

**Montana State Library
Central Services
January – June 2018**

Green (no font distinction) – activity progressing as expected.

Yellow (*italicized*) – activity may be delayed but the delays do not necessarily rise to the level of Commission concern

Red (**bolded**) – activity is delayed and Commission attention is warranted

Blue (underlined) – addition or change to the original work plan.

Strategic Framework – Fostering Partnerships

Activities:

- Build an intranet site for cross-agency documentation

| Inputs | Outputs | Outcomes | Impacts |
|---|---|--|---|
| IT staff, Erin Fashoway, other staff as necessary | A new Intranet that allows all state employees to access documents related to our ESRI ELA. Future documents used by staff of other state agencies will be added in the future. | MSL staff efficiently share and receive information about the services we administer for other state agencies. | Improved efficiency in other state agencies results in a greater degree of future collaboration |
| | | State employees have improved access to self-service documents. | |
| | | State employees report improved satisfaction in the efficient administration of State Library Services. | |

Strategic Framework – Secure sufficient and sustainable funding

Activities:

- Offer quarterly training sessions to State Library staff

| Inputs | Outputs | Outcomes | Impacts |
|--|--|--|---|
| <i>Time of Kris Schmitz, Marlys Stark, Colleen Hamer, Carol Churchill, Evan Hammer, Tracy Cook, Jennie Stapp, and other staff as necessary</i> | <i>Trainings and training materials for the various sessions: Budget/Funding, Purchasing, Staff Handbook, Travel, FMLA, State Library programs</i> | <i>Managers are confident in their ability to implement policies consistently and fairly.</i> | <i>MSL staff is more knowledgeable which leads to more effective and efficient in their work. Staff feels more comfortable and confident in their work.</i> |
| <i>Activity progressing as expected.</i> | <i>- Stapp presented an overview of the State Library at the February 22 all staff meeting.</i> | <i>Staff report increased awareness and understanding of State and State Library policies and satisfaction in how they are treated as State Library employees.</i> | |
| | | <i>Staff and management find increased opportunities for cross-program collaboration that can lead to improved program development</i> | |

We began training at the February All Staff meeting but at subsequent staff meetings we have focused our agendas on Legislative activities and budget reductions.

- Clean out, organize storage areas

| Inputs | Outputs | Outcomes | Impacts |
|---|--|--|--|
| Time of Kris Schmitz, Marlys Stark, Colleen Hamer and Carol Churchill | Clutter and space is cleaned up and organized into sections. | Freeing up much need available storage area to make the best use of our space available. | MSL staff will have an efficient organized storage area. |
| Activity progressing as expected. | | Managers and the Commission are better able to plan for future space needs. | |

- Policy review

| Inputs | Outputs | Outcomes | Impacts |
|---|-----------------------------------|--|--|
| Lead Kris Schmitz, various staff Activity progressing as expected. | New online staff handbook | Employees have a current and accurate policy guidance and staff handbook | MSL staff is more knowledgeable about policies which leads to more efficient and effective manner to complete their work |

- Develop a standardized human resources recruitment package

| Inputs | Outputs | Outcomes | Impacts |
|--|--|--|--|
| Time of Marlys Stark and Kris Schmitz Activity progressing as expected. | Standardized, easy to use package of recruitment and hiring materials. | MSL management staff has the tools they need to make the hiring process smooth and efficient | The State Library attracts, develops, and retains a highly skilled and dedicated workforce |

- Implement a social media marketing strategy

| Inputs | Outputs | Outcomes | Impacts |
|---|--|--|---|
| <i>Time of Eve Byron and other staff as necessary</i> | <i>Regularly recurring Facebook posts that are boosted when appropriate to garner attention to and use of State Library services and information</i> | <i>Staffs see an increase in engagement measures available through social media as the public learn more about the State Library</i> | <i>Through social media, patrons have access to the information they need to understand and influence change in their communities</i> |
| <i>Approximately \$500 from the State Library Marketing Budget</i> | | <i>Increased social media engagement results correlates to increased demand for services.</i> | <i>Through social media online communities foster partnerships that ensure that Montanans thrive.</i> |
| <i>Research and training on the effective use of social media tools for marketing</i> | | <i>Online communities develop and engage around State Library information resources and services</i> | |

With the loss of our Communications position and the need to manage these responsibilities with remaining staff, we are concerned about the sustainability of our social media presence.

Strategic Framework – Create a useful information infrastructure

Activities:

- Launch ASPeN (Applications, Services, Programs, and Network)

| Inputs | Outputs | Outcomes | Impacts |
|--|--|--|---|
| <i>IT staff, SLR staff, and other staff as necessary</i> | <i>A partial launch of ASPeN is planned for March 2017. ASPeN should be fully operational in early 2018. - Role out is delayed to allow for adequate testing. Delays are the result of limited staff time.</i> | <i>State Library staff benefit from the efficiencies of a single, fully-integrated, data driven administration system that allows for easier program planning and delivery.</i> | <i>Montana libraries receive an excellent return on investment from participating in MSL projects, programs, or services.</i> |
| <i>IT hardware & software</i> | <i>MSL staff have the ability to create forms and upload electronic resources w/o IT staff intervention.</i> | <i>Montana librarians report improved efficiency by making use of a tool that is a one-stop source for library and State Library information.</i> | |
| <i>SLR staff outreach to and, engagement by Montana library community members.</i> | <i>MSL staff have the ability to collect data about programs, projects or MSL services in ASPeN.</i> | <i>Montana libraries use ASPeN to efficiently share information with one another creating a collaborative knowledge base that improves efficiency of service delivery for all libraries.</i> | |
| | <i>MSL staff use ASPeN to share information with Montana libraries.</i> | <i>IT staff are able to reallocate former programming time to other services.</i> | |

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|--|--|--|--|
| | | <i>ASPeN is architected to make efficient use of data and IT resources, eliminated the need to create and maintain redundant IT systems.</i> | |
| | | <i>State Library staff make data driven decisions about the services and resources we offer based on information that is effectively and efficiently managed through ASPeN</i> | |

- Implement F5 Web Application Firewall

| Inputs | Outputs | Outcomes | Impacts |
|---------------|--|---|--|
| IT staff | The F5 Web Application Firewall configuration policy is fully operational across the State Library's web platform <ul style="list-style-type: none"> - <i>F5 was implemented and operational but had to be turned off temporarily to make changes to ESRI urls that are not compatible.</i> | MSL websites and applications are protected from malicious activity with state-of-the-art technology that meet's State of Montana security standards. | MSL staff, patrons and partners have ready access to the information they need without disruption. |
| | | MSL staff efficiently manage data collections and web resources without disruption and the threats of data manipulation or loss | |