

Montana State Library Central Services Fiscal Year 2019

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 – All Strategies

Activities:

- Central Services Manager Recruitment, onboarding, and training
 - **August update** - The recruitment process for this position is underway. Applications are due August 17th. The position will be open until filled but the initial screening will conclude August 31. Interviews will be scheduled the week of September 10. Our hope is to have someone hired by the first of October so that our new Central Services Manager will be able to cross train with Kris.

Inputs	Outputs	Outcomes	Impacts
Lead Jennie Stapp, various staff	Recruitment documents; job posting; applicant screenings; candidates interview; new hire onboarding and ongoing training	Successful hire of a well-qualified candidate who quickly comes up to speed on the role and requirements of this position.	A new Central Services Manager provides the same level of valued leadership that ensures that the State Library continues to achieve our goals.

- Policy review

- **August update** - The State of Montana adopted a new broadband pay plan policy as a result of recommendations from the [Discretionary Pay Audit](#) conducted by the Legislative Audit Division and released in January 2017. Changes will mean that the State Library will have to update our broadband pay plan policy every two years. The Commission is asked to adopt a revised pay plan at their August 2018 meeting.

Inputs	Outputs	Outcomes	Impacts
Lead Kris Schmitz, various staff 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

- Build an intranet site for cross-agency documentation

- **August update** No activities have taken place on this work plan item; this work plan item remains important, but it is not a priority at this time and the opportunity will be evaluated by a new Central Services Manager.

Inputs	Outputs	Outcomes	Impacts
<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>	
		<i>State employees report improved satisfaction in the efficient administration of State Library Services.</i>	

- Offer quarterly training sessions to State Library staff
 - **August update** - This goal remains delayed.

Inputs	Outputs	Outcomes	Impacts
<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: 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</i>	

		<i>lead to improved program development</i>	
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- Develop a standardized human resources recruitment package
 - **August update** - No activities have taken place on this work plan item; this work plan item remains important, but it is not a priority at this time. We will evaluate this need with a new Central Services Manager.

Inputs	Outputs	Outcomes	Impacts
<i>Time of Marlys Stark and Kris Schmitz 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>

Strategic Framework – Create a useful information infrastructure

Activities:

- Launch ASPeN (Applications, Services, Programs, and Network)
- **August update** – Though long delayed, the first rollout of ASPeN is finally underway.
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Inputs	Outputs	Outcomes	Impacts
IT staff, SLR staff, and other staff as necessary	A partial launch of ASPeN <ul style="list-style-type: none"> - Role out is delayed to allow for adequate testing. Delays are the result of limited staff time. 	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	