Montana State Library
Library Development Work Plan
July 2018 – June 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 – Foster Partnerships

Supercharged Storytime Learning Cohort

- Amelea Kim is working with Pam Carlton to lead a Supercharged Storytime learning cohort in April – June 2019. Depending on how the first year goes, this may become a regularly offered training for librarians to participate in

Inputs	Outputs	Outcomes/Impacts
Lifelong Librarian Staff Time MPL Staff Time Supercharged Storytime Course Space and Materials Participant Staff time	1. Personal reflections on storytime experiences and methods 2. Personally-drafted plans for how to incorporate Supercharged Storytime techniques into existing programming 3. Feedback and suggestions to participants on things to improve 4. Online sharing space for participants to record and share thoughts with their classmates 5. A Supercharge Storytime cohort is created	1. Librarians reach out to each other for support and ideas so that they have stronger and more intentional storytimes 2. Librarians use the Supercharged Storytime materials to work and improve upon their existing programming so that they provide stronger early literacy support to patrons. 3. Librarians take the Supercharged Storytime materials and start training circles of their own so that they create a stronger culture of early literacy support in their local community 4. Librarians reach out to parents and caregiver with Supercharge Storytime information so that parents/caregivers can provide enriching early literacy experiences to their children

Mind in the Making Training

- This project is now complete. Please see the evaluation report for a summary of what was achieved, what we learned, and next steps.

Community Compass Pilot Project

Inputs	Outputs	
Materials, supplies	3-6 listening sessions facilitated by the Statewide Consulting Librarians	**Outcomes/Impacts** Desired Outcomes • Library staff implement at least one idea or suggestion from the listening session • Librarians, board members, and MSL staff understand what goals community members have – community aspirations • Librarians, board members, and MSL staff understand what concerns/challenges people have – community concerns • Librarians, board members, and MSL staff identify ways to use their knowledge to design library services/programs that address non-user challenges and/or aspirations (LDSTF Recommendations – Library Directors and Boards analyze, understand, and reflect community needs; create and communicate a vision) Desired Impacts • The library works with other community partners to address community aspirations and concerns • Community support for the library increases
LSTA funds	# of attendees at the Chamber of Commerce meetings	
MSL staff time	Ideas generated from the discussion	
Librarian and Chamber of Commerce members' time	Regional/statewide themes that can be used to develop programs or provide new services at local libraries and/or statewide	

Strategic Framework – Secure sufficient and sustainable funding

Activities:
- **Develop models of cooperation for libraries (Supports LSTA Goal 5, Statewide Consulting Objective A)**
- **NOTE: Lauren McMullen will be leaving the State Library at the end of the year in order to pursue new opportunities. She was the lead for this project. Jennie and Tracy will visit about next steps for this project.**

Inputs	Outputs	Outcomes	Impacts
Time of Lauren McMullen	**Develop a publication describing different economic/governance models for public libraries.**	**Library directors and board members learn about different economic models.**	

Research material from other states (COMPLETED)	**Library directors and board members use this publication**	**Libraries use this information to evaluate and improve their governance structures (LDSTF)**	
	Create an outline and scope of work for project (COMPLETED)		

Cost Formula Task Force
- The Task Force defined their concerns and success measures but did not come to a consensus. Some key points worth considering:
  - The need to address "affordable" and what that means for the various libraries that participate in statewide projects
  - The need to obtain adequate funding for various projects
  - The need to define "equitable"
  - The need to identify what libraries value and what successes they need to see to request/find additional funding for a project
- Cara Orban, Jennie Stapp, Tracy Cook, Pam Henley, and Suzanne Reymer met to discuss this work. Cara will implement recommendations, but more work needs to be done on defining the above items.
- This project is completed for now.

Inputs	Outputs	Outcomes	Impacts
Time of Cara Orban and 14 Task Force members	1. Defined criteria for evaluating whether cost formulas and membership models meet collaborative goals (completed) 2. Any of all of the following: a formula, policy, or model that can be applied to all collaborative pay-in projects which help achieve the stated outcomes	1. Annual project costs are predictable, justifiable, and fair, so that library directors can effectively plan for and justify their annual budgets. 2. Cost formula(s) is/are standardized, comprehensible, adaptable, and easy to explain, so that MSL staff can easily and efficiently prepare and update formula(s) as necessary.	Libraries' annual costs are predictable, justifiable, and fair. MSL project management staff benefit because cost formulas are standardized, comprehensible, adaptable, and easy to explain. Cost formulas and policies that are sustainable and flexible enough to encourage future growth while also weathering difficult financial periods.

		3. Consortia can weather difficult financial periods and grow sustainably because they have adaptable cost formulas and policies.	
Research material from other consortia and state library agencies			

- Lead an Introvert's Guide to Schmoozing Workshop
  - Suzanne Reymer will lead this session at the Broad Valleys Federation Meeting

Inputs	Outputs	Desired Outcomes/Impacts
Staff time Meeting space Equipment Learner time	Workshop # of attendees Handouts	1. Learners identify at least one strategy for calming any anxiety about networking 2. Learners use their strengths when networking 3. Learners create strategies for networking 4. Learners use at least one strategy to network 5. Learners become more comfortable with networking events

Strategic Framework – Create a useful information infrastructure

- Provide strategic planning training for library trustees, directors, and staff
- Workshop logistics have been handled. Currently marketing the session amongst the library community.

Inputs	Outputs	Outcomes	Impacts

Funding Library Strategies' staff time Time of Pam Henley and Suzanne Reymer Handouts and other resources	4-6 hours of training at a face to face workshop in Butte on April 24, 2019 # of attendees	Attendees learn about strategic planning – what it is, why it is important, and typical processes Attendees use what they learn to complete a strategic planning process at their library	Community members receive library services that help them thrive.

- Develop a centralized acquisitions pilot project (Supports achievement of Goal 1, MSC Objectives D and E)
  - o Jemma Hazen is working directly with Missoula Public Library to begin implementation of the acquisition standards. The Missoula Public Library will be transitioning to pre-processing in early March.
  - o Jemma has also connected with each of the other libraries that are currently using pre-processing to identify a timeline and schedule for each library. She has also begun the behind the scenes work that will need to take place to adopt the standards the group selected.
  - o Missoula Public Library moved their go live date back to the end of March. Jemma continues to work with them to create the proper maps and holding tables.

Inputs	Outputs	Outcomes/Impacts
Time of Jemma Hazen and Tracy Cook	Acquisitions module configured for staff	Desired Outcomes: • Standards improve the patron experience. • Standards simplify pre-processing set-up and usage for MSC staff, participating library staff, and vendors. • Standards improve the reports for MSC and library staff. • Library staff can track funding and usage in their desired categories. • Library directors and staff learn about the value of centralized acquisitions. • Montana libraries are more innovative • Directors and staff working together to find meaningful ways to repurpose staff • Montana library users have access to a wider variety of materials and services
	Tracking of purchasing [built into Acquisitions module]	
	Accounting of staff time - new projects made possible because of money or time	
	Demonstrated cost savings to participating libraries	
	Demonstrated cost savings to participating libraries	

		• Centralized acquisitions creates a better MSC system • MSL Staff learn whether or not Centralized Acquisitions has value for more libraries beyond the pilot • Libraries participating in collaborative efforts are more efficient – the effort saves time and improves workflows Desired Impacts: • Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF) • Library infrastructure that encourages consortial resource sharing to make information resources, technology and service delivery more efficient, effective, affordable, customizable, sustainable, scalable (LDSTF)
	Pilot group has completed an initial survey that Hazen will use as a basis for conducting interviews.	
	Interviews of library participants – COMPLETED	
	Analysis of library responses and initial recommendations - COMPLETED	
	Standard list of policies and home locations for libraries participating in the acquisitions pilot project - ADOPTED	

• Develop a Montana Memory Project Ambassadors program to increase visibility and the usability of the MMP. Ambassadors will introduce the MMP to new audiences and seek opportunities to fund new collections. (Supports LSTA Goal 1, MMP Objective I)

Inputs	Outputs	Outcomes/Impacts
• Time of MMP Director • Time of Ambassadors • Online meeting system • Meeting space and materials for annual face-to-face meeting • Materials for Ambassadors	• Ambassadors annual seminar to discuss new content and training for outreach (MLA or MT History Conference) • Presentation template that can be used at community gatherings	• The MMP attracts excellent content so that it is a valuable resource • Montanan's utilize the MMP to meet their needs • Ambassadors are engaged in MMP and advancing the goals of the MMP • Ambassadors help to find sources of funding for new projects • Social media activity increases • MMP continues to serve a unique role of making Montana cultural material accessible to all

	• Bookmarks, posters, brochures are available for ambassadors' use • Ambassador's local activities that promote the MMP • Promotional materials distributed beyond libraries and museums • More ways to contribute funding (funding button on Facebook) • Evaluation tool for measuring engagement from ambassadors	• Visibility of the MMP increases • Revenue sources become more diverse Several Ambassadors have done presentations and outreach efforts so far. The link below is for the Event Report responses. There are two tabs in the spreadsheet – one for 2019 and one for 2018. These presentations reached audiences I would not have been able to reach alone. https://tinyurl.com/ybg99w6e

Pilot Project for possible new certification pathway

- The following libraries are participating in the pilot project.
    o Belgrade Community Library
    o Chouteau County Library
    o Joliet Community Library
    o Kalispell Regional Medical Center
    o Ronan Library District
- Library Development staff continue to contact each library regularly to discuss the libraries' experiences with the pilot. An online meeting of the participants in the pilot is planned for April-May.
- Forms review is complete and Jo Flick will meet Chuck Vopicka to discuss how the forms can be created and displayed in ASPeN and accessed if/when the MSL Commission adopts this pathway for certification
- Joann Flick, Gale Bacon, and Meghan Salsbury will present at MLA and share an update on the pilot.

Inputs	Outputs	Desired Outcomes/Impacts

• Time of Continuing Education Coordinator, Consultants, and Library Development Director • Time of public library directors and library staff • Development of a CMS in Moodle; introductory course, review of learner inputs; ongoing interviews with pilot libraries. 10 - 20 hours per month during formative phase. Test ASPeN for filing PPDP Pathway forms. • Formative assessment development	• Pilot pathway that links PD to the strategic plan of the applicant's library, competencies in the field, provides more flexibility in the ways that the applicant can demonstrate learning has occurred. • Different-sized libraries participate; manageable number in the pilot…TBD; • ASPeN is able to handle continuing education tracking • Ongoing data on applicant progress, needs; formative evaluation data within 3-6 months of the pilot to inform a statewide roll-out	• Applicants design rigorous professional development to advance their careers in librarianship. • Libraries utilize the PD Plan Pathway to advance the strategic goals of the library. • MSL staff organize training activities into a coordinated curriculum addressing the needs of our librarians as informed by data. PPD Plans become data that informs MSL staff on what training is needed. Data is accessible and organized for use in planning training activities • Applicants that utilize the PD Plan Pathway to certification advance their careers and the field of librarianship in Montana • Library staff, trustees and stakeholders recognize that their professional development is directly related to the library's success because the library achieves its strategic goals.

Fulfillment study, August 2018 – April 2019
- A report or data set that helps us understand the value of fulfillment as well as where we can make improvements in the fulfillment process (discovery, checkout, receiving from the patron end; making item discoverable, placing holds/ILLs, transit/shipping if applicable, checkout, notification, pickup, return process from staff end) and/or reduce costs to libraries
- Orban has completed study of OCLC interlibrary loan and sharing group trends over the past three fiscal years, including data from TRAILS, and has a meeting scheduled with MSC staff to discuss cataloging contract requirements for that consortium. ~~Following that meeting, Orban will draft recommendations for the FY2020 OCLC Group Services contract renewal and funding.~~
- Orban was advised to delay recommendations for changing the contract until the FY2021 renewal. The Network Advisory Council will discuss how to rightscale the value of the OCLC Group Services at their March 14 meeting. Orban prepared Group Services data for the NAC to review and will use their input in making a recommendation for FY2021.

Inputs	Outputs	Desired Outcomes / Impacts
• Time of Library Development staff • Vendor reports • Data collection, organization, and analysis tools • Questionnaires and surveys • Library staff time in reporting data	• Report • Contracts • Services • Policies & procedures	• Change in access for previously underserved communities • Any Montana community's local library is able to provide, with reasonable equity (ie, need and desire aligns with available resources), consistently fast and reliable service to their patrons, increasing overall quality of library service • Contracts of appropriate scale and value • Funding is appropriately allocated to services that are of high value to the local community • Equitable cost sharing among participating libraries • Community members are satisfied with and recognize the value of fulfillment services (getting what they need easily) through their local library • Change in knowledge about how fulfillment works in Montana • The Montana library community values and benefits from thoughtful and sustainable collaboration efforts • Increase in resource sharing • Increase in value of collaborative efforts for Montana libraries

National Health Literacy Month Toolkit Logic Model
- Amelea Kim has created marketing materials, gathered programming ideas, and prepared support materials for libraries to use to promote health literacy.
- This project is now complete.

Inputs	Outputs	Outcomes/Impacts
Staff time of Amelea Kim	Social Media graphics Printable bookmarks and other graphic templates Powerpoints/classes on health insurance and health literacy	Desired Outcomes: • Library staff use/remix the materials to create a cohesive marketing campaign for the month of October • Library staff can create their own marketing materials for other resources they would like to highlight

	Resources for graphic design List of resources for further reading and research on health literacy	• Library staff feel comfortable guiding patrons through trusted and reliable health information sources • Library staff feel comfortable encourage patrons to take responsibility and empower them to take care of their health • Library staff increase their knowledge of relevant community resources for future collaboration Desired Impacts • Patrons will understand the importance of health literacy • Patrons will have access to a ready list of trusted and reliable resources for health information • Patrons will feel more trust in the library and the librarians as a source for health information
Research material from non-MT organizations	List of health-related webinars for librarians to use List of health-related resources for librarians and patrons to use	
Survey on Health Literacy Programming (input from MT librarians)	List of health programs that other MT libraries have done, along with short descriptions and details Suggestions on what areas of health programming are needed and wanted for the future	
Previous LLL materials	Health programming ideas on a variety of topics	

- [Help desk ticket system configuration](#)

LSTA objective: MSC Staff will evaluate trends in library automation in order to make recommendations to the membership and the Montana State Library in order to improve services.

Kamp, Marchwick, and McGregor researched, set up, deployed, and provided training on a new cloud-based help desk and knowledge base service, Zoho Desk, on behalf of Library Development. Zoho Desk officially went live for the MSC on March 1.

Pam, Suzanne, and Tracy have planned their migration and are learning the system. Chuck has begun to actively use the system with ASPeN

Inputs	Outputs	Outcomes	Impacts
266.5 hours of staff time from Rebekah Kamp, Amy Marchwick, and Keiley McGregor to configure categories and prepare knowledge base setup for all Library Development projects; time spent preparing and leading staff training for Library Development on how to use Zoho LDD and MSC funding for Zoho Desk cloud-based software	A cloud-based service desk and knowledge base for library staff to seek support for the Montana Shared Catalog, MontanaLibrary2Go, OCLC Group Services, Courier, Montana Memory Project, and consulting services	The new help desk portal allows for greater customization and automation of the support ticket module and the development of a knowledgebase to help answer basic questions; improve data tracking and workflow of library support requests for other statewide projects; enhance staff's ability to effectively support member libraries by automating delegation of tickets to staff with specialty areas and allowing for better coordination among a staff that works together from remote locations.	Library Development staff use improved support ticket data to analyze training and support needs Library directors and staff demonstrate the knowledge, skills, and desire to participate in collaborative efforts.

- Hire a contractor to assist 117 public libraries and branches with the completion of the Gigabit Toolkit

Inputs	Outputs	Outcomes	Impacts

MSL Staff time Contractor time Procurement Time Invitation to Bid Internet 2.0 Toolkit	Completion of the Internet Toolkit for at least 95% of the libraries	• MSL staff use toolkit reports to assist libraries with improving their broadband speeds • Librarians identify what equipment and potential software needs updating. • Librarians and MSL staff identify ways to update equipment.	• People who use these libraries have access to faster Internet speeds to achieve their personal goals. • People who use these libraries have a more seamless, efficient, and effective experience using the library's technology.

Upcoming or current activities:
- Review of resources for library board members – completed
- Federation reporting in ASPeN – in process
- MontanaLibrary2Go Community Assessment – in process
- Updating library manuals – in process
- Montana Memory Project funded four new projects with $3500 LSTA funds – in process, Reopened application period for remaining $2500
- Montana Memory Project has added 8 new collections since August 2019
- Review of public library standards in conjunction with discussion of fair library access resolution – in process
- Spring site visits – in process

Health Literacy Month 2018 Toolkit Report

Purpose:

The purpose of this report is to summarize the outcomes and impacts of the 2018 Health Literacy Month Toolkit that was sent to librarians in September 2018, as well as discuss next steps.

Statistics:

The HLM toolkit was emailed out individually to all public library directors, as well as posted online on the Montana State Library Website. Since January 1st, the Health Literacy section on the MSL website has been accessed 33 times. This is not particularly high, but I am hoping to make more people aware of the online resources in the coming year.

Feedback:

A survey was sent to all librarians in November 2018 to ask for their feedback regarding the HLM toolkit. Four responses were collected, with 3 libraries saying that they used the HLM toolkit in some way. Feedback was generally positive, with librarians mentioning that the list of resources was helpful. However, it is difficult to make any generalizations with such a small data pool.

Logic Model for 2019:

I am still interested in promoting Health Literacy Month for 2019, and am hoping to start earlier this year by sending out the toolkit at the end of the summer so librarians have more time to prepare.

Inputs	Outputs	Outcomes/Impacts
Lifelong Librarian Staff Time	1. Updated HLM Toolkit	1. Librarians feel more comfortable with health resources and organize health-related programming in their library
Librarian Staff Time	2. Updated HLM webpage on MSL website	
Partner Organization Staff Time		2. Librarians reach out and make connections with the organizations and partners listed in the HLM toolkit

Ways of Measuring:

1. Sending out another feedback survey after Health Literacy Month to ask people to report on how they used the toolkit
2. Encouraging librarians to use Project Outcome with any programming that they do

Mind in the Making Report
Feb 2019

<u>Purpose:</u>

The purpose of this report is to record the outcomes and impacts of the April 2018 Mind in the Making training thus far, discuss the project statuses of the MITM librarians, and decide what steps to pursue for future program support and growth.

<u>April 2018 Training Statistics:</u>

There were 53 attendees, which included both librarians and their community partners from 19 different libraries. The librarians then created a project idea in which they would apply and use the MITM information.

<u>Feb 2019 Project Status:</u>

Overall, some libraries have successfully completed their project, some libraries are still in process, and some libraries have decided to not pursue MITM (due to it not meshing with their work plan, or a departure in key staff). Of the libraries who are in process and/or completed, their belief in the impact of MITM is quite strong, but motivation and resources are a recurring issue.

Library Name	Proposed Project	Project Status
Belgrade Community Library	incorporate the language of Mind in the Making skills in interactions with parents; bring skills and tactics to childcare providers; host training sessions.	Partnered with Bozeman Public Library and other organizations to present modules in four different blocks, from January to February 2019
Bicentennial Library of Colstrip	work with recreation department and childcare providers this summer.	Completed a training with 12 attendees in September 2018, but MITM librarian is moving to Africa
Big Horn County Library	will incorporate in teen programming.	Has been using MITM personally and in storytime
Billings Public Library	introduce concepts at the Wise Wonders Children's Museum; introduce Vroom and concepts into Books and Babies; look for ways to expand our reach.	MITM librarian moved to another department, no longer working with MITM
Boulder Community Library	introduce the program to our local WIC parents, childcare providers, and Head Start parents.	Jodi working with Health Department to set up a training, thinking of reaching out to the school as well as Elkhorn in the future
Bozeman Public Library	Start using the Mind in the Making language prior to fall	Partnered with Belgrade to present MITM at weekly

	training; will develop project over the next few months.	parenting nights from Jan to Feb 2019
Butte Silver-Bow Public Library	Create early learning bags to check out at the library; flyer with Mind in the Making principles	Library has decided to not use MITM
Great Falls Public Library	Incorporate executive function skills into storytime; parent education series that includes active engagement with children.	Led a MITM storytime on Thursdays for about 7 weeks
Havre-Hill County Library	provide MITM cards for health care providers.	Designed a pamphlet with the 7 Essential Life Skills, pushing quarterly play series
ImagineIF Libraries	Planning a training for home visiting nurses; bring brain building tips to early literacy class for families	Library has decided to not use MITM
Lewis and Clark Library	Share information with other Early Childhood Coalition members; look for ways to include this in other childcare providers and teacher training; talk about skills during storytime; partner with home visit nurses and DPHHS, so they can share life skills information with families they visit.	Created MITM kits for early childhood care providers to check out and use. Librarian also moved and left Montana
Lewistown Public Library	Create a common language; talk to professionals and create an early childhood coalition for Central Montana; offer module training to community next year	MITM on hold, but plans to do more in the future
Livingston Park County Library	will engage new teachers by providing Mind in the Making small group work during their PIR days.	Librarian retired
Missoula Public Library	offer a weekly or bi-weekly session covering 2 skills for 4 weeks to childcare providers; have session for parents at EmPower Place.	Have given modified training to staff at MPL, a the Empower Place Food Bank, and at spectrum, one more session to go. Planning to expand next into parent-focused classes with Empower
Red Lodge Carnegie Library	Plan facilitated Mind in the Making training with local childcare providers, their staff,	MITM on hold as all community partners from MITM training left

	and the Carbon County Young Families Committee.	
Stillwater County Library	Add bookmarks to the Summer Reading Program backpacks; look for training opportunities; do a critical thinking class at the museum.	Librarian left the library
Three Forks Community Library	offer parent classes through local childcare programs.	Completed 7-session class in October 2018
Whitefish Community Library	two parent workshops – teaching the 7 skills; Lunch and two stories – weekly lunch provided by school district's summer nutrition program, with storytelling provided by participants in the workshop.	MITM on pause, using it in daily work and storytime
Whitehall Community Library	hold a book club with the Mind in the Making book; begin incorporating skills in modules.	Held a book discussion group for 8 weeks, and then did an 8-week MITM module discussion with 19 people total

Outcomes Achieved:

1. Attendees enhance their own skills in the 7 areas: Regardless of project status, most librarians commented how they have used MITM in their personal work.
2. Library participants will work to develop partnerships with other institutions/organizations that support early learning in the community: Many librarians have a community partner that they are working on MITM projects with.

Logic Model for 2019:

Inputs	Outputs	Outcomes/Impacts
Lifelong Librarian Staff Time Librarian Staff Time Library Funds/Grant Funds Partner Organization Staff Time	1. MITM Materials and Kits 2. Mini-grants for libraries to apply to (?) 3. Webinars/Training for librarians to help with MITM facilitation	1. Librarians develop communities of learning regarding early childhood development 2. Parents and caregivers feel empowered to encourage their children to develop the 7 Essential Skills 3. Children develop the 7 Essential Skills

Ways of Measuring:

1. Encouraging librarians to use Project Outcome with their learning cohorts

<u>Next Steps:</u>

1. Look into funding for MITM projects in the next year
2. Look into other examples of MITM communities, and see if anyone would be willing to offer facilitation training