Montana State Library
Digital Library Work Plan
January 2017

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 – Foster Partnerships

Activities:

- Develop or purchase an updated request-tracking tool to ensure consistent tracking of patron requests across the library and to enable better agency wide outreach planning and information product development.
    - I have tagged this as green for now because we do not have any benchmarks or milestones (or even a target completion date) determined yet. That should be a minimum target to reach before the next commission meeting to keep this from changing to yellow

Inputs	Outputs	Outcomes	Impacts
Staff time to identify requirements. Developer time and/or funding depending on what type of solution is identified	Any easy to use tool that can be used by all MSL staff to track calls, visits, and other types of patron requests Training and Documentation	Staff track requests in a consistent manner which allows us to better understand how users access and use MSL tools and services Staff use the tool to document requests consistently	Patrons see value in MSL services Partners seek to have their data accessed and exposed through MSL discovery tools.

Define Requirements, Workflows, Processes, and Stakeholders	Reporting Mechanism Knowledgebase Maintenance Plan	Increased knowledge of our users	Staff are better able to allocate resources Staff are more responsive to user needs Users have access to MSL's expertise and curated information to resolve their needs

- Develop a Digital Library plan for structured outreach activities across the Digital Library that guides the activities of the GIS Coordinator, the Outreach and Electronic Resources Librarian, the Montana Natural Heritage Program Coordinator, and the Digital Library Administrator.
  - User Services has outlined work group responsibilities, which is a necessary first step for this outreach planning. Similar to the request tracker project we need to have more specific target dates in place before the next commission report.

Inputs	Outputs	Outcomes	Impacts
Staff time to identify outreach priorities Inventory of existing, regularly attended events (MAGIP, NSGIC, MACO, etc) Listing of upcoming and other known activities we would like to participate in	A plan that identifies attainable outreach goals for the remainder of the fiscal year with a process for reviewing, updating, and extending the plan through FY18. Prioritized list of events and activities with the break between what we do and	Digital Library programs are more coordinated in their outreach effort and more deliberate in making decisions on which events to attend, activities to offer, and trainings to host. Consistent presence at events. Better distribution of activities throughout the year to reduce stress	Currently the biggest limitation on the usage of MSL resources is that users do not realize what is available or do not understand how to use it. Coordinated, deliberate outreach should allow us to maximize engagement possible given existing staffing and budgetary constraints.

Outreach, training, travel budget available for outreach activities Define stakeholders we would like to engage with.	don't have funding for identified. A core set of outreach materials that can be easily customized or supplemented for specific events.	at high activity times (around MAGIP, NSGIC, MACO conferences/meetings) Staff have the materials they need and are comfortable and prepared to discuss Digital Library products and services appropriate to the stakeholders they are engaged with.	Increased use of Digital Library products and services More partnership opportunities as agencies and organizations better understand how our work can complement the work that they do.

- Make the Natural Resource Information System Advisory Committee active again and update the NRIS Core Funding MOU.
  - We need to fill open NRIS Advisory Committee seats (DNRC, Dept of Ag) before the end of March to ensure an update MOU is signed by June 30. Should target April 30 as a deadline for having a draft updated MOU to distribute among partner agencies.
- Develop partnerships beyond NRIS data partners to enhance State Publications, Natural Resources, and MSDI Collections (Professional Development as well?)
  - This is a longer-term project. While I think we can be having some discussions with partners now, I think some of this will follow the initial NRIS Advisory Committee meetings.

Inputs	Outputs	Outcomes	Impacts
Staff and agency rep time to meet, review existing MOU, and create a framework for updating or creating a new agreement	*An updated memorandum of understanding between NRIS and core funding agencies that may also be used to encourage other non-named agencies to partner with and support MSL programs and services*	*MSL better understands the needs of partner agencies and agency NRIS Advisory Committee representatives are more informed of MSL resources.* *Agency NRIS AC representatives are comfortable communicating with staff in*	*A supportive set of core partnerships that serves as the foundation for establishing additional funding and data source partnerships.*

		their agencies and with their partners about MSL has to offer.	
		Usage of MSL resources increases and time spent explaining the value when invoices are sent to partners is minimized	

- Create new MARC records for electronic resources for digitized state publications.
- Clean up existing MARC records for print state publications.

Inputs	Outputs	Outcomes	Impacts
- Jim Kammerer will work with MSC staff and Kenny Ketner to establish project roles and responsibilities for creating new records and cleaning existing records. - Project team will decide how to store MSC records for non-circulating print items that have been digitized. - Standardize the hyperlink text in the 856 field for all records. - Delete records for print items that cannot be	- Revised SIRSI template for how MSL and State Government Information Center (SGIC) items are cataloged. - Items in home location of STATE-PUB will switch to ONLINE. - SGIC collection will grow in size. - Makes MARC records for electronic resources available for import by any library, not just MSC libraries. - Global access to state publications.	- Cleaner, more accurate library catalog records. - Better user experience; less confusion about what is available from catalog. - Absence of circulation protects print state publications from possible loss, damage. - Fewer interlibrary loan (ILL) requests for already digitized items. - MSL collection shifts to more digital content, which aligns with collection development policy preference for digital over print content.	- By reducing barriers to information access a higher level of transparency in state government is achieved - Improved information discovery aides research critical for decision making processes. - Improved collection management strengthens partnerships with existing and potential MSC and state depository library partners.

found and have an equivalent record for digital version.			

Strategic Framework – Create a useful information infrastructure

Activities:
- Update the Montana Cadastral Application
    - Initial planning steps are under way. I only made this one yellow because I am concerned about the potential for the new DOR Non-disclosure rules to impact the data exchange and thus complicate the development process – I very much hope it will not play out that way.
    - Like the Request Tracker, we do not have any benchmark's or milestones (or even a target completion date) determined yet. That should be a minimum target to reach before the next commission meeting.

Inputs	Outputs	Outcomes	Impacts
Info Products, Land Info, and IT Staff time *Input from the Department of Revenue and users*	*A more robust cadastral application that we are able to maintain with existing, in house staff and update as needed without a full re-write*	*A reduction in the number of recurring complaints and bug reports* *An increased ability to be responsive to user suggestions for improving the application*	*As one of the most used applications in Montana state government, the cadastral application Is a natural opportunity for us to reach out to and engage users. The first step in doing this is ensuring that the application itself is well designed and reliable.*

- Standardize drought and water supply map data reporting
    - Troy? – Like the Request Tracker, I have tagged this as green for now because we do not have any benchmark's or milestones (or even a target completion date) determined yet. That should be a minimum target to reach before the next commission meeting to keep this from changing to yellow

Inputs	Outputs	Outcomes	Impacts
Staff - Primarily WIS Manager Staff - IT (web programming) Copyright/ownership/terms of use (for products such as PRISM, VegDri, etc.) Storage space (possibly database) Discussion/coordination with DNRC and Gov. Drought and	single webpage delivering the data/maps/products used to produce the monthly drought status map list of products used by the Drought Committee to make the monthly map model to aggregate drought-related data/maps/products	monthly drought status map is produced in objective manner users understand why a county is assigned a particular drought category (transparency) DNRC Drought Coordinator and Gov. understand when to issue a "drought alert" and "severe drought" to local governments and they have the data supporting the decision.	drought map is produced more effeciently (committee members spend less time each month) products used to create the monthly drought map are readily available to watershed groups and other interested parties (broadened usage of WIS) Montana's drought status map directly feeds into the US

Water Supply Advisory Committee	documentation of how the monthly drought status map is produced		Drought Monitor (US Drought Monitor uses the data best for Montana)