

# 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

In addition to the activities described below, State Librarian Stapp is working with the Board of the Chief Officers of State Library Agencies to develop a campaign to support the \$1 per capita Grants to States funding initiative. To that end, Stapp created this [StoryMap](#) that will serve as the website for the campaign.

### Activities:

Central Services Manager Recruitment, onboarding, and training

- [Malissa Williams continues to quickly come up to speed on the numerous responsibilities of the Central Services Manager position. Commissioners will not significant changes to the financial report as she evaluates and improves upon the report.](#)

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

	<a href="#">Onboarding to including human resources training and mentoring</a>		continues to achieve our goals.
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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
<p>Lead Malissa Williams, various staff</p> <p>Activity progressing as expected.</p>	<p>New online staff handbook</p>	<p>Employees have a current and accurate policy guidance and staff handbook</p>	<p>MSL staff is more knowledgeable about policies which leads to more efficient and effective manner to complete their work</p>

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
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<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 bimonthly training sessions to State Library staff

- [Regular training has begun. To organize the training focused on the Digital Library, Evan Hammer and Jessica Edwards began with an overview of the collection development policy of the State Library. Future trainings will focus on their various collections.](#)

<b>Inputs</b>	<b>Outputs</b>	<b>Outcomes</b>	<b>Impacts</b>
<i>Time of Malissa Williams, Marlys Stark, 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>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>	

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.](#)

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

<p><i>Data maps and data</i></p> <ul style="list-style-type: none"> <li>• <i>Staff have completed an initial inventory of reports and a matrix of data reported in each</i></li> </ul>		<p><i>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.</i></p>	
<p><i>Reporting system (TBD)</i></p>		<p><i>Management and the Commission have information that helps them prioritize new and/or declining resources to successfully address opportunities and challenges.</i></p>	
		<p><i>Management, staff, and the Commission utilize information from the reports to make decisions about resource, projects, and programs.</i></p>	