LSTA 5 Year Plan Objectives
November 2019

The 5-Year plan includes ongoing work as well as special projects. This document lists ongoing work, projects we've accomplished or are actively engaged in completing, and projects that we haven't started.

For the past two years the NAC has asked MSL staff to focus on the goals of collaboration, community leadership, and Internet access.

Questions for NAC members to consider:

- What should staff priorities be? Are there day-to-day things we should drop? If so what should we discontinue?
- Are there objectives that are no longer relevant? If so which ones?
- Which projects should be continued?
- Of the new projects what 3-4 would you like us to prioritize? Some require funding; some are a matter of staff time allocation.

Goal 1: Collaboration

Statewide Projects Area: Montana Shared Catalog

- Objectives met through ongoing tasks:
    - Work with members to identify standards, procedures, and processes that make the system more efficient.
    - Evaluate trends in library automation in order to make recommendations and improve services.
    - Develop resources and continuing education that assist libraries with day-to-day tasks.
- Objectives met through special projects, achieved or in progress:
    - Increase the number of libraries sustainably participating in the MSC.
    - Work with members to explore feasibility of centralized pilot projects.
- Objectives work not yet started:
    - Study the Montana Shared Catalog and its return on investment for participating libraries.
    - Work with members to explore feasibility of centralized pilot projects to assist with sustainability and efficiency of the system and to deliver services at scale for Montana libraries.

Statewide Projects Area: MontanaLibrary2Go

- Objectives met through ongoing tasks:
    - Increase the number of participating libraries.
    - Increase the number of items in the collection.

- Answer questions and assist libraries interested in e-content.
- Answer questions and facilitate training for libraries participating in MontanaLibrary2Go.
  - Objectives met through special projects, achieved or in progress:
    - Complete Requests for Information to reveal other vendor possibilities.
    - Implement the centralized model of purchasing and sharing in any new e-content efforts administered by the State Library.
  - Objectives work not yet started:
    - Conduct usability testing.
    - Member libraries with assistance from Library Development staff will explore options to provide access to additional formats either through MontanaLibrary2Go or other consortium configurations.

Statewide Projects Area: Montana Memory Project

  - Objectives met through ongoing tasks:
    - Increase the number of organizations participating in the MMP.
    - Members will increase the number of collections within the MMP.
    - Identify and create resources for sharing MMP content through programming and/or other educational activities for the public.
    - Create tutorials, trainings, and or/other resources that libraries can use to make the most of the MMP.
    - Study trends in digitization and preservation of historical content to identify and implement best practices in Montana.
    - Cultivate partnerships with other organizations interested in digital archive work to share resources and ideas, and to collaborate on new projects
  - Objectives met through special projects, achieved or in progress:
    - Assist membership with exploring other vendor possibilities through a regular Request for Information process.
    - Conduct usability testing to improve the product for end users.
    - Create programming/materials that align with educational standards that can be used by librarians and by educators.
  - Objectives work not yet started:
    - Identify the Return on Investment for organizations that participate in the MMP.
    - Work with the Lifelong Learning Librarian to incorporate oral history into the MMP using the "Share Your Story" model.

Statewide Projects Area: Resource Sharing

- Objectives met through ongoing tasks:
  - Assist public libraries using the courier.
- Objectives met through special projects, achieved or in progress:
  - Analyze the user's experience with the fulfillment process.
- Objectives work not yet started:
  - Increase the number of libraries participating in the courier.
  - Study return on investment.
  - Explore delivery partnerships with other industries.
  - Work with TRAILS to create more consistent delivery options.

Statewide Projects Area: OCLC Group Services

- Objectives met through ongoing tasks:
  - Answer questions about OCLC Group Services.
- Objectives met through special projects, achieved or in progress:
  - Study OCLC Group Services and its value for the library community. Assist libraries with transition if recommended.
- Objectives work not yet started: n/a

Library Development Area: Consulting, Lifelong Learning, and Training

- Objectives met through ongoing tasks:
  - Work with Montana library community to identify best partners and practices for collaboration that benefits the community.
  - Evaluate and encourage participation in national initiatives that help with collaborative efforts.
  - Provide and/or facilitate continuing education efforts that help develop the knowledge and skills of library staff and board members who wish to collaborate.
  - Advise and assist consortia memberships with vendor contract review and renewal in projects run by State Library
- Objectives work not yet started: n/a

Goal 2: Outreach/Lifelong Learning

Library Development Area: Consulting, Lifelong Learning, and Training

- Objectives met through ongoing tasks:
  - Assist libraries with efforts that support lifelong learning, formal education, financial literacy, early literacy, digital literacy, workforce and economic development.

- Develop programming and materials that libraries and parents/caregivers can use to support families and children during the period of birth to 5 years.
- Partner with librarians and other organizations to improve and implement early learning programs.
- Research early learning, apply, and share that knowledge with the library community.
- Partner with other organizations that wish to work with libraries to increase institutional capacity, provide educational programming, and reach parts of the community that might not already be using the library in order to support a person from birth to end of life.
- Facilitate training for libraries on offering programs/services for financial literacy, employment and economic development.
- Work with public library directors and boards to increase awareness of the lifelong learning programs that are available.
- Objectives met through special projects, achieved or in progress:
  - Work with partners to develop materials/programming for cultural, intergenerational, civility, and civic education topics.
  - Develop or coordinate continuing education about early learning
  - Facilitate, develop programs, and/or training for libraries to use that explore topics such as financial literacy, employment and economic development.
  - Share materials and provide training on digital literacy for libraries.
- Objectives work not yet started:
  - Work with the Montana library community to find ways to work together and holistically describe the way each library type interacts with people during a particular phase in that person's life.
  - Identify librarian and trustee needs and provide resources and training on community education and outreach.
  - Develop and/or share resources about community education and outreach.
  - Provide training for library boards on the importance of supporting and participating in community education and outreach efforts.
  - Provide training that increases the knowledge and develops the skills of librarians in the area of community education and outreach.
  - Work with public library directors and boards to identify ways a library can provide community education and outreach.
  - Identify and assist libraries with outreach efforts that support lifelong learning, formal education, financial literacy, early literacy, digital literacy workforce and economic development

Goal 3: Community Leadership

Library Development Area: Consulting, Lifelong Learning, and Training

- Objectives met through ongoing tasks:
    - Work with libraries to provide guidance and advice on becoming community leaders.
    - Facilitate community-led strategic planning sessions.
    - Provide training for boards that increases board member knowledge about the importance of listening to and engaging the community.
- Objectives met through special projects, achieved or in progress:
    - Create civil engagement programs for libraries to use in their communities
    - Offer training that helps librarians and trustees become leaders in their communities.
    - Identify and share with libraries best practices for becoming safe places in the community.
    - Create learning opportunities that are meaningful and useful as shown in evidence of implementation in the library and community.
- Objectives work not yet started:
    - Work with other libraries and groups to arrange training on user experience research and studies.
    - Explore state level partnerships that translate to local partnerships.
    - Work with public libraries to identify how to take advantage of the above partnerships at the local level.

Goal 4: Internet Access

Library Development Area: Consulting, Lifelong Learning, and Training

- Objectives met through ongoing tasks:
    - Work on statewide/regional initiatives to improve broadband access in rural communities.
    - Assist libraries with e-rate applications.
    - Assist libraries currently participating in e-rate with increasing their Internet speeds.
    - Research and communicate future trends in technology to the Montana library community.
- Objectives work not yet started:
    - Research, communicate, share resources, and/or develop trainings about copyright issues.

Goal 5: Adequate Local Support

Library Development Area: Consulting, Lifelong Learning, and Training

- Objectives met through ongoing tasks:
    - Remain abreast of future library trends and provide consulting services for libraries that educate and facilitate libraries' growth.
    - Work with library directors, boards, and library support groups to identify and implement best practices for each in the design, funding, and implementation of library services.
- Objectives met through special projects, achieved or in progress:
    - Develop resources that explore different models of cooperation and governance.
    - Share resources and develop training that assists libraries with identifying, creating, measuring, and communicating public value.
- Objectives work not yet started:
    - Train librarians and board members on the different models of cooperation.
    - Lead or facilitate trainings for libraries that explore best practices for library services.
    - Work with libraries to explore the needs of non-users and how the library might design services that entice the non-user to become a library patron.
    - Develop a trustee peer group that can support each other in improving library services.