Montana State Library Statewide Library Resources – Library Development Work Plan January – June 2018

Strategic Framework – Foster Partnerships

Activities:

• Development of an informational packet/website for new and joining Montana Shared Catalog directors.

Inputs	Outputs	Outcomes	Impacts
Time of Bobbi deMontigny and Amy Marchwick	Informational Packet or website section that contains info for all MSC directors	Better understanding among new and joining directors	Ultimate impact - a more robust service for those who want it.
MSC Knowledge	Directors (New to MSC or interested) receive an introductory document to help them understand what the MSC is and what to expect when transitioning from their current ILS to the MSC	Easier transition into MSC Membership for New members	MSC Staff are more effective and efficient in their work
Data gathered from MSC ticket system		MSC staff spend less time on basic review	Library directors are better served and more well-informed about their responsibilities and options
Videos & Training materials already created (will be linked in)		MSC staff have more time to develop standards, training, and new services	Library directors can make an informed decision when seeking membership in the MSC

	Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF)
	Collaboration that is respectful and polite (LDSTF)

• Analyze the Montana Shared Catalog's Partners' sharing group in order to better understand the impacts of fulfillment expansion.

Inputs	Outputs	Outcomes	Impacts
Jessie Goodwin – research and presentation time	Report on fulfillment expansion	Increased knowledge of potential regarding fulfillment expansion	MSL staff will know with certainty whether sharing group expansion is viable
	Report is presented to membership and executive board	Members increase knowledge of challenges and opportunities regarding sharing group expansion	MSC member libraries will be more informed regarding sharing group membership
			Collaboration that is scalable, affordable, implementable for all types of libraries (LDSTF)
			Library infrastructure that encourages consortial resource sharing to make information resources, technology and service
			delivery more efficient, effective, affordable, customizable, sustainable, scalable (LDSTF)

• Development of a series of short tutorials for new public library directors.

Inputs	Outputs	Outcomes	Impacts
Jo Flick and Pam Henley – time writing scripts and producing tutorials	10-15 tutorial segments	New Directors complete series so they understand critical need-to-know MT-specific information within the first few weeks on the job	Communities will have excellent library service with no disruption during leadership transition
Adobe license	Data: # of new directors completing series, # of times each segment is accessed, # of initial consultant visits where time is spent on other issues	New Directors will understand their new role better, feel more confident, know where to find critical information so they are not overwhelmed and are more likely to stay	Library directors become engaged and active in MT library community, leading to thriving libraries in local communities
Server space to host		New Directors will know where to reference MT-specific information to avoid confusion and missed opportunities	Library directors who manage library resources efficiently (lean management) (LDSTF)

• Create civil engagement "program-in-a box"

Inputs	Outputs	Outcomes	Impacts
Time of Sara Groves and Lauren McMullen	Civil engagement "program-in-a-box"	Citizens learn from exchanging different points of views	Libraries are leaders in creating thriving communities (LDSTF)
Nationwide models/research for civil engagement programs	Library usage of the program	Citizens feel more connected, have a greater sense of belonging in community	Communities are safe, peaceful, thriving

Materials	Citizens become more involved in community life.	Lifelong learning that supports community engagement inside and outside the library, fostering engagement in the world and empowering an informed citizenry. (LDSTF)
	Communities turn to the library when civic issues arise	

• Increase in outreach efforts for the Montana Memory Project.

Inputs	Outputs	Outcomes	Impacts
Time of Jennifer Birnel	Demonstrate use of the MMP and share content	Montanans become aware of the MMP and learn how to use it as a research resource and for pleasure	Montanans feel a sense of connection to their community
Time of Museum and Library Directors	Share information about their institution	Montanans become more aware of local libraries and museums and the services they offer	Montanans value and support making heritage materials accessible
Time of Volunteers	Number of fairs attended	Montanans learn how to find historical and genealogical information of value to them	More interest may lead to more digital collections being added to the MMP
Booth rental fees	Number of people who stop by the booth	Montanans become more aware of volunteer opportunities	Montanans value the preservation of heritage materials
Supplies & equipment for the booth (inc. technology)	Number of website demonstrations	Montanans learn about their community/region's history	More Montanans choose to volunteer at local libraries and museums

Marketing materials	Number of marketing items distributed	Montanans gain sense of self through historical content from their family/community/region/state
		Lifelong learning that supports community engagement inside and outside the library, fostering engagement in the world and empowering an informed citizenry. (LDSTF)

• Engage Montana library community in identifying how federations can help implement the Library Development Task Force Recommendations

Inputs	Outputs	Outcomes	Impacts
			Librarians are leaders in
Time of Tracy Cook and	Task force to review	MSL staff understand the value of the	creating thriving
Jennie Stapp	federations	federation model to librarians.	communities (LDSTF)
Time of participants	Recommendations that identify how federations can help with library development		Collaboration that creates a shared resource platform that libraries contribute to in order to help address specific needs. (LDSTF)

Strategic Framework – Secure sufficient and sustainable funding

Activities:

• Develop economic models for libraries

Inputs	Outputs	Outcomes	Impacts
Time of Lauren McMullen	Develop a publication describing different economic/governance models for public libraries.	Library directors and board members learn about different economic models.	
	Library directors and board members use this publication	Libraries use this information to evaluate and improve their governance structures (LDSTF)	

• Help librarians and board members develop the skills and confidence to seek additional funds for the library.

Inputs	Outputs	Outcomes	Impacts
Time of Tracy Cook	Develop or share resources about seeking additional funds	Library directors and board members understand their role and how to plan for and seek increased funding from a variety of sources	Libraries receive more funding – either receiving grants or increasing their overall budgets
	Develop trainings about seeking additional funds	Librarians and trustees are listening to their community and thinking creatively about services and resources that would gain/secure funding	Librarians and trustees are more creative in the use of the funding so the library has more resources or more collaboration

Librarians and trustees understand what people think the library does and where the funding goes	Libraries are leaders in creating thriving communities (LDSTF)
Librarians and trustees are proactive in articulating their value and securing funding rather than reacting to possible cuts	Governance and funding is supported through librarians and boards that aren't afraid to ask for the resources they need and who seek creative sources of funding. (LDSTF)

Strategic Framework – Create a useful information infrastructure

Activities:

• Increase the bandwidth for libraries who are currently participating in e-rate.

Inputs	Outputs	Outcomes	Impacts
Time of Suzanne Reymer	# of libraries who participate in project	Participating libraries start moving towards national goals for bandwidth	Public access technology that supports technology, digital literacy and digital inclusion (LDSTF)
Time of participants	How much bandwidth is increased	Library users can do online learning, job skills/interviews, communicate with others, gaming video	Library users obtain degrees; jobs; and/or new job skills
Data from USAC	Dollars from program	Library users report increased satisfaction with new Internet speeds	

• Evaluate the OCLC Group Services Contract

Inputs	Outputs	Outcomes	Impacts
	Recommendations for the		
Time of Cara Orban and	OCLC Group Services	Identify whether or not OCLC is essential	Libraries save money that can
Tracy Cook	Contract	for libraries	be used for other services.
			Patrons continue to have as
			much access as possible to
Time of Network Advisory		Identify what value OCLC adds for libraries	materials they need for
Council Work Group		and patrons	education and entertainment
		If we determine that OCLC is non-essential	
		for a certain type and/or size of library,	Collaboration that is scalable,
		identify how to maintain the affordability	affordable, implementable
		of the contract for those libraries who wish	for all types of libraries
Data from OCLC		to continue using OCLC products.	(LDSTF)
			Library infrastructure that
			encourages consortial
			resource sharing to make
			information resources,
			technology and service
			delivery more efficient,
			effective, affordable,
			customizable, sustainable,
Data from libraries			scalable (LDSTF)

• Develop a centralized acquisitions pilot project

Inputs	Outputs	Outcomes	Impacts
Data from libraries:			
Amount of money			
currently used for			
materials purchasing and	Acquisitions module	Library directors and staff learn about the	Montana libraries are more
staff processing time	configured for staff	value of centralized acquisitions.	innovative
Data from MSC staff:			
Amount of time MSC staff			
spend			
maintaining/building	Tracking of purchasing		Montana library users have
current non-centralized	[built into Acquisitions	Directors and staff working together to	access to a wider variety of
acquisitions	module]	find meaningful ways to repurpose staff	materials and services
Data from other			
Centralized Acq consortia:	Accounting of staff time -		Collaboration that is scalable,
Volume of participants to	new projects made		affordable, implementable
allow for cost breaks from	possible because of	Centralized acquisitions creates a better	for all types of libraries
the vendor	money or time	MSC system.	(LDSTF)
			Library infrastructure that
			encourages consortial
			resource sharing to make
			information resources,
			technology and service
Time of Jemma Hazen and		MSL Staff learn whether or not Centralized	delivery more efficient,
staff coordinating MSC	Demonstrated cost	Acquisitions has value for more libraries	effective, affordable,
libraries and negotiating	savings to participating	beyond the pilot	customizable, sustainable,
contracts	libraries		scalable (LDSTF)
	Demonstrated cost		
	savings to participating		
Time of Central Services?	libraries		