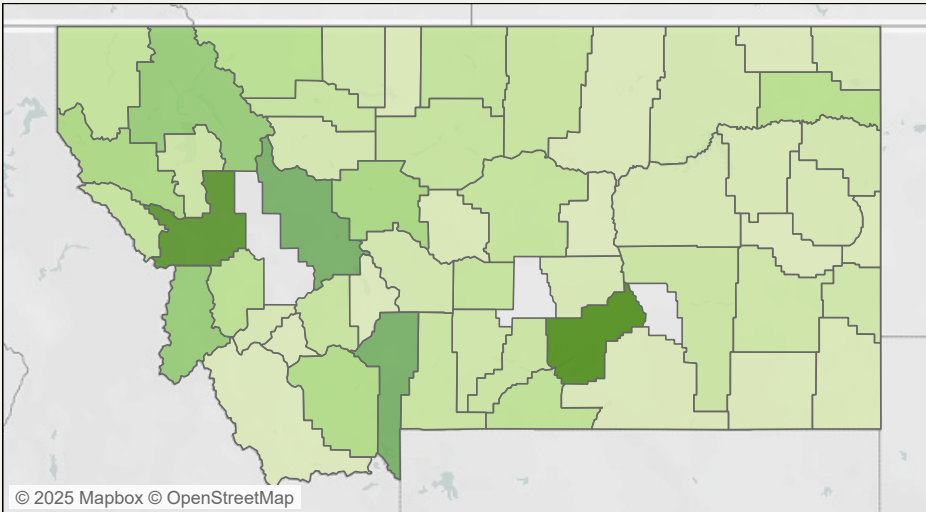| About the Work Plan	Plans by Functional Area	LSTA Plan 2023-2027	Geospatial Information	Other Statutory Requirements

FY 25 MSL Support Desk Activity

One way that MSL provides technical support and information is through an online support desk called ServiceNow. Geospatial Information, Services to Libraries, and Information Technology support agents provide help through this system, with plans to onboard more staff in the future.

© 2025 Mapbox © OpenStreetMap

Shaded by count of support cases logged via the support desk based on the customer's county, where provided.*

So far this year, MSL support desk agents ...

assisted customers in	communicated with	responded to
53	**225**	**2,752**
Montana counties*	organizations & businesses*	questions & requests

*Customers that did not supply location information are not included in this count. MSL provides support and outreach in many ways. For more details, see the MSL Outreach and MSL Support Cases dashboards. **Case data through 02/28/2025.**

Time Frame: July 1, 2024 – June 30, 2025

Objective: *The Montana State Library (MSL) helps all organizations, communities, and Montanans thrive through excellent library resources and services.*

Goal: Deliver online information and technical outreach regarding library services and information products to all 56 Montana counties in support of creating a more useful information infrastructure.

Measures: See the data about the support desk to the left and the dashboards below.

MSL Outreach	MSL Support Cases	Program Dashboards

FY 2025 Activity Summary
Click a tile to see a plan's activity details.

LSTA 24 PLAN (FY25)	GEO INFO (FY25)	STATUTORY RQMT. (FY25)
57 activities	**39** activities	**20** activities
18% completed	**10%** completed	**5%** completed
7% not started	**3%** not started	**0%** not started
75% in progress	**82%** in progress	**95%** in progress
0% on hold	**5%** on hold	**0%** on hold
0% rescheduled	**0%** rescheduled	**0%** rescheduled

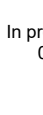Dashboard last updated 3/13/2025 9:57:48 AM.

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Central Services	Budgeting and Accounting	Improve Administrative Efficiency for Grants	Create a standard for incoming grants to ensure that administrative costs are in balance with funding received		In progress 10%
			Create updated procedure for managing MGIA grant applicants and applications		In progress 10%
	Data Coordination	Geographic Divide Study	Collect data from 80% of public libraries through the Public Libraries Survey on the current ways libraries address geographic barriers to access resulting in a summary published in May 2025 that includes a count of book mobiles, kiosks, and other methods for serving outlying communities.	LSTA 24 STATS, DATACOORDINATOR	In progress 75%
		Public Library Programs Data	Refine the programs section labels and definitions with feedback from the Public Library Statistics Task Force, resulting in a 20% decrease in support questions during the October/November data collection period.	LSTA 24 STATS, DATACOORDINATOR	Completed 100%
		Work Plan Redesign	Deliver a dashboard that visualizes the scope of agency work and creates links between near horizon activities, larger agency plans, and financials. Staff and other stakeholders use the dashboard more frequently to understand agency work as demonstrated by a 20% increase in page views.	DATACOORDINATOR	Completed 100%
GIS, Data, and Information Programs	Government Information	Internet Archive Government Documents	Transfer from Archive-It to the Internet Archive collection, government serials from 10 of the 30 state agencies. Review and update publication year metadata for at least 5,000 serial items in Internet Archive to improve display and discoverability.	GOV INFO OPS	In progress 80%
		MT Web Archive Collection	Capture state agency web content on monthly basis to fulfill statutory requirements.	LSTA 24 GOV, GOV INFO OPS	In progress 0%
	Information Products	GIS Web Application Updates	Modernizations for Digital Atlas, Data Bundler, Data List, and Montana Cadastral		In progress 5%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Information Products	Migrate NHP to ServiceNow	Create ServiceNow workflow for NHP to replace Request Router		In progress 5%
	Land Information	MSDI Administrative Boundaries	Perform annual update of existing Administrative Boundary layers (including geometry and attribution updates and alignment to the CadNSDI).	WATERLI	In progress 40%
		MSDI Administrative Boundaries - ArcGIS Online	Publish the boundaries data to ArcGIS Online to increase accessibility and discoverability through the Esri Open Data Platform.	WATERLI	Completed 100%
		MSDI Cadastral	Update MSDI Cadastral Framework monthly based on submissions from data partners	LAND OPS	In progress 50%
		MSDI Cadastral - CadNSDI Montana	Publish an updated CadNSDI and adjust tax parcels	LAND OPS	In progress 5%
		MSDI Orthoimagery	Publish NAIP 2023 to Esri Managed Services and generate County mosaics in .sid format for all 50 counties.	WATER OPS/NRCS	In progress 90%
		MSDI Structures/Addresses	Update MSDI Structures/Addresses Framework monthly based on submissions from data partners	LAND OPS	In progress 50%
		MSDI Transportation	Update MSDI Transportation Framework monthly based on submissions from data partners	LAND OPS	In progress 50%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Montana State Reference Network	Montana State Reference Network Outreach	Develop and execute targeted outreach and communication strategies about MTSRN to attract new contributors and subscribers. Recruit 25 new paid subscribers for a total of 75 subscriptions.	RTN	In progress 36%
	Natural Heritage Program	Dashboards and storymaps to meet the needs of specific natural resource management partners.	Create dashboards and storymaps for partners, including: (1) 2025 State Wildlife Action Plan dashboard for Montana Fish, Wildlife, and Parks; (2) Beaver Restoration dashboard for Montana Fish, Wildlife, and Parks; (3) Montana Grazing District story map for Montana Grass Conservation Commission; (4) Story map for Invasive Species of..	FWP-SWAP (SWAP & Beaver), DNRC-GRASS, DNRC-MISC	In progress 15%
		Develop a new National Vegetation Classification scheme for Montana and deploy it within a new Land Cover layer on Montana Natural Heritage Program websites.	Critical steps in this transition to the National Vegetation Classification (NVC) system for mapping the existing vegetation types of Montana include: (1) writing accounts for National Vegetation Classification System Groups and Alliances; (2) updating the Landfire NVC Group map to include information we have traditionally included in the lan..	USFS-DS, MDT-DS	In progress 40%
		Inventory and monitoring of bat populations consistent with the North American Bat Monitoring Program	Collaborate with state and federal agencies to document the conservation status of Montana's bat populations and the impacts of White-nose Syndrome, a deadly fungal disease, on those populations.	FWP-BAT, FS-BAT	In progress 75%
		Invertebrate Information Products	Develop information products for aquatic and pollinator invertbrates including observations, surveys, range polygons, predicted habitat suitability models, and conservation status ranks so that natural resource managers can use the information in natural resource planning and management efforts.	BLM-DS, UM-SALES, MPG, USFS-DS	In progress 0%
		Montana Citizen Botany Pilot Study	Existing data on Montana's vascular plant Species of Concern is aging and current data is needed for land management agencies and other organizations to make informed decisions on the stewardship of our botanical resources. The pilot study serves to determine if a Citizen Botany Program in Montana can be a sustainable method for carrying out plant-..	NHP-GF, NHP-PT, CITBOT-BLM, CITBOT-USFS	In progress 70%
		Montana Field Guide Code Update	Update the code base for the Montana Field Guide to the latest programming standards and host it in the Amazon Web Services environment to allow individual programs in the network of Natural Heritage Programs to share programming costs and text, image, and sound file content in order to keep development and maintenance costs as low as pos..	NHP-GF, NHP-PT, BLM-DS	In progress 40%
		Montana Native Plant Conservation Strategy: Vascular Species and Habitats of Greatest Conservation Need	The purpose of the Montana Native Plant Conservation Strategy is to promote the collective and coordinated stewardship of Montana's native flora and habitats across the state. The Strategy, a) identifies and prioritizes Vascular Plant Species, Unique Habitats, and Plant Communities of Greatest Conservation Need (GCN) for potential a..	NHP-GF, NHP-PT	In progress 95%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Natural Heritage Program	New website for Montana Natural Heritage Program	Migrate content from the Montana Natural Heritage Program's (MTNHP) websites to Content Management System with appropriate links to MTNHP web applications, dashboards, and story maps.	NHP-GF, NHP-PT	In progress 65%
		Updated conservation status ranks for all vertebrate species.	Systematic review and update of conservation status rank factors that are used in the scoring of conservation status rank assignments for vertebrate species will allow ranks for all species to be used in the State Wildlife Action Plan, a 10-year plan guiding the efficient expenditure of federal dollars on Montana's wildlife species and the habitats that su..	NHP-GF, NHP-PT, FWP-SWAP, FWP-BAT	In progress 60%
	Next Generation 911	NG9-1-1 GIS Support	Visit ten PSAPs to discuss MSL support for 9-1-1 GIS	NG9-1-1	In progress 10%
	Statewide GIS Coordination	Administrate Esri Enterprise Agreement	Administrate the Esri Enterprise Agreement	MGIA OPERATIONS	In progress 16%
		Build and Maintain a GeoInfo Knowledgebase	Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	On hold 10%
		Calendar & Event Schedule	An event schedule is maintained, engaging the Library stakeholders and building awareness of geospatial resources. (Improve Communication Business Plan Objective 4)	MGIA OPERATIONS; INFO PRODUCTS	In progress 40%
		Create Communication Plan, Categorization of Messaging, Schedule, & Communication Templates	Audiences are defined and appropriate Improve Communications methods and content are determined for each audience. (Improve Communication Business Plan Objective 1)	MGIA OPERATIONS, LAND OPS, WATER OPS	In progress 10%
		Data Value Business Plan Implementation	Complete Data Value Matrix for atleast 4 MSDI Themes	MGIA OPERATIONS, LAND OPS, WATER OPS	In progress 40%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Statewide GIS Coordination	Define Functional Requirements and Design	The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	Completed 40%
		ESRI Managed Services Changes	Work with ESRI to migrate data to Enterprise GIS Data Store. MSL assumes larger role in performing updates.	MGIA OPERATIONS; INFO PRODUCTS	On hold 25%
		Evaluate Existing Website	The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	Completed 100%
		Geospatial Information Plan Development	Develop Montana's first 3-year Geospatial Information Plan, under advisement of the MGIA Council and in accordance with statute.	MGIAC COUNCIL, MGIA OPERATIONS	In progress 25%
		Governance Polices & Best Practices for Administrating Esri Technology	Develop and implement governance polices and best practices for administrating Esri technology	MGIA OPERATIONS	In progress 25%
		Implement Website Changes	The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	In progress 60%
		Local Government Outreach - MACo	Attend annual MACo Conference and network with members	MGIA OPERATIONS, LAND OPS, WATER OPS	In progress 12%
		Local Government Outreach - Montana Association of Planners	Attend conference, network with members, and conduct training	MGIA OPERATIONS, LAND OPS, WATER OPS	In progress 10%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Statewide GIS Coordination	Local Government Outreach - Montana League of Cities & Towns	Attend Montana League of Cities & Towns Conference and network with members.	MGIA OPERATIONS, LAND OPS, WATER OPS	In progress 5%
		Maintain the Website	On-going maintenance of communication via the MSL website.	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	In progress 25%
		National Outreach - NSGIC	Attend NSGIC Annual Conference and give updates on Montana activities	MGIA OPERATIONS, LAND OPS, WATER OPS, MGIA COUNCIL	In progress 25%
		Negotiate ESRI Enterprise Licensing Agreement (ELA)	Coordinate with SITSD to administrate licensing, serve as subject matter expert, assist in negotiate the Esri Enterprise Licensing Agreement	MGIA OPERATIONS	In progress 50%
		Negotiate ESRI Master Agreement (MA)	Coordinate with SITSD & DOA to serve as subject matter expertise & assist in negotiating the Esri Master Agreement	MGIA OPERATIONS	In progress 65%
		Negotiate ESRI Master Purchase Agreement (MPA)	Coordinate with SITSD & DOA to serve as subject matter expertise & assist in negotiating the Esri Master Purchase Agreement	MGIA OPERATIONS	In progress 65%
		Publicize Website Changes	The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3)	MGIA Operations	In progress 15%
		Quarterly Review of GeoInfo Support Requests to analyze metrics and improve efficiencies	Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	In progress 25%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Statewide GIS Coordination	Restructure the GeoInfo Tier 1 SN Support Team	Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2)	MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS	In progress 5%
		Support DOR's Imagery Analysis and Collection Efforts	Support the Request for Information issued by the Department of Revenue by sharing information from the Imagery Working Group and the Imagery vendor community. Complete RFI.	MGIA OPERATIONS	In progress 30%
	Water Information System	Current Drought Status	Weekly coordination with the Montana Drought Team to update the U.S. Drought Monitor Map. Monthly publication of Drought Status by County Map.	WATER OPS	In progress 50%
		Drought Impact Reporter	Update and maintain the Montana Drought Impact Reporter (annual rollover)	WATER OPS	In progress 50%
		Experience Builder - Ecological Site Reviewer	Migrate the Ecological Site Reviewer application to Experience Builder	WATER OPS/NRCS	In progress 85%
		Experience Builder - Montana Drought Impact Reporter	Migrate the Montana Drought Impact Reporter to Experience Builder	WATER OPS	Not started 0%
		Experience Builder - Montana Lidar Inventory	Migrate the Montana Lidar Inventory application to Experience Builder	WATER OPS/NRCS	In progress 90%
		Integrating Water Data in the Upper Clark Fork River Basin	Serve in a technical advisory role on the Clark Fork Coalition's WaterSMART grant, "Integrating Water Data to Enhance Ecological Flows in the Upper Clark Fork Basin."	WATER OPS	In progress 20%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
GIS, Data, and Information Programs	Water Information System	MSDI Elevation: Data review	Receive, review, and identify path forward for state lidar data that has been returned by USGS for corrections		In progress 50%
		MSDI Elevation: Date Processing and Dissemination	Processing completed for Phase 2 (three counties) and DNRC 2022 Carbon and Park. Processing started for Phase 3. Total: 5 counties completed and 5 underway.	WATER OPS	In progress 40%
		MSDI Hydrography	Update waterbody/stream names with latest from GNIS	WATER OPS	Completed 100%
		MSDI Hydrography: 3DHP planning	Identify potential 3DHP funding partners and plan for USGS DCA application.	WATER OPS	In progress 40%
		MSDI Hydrography: 3DHP status	Develop web app for tracking the status of and planning for elevation-derived hydrography (3DHP)	WATER OPS	In progress 15%
		MSL-NRCS Partnership	Satisfy contractual agreements and submit monthly activity reports and quarterly forms	NRCS	In progress 50%
		Water Information System update for Interim Committee	Provide biennial Water Information System update (presentation) to the Water Policy Interim Committee	WATER OPS	Completed 100%
Patron and Local Library Development Services	Consulting	Excellent Library Services Award	Update the criteria for the ELSA	LSTA 24 CONSULT, CONSULTING OPS	In progress 75%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Consulting	Library and Local Government Relations	Offer coaching sessions to three libraries to build skills in relationship building between libraries and local governments so that MSL can identify training and resources to share with other libraries.	LSTA 24 CONSULT, CONSULTING OPS	In progress 60%
		Library Board Support	Offer at least 10 trainings for library board members and assist federations with f2f training for board members	LSTA 24 CONSULT, CONSULTING OPS	Completed 100%
		Library Development Roadmap	Create a new library development road map for libraries to use when basic public library standards have been met	LSTA 24 CONSULT, CONSULTING OPS	Completed 100%
		Library Site Visits	Visit each main public library and provide assistance to public and tribal college libraries in Montana	LSTA 24 CONSULT, CONSULTING OPS	In progress 66%
		Library Written Plans	Provide strategic plan training and assist at least 6 libraries with the creation of a written plan.	LSTA 24 CONSULT, CONSULTING OPS	In progress 70%
		Local Government Webinar Series	Complete the local government webinar series	LSTA 24 CONSULT, CONSULTING OPS	In progress 90%
		Public Library Salary Toolkit	Support libraries in setting fair wages using the FY 24 salaries study.	LSTA 24 CONSULT, CONSULTING OPS	In progress 75%
		Public Library Talking Book Outreach	Consultants will work with Bobbi and Marilyn to share information about the services the Talking Book Library provides to people who struggle to read traditional print materials.	LSTA 24 CONSULT, CONSULTING OPS	In progress 50%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Consulting	Public Library Web Accessibility	Consultants will assist public libraries with testing their websites for accessibility and will help libraries identify how to address any issues that arise during accessibility tests.	LSTA 24 CONSULT, CONSULTING OPS	In progress 50%
		Road map webinar series	Provide 8 webinars that introduce the elective road map, highlight libraries that have specialized in an area	LSTA 24 CONSULT, CONSULTING OPS	In progress 20%
		Tribal College Library Support	Work with Montana tribal college libraries to identify consulting and CE needs	LSTA 24 CONSULT, CONSULTING OPS	In progress 50%
	Continuing Education	Brainstorming with MSL Staff	Host one "Brainstorming with MSL staff" at relevant conferences	LSTA 24 CONT ED	In progress 75%
		CE Management Software	Improve ASPeN and complete an RFI process to identify possible software and costs to replace ASPeN	LSTA 24 CONT ED	Completed 100%
		Collection Development Course	Develop a collection development conversations' series	LSTA 24 CONSULT, CONSULTING OPS, LSTA 24 CONT ED	In progress 75%
		Library Board Online Training	Work with the Local Government Center to create online video content for boards	LSTA 24 CONT ED	Completed 100%
		Montana State Library Certification Program	Increase the number of people who earn their MSL certification	LSTA 24 CONT ED	In progress 60%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Continuing Education	MSL Learn Online Courses	Develop and update MSL Learn online course offerings	LSTA 24 CONT ED	In progress 60%
		MSL Learn Webinars	Provide 12 MSL Learn webinars focused on Montana specific content and information	LSTA 24 CONT ED	In progress 80%
		State Library Accessibility Training	Lead an internal MSL staff training for creating accessible documents and web page	LSTA 24 CONT ED	Completed 100%
	Hotspot Lending Program	Hotspot Program Distribution	Adequately distribute hotspots to meet individualized community need.	Hotspot	In progress 20%
	Lifelong Learning	Adult programming for health literacy basics	25 public libraries have access to blood pressure kits that residents can use to learn about how to improve their health	LSTA 24 LLP	In progress 30%
		New Adult Programming	Identify programming possibilities for new adults (ages 18-25)	LSTA 24 LLP	In progress 25%
		ParentPowered	Implement new texting program for early literacy skill building	LSTA 24 EARLY L	In progress 35%
		Popcorn & PJs	Youth services librarians model effective read alouds for parents and caregivers to watch with their children. 12 videos will be recorded and shared with parents.	LSTA 24 EARLY L	In progress 30%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Lifelong Learning	Programming for People with Disabilities	Create programming ideas to serve individuals with disabilities that make traditional library use challenging	LSTA 24 LLP	In progress 25%
		Ready2Read Rendezvous	Facilitate and lead a Ready2Read Rendezvous to support and improve early literacy work in libraries	LSTA 24 EARLY L	Completed 100%
		Trunk Program	Evaluate MSL trunk program to determine what is best for library programming support	LSTA 24 LLP	Completed 100%
		Virtual Program on Outdoor Recreation	Lead a virtual program focused on people with disabilities safely recreating outdoors.	LSTA 24 LLP	In progress 50%
		Virtual Programming	Facilitate at least 6 virtual programming sessions	LSTA 24 LLP	In progress 75%
		Virtual trunks to assist with programming in libraries	5 virtual trunks supporting literacy, learning, and STEM programming are available for libraries	LSTA 24 LLP	In progress 45%
	Montana History Portal	LEGO History Program	Create a program for libraries to host local LEGO contests and promote. (no statewide contest this year)	LSTA 24 MHP	In progress 80%
		New MHP Content	Create MSL collections for agency newsletters & Yellowstone River Clearinghouse	LSTA 24 MHP	In progress 10%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Montana History Portal	Recorded Exhibit Demonstrations	Record a demonstration of exhibits in Montana History Portal for use in nursing homes or assisted living homes.	LSTA 24 MHP	In progress 10%
	Montana Library Network	Courier Budget and Plan	Identify courier system/processes that will provide Montana Libraries and patrons access to books/materials that meet their needs	LSTA 24 COURIER, STATEWIDE PROJ.	In progress 15%
		Digital Opportunity Plans	Seven public libraries have digital opportunity plans that address needs in their communities.	LSTA 24 DIG EQ, STATEWIDE PROJ.	Completed 100%
		Digital/Technology Opportunity Guide	Research and identify digital opportunities and resources for libraries.	Pending Funding	In progress 5%
		Internal Wiring Project	Increase Internet speed and reliability of wired and WiFi connections in libraries.	LSTA 24 DIG EQ, STATEWIDE PROJ.	Completed 100%
		LSTA Manual	Review and update the Montana LSTA Manual		On hold 5%
		Montana Library2Go	Study the growth/increase of Montana Library2Go over the past 5 years to identify investment needs	LSTA 24 ECONT	Not started 0%
		OCLC	Identify most and least utilized OCLC services by Montana Libraries. Provide trainings/educational opportunities to Montana Libraries on OCLC services and the value/impact OCLC services provide.	LSTA 24 OCLC	Not started 0%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Montana Library Network	Other Digital Library Services	Collect information and data on other Digital Library Services that Montana Libraries currently use or wish to use in the future.	LSTA 24 ECONT	Not started 0%
		Tech Support Pilot Project	Implement tech support pilot project with Golden Plains libraries.	STATEWIDE PROJ.- Pending Funding Options	Not Started 0%
	Montana Shared Catalog	MSC Consortium Administration	Administer Montana Shared Catalog consortium to continue providing for member library needs.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 10%
		MSC Customer Support	Support MSC member librarians in their use of the Shared Catalog ILS through the help desk.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 10%
		MSC Knowledge Base	Expand and enhance Montana Shared Catalog Knowledgebases.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 20%
		MSC Library Configuration Assessment	Complete Library Configuration Assessments with MSC libraries to identify ways to streamline the backend and interface for each library.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 10%
		MSC New Libraries	Facilitate new members and new libraries joining the MSC	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 40%
		MSC SirsiDynix BC Circulation	Configure SirsiDynix BLUEcloud Circulation interface to test it with MSC libraries who do not need the full client.	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 5%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Montana Shared Catalog	MSC System Improvement	Expand and enhance MSC products available to member librarians	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 5%
		MSC System Maintenance	Maintain and improve MSC product functionality for member librarians	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 33%
		MSC Training and Outreach	Provide training and outreach to support member librarians in their use of Shared Catalog ILS and increase their efficiency and comfort in the system	LSTA 24 MSC, MSC MONTANA SHARED CATALOG	In progress 10%
	Research Resources	Collaboration with other State Agencies	To more fully understand the refernce needs of other agencies and work towards collaboration to help meet them	OUTREACH OPS	In progress 50%
		Collection Development policy review	Ensure the policy is up to date and includes all necessary details	OUTREACH OPS	In progress 20%
		Databases for State Government	Add additional databases for state government employees	LSTA 24 OUTREAC	In progress 25%
		Interlibrary Loans for State Government	Add scholarly article database to support interlibrary loans for state government employees	LSTA 24 OUTREAC	In progress 10%
	Talking Book Services	Development of TB's recording program	To provide locally recorded content for the BARD website	TBL OPS	In progress 30%

Work Plan - **Plans by Functional Area**

Functional Area	Program	Activity	Objective	Associated Financial Projects	FY25 Progress (Hover for more details)
Patron and Local Library Development Services	Talking Book Services	Recording Studio	Re-start and utilize the recording studio for Talking Book and other MSL programs	TBL OPERATIONS	In progress 25%