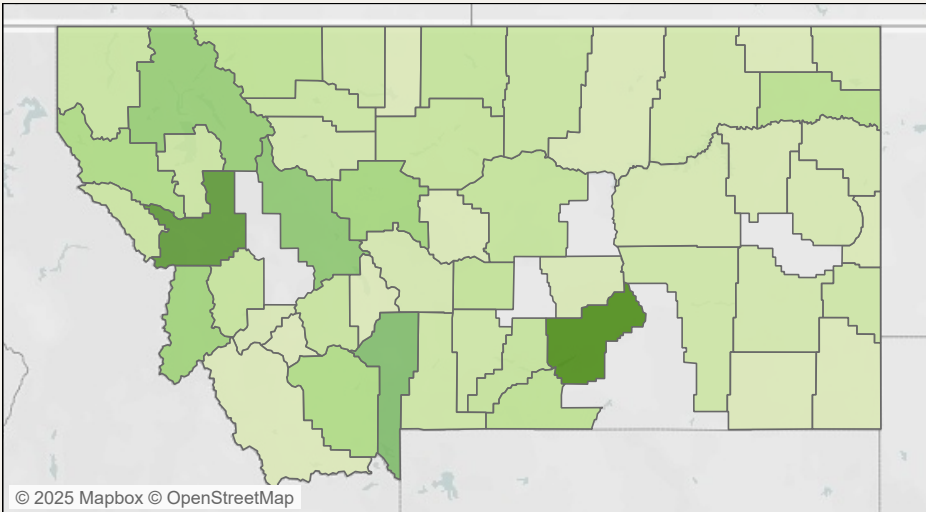


- About the Work Plan
- Plans by Functional Area
- LSTA Plan 2023-2027
- Geospatial Information
- Other Statutory Requirements

FY 25 MSL Support Desk Activity

One way that MSL provides technical support and information is through an online support desk called ServiceNow. Geospatial Information, Services to Libraries, and Information Technology support agents provide help through this system, with plans to onboard more staff in the future.



Shaded by count of support cases logged via the support desk based on the customer's county, where provided.*

So far this year, MSL support desk agents ...

assisted customers in 50 Montana counties*	communicated with 202 organizations & businesses*	responded to 2,102 questions & requests
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*Customers that did not supply location information are not included in this count. MSL provides support and outreach in many ways. For more details, see the MSL Outreach and MSL Support Cases dashboards. **Case data through 12/31/2024.**

Time Frame: July 1, 2024 – June 30, 2025

Objective: *The Montana State Library (MSL) helps all organizations, communities, and Montanans thrive through excellent library resources and services.*

Goal: Deliver online information and technical outreach regarding library services and information products to all 56 Montana counties in support of creating a more useful information infrastructure.

Measures: See the data about the support desk to the left and the dashboards below.

- MSL Outreach
- MSL Support Cases
- Program Dashboards

FY 2025 Activity Summary
Click a tile to see a plan's activity details.

<p><u>LSTA 24</u> <u>PLAN</u> <u>(FY25)</u></p> <p>56 activities 9% completed 7% not started 84% in progress 0% on hold 0% rescheduled</p>	<p><u>GEO</u> <u>INFO</u> <u>(FY25)</u></p> <p>39 activities 5% completed 3% not started 87% in progress 5% on hold 0% rescheduled</p>	<p><u>STATUTORY</u> <u>RQMT.</u> <u>(FY25)</u></p> <p>20 activities 5% completed 0% not started 95% in progress 0% on hold 0% rescheduled</p>
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Work Plan - Plans by Funcnatical Area

- About the Work Plan
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WORK PLAN (FY25)

120 activities
 7% completed
 4% not started
 87% in progress
 3% on hold
 0% rescheduled

Montana State Library Work Plan

The Montana State Library provides information, resources, and guidance to organizations, communities, and residents of Montana to help them expand their knowledge and empower their decisions. Our leading-edge data and applications help those seeking answers about Montana's government, natural resources, heritage, land ownership, and more while our vital services improve public libraries and provide reading materials to those with disabilities. This work is carried out within three functional areas: 1) Central Services, 2) Patron and Library Development Services, and 3) GIS, Data, and Information Programs. Each of these functional areas is supported by multiple programs. View work priorities for each functional area and program below.

- Program Dashboards
- Financial Reports

Functional Area All Program All Status ■ Completed ■ In progress ■ Not started ■ On hold

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Central Services	Budgeting and Accounting	Improve Administrative Efficiency for Grants	Create a standard for incoming grants to ensure that administrative costs are in balance with funding received		In progress 10%
	Grants and Contracts	Improve Administrative Efficiency for Grants	Create updated procedure for managing MGIA grant applicants and applications		In progress 10%
GIS, Data, and Information Programs	Data Coordination	Geographic Divide Study	Collect data from 80% of public libraries through the Public Libraries Survey on the current ways libraries address geographic barriers to access resulting in a summary published in May 2025 that includes a count of book mobiles, kiosks, and other methods for serving outlying communities.	LSTA 24 STATS, DATACOORDINATOR	In progress 75%
		Public Library Programs Data	Refine the programs section labels and definitions with feedback from the Public Library Statistics Task Force, resulting in a 20% decrease in support questions during the October/November data collection period.	LSTA 24 STATS, DATACOORDINATOR	Completed 100%

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Work Plan - LSTA Plan 2023-2027

- About the Work Plan
- Plans by Functional Area
- LSTA Plan 2023-2027**
- Geospatial Information
- Other Statutory Requirements

LSTA 23 (FY24)

37 activities
 86% completed
 0% not started
 0% in progress
 0% on hold
 14% rescheduled

LSTA 24 (FY25)

56 activities
 9% completed
 7% not started
 84% in progress
 0% on hold
 0% rescheduled

What Is the LSTA Plan?

The Library Services and Technology Act (LSTA) requires each State Library to submit a plan that details library services goals for a five-year period. The four goals prioritized in the plan as are follows: 1) All Montanans have access to library content, services, and information to achieve their personal, educational, and professional goals. 2) All Montanans have sufficient access to and can use technology to enable their personal, educational, and professional growth. 3) All Montanans live in communities where the local government and library work together to build resilient communities. 4) All Montanans have access to learning experiences that support personal, educational, and professional growth.

- LSTA Five-Year Plan
- Program Dashboards
- Financial Reports

Select a year
LSTA 24 (FY25)

Select an LSTA Project
All

Responsible
All

Activity Status
■ Completed ■ In progress ■ Not started

Goal	LSTA Project	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Goal 1. All Montanans have access to library content, services, and information to achieve their personal, educational, and professional goals.	Collection Management	MSC Consortium Administration	Administer Montana Shared Catalog consortium to continue providing for member library needs.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	<div style="width: 10%; height: 20px; background-color: green;"></div> In progress 10%
		MSC Customer Support	Support MSC member librarians in their use of the Shared Catalog ILS through the help desk.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	<div style="width: 10%; height: 20px; background-color: green;"></div> In progress 10%
		MSC Knowledge Base	Expand and enhance Montana Shared Catalog Knowledgebases.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	<div style="width: 20%; height: 20px; background-color: green;"></div> In progress 20%

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Work Plan - LSTA Plan 2023-2027

About the Work Plan	Plans by Functional Area	LSTA Plan 2023-2027	Geospatial Information	Other Statutory Requirements
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GEOINFO (FY25)

39 activities
 5% completed
 3% not started
 87% in progress
 5% on hold
 0% rescheduled

Geospatial Information

Montana citizens and Montana GIS practitioners have a decades-long investment in a strong foundation of GIS knowledge, partnerships, spatial data infrastructure, and data sharing tools. This investment in GIS empowers all sectors and individuals seeking to understand Montana's economy, demography, landscape and much more. Montana State Library staff support State GIS Coordination to ensure that this investment not only endures but is furthered expanded, strengthened, and utilized.

The Montana Geospatial Information Plan describes Montana's priority needs in regard to the collection, maintenance, and dissemination of geospatial information. The development and review of this plan is established in statute (MCA-90-1-404). The 2023-2027 Strategic Plan and its accompanying Business Plans give further clarity to how Montana State Library carries out this work. The below activities describe work that will take place in FY25, some of which contributes to ongoing or multi-year projects.

Montana Geospatial Information Plan	Strategic Plan 2023-2027	Financial Report
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Select a goal or responsibility
All

Responsible
All

Activity Status

- Completed
- In progress
- Not started
- On hold

Goals and Responsibilities	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Stewardship of the Montana Geospatial Information Act	Geospatial Information Plan Development	Develop Montana's first 3-year Geospatial Information Plan, under advisement of the MGIA Council and in accordance with statute.	MGIA COUNCIL, MGIA OPERATIONS	<div style="width: 25%; height: 20px; background-color: #92d050; margin: 0 auto;"></div> In progress 25%
Strategic Plan Goal 2. Improve Communications with Geospatial Stakeholders	Build and Maintain a GeoInfo Knowledgebase	Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	<div style="width: 10%; height: 20px; background-color: #cccccc; margin: 0 auto;"></div> On hold 10%
	Quarterly Review of GeoInfo Support Requests to analyze metrics and improve efficiencies	Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	<div style="width: 25%; height: 20px; background-color: #92d050; margin: 0 auto;"></div> In progress 25%
	Restructure the GeoInfo Tier 1 SN Support Team	Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	<div style="width: 5%; height: 20px; background-color: #92d050; margin: 0 auto;"></div> In progress 5%

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Work Plan - LSTA Plan 2023-2027

About the Work Plan

Plans by Functional Area

LSTA Plan 2023-2027

Geospatial Information

Other Statutory Requirements

STATUTORY RQMT. (FY25)

20 activities

5% completed

0% not started

95% in progress

0% on hold

0% rescheduled

Statutory Requirements

Montana State Library, as defined in Montana Code Annotated (Title 22, Chapter 1), provides information and library services to state government, citizens, and other libraries. Key responsibilities include, but are not limited to, assisting libraries across Montana to improve services and foster cooperation; collecting and preserving state government publications; providing access to state information and reference services; offering library services for the blind and people with physical disabilities; coordinating state geographic information system (GIS) resources; administering the state reference network; facilitating the management of natural resource data; designing a natural heritage program; and supporting public safety answering points on the assessment and improvement of next-generation 9-1-1 GIS data sets.

This plan describes work driven by statute that isn't already addressed in the LSTA or Geospatial Information work plans.

Financial Reports

Program Dashboards

Select a statute

All

Responsible

All

Activity Status

■ In progress

Statute (Click to read online)	Responsibility	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
MCA 10-4-310	Support public safety answering points on the ongoing assessment and improvement of next-generation 9-1-1 GIS data sets.	NG9-1-1 GIS Support	Visit ten PSAPs to discuss MSL support for 9-1-1 GIS	NG9-1-1	<div style="width: 10%; height: 20px; background-color: green;"></div> In progress 10%
MCA 22-1-203	Furnish library assistance and information services to state officials and state departments.	Collaboration with other State Agencies	To more fully understand the reference needs of other agencies and work towards collaboration to help meet them	OUTREACH OPS	<div style="width: 50%; height: 40px; background-color: green;"></div> In progress 50%
	Make rules and establish standards for the administration of the state library and for the control, distribution, and lending of books and materials.	Collection Development policy review	Ensure the policy is up to date and includes all necessary details	OUTREACH OPS	<div style="width: 20%; height: 30px; background-color: green;"></div> In progress 20%

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