

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	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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
MPL Staff Time		
Supercharged Storytime Course Space and Materials		
Participant Staff time		

Community Compass Pilot Project

Inputs	Outputs	Outcomes/Impacts Desired Outcomes <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> The library works with other community partners to address community aspirations and concerns Community support for the library increases
Materials, supplies	3-6 listening sessions facilitated by the Statewide Consulting Librarians	
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)		

- [Lead an Introvert’s Guide to Schmoozing Workshop](#)
 - [Participants liked the workshop and found the exercises valuable. 37 people attended the workshop.](#)
 - [Students completed outcomes 1 and 3 at the session.](#)
 - [Participants suggested that more training like this would assist them in becoming better advocates for the library.](#)
 - [This project is now complete.](#)

Inputs	Outputs	Desired Outcomes/Impacts
Staff time Meeting space Equipment Learner time	Workshop # of attendees Handouts	<ol style="list-style-type: none"> 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

- [29 participants – 22 were trustees; 7 were public library directors. Our goal was 30 students total.](#)
- [89% of survey respondents agreed or strongly agreed that they learned something at this session.](#)
- [86% of them are confident about using what they learned, and the same percentage said they were likely to apply what they learned](#)
- [79% of the respondents believed that applying what they learned will help improve library services.](#)
- [The top two items that people valued about the training were that it was interesting to them and it expanded their knowledge or skills.](#)
- [The consultants will contact each of the libraries to follow-up with attendees in the hopes of achieving the desired outcome of attendees using what they learn to complete a strategic planning process.](#)
- [The initial phase of this project is now complete.](#)

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

- Develop a centralized acquisitions pilot project (Supports achievement of Goal 1, MSC Objectives D and E)
 - 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.
 - 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.
 - 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.
 - Jemma has begun working with ImagineIF Libraries' staff to implement the changes.

Inputs	Outputs	Outcomes/Impacts
Time of Jemma Hazen and Tracy Cook	Acquisitions module configured for staff	Desired Outcomes: <ul style="list-style-type: none"> • 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
	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	<ul style="list-style-type: none"> Montana library users have access to a wider variety of materials and services 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 <p>Desired Impacts:</p> <ul style="list-style-type: none"> 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)

- 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>

Inputs	Outputs	Outcomes/Impacts
<ul style="list-style-type: none"> Time of MMP Director Time of Ambassadors 	<ul style="list-style-type: none"> Ambassadors annual seminar to discuss new content and 	<ul style="list-style-type: none"> The MMP attracts excellent content so that it is a valuable resource Montanan's utilize the MMP to meet their needs

<ul style="list-style-type: none"> • Online meeting system • Meeting space and materials for annual face-to-face meeting • Materials for Ambassadors 	<p>training for outreach (MLA or MT History Conference)</p> <ul style="list-style-type: none"> • Presentation template that can be used at community gatherings • 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 	<ul style="list-style-type: none"> • 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 • Visibility of the MMP increases • Revenue sources become more diverse
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Pilot Project for possible new certification pathway

- The following libraries are participating in the pilot project.
 - Belgrade Community Library
 - Chouteau County Library
 - Joliet Community Library
 - Kalispell Regional Medical Center
 - 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.
- Staff are working with pilot participants to analyze the pilot and how it has worked for librarians as well as MSL staff. A recommendation on this pathway will be presented to the Commission at their August meeting.

Inputs	Outputs	Desired Outcomes/Impacts
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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.

[Help desk ticket system configuration](#)

- [Pam, Suzanne, and Tracy are now using the system for consulting queries.](#)
- [The Montana Shared Catalog migrated to Zoho on March 1, while other programs launched ticket system outreach in April and May. At the time of reporting \(May 7, 2019\), State Library staff had received 141 tickets for Montana Shared Catalog, 20 tickets for ASPeN, 13 tickets for Statewide Projects \(OCLC, MontanaLibrary2Go, and Courier\), 9 tickets for Library Consultants, and 3 tickets for Montana Memory Project.](#)

- [The help center is also context sensitive and suggests knowledge base articles to library staff based on ticket subjects and departments. State Library staff will continue to develop and update knowledge base articles for their respective programs in order to provide library staff with self-serve access to program information and to reduce wait time in the ticket system.](#)

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

- [Contractor has been hired. Saddle Peak Technologies has visited over 50% of the public and branch libraries.](#)
- [MSL has received initial data spreadsheets. Chuck Vopicka has reviewed the spreadsheet and will be able to place the data into a database that can be queried.](#)
- [Initial feedback from librarians has been very positive. Chad Coley from Saddle Peak has patiently answered their questions and given them good advice on major problems that need to be resolved.](#)

Inputs	Outputs	Outcomes	Impacts

<p>MSL Staff time Contractor time Procurement Time Invitation to Bid Internet 2.0 Toolkit</p>	<p>Completion of the Internet Toolkit for at least 95% of the libraries</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.
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[Revise the Public Library Standards](#)

- [State Librarian is selecting task force members](#)
- [John Kilgour completed extensive research on what other states have done. MSL staff are reviewing his work.](#)

Inputs	Outputs	Outcomes	Impacts
<p>MSL Staff time Librarian time</p>	<ul style="list-style-type: none"> • Revised draft set of standards for library community review • Final set of standards for adoption for fiscal year 2022. 	<ul style="list-style-type: none"> • Librarians and board members increase the library's relevance in the community • Librarians, board members, and MSL staff identify what knowledges, skills, and abilities are needed for current and future trends in library services • Librarians, board members, and MSL staff work towards the ideal of library services that increase the quality of life of all Montanans • Librarians, board members, and MSL staff work together 	<ul style="list-style-type: none"> • Montanans have access to library services that help them learn, make decisions, connect with each other, and play.

		<p>to create a holistic library experience for Montanans</p> <ul style="list-style-type: none"> • Librarians and board members who follow the public library standards implement services and policies that support the values of the fair library access resolution. 	
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[Lewis & Clark Library MSC Go-Live](#)

Inputs	Outputs	Outcomes	Impacts
<p>Estimated 200 work hours of MSC staff (Jemma Hazen, Rebekah Kamp, Amy Marchwick, Keiley McGregor) and Consortia Director Cara Orban</p> <p>LSTA funding for one-time startup costs</p>	<p>Successfully migrated Lewis & Clark’s patrons and bibliographic records to the Montana Shared Catalog ILS; Created a public access catalog interface in Enterprise for Lewis & Clark patrons; Lewis & Clark staff are trained to use the system for circulation, cataloging, and acquisitions</p>	<p>From Lewis & Clark: Greater ease of use for patrons. More convenient. Increased level of service and features. The ability to join MSC Partners will mean faster access to a larger collection through resource sharing and ease of placing holds rather than traditional ILL. Access to consortium-based records from other libraries. Collaborative support solutions. Support access from MSC staff.</p>	<p>Libraries participating in collaborative efforts provide better collections for their patrons either through increased resource sharing or offering more materials in a variety of formats; Libraries participating in collaborative efforts report improved library services for their community.</p>

Upcoming or current activities:

- [Federation reporting in ASPeN – in process](#)
- [MontanaLibrary2Go Community Assessment – pending](#)
- [Updating library manuals – in process](#)
- [Spring site visits – in process](#)
- [Work with Bibliostat Connect to upload historical and current public library statistics in product selected for public library statistics collection and reporting – in process](#)
- [OCLC Group Services re-enrollment – in process](#)
- [Improvements to Enterprise \(online catalog used by MSC libraries\) – in process](#)