

FY 2016 Digital Library Work Plan *October 2016*

Prepared for the *October 13, 2015* Commission meeting
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Goal One—Content

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

The information management team will be working on several projects that will add to or otherwise enhance the existing MSL Collection.

1.1. Land Information staff have already begun a project to gather information needed to develop a revised version of the state boundary in Northeast Montana and correct townships currently impacted by the misrepresentation of this boundary. The final product of this process will be an updated CadNSDI dataset that includes these corrected features and that is scheduled for delivery in early 2016.

1.2. The USDA Aerial Photography Field Office (APFO) is in the process of collecting 1m statewide imagery for Montana through the 2015 National Aerial Imagery Program (NAIP). MSL will work with the APFO to acquire a copy of this dataset, likely in late 2015. Digital library staff will develop a plan for adding this data to the MSL collection, identify what information products need to be developed to make this data accessible to users, and develop a communication plan to ensure stakeholders know that this dataset is available and how to access it. This will be the fifth year of statewide NAIP imagery data in the MSL collection which currently includes imagery from 2005, 2009, 2011, and 2013.

1.3. Water information staff are working on multiple projects to improve the quality of the data in the Montana Hydrography Dataset. The Department of Natural Resources and Conservation is working with the Water Information System to improve workflows for revising the Hydrography Dataset as well as to enhance it by integrating features in from the Water Rights database. Work is also underway through a grant from the USGS to develop bulk data loading procedures that will allow more efficient integration of data from existing sources such as the water rights database and the wetlands and riparian dataset managed by the Montana Natural Heritage Program. Both of these projects will run through the end of FY16.

1.4. MSL continues to partner with the NRCS to develop mutually beneficial data products. In the coming year the NRCS will be seeking additional support with the stewardship of the Watershed Boundary Dataset. The NRCS is also interested in expanding on the monthly water supply products that the library has assisted with the development of for more than 20 year. The current collection of water supply maps including monthly Surface Water Supply Index maps dating back to 1992 is available at: http://mslapps.mt.gov/Geographic_Information/Maps/watersupply/Default.aspx

There are also a number of collection development projects that will be collaborative efforts between the user services and information management teams.

1.5. State publications will work with user services to identify opportunities to make existing tools and resources more usable for patrons. An example from last year was the development of a web interface to submit a request for web sites to be archived. This received positive response from users and also improves our ability to capture and archive sites at critical moments that may otherwise be missed.

1.6. User services has identified a need to develop a process for the regular evaluation of electronic resources. This should include creating electronic resources workflow documents that focus on ERMs (electronic resources management) particularly on the life cycle/renewal of an e-resource and the purchasing decision (acquisition) of a new e-resource

1.7. There are efforts underway to work with the Helena USGS office to consolidate and streamline their internal library through collaboration with the water information staff and engagement with our user services group. Possible outcomes may include the identification of materials to supplement the MSL collection and the development of a partnership with a key group of potential Water Information stakeholders.

1.8. The Montana Department of Health and Human Services has approached MSL staff about opportunities to collaborate to make a number of their GIS data products more publicly accessible via the MSL Map Gallery (AGOL).

Finally, with the transition to a new organizational structure there is a need to develop workflows and processes for regular review of the MSL collection development policy and a process for evaluating new projects and the proposed products of those projects against the existing collection development policy. A successful outcome would be the development of guidelines for regular evaluation of the collection development policy as well as some process for evaluating ongoing efforts to follow that policy.

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. With the recent changes in the Digital Library there is a need to work with the MSL Marketing Coordinator to develop a plan for communicating these changes with our partners and patrons. Part of this effort will be exploring existing branding that we may or may not want to continue to promote as well as developing a strategy for the structure and organization of Digital Library web pages. Specifically identified needs include the development of a plan for promoting the recently updated Digital Atlas as well as a need to evaluate potential enhancements to research.msl.mt.gov.

2.2. Cross training for the new user services group is needed to ensure they are prepared to handle requests for information from across the different library program areas. A plan for cross training staff and the development of a coverage calendar will allow for the different support phone numbers and email addresses to be redirected to the user services group. There is also a need for broader cross training across the Digital Library to help staff be more comfortable and work more efficiently together.

2.3. The information products team will identify or develop a new reference request management/tracking tool to replace the existing request tracker. From a management perspective it is critical that all digital library reference requests are tracked through a common system to allow for a better understanding of patron needs and to ensure we are making the most of our limited resources.

2.4. There is a library-wide need for more consistent collection of resource use information and tools that simplify the reporting of that information to encourage and feed a process of continuous improvement of the services we make available.

2.5. In an effort to make more of the existing collection accessible the state publications lead will be hiring a temporary cataloger to catalog the remaining historic print state publications needing MARC records. This will also provide an opportunity for evaluating the feasibility of relying on temporary staff to perform future cataloging needs.

2.6. Work with OCLC to edit the tags of 22,000+ catalog records for print resources in order to derive 22,000+ new bibliographic catalog records for electronic content. Completion of this project will allow MSL. There is also a need to create, document, and implement procedures for providing non-MSL libraries with MARC files for digitized state publications.

2.7. The Montana Cadastral Application was developed by and is currently hosted at SITSD but there is a growing list of enhancement requests from our users. Efficient, ongoing support of this tool will likely require it to be re-written in the near future. Digital Library staff will plan a scoping process for a new Cadastral application and work with IT staff to get the development of a new application on the calendar for 2016.

2.8. MSL is in the process of moving web map services off SITSD hosted services and on to ESRI cloud hosted hardware. This transition will be complete by November 2, 2015. Information products staff are actively working to identify updates that need to occur to ensure tools and applications do not break as a result of this change and a change management plan has been developed to make this transition as smooth as possible for our partners and patrons that use the MSDI web map services.

2.9. MSL provides access to tiled aerial imagery and topographic map data via the Montana Geographic Information Clearinghouse website. Currently users discover and download image data by clicking on a series of image maps. DNRC has developed ArcGIS Online applications that make it easier to discover what data are available for a given area and download it (for example, all NAIP years are in one application). Their applications are currently pointing users at MSL data. We should make users aware of these tools and evaluate them to see if there are opportunities to improve the tools we make available.

2.10. MSL would like to pilot a project to develop a Corner Recordation Application to provide better access to corner recordation surveys. This could be a simple ArcGIS Online application (similar to Ravalli County's) and use corner recordation documents obtained during the NE Montana adjustment project. Before the end of FY16 the information product team will initiate a scoping project to identify the needs of and opportunities offered by such a tool and what resources would be needed for its development.

2.11. There has been an enormous amount of climate data generated by the MSDI Climate theme steward. While accessible through web pages, this data isn't available through the bundler yet. We will work with the stewards to identify the best way to get this data into the bundler.

Goal Three—Training

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

3.1. Efforts to lead the development of ArcGIS Online training for state agencies started in FY15 and we need to continue to push for this training to happen in FY16.

3.2. The Users Services team will continue to develop content for State of Montana new employee orientation but this effort will be broadened to include content from across the digital library.

3.3. User Services will lead the development of outreach priorities, an outreach calendar, and a process for adding or removing items from the outreach calendar through an annual review process that includes the MSL Marketing Specialist.

Goal Four—Consultation and Leadership

4. MSL provides consultation and leadership to enable users to set and reach their goals.

4.1. With an increasing recognition of the importance of GIS data in the development and implementation of Next Generation 9-1-1 we have been pushing for MSL to be included on the state 9-1-1 advisory council. We will continue to push for that to happen and if we are successful Digital Library staff will be available to support the State Librarian in that role. Outside of the 9-1-1 Advisory Council, MSL has been raising awareness of NG9-1-1 in the GIS community and reaching out to the 9-1-1 community in Montana by distributing information on GIS and NG9-1-1 to PSAP managers. MSL has also been working with some local governments to begin the process of planning for NG 9-1-1.

4.2. User services needs to provide the Land Information Advisory Council with a recommendation for how to proceed with the MSDI Elevation Theme. Elevation has been without a steward for many years and with the recent loss of our long term USGS contact there seems to be little ongoing interest from the USGS is continuing to support that theme.

4.3. With SITSD retracting from involvement in GIS, User Services and Information Products staff will need to develop a model for supporting agencies needing ELA and ArcGIS Online support. The State Librarian and the Digital Library Administrator will begin discussing a 2017 ELA renewal with ESRI in the coming months.

Goal Five—Collaboration

5. MSL promotes partnerships and encourages collaboration among its users

5.1. As the user services team works on the next MSDI Work Plan consideration should be given to how the MSDI work plan integrate with Land Plan and MSDL Work Plan.

5.2. As we transition to ESRI managed services as a replacement for SITSD hosting of web map services there is a need to work with existing and prospective state agency users to develop ESRI Managed Services Partnership that identifies how available service “slots” will be allocated and also addresses any future enhancements to the platform will be paid for.

5.3. The NRIS Advisory committee needs to be re-formed (many members are currently vacant) and a meeting will be scheduled before the end of 2015. Agenda items for that meeting will include an update on the MSDL organization changes, discussion of the ongoing role of the NRIS Advisory Committee, and updates to the Data Partner MOUs.

5.4. The State Water Plan identified a number of recommendations specific to making water information available through the MSL Water Information System. We need to engage DNRC to identify how we can help ensure these recommendations are implemented effectively.

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. Digital Library staff will use the information gathered through the Patron Survey to develop an action plan for improving the services we make available through the Digital Library.

6.2. Through our User Services team we need to continue to expand the use of social media to engage patrons. In the coming year we need to expand this effort across the digital library.

6.3. The Digital Library Administrator will continue to work with the leads to identify and work through issues that come up during the transition to the new organization structure.

6.4. The User Services team needs to begin planning for the retirement of the State GIS Coordinator with the understanding that this position will likely be open for several months before it is filled

6.5. MSDL Leads will need to work together to identify training priorities and plan for the use of the MSDL training budget.

6.6. We need a process for identifying, documenting, and evaluating emerging opportunities to improve our collection, access tools, trainings, and other outreach and engagement. The need here is to ensure we are making active decisions about what we provide and how we provide it rather than simply acting on what we can in the moment without considering broader needs and goals. If done properly, this should improve the process for developing this work plan in the future.

6.7. We need a process for the ongoing evaluation of our access tools to ensure that they continue to serve the needs of our users. The need here is to avoid situations like we had with the Digital Atlas and Topofinder where we were forced to act quickly and in a manner that was disruptive to our users because these tools had not been updated in the past to keep up with current technology.