



Montana State Library

FY 2015 Work Plan

July 1, 2014-June 30, 2015

Prepared for the August 13, 2014
Commission Meeting

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

The State Library is authorized by Montana statute 22-1-201 (MCA).

The State Library has numerous statutory responsibilities that are delegated to individuals and agency programs. Refer to individual program work plans for additional, relevant work objectives. This MSL-wide work plan is based on the goals contained in the MSL 2012-2022 Long Range Plan and represents a collective approach to defining the highest priority agency-wide tasks for the State Library for FY2015.

Goal Two—Access

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.

2.1.a. MSL will complete the transition to a content management system-driven website. The website will utilize DNNCorp's content management system and will reside on the State of Montana's enterprise web environment.

- Teams that consist of program staff have been charged with updating and maintaining program webpages to ensure that content is current and relevant.
- Individual program staff has been identified as content leads; content leads have been trained to use the content management system software and have been given the authority to make content changes to program area web pages.
- The website will integrate tools and plugins such as calendar and social media plugins that will allow staff to update information in one place and reuse that information for multiple purposes.
- The website will be compliant with the State of Montana template.
- With guidance from the Web Oversight Committee (Stapp, Hammer, McHugh and Groves), content leads and the Web Manager will be assigned the responsibility of determining a consistent organizational structure, navigation and layout that will be used across all msl.mt.gov web pages.
- The Web Oversight Committee will evaluate whether there is a need to identify a specific set of components that should be required on any site built, hosted, and/or maintained by MSL regardless of its domain (non msl.mt.gov web pages).
- Content leads will provide cross-program usability testing to evaluate our success in delivering a self-service website that provides easy navigation and access to information.
- Roll out of the MSL home page and top level program pages is anticipated to coincide with the beginning of the legislative session. Site-wide updates will be completed by the end of FY15.

- The Web Oversight Committee will establish procedures to ensure that there is an ongoing process to evaluate the website and to receive and address feedback we get from patrons and stakeholders about our web resources.

Adoption of a content management system will allow MSL staff, as subject matter experts, to keep content of the MSL website relevant by utilizing current technologies to keep information up to date. Use of DNN and the State Enterprise web environment is consistent with state software standards, better ensures the security and reliability of MSL's web presence within the State's IT environment, eases the technical support burden for MSL IT staff, is cost effective and creates opportunity for shared learning and collaboration with other state agencies that are adopting DNN. The MSL website will provide "self-service" access to the wide variety of services and information that MSL maintains in an organizational structure that is consistent across the MSL website to ease navigation and information discovery for all MSL web users. If successful, users will report having ready access to the information and services they need to do their jobs.

Goal Six—Sustainable Success

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.

6.1.a. MSL managers will spend a significant portion of FY15 preparing for, monitoring and participating in the 2015 legislative session.

- MSL staff created a reporting tool to facilitate the documentation of how libraries benefited from increased state aid funding. These reports are being shared with MLA representatives for a presentation to the Education and Local Government interim committee in September. Information will also be shared during our legislative budget hearing in January.
- Beginning in September, a team of staff led by Groves, Flick and Orban, and with representation from each program and the Montana Library Association (MLA), will plan for and host Library Legislative Day (date to be determined). This carefully planned event includes music, entertainment and a Read poster photo booth. It is the primary event where Montana librarians engage with their legislators in Helena during the session. As with the 2013 Legislative Day event we will also encourage participation from the GIS community.
- The State Librarian meets regularly with the MLA Government affairs representative to inform the MLA legislative agenda. She will be invited to the

December State Library Commission meeting to share their agenda prior to the session.

- MSL managers have already begun to monitor bill drafts to watch for issues that may impact the State Library and/or the communities we serve.
- Based on May 23 action from the State Library Commission, MSL submitted EPP requests to the Governor's Office of Budget and Program Planning. We continue to communicate with Governor's policy advisors and constituents to seek support for these proposals. Further direction from OBPP regarding our requests is anticipated in August.
- As we near the legislative session we will prepare budget testimony and handouts and will identify persons who will testify on behalf of the State Library in support of MSL's budget requests.
- MSL is not carrying and legislation this session but will respond to bills as appropriate.

The legislative session is the most important period of the biennium for the State Library as it is one of the few opportunities we have to propose and receive funding for new services. Careful consideration and planning goes into preparing our EPP requests and submitting them to the budget office. Articulate messages and talking points regarding the importance of our budget requests are drafted and shared with stakeholders and will ultimately be formulated into testimony that will be shared during the session. Because of the potential for statutory changes, both positive and negative, that come about during the session, we also dedicate a significant amount of time to monitoring and understanding a wide variety of bills. This work often involves gathering data, drafting analyses, sharing information with a variety of stakeholders including the legislature. A successful legislative session will result in a budget that includes sufficient funding for MSL to continue to support existing library services and funding for any new budget requests at a level that will allow them to be implemented successfully. Legislators will have the best available information for any decisions that will impact the State Library and the services that MSL provides and legislation passed will benefit the communities we serve.

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

6.2.a. MSL will evaluate relevant federal and state policies and procedures and technologies in order to inform and adopt appropriate records management policies.

- The MSL records custodian (Kammerer) will provide MSL managers with examples of records management policies and preferred procedures to inform an

MSL records management lifecycle that is consistent with state and federal requirements.

- MSL managers will seek additional training and education as necessary to understand records management requirements and options.
- MSL managers will monitor the current State Information Technology Services Division Request for Proposal (RFP) to launch an enterprise records management system and will test the system if an opportunity is made available.
- By the end of the fiscal year, MSL managers will adopt records management procedures that are manageable within existing resources.

The State is currently evaluating records management laws to identify opportunities for updates that will reflect the electronic records reality. Concurrently, the State Information Technology Services Division is conducting an RFP to procure and will conduct a pilot to evaluate an enterprise records management system. We hope that this new system will ease the burden to manage records according to a state records retention schedule.

Regardless of the tool, MSL has, and will continue to have, limited resources to dedicate to print and electronic records management. For this reason we have identified a need to maintain a decentralized records management model. Staff must be trained to identify and manage the records they create. Program managers must understand the types of records created by their programs and the retention requirements for those records.

Through our deliberations MSL managers and the records custodian will determine and document roles and responsibilities for successful and legal records management. Based on these procedures, MSL plans to develop or adopt technology solutions needed to support records management. It will also be necessary to develop a training program to ensure that staff is able to implement appropriate records management procedures. Through successful implementation of records management tools, procedures, and training, staff will clearly understand the importance of their roles in agency records management, MSL will make better use of staff to more efficiently manage MSL records without overburdening the records custodian, and MSL will develop or use technology solutions that successfully facilitate electronic records management.

6.10. Market MSL content and services effectively.

6.10.a. MSL will deliver a 2015 Legislative Snapshot to Legislators at the beginning of the 2015 legislative session.

- The Legislative Snapshot is dependent on the expertise of cross program staff. These staff research topics of importance to the Legislature and data that is relevant to inform deliberations, organize and/or format data so that it can be mapped and charted to improve information understanding, and present the data in both print and online forms that help Legislators understand issues at both a statewide and local level and that facilitate further research as necessary.
- The 2015 Legislative Snapshot will be organized around specific issue briefs rather than broad topics. Examples of issues may include Women in the Workforce, Federal/State Coordination, Education Funding, Economic Impacts, etc. While the print version will remain static once it is printed, as issues develop during the session, additional briefs may be added to the online version of the snapshot.
- The online version of the snapshot will “go live” on December 1, 2014. A print version will be delivered to Legislators during the first week of the legislative session.
- MSL staff will use a satisfaction survey(s) of legislators to seek information about the value of the snapshot. The survey will be open during and after the legislative session and it will be designed to provide information about the overall value of this tool as well as to gather feedback for updates to the current and future versions.

The Legislative Snapshot continues to be a valued tool created by the State Library for the Legislature that showcases the kinds of information and services that MSL provides in the context of the issues that legislators will consider during the session. MSL staff seeks data and information from a variety of state and federal agencies which creates further opportunities for future partnerships. The Legislative Snapshot will reflect positively on the services and information we offer as Legislators consider our budget and other matters that impact the State. When surveyed, legislators will report that the snapshot is a valuable tool that provides ready access to information that makes their deliberations more manageable.