

Montana State Library
Statewide Library Resources Division
FY 2014 Work Plan
July 1, 2013-June 30, 2014



7.25.13

The mission of the Montana State Library's Statewide Library Resources Division is stated within the overall agency's mission in the current MSL Long Range Plan for 2012-2022:

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

As part of the efforts to meet this mission, SLR strives to help all Montana citizens receive the information they need in order to improve and enhance their lives by:

- Improving public library services
- Promoting cooperation among all Montana libraries of all types

SLR provides leadership and guidance related to library programs, services, and facilities. SLR staff plans, develops, and implements programs, projects and pilots, and administers funds for new and improved library services throughout the state.

This work plan is developed based on the goals contained in the [MSL 2012-2022 Long Range Plan](#). Specific work objectives for FY2013 are organized by the MSL six agency-wide Long Range Plan goals. Together, these objectives represent a collective approach to defining the highest priority tasks for SLR for FY2013. The Talking Book Library's FY2013 work plan is submitted separately.

Goal One—Content

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.

SLR Work Objectives:

- Develop and promote the e-content expansion pilot and encourage Montana libraries to contribute or provide referrals to locally created content
- Participate in national discussion forums related to downloadable content and libraries
- Develop/articulate a method and schedule for collecting and evaluating statistics on content provided through SLR LD projects
- Continue to increase the number of collections in the Montana Memory Project through assistance grants, training and partnerships with institutions and related efforts around the state
- Undertake a reorganization of the MMP website to reflect a comprehensive, statewide presence
- Create guidelines for Montana libraries that want to contribute locally created e-content to MSL e-content pilot collection.

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.

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

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

2.5. 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.

SLR Work Objectives:

- Continue to develop and maintain the Statewide Library Resources Portal of the MSL website
- Review the placement of the "For the Public" section of the MSL website to determine the best way to continue to offer this resource
- Continue to expand the "Discover It!" EBSCO Discovery Service to include additional catalogs and statewide, group and individual subscriptions
- Increase librarians' comfort with Discover It through training in individual site customization, searching and retrieval and marketing
- Play a leadership role in the current Courier effort including investigating the opportunities for regional partnerships, providing standards for statistics, centralizing communication and providing limited support
- Develop shared EDS profiles for identified groups of libraries, by type
- Through consultation and training, provide outreach to librarians around the state
- Working with the MSL Marketing Coordinator, determine ways to best publicize SLR services and resources
- Attend conferences prepared to publicize SLR services and resources
- Continue to expand use and scope of the EZProxy authentication tool and optimize the use of EZproxy within EDS
- Investigate the potential of a centralized RFP process for at least some pieces of the E-rate program
- Provide support and assistance to libraries participating in the e-rate program, including the possibility of a central approach to Form 470

Goal Three – Training

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.

SLR Work Objectives:

- Continue to develop and maintain the Learning Portal as the central resource for training information, CE and materials as well as links to training partners.
- Bring individual blogs into the Learning Portal arena through linking and other means
- Move selected documentation existing on individual wikis into the Learning Portal with the aim of discontinuing individual wikis focused on training
- Create a training evaluation approach that all LD staff doing training will apply consistently and that is tied to CE
- Hold a retreat for LD staff that provide group training sessions as part of their position duties
- Make use of learning technologies such as Captivate
- Develop more training in the area of technology including Edge benchmarks
- Increase training in the area of library districts
- Improve access to MSC training through online recordings
- Create an MSC training curriculum and schedule
- Create and plan for an MSC go live schedule that includes a go live visit followed up by a repeat visit around two months later
- Develop an MSC plan to address staff turnovers in MSC libraries, particularly schools
- Create MMP training webinars
- Continue to provide training for public library trustees through trustee clinics, webinars, or local training events
- Provide more HR trainings for public libraries
- Provide updated trainings and documents in the overall area of technology that include Edge benchmarks as customized for Montana
- Organize and facilitate face to face trainings such as the Fall Workshop

- Provide training and resources to increase understanding of the changes to FY2013 public library statistics
- Schedule regular online training sessions for basic orientation to statewide databases and other resources available through statewide projects, appropriate to public library staff.
- Determine ways to increase the knowledge and ability of school librarians to access and successfully utilize the Directory
- Provide training for public library directors, staff, and trustees when requested. When appropriate refer public library directors to non-MSL resources to meet training needs of the library.

Goal Four—Consultation and Leadership

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.

4.5. 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.

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

SLR Work Objectives:

- Provide guidance regarding and promote understanding of LSTA funding and evaluation.
- Increase awareness among Montana library staff of IMLS/LSTA funding, its current use, and opportunities for libraries to propose innovative use of LSTA funds through the NAC
- Consultants provide general consulting services in the areas of budgeting and accounting, Federations, library law, library districts and board development through onsite visits as determined by demand and need
- All LD staff are able to provide basic consulting assistance to public libraries in general consulting areas by referring libraries to MSL publications, Learning Portal resources and understanding when to refer a support question to other LD staff and to what staff
- Provide in depth consultation in “specialty areas” such as e-rate, bandwidth development, PCC support and digital literacy; community development and partnerships, lifelong and early literacy; digital content, access to content and physical movement of library materials
- Opportunities for consulting while at conferences will be looked for and utilized. To enhance this, sending all LD staff to conferences such as Summer Institute, Fall Workshop and Offline will be considered.
- Opportunities to provide consulting through the consultant nearest the requesting library will be looked for and utilized

- Consultants and other LD staff provide orientations for new public library directors through onsite visits, videos, documentation and online webinars and trainings
- Respond to questions and requests for assistance from public library staff, directors, and board members
- Continue to promote and utilize the trustee video that educates trustees about federations, MLA, and MSL services
- Continue to promote through library visitations, trainings, discussion forums and other community outreach the benefits of public library districts in Montana
- Continue to increase awareness of bylaws, open meeting requirements and appropriate running of meetings on the part of library boards and library federations through webinars and in person trainings
- Assist public library directors with required MSL paperwork such as standards, federation reports, and statistics
- Increase awareness of documents and training materials that assist public libraries with mill levy campaigns, public library district formation, trustee development, and the first year of being a public library district.
- Continue to add to professional development collection
- Expand and improve “For Trustees” section of the Learning Portal.
- Continue to monitor and explore new technologies. Share that information and how these technologies may impact/improve library services with library staff and trustees.
- Provide guidance regarding and promote understanding of the changes to LSTA funding and evaluation
- Create a 5 year strategic plan for the MSC
- Develop and undertake an annual visitation schedule of MSC libraries by the MSC Director
- Improve communication with new MSC libraries during the migration and implementation process, through improvements to the MSC website and onsite visits
- Move forward with the creation and implementation of MSC marketing and communication materials, expanding the number of user friendly MSC materials made available to MSC libraries

Goal Five—Collaboration

MSL promotes partnerships and encourages collaboration among its users.

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).

5.5. 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.

SLR Work Objectives:

- Working with OPI and the MSC membership, determine a long term solution to the challenges of adding additional school libraries to the MSC
- Provide training and consultation on industry standards, interoperability and web-scale solutions
- Continue to add to the sophistication of the Library Directory for optimum utilization by all library staff
- Continue to reduce the number of MSC policies in the system by working with MSC libraries to do so
- Investigate the option of a statewide Envisionware purchase
- Become creative in finding ways to further expand efforts for library districts through mentoring partnerships, panels and other collaborative efforts
- Investigate numerous opportunities for bandwidth expansion with the library as community anchor
- Assist federation coordinators with federation training and meetings
- Through LSTA funding awards, encourage public libraries to conduct community assessments, articulate specific goals and objectives for outreach programming, and build partnerships with one or more partners in the community, in order to illuminate the role of the public library as a community anchor.
- Continue to facilitate and provide guidance and accurate information to volunteer committees working to support statewide projects such as MontanaLibrary2Go, MMP and MSC.
- Assist public library directors and staff when joining consortial efforts.
- All LD staff continue to promote the importance of joining consortial efforts such as the MSC, MMP, MontanaLibrary2Go, OCLC and the Courier.

Goal Six—Sustainable Success

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

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

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

6.7. 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.

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

SLR Work Objectives:

- Demonstrate leadership in the area of social media, communicating our news and exemplifying how libraries can leverage tools like Twitter and Facebook to be more present in their communities
- Evaluate SLR and vendor provided training through the creation and utilization of standardized evaluation tools that are also tied to CE
- Learn new technologies in order to assist librarians with new tools
- Investigate and test returning to a local instance of CONTENTdm (MMP)
- Launch an RFP process to investigate options for new MMP software
- Encourage partnerships and work between staff in library development as well as across divisions
- Staff will join together for a meal when attending Fall Workshop, MLA or other statewide conferences in order to make the most of these opportunities for staff collaboration and troubleshooting
- CELEBRATE SLR accomplishments

