



MONTANA  
**STATE LIBRARY**  
A GREATER STATE OF KNOWLEDGE

1:1 OGSM/Strategy Meeting

DATE: July 15, 2024

[Montana State Library Dashboards](#)  
[FY 2024 Work Plan](#)

# GOALS

Highs	Lows
<ul style="list-style-type: none"><li>• Tribal college libraries are now eligible for state aid funding for public library services, realizing a five-year goal for the State Library.</li><li>• The Montana State Reference Network surpassed its year one goal of 50 paid subscriptions with 51 logins purchased as of 6/28.</li></ul>	<ul style="list-style-type: none"><li>• MSL cut operations spending by nearly 20% due to a revenue shortfall tied to slowing of the real estate market and the resulting decline in collected recordation fees.</li><li>• ServiceNow is not as user-friendly as the library's previous help desk.</li></ul>

## Completed Jan-June 2024

- ✓ ARM – adopted new rules for MTSRN, MGIA and Public Library Standards including a revised formula to administer state aid to tribal college libraries that provide service to the public.
- ✓ Cadastral Application – released new application in April featuring a complete rewrite including a mobile friendly design and enhanced map performance.
- ✓ MTSRN – implemented a subscription-based funding model for the Montana State Reference Network and secured the first 50 paid subscribers.
- ✓ Talking Books – adapted the graphic novel *Thunderous* by Montana authors M.L. Smoker and Natalie Peeterse, a unique production recorded in part on the Blackfeet Indian Reservation and uploaded to BARD for download by blind and print-disabled patrons across the country.
- ✓ Public Library Salary Study – collected and analyzed salary data from 86 public and tribal college libraries, a 97% response rate including libraries from 54 counties (Treasure and Golden Valley counties do not have public libraries).
- ✓ ServiceNow – launched ServiceNow for Library Services customer support May 1 and responded to nearly 400 cases since go-live. The support desk is now used by IT, GIS, Talking Book, and Library Services staff with a plan to use the tool agency wide.

See [Montana State Library's FY 2024 Work Plan](#).

## Upcoming

- Early Literacy – launch Parent Powered early literacy texting service by end of July with outreach to Crow Agency July 16.
- Digital Opportunity Plans – review draft of first plan with Bitterroot Public Library in Hamilton, MT in July. Draft plans with libraries in Red Lodge, Great Falls, Whitehall, Sidney, Missoula, Wolf Point, and Fort Benton.
- Geographic Divide Study – release survey materials in July and train respondents in August with an October 1 launch date for all Montana public and tribal college libraries.
- Imagery – advance the goals of the Imagery Working Group to adopt a statewide imagery strategy.
- Library Configuration Assessment – identify four single-branch libraries in smaller communities to complete the library catalog software assessment with a kickoff planned for August.
- Library Services for People with Disabilities – conduct resource trunk program evaluation with a minimum of 30 library participants in July and coordinate with Talking Book services to begin development of a library outreach kit.
- Montana Geospatial Information Plan – convene MGIAC July 11 for a working session focused on reviewing the current plan and proposing updates consistent with the intent of MGIA.
- Montana State Reference Network – increase sustainability of the network for current and future subscribers through the addition of 25 paid subscribers by end of 2024.
- Public Library Salary Toolkit – research and develop a draft toolkit to accompany the FY 24 Public Library Salary Study dashboard.

**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 28 Montana counties in support of creating a more useful information infrastructure.

**Horizon:** July 1, 2024 – December 31, 2024

ON SCHEDULE
DELAYED
COMPLETED

INITIATIVE	WHO?	MEASURE
Early Literacy – implement new texting program, ParentPowered, to provide evidence-based early literacy support for families with children ages 0 to 4.	Tracy Cook	Launch text service and subscribe 500 children
Digital Opportunity Plans – work with Applied Communications to assist public libraries in developing digital opportunity plans that address community needs regarding broadband adoption, digital skills, and device availability.	Savanna Sill	Complete a Digital Opportunity Plan with eight libraries
Geographic Divide Study – collect data on the current ways libraries address geographic barriers to library access to include bookmobiles, kiosks, and other methods for serving outlying communities.	Rebekah Kamp	Survey 86 public and tribal libraries with an 80% response rate.
Imagery – support the Request for Information issued by the Department of Revenue by sharing information from the Imagery Working Group and the Imagery vendor community.	Erin Fashoway	Complete Request for Information
Library Configuration Assessment – complete library catalog software assessments for Montana Shared Catalog libraries to streamline database configuration and refine user interfaces.	Amy Marchwick	Complete assessments with four libraries
Library Services for People with Disabilities – provide information and resource trunks to public libraries to improve accessibility for patrons with disabilities that make traditional library use challenging.	Marilyn Bennett	Curate one new trunk with resources on improving accessibility
Montana Geospatial Information Plan – Revamp plan in accordance with statutory changes adopted in 2023 to describe Montana’s priority needs regarding the collection, maintenance, and dissemination of geospatial information.	Erin Fashoway	Prioritize work with MGIAC and publish new plan
Montana State Reference Network – develop and execute targeted outreach and communication strategies about MTSRN to attract new contributors and subscribers.	Kazi Arifuzzaman	Recruit 25 new paid subscribers for a total of 75 subscriptions
Public Library Salary Toolkit – develop a toolkit and support libraries and local government in using data from MSL’s FY 24 Public Library Salary Study dashboard so that libraries can better recruit, compensate, and retain qualified staff.	Tracy Cook	Collaborate with two local governments to review draft toolkit

# Montana State Library – Lead Organization Chart

Total FTE: 51.36  
Vacancies: 1.66

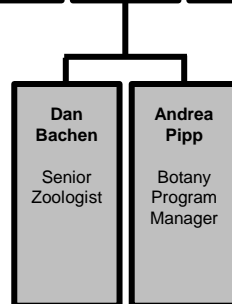
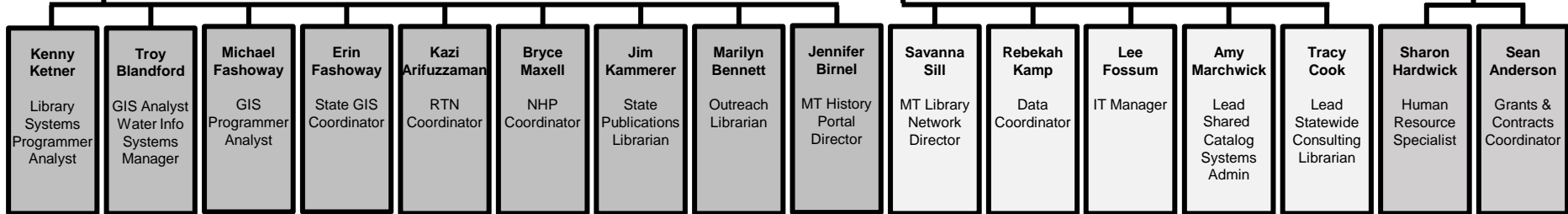
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