

## Central Services Report April and May 2015

Prepared for the June 23, 2015 Commission meeting  
by Kris Schmitz, Central Services Manager

This report represents accomplishments of Central Services staff: Kris Schmitz (Central Services Manager), Marlys Stark (Administrative Assistant), Colleen Hamer (Data Technician) & Carol Churchill (Accounting Technician)

### Goal One—Content

1. MSL acquires and manages relevant quality content that meets the needs of Montana library users.

#### 1.1. Increase Statistics quality

1.1.a. We produce accurate and timely statistics and analysis for public library development, continuous improvement and long-range planning.

**(Originally reported February 2015)** The 2014 PLS collection was completed on time and was opened to libraries two months earlier than in the past. This allowed for timely input. A new format for technical assistance – drop-in webinars, was very well received with over 40 attending the five time-slots.

**(Originally reported April 2015)** Worked with various staff to update the current statistical database and set up demo from two companies that provide the service of Public Library Statistic Collection and output options.

**(Update: June 2015)** A meeting is scheduled in June to debrief regarding the two demonstrations from companies that manage public library statistics across the country. We responded to the annual national proposed statistics revisions ballot, due in early May. A July meeting of the Public Library Statistics Task Force is planned to review several issues. The task force is proving to be a useful body for ongoing process improvement for the statistics.

1.1.b. Attending Fall Workshop and MLA with training sessions. Contacting 82 main public libraries. Creating custom printed brochures for a sampling of libraries.

**(Update: June 2015)** Help create and present a workshop at MLA called “Your Library Counts (Public Library Statistics). The training had maximum attendance and was very well received with good follow-up questions and positive feedback. Printed 82 custom posters and handed them out at MLA and sent to the Golden Plains federation meeting.

### 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. Continue to help build libraries' collections

2.1.a. Will help develop TUMBLR account in order to easily integrate data into Legislative Snapshot and the "Share Your Story" effort.

**(Originally reported February 2015)** The TUMBLR account is active. "Share Your Story" content is yet to be added to the account.

**(Originally reported April 2015)** The "Share Your Story" PSA has been added to the TUMBLR account. Creating a postcard to raise awareness of the "Share your Story" resources. Creating an instructive pamphlet for MMP Partners. Creating tickets to support the give-away of library materials at MLA.

**(Update: June 2015)** Created promotional items for the MSC texting service, Shoutbomb. Created patron instruction cards for MSC library accounts.

### **Goal Three—Training**

3. MSL provides appropriate trainings and training resources so that the best use can be made of the resources offered.

**(Originally reported April 2015)** Created a slideshow to be added to our new Slide Share service outlining Library Director responsibilities and procedures for updating library, employee and trustee information in the Library Directory. Conceived a campaign plan for Outside the Lines effort which culminates in September 2015. Created instructions, data collection form and press release. Libraries will choose one of their resources to report on. Data collection forms were created for MSL resources MTLib2Go, GoToMeeting, Summer Reading and a generic for other campaigns of the library's choosing.

**(Update: June 2015)** Several additional webinars are planned to support the FY2015 statistics collection (opening in early July). Led an internal review of the Public Library Standards process (which culminates in the state aid dissemination). Streamlined federation grant agreements process to increase efficiency and accuracy.

3.1. Increase awareness and use of the statistics output tools.

3.1.a. Will be available during the Fall Workshop and MLA to provide awareness training.

**(Update: June 2015)** Help create and present a workshop at MLA called "Your Library Counts (Public Library Statistics). Great follow-up questions and feedback were received.

3.1.b. Will continue to provide drop-in webinars.

**(Update: June 2015)** Created three different webinars to support the public library statistics collection and output use. Learning to use the recording and editing process associated with the GoToMeeting account.

### **Goal Six—Sustainable Success**

6. MSL is efficient and effective (measured against user outcomes), and is engaged in fulfilling its mission.

6.1. Improve areas of service Central Services provides such as administrative support, human resources and financial management so that they better support the business needs of the agency and are in compliance with federal and state laws, rules and regulations.

**(Originally reported April 2015)** Central services staff has attended training in Family Medical Leave Act (FMLA), Fair Labor Standards Act (FLSA), Voluntary Employee Beneficiary Health Benefit Plan (VEBA) and Photoshop classes to help provide a better understand and support in these areas for staff.

**(Update: June 2015)** Working with program managers on the effects of the Affordable Care Act (ACA) and what that means to the Temporary Service Vendor Contracts and temporary employees at MSL. Converting hundreds of pages of LIS work manual from wiki to DNN. Created Google forms document for Commission to support their MLA discussion. With the help of program managers, the majority of year- end purchasing has been accomplished a month a head of the deadline.

6.1.a. Will create a survey monkey for MSL staff, with the design being able to provide feedback about the overall value of the services employees receive from CS staff, timeline objectives, administrative support, personal support, benefit support, purchasing support as well as to gather feedback for additional assistance that may be needed.

6.1.b. Will develop a tool to enforce a better time management practice for the services we provide based on the feedback received in the survey. Goal to inform all staff of the timelines set and cut down on last minute requests.

6.1.c. Will develop a job profile, recruitment and interview package.

6.1.d. Will develop a pre-employment (onboarding) benefit package.

**(Originally reported February 2015)** Staff is currently training for the new State of Montana Recruiting System (SOMRS) which will have impact on the process of recruiting and onboarding process that we follow.

**(Originally reported April 2015)** Central Services Staff have had two additional hands-on training sessions and have posted two current vacant positions in the new system and recruitment is now going on. Additional training is on-going for the MSL recruitment committee in using the new system to screen and rate applications received.

**(Update: June 2015)** One of the vacant positions that MSL was recruiting for at the last report has not had a successful recruitment and is still technically open. The other position has been hired and during the process staff trained on all tasks for completing the hiring process and the onboarding process for a current state employee. Training will still be needed for differences in hiring someone new to state government but that should be fairly simple and conducted when the first hire is done that fills that requirement.

6.2. Achieve and maintain funding at a level commensurate with MSL's mission.

**(Update: June 2015)** Worked on projections for closing out FY 15 budgets and year end purchasing. Going over FY 15 year end with program managers. Worked up new draft "FTE" and operating budget for the Digital Library reorganization based on the organizational review. Created brochure of LSTA programs and achievements for use at National Library Legislative Days.

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

6.2.a.a Monitor bill drafts to watch for issues that may impact the State Library Budget and employees.

**(Originally reported February 2015)** Created a preference account to actively track bill drafts.

6.2.a.b. Will submit EPP requests to the Governor's Office of Budget and Program Planning. We continue to communicate with Governor's Office, Legislative Branch and Legislative groups defending those requests.

**(Originally reported February 2015)** Successfully and on-time submitted MSL EPP request to the Governor's Office.

6.2.a.c. Will submit budget requests for 2017 biennium to the Governor's Office of Budget and Program Planning and all required additional task per memo's issued by the Governor's Office. We continue to communicate with Governor's Office, Legislative Branch and Legislative groups defending the request submitted.

**(Originally reported February 2015)** Successfully and on-time submitted MSL budget request to the Governor's Office. Currently working with all groups on Legislative questions.

6.2.a.d. Monitor, defend, prepare and anticipate all courses of action needed to support the Montana State Library through the 2017 session.

**(Originally reported February 2015)** Created numerous spreadsheets to balance to the 2017 Biennium Budget Analysis that was produced by the Legislative Fiscal Division (LFD). LFD was directed to use a different base for comparison of the Governor's budget.

**(Originally reported April 2015)** Prepared for and attended Education Sub-Committee hearing, House appropriated hearing on HB0002 and executive action. Updated spreadsheets to balance to the latest version of HB0002. Worked on various spreadsheets to anticipate the cost effect of HB0013 (Pay Plan). Created budget pamphlet for hearing committee. Created multiple flyers, posters and document for Legislative Night.

**(Updated: June 2015)** Prepared for and attended Senate Financial and Claims hearing on HB0002. Follow-up on the Senate Floor action and Free Conference Committee action on HB0002. Updated spreadsheets to balance to the final version of HB0002.

6.2.a.e. Gathering data, drafting analyses, sharing information with a variety of stakeholders including the legislature. A successful legislative session will result in several funded budget request and no harm done though legislative change.

**(Originally reported February 2015)** Ongoing – Actively working with the State Librarian on all issues that develop during the session. Supplying spreadsheets at request for various issues.

**(Updated: June 2015)** Finished the Legislative Session and tracking of final bills. Preparing the 2016/2017 turnaround documents. Attended training with the Governor's Office on inputting budgets into the new IBARS system. Preparing and balancing out FY 16 & FY 17 budgets.

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

6.3.a. Will assist in the development of the Legislative Snapshot.

6.3.b. Will assist in the collection of data for the snapshot

6.3.c. Will produce the print version of the Legislative Snapshot.

6.3.d. Will deliver the print version to Legislators during the first week of the legislative session.

6.3.e. 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.

**(Originally reported February 2015)** Worked with other staff to successfully produce the 2015 Legislative Snapshot. The Data Technician (Colleen Hamer) position played a major role and many hours in collection/organizing/formatting the print version of this snapshot. Was delivered during the first week of the legislative session on-time.

6.4. Promote adequate systems of Internal Control.

6.4.a. Test, monitor and update the current Internal Control Policy.

**(Originally reported February 2015)** Currently reviewing the Internal Control Policy in preparation of the Financial Compliance Audit which will begin starting in March, 2015.

**(Originally reported April 2015)** Have been notified that the audit will be pushed back a few months. No date has been given yet. An Internal Control and Evaluation & Monitoring Plan for the State Library and been reviewed and updated for 2015 by the management team and supervisors at the Library. Inventory of all capital and non- capital assets has been completed and reconciled. State Ethics Code of Conduct refresher video was provided to staff in the February staff meeting. Policies/procedures updated in the staff hand-book are the 2015 Internal Control plan, Refreshment/Meals procedures, MSL safety training Plan, a MSL Strike Plan and MSL VEBA Plan.