

Montana State Library
Statewide Library Resources Division
FY 2013 Work Plan
July 1, 2012-June 30, 2013



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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:

- Expand collection purchase possibilities for MontanaLibrary2Go
- Participate in national discussion forums related to downloadable content and libraries
- Determine, with input from librarians and the NAC, whether to renew existing statewide databases or engage in a new or limited RFP process for FY14 statewide databases
- Increase the number of collections in the Montana Memory Project

- Launch a reorganization of the MMP website to reflect a comprehensive, statewide presence
- Continue to update and maintain content on <http://mymontanalibrary.org>

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:

- Launch a Statewide Library Resources Division section of the MSL website that includes Library Development and the Talking Book Library
- Review and continue to improve the "For the Public" section of the MSL website
- 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
- Expand the courier project to include additional libraries and hubs
- 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
- Identify long term BTOP sustainable goals and tasks
- Identify SLR staff to maintain BTOP sustainable goals and tasks
- Migrate the local EZProxy instance to a hosted instance at OCLC and expand use of this authentication tool
- Provide support and assistance to libraries participating in the e-rate program

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:

- Launch an SLR Training Portal to be used by librarians as a central resource for CE, webinars, recorded trainings and links to partners such as WebJunction and Lyris
- Make use of learning technologies such as Captivate
- Develop more training in the area of technology
- Increase training in library law, Robert's Rules of Order, running effective meetings
- Improve access to MSC training through online recordings
- Create an MSC training curriculum and schedule
- Create MMP training webinars
- Provide training for public library trustees through trustee clinics, webinars, or local training events
- Organize and facilitate face to face trainings such as the Fall Workshop

- Provide training and resources in order to improve collection of public library statistics
- Provide training for public library directors, staff, and trustees when requested. Possible areas include board orientation, customer service and statewide projects. 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:

- Consultants visit all assigned public libraries
- Consultants provide orientations for new public library directors
- Respond to questions and requests for assistance from public library staff, directors, and board members
- Develop a trustee video that educates trustees about federations, MLA, and MSL services
- Continue to promote through library visitations and trainings the benefits of public library districts in Montana
- 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
- Create and/or update content that assists 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 MSL website. 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
- Facilitate the final year of the SWIM program and participate in discussions of any future efforts
- Create a 5 year strategic plan for the MSC
- Create and maintain an MMP blog
- Develop and undertake an annual visitation schedule of MSC libraries by the MSC Director
- With one of the three Library Development consultants, visit both MSC and non-MSC libraries to provide consultation and training
- Improve communication with new MSC libraries during the migration and implementation process, through improvements to the MSC website and onsite visits
- Improve 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:

- Make the MMP Technical Support position permanent and sustainable
- Add 26 new libraries to the MSC
- Provide training and consultation on industry standards, interoperability and web-scale solutions
- Provide sub-layers of access within 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

- Participate in a test pilot of OCLC's WorldShare ILS, partnering with identified Montana Shared Catalog libraries to do so, in order to assist OCLC in the further development of WorldShare for user sharing, large consortia
- Assist federation coordinators with federation training and meetings
- Assist public library directors and staff when joining consortial efforts.
- Consultants continue to work with directors and boards to promote the importance of joining consortial efforts such as the MSC, MMP and MontanaLibrary2Go

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:

- Evaluate SLR and vendor provided training through the creation and utilization of standardized evaluation tools
- Learn new technologies in order to assist librarians with these new tools
- Develop an SLR conference schedule for FY2013 in order to plan for out of state conferences
- Upgrade the MSC software and database
- Investigate options for providing alternatives for hosting MontanaLibrary2Go
- Investigate and test returning to a local instance of CONTENTdm (MMP)
- Encourage partnerships and work between staff in library development as well as across divisions
- CELEBRATE SLR accomplishments