

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

**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.

- July update – numerous projects below are now delayed and may have to be reprioritized given the loss of staff.

**Strategic Framework – Fostering Partnerships**

**Activities:**

- Build an intranet site for cross-agency documentation

| <b>Inputs</b>  | <b>Outputs</b>   | <b>Outcomes</b>   | <b>Impacts</b>   |
|--|--|---|--|
| <i>IT staff, Erin Fashoway, other staff as necessary</i> | <i>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.</i> | <i>MSL staff efficiently share and receive information about the services we administer for other state agencies.</i> | <i>Improved efficiency in other state agencies results in a greater degree of future collaboration</i> |
|  |  | <i>State employees have improved access to self-service documents.</i>  |  |

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|  |  | <i>State employees report improved satisfaction in the efficient administration of State Library Services.</i> |  |
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**Strategic Framework – Secure sufficient and sustainable funding**

**Activities:**

- Offer quarterly training sessions to State Library staff

| <b>Inputs</b>  | <b>Outputs</b>   | <b>Outcomes</b>  | <b>Impacts</b>  |
|--|--|--|---|
| <i>Time of Kris Schmitz, Marlys Stark, Colleen Hamer, Carol Churchill, Evan Hammer, Tracy Cook, Jennie Stapp, and other staff as necessary</i> | <i>Trainings and training materials for the various sessions:<br/>Budget/Funding, Purchasing, Staff Handbook, Travel, FMLA, State Library programs</i> | <i>Managers are confident in their ability to implement policies consistently and fairly.</i>  | <i>MSL staff is more knowledgeable which leads to more effective and efficient in their work. Staff feels more comfortable and confident in their work.</i> |
| <i>Activity progressing as expected.</i>   | <i>- Stapp presented an overview of the State Library at the February 22 all staff meeting.</i>  | <i>Staff report increased awareness and understanding of State and State Library policies and satisfaction in how they are treated as State Library employees.</i> |   |
|  |  | <i>Staff and management find increased opportunities for cross-program collaboration that can lead to improved program development</i>                             |   |

We began training at the February All Staff meeting but at subsequent staff meetings we have focused our agendas on Legislative activities and budget reductions.

- Clean out, organize storage areas
  - July update – This project is now complete.

| <b>Inputs</b>   | <b>Outputs</b>   | <b>Outcomes</b>  | <b>Impacts</b>   |
|---|--|--|--|
| 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. |
| Activity progressing as expected.                                     |  | Managers and the Commission are better able to plan for future space needs.              |  |

- Policy review
  - July update – review is delayed due to lack of staff time. Staff time over the past two months has been focused on implementing budget reductions. Additional policies now require review to merge Digital Library and Talking Book Library policies for collection development and circulation.

| <b>Inputs</b>   | <b>Outputs</b>            | <b>Outcomes</b>  | <b>Impacts</b>   |
|---|---------------------------|--|--|
| Lead Kris Schmitz, various staff<br><br>Activity progressing as expected. | 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
  - July update – review is delayed due to lack of staff time. Staff time over the past two months has been focused on implementing budget reductions.

| <b>Inputs</b>  | <b>Outputs</b>  | <b>Outcomes</b>   | <b>Impacts</b>  |
|--|---|---|---|
| <i>Time of Marlys Stark and Kris Schmitz</i><br><br><i>Activity progressing as expected.</i> | <i>Standardized, easy to use package of recruitment and hiring materials.</i> | <i>MSL management staff has the tools they need to make the hiring process smooth and efficient</i> | <i>The State Library attracts, develops, and retains a highly skilled and dedicated workforce</i> |

- Implement a social media marketing strategy
  - July update – review is indefinitely delayed due to the loss of the Communication and Marketing position. Remaining staff have discussed the need to develop and implement a social media strategy but no work has been initiated at this time.

| <b>Inputs</b>   | <b>Outputs</b>   | <b>Outcomes</b>  | <b>Impacts</b>  |
|---|--|--|---|
| <b>Time of Eve Byron and other staff as necessary</b> | <b>Regularly recurring Facebook posts that are boosted when appropriate to garner attention to and use of State Library services and information</b> | <b>Staffs see an increase in engagement measures available through social media as the public learn more about the State Library</b> | <b>Through social media, patrons have access to the information they need to understand and influence change in their communities</b> |

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| 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   |
|--|--|---|---|
| <i>IT staff, SLR staff, and other staff as necessary</i> | <i>A partial launch of ASPeN is planned for March 2017. ASPeN should be fully operational in early 2018.<br/>- Role out is delayed to allow for adequate testing. Delays are the result of limited staff time.</i> | <i>State Library staff benefit from the efficiencies of a single, fully-integrated, data driven administration system that allows for easier program planning and delivery.</i> | <i>Montana libraries receive an excellent return on investment from participating in MSL projects, programs, or services.</i> |
| <i>IT hardware &amp; software</i>                        | <i>MSL staff have the ability to create forms and upload electronic resources w/o IT staff intervention.</i>   | <i>Montana librarians report improved efficiency by making use of a tool that is a one-stop source</i>  |   |

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|  |  | <i>for library and State Library information.</i>  |  |
| <i>SLR staff outreach to and, engagement by Montana library community members.</i> | <i>MSL staff have the ability to collect data about programs, projects or MSL services in ASPeN.</i> | <i>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.</i> |  |
|  | <i>MSL staff use ASPeN to share information with Montana libraries.</i>                              | <i>IT staff are able to reallocate former programming time to other services.</i>  |  |
|  |  | <i>ASPeN is architected to make efficient use of data and IT resources, eliminated the need to create and maintain redundant IT systems.</i>   |  |
|  |  | <i>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</i>               |  |

- 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 <ul style="list-style-type: none"> <li>- <i>F5 was implemented and operational but had to be turned off temporarily to make changes to ESRI urls that are not compatible.</i></li> </ul> | 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                       |  |