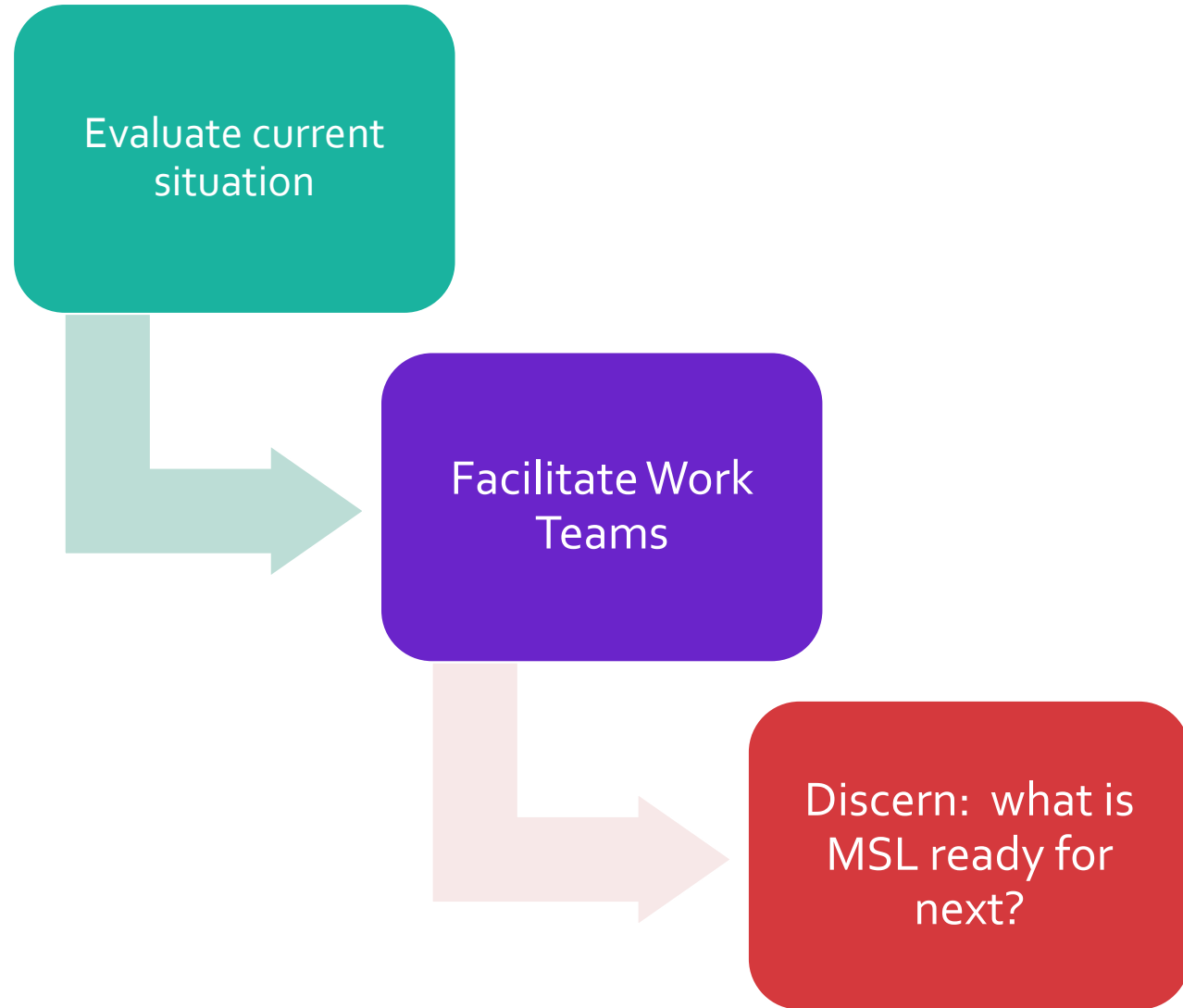


Montana State Library Organizational Review

Overview and Status Update from Triangle Associates
for Library Commission on February 11, 2015

Nedra Chandler & Scott Graber

What Triangle Was Asked To Do

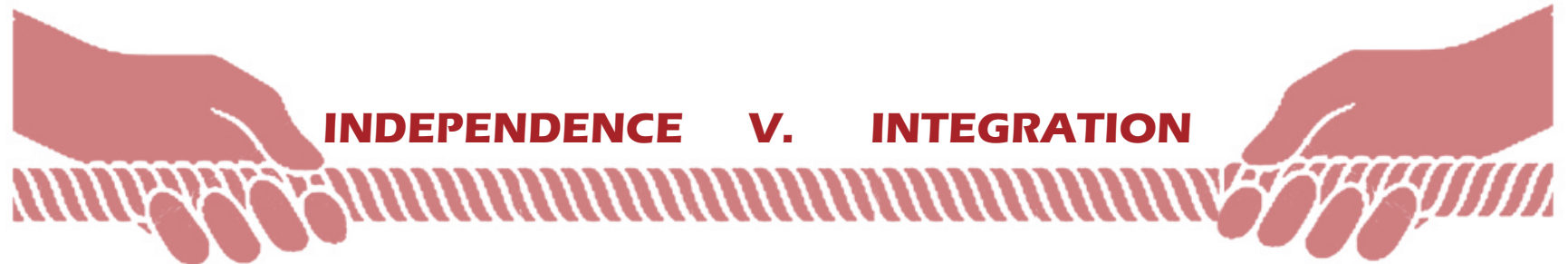
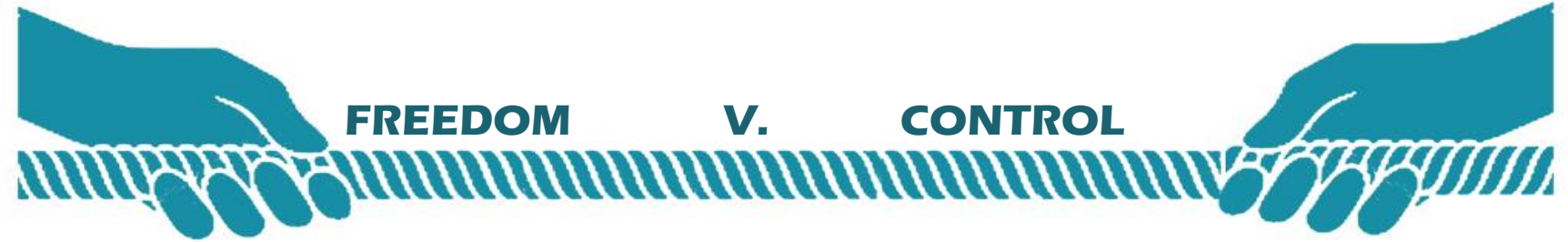


Phase 1:
Evaluate
Current
Situation

What we did:

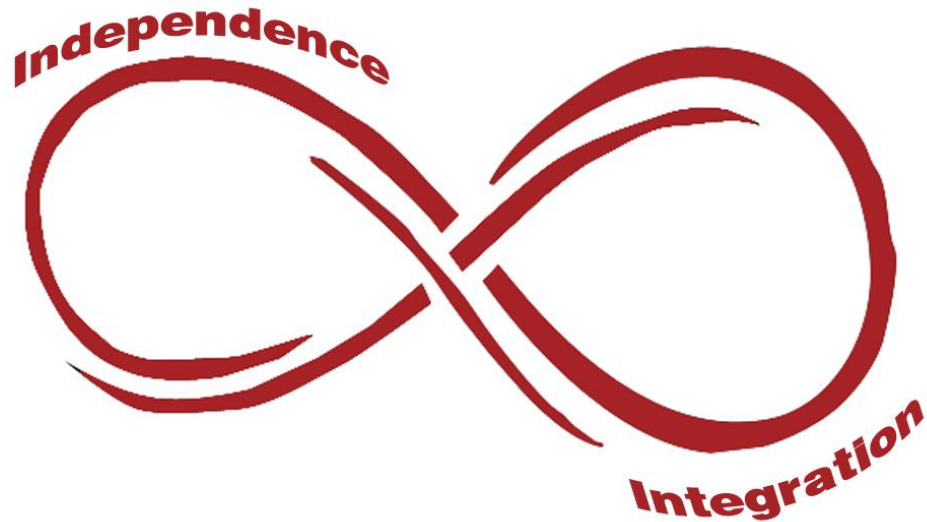
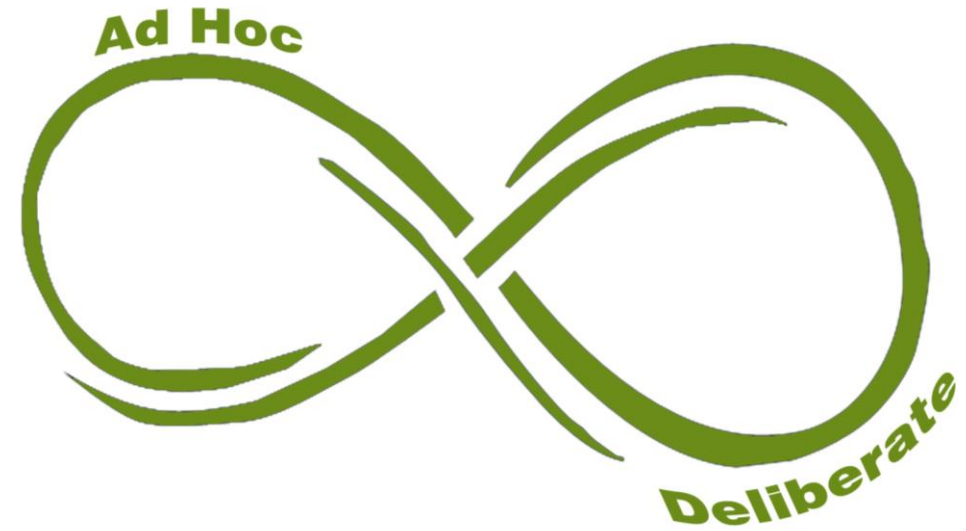
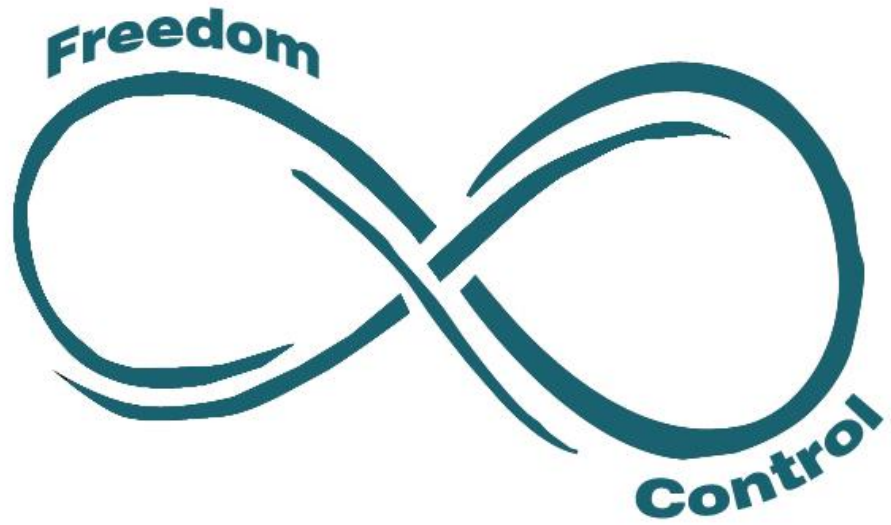
- **Applied Readiness Checker**
- **Generated and Validated Themes with Staff**

Three Frequently- Mentioned Thematic Tensions

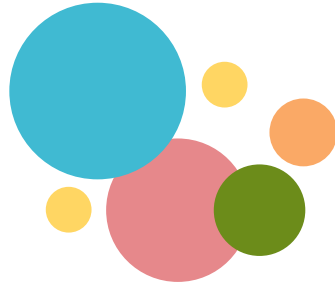


- >90% of survey respondents agreed

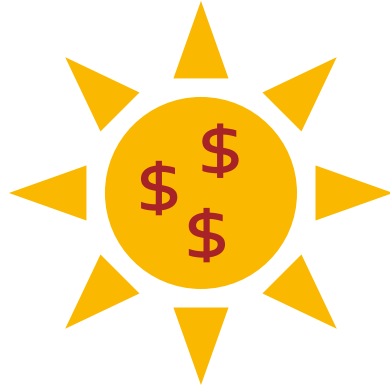
Alternate
Way to View
the Tensions



3 additional frequently-mentioned themes



- We're a unique small agency with diverse users of our services.
 - 100% of survey respondents agreed



- Explaining our complex portfolio of funding sometimes feeds a sense of instability.
 - 80% of survey respondents agreed



- We have some burdensome reporting and duplicative advisory structures.
 - 80% of survey respondents agreed

Phase 2: Facilitation of Work Teams

What we are doing:

- **Business Process Evaluation and Value Stream Mapping (In Progress)**
- **First Application is Management of Information Requests in Digital Library.**
- **Goal: To Find Ways to be More Effective with MSL Time and Resources, and Serve Patrons Better.**

Phase 3:
Discern -- what
is MSL ready
for next?

**Recommendations and Plan to Proceed:
Steering Group will collaborate with the
Triangle Team to develop
recommendations based on the
outcomes from Phases 1 & 2.**

Questions?
Responses?

