MISSION STATEMENT
Missoula Public Library welcomes all people in pursuit of their freedom to read, learn and discover. We are a leader in library services. We provide cultural, recreational, and educational programs and materials including new advancements as they become available.

SERVICE RESPONSES
The following service responses were determined from Community Focus Groups and Survey results.

- Life Long Learning (formal and informal)
- Local History and Genealogy
- Information Literacy
- Business and Career Information
- Commons
- Cultural Awareness (community referral)

GOALS
1. Collect and disseminate quality materials in various formats for all users
2. Offer quality programs for all users
3. Provide quality public service to all users
4. Practice sound interdepartmental and external communication
5. Foster a positive, healthy environment for all staff and users
6. Participate in statewide and national collaborative projects
7. Administer information literacy tools and instruction to all staff and users
8. Be a forward thinking organization, continuously responsive and dynamic in meeting expectations about the modern public library

SUPPORTING DOCUMENTS
Community Comments
MPL Strengths and Weaknesses
Departmental Service Responses
Departmental Objectives

Plan adopted by Missoula Public Library Board 2014 updated 2018
DEPARTMENTAL OBJECTIVES RELATED TO GOALS

1. Collect and disseminate quality materials in various formats for all users

Cataloging

The Cataloging Department supports this goal by (1) working with and acting as selectors to acquire new and replacement materials (2) preparing materials for library usage; (3) assisting with collection maintenance, and (4) being knowledgeable about current cataloging practices and procedures.

Circulation

The Circulation Department supports this goal by (1) managing and processing users’ items holds, (2) receiving user requests for collection additions, (3) monitoring the status of items in collections and notifying selectors about lost, missing or damaged items in need of replacement, and (4) receiving, sorting, and shelving the current collection for users’ ready access.

Information Technology

IT supports this goal by (1) maintaining a stable network within the building to ensure that online library resources are consistently available; (2) managing and maintaining OPACs and staff PCs; (3) managing the Makerspace, ensuring that equipment available for use by the general public are maintained and appropriate; and (4) providing a stable WiFi connection for users.

Public Relations

The Public Relations Department supports this goal by (1) promoting quality literature as one of the basic services provided to the community by Missoula Public Library.

Reference

The Reference Department supports this goal by (1) acting as selectors to acquire new and replacement materials, (2) maintaining collections for library usage, (3) being responsive to user inquiries about the collection as needed for educational or recreational use, and (4) being knowledgeable about current selection resources and reading trends.

Youth Services

The Youth Services (YS) Department supports this goal by (1) selecting, weeding, and keeping the young adult and children collections in accurate order and in good repair; (2) keeping abreast of developments in publications, genres and trends in youth literature and selecting appropriate materials based on collection development standards; (3) providing reading advisory services to care givers and youth users on reading levels…etc.; (4)
create and assemble custom reading displays, whether seasonal or event specific; and (5) engaging in continuing education that builds and maintains professional standards, goals and knowledge.

2. **Offer quality programs for all users**

All departments support this goal by contributing input and/or ideas for new programs at the library.

**Cataloging**

The Cataloging Department supports this goal by (1) supporting other staff and library stakeholders in their realization of new or ongoing programs.

**Circulation**

The Circulation supports this goal by (1) being the first point of contact for all inquiries received by phone, email or in person regarding library programs, (2) handling meeting room reservations in the calendars, and (3) assisting as staff or volunteers at library programs.

**Information Technology**

IT supports this goal by (1) continuous development of the Makerspace and its associated programming; (2) lending its support to the development of short term projects as these projects arise and; (3) supporting other departments with an IT component in their programming.

**Public Relations**

The Public Relations Department supports this goal by (1) promotion of programs; (2) collection of opinion/feedback related to programs.

**Reference**

The Reference Department supports this goal by (1) helping to determine community needs through evaluation of requests at the reference desk, (2) promoting programs and resources through reference interactions and (3) staying informed about programs being offered within the library.

**Youth Services**

The YS Department supports this goal by (1) presenting a range of programs for ages birth through young adult supporting literacy from a variety of different educational and entertainment avenues; (2) staying informed of all activities about the department so as to
be able to provide current information to users; and (3) collaborating with schools and other partner organization to develop and offer learning and literacy programs.

3. Provide quality public service to all users

All departments support this goal by (1) adopting excellent customer service as their most important departmental value and a guiding competency on performance, (2) providing accurate, reliable and speedy service in a polite and courteous manner, and (3) maintaining a safe and happy environment for both users and staff,

Cataloging

The Cataloging Department supports this goal indirectly by (1) ensuring MPL’s online catalog is usable and navigable and directly by (2) working with users at public desks when providing coverage for other departments.

Circulation

Circulation supports this goal by (1) being the first point of contact for most users at public desks or via telephone or email, (2) triaging user interactions and referring users to appropriate departments, (3) being continuously available throughout every hour of the library’s operation; and (4) staying up to date on new tools and resources regarding material circulation so as to ensure quality public service.

Information Technology

IT supports this goal by (1) working to develop and maintain the various technological platforms staff rely on to provide quality service to users and (2) providing effective IT support in a timely, helpful manner, to the extent resources allow, to all MPL staff.

Public Relations

The Public Relations Department supports this goal by (1) creating tools whereby staff can easily inform users about library news and (2) maintaining current, and identifying new outlets to reach the public at their chosen information outlets.

Reference

The Reference Department supports this goal by (1) being continuously available throughout every hour of the library’s operation, (2) by supporting the other departments’ interactions with users, (3) by acknowledging user’s concerns and working with others (as PICs) to resolve those concerns. The Reference Department will also, in their not-exclusive roles as passport agents and notaries, provide accurate and courteous service in these areas to the public.

Youth Services
The YS Department supports this goal by (1) managing and monitoring computer resources available in the department; (2) providing homework support, tools and learning resources for all youth users; (3) providing an aesthetically pleasing and engaging common space specific to and adequate for users in distinct age groups; (4) sculpting and developing services that are age-appropriate to the different user groups visiting the department; and (5) anticipating the needs of users both before and while visiting the department.

4. **Practice sound interdepartmental and external communication**

All departments support this goal by (1) attending and participating in in-house meetings and (2) utilizing email efficiently and appropriately.

**Cataloging**

The Cataloging Department supports this goal by (1) maintaining open lines of communication with selectors on acquisition needs, (2) effectively communicating with outside vendors, and (3) receiving input from the community on collection development.

**Circulation**

Circulation supports this goal by (1) handling all departmental communication with users in a timely, thorough manner.

**Information Technology**

IT supports this goal by (1) maintaining a professional relationship with vendors that provide equipment and software in use by the library; (2) ensuring the Outlook email system is operational and stable; and (3) providing a method for staff to request assistance in resolving IT-related issues or problems.

**Public Relations**

The Public Relations Department supports this goal by (1) maintaining open lines of communication with all staff and departments on communication needs, (2) effectively communicating with outside community partners and others; (3) presenting to outside organizations; (4) acting as liaison between library departments and community interests re: their use of library premises and other partnerships.

**Reference**

The Reference Department supports this goal by (1) handling reference desk communications in a timely manner, (2) communicating with outside vendors to meet library needs, (3) receiving input from the community on collection development, (4)
communicating with other libraries about materials sharing and (5) coordinating the daily
in-house meetings for all staff.

Youth Services

The YS Department supports this goal by using all communication systems to coordinate
with and inform MPL staff about departmental activities, as appropriate.

5. Foster a positive, healthy environment for all staff, volunteers and users

All departments support this goal by (1) enjoying high level of morale, (2) prioritizing teamwork
as a departmental goal and value, (3) monitoring user behavior and conduct, (4) practicing sound
ergonomics while in the course of one’s work day, and (5) following procedures and policies
regarding work-related injuries.

6. Participate in statewide and national collaborative projects

All departments support this goal by (1) attending conferences and programs, (2) assisting with
library pilot projects, and (3) maintaining positive relationships with sharing and non-sharing
libraries and organizations.

Cataloging

The Cataloging Department supports this goal by (1) mentoring and advising on catalog
maintenance, (2), being an active presence on statewide committees, and (3) actively
engaging in knowledge sharing with all partners.

Information Technology

IT support this goal by (1) supporting and/or initiating statewide and national project
participation to the extent these projects further the library’s mission and (2) providing
expertise and advice to other libraries across Montana on IT issues.

Public Relations

The Public Relations Department supports this goal by (1) actively engaging in
knowledge sharing with other libraries about marketing and promotion efforts.

Reference

The Reference Department supports this goal by (1) actively engaging in knowledge
sharing with all partner libraries, (2) working with and evaluating pilot projects , and (3)
working in conjunction with the Montana State Library on programs and projects as
needed.
7. Administer information literacy tools and instruction to all staff and users

All departments support this goal by fostering within departments and throughout the library a knowledge-sharing, team based culture and work environment.

Cataloging

The Cataloging Department supports this goal by (1) keeping other departments informed about cataloging procedures and methodology, when necessary, and (2) using appropriate tools and resources to effectively maintain the MPL catalog.

Circulation

Circulation supports this goal by (1) using and maintaining new tools and resources as they are integrated into library operations, (2) circulating to and instructing users on new resources.

Information Technology

IT supports this goal by (1) providing instructional support to staff as needed and to users through the various Makerspace programming and other in-house training session; (2) ensuring that IT platforms for library resources are stable and reliable; and (3) purchasing new IT resources for both staff and users.

Public Relations

The Public Relations Department supports this goal by (1) keeping other departments informed about Public Relations procedures and methodology, when necessary.

Reference

The Reference Department supports this goal by (1) creating tools for use in information literacy instruction, (2) using and maintaining new tools and resources as they are integrated into library operations, (3) informing users about current resources, and (4) providing instruction to users and staff as needed.

8. Be a forward thinking organization, continuously responsive and dynamic in meeting expectations about the modern public library

All departments support this goal by having a shared vision of Missoula Public Library as a leader in library services within in the State of Montana and by working together to meet the goals and aspirations of the Missoula community, the Library Board, the staff and management to maintain Missoula Public Library’s role as innovative, modern, progressive and exceptional community locus for cultural, recreational, and educational advancement.
DEPARTMENTAL SERVICE RESPONSES TO GOALS

1. Collect and disseminate quality materials in various formats for all users

Cataloging

- Item management and acquisition processing is done quickly yet efficiently and accurately with minimal errors, through continuous evaluation and responsive corrective action. This includes:
  - Ordering and receiving new and replacement acquisitions
  - Monitoring and managing holds matrices on popular items
  - Evaluating and processing gifts and donations
  - Physical processing of all collection items in preparation for circulation (e.g., labeling, packaging, covering, etc.)
  - Determining appropriate classification of items (e.g., home, type, etc.) to convey accurate location of items both within the catalog and on-site at the library
- Staffs’ assigned collections are maintained and new materials regularly selected. Oversight on the integration of new and current collection materials is provided in a timely, responsive way for other departments.
- Oversight is provided on all bibliographic maintenance of MPL’s collection within the ILS. This includes:
  - Providing assistance with state-wide catalog clean-up and record merging for the entire Montana Shared Catalog
  - Troubleshooting problem records
  - Providing advice and input to the Montana State Library on catalog management
  - Maintaining and updating MPL’s data map
  - Abiding by new, required RDA catalog principles
  - Managing reports on discards, replacement of items, items for repair, labeling, etc.
  - Managing and maintaining Mediabank database of records
- Oversight of volunteer and technical services page work (e.g., mending, binding, covering, packaging replacement) is provided
- All department staff practice continuous learning about cataloging principles, practices and procedures

Circulation

- Holds management thoroughly done every day of operation. All missing holds investigated and resolved as quickly as possible.
- All users with queries or recommendations immediately presented with an Item for Consideration card.
- Regular weekly and monthly reports run to search for long overdue and missing items over a 90-day period. Reports run once a month notifying selectors of items in need of replacement.
- Shelving done continuously throughout the day in an accurate, productive (e.g., one cart shelved every 25 minutes) manner.

Information Technology
o Monitors functioning of devices to identify and resolve failures quickly and efficiently.
o Responds to system, device and network failures promptly.
o Assesses emerging content-distribution technologies and trends.
o Identifies Makerspace equipment needs to support desired programming.

Public Relations

o Be aware of Collections and their selectors; tie collections in to promotions where appropriate.

Reference

o Selectors will review and select materials in a variety of formats as appropriate for the collection based on the criteria and selection aids as listed in the library policy manual.
o Selectors will maintain collections through continuous review and weeding in order to keep the collection relevant to the needs of the community.
o Selectors will receive and process user material requests regularly and provide non-purchase options to users when necessary such as interlibrary loans.
o Selectors will process reports in a timely manner.
o Reference staff will process local delivery newspapers daily and make them available to users at opening of each day.
o Reference will process requests for interlibrary loans as needed to meet user needs.
o Reference staff will provide enhanced reader’s advisory through
  o Use of “power wall” and other displays
  o Provision of up-to-date Reader’s Advisory guides
  o Promotion of our online databases
o Reference will collaborate with Youth Services as appropriate to respond to online and print generated personalized reading list requests in a timely manner.
o Reference will manage special materials and collections for users.

Youth Services

o Selectors will review and select material in all formats appropriate for ages birth through young adult, actually reading the materials selected when warranted or possible.
o Selectors will weed regularly to assure the collection is current and in presentable condition.
o Staff will work to ensure that the holds process is well understood, efficiently used, and accurately implemented.
o Staff will work to ensure that the Children’s and Young Adult collections are accurately organized and not holding books on the long overdue list.
o Selectors will monitor discard and replacement titles.
o Selectors will manage user book requests as appropriate.

2. Offer quality programs for all users

All Departments
o Staff are informed and up to date about currently scheduled programs on a monthly, weekly and daily basis.

o Staff schedules are adjusted where appropriate or possible to accommodate staff participation in program development, implementation and execution, either as an employee or as a volunteer.

o A departmental staff person always represents the department on Public Relations or Programming Committees.

o All library-organized programs provide some opportunity for attendees to comment and provide feedback for the purposes of in-house evaluation.

Cataloging

o Departmental staff coordinate with program organizers to acquire and process required resources and materials as needed.

Circulation

o All user queries about library programs are answered promptly and correctly or directed to the appropriate department for additional information.

o All calendar reservations entered accurately and in the proper, approved format.

o Mail delivery checkouts will be processed and shipped daily to participating users.

Information Technology

o Develops interesting Makerspace programming for users and staff.

o Uses the Makerspace environment to support other department's programming.

o Determines departmental needs to ensure resources are available and functional.

o Works with project groups to support unique IT needs.

Public Relations

o Actively communicate to staff about current and upcoming programs in the library.

o Departments use the standard way to request publicity for their programs with clearly defined Public Relations needs.

Reference

o Reference staff will collaborate with community partners to provide programs appropriate to the needs of users based on interactions at the reference desk as well as overall programming goals of the library.

o Reference staff will assess and make recommendations on programming needs based on user request, current library trends and the library mission statement. They will also serve in a leadership capacity on the Programming Committee.

Youth Services
YS will offer and facilitate:
- Weekly programs for all ages of children, birth to young adult.

3. **Provide quality public service to all users**

**All Departments**

- Staff will monitor user behavior, intervening or getting management assistance as appropriate.
- Staff will inform management of serious user behavior issues or complaints and will write up an incident report for serious incidents.
- All users greeted immediately by staff within the vicinity of a public desk in a friendly and approachable manner.
- All users referred, transferred and/or directed to the correct department if their needs are outside the purview of the Circulation Department.
- All staff arrive on time at scheduled public desks ready to provide high quality customer service to library users.
- All users treated in a courteous and respectful manner in every interaction.
- Comment cards completed by users will remain predominately positive and praise-worthy of service quality received.
- Staff will immediately inform management of any user issues or complaints so that management can personally respond in a timely and appropriate fashion.
- Staff is open to adopting new tools and resources that might assist public service and take the lead within the library on their adoption and integration into regular library operations. Management ensures that proper training is scheduled and/or made available to all staff in need of instruction on new tools and resources.
- Staff will be fully trained on proper desk procedures upon employment, upon promotion or upon request. New full-time staff will receive 40 training hours and new part-time staff will receive the equivalent based on their guaranteed weekly hours before independent work commences interacting with the general public.

**Cataloging**

- MPL’s gift policy is clearly explained to donors and any gifts received are promptly processed.
- Memorials from users are received and managed courteously and thoroughly.
- User requests for holds on new acquisitions or current holds are immediately managed and placed.
- Continuous circulation of popular items is ensured through regular monitoring and maintenance of the current collection (e.g., repair of damaged materials or ordering of new copies).
- As a result of a well-maintained catalog that accurately displays information on holdings’ availability, location, and classification, users will experience ease of use and reduced need for assistance when using the MPL catalog or when searching for materials on the shelves.

**Circulation**
Item management is done quickly yet efficiently and accurately with minimal errors, through continuous evaluation and responsive corrective action. A shelf search report is run and completed each week to double check for staff error during check-in before the courtesy notices are sent to users about items long overdue. Courtesy notices will reflect the most accurate and current information regarding a user’s account. All interactions with users regarding long overdue, damaged or missing items will be conducted in a courteous and clear manner. Users whose accounts are transferred to Unique Management are dealt with in a fair, courteous and flexible manner so as to rectify accounts in a way that considers the needs of both the user and the library.

Information Technology

- Learns from and assist other libraries
- Understands how all our equipment works
- Maintains current documents describing essential features of our environment
- Acquires and maintains appropriate equipment to appropriately support all staff functions
- Automates procedures as much as possible to offload mundane tasks from staff.
- Monitors malware outbreaks and develop in-house security procedures to minimize risk of downtime.

Public Relations

- Continue and improve the Talking Points bookmarks output until it is an expected and habitual tool for use by staff and users alike.
- Develop template use among staff to solidify branding
  - Including development of new templates when possible.
- Evaluate output of Public Relations and PR efforts across departments
  - For consistency of materials across all communications
  - For repair/improvement/replacement of materials in use.

Reference

- Reference will provide prompt, accurate and helpful answers to user requests and, using the reference interview, will provide users with in-depth assistance with the stipulation that interactions should not exceed 30 minutes per library policy.
- Reference staff functioning as passport agents and/or notaries will maintain current certification.
- In the absence of management level personnel, reference staff will act as Person-in-Charge to improve and/or resolve user/staff interactions.

Youth Services

- Staff will be the first contact for users calling, emailing, or entering the Children’s and YA Departments.
o Staff will “triage” user needs when the department is busy and handle requests in the most appropriate and effective order (including referral to the appropriate resource in the library),

o Staff will supervise the use of computers for ages 0-9, 10-12, and 13-19,

4. Practice sound interdepartmental and external communication

All Departments

o All operational and departmental information is communicated in a precise manner to colleagues or other departments, as needed. Email distribution lists are used effectively to communicate with appropriate audience.

o Staff will use email, phone, notes, and face-to-face avenues to communicate with other staff within and between departments,

o Standard Operating Procedures will be continuously updated and contain the most current information for all library staff to consult when needed. These procedures are readily available from all staff work stations.

o All staff on site will attend all scheduled staff and departmental meetings and standups and actively engage by discussing arising issues or ideas or through problem-solving.

o A department staff person always represents the department on the Steering Committee.

o Current minutes from all committees are posted for staff in elevator.

Cataloging

o All external communication and interactions are dealt with professionally, and when necessary, directed to appropriate staff person or department.

o All staff will respond in a timely way to selectors and community members, requests, effectively manage monthly reports listing items for replacement and discard, and monitor, vet and make recommendations on the appropriateness of collection requests and acquisition needs

Circulation

o All user phone calls are dealt with professionally and triaged accurately, when necessary, to the appropriate staff person or department.

o In person account queries are thoroughly and knowledgeably managed, or referred to a more senior staff person if necessary so as to best convey the circumstances of a user’s account.

o Staff will answer all user queries regarding library programs, services and collection in a prompt, knowledgeable and accurate manner.

Information Technology

o Maintains effective relationships with all vendors to encourage timely efficient maintenance and repair procedures

o Monitors, updates, and maintains the functionality of our email system to ensure high reliability.

o Trains staff on the procedures to request IT assistance with a problem.
Trains staff on the use of new procedures and techniques once configured, tested, and ready to deploy.

Public Relations

- All external communication and interactions are dealt with professionally, and when necessary, directed to appropriate staff person or department.
- Develop standards for using Constant Contact in order to inform both staff and users of library news with efficiency and timeliness.
- Work with Website to develop a schedule / standards of promotion maintenance so the website is refreshed on a regular basis.
- Maintain a strong social media network presence and ensure social media SOPs are up to date.

Reference

- Reference staff will make use of external chat service for increased communication with users.
- Reference staff will respond to inquiries through the refdesk email account regularly throughout the day.
- Communication with vendors will be handled during off-desk times when possible.
- User requests for purchase will be responded to promptly.
- Inquiries from the public about accounts will be directed to the appropriate person in Circulation.
- Morning reference staff will communicate daily upcoming events and programs to colleagues through the in-house meeting and via email to all staff.

5. Foster a positive, healthy environment for all staff and users

All Departments

- Staff will maintain high morale by being dependable, reliable and collegial to their colleagues while on the job.
- All departmental work is conceived as work for the team, not the individual, and assistance or support is offered or made available continuously to colleagues throughout a shift.
- Ergonomic principles and recommendations are subscribed to and abided by all staff and any work-related injuries or concerns reported to management within 30 days.
- Staff will continuously monitor users for behavior and conduct and are alert to potential user issues, interceding where necessary if need or assistance perceived. Staff are quick to respond to potential issues, calling for colleague assistance where appropriate or 911 when personal or user safety is in question. Staff are timely in completing incident reports outlining their issues of concern regarding safety and cleanliness in the library.
- All staff is aware of and familiar with approved procedures during both emergency and non-emergency evacuations.
As industry standard system and network best practices ensure optimum functionality and can directly impact staff morale, the department strives to provide a technology environment that is reliable, robust, intuitive, and supportive of new devices, software, and procedures with minimal disruption. Procedures include:

- Regular backups
- Regular OS, application, & firmware updates
- Physical and electronic access control
- Regular audits of systems, logs, procedures, software, and techniques
- Prompt response to staff support requests
- Management of malware responses
- Identification and purchase of appropriate services, software, and devices
- Documentation of critical information such as physical inventory, procedures, and passwords.

Public Relations
- As part of Public Relations, assure that staff receives credit for efforts taken which support positive public relations.
- Foster staff appreciation with National Library Workers Day.
- Explore how PR, as an all-encompassing department, can do more to bring staff together.

Reference
- Reference staff will support a healthy mental environment by treating all staff and users in a respectful manner.
- User behavioral issues will be handled per library policy and incident reports filed in a timely manner.
- In case of emergency situations, Reference will initiate appropriate action in conjunction with management, make sure emergency personnel are contacted, and use appropriate follow-up procedures as outlined in the Emergency Procedures manual.
- In the absence of management level personnel, reference staff will act as Person-in-Charge to improve and/or resolve user/staff interactions.
- Reference staff will interview and supervise library volunteers, both general public and court-ordered community service.

9. Participate in statewide and national collaborative projects

All Departments
- All staff will regularly request to attend conferences, workshops, and webinars when appropriate and possible for educational and networking opportunities. Management will accommodate these requests where they do not conflict with departmental operation.
- The departments will serve as a testing ground for pilot projects the library chooses to participate in, such as the those previously organized by the MSC, BTOP, OCLC, and SIRSI.
- Staff will be given opportunities to participate in live or online training to improve and expand skills and knowledge, including all five of the Montana State Library’s five
categories of continuing education. All staff will be encouraged to pursue Montana State Library certification.

Cataloging

- The department will provide input to the Montana State Library on best or innovative practices in cataloging.
- Staff will provide assistance and advice to partner libraries on bibliographic maintenance of shared collection records. All Partner library communication will be conducted professionally, courteously and efficiently. All Partner issues will be resolved quickly in conformance with the Partner Standard Operating Procedures.
- Staff will take advantage of any collaborative learning opportunities as they arise and actively engage in learning best practices from and sharing ideas with other libraries
- One staff person will maintain a presence on the Montana State Cataloging Committee

Circulation

- All Partner library communication will be conducted professionally, courteously and efficiently. All Partner issues will be resolved quickly in conformance with the Partner Standard Operating Procedures. The shared Partner collection will be processed accurately and quickly.

Information Technology

- The department assists other libraries with questions regarding IT related procedures and problems
- The department assists in the support of IT functions at Montana library conferences

Reference

- Reference staff will become proficient in new tools and applications in pilot projects to assist in use and evaluation.
- Reference staff will take advantage of collaborative learning opportunities as they arise to maintain proficiency in all relevant areas.

Youth Services

- Staff will collaborate with the Ready-to-Read initiative, the Collaborative Summer Library Program (CSLP), and other opportunities as appropriate,
- Staff will participate in collaborative programs with various Missoula organizations as opportunities arise and fit into department goals,

6. Administer information literacy tools and instruction to all staff and users

All Departments
Staff is up to date and fully trained on use, operation and potential of new tools and resources implemented to improve departmental procedures, when necessary.

All staff will consult the Standard Operating Procedures to learn proper departmental procedures, when necessary.

**Cataloging**

- Staff will assist colleagues with any queries or questions about cataloging procedures and provide training to MPL staff on catalog navigation and use.

**Circulation**

- Staff will oversee user internet access and provide troubleshooting and education to users when using library services and equipment.
- Staff will assist colleagues with any queries or questions about procedures or seek out correct answers from others when necessary.

**Information Technology**

- Staff will assist staff to enhance or develop skills to better manage service devices and software, either individually on-demand or through formal classroom training.
- Staff will use the Makerspace environment to offer a variety of skill-development opportunities for users.

**Public Relations**

- Staff will assist colleagues with any queries or questions about Public Relations procedures and provide training to MPL staff on Constant Contact, EventKeeper, Publisher, or other PR tools when requested.

**Reference**

- Reference staff will maintain competency on eReaders and E-devices compatible with the downloadable offerings through Missoula Public Library.
- Reference staff will train regularly on all technology and local history and/or genealogy in the Audra Browman room, and provide regular tutorials to users as needed.
- Volunteer monitors in the Audra Browman Room will be trained on use of the machines in the room to help provide service to users and will be scheduled to support reference staff during times of heaviest usage.
- Reference staff will provide assistance to users through provision of classes or one-on-one training.
- Reference staff will maintain a current databases page and will maintain and update a portion of the webpage dedicated to currently offered reference services.

**Youth Services**
Staff will oversee users’ use of departmental library tools and resources, providing troubleshooting and education.

7. **Be a forward thinking organization, continuously responsive and dynamic in meeting expectations about the modern public library**

- All staff and all departments will support the Library Board and the Director’s vision for the library and wholly subscribe to the policies, principles and guidelines that dictate current operation and the future direction of the Library.
- A work plan will be developed for each department in preparation of the planned move to a new library building in 2020. This will be a dynamic process and final product that is responsive to known and encountered components of the new building project. See Appendix A for details regarding each departmental work plan.