

Memo

To: Montana State Library Commission
From: Jennie Stapp, State Librarian
Date: March 21, 2012
Re: Long Range Plan (2012-2022)

Please find below the final version of our Long Range Plan (LRP) dated 2012 -2022. This version is the same version as was presented at the February Commission meeting. Staff seeks action on this plan at this time.

MONTANA STATE LIBRARY (MSL) LONG RANGE PLAN 2012 - 2022

VISION

Develop and deliver 21st Century library resources and information services.

MISSION

The Montana State Library is committed to strengthening libraries and information services for all Montanans through leadership, advocacy, and service.

VALUES

MSL values:

- An educated and inquisitive citizenry.
- Library services that are responsive to users' needs.
- Free government information that is easily accessible and widely distributed.
- Patron privacy.
- Equitable access to all library resources and services.
- Competent and professional staff.
- Open, direct, and timely communication.
- Economic development of Montana and Montanans.

PREFERRED FUTURE

- ✓ MSL's patrons come first. MSL's success is measured by patron satisfaction.
- ✓ All Montanans understand, support, and use libraries.
- ✓ Collaboration is the tide that raises services for all Montanans.
- ✓ All Montanans have access to quality library services and resources through qualified staff and have access to current technology resources through libraries.
- ✓ The Library's staff is extraordinarily good at what it does. We recognize that our staff is the essential asset in delivering services that ensure user expectations are met or exceeded.
- ✓ The Library is nimble, operating in a rapidly evolving environment and thriving on change.
- ✓ MSL recognizes that it is one of many sources for data, information, and knowledge resources.
- ✓ MSL looks outside the library world for promising technologies and practices, and selects strategies and resources to strengthen library services for all Montanans.
- ✓ Libraries focus on how the library can best serve their local community or communities.
- ✓ Creativity and innovation is an essential for success in Montana libraries.
- ✓ All services provided to Montanans will be sustainable, efficient and effective.
- ✓ MSL connects patrons to quality information resources, providing value added library services—transforming data and information into useful knowledge.
- ✓ MSL provides decision makers with data and compelling stories to insure funding at a level commensurate to its mission.

The Montana State Library provides direct services to the public. Direct services include access to Montana state government publications, access to geospatial and natural resource information, public access computers, references services for inquiries supported by MSL collections and services to blind and physically disabled.

MSL also serves all Montanans by developing, strengthening and supporting the services offered by Montana libraries. This distinction in the types of services offered by MSL is reflected in the goals below.

These agency-wide goals reflect MSL's statutory obligations and offer broad guidance for biannual work plans developed by program staff.

Statutes that guide MSL include the following from Montana Code Annotated:

Title 22. Libraries, Arts and Antiquities

Chapter 1. Libraries

Part 1. State Library Commission

- 22-1-101. State library commission established.
- 22-1-102. Librarian and assistants.
- 22-1-103. State library commission -- authority.

Part 2. State Library

- 22-1-201. State library authorized.
- 22-1-202. through reserved.
- 22-1-211. Definitions.
- 22-1-212. Administration of state publications depository library program -- rulemaking.
- 22-1-213. State publications -- notification and availability requirements.
- 22-1-214. Repealed.
- 22-1-215. Repealed.
- 22-1-216. Repealed.
- 22-1-217. Repealed.
- 22-1-218. Exemptions.
- 22-1-219. Permanent public access to state publications.
- 22-1-220. through reserved.
- 22-1-225. Montana state library trust -- interest retention.
- 22-1-226. Use of Montana state library trust.

Title 90. Planning, Research, and Development

Chapter 1. Development Coordination

Part 4. Montana Land Information Act

- 90-1-401. Short title.
- 90-1-402. Purpose.
- 90-1-403. Definitions.
- 90-1-404. Land information -- management -- duties of department.
- 90-1-405. Land information advisory council -- appointments -- terms -- vacancies -- compensation.
- 90-1-406. Land information advisory council -- duties -- advisory only.
- 90-1-407. and reserved.
- 90-1-409. Montana land information account.
- 90-1-410. Montana land information account -- distribution of funds.
- 90-1-411. Montana land information account -- use of funds -- action by department --

hearing.

90-1-412. reserved.

90-1-413. Rulemaking.

Title 90. Planning, Research, and Development
Chapter 15. Natural Resource Information System

Part 1. General

90-15-101. Purpose.

90-15-102. Definitions.

90-15-103. Funding.

Part 2. Committee

90-15-201. Duties of committee.

90-15-202. Committee staff.

90-15-203. Expenses of committee members -- meetings.

Part 3. Information System

90-15-301. Establishment of information system.

90-15-302. Natural heritage program.

90-15-303. Interagency cooperation.

90-15-304. Availability of information.

90-15-305. Water information system.

2-15-1514.State Library Commission – Natural Resource Data System Advisory
Committee

SIX AGENCY-WIDE GOALS

Goal One—Content

MSL acquires and manages relevant quality content that meets the needs of Montana library users.

Goal Two—Access

MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

Goal Three ---Training

MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

Goal Four—Consultation and Leadership

MSL provides consultation and leadership to enable users to set and reach their goals.

Goal Five—Collaboration

MSL promotes partnerships and encourages collaboration among its users.

Goal Six— Sustainable Success

MSL is efficient and effective (measured against user outcomes), and is engaged in fulfilling its mission.

Goal One—Content—Discussion

1. MSL acquires and manages relevant quality content that meets the needs of Montana Library users.

1.1. Enhance Montana State Library's statewide e-content subscription and purchase programs.

1.2. Work collaboratively toward developing, managing, presenting, and preserving Montana-relevant digital content.

1.3. Collect library material to serve the professional development needs of Montana's librarians and public library trustees.

1.4. Manage the Montana Talking Book Library (MTBL) and serve eligible patrons (with talking books, Montana recorded books, Braille books, etc.) according to federal and state mandates.

1.5. Acquire, catalog, and maintain information relating to the natural resources and the geography of Montana.

1.6. Identify, acquire, catalog, and provide permanent public access to Montana state agency publications regardless of format.

Goal Two—Access—Discussion

2. MSL provides libraries, agencies, and its partners and patrons with convenient, high quality, and cost-effective access to library content and services.

2.1. Improve the user interface of MSL's Web sites and improve and expand online service to meet changing user needs.

2.2 Use the appropriate technologies and methodologies to increase access to information about Montana that is created and/or maintained by Library partners.

2.3. Improve Montanans' access to library materials (including discovery, request, and delivery), providing more materials to choose from, and making access increasingly efficient.

2.4. Provide reference, circulation and interlibrary loan and data services to MSL users.

2.5. Assist Montana libraries with 'fulfillment', that is, getting the right library content into patrons' hands quickly, efficiently, and at prices that libraries can afford, regardless of whether the item is owned by the patron's local library.

2.6. Publicize Montana State Library's services and resources.

2.7. Support Montanans 'continued free access to the Internet provided through local public libraries.

2.8. Actively investigate and implement, as appropriate, web-scale solutions including web-scale integrated discovery systems, cloud computing, centralized indexing and harvesting of content, to make the resources of Montana libraries discoverable in a single search.

2.9. Provide appropriate specialized access for the programs and resources available for MTBL patrons.

Goal Three – Training ---Discussion

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

3.1. Enhance Montana State Library's statewide training opportunities including all formats with client-learning as the Library's goal.

3.2. Provide users with trainings and assistance related to statewide offerings and resources.

3.3. Develop and present appropriate library leadership training for Library Directors and Trustees.

3.4. Provide regular training opportunities for MSL programs and services.

3.5 Train and assist users to contribute content to MSL's collections.

3.6 Provide a central repository of training materials in various formats that support and make successful ongoing statewide projects and MSL resources and services.

Goal Four—Consultation and Leadership—Discussion

4. MSL provides consultation and leadership to enable users to set and reach their goals.

4.1. Represent the interests of MSL partners including public libraries and the GIS community in appropriate legislative, community, regional, and national forums.

4.2. Advise Montana Library Directors and Trustees regarding administrative concerns, such as funding, budgeting, policies, and personnel.

4.3. Establish and maintain contact with Library Directors and Trustees, and other MSL partners, to remain cognizant of their needs and the challenges they face.

4.4. Provide advice to partners and patrons concerning opportunities for cost-saving and operational-efficiencies.

4.5. Provide leadership and support to identify and address key information gaps for MSL partners and patrons. Gaps may include but are not limited to early literacy, access to sustainable Internet and technology services, access to legal and medical information resources, job related services and services to seniors.

4.6 Provide stewardship of Montana state publications, Montana Spatial Data Infrastructure, and other natural resource information.

4.7. Provide consultation and leadership to all local, state, federal agencies, and private entities who help MSL support Montana citizens who are blind, have low vision or are physically or reading handicapped.

4.8 Facilitate more state-wide purchases of content, supplies, and programs that benefit all Montanans through their local libraries.

4.9 Build the Center of GIS Excellence within the Digital Library.

Goal Five—Collaboration—Discussion

5. MSL promotes partnerships and encourages collaboration among its users.

5.1. Facilitate information-sharing partnerships among federal, tribal, state and local governments, businesses and citizens. Partnerships should promote the role of libraries in Montana communities, create funding opportunities for Montana libraries, and extend the reach of information services and delivery throughout the state.

5.2. Collaborate with state and federal agencies in order to improve access to public information.

5.3. Assist users in developing collaborative relationships and cooperative projects with other state, regional, national, or international partners (libraries, schools, colleges, museums, archives, local and tribal governments, non-profit organizations, government agencies, the business community, et cetera).

5.4. Assist in marketing content and services to users.

5.5. Assist partners in developing web-accessible Montana-related digital content, and provide Montanans with access to digital collections and items relating to Montana's cultural heritage.

5.6. Promote library-related automation, data, networking standards, and web-scale solutions.

5.7. Work toward regional cooperative efforts, programs, and products that bring additional information value to Montanans.

Goal Six—Sustainable Success—Discussion

6. MSL is efficient and effective (measured against partner and patron outcomes) and is engaged in fulfilling its mission.

6.1. Achieve and maintain funding at a level commensurate with MSL's mission.

6.2. Sustain administrative resources sufficient to support mission critical content and services.

6.3. Evaluate new and continuing content and services against MSL's mission and long range plan.

6.4. Meet the American Library Association standards for MTBL staffing as recommended by the National Library Service.

6.5. Use Federal Library Services and Technology Act moneys to support new MSL pilots and projects; and support ongoing projects using State funds.

6.6. Recruit and retain the staff necessary to meet the responsibilities of MSL's mission and Montana statutes.

6.7. Foster staff members' value and satisfaction in their achievements and their contributions to MSL's mission.

6.8. Diversify MSL's staff knowledge, skills and abilities.

6.9. Develop the leadership and management skills of MSL staff.

6.10. Market MSL content and services effectively.

6.11. Provide for an information technology infrastructure which insures industrial-strength capacity, and reliability.

6.12. Seek guidance from advisory groups and other sources to inform programmatic and policy decisions.