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 is preparing to change the ORG structure for fiscal management. Working with managers she plans to greatly reduce the number of ORGs used by the State Library. Instead, budgets and financial statements will be tied to projects. This change will result in more system generated reporting and will make it simpler for managers and the Commission to track financials.   Williams has successfully tested moving the LSTA FY 18 project expenditures to this new system. Staff are doing a great deal of planning for this transition head of budget turnarounds which occur following the Legislative Session.

Inputs	Outputs	Outcomes	Impacts
Lead Jennie Stapp, various staff	Recruitment documents; job posting; applicant screenings; candidates interview; new hire onboarding and ongoing training Onboarding to including human resources training and mentoring	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

- 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

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. Staff have created a reporting database and installed Tableau to test its dashboard capabilities. Due to limited staff time, this work is tentatively on hold.

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.	