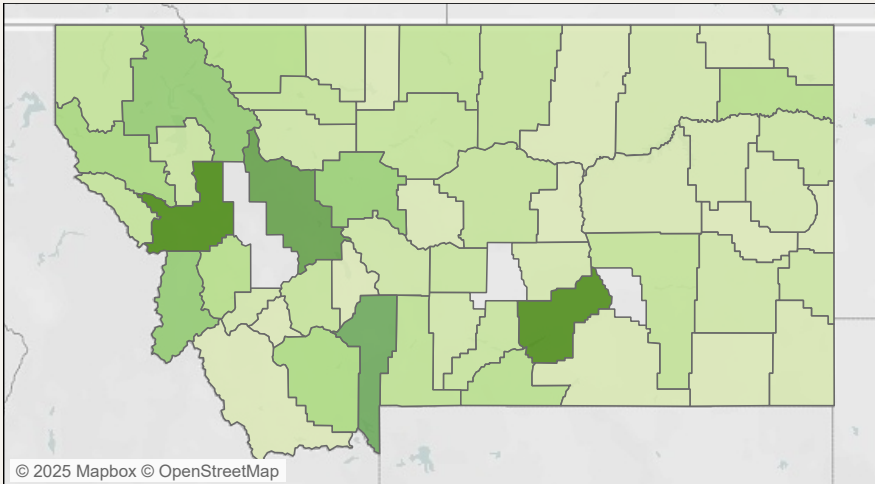| About the Work Plan | Plans by Functional Area | LSTA Plan 2023-2027 | Geospatial Information | Other Statutory Requirements |
|---|---|---|---|---|

## 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** | **274** | **4,135** |
| 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 06/30/2025.**

**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) |
|---|---|---|
| **58** activities | **39** activities | **20** activities |
| **71%** completed | **64%** completed | **40%** completed |
| **17%** continuing | **26%** continuing | **55%** continuing |
| **3%** rescheduled | **5%** rescheduled | **0%** rescheduled |
| **9%** on hold | **5%** on hold | **5%** on hold |
| **0%** in progress | **0%** in progress | **0%** in progress |
| **0%** not started | **0%** not started | **0%** not started |

Dashboard last updated 8/2/2025.

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Budgeting and Accounting | Improve Administrative Efficiency for MGIA Grants | Create updated procedure for managing MGIA grant applicants and applications | Coordinate with Erin Fashoway | | Continuing 20% |
| 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. | This activity resumes work previously on hold during FY24 (LSTA 23), with new questions added to the Public Libraries Survey launched October 1. Data collection has concluded with a 94% library response rate and is currently under review; additional information on bookmobiles and sub-branch service locations, including bookmobile stops, book drops, and kiosks, was gathered through the survey and discussions with libraries in Bozeman, Helena, and Missoula. Staff received ArcGIS Online training to improve data mapping and met with bookmobile drivers, learning that stop locations often change seasonally or based on demand. Consequently, the best way to present these data is being reassessed, with the goal now to share results by the end of December. | LSTA 24 STATS, DATACOORDINATOR | Rescheduled 90% |
| | 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. | The programs section was relabeled and definitions were added to the Public Libraries Survey, which launched on October 1. A programs knowledge base article was published to help address common questions. Based on library recommendations, a section on self-directed activities such as reading logs, book walks, and take and make kits was added as an optional part of the survey. Information about the new collection was distributed through the MSL website and an online presentation. During data collection in October and November, the number of questions from libraries decreased by 45%, meeting the goal for this activity. | 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. | All four work plan tabs were visualized and demonstrated to the State Library Commission and staff leads in August and September 2024. The work plan dashboard was active and in use throughout the year, and within six months, views had already outpaced those of the previous work plan, indicating increased engagement. The dashboard was used during the budget deep dive by the joint appropriations subcommittee on education, which contributed to higher usage. Analytics were reviewed across the fiscal year. By March, the dashboard had recorded 74% more views than its predecessor and ultimately achieved a 133% increase, driven largely by activity during the legislative session. Notably, a quarter of total pageviews occurred after the session concluded, demonstrating continued engagement from staff, the State Library Commission, and other audiences. | DATACOORDINATOR | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| 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. | MSL's government documents collection included 30,651 digitized publications at the start of the fiscal year. Due to the elimination of the digitization budget, this year will focus on transferring serials captured through Archive-It and updating metadata for documents to accurately display publication years. As of 11/15/2024, dates have been added/edited to 4,746 items (4 batch metadata uploads) and 848 new serial PDFs have been transferred. Admin access to Internet Archive collection has been unavailable since mid-October. As of 11/15/2024, I have added reports from 8 agencies. Lack of admin access prevents me from adding more. | GOV INFO OPS | Completed 100% |
| | MT Web Archive Collection | Capture state agency web content on monthly basis to fulfill statutory requirements. | Recently reviewed and recalibrated monthly data limits to stay on budget. | LSTA 24 GOV, GOV INFO OPS | Completed 100% |
| Information Products | GIS Web Application Updates | Modernizations for Digital Atlas, Data Bundler, Data List, and Montana Cadastral | Cadastral new application is released. Work continues on the others | | Continuing 30% |
| | Migrate NHP to ServiceNow | Create ServiceNow workflow for NHP to replace Request Router | NHP using ServiceNow. Request Router retired as of June 2025 | | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Land Information | MSDI Administrative Boundaries | Perform annual update of existing Administrative Boundary layers, including geometry and attribution updates and alignment to the CadNSDI. | Continuing FY2026. Election Districts were published in April. Working on CadNSDI adjustments with plans to be done by July 31; Updating Managed Areas and submitting them to the USGS PAD-US is a stretch goal given current resources (1 staff) and other priorities. | WATER OPS, LAND OPS | Continuing 75% |
| | MSDI Administrative Boundaries - ArcGIS Online | Publish the boundaries data to ArcGIS Online to increase accessibility and discoverability through the Esri Open Data Platform. | | WATER OPS, LAND OPS | Completed 100% |
| | MSDI Cadastral | Update MSDI Cadastral Framework monthly based on submissions from data partners | Monthly updates occurring | LAND OPS | Completed 100% |
| | MSDI Cadastral - CadNSDI Montana | Publish an updated CadNSDI and adjust tax parcels | CadNSDI adjustments published; tax parcels adjusted | LAND OPS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Land Information | | | | | |
| | MSDI Orthoimagery | Publish NAIP 2023 to Esri Managed Services and generate County mosaics in .sid format for all 50 counties. | Continuing FY2026.  NAIP 2023 mosaics completed.  2023 imagery service completed.  Awaiting NAIP 2024 .tif images from USDA in order to complete web services.  Corrections of no data (shadows) in the 2023 imagery service is needed but can't be completed until 2024 data are received. | WATER OPS/NRCS | Continuing 90% |
| | MSDI Structures/ Addresses | Update MSDI Structures/Addresses Framework monthly based on submissions from data partners | Monthly updates occurring | LAND OPS | Completed 100% |
| | MSDI Transportation | Update MSDI Transportation Framework monthly based on submissions from data partners | Monthly updates occurring; new web services and data downloads have been published; formal announcement made | LAND OPS | Completed 100% |
| 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. | The network had 73 paid subscribers in FY25 which was very close to our target of 75.  We remain on track to have 100 subscribers by the end of the calendar year.  We are very happy about the high number of renewals we have seen so far in the first renewal cycle we are seeing roughly 80% of our existing users renewing.  Additionally, we have been building a network of educational users and contributing partners that are helping us improve the network and get the work out to potential users.  We have also been working on an outreach calendar to identify events where we can get the word out about the MTSRN. Finally, we held inaugural meetings of the MTSRN Technical committee and the MTSRN user group, held webinars for the Survey and GIS communities, and have begun sending regular email updates to existing and potential users. | RTN | Continuing 97% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| 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 October 2025 SWAP release; (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 Greatest Concern to the state of Montana for Montana Invasive Species Council. | The SWAP dashboard will track accomplishments of FWP in their implementation of the SWAP while integrating MTNHP information resources; this is scheduled for release in October of 2025. The beaver restoration dashboard will summarize information on the status of beaver restoration efforts and the restoration potential of local landscapes. The Montana Grazing District story map will provide easy access to spatial and tabular data and associated background information on Taylor Grazing Act District Boundaries, State Cooperative Grazing Districts, grazing allotments, land utilization lands under the Bankhead-Jones Act and other ancillary map information. The story map for Invasive Species of Greatest Concern will provide information to assist state and federal agency resource managers with educating the public and assist with prevention, early detection, and rapid response and control efforts for these species across Montana. | FWP-SWAP (SWAP & Beaver), DNRC-GRASS, DNRC-MISC | Continuing 85% |
| | 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 land cover layer such as roads, crop information, and recent fire polygons; (3) assigning state conservation status ranks to NVC Groups; (4) intersecting and summarizing the NVC raster layer for jurisdictional boundaries important to natural resource managers; and (5) making the information available on the state GIS Data List and MTNHP websites. | Transitioning to the National Vegetation Classification (NVC) scheme to represent existing vegetation types in Montana will allow assignment of global conservation status ranks to these vegetation communities since NVC is compatible with the International Vegetation Classification system. This is scheduled for release by early August of 2025. | USFS-DS, MDT-DS | Continuing 95% |
| | 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. | White-nose syndrome is caused by a deadly fungus, Pseudogymnoascus destructans, that was first introduced to eastern North America in 2006 and has subsequently killed tens of millions of bats as it has spread westward in bat populations. This work will be ongoing for at least 2027. | FWP-BAT, FS-BAT | Continuing 75% |
| | Invertebrate Information Products | Develop information products for aquatic and pollinator invertebrates 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. | We currently lack information products for the majority of invertebrate species because we lack staff expertise for most invertebrate groups and existing staff have little to no time to focus on this due to ongoing commitments for information products for vertebrates. Distribution and status information products were completed for 500 aquatic invertebrate species, 30 bumble bee species, and 300 moth species in FY25. This work will continue with contractors for the next several years as funding allows. | BLM-DS, UM-SALES, MPG, USFS-DS | Continuing 30% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Natural Heritage Program | | | | | |
| | 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-focused research and conservation activities (e.g., seed collecting, rare plant monitoring, inventory, etc.) that benefit federal and state land management agencies. The pilot study uses the membership of the Montana Native Plant Society to find and train qualified volunteers, called Citizen Botanists, in how to search for, identify, and collect data on Species of Concern that have not been visited in over 20-years; saving agencies and tax payers time and money. | The pilot study from 2022 through the first half of 2024 was funded primarily by the U.S. Forest Service, Bureau of Land Management, and Montana Native Plant Society. | NHP-GF, NHP-PT, CITBOT-BLM, CITBOT-USFS | Completed 100% |
| | 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 possible. | Hosting an updated version in the AWS environment will allow users to more easily see information for species and habitats in states and provinces that surround Montana and collaborate on this effort; Wyoming is already collaborating and Idaho and North Dakota are interested.  These updates are on hold due to maintenance requirements on other web applications. | NHP-GF, NHP-PT, BLM-DS | On hold 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 adoption into the 2025 State Wildlife Action Plan, and b) identifies conservation objectives that can be implemented by land management agencies, organizations, individuals, and others through voluntary, non-regulatory efforts. | This project was initiated in 2018 and involved collaborative inputs from many federal, state, tribal, and private organizations with primary development funding provided by the MTNHP, Bureau of Land Management, Natural Resource Conservation Service, and Montana Fish, Wildlife, and Parks. | NHP-GF, NHP-PT | Completed 100% |
| | 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. | This will bring the MTNHP website up-to-date and allow several staff to regularly update it rather than solely relying on the Web Projects Manager to complete all website updates.  See https://mtnhp.mt.gov/ | NHP-GF, NHP-PT | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Natural Heritage Program | | | | | |
| | 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 support them. | Conservation status rank factors have not been systematically reviewed for a number of years.  Rank factors include: (1) Rarity factors such as environmental specificity, range extent, area of occupancy, and population size; (2) Trend factors which include long-term (pre-European to present) and short-term (past 10 years or 3 generations) trends; and  (3) Threat factors which include documenting a species intrinsic vulnerability as well as the scope, immediacy, and magnitude of individual threats a species faces. | NHP-GF, NHP-PT, FWP-SWAP, FWP-BAT | Completed 100% |
| Next Generation 911 | NG9-1-1 GIS Support | Visit ten PSAPs to discuss MSL support for 9-1-1 GIS | Continuing FY2026. In FY25 made 9 PSAP visits; also have met with Elections Administrators to discuss Geo-Enabled Elections | NG9-1-1 | Continuing 90% |
| Statewide GIS Coordination | Administrate Esri Enterprise Agreement | Administrate the Esri Enterprise Agreement | This is an on-going activity. | MGIA OPERATIONS | Completed 100% |
| | Build and Maintain a GeoInfo Knowledgebase | Incoming communication pathways for support requests and public inquiries are clearly defined. (Improve Communication Business Plan Objective 2) | Waiting on Info Products Team; We have the software; We have a inventory of GeoInfo FAQs to be turned into KB Articles | MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS | Rescheduled 15% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Statewide GIS Coordination | | | | | |
| | Calendar & Event Schedule | An event schedule is maintained, engaging the Library stakeholders and building awareness of geospatial resources. (Improve Communication Business Plan Objective 4) | Create a workflow for calendar, publish and maintain event information. | MGIA OPERATIONS; INFO PRODUCTS | Continuing 95% |
| | 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) | Also involved: Genevieve Lighthiser, Michael Fashoway, Troy Blandford, Meghan B urns, | MGIA OPERATIONS, LAND OPS, WATER OPS | Rescheduled 25% |
| | Data Value Business Plan Implementation | Complete Data Value Matrix for at least 4 MSDI Themes | Hydrography, Elevation, Cadastral, and Control matrices were completed in April, May and presented to the Council | MGIA OPERATIONS, LAND OPS, WATER OPS | Completed 100% |
| | Define Functional Requirements and Design | The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3) | Completed: Accessibility; Requirements Defined; Use Content Management; Metadata Requirements | MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Statewide GIS Coordination | | | | | |
| | ESRI Managed Services Changes | Work with ESRI to migrate data to Enterprise GIS Data Store. MSL assumes larger role in performing updates. | Task is postponed, perhaps not applicable anymore. New ESRI License Agreement will set path forward. | MGIA OPERATIONS; INFO PRODUCTS | On hold 50% |
| | Evaluate Existing Website | The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3) | Just wrapped this up in August 2024 | 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. | Also involved in this project: Michael Fashoway, Troy Blandford, Jennie Stapp, MGIA Council | MGIAC COUNCIL, MGIA OPERATIONS | Completed 100% |
| | Governance Polices & Best Practices for Administrating Esri Technology | Develop and implement governance polices and best practices for administrating Esri technology | Also involved: Matt Trebesch. On-going. | MGIA OPERATIONS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Statewide GIS Coordination | | | | | |
| | Implement Website Changes | The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3) | Continuing FY2026. This project had delays due to unexpected ESRI credit usage and ArcGIS Online performance issues. MSL needed to upgrade to ArcGIS Online Premium Data Store. Task is moving forward again now. | MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS | Continuing 75% |
| | Local Government Outreach - MACo | Attend annual MACo Conference and network with members | | MGIA OPERATIONS, LAND OPS, WATER OPS | Completed 100% |
| | Local Government Outreach - Montana Association of Planners | Attend conference, network with members, and conduct training | | MGIA OPERATIONS, LAND OPS, WATER OPS | Completed 100% |
| | 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 | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Statewide GIS Coordination | | | | | |
| | Maintain the Website | On-going maintenance of communication via the MSL website. | This is an on-going activity and responsibility of all staff in GeoInfo. | MGIA OPERATIONS, LAND OPS, WATER OPS, INFO PRODUCTS | Completed 100% |
| | National Outreach - NSGIC | Attend NSGIC Annual Conference and give updates on Montana activities | | MGIA OPERATIONS, LAND OPS, WATER OPS, MGIA COUNCIL | Completed 100% |
| | 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 | Also involved: Matt Trebesch | MGIA OPERATIONS | Continuing 95% |
| | Negotiate ESRI Master Agreement (MA) | Coordinate with SITSD & DOA to serve as subject matter expertise & assist in negotiating the Esri Master Agreement | State Legal Team had significant backlog of work due to legislative session. | MGIA OPERATIONS | Continuing 80% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Statewide GIS Coordination | | | | | |
| | Negotiate ESRI Master Purchase Agreement (MPA) | Coordinate with SITSD & DOA to serve as subject matter expertise & assist in negotiating the Esri Master Purchase Agreement | State Legal Team had significant backlog of work due to legislative session. | MGIA OPERATIONS | Continuing 80% |
| | Publicize Website Changes | The Library GIS web content is structured for ease of use and discoverability. (Improve Communication Business Plan Objective 3) | Funding constraints has set us back on this, hope to pick it up the 2nd quarter of FY2026 | MGIA OPERATIONS | On hold 35% |
| | 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 | Completed 100% |
| | 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 | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Statewide GIS Coordination | | | | | |
| | 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. | Reviewed RFI and submitted comments to DOA/DOR. RFI Results Reviewed. Summary Meeting tbd. | MGIA OPERATIONS | Completed 100% |
| 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. | MSL provides weekly review and input to the drought status map and serves as the lead approximately quarterly (two-week shift rotated amongst five leads year-round). This activity also includes approx. every other month presentations to the Governor's Drought and Water Supply Advisory Committee, March - October. | WATER OPS | Completed 100% |
| | Drought Impact Reporter | Update and maintain the Montana Drought Impact Reporter (annual rollover) | The Drought Impact Reporter survey and web application are reviewed and updated annually in the first quarter. | WATER OPS | Completed 100% |
| | Experience Builder - Ecological Site Reviewer | Migrate the Ecological Site Reviewer application to Experience Builder | presented at Big Sky GeoCon conference; application released and announcement sent June 2026 | WATER OPS/NRCS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Water Information System | | | | | |
| | Experience Builder - Montana Drought Impact Reporter | Migrate the Montana Drought Impact Reporter to Experience Builder | Continuing FY2026.  FY2025 changes completed but a larger tech revamp is rescheduled for FY2026.  The Drought Impact Reporter Dashboard was enhanced in its current form (migration to Experience Builder not necessary at this time and will be best done during "inactive" drought season around the new year in FY26). | WATER OPS | Continuing 75% |
| | Experience Builder - Montana Lidar Inventory | Migrate the Montana Lidar Inventory application to Experience Builder | Application was officially released and announcement sent June 2026. | WATER OPS/NRCS | Completed 100% |
| | 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." | Continuing FY2026.  This project has seen delays.  The federal grant received by the Clark Fork Coalition was on hold for awhile.  Four meetings have been held with the DNRC and the Clark Fork Coalition.  MSL is awaiting example project data from the Clark Fork Coalition to better evaluate our role, such as GIS data hosting. | WATER OPS | Continuing 30% |
| | MSDI Elevation: Data Processing and Dissemination | Lidar processing completed for at least 10 counties.  Data are added to the Montana Lidar Inventory. | Processing complete for Phase 3, DNRC 2023 Park and Carbon Counties, and Phase 4.  Twelve full counties plus several partial counties were completed in FY2025. | WATER OPS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| 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 | Continuing FY2026.   FY25 goal (completed) is to have at least 50% of corrections underway with the vendors.  DNRC is assisting through funding agreements with vendors and corrections are underway.  MSL has received corrections for three projects and is awaiting final USGS approval. | WATER OPS | Continuing 50% |
| | MSDI Hydrography | Update waterbody/stream names with latest from GNIS | MSL applications (Digital Atlas) have the latest GNIS hydro names | WATER OPS | Completed 100% |
| | MSDI Hydrography: 3DHP planning | Identify potential 3DHP funding partners and plan for USGS DCA application. | Continuing FY2026.  USGS reported FY 2025 funding ended.  MSL will target start of Fed. Fiscal Year, Oct. 2025.  Funding through DEQ is identified and on standby until July/August 2025.  There is much potential for a 3DHP project in the Gallatin.  Meetings are being held with Gallatin Water Collaborative, Gallatin Commissioners, City of Bozeman, DNRC, and other partners.  A 3DHP handout has been developed. | WATER OPS | Continuing 50% |
| | MSDI Hydrography: 3DHP status | Develop web app for tracking the status of and planning for elevation-derived hydrography (3DHP) | Complete and online: https://montana.maps.arcgis.com/apps/dashboards/921b2b1a9d244d1c8beefe89a7800c1d | WATER OPS | Completed 100% |

# Work Plan - **Plans by Functional Area**

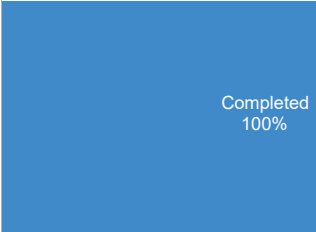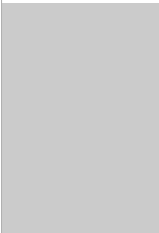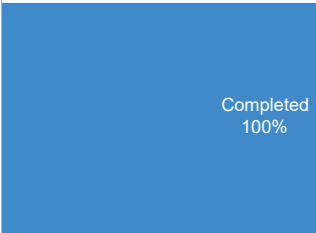| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Water Information System | | | | | |
| | MSL-NRCS Partnership | Satisfy contractual agreements and submit monthly activity reports and quarterly forms | Q4 reports and invoice submitted late July.  The NRCS partnership work relates to several framework layers but includes work not covered under MSDI as well.  NRCS funding goes toward NAIP processing and publication (MSDI Orthoimagery). Lidar processing and publishing (MSDI Elevation), Soils processing and publication (MSDI Soils), Watershed boundary review/updates (MSDI Hydrologic Units), Hydrology enhancements/support (MSDI Hydrology), Landcover enhancements/support/publishing (MSDI Landcover).  Q1, Q2,  Q3, and Q4 reporting complete; semi-annual performance reports complete, and payments received. | NRCS | Completed 100% |
| | Water Information System update for Interim Committee | Provide biennial Water Information System update (presentation) to the Water Policy Interim Committee | Presentation delivered to WPIC, Sept. 12.  Well received by the Committee.  Follow-up report on lidar use within Montana was submitted.  Follow-up discussion on future of hydrography held with Gallatin watershed groups and Walt Sales. | WATER OPS | Completed 100% |
| Consulting | Excellent Library Services Award | Update the criteria for the ELSA | Commission will vote on ELSA in August. Likely to be retired. | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |
| | 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. | Met with participants. Reviewing notes to identify next steps. | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Consulting | | | | | |
| | Library Board Support | Offer at least 10 trainings for library board members and assist federations with f2f training for board members | 10 trainings have been offered. Staff continue to offer trainings | 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 | Travel freeze delayed visits. Staff anticipate visiting remaining libraries by mid-July.  This goal will also be on fy26. | LSTA 24 CONSULT, CONSULTING OPS | Continuing 85% |
| | Library Written Plans | Provide strategic plan training and assist at least 6 libraries with the creation of a written plan. | all 3 workshops offered. 6 libraries completed plan. | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Consulting | | | | | |
| | Local Government Webinar Series | Complete the local government webinar series | 5 webinars completed. | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |
| | Public Library Salary Toolkit | Support libraries in setting fair wages using the FY 24 salaries study. | Document published. Webinar presented in June. Resources will continue to be shared with libraries as needed. | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |
| | 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. | Next year's project involves helping TBL with their website | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |
| | 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. | Webinar completed | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Consulting | | | | | |
| | Road map webinar series | Provide 8 webinars that introduce the elective road map, highlight libraries that have specialized in an area | 4 webinars held; rest are scheduled. This is a multi-year project and will appear on fy26. | LSTA 24 CONSULT, CONSULTING OPS | Continuing 50% |
| | Shorten trustee handbook and create supplemental resources | Update the Trustee Handbook. Create policy handbook. Remind people of resources that have already been created. | Trustee Handbook scheduled to be uploaded at the end of June. | LSTA 24 CONSULT, CONSULTING OPS | Completed 100% |
| | Tribal College Library Support | Work with Montana tribal college libraries to identify consulting and CE needs | Unfinished due to partners being unable to meet in the spring. Will work directly with tribal libraries thru our consulting services. | LSTA 24 CONSULT, CONSULTING OPS | On hold 50% |
| Continuing Education | Brainstorming with MSL Staff | Host one "Brainstorming with MSL staff" at relevant conferences | Huge number of proposals meant this one did not make the cut. Staff will discuss alternatives. They have been seeking feedback at federation meetings. | LSTA 24 CONT ED | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Continuing Education | | | | | |
| | CE Management Software | Improve ASPeN and complete an RFI process to identify possible software and costs to replace ASPeN | Recommendation received from staff; will try to use Moodle as cost is prohibitive | LSTA 24 CONT ED | Completed 100% |
| | Collection Development Course | Develop a collection development conversations' series | All webinars completed and on YouTube | LSTA 24 CONSULT, CONSULTING OPS, LSTA 24 CONT ED | Completed 100% |
| | Library Board Online Training | Work with the Local Government Center to create online video content for boards | Video edited and uploaded to YouTube | LSTA 24 CONT ED | Completed 100% |
| | Montana State Library Certification Program | Increase the number of people who earn their MSL certification | Encouraged certification through newsletters | LSTA 24 CONT ED | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Continuing Education | | | | | |
| | MSL Learn Online Courses | Develop and update MSL Learn online course offerings | Added four new courses; updating others | LSTA 24 CONT ED | Completed 100% |
| | MSL Learn Webinars | Provide 12 MSL Learn webinars focused on Montana specific content and information | Provided 12 webinars | LSTA 24 CONT ED | Completed 100% |
| | 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. | Identifying high and no/low hotspot usage, reasons contributing to hotspot usage levels and reallocate to better meet need. Identify opportunities to improve administration of hotspot program. Will still help with some questions and tickets since the program has changed to local management. | HOTSPOTS | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| 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 | 21 libraries have kits. Will continue to recruit remaining 4 libraries with DPHHS assistance. | LSTA 24 LLP | Continuing 80% |
| | New Adult Programming | Identify programming possibilities for new adults (ages 18-25) | Discussed at federation meetings. Staff have identified a few possibilities and will pursue in fall 2025. | LSTA 24 LLP | Completed 100% |
| | ParentPowered | Implement new texting program for early literacy skill building | Received funding to offer program to more communities. Working on raising awareness. | LSTA 24 EARLY L | Completed 100% |
| | 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. | Contract signed. Volunteers identified. Multi-year goal. Will be continued in fy26. This year was about planning and set up. Next year will be implementation. | LSTA 24 EARLY L | Continuing 60% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Lifelong Learning | | | | | |
| | Programming for People with Disabilities | Create programming ideas to serve individuals with disabilities that make traditional library use challenging | Met w/Marilyn B to plan. This was a stretch goal. Staff will meet to discuss what can be done with current capacity. | LSTA 24 LLP | On hold 25% |
| | Ready2Read Rendezvous | Facilitate and lead a Ready2Read Rendezvous to support and improve early literacy work in libraries | Virtual conference held January 2025 | LSTA 24 EARLY L | Completed 100% |
| | Trunk Program | Evaluate MSL trunk program to determine what is best for library programming support | Libraries completed a survey that will be used to reformat the trunk program. | 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 | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Lifelong Learning | | | | | |
| | Virtual Programming | Facilitate at least 6 virtual programming sessions | Have facilitated 6 programs | LSTA 24 LLP | Completed 100% |
| | Virtual trunks to assist with programming in libraries | 5 virtual trunks supporting literacy, learning, and STEM programming are available for libraries | 6 trunks have been created | LSTA 24 LLP | Completed 100% |
| Montana History Portal | LEGO History Program | Create a program for libraries to host local LEGO contests and promote. (no statewide contest this year) | Documents are completed and published as part of a Life Long Learning Virtual Trunk | LSTA 24 MHP | Completed 100% |
| | New MHP Content | Create MSL collections for agency newsletters & Yellowstone River Clearinghouse | Newsletters are live. The Yellowstone River Corridor Documents are live on the site. Working on some additional mapping and may add more documents to complete the collection. This goal will continue into the next fiscal year. | LSTA 24 MHP | Continuing 90% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---|---|---|---|---|---|
| Montana History Portal | | | | | |
| | Recorded Exhibit Demonstrations | Record a demonstration of exhibits in Montana History Portal for use in nursing homes or assisted living homes. | Changed this goal to creating a virtual trunk for offering programs with History Portal Content. The virtual Trunk went live in April. Presented to Nursing home activities directors in June | LSTA 24 MHP | Completed 100% |
| 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 | Two main areas to address: 1. Identify Courier System that can serve Libraries/Patrons currently unserved, but would like to participate, while lowering their current price per interlibrary loan/borrow. 2. Identify ways to improve current courier participant experience through increased consistency, predictability, decreased transit time, and allow for the ability to track ILL transit enroute. Work continuing in FY26: We will make some changes to internal routing plans for current sharing groups in FY26. We have a new courier starting in FY26, so there will be some logistics/procedures to adjust too, but once those are completed for current stops we can start gradually expanding courier locations. We will start with expanding with those currently in a sharing group who would like to join. After those libraries are added, we will then look at expanding 4 libraries interested in South Central Montana, then 5 Libraries in North Central Montana. | LSTA 24 COURIER, STATEWIDE PROJ. | Continuing 90% |
| | Digital Opportunity Plans | Seven public libraries have digital opportunity plans that address needs in their communities. | 7 libraries (Bitterroot, Great Falls, Missoula, Red Lodge, Roosevelt, Sidney-Richland, and Whitehall) participated in project | LSTA 24 DIG EQ, STATEWIDE PROJ. | Completed 100% |
| | Digital/ Technology Opportunity Guide | Research and identify digital opportunities and resources for libraries. | Learn about E-rate. Learn about other digital Resource Options. E-Rate and the FCC are facing some challenges and potential significant changes. Will continue to learn about any updates/changes to E-Rate, FCC, and NTIA. | STATEWIDE PROJ-Pending Funding Options | On hold 30% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Montana Library Network | | | | | |
| | Internal Wiring Project | Increase Internet speed and reliability of wired and Wi-Fi connections in libraries. | This FY 8 Libraries participated (40 Total Libraries- Multi Year Project). | LSTA 24 DIG EQ, STATEWIDE PROJ. | Completed 100% |
| | LSTA Manual | Review and update the Montana LSTA Manual | Ensure manual addresses and meets the needs of all current Montana LSTA Programs. Ensure the Manual meets all established LSTA/IMLS requirements | | On hold 5% |
| | Montana Library2Go | Study the growth/increase of Montana Library2Go over the past 5 years to identify investment needs | Analyze data over the last 5 years including, but not limited to holds waitlist, collection formulas, purchase options, Advantage Program users, data of former/short term users and their holds experience, and investment needs to adequately meet patron usage. Work continuing in FY26: Next Fiscal Year we will look at piloting Advantage Plus libraries to track the impact that has on the holds list. We also have Lewis and Clark Library that will be transferring titles from Hoopla to Overdrive for the Consortium, which will have an impact on Holds for FY 26- so we will want to track those changes. Track status of lawsuits involving Publishers/states/libraries, but also some state laws passed in Connecticut and New Jersey regarding contracts with e-book companies, similar to Overdrive. | LSTA 24 ECONT | Continuing 75% |
| | 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. | Learn about new OCLC Programs- Analyze levels of need for different programs. Specifically made changes to traditional ILL and the referral center based on research and information. Learned about their Cloud Library as well, but that program will not work for us at this time. They also have a comics plus program, which we are schedule to learn more about, but there is currently more use in Kanopy (non-OCLC) that we would like to look at for group services before comics plus. There is a service that OCLC offers that the shared catalog is interested in pursuing, but that is more cataloging specific, but as far as OCLC programs specific to MLN, this is completed as far as changes based on programs they currently provide. OCLC services may continue to change with time/years, so we'll still take time each year to learn about any new/updated changes to the services they provide. | LSTA 24 OCLC | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| 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. | Digital Library Services including, but not limited to advantage, Hoopla, Kanopy, and others. Research joint contract opportunities to reduce cost per individual library participation. Currently have a survey out for school library specific services. Overdrive bought out Kanopy, so we will look into how many libraries are currently using Kanopy and how many are interested in Kanopy. Will save information of other services as we learn about them, but will focus the next two fiscal years on School services and Kanopy. This temporarily needed be put on hold while we set up accounts and individual devices to be transferred to the local level for the hotspot program instead of through the Montana State Library. Work will continue in FY 26. | LSTA 24 ECONT | Continuing 15% |
| | Tech Support Pilot Project | Implement tech support pilot project with Golden Plains libraries. | 6 Libraries will participate in Pilot. Funding option not available. Will revisit when there is increased funding opportunities for type this type of project. NTIA going through some change. | STATEWIDE PROJ.- Pending Funding Options | On hold 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 | Completed 100% |
| | 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 | Completed 100% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Montana Shared Catalog | | | | | |
| | MSC Knowledge Base | Expand and enhance Montana Shared Catalog Knowledgebases. | | LSTA 24 MSC, MSC MONTANA SHARED CATALOG | Completed 100% |
| | 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 | Rescheduled 30% |
| | MSC New Libraries | Facilitate new members and new libraries joining the MSC | This is ongoing work as new members join the consortium. | LSTA 24 MSC, MSC MONTANA SHARED CATALOG | Completed 100% |
| | 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 | Rescheduled 5% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Montana Shared Catalog | | | | | |
| | MSC System Improvement | Expand and enhance MSC products available to member librarians | This goal will continue in FY26 with BLUEcloud Mobile2 Library App rollout, DataControl rollout, BLUEcloud Circ rollout. | LSTA 24 MSC, MSC MONTANA SHARED CATALOG | Continuing 60% |
| | MSC System Maintenance | Maintain and improve MSC product functionality for member librarians | | LSTA 24 MSC, MSC MONTANA SHARED CATALOG | Completed 100% |
| | 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 | Completed 100% |
| Research Resources | Collaboration with other State Agencies | To more fully understand the reference needs of other agencies and work towards collaboration to help meet them | Currently working with LEG to inventory their needs and what we might be able to provide | OUTREACH OPS | Continuing 50% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Research Resources | | | | | |
| | Collection Development policy review | Ensure the policy is up to date and includes all necessary details | The Digital Librarian group is meeting regularly to discuss any changes or updates to the policy | OUTREACH OPS | Continuing 20% |
| | Databases for State Government | Add additional databases for state government employees | Adding JSTOR in September | LSTA 24 OUTREAC | Completed 100% |
| | Interlibrary Loans for State Government | Add scholarly article database to support interlibrary loans for state government employees | Exploring Galaxy Scholar and its implications for saving time and money | LSTA 24 OUTREAC | On hold 50% |
| Talking Book Services | Development of TB's recording program | To provide locally recorded content for the BARD website | Currently exploring alternative ways of recording content in addition to physical studio in Helena | TBL OPS | Continuing 30% |

# Work Plan - **Plans by Functional Area**

| Program | Activity | Objective | Comments | Associated Financial Projects | FY25 Progress |
|---------|----------|-----------|----------|-------------------------------|---------------|
| Talking Book Services | | | | | |
| | Recording Studio | Re-start and utilize the recording studio for Talking Book and other MSL programs | Currently exploring mobile recording equipment and means to support new projects | TBL OPERATIONS | Completed 100% |