

INFORMATION TECHNOLOGY OVERVIEW

MONTANA STATE LIBRARY

GENERAL OVERVIEW:

The Montana State Library (MSL) has a broad and diverse mission driven by state law. Delivery of the multiple services needed to achieve its mission relies heavily on information technology, including the state network, agency servers and file storage, subscriptions that provide e-Content, and Internet technologies.

The agency has 11.13 FTE positions dedicated to deliver IT services to the agency and its patrons. One position, the Chief Information Officer, is vacant. The incumbent in the vacant position was recently appointed as the new State Librarian. The agency plans to refill the CIO position by the end of FY 2012.

IT services include, but are not limited to, administrative oversight and planning for agency IT systems; IT security; IT asset management; website development and maintenance; web application development and support; agency network desktop support for staff and training labs; a myriad of IT functions to develop, support, and distribute geographically referenced natural resource information (NRIS) and serve as the Montana geographic information system portal; data and program support and statewide purchasing for statewide projects including, for example, public access to MontanaLibrary2Go (downloadable audio and e-books) via local libraries; and public access to statewide databases.

Funding

Agency IT services are funded from state general fund, state special revenue from the coal tax interest shared account and state grants and contracts for the NRIS system, federal grants, contributions from local libraries for participation in and support of the Montana Shared Catalog, and private funds from local libraries to purchase content for the popular MontanaLibrary2Go service.

Expenditures

The library expended \$1.9 million for IT related expenditures in FY 11. The largest category of expenses was personal services (\$759,000 and 41%) followed by other services, operating expenses, and equipment.

Included in other services was \$569,000 in contracted services to purchase content and service delivery of numerous databases that are made available to patrons statewide via local libraries and online.

CURRENT ISSUES

The second part of the report will provide an overview of the current IT challenges within the department. This includes:

- The recent transfer of the Base Map Service Center (BMSC) to the library from SITSD has created an uncertain funding impact to the State Library for the maintenance of the state enterprise GIS architecture (formerly maintained by SITSD)
- Recent pay increases in other state agencies may impact the agency's ability to recruit or retain IT staff
- Understaffed in direct IT support for agency staff

SYSTEMS

Major mission critical systems

- System Name: Montana Shared Catalog
- Program: Statewide Library Resources
- Business Function: A centralized, shared system that enables discovery of library resources for patrons across the state via 140 local libraries.
- Current Estimated O&M, including fund source: \$218,000, 55% proprietary fund and 45% general fund
- Age of System: Production server is 2 years old and has 3 years remaining on its warranty. The software is maintained under an annual vendor contract and includes regular upgrades to the system.
- Current operating issues: No current issues; not a legacy system

- System Name: KLAS System
- Program: Statewide Library Resources Division, Talking Book Library Program
- Business Function: A management tool for the talking book library to keep track of its library resources for the physically disabled and customer preferences, and patrons benefit from the online system by allowing them to discover information resources available to them.
- Current Estimated O&M, including fund source: \$8,000, 50% general fund and 50% federal funds
- Age of System: Production server is 3 years old and has 2 years remaining on its warranty. The software is current and is maintained under an annual vendor contract
- Current operating issues: No current issues; not a legacy system

- System Name: GIS Systems, including the Montana GIS Portal, several web applications and GIS web services
- Program: Montana State Digital Library, part of the Natural Resource Information System, the Natural Heritage Program and the Base Map Service Center
- Business Function: Management, discovery, and delivery of GIS data for MSL staff and patrons (including other government agencies and the private sector), thus reducing or eliminating the cost of duplicating the data.
- Current Estimated O&M, including fund source: \$45,000, 100% general fund
- Age of System: The software for these systems is current and is maintained under the state enterprise license agreement with ESRI. Servers range from 1 to 3 years old and are all under 5 year warranties.
- Current operating issues: MSL is researching the financial feasibility of using the State of Montana Data Center to support these systems. The recent transfer of the Base Map Service Center (BMSC) to the library from SITSD has created an uncertain funding impact to the State Library for the maintenance of the state enterprise GIS architecture (formerly maintained by SITSD). Not legacy systems; staff routinely work to keep web services and applications up to date.

Updates on current projects

- Status of projects funded in long range IT bill from 2009 and 2011 sessions
 - MSL does not have any LF IT appropriations
- Status of projects listed on the IT Portfolio from the December LFC meeting
 - MSL does not have any projects on the IT Portfolio