



Library Development Plan

State Fiscal Year 2023

May 2023 Updates

Library Development Plan Goals

The following information complements progress tracked through the [Montana State Library Work Plan](#), [Library Development Plan](#), and [Programs](#) dashboards.

FY 2023 NAC Goals

Goal	Notes	Status
Implement MLN structure so that we can have the confidence that our planning and resource allocation will result in our intended outcomes.	MLN structure has been implemented. NAC will evaluate structure at August 2023 retreat.	In progress
With involvement from Core Services Committee members, participate in a futurist training and apply learning so that we can better anticipate and proactively respond to changing service needs and opportunities.	Completed training	Completed
Develop and recommend a single cost share formula to fund current and future shared services including, but not limited to, the Montana Shared Catalog, Montana Library2Go, the Courier, OCLC Group Services Contract, and a hot spot lending program so that libraries can consider these costs holistically and can consider costs and cost changes in their budgets.	NAC reviewed a new cost share formula proposal at their February 2023 meeting. Group discussed how to handle population counts for academics, schools, and special libraries. Ashley Kanduch will re-work spreadsheet to show to NAC at May 2023 meeting.	In progress
Research challenges of library access due to the geographic divide in Montana so that MSL and the NAC can understand the barriers geography puts on core services and can develop plans to address these barriers.	MSL submitted a letter of support for an IMLS grant program to fund an intern focused on library data science. Should that application be successful, the intern will focus on this research topic with guidance and supervision from MSL data coordinator, Rebekah Kamp. This goal will carry over to FY 2024.	Not started

Goal	Notes	Status
Conduct a study of comparable wages and occupational standards for library positions in order to evaluate the need to advocate for improved library salaries.	MSL's data coordinator, Rebekah Kamp began research for this goal regarding how other states implement similar studies. Survey draft questions will be completed by the end of FY 23 with anticipated inclusion in the FY 23 Public Libraries Survey which launches in October. The data coordinator is also working with MSL's HR specialist Sharon Hardwick to identify existing resources for library occupational standards. While this goal is being actively worked on, it will continue into FY 2024 for data collection and analysis.	In progress

FY 2023 Core Services Committees Goals

To achieve the intended outcomes of the MLN, in August 2021, the NAC identified and prioritized investment in the following Core Services.

Collection Management

[Montana Shared Catalog Dashboard](#)

Goal	Notes	Status
Continue to support the MSC in providing a shared integrated library system and making it available and affordable to all Montana libraries	MSC staff continue to support the MSC thru KB articles and answering help desk tickets.	In progress
Continue to educate and support MSC member librarians so that they can make the best use of the shared ILS through expanding the knowledgebase and on-demand self-paced trainings available.	MSC staff continue to educate members thru KB articles and creation of Moodle courses	In progress
Identify and evaluate ILS needs around the state and explore how the varied systems in use might be set up so cross-platform access is possible.	Completed with RFP process	Completed
Continue to explore and expand the use of the shared ILS as the base platform to integrate other resource sharing and e-resource services and make them available to Montana libraries and library users.		Not started

Goal	Notes	Status
Evaluate impact of the digital divide to achieving the goals of the core service and suggestion options to address this barrier.		Not started
Marketing/awareness of library service.	Ongoing	In progress

Cultural Services

[Montana History Portal Dashboard](#)

Goal	Notes	Status
Focus on developing out the Portal's new platform so that we are taking advantage of all the systems end-user tools for adding tags, recollections, and suggested edits.		Completed
Develop end-user engagement, so that users find the Portal useful and enjoyable through the creation of exhibits, geocaching tours, and contests.		In progress
Exhibits will also be created by teachers at a summer workshop, and they may add geocaching tours.		Completed
Continue outreach to new contributors so that we continue to add relevant content to the Portal and grow our collections by visiting the 15 counties which have not yet added collections.	Updated to 11 counties	In progress
Educate end-users on using the site, so that end-users find the content they want or need by continuing to create knowledge base articles. Work with Academic institutions to make them aware of the Portal as a resource.		In progress
Develop the policies to allow the use of new features like crowd-sourcing transcripts and getting content from individual contributors, so that we increase the searchability of our content and so we get more contributors involved including private collectors.		Not started

E-Resources

[MontanaLibrary2Go Dashboard](#)

Goal	Notes	Status
Draft e-resources collection development policy for MLN.		Completed
Evaluate the use of e-resources piloted with ARPA funds after December 2022 expiration date and share recommendations with the NAC.	Cara Orban is working on this one.	In progress
Support digital literacy efforts.	We have hot spot program, Universal Class which offers Digital Literacy 101, and tech cohort for librarians.	In Progress
Evaluate impact of the digital divide to achieving the goals of the core service and suggest options to address this barrier.	<p>A survey of public library directors (64 out of 82 responded) identified the following as top needs of community members:</p> <ul style="list-style-type: none"> • Affordable internet for households and libraries (received 64 votes) • Access to digital devices, digital literacy skill development, and improved online content for those with disabilities (received 64 votes) • Available high-speed broadband for libraries (received 63 votes) • Improved online content for all community members (received 63 votes) <p>The respondents to the survey were most interested in the following services should funding become available:</p> <ul style="list-style-type: none"> • Continue funding for hot spot program (received 54 votes) • Assistance with digital equity plans (received 51 votes) • Training for library staff on digital/technology skills (received 50 votes) • Create state grant program for local digital equity programs (received 40 votes) 	In progress

Goal	Notes	Status
Enhance program-specific marketing resources to increase public awareness.	Ongoing	In progress

Programming and Lifelong Learning
[Lifelong Learning Dashboard](#)

Goal	Notes	Status
Identify potential services for parents/caregivers directly: Things outside of storytime, trainings for adults/caregivers, providing childcare and food so those programs are made possible in Summer/Fall 2022. Measure of success: Number of libraries and trainings offered in 2023.	Changed to focus on library staff including ways parents can improve early literacy/early learning skills while working with children. Instead of storytimes only focusing on children, library staff will be encouraged to include tips for parents.	In progress
Reaching the underserved. How do we extend services beyond the building? How can we do that without overworking current staff?		Not started
Provide 3-4 virtual programming sessions for Montanans using the Montana Library Network platform. Measures of success: qualitative feedback from attendees; non-MSL library staff facilitate the sessions; number of attendees. Long-term measure of success: non-MSL library staff host virtual programs at their local libraries.	Completed and very successful. Only need a non MSL library staff member to host.	Completed
Marketing/awareness of library service – continue to use GovDelivery and social media to inform librarians of lifelong learning programs. Measures of success: local libraries use social media and press release templates to raise awareness of programs. Long-term measure of success: increase in participation in lifelong learning programs	Ongoing – only focused on minimal marketing not marketing for libraries in general	In progress

Goal	Notes	Status
Work with Humanities Montana to develop civic engagement programming in libraries. Fall/Winter 2022. Measures of success: number of attendees and projects created by members of the online learning cohort and their patrons.	Will be targeting Eastern Montana.	In progress
Provide programming and support for outdoor literacy. This includes trunks and programming that use the Giant Map of Montana and some of the resources of the Natural Heritage Program. Ongoing. Measures of success: number of times trunks were used. Qualitative feedback from librarians and patrons.		In progress
Support summer reading development and programming in libraries. Ongoing. Measures of success: number of libraries that use CSLP materials. Number of participants and qualitative feedback from participants – both libraries and members of the public.		In progress

Resource Sharing

[Courier Location Map](#)

Goal	Notes	Status
Add new locations to the courier network.		In progress
Increase the frequency of stops at existing hubs.		Not started
Pilot a tracking system for the courier	The current tracking system is too cumbersome to scale up. Courier goals require more funding to achieve.	In progress

Technology

[ARPA Montana Connectivity Report](#)

Goal	Notes	Status
Improve broadband infrastructure in libraries through the completion of the internal wiring project. Spring-Early Fall 2022. Measures of success: increase in Internet speed and reliability of wired and WiFi connections in libraries.	Need to install equipment at Clancy, Montana City, and Scobey. Project will be complete once equipment is installed.	Completed
Improve digital equity by working with Montana Cooperative Development Center to complete planning with statewide task force on broadband/digital equity. Identify potential partners and solutions. Ongoing. Measures of success: Libraries have a seat at the planning table. Implementation of digital equity solutions begins occurring in 2023.	Have worked with MCDC; participated in public meetings for state plan; monitoring digital equity act for release of funds; monitoring state for new plan draft; created a survey to understand what libraries want out of funding.	In progress
Identify ways to improve tech support within libraries by working with federation members to brainstorm solutions. Fall 2022. Measures of success: identification of either potential funding source and/or solutions being implement in 2023.	Will be talking to federation meeting attendees about what tech support their libraries need. Initial conversations have revealed that there isn't an easy, seamless solution for this need.	In progress

FY 2023 MSL Operational Goals

Priorities for Consulting

[Consulting Dashboard](#)

Goal	Notes	Status
Support libraries in achieving the new public library standards by assisting with strategic planning, providing access to board training, enhancing resources on state library website, and working with individual libraries to comply. Ongoing. Measures of success: 75% or more of public libraries meet new public library standards.	Ongoing through consulting advice, answering questions, and providing board trainings and strategic plan facilitation.	In progress

Goal	Notes	Status
<p>Coordinate a federation task force to review federations and identify ways to improve services for Montanans through the federation model. Fall/Winter 2022. Measures of success: creation of recommendations for federations that can be used for planning, funding/advocacy, and improvement of federation experience for others.</p>	<p>Ongoing – anticipate having initial recommendations in March 2023</p>	<p>In progress</p>
<p>Develop advocacy skills in library directors, board members, and staff that prioritize building local government relations and improve funding. Ongoing. Measures of success: number of library directors and board members that assist with presentations at MACO, the League, and Local Government conferences. Qualitative feedback from libraries that indicate improvement in government relations.</p>	<p>Ongoing – have offered two webinars, f2f sessions, promoted Webjunction offerings, attended MACo and the League.</p>	<p>In progress</p>
<p>Support libraries in overcoming and addressing problems the library faces at the local level. These may include funding, government relations, board/director relations, policy development, and other operational challenges. Assist with reviewing collection development policies and creation of guide for handling challenges. Ongoing. Measures of success: creation of guide/linking to resources to help with challenges; libraries report they are able to overcome some of their challenges.</p>	<p>Ongoing through consulting and CE Coordinator staff via email, phone, or help desk tickets</p>	<p>In progress</p>
<p>Assist libraries with identifying and overcoming barriers that may impede Montanans use of public or tribal library services.</p>	<p>Plan on offering a session at the Fall Workshop that looks at library policy and barriers/obstacles that may more negatively impact certain groups.</p>	<p>In progress</p>

Priorities for Continuing Education
[Continuing Education Dashboard](#)

Goal	Notes	Status
<p>Evaluate current LSTA-funded continuing education program offerings for user experience, access, and value. Ongoing. Measures of success:</p>	<p>Ongoing. LDD staff want to talk about making the process more effective and easier. MSL Evaluation Survey is being added to ASPeN events and will be shared in all online and face to face presentations. A goal would be to increase response rates from a baseline to be determined.</p>	<p>In progress</p>
<p>Coordinate task force to make recommendations for updates to the Continuing Education program requirements. Scheduled for completion 2023. Measures of success: creation of recommendations that improve the State Library’s Continuing Education/Certification program to reflect the needs and changing landscape of libraries.</p>	<p>NAC reviewed at February 2023 meeting and will take action at the May 2023 meeting.</p> <p>MSL Commission will review at June 2023 meeting with action planned for August 2023. The recommended implementation date is July 1, 2024.</p>	<p>In progress</p>
<p>Provide training and/or access to training that assists libraries in meeting the new public library standards. Ongoing. Measures of success: 75% or more of public libraries meet the new public library standards.</p>	<p>Development of MSL Learn – both the Moodle courses and online webinars; offering f2f workshops that help boards meet standard for CE hours; offering f2f workshops on policy development and emergency response planning.</p> <p>MSL Greater State of Knowledge course opened January 2023 MSL Learn Webinar Series scheduled for each 2nd and last Tuesday of each month.</p> <p>Certification and Continuing Education webpages have been updated with information the directly relates to Trustee certification as well as library standards related to Board continuing education.</p>	<p>In progress</p>

Goal	Notes	Status
<p>Support the development of meaningful training provided by MSL staff using learning outcomes, design methodology, and evaluation. Measures of success: improvement in quality of MSL staff led workshops</p>	<p>Ongoing – CE Coordinator has crafted an instructional design manual for online classes; offered training for MSL staff on designing quality online learning.</p> <p>17 MSL Learn course requests have been submitted with 4 courses in various stages of development. Course evaluation data for the MSL Greater State of Knowledge course, and all new courses opened in FY 2023, will provide evidence of perceived quality of online courses.</p>	<p>In progress</p>
<p>Better training for staff around social services: de-escalation, CIT, homelessness, medical emergencies. Ongoing. Measures of success: offering of training in these areas. Number of attendees. Qualitative feedback from attendees.</p>	<p>Will attempt to offer a Crisis Intervention Training (CIT) at the Fall Workshop. Will promote training offerings on these topics from WebJunction and other providers through the monthly Continuing Education newsletters and the MLN Newsletters. We can correlate newsletter data with data we receive from Webjunction each month to determine the number of attendees.</p>	<p>In progress</p>