

**Montana State Library
Central Services
January – June 2018**

Strategic Framework – Fostering Partnerships

Activities:

- Build an intranet site for cross-agency documentation

Inputs	Outputs	Outcomes	Impacts
IT staff, Erin Fashoway, other staff as necessary	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.	MSL staff efficiently share and receive information about the services we administer for other state agencies.	Improved efficiency in other state agencies results in a greater degree of future collaboration
		State employees have improved access to self-service documents.	
		State employees report improved satisfaction in the efficient administration of State Library Services.	

Strategic Framework – Secure sufficient and sustainable funding

Activities:

- Offer quarterly training sessions to State Library staff

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

- Clean out, organize storage areas

Inputs	Outputs	Outcomes	Impacts
Time of Kris Schmitz, Marlys Stark, Colleen Hamer and Carol Churchill	Clutter and space is cleaned up and organized into sections.	Freeing up much need available storage area to make the best use of our space available.	MSL staff will have an efficient organized storage area.
		Managers and the Commission are better able to plan for future space needs.	

- Policy review

Inputs	Outputs	Outcomes	Impacts
Lead Kris Schmitz, various staff	New online staff handbook	Employees have a current and accurate policy guidance and staff handbook	MSL staff is more knowledgeable about policies which leads to more efficient and effective manner to complete their work

- Develop a standardized human resources recruitment package

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

- Implement a social media marketing strategy

Inputs	Outputs	Outcomes	Impacts
Time of Eve Byron and other staff as necessary	Regularly recurring Facebook posts that are boosted when appropriate to garner attention to and use of State Library services and information	Staffs see an increase in engagement measures available through social media as the public learn more about the State Library	Through social media, patrons have access to the information they need to understand and influence change in their communities
Approximately \$500 from the State Library Marketing Budget		Increased social media engagement results correlates to increased demand for services.	Through social media online communities foster partnerships that ensure that Montanans thrive.
Research and training on the effective use of social media tools for marketing		Online communities develop and engage around State Library information resources and services	

Strategic Framework – Create a useful information infrastructure

Activities:

- Launch ASPeN (Applications, Services, Programs, and Network)

Inputs	Outputs	Outcomes	Impacts
IT staff, SLR staff, and other staff as necessary	A partial launch of ASPeN is planned for March 2017. ASPeN should be fully operational in early 2018.	State Library staff benefit from the efficiencies of a single, fully-integrated, data driven administration system that allows for easier program planning and delivery.	Montana libraries receive an excellent return on investment from participating in MSL projects, programs, or services.
IT hardware & software	MSL staff have the ability to create forms and upload electronic resources w/o IT staff intervention.	Montana librarians report improved efficiency by making use of a tool that is a one-stop source for library and State Library information.	
SLR staff outreach to and, engagement by Montana library community members.	MSL staff have the ability to collect data about programs, projects or MSL services in ASPeN.	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.	
	MSL staff use ASPeN to share information with Montana libraries.	IT staff are able to reallocate former programming time to other services.	

		ASPeN is architected to make efficient use of data and IT resources, eliminated the need to create and maintain redundant IT systems.	
		State Library staff make data driven decisions about the services and resources we offer based on information that is effectively and efficiently managed through ASPeN	

- Implement F5 Web Application Firewall

Inputs	Outputs	Outcomes	Impacts
IT staff	The F5 Web Application Firewall configuration policy is fully operational across the State Library's web platform	MSL websites and applications are protected from malicious activity with state-of-the-art technology that meet's State of Montana security standards.	MSL staff, patrons and partners have ready access to the information they need without disruption.
		MSL staff efficiently manage data collections and web resources without disruption and the threats of data manipulation or loss	