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
- The State Library successfully recruited Malissa Williams to fill the Central Services Manager position. Malissa brings extensive experience with the state budgeting and legislative process as well as federal grant management. As a former employee of the Office of Budget and Program Planning she also knows many of the State Library's key partners in OBPP and the Legislative Fiscal Division. She will spend two weeks cross-training with Kris Schmitz before Kris retires. Based on input from Malissa we will also seek opportunities for additional training and mentoring. Future work plans will be informed by priorities that she identifies for Central Services

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.

	Onboarding to including human resources training and mentoring		

Policy review

- Reviewing and updating policies is an ongoing project for MSL. Initial review is conducted by the Central Services Manager so reviewing policies will be a good learning opportunity for Malissa. Policies will be reviewed, compared to state policies for consistency. Malissa will take the lead to update policies in coordination with the leadership team and/or will delegate the responsibility to staff. Commission policies that require review will be brought to the Commission for action.

Inputs	Outputs	Outcomes	Impacts
Lead Malissa Williams, 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

- 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 Jennie, Tom and Malissa.

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.	

Offer bimonthly training sessions to State Library staff

- Though minimal action has taken place on this goal to date, the Digital Library plans to take the lead at trainings offered during bimonthly staff meetings. The initial focus will be the Digital Library collections as defined in the Collection Development Policy.

Inputs	Outputs	Outcomes	Impacts
Time of Malissa Williams, Marlys Stark, 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* | |

The State Library adopts a planning and reporting system for State Library Administration

- [Information Technology staff are taking the lead to conceptualize and plan for what we hope will become a new data collection and reporting system for MSL. To scope the work into a manageable project, staff are working to collect and organize data specific to the Montana Shared Catalog that is reported as part of the LSTA annual report (see attached). This specific project was selected because it is data we collect regularly and it will require staff to collect data in different forms and formats and from different sources so it is a useful test of a future reporting structure. Once the data is better organized we can better conceptualize how to deliver the reports in meaningful form to various stakeholders including, importantly, the Commission. These deliberations will include evaluation of off the shelf products as well as internal solutions. Staff are meeting on a biweekly basis as the project takes shape.](#)

Inputs	Outputs	Outcomes	Impacts
Time of the reporting task force and additional staff as necessary	*A reporting system that serves as a dashboard for project administration, resource allocation and administration, and reporting*	*Management and staff report having ready access to tools to more effectively administer the programs and projects of the State Library*	*The programs of the State Library achieve the impacts articulated in the Strategic Framework.*

Data maps and data • *Staff have completed an initial inventory of reports and a matrix of data reported in each*		*The Commission reports that they can readily determine how the resources they allocate are utilized and whether or not the State Library is meeting our goals.*	
Reporting system (TBD)		*Management and the Commission have information that helps them prioritize new and/or declining resources to successfully address opportunities and challenges.*	
		Management, staff, and the Commission utilize information from the reports to make decisions about resource, projects, and programs.	