-in-a box"

Inputs	Outputs	Outcomes	Impacts
Time of Sara Groves and Lauren McMullen	Civil engagement "program-in-a-box"	Citizens learn from exchanging different points of views	Libraries are leaders in creating thriving communities (LDSTF)
Nationwide models/research for civil engagement programs	Library usage of the program	Citizens feel more connected, have a greater sense of belonging in community	Communities are safe, peaceful, thriving

			Lifelong learning that supports community engagement inside and outside the library, fostering engagement in the world and empowering an informed citizenry. (LDSTF)
Materials		Citizens become more involved in community life.	
		Communities turn to the library when civic issues arise	

- Increase in outreach efforts for the Montana Memory Project.

Inputs	Outputs	Outcomes	Impacts
Time of Jennifer Birnel	Demonstrate use of the MMP and share content	Montanans become aware of the MMP and learn how to use it as a research resource and for pleasure	Montanans feel a sense of connection to their community
Time of Museum and Library Directors	Share information about their institution	Montanans become more aware of local libraries and museums and the services they offer	Montanans value and support making heritage materials accessible
Time of Volunteers	Number of fairs attended	Montanans learn how to find historical and genealogical information of value to them	More interest may lead to more digital collections being added to the MMP
Booth rental fees	Number of people who stop by the booth	Montanans become more aware of volunteer opportunities	Montanans value the preservation of heritage materials
Supplies & equipment for the booth (inc. technology)	Number of website demonstrations	Montanans learn about their community/region's history	More Montanans choose to volunteer at local libraries and museums

Marketing materials	Number of marketing items distributed		Montanans gain sense of self through historical content from their family/community/region/state
			Lifelong learning that supports community engagement inside and outside the library, fostering engagement in the world and empowering an informed citizenry. (LDSTF)

- Engage Montana library community in identifying how federations can help implement the Library Development Task Force Recommendations

Inputs	Outputs	Outcomes	Impacts
Time of Tracy Cook and Jennie Stapp	Task force to review federations	MSL staff understand the value of the federation model to librarians.	Librarians are leaders in creating thriving communities (LDSTF)
Time of participants	Recommendations that identify how federations can help with library development		Collaboration that creates a shared resource platform that libraries contribute to in order to help address specific needs. (LDSTF)

Strategic Framework – Secure sufficient and sustainable funding

Activities:
- Develop economic models for libraries

Inputs	Outputs	Outcomes	Impacts
Time of Lauren McMullen	Develop a publication describing different economic/governance models for public libraries.	Library directors and board members learn about different economic models.	
	Library directors and board members use this publication	Libraries use this information to evaluate and improve their governance structures (LDSTF)	

- Help librarians and board members develop the skills and confidence to seek additional funds for the library.

Inputs	Outputs	Outcomes	Impacts
Time of Tracy Cook	Develop or share resources about seeking additional funds	Library directors and board members understand their role and how to plan for and seek increased funding from a variety of sources	Libraries receive more funding – either receiving grants or increasing their overall budgets
	Develop trainings about seeking additional funds	Librarians and trustees are listening to their community and thinking creatively about services and resources that would gain/secure funding	Librarians and trustees are more creative in the use of the funding so the library has more resources or more collaboration

		Librarians and trustees understand what people think the library does and where the funding goes	Libraries are leaders in creating thriving communities (LDSTF)
		Librarians and trustees are proactive in articulating their value and securing funding rather than reacting to possible cuts	Governance and funding is supported through librarians and boards that aren't afraid to ask for the resources they need and who seek creative sources of funding. (LDSTF)

Strategic Framework – Create a useful information infrastructure

Activities:
- Increase the bandwidth for libraries who are currently participating in e-rate.

Inputs	Outputs	Outcomes	Impacts
Time of Suzanne Reymer	# of libraries who participate in project	Participating libraries start moving towards national goals for bandwidth	Public access technology that supports technology, digital literacy and digital inclusion (LDSTF)
Time of participants	How much bandwidth is increased	Library users can do online learning, job skills/interviews, communicate with others, gaming video	Library users obtain degrees; jobs; and/or new job skills
Data from USAC	Dollars from program	Library users report increased satisfaction with new Internet speeds	

- Evaluate the OCLC Group Services Contract

Inputs	Outputs	Outcomes	Impacts
Time of Cara Orban and Tracy Cook	Recommendations for the OCLC Group Services Contract	Identify whether or not OCLC is essential for libraries	Libraries save money that can be used for other services.
Time of Network Advisory Council Work Group		Identify what value OCLC adds for libraries and patrons	Patrons continue to have as much access as possible to materials they need for education and entertainment
Data from OCLC		If we determine that OCLC is non-essential for a certain type and/or size of library, identify how to maintain the affordability of the contract for those libraries who wish to continue using OCLC products.	Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF)
Data from libraries			Library infrastructure that encourages consortial resource sharing to make information resources, technology and service delivery more efficient, effective, affordable, customizable, sustainable, scalable (LDSTF)

- Develop a centralized acquisitions pilot project

Inputs	Outputs	Outcomes	Impacts
Data from libraries: Amount of money currently used for materials purchasing and staff processing time	Acquisitions module configured for staff	Library directors and staff learn about the value of centralized acquisitions.	Montana libraries are more innovative
Data from MSC staff: Amount of time MSC staff spend maintaining/building current non-centralized acquisitions	Tracking of purchasing [built into Acquisitions module]	Directors and staff working together to find meaningful ways to repurpose staff	Montana library users have access to a wider variety of materials and services
Data from other Centralized Acq consortia: Volume of participants to allow for cost breaks from the vendor	Accounting of staff time - new projects made possible because of money or time	Centralized acquisitions creates a better MSC system.	Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF)
Time of Jemma Hazen and staff coordinating MSC libraries and negotiating contracts	Demonstrated cost savings to participating libraries	MSL Staff learn whether or not Centralized Acquisitions has value for more libraries beyond the pilot	Library infrastructure that encourages consortial resource sharing to make information resources, technology and service delivery more efficient, effective, affordable, customizable, sustainable, scalable (LDSTF)
Time of Central Services?	Demonstrated cost savings to participating libraries		