

# Library Development Study Task Force Survey

## Q1 What essential services does your library provide to your community?

Answered: 79 Skipped: 0

#	Responses	Date
1	Computers, meeting room, print and digital materials, copy service, notary service.	11/19/2015 9:41 AM
2	It provides materials for education and reading and information services.	11/18/2015 3:49 PM
3	public access computers programs for adults and children	11/17/2015 4:10 PM
4	Technology - access to computers, internet, WiFi, printer, and scanner Services that are free Print and downloadable materials - still ranked as the most valuable service provided by the library in community surveys Educational and entertaining programming Safe, comfortable public space	11/17/2015 11:04 AM
5	Wi-fi, entertainment, safe place for children, meeting room, reference and research, the ability to study online, news	11/17/2015 10:38 AM
6	tailored collection/resource sharing, internet, tech help, PAC, good information/problem solving, entertainment, home school support, community building/cohesion,	11/17/2015 8:22 AM
7	Collections, services, and spaces for meeting the teaching, research and learning needs of students, staff and faculty.	11/13/2015 3:51 PM
8	Tools for lifelong learning and technology to connect with the rest of the world. A place to gather and to exchange ideas.	11/13/2015 9:45 AM
9	We provide an assortment of services, including but not limited to basic library services. One of the new services we will be providing to the shut ins will be the delivery of books to the assisted care facilities.	11/13/2015 9:15 AM
10	Free books, magazines, newspapers, archives, children's activities, book nooks, computer access, low cost public meeting rooms.	11/13/2015 7:14 AM
11	Checkout services for books, tapes, CDs, Internet availability, references, storytelling, meeting room, community support.	11/11/2015 5:01 PM
12	Hub for the community. public access computers, faxing and small business services, needs people don't have at home, programming for children and adults, WiFi access for travelers and public, offer public education, making books and other literacy resources available for children, Inter-library Loan, Storytime, summer reading program, homework tables and other after school resources, LEGO club, early childhood education tubs for outreach, testing/proctoring, elderly outreach/in-home services, talking books, technology services, notary public services, offer a place for students after school, young people entertainment, county/rural school outreach, book clubs, information on health care, primary resource center.	11/7/2015 12:47 PM
13	Internet services, access to information (esp. newspapers and other periodicals are very popular), our Story Time and reading for pleasure. And we still see a need for faxes!	11/6/2015 2:18 PM
14	reading materials, free internet access, technology training	11/5/2015 6:53 PM
15	Books, multimedia, community gathering place, research assistance, computer and printer access.	11/5/2015 4:51 PM
16	Access to information, education, entertainment and a safe environment and meeting space.	11/5/2015 2:21 PM
17	computer access; research assistance; warm, safe place	11/5/2015 10:41 AM
18	Access to materials and information.	11/4/2015 7:18 PM
19	Internet, computers and wireless. Copying and faxing, a phone for some. Materials to use, whether it be DVD, periodicals or books in several forms.	11/4/2015 4:44 PM
20	Free access to information and entertainment in our collection of books, movies, music, newspapers, databases, digital content, computers, wifi. Community center for public meetings and educational events for health and civic information. Conference rooms for organization meetings and classes.	11/1/2015 3:29 PM
21	Recreational reading Research and other nonfiction uses Support of school curriculum Computer/wifi One-on-one technology assistance Daily newspapers/magazines Audios Videos Copies Tax forms Copies Story hour Summer reading program/related events Book clubs/adult programs Interlibrary loan	10/28/2015 5:26 PM
22	Books and information, computers and access to content, early literacy program, story times, summer reading, a safe place to sit and read, programs, etc. etc.etc.	10/27/2015 4:31 PM

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23	bb	10/27/2015 4:21 PM
24	offer broadband internet access and narrow the digital divide, provide an array of resources & tools for academic and personal advancement, we host a number of programs for children & teens that address curricular benchmarks such as school readiness or STEAM principles, organize programs for adults that provide enhanced learning experiences, serve as a resource for early childhood care providers and educators to access early literacy books, CDs, DVDs, & activity backpacks, serve as a connecting point to community services by either providing materials or partnering with local organizations to offer programs in specialized areas, provide space and staff support to ensure our rural library patrons can access the same opportunities as their urban counterparts (proctor exams for distance learning with colleges or provide a space for postal exams so residents no longer travel to Billings, MT or Minot, ND)	10/26/2015 11:04 AM
25	xx	10/25/2015 3:14 PM
26	Internet access, reading material, education and entertainment in form of programs and materials. Promoting literacy and lifelong learning.	10/23/2015 11:21 AM
27	computers, programming, books etc.	10/22/2015 4:37 PM
28	Access to books, DVDs, other media; access to computers; access to internet/WiFi; access to technology help/aid; community space	10/21/2015 11:24 AM
29	assist	10/21/2015 9:35 AM
30	Free internet computer usage and Wi-Fi Tax forms Resume help Faxing services Photo printing Make invitations / posters PreSchool Storytimes Summer Reading Programs for Pre-K - 6th grade Adult Education Center eReader/Tablet classes offered Santa visits to preschools, schools, and nursing homes throughout the county Fishing trips for kids Cooking classes offered by MSU Extension CD/DVD/Game disc cleaning Books / DVDs InterLibrary Loan Scanning	10/20/2015 2:07 PM
31	Outreach with our early literacy program. Public computers and tech classes.	10/20/2015 11:59 AM
32	Computer and internet access, books(a huge amount of audio books also), magazines, information center, Well organized central meeting place w/ several meeting rooms of various sizes.	10/19/2015 1:52 PM
33	early reading programs, summer reading, access to books for all residents, access to the internet, help in locating books that I or my son might like based on our reading preferences.	10/19/2015 8:26 AM
34	Provides materials to self-educate the needs of the community; encourage children to read; have a space for meetings; provides a quiet space;	10/17/2015 9:42 AM
35	free WiFi, patron computers, children and adult programming, on-line access to our catalog, information, Interlibrary loans, information, meeting room, books, magazines, newspapers	10/16/2015 10:52 AM
36	a place to gather, programming, research assistance, early literacy activities	10/15/2015 12:47 PM
37	Books, good hours of opening, computers, several activities	10/14/2015 5:41 PM
38	We provide a sense of community, meeting room space, access to technology, a well-balanced print collection in pleasant surroundings, youth services programming and resources including a well-stocked play center with blocks, puzzles, puppets, etc. Adult programming is offered.Customer service holds highest priority.	10/14/2015 3:17 PM
39	books, technology, internet, e-books, audio books, DVDs, fax	10/13/2015 4:43 PM
40	We provide books, audio/visual materials, newspapers, magazines, genealogy, digital services through MontanaLibrary2go, computers, scanning, faxing, copying, printing.	10/13/2015 11:56 AM
41	Our focus is OPI staff, but we also work with school librarians and teachers. For our staff, conduct research, find materials via ILL and catalog books for them. For librarians and teachers, we loan them OPI resources and do original cataloging of OPI-produced materials and other educational materials.	10/13/2015 8:28 AM
42	literacy, computer literacy, disseminate information, educate about residents about other cultures and historical topics.	10/13/2015 7:30 AM
43	Book and media check out, programming for adults and children, computer and reference services, a children's play area, etc.	10/12/2015 4:14 PM
44	A center for literacy Wi-Fi Children's story hour Research materials Reading for fun	10/12/2015 11:22 AM
45	Wi-Fi--24/7; Computer classes, materials for entertainment and learning, early literacy Tot-Time; Book Groups for adults; public access computers; Summer Reading Programs for all readers,	10/9/2015 3:30 PM
46	Access to free hard copy & electronic print materials; access to free computers and internet services; access to shared state library services (MT Shared Catalog, MT Library to Go); contact with governmental offices not located in town	10/8/2015 3:47 PM

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47	Computer access, printing services, database access, Access to books--print and ebook, scanning options, programming opportunities	10/8/2015 1:01 PM
48	information for all	10/8/2015 10:51 AM
49	Research resources and assistance. Support of students, faculty, and community members.	10/8/2015 10:34 AM
50	children reading for pleasure, research, home schoolers, parents	10/7/2015 4:15 PM
51	Love the electronic database access.	10/7/2015 3:47 PM
52	a	10/7/2015 9:47 AM
53	Internet Access and WiFi, Computer Access, especially for taxes, job searching, and completing government forms lots of older people who connect with children/grandchildren through the internet only here Information about what is going on and coming up in the community, Movies, Meeting Place, connection with community, Our community has a bar, post office, elementary school, and a library.	10/6/2015 7:04 PM
54	Equal access to information is available to all community members as well as providing recreational opportunities to everyone.	10/6/2015 10:00 AM
55	equal access to information as well as recreational opportunities for the entire community.	10/6/2015 9:45 AM
56	a gathering place of important information and materials	10/11/2015 8:06 AM
57	Lending of print/nin-print media; Inter-Library Loan; simple technology assistance; location and procurement of information; meeting areas; open after school for homework completion	9/30/2015 7:51 AM
58	information access, community meeting space, programs, computer training & access,	9/29/2015 11:36 AM
59	Internet access, math tutoring, community spaces, social/cultural/educational programs, access to books, college test proctoring, access to periodicals, access to entertainment, relaxation and creative opportunities	9/29/2015 9:04 AM
60	Educational Resources Job Searching Resources Internet Access Free Literature and Programs for All Ages	9/28/2015 3:34 PM
61	c	9/25/2015 12:13 PM
62	x	9/25/2015 12:05 PM
63	We provide programs for families with infants such as Babies and Books and our upcoming Infant Massage lessons. We also provide child and teen literacy programs such as Preschool Storytime and our summer reading programs for infants to high schoolers. We also have Book-a-Tech, which offers one-on-one instruction for anyone who needs help with their laptops, devices, or resumes. For the adults, we have our Wonderlust programs, which are classes that give adults opportunities to learn more about their world. We are also a part of MontanaLibrary2Go (a service that offers ebooks and audiobooks for patrons to check out onto their devices).	9/24/2015 4:26 PM
64	Internet access, children's/teen programming, technology help.	9/24/2015 1:03 PM
65	we are a great source of F & NF reading material, plus 4 area newspapers, lots of magazines, CDs, DVDs and computers. We also have a weekly juvenile 'story hour'	9/24/2015 9:56 AM
66	Materials, Programming for all ages, technology	9/23/2015 4:30 PM
67	Provides books for the students at Highwood School, and other media to the Highwood Community.	9/23/2015 2:27 PM
68	A wide array of books, magazines, newspapers, audio, video materials. The basics of every library.	9/23/2015 1:39 PM
69	d	9/23/2015 8:41 AM
70	It is a community center with multiple resources to encourage continuing education and recreation.	9/21/2015 8:07 PM
71	*	9/10/2015 6:04 PM
72	Storytime, Wifi, Lib to go, meeting space, Faxing, Coping, Interlibrary loans,	9/10/2015 1:56 PM
73	c	9/10/2015 1:33 PM
74	c	9/10/2015 1:25 PM
75	a comfortable atmosphere to relax, read, meet friends, gather information, do puzzles, legos, get on line, tours, new novels/magazines, programs and storytime	9/8/2015 4:06 PM
76	ffgg	9/3/2015 4:03 PM
77	The Library is the only public provider of internet services. We provide free loaning of DVDs and books. We are a low income community and these services are vital to this community	9/3/2015 12:14 PM

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78	Materials, programming for all ages, technology	9/2/2015 5:46 PM
79	1	9/2/2015 3:13 PM

## Library Development Study Task Force Survey

### Q2 What needs exist within your community that your library should play a role in addressing?

Answered: 79 Skipped: 0

#	Responses	Date
1	Support of the historical documentation by the historical society and collection of historical documents from the community.	11/19/2015 9:41 AM
2	How to keep our community a viable community with job opportunities.	11/18/2015 3:49 PM
3	We do what we can with the funds we have available	11/17/2015 4:10 PM
4	Our community is a bit unique in its resources. There is a nonprofit for everything, and multiple community spaces. The need for our public meeting space and the need for programming have both decreased as a result of this. The library could do more to address the needs of the fringe members of our community, including small children, teens, and the growing elderly population. Serving the needs of the homebound has become a growing interest of our library board.	11/17/2015 11:04 AM
5	Community Center where everyone is welcome. A need for single seniors to meet up, visit and be involved.	11/17/2015 10:38 AM
6	helping people gain access to resources/learning/entertainment that they wouldn't be able to afford or access on their own, support the individuals and families within our communities in any way we can, overcome political divisions and unite communities/members toward a better future	11/17/2015 8:22 AM
7	Finding, evaluating, and using information. Understanding the scholarly communication cycle, digital publishing, data management, repositories, etc.	11/13/2015 3:51 PM
8	We have a school community library and the students are not receiving library time.	11/13/2015 9:45 AM
9	I feel we should play a more vital role by keeping the community informed about the services we provide. Not only on the local front but also on the state level.	11/13/2015 9:15 AM
10	More quiet spaces for reading and computer use, better handicap access, larger children and teen areas, larger meeting room.	11/13/2015 7:14 AM
11	Larger library space for more materials.	11/11/2015 5:01 PM
12	The opportunity to buy new books. Book Fair support. Supplying new books to children who may not be able to afford them. Social work/outreach. Improved WiFi access. English as a second language.	11/7/2015 12:47 PM
13	I think there is a need for community education - for example, helping patrons learn how to navigate the internet and newer technology; helping schools in the county counteract the summer slump. I also think there is the desire (if not a "need") for more cultural opportunities.	11/6/2015 2:18 PM
14	better jobs, education	11/5/2015 6:53 PM
15	Community identity, literacy development in at-risk populations, greater awareness of public service needs and consequences of an uninformed democratic people.	11/5/2015 4:51 PM
16	Education and access to the internet for all, especially those who cannot afford their own and those who need help using it.	11/5/2015 2:21 PM
17	No place for teens to go and we a place/space to host such things. No space for books and babies, or young children's programming	11/5/2015 10:41 AM
18	Access to public services, a place to feel safe.	11/4/2015 7:18 PM
19	Acquiring life skills to be able to compete and even live from day to day.	11/4/2015 4:44 PM
20	Lifelong learning for all ages. After-school enrichment for education. Place for citizens to feel part of the community. Place for citizens to contribute to creating content.	11/1/2015 3:29 PM
21	Meeting room space 24/7 internet access and proper setting to use it	10/28/2015 5:26 PM
22	Library programming for teens. Access to foreign language learning programs, including ESL. Computer classes	10/27/2015 4:31 PM
23	bb	10/27/2015 4:21 PM

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24	1. English as a Second Language 2. Absence of Early Head Start or Head Start classrooms 3. Lack of healthy alternative activities and safe space for pre-teens and teens before school, after school and on weekends. 4. No local VITA program to assist low-income residents, including our aging population. 5. Lack of meeting space, especially with digital technology. 6. Continued growing need for increased resources for children ages 0-5.	10/26/2015 11:04 AM
25	xx	10/25/2015 3:14 PM
26	None. If we were aware of needs that went along with our mission and purpose that we were not providing we would start to provide them. However, if we had more \$\$ for staff we would increase programing.	10/23/2015 11:21 AM
27	Tax help and law help	10/22/2015 4:37 PM
28	This town is in dire need of revitalization: creating jobs to retain younger populations, curbing generational poverty	10/21/2015 11:24 AM
29	asdsdadasdsadsad	10/21/2015 9:35 AM
30	Being involved with teen programming After school programming	10/20/2015 2:07 PM
31	Building a new library with community meeting space and creating synergies with other agencies to provide easier access to services.	10/20/2015 11:59 AM
32	Cohesive expanded preservation of oral histories and the unique cultural history or NE Montana. We need more 21st century connections and ways to educate our older population and hopefully bring them up to speed with technologic trends. We need more county involvement with speakers and special cultural events. We've had some musicians perform that were so talented. It would be nice to be more than "book shelves" for the community.	10/19/2015 1:52 PM
33	I would like to see libraries able to offer more arts programs to fill the gaps left by reductions in school funding.	10/19/2015 8:26 AM
34	Needs for the community to interact with each other; esp. the elderly; enrich in areas of health/exercise/recreation	10/17/2015 9:42 AM
35	Uniting Fort Belknap and Harlem communities, literacy, economic opportunities, cultural exposure, involving people in community activities	10/16/2015 10:52 AM
36	More outreach to at-risk groups	10/15/2015 12:47 PM
37	More involvement with younger children to get them ready for kindergarten.	10/14/2015 5:41 PM
38	Polson is a culturally diverse community on the south shore of beautiful Flathead Lake. The population served includes seasonal, young and old and those of varying economic levels, including at-risk populations.	10/14/2015 3:17 PM
39	more technology e.g. computers; more programs for young adults and young children	10/13/2015 4:43 PM
40	As our community ages, I see a need for more outreach to our elderly citizens who need help with online access.	10/13/2015 11:56 AM
41	Teacher librarians need a lot of support -- I think they fall through the cracks. Specifically, they don't get a lot of professional development from OPI or MSL because both agencies have specific mandates that limit them. As for OPI staff, we would like to have videos broken into short segments that teach staff how to use EBSCO Discover-It. Segments that are only a couple of minutes long and address specific steps -- so users can view what they need without having to sit through 30 minutes of stuff they don't need.	10/13/2015 8:28 AM
42	securing certifications for jobs/trades, training	10/13/2015 7:30 AM
43	Outreach to families who can't get to the library easily and reaching low income families more with Children's programs	10/12/2015 4:14 PM
44	A library and library hours accessible for the community. Inter library loans.	10/12/2015 11:22 AM
45	Tax prep help; job search help;	10/9/2015 3:30 PM
46	Local small business round-table & support system; literacy program for non-native English speakers	10/8/2015 3:47 PM
47	Access to resources--digital and print	10/8/2015 1:01 PM
48	basic computer classes for non-computer users	10/8/2015 10:51 AM
49	Helping students transition from high school to college	10/8/2015 10:34 AM
50	a	10/7/2015 4:15 PM
51	not sure	10/7/2015 3:47 PM
52	a	10/7/2015 9:47 AM
53	Community building--lots of new people from other cultures, don't know their neighbors, don't understand local priorities, aren't engaged	10/6/2015 7:04 PM

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54	Greater exposure to technology as well as the need for more cultural events. A central community site where all are welcomed equally and a variety of their needs are met.	10/6/2015 10:00 AM
55	greater technology access as well as exposure to cultural events.	10/6/2015 9:45 AM
56	bigger community involvement still targeting the young and the old. Big screen movies featuring books made into movies and saturday afternoon movies.	10/1/2015 8:06 AM
57	The libraries are only open to students and employees of the School District. There is some community support for opening these to the public as a school-community library.	9/30/2015 7:51 AM
58	homeless & social needs, additional meeting & program space.	9/29/2015 11:36 AM
59	Declining economy makes free access to internet, collection items, programming, etc. even more important.	9/29/2015 9:04 AM
60	Job Searching Education	9/28/2015 3:34 PM
61	c	9/25/2015 12:13 PM
62	x	9/25/2015 12:05 PM
63	We have been thinking of offering opportunities for the public to learn more about nutrition.	9/24/2015 4:26 PM
64	The community is growing. A new health center is going to be built. The library will need to adapt to accommodate more people. As staff we will need to maintain the library's reputation as a safe and welcoming place.	9/24/2015 1:03 PM
65	We are moving toward becoming more centrally located to better serve the community.	9/24/2015 9:56 AM
66	Continue to be the community center.	9/23/2015 4:30 PM
67	Updating material to be relevant and most useful to kids in our modern age, as well as providing more "e-materials" such as e-books, downloadable material, and media.	9/23/2015 2:27 PM
68	The needs that exist in our community are larger than any role the library can address.	9/23/2015 1:39 PM
69	d	9/23/2015 8:41 AM
70	We already provide events that go beyond the usual resources that are expected.	9/21/2015 8:07 PM
71	*	9/10/2015 6:04 PM
72	Speakers programs	9/10/2015 1:56 PM
73	c	9/10/2015 1:33 PM
74	c	9/10/2015 1:25 PM
75	outreach to daycares with no transportation to get children to library on a regular basis work with school, church, and civic groups as projects come up	9/8/2015 4:06 PM
76	gggg	9/3/2015 4:03 PM
77	The community is low income and needs better access to internet service, possible longer hours for public better access. The community needs a safe place for children outside of school hours. We should try and help with that.	9/3/2015 12:14 PM
78	Continue to serve as a community center for all.	9/2/2015 5:46 PM
79	1	9/2/2015 3:13 PM

## Library Development Study Task Force Survey

### Q3 How can your library respond to these needs? What strengths do you bring and what challenges do you face as you consider these opportunities?

Answered: 79 Skipped: 0

#	Responses	Date
1	Help with digitizing the documentation. The library has the scanning capabilities and staff to accomplish this. Gathering documentation from valley residents will be a challenge.	11/19/2015 9:41 AM
2	It can have information about jobs and job opportunities. It can allow groups to have meetings in the Library. It could have speakers give presentations. I have lived here for 30+ years and have been involved with several groups at school and within the community. A challenge would be time to add something else in my schedule.	11/18/2015 3:49 PM
3	funding	11/17/2015 4:10 PM
4	It may be time to develop delivery services for homebound residents as well as outreach to assisted living facilities in the area. Our library is certainly challenged by lack of staff and resources to provide services outside of the library. We have great volunteers in our community but their time is limited and their interest may not always match the greatest needs. One strength public libraries have is their general positive view by the public. One challenge is translating that general positive view into passionate support, whether by volunteers or by increasing financial resources. A public library has so much to offer (positive), but can also try to offer it all (in a way that becomes a challenge).	11/17/2015 11:04 AM
5	By changing the presumption that libraries are only for books and must be quiet at all times we are encouraging use of our building. We have added a creativity center to our services for children which is slowly bringing in more adults to help or just to hang around while the children do things. Challenges: explaining to older patrons that libraries are not what they were 20-30 years ago. More space for adult and children's activities.	11/17/2015 10:38 AM
6	We bring resources, good reputation--fair, open, service oriented, and there to help, leadership, knowledge, the ability and patience to teach and help	11/17/2015 8:22 AM
7	Providing the best people, spaces, and collections to our users.	11/13/2015 3:51 PM
8	When the school administrators don't support the library little can be done.	11/13/2015 9:45 AM
9	Being more proactive throughout the community. I feel our people are our strengths. The challenges are getting the information to the people.	11/13/2015 9:15 AM
10	We have a great children's program inside the library and outreach to the community. Our challenge is space for everything. Challenges are funds to update our facility.	11/13/2015 7:14 AM
11	Support, decision making, enthusiasm	11/11/2015 5:01 PM
12	Most libraries respond as these needs occur. Finances are a big challenge. Staff can be proactive vs reactive by being involved in the community on a personal and professional level. Aging staff. Computer literacy skills to assist with many aspects of life: online banking, online healthcare use, online insurance. Safety net for online fraud, security, scams, etc.	11/7/2015 12:47 PM
13	Well, we probably need a full-blown marketing campaign - something to get the word out about what the library can do, aside from checking out books. I don't think the community sees the library as a "hub" of cultural or educational activities. Fortunately, the staff has a wide network of connections in the community and I think our community leaders would welcome the opportunity. Challenges might be in getting some of these programs up and running and then simply sustaining the flow of information so community members are aware of what's going on.	11/6/2015 2:18 PM
14	allow space for community brain-storming sessions for ideas to bring more jobs to the area. Collaboration with teachers to better prepare students for college and the real world	11/5/2015 6:53 PM
15	1. Develop more attractive programs that pull people in to the facility 2. Passionate staff, innovative thinking 3. Finances hinder everything, inadequate facilities hinder many things, lack of man-hours available to accomplish all that would benefit the community	11/5/2015 4:51 PM
16	We can, and we do. We have the skill to help those who need is. We lack the technical skill to keep up with the changing world of SAFE internet access.	11/5/2015 2:21 PM



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17	Because of our limited space, we would need to partner with other organizations with a space that could be used for other activities	11/5/2015 10:41 AM
18	The library gives individuals access to the Internet to apply for unemployment, food stamps, etc. also the library provides a fax, copier, and telephone for use. The library does well in attempting to meet the needs of each individual. As for safety, the library has programs for children to keep them engaged and busy. This is important as a library is a safe place to be. The challenges we face is funding for programs and a rural setting.	11/4/2015 7:18 PM
19	Help patrons with job applications, unemployment forms, taking webinars and using the computer. There are living situations that we don't provide excellent help. Some days we need a full-time counselor to assist people.	11/4/2015 4:44 PM
20	We can encourage community professionals to share their expertise with others. We can enhance our collection budget so we are able to provide the physical and digital items that are relevant in people's lives. We can research spaces in the community where citizens would appreciate more or new library services. STRENGTHS: We have a strong budget now and are able to order the physical items that our patrons request. We have robust internet, many public computers and spaces for meetings. CHALLENGES: Lack of access to hands-on, relevant education for all librarians. Some librarians are not assertive in growing their knowledge and stretching their instruction abilities beyond their comfort zone. Lack of budget to try new digital services like Hoopla and Zinio.	11/1/2015 3:29 PM
21	Space has been our challenge-and the resulting campaign for an addition and remodel. Assembling building and fundraising committees in a small town is difficult because of the lack of manpower. The committee we now have is a strength--young enough to have vision for the future. The library also has strong support from the public who are pleased with the welcoming environment and helpful staff.	10/28/2015 5:26 PM
22	Library needs more personnel in order to begin to meet all of the community needs. We have a few good, strong programs now, but in order to expand those offerings we need more personnel.	10/27/2015 4:31 PM
23	bb	10/27/2015 4:21 PM
24	1. Our library can play a key role in addressing these needs. We can take the lead in giving resources to community services and businesses to assist them in working with ESL students and customers by providing resources and partnering to offer programs. 2. As a former Head Start teacher, I know there is a strong need in our area for both Early Head Start and Head Start. The library can serve as a connecting point to identify if there is indeed a grant opportunity and grantee agency willing to take this project on. 3. The library has already began to offer programs to teens and we will continue to explore this area. We are currently researching the addition of Minecraft EDU. One challenge is the management of a possible huge influx of pre-teens and teens during non-school hours. We also have a lack of space and we are working to address this through possible construction alternatives. 4. I am a previous VITA coordinator and volunteer and I know there is a need in our area. I think the library is a perfect place to host this. The big challenge is partnering for the grant and recruiting volunteers in our area, but it's definitely possible. 5. Meeting space is a premium in our area. Our current meeting space used to be utilized all the time. It is not ADA accessible. Our library is in great need of space and we are working to address this need through construction alternatives. 6. The library already serves as a resource, but we can do so much more. We are working with partners in our community to leverage resources to address this. One primary challenge is space, and again we are working on construction alternatives.	10/26/2015 11:04 AM
25	xx	10/25/2015 3:14 PM
26	Staffing for all we could do is our only issue so money & time. Also I have found that short term gigs are not really that great and cause more issues such as increase in Unemployment Insurance if you hire someone on a grant so can't see that the State Library can help with this.	10/23/2015 11:21 AM
27	Send them other places not enough staff	10/22/2015 4:37 PM
28	We need to recreate our identity as a community center and information hub, not just a warehouse for free stuff.	10/21/2015 11:24 AM
29	asdsdsadsadsadsad	10/21/2015 9:35 AM
30	Creating programs to bring in school aged kids and teens into the library. We have creative and innovative staff, and areas for both groups. Challenge is to get the kids/teens to want to come to the library.	10/20/2015 2:07 PM
31	We need support for the building from our elected officials and tax payers so that we can reach our goals.	10/20/2015 11:59 AM
32	Our board has term limits so is changing on a regular basis so new blood is most often engerizing the whole group. Our library director is young also and relatively new to our library . She has new ideas and is willing to try different ways to keep the library vital. She has brought in out of state musicians who performed at the library. Great fun and talented. We need more of that. More cultural events.	10/19/2015 1:52 PM
33	Staffing is the key to success. Libraries must identify individuals within the community who are willing and able to participate in arts programs.	10/19/2015 8:26 AM

## Library Development Study Task Force Survey

34	Show travel type movies; exchange knowledge. The challenge of education the public that the Library should not be just about "free" books	10/17/2015 9:42 AM
35	Respond by outreach to Ft. Belknap, continue to offer programming that is educational and multi-cultural, providing training on job searching. Strengths: good rapport with Triangle Communications, trustee support, Challenges: limited hours, distance for people to travel, economic limitations, lack of interest by community members	10/16/2015 10:52 AM
36	Finding ways to get out to the people in the community that cannot make it to the library	10/15/2015 12:47 PM
37	Hold several 0-5 activities, place activities throughout the library. Will my library let me do some things that I have in mind.	10/14/2015 5:41 PM
38	Our terms of service are very accessible. The library is well situated in the downtown area. We have seriously outgrown our space and need to renovate.	10/14/2015 3:17 PM
39	the challenge is essentially the money to fund these. volunteers are needed to help with the programs we would like to provide.	10/13/2015 4:43 PM
40	We can offer more classes, but the challenges of this is access to personal information.	10/13/2015 11:56 AM
41	Time is the biggest challenge. At 30 hours a week, I have to prioritize. My focus is my patrons (OPI and teachers/school librarians). As a result, the things I would like to do (such as create training videos and catalog maintenance) do not get done. Since I am cataloger, I have a better understanding of how catalogs and databases work. This allows me to retrieve information much more efficiently. Also, I am able to catalog OPI produced materials, making it easier for school librarians to get those resources into their collections and on the shelves much quicker.	10/13/2015 8:28 AM
42	hosting more training/certification opportunities. Limiting factors would be staff, time and space.	10/13/2015 7:30 AM
43	We are in the process of procuring a Bookmobile and perhaps we could consider doing some programming for children in more locations outside the library.	10/12/2015 4:14 PM
44	Of course more county funding would be helpful. Fundraising is always ongoing.	10/12/2015 11:22 AM
45	staff, funding	10/9/2015 3:30 PM
46	Offer meeting space; provide data bases Strengths: access to data bases, meeting space, computer technology & equipment Challenges: difficulty identifying individual/group to contact, prohibition from serving alcohol on premises, short staffing	10/8/2015 3:47 PM
47	Providing community borrowing cards, computer access cards	10/8/2015 1:01 PM
48	work with the public library to have them do classes	10/8/2015 10:51 AM
49	Study sessions, tutoring in the library. We have the space and technology but have not really pursued the tutoring aspect.	10/8/2015 10:34 AM
50	a	10/7/2015 4:15 PM
51	not sure	10/7/2015 3:47 PM
52	a	10/7/2015 9:47 AM
53	We're just a library--we have a hard time keeping up with the demand for library services we do provide local information and a place for neighbors to meet and get to know each other	10/6/2015 7:04 PM
54	Offer more technology classes and cultural programming. Regularly assess the community to see what they are looking for in a library. I enjoy planning programming events so that would be a strength. As to challenges I feel that I lack certain advanced technology skills and financial constraints are always a concern.	10/6/2015 10:00 AM
55	Offer more technology classes. Provide more diverse cultural programming. I like to plan events but I feel that I may lack certain technology skills. Also financial constraints would hinder some of these endeavors.	10/6/2015 9:45 AM
56	visual reminders, its easy to get caught up in our own lives, so out side placboards, lighted marque boards, etc	10/1/2015 8:06 AM
57	I organized a school-community library in 1991. I have that experience to offer. Whether the community would support a levy to pay for these services is unknown.	9/30/2015 7:51 AM
58	partnering with community agencies, building upon good community relations. always a funding/staffing issue	9/29/2015 11:36 AM
59	We need to make advances in technology in order to keep up with the demand. We have sufficient numbers of public computers and a nice facility, but need more broadband. We also have an IT department that does not understand our needs and, generally, does not believe in public computer access. We need the MSL to provide IT consulting or assistance specific to libraries.	9/29/2015 9:04 AM

## Library Development Study Task Force Survey

60	We can provide employment and educational information, as well as facilitate programs that assist the community in both of these areas. We already provide some of these things, but know that there are more resources available. A big challenge is figuring out how to provide or publicize these resources in a concise, understandable format.	9/28/2015 3:34 PM
61	c	9/25/2015 12:13 PM
62	x	9/25/2015 12:05 PM
63	At our last Headwater's Library Association meeting, some of us met with some staff members of the MSU library. We might work with them in offering nutrition instruction to the public. Our working relationships with those outside our library is one strength we have in accomplishing goals.	9/24/2015 4:26 PM
64	We need to be (and are) looking toward the future and considering how to adapt our physical space and services to meet the needs of a growing population. Strengths: Shared vision; history of strong community partnerships. Challenges: Cost; transition period; community impression/response to change.	9/24/2015 1:03 PM
65	There plans in the works to achieve this goal.	9/24/2015 9:56 AM
66	We have outgrown our current facility. The library is understaffed. We are at the minimum number of hours and the public would like more open hours/access to the library.	9/23/2015 4:30 PM
67	We can look into what would be the most valuable purchases for our library to make to be relevant to our modern - day patrons. Challenges in light of this would be finding out what would be truly useful to our patrons as our library usage tends to be pretty limited.	9/23/2015 2:27 PM
68	Keeping our graduates in Montana? Getting parents to parent better? Bringing good paying jobs to the area? We provide a place for people to come but we can't provide jobs, child care or bringing industry to town. We are a library, not job service.	9/23/2015 1:39 PM
69	d	9/23/2015 8:41 AM
70	The library is already pretty successful in bringing in lots of users. The challenge is for the staff to keep up with current demands.	9/21/2015 8:07 PM
71	*	9/10/2015 6:04 PM
72	Invite more public speakers Getting the public to come.	9/10/2015 1:56 PM
73	c	9/10/2015 1:33 PM
74	c	9/10/2015 1:25 PM
75	we can lend support, references, meeting place, We have 5 public computers, 1 card catalog and 1 children's computer, newspapers, pop. magazines, etc.	9/8/2015 4:06 PM
76	gggg	9/3/2015 4:03 PM
77	We could add more computers and try to obtain better and faster internet. We face budgetary challenges extensively. We have a caring staff that does its best to help patrons.	9/3/2015 12:14 PM
78	Strengths: Good staff, community and board support Challenges: Physical space, staffing issues	9/2/2015 5:46 PM
79	1	9/2/2015 3:13 PM

## Library Development Study Task Force Survey

### Q4 What library development services from the State Library most directly support these essential services and/or aid you in responding to your community needs?

Answered: 79 Skipped: 0

#	Responses	Date
1	Montana Memory Project resources	11/19/2015 9:41 AM
2	The Resource Sharing would help the most. Patrons could gain information as needed.	11/18/2015 3:49 PM
3	Tend to call our federation headquarters for help	11/17/2015 4:10 PM
4	The state provides wonderful and critical resources. Probably the resources I most value have less to do with specifically meeting these community needs and more to do with providing essential backbone services. The resource sharing assistance given by the State Library is critical to most operations of my library. Many of these resources would be nearly impossible to afford without this assistance (OCLC, MSC, MTLib2Go). With respect to the community needs above, Montana Talking Book Library could be a growing need. CE programs supported by MSL also give me new ideas when it comes to responding to community needs.	11/17/2015 11:04 AM
5	MontanaLibrary2go, databases, web site host, State aid to expand programs, online tutorials	11/17/2015 10:38 AM
6	Consultants--larger picture goals and resources, wisdom of collective experience and understanding of law/processes, most especially to help harness and direct public library boards so that they can be productive and helpful to their libraries and the communities they serve MSC--shared resources, member library driven decision making, member library driven learning/sharing/problem solving, ability to move effectively as one to keep costs down and benefits up, the platform and shared experience to unite and build libraries (no matter how small or rural) across the state MSL--the leadership to deal with the larger issues that individual public libraries can not take on individually or collectively. public libraries need this wise, active, and supportive group of amazing and dedicated individuals!!!	11/17/2015 8:22 AM
7	Funding for statewide databases. Funding for OCLC services. Funding for MMP. Facilitating the courier.	11/13/2015 3:51 PM
8	Enforce school accreditation standards. Schedules are being submitted that don't reflect reality and phone calls to the state are not take seriously.	11/13/2015 9:45 AM
9	I think the State Library could help by promoting itself and all libraries within Montana.	11/13/2015 9:15 AM
10	We have used your services for understanding state financial requirements for libraries and for help with strategic planning.	11/13/2015 7:14 AM
11	Support, explanation of rules and by laws.	11/11/2015 5:01 PM
12	State databases (EBSCO). Shared Catalog. Partners Sharing Group/Courier Service. The EBSCO trainer Lisa is always excellent. NRIS databases. Montana Memory Project. Resource for librarians, staff, directors, boards. Jo Flick trainings are great. Networking opportunities with other librarians around the State. Small, rural libraries can feel isolated; professional colleagues around the State are very helpful. Professional development resources. MontanaLibrary2Go	11/7/2015 12:47 PM
13	My first thought was the Ready 2 Read Rendezvous which has been great for our library. The support for early childhood literacy is important. I also appreciate that our consultants have a variety of experience and knowledge. Suzanne Reymer, for example, having a technology background would be a source for me in putting together a technology training class, or tapping into Pam Henley who knows so much about Discover It. So I think the "people knowledge" from the SL is crucial - but also knowing who to contact is important too.	11/6/2015 2:18 PM
14	EBSCO databases help with educators. I am not sure what the state could provide to help smaller towns make themselves more appealing to up and coming job sources	11/5/2015 6:53 PM
15	Any program that creates efficiencies that can be captured at the local level for less input of staff time or other resources is beneficial.	11/5/2015 4:51 PM
16	Training, training, training and the sharing of experience.	11/5/2015 2:21 PM
17	Verbal support - someone to say yes, this is something libraries really do. Administration is still stuck in the past as to what libraries really do	11/5/2015 10:41 AM

## Library Development Study Task Force Survey

18	Federation funding training for librarians, networking for ideas.	11/4/2015 7:18 PM
19	Montana Shared Catalog, Montana library 2go, EBSCO databases and excellent professional help when needed.	11/4/2015 4:44 PM
20	LSTA funding for databases. Fall Workshops are helpful if they have relevant information. The workshops could use instruction from professionals that are not librarians. Montana Memory Project. The State Library provides an organization in which to develop partnerships like MSC and MTLib2Go. The Summer Leadership Summit helps encourage the growth of new leaders in the field.	11/1/2015 3:29 PM
21	Montana Shared Catalog MontanaLibrary2Go Ebesco Consultants/Continuing education	10/28/2015 5:26 PM
22	Training support for our ILS. Continuing education programs to keep director/staff/trustees informed of library issues statewide.	10/27/2015 4:31 PM
23	bb	10/27/2015 4:21 PM
24	Statewide initiatives such as the Ready to Read Rendezvous and supporting programs such as the new texting program for caregivers of children age 4. Montana Shared Catalog gives us greater access to resources for our patrons. Leadership Institute helped me in a multitude of ways by helping me to think big picture and identify community needs and to reach out to my peers throughout the state Suzanne traveled to Sidney to work with our board to prepare for erate and that was awesome. Pam traveled to Sidney and did a board training that helped them to understand their role as a trustee	10/26/2015 11:04 AM
25	xx	10/25/2015 3:14 PM
26	Montana Shared Catalog, MTLibrary2Go, OCLC, Courier, Ebsco database access	10/23/2015 11:21 AM
27	Free law help	10/22/2015 4:37 PM
28	We are having a hard time convincing our county commissioners of the vital role the libraries play in the community. As hard as we try, they think we are welfare and expendable.	10/21/2015 11:24 AM
29	asdsasdsasad	10/21/2015 9:35 AM
30	With state aid funds we purchased teen chairs which has brought teens into the library. Ready2Read Rendezvous is a big help in educating parents and working with 0-5 year olds on early childhood readiness.	10/20/2015 2:07 PM
31	The shared catalog, partners resource sharing, montana library 2 go.	10/20/2015 11:59 AM
32	I am somewhat new to board so am unsure of all the services. Of course funding is the greatest single thing that makes a lot of other things possible. It is also my experience tho that a responsive state entity (in this case the state library) is worth its weight in gold. It is vital for our far flung rural libraries in our huge state to have a knowledgeable source to approach when there is something to figure out. Knowledge is great and access to it is even better.	10/19/2015 1:52 PM
33	Staff training, programming templates and administrative training seem to result in the most positive results at our library.	10/19/2015 8:26 AM
34	I am sure the State Library can meet many of these services once the desire is acknowledged.	10/17/2015 9:42 AM
35	Training and certification (especially those that are done in person and nearby) Technology grants Resource sharing: OCLC for cataloging and interlibrary loans summer reading Consultants	10/16/2015 10:52 AM
36	Ready2Read	10/15/2015 12:47 PM
37	Funding to get things up and going.	10/14/2015 5:41 PM
38	NLCPLD Director will give an informed answer.	10/14/2015 3:17 PM
39	the training that helps suggests programs and how to run or find them; their efforts to provide faster cheaper internet service	10/13/2015 4:43 PM
40	Training	10/13/2015 11:56 AM
41	I think MSL needs to provide more cataloging support. MSL is very dependent on outside catalogers to do all of the original cataloging needed. However, these catalogers have their own cataloging to do and don't necessarily have the time to catalog for others. If MSL expects outside catalogers to do all the original cataloging for both MSC and non-MSL libraries, then MSL needs to provide support in terms of professional development and cataloging resources (both electronic and reference manuals). Specifically, MSL needs to offer training beyond what is included in the OCLC contract. This would focus on MARC, not RDA. Also, this training may not address the odd and wonderful items hiding in collections.	10/13/2015 8:28 AM
42	Montana Library 2Go, Discover It, MT shared catalog, Montana Memory Project, Summer Reading Program	10/13/2015 7:30 AM
43	The Ready2Read Rendezvous offers creative programming/outreach ideas. Montana Library 2 Go offers helpful resources to citizens as well.	10/12/2015 4:14 PM

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44	Ease in procuring inter library loans.	10/12/2015 11:22 AM
45	Don't know.	10/9/2015 3:30 PM
46	Shared services through the state (data bases, MT Library to Go, assistance with purchasing internet services, ...)	10/8/2015 3:47 PM
47	Database access	10/8/2015 1:01 PM
48	Fall Workshops databases	10/8/2015 10:51 AM
49	The state contracts with EBSCO are essential for us, as well as the courier and interlibrary loan.	10/8/2015 10:34 AM
50	a	10/7/2015 4:15 PM
51	not sure	10/7/2015 3:47 PM
52	a	10/7/2015 9:47 AM
53	erate is helpful, the consultants, statewide projects like MSC and MML2Go, state aid, help with technology and prioritizing so that we spend our money the best possible way	10/6/2015 7:04 PM
54	Financial support and the variety of training offered whether in technology areas or other library related issues.	10/6/2015 10:00 AM
55	Financial assistance and training.	10/6/2015 9:45 AM
56	written resource material	10/1/2015 8:06 AM
57	I would need to know what funding would be available to us if we were to pursue the school-community library.	9/30/2015 7:51 AM
58	continue to lobby for funding.	9/29/2015 11:36 AM
59	Consultants are an excellent resource, but they have too much on their plates. We really need more support in technology areas, like we had with BTOP.	9/29/2015 9:04 AM
60	DiscoverIt! and MSC are excellent resources that the State Library provides and we utilize at our library.	9/28/2015 3:34 PM
61	c	9/25/2015 12:13 PM
62	x	9/25/2015 12:05 PM
63	I would say the Headwaters Library Association meetings are beneficial in meeting other Montana libraries and learning how they can help us obtain our personal library goals.	9/24/2015 4:26 PM
64	Free webinars provide good ideas and training for an incredibly busy staff in a small library. The attentiveness of the State Library to the needs of the libraries it serves is (this survey being one example) is incredibly heartening.	9/24/2015 1:03 PM
65	There has been responses from State Staff to help with this.	9/24/2015 9:56 AM
66	MSC, OCLC, Courier facilitation, marketing materials, children's programming and SRP assistance, library consultants.	9/23/2015 4:30 PM
67	Training our librarians to help them know the best and most efficient way to organize, catalog, and service our library for our community. Also in our communication and training with the State Library we have been able to see what other libraries are doing to keep up with the modern times.	9/23/2015 2:27 PM
68	If the State Library is able to come in & provide thousands of well paying jobs, daycare for all, set up a library school maybe that is what is needed.	9/23/2015 1:39 PM
69	d	9/23/2015 8:41 AM
70	If you have information regarding consultants who do staffing studies for libraries it would be helpful.	9/21/2015 8:07 PM
71	*	9/10/2015 6:04 PM
72	Not sure	9/10/2015 1:56 PM
73	c	9/10/2015 1:33 PM
74	c	9/10/2015 1:25 PM
75	training, support, workshops on cutting edge technology and other library trends, speakers, research	9/8/2015 4:06 PM
76	ggg	9/3/2015 4:03 PM
77	continuing support services and help in obtaining better internet service	9/3/2015 12:14 PM
78	Funding for OCLC (library software), courier service, marketing materials, webinars/continuing education. Support when called upon.	9/2/2015 5:46 PM

# Library Development Study Task Force Survey

79	1	9/2/2015 3:13 PM
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## Library Development Study Task Force Survey

### Q5 When thinking about the future, what programs or services do you wish the State Library could offer or what suggestions would you make for changing or improving existing services?

Answered: 79 Skipped: 0

#	Responses	Date
1	Policy connections with other libraries and a source to help with reviewing and amending existing policy.	11/19/2015 9:41 AM
2	Il have no idea.	11/18/2015 3:49 PM
3	make available some short articles about the services we provide so we can put them in the newspaper	11/17/2015 4:10 PM
4	It seems like most Montana public libraries could use assistance in specific professional areas such as technology/network, grant writing, and youth specialist. The many smaller libraries cannot afford to have specialist staff on hand, so the state could step in to provide specific guidance in these areas. It truly seems like elder care might need to be one of these focus areas in the near future. I'm not sure how these services could be best implemented in a state as large and as diverse as Montana, but I do think there is a need there. As for existing services, I find little need for the Consulting librarians and therefore struggle to justify their expense. I recognize that this is different for librarians who become directors without library background or an MLS. It seems like MSL has made efforts in recent years to make the consulting librarians into the specialists that I referenced above, but I have yet to see this happening in an effective way. I question whether it makes sense to spend so much on travel given the fact that telecommunication is so prevalent. (We are supposed to be on top of cutting edge technology in libraries!) I also think that the further a consulting librarian gets from actual front line library work, the less help they can be. I've learned over the years that the best quality programs provided by MSL are only as good as the staff hired to fulfill those programs. I would rather pay excellent money to excellent staff than pay poor money to poor staff. That said, when it comes to limited/stagnating funding, we must accept that staff costs will continue to increase from year to year. That's not a good suggestion, but it is a harsh reality that we need to keep in mind.	11/17/2015 11:04 AM
5	na	11/17/2015 10:38 AM
6	More support for Public Library Boards; more cultivation of a professional, empowered culture among library lovers; grass roots leadership in our communities across the state all working toward a larger vision for the state; very often the answer is money--but I think here we need help with being on point, professional, disciplined, and focussed	11/17/2015 8:22 AM
7	Lets think about one shared library system for all libraries in Montana.	11/13/2015 3:51 PM
8	Again, the state needs to enforce accreditation standards. Lifelong library use begins with exposure to libraries by students.	11/13/2015 9:45 AM
9	The State Library could promote the provided databases to the public.	11/13/2015 9:15 AM
10	Update your website so it is more user friendly and publicize what you do.	11/13/2015 7:14 AM
11	Continue to support technology and sharing of information.	11/11/2015 5:01 PM
12	Libraries face limited budgets-- there is no capital improvement (brick and mortar) funds or grants for libraries to improve the physical plant. Rotating fund? Building improvements or maintenance funding. Be courteous-- don't comment on meetings you didn't attend, or are unfamiliar with all of the discussion. Encourage continuing education. Elite-ism regarding MLS, MLiS "status" (State Library can model non-favoritism behavior and encourage all voices and opinions; and to not value one opinion over the other because of MLS status or library size status). Websites for individual libraries.	11/7/2015 12:47 PM
13	As mentioned above, I think early childhood literacy is really important and I believe the library can play a crucial role in that development. Second, the library website needs an overhaul. It just seems clunky and I always get lost in it. And as a library staffer, if it confuses me, it's going to confuse a patron.	11/6/2015 2:18 PM
14	More technology support to the staffs of smaller libraries	11/5/2015 6:53 PM
15	It would be helpful if the State Library could expand definitions of best practices for core library functions and then use those best practices as a mirror to help local libraries improve in areas where they are weak.	11/5/2015 4:51 PM
16	Would it be possible to hire a traveling network/computer expert for hands on help and training?	11/5/2015 2:21 PM



## Library Development Study Task Force Survey

17	Have a travelling librarian to bring exhibits, programs, expertise out to us. We are a one person library so it's difficult to get away.	11/5/2015 10:41 AM
18	Continue Montana Library 2 Go.	11/4/2015 7:18 PM
19	I feel they are doing an excellent job as support for all us out in the world of Montana.	11/4/2015 4:44 PM
20	The State Library could act as a forum to organize group purchases of expensive digital content like Hoopla, Zinio and Reference USA. It could develop a state-wide ebook server for titles by all publishers, not just local and self-published. It would be on the order of what is done in Douglas County, Colorado. This may be beyond the budget reach of nearly every Montana library, but collectively may be possible. Ask the State Library Consultants to arrange at least 2 classes each quarter in which local professionals teach librarians in topics like the ACA, job search, new social media, website development, Photoshop, STEM, app creation, current events. Librarians can then teach the public, or the public could also be invited to the class by the professional. A cadre of professionals would need to be created and continually developed.	11/1/2015 3:29 PM
21	Someone to handle e-rate--it takes so much time to relearn each form every year.	10/28/2015 5:26 PM
22	I wish the State Library could sponsor the courier service to reduce costs for individual libraries and increase access for Montana library patrons statewide.	10/27/2015 4:31 PM
23	bb	10/27/2015 4:21 PM
24	Easier access to physical resources like the tablet check-outs or the maker kits. During conference one of our groups talked about programming kits, which is awesome. Right now, access to those items because prohibitive because of the actual transportation.	10/26/2015 11:04 AM
25	xx	10/25/2015 3:14 PM
26	If you are low on money focus on MSC, MTLibrary2Go, OCLC, Courier & Electronic DB access. Summer Institute etc. is lesser priority than those essential services mentioned above. I admit DB access is not used as much as it should be & we are going to start offering classes to show people how to use them & advertise them more. Since we, & most MT libraries cannot afford them, it would be a shame to completely abandon them at this point without pushing them more since they are essential for research when needed and most small MT public libraries do not have the budget for in depth research materials but are popular libraries.	10/23/2015 11:21 AM
27	I would do away with the databases no one uses them	10/22/2015 4:37 PM
28	I would like to see the State Library really publicizing the great things Montana libraries are doing all over the state, or possibly offer help in how to tackle these issues. It would help us gain better recognition with our county commissioners.	10/21/2015 11:24 AM
29	asdsadsadad	10/21/2015 9:35 AM
30	The state library does a fantastic job at offering trainings, programs, and support.	10/20/2015 2:07 PM
31	I would love marketing support from the State Library to show the evolved library and the greater need for space.	10/20/2015 11:59 AM
32	Assistance in developing a program for collection of and preservation of oral histories, A collection or list of available authors/outside speakers etc for community events. Reminiscent of the Speakers Bureau that existed back 10 or 15 years ago.	10/19/2015 1:52 PM
33	Continue to stay abreast of successful programs and technology nationwide and share info with all libraries in the state.	10/19/2015 8:26 AM
34	Show travel type movies; photography exhibits, art exhibits, support cultural programs	10/17/2015 9:42 AM
35	Trainings directed more for small libraries, Simplifying things so it is clearer: make a list of all programs, services and what they mean	10/16/2015 10:52 AM
36	Helping with more collaboration between libraries that are close together geographically	10/15/2015 12:47 PM
37	More spacing to add activities.	10/14/2015 5:41 PM
38	Any assistance, financial resources or training, the State Library can provide to strengthen our position in the Digital Age is very much appreciated.	10/14/2015 3:17 PM
39	without increased funding it is tough for the state to provide much more services	10/13/2015 4:43 PM
40	Nothing comes to mind at this time.	10/13/2015 11:56 AM

## Library Development Study Task Force Survey

41	I think MSL needs to find ways to work cooperatively with other agencies and other organizations to make their physical and monetary resources go further. Rather than trying to service the entire state and pull people to Helena, work more with the federations. Create regional experts and library partnerships. Right now, the federations seems to be merely administrative bodies, who hold meetings twice a year. Why not put the federations to work? Empower librarians and librarians! Why reinvent the wheel when someone else already has? So often MSL and other state agencies have a go at it alone attitude. There is no reason for that. Additionally, I think MSL needs to start looking at other sources of outside funding -- grants or possibly charging for some of their services. The fact that they are so dependent on LSTA funds is disturbing, particularly when it comes to staff salaries. For example, the Fall Workshop. I don't think it would be unreasonable to charge a fee (\$25) -- this would help offset costs. No profit, but there would be food.	10/13/2015 8:28 AM
42	A more user friendly Montana Memory Project	10/13/2015 7:30 AM
43	I am not really sure how to answer this as the State Library already does so much to support local libraries.	10/12/2015 4:14 PM
44	It would be nice to have summer reading programs continue on into the whole year.	10/12/2015 11:22 AM
45	Senior citizen programming	10/9/2015 3:30 PM
46	Support for technical library services; support to reduce cost of shared services for small libraries	10/8/2015 3:47 PM
47	Database access, programming \$	10/8/2015 1:01 PM
48	more training	10/8/2015 10:51 AM
49	I am happy with the services that the State library offers.	10/8/2015 10:34 AM
50	add tutor.com back please it was used in Helena	10/7/2015 4:15 PM
51	longer check out periods for MontanaLibrary2Go books.	10/7/2015 3:47 PM
52	a	10/7/2015 9:47 AM
53	Help with dealing with local government, stabilize libraries financially, help us modernize and catch up with the times, help us become more efficient	10/6/2015 7:04 PM
54	More technology training especially hands-on opportunities. In our isolated location I feel that more on-line webinars would be very beneficial as our location and financial situation prohibits attending many training events located in larger cities quite a distance away.	10/6/2015 10:00 AM
55	I would like to see more technology training ie hands-on-learning. I feel that more online webinars would be very beneficial to our isolated location where we are a great distance from larger communities where most of the training takes place.	10/6/2015 9:45 AM
56	more kids class as in reading and math skills and spelling for after school with parents and not related to commom core. basic learning using books in the library.	10/1/2015 8:06 AM
57	I would very much like to begin a summer reading program with summer hours for the community. I've wanted to participate in the program the State Library offers to Publics. I would like to have our residents view especially our high school library as a place to meet and find information.	9/30/2015 7:51 AM
58	help to increase/support broadband access throughout MT. grants for training & equipment.	9/29/2015 11:36 AM
59	Please make technology a focus! Can we get another grant like BTOP for this?	9/29/2015 9:04 AM
60	I would like to take more classes about the resources that the State Library already offers (such as DiscoverIt!, MMP, and MSC). It would be nice to have a class that focuses on how to make your patrons aware of these wonderful, free resources, as well as teaching patrons how to use them. It seems like some of the databases can seem overwhelming at first to patrons, but they are such incredible resources that more patrons should know about. I think once someone understands them a little bit, they would really enjoy using them. My question is, how do I start patrons using them?	9/28/2015 3:34 PM
61	c	9/25/2015 12:13 PM
62	x	9/25/2015 12:05 PM
63	One improvement I can suggest is finding some easier way for library staff to access book titles carried by the Montana State Library (like if a staff member wants a book about being a better library administrator from the Montana State Library). There is probably some way of accessing the titles, but I have a hard time finding it. Maybe we can make a website or something that offers a list of books that can be checked out from MSL.	9/24/2015 4:26 PM
64	More guidance for patron-focused tech instruction would be helpful. Continued distribution of kits for programming.	9/24/2015 1:03 PM
65	I have no answer for this question.	9/24/2015 9:56 AM
66	No comment	9/23/2015 4:30 PM

## Library Development Study Task Force Survey

67	Providing an after school tutoring program complete with internet and ipads (or other appropriate technology) in order to both tutor kids in their homework as well as train them in using modern technology. Also another useful tool would be to have an area in the library that patrons with e-readers can 1) find information to access online media for borrowing, 2) download something directly either by scanning the item or 3) "checking out" a zip drive from the librarian with their desired items that they can download at home. We should also have many more items available on websites such as montanalibrary2go.org, including movies and other media.	9/23/2015 2:27 PM
68	Force the hierarchy to increase wages, raise all benefits, lower taxes would be a good place to start.	9/23/2015 1:39 PM
69	d	9/23/2015 8:41 AM
70	Continue to lobby the legislature to support libraries around the state.	9/21/2015 8:07 PM
71	*	9/10/2015 6:04 PM
72	Not sure	9/10/2015 1:56 PM
73	c	9/10/2015 1:33 PM
74	c	9/10/2015 1:25 PM
75	more current info on integrating bi-lingual programs within the public libraries, how to host/serve legislative folks who visit Helena...	9/8/2015 4:06 PM
76	ggg	9/3/2015 4:03 PM
77	with our limited staff the State Library is providing as much as we are capable of using. But we always need support	9/3/2015 12:14 PM
78	Expanding courier service in Montana, if not regionally	9/2/2015 5:46 PM
79	1	9/2/2015 3:13 PM

## Library Development Study Task Force Survey

### **Q6 Based on your needs, in what programs or services might the State Library consider decreasing their investment? (See question 7 below for list of program areas.)**

Answered: 65 Skipped: 14

#	Responses	Date
1	Grant management	11/19/2015 9:48 AM
2	I don't think any should be decreased.	11/18/2015 3:50 PM
3	for my library grant management and literacy are the two programs I would use the least except for the summer reading program which we do use	11/17/2015 4:13 PM
4	I'm trying to consider this question with the following in mind: There might be a program or service that is essential to my library, but it might not be a program or service that needs to be provided by the State Library. Conversely, there are some programs that would not be possible without statewide licensing. With that in mind, Resource Sharing is at the top of my list. Similarly, the work done through the state to enable (and greatly expand on) the BTOP grant was essential. I've ranked Community Development fairly high, because State Aid and Federations translate to money for my library. I will say that I'm not sure I glean any particular benefit from participation within the Federation other than the check and the relationships with fellow librarians. These relationships are important but could be garnered through other meetings and CE. I ranked Technology Support high because I would like to see more of this from the state. However, I wouldn't say I actually receive much benefit from current Technology Support programs. It is critical that the State Library continue to require high levels of training and standards from public libraries. Without these requirements, my library board or city might not spend money to support these issues. I think the current Training and CE program is wonderful. That said, thanks to all of the free CE available online, we should look at the costs and benefits of this program. With respect to literacy, I am consistently disappointed in any program I attend regarding summer reading programs. I go for ideas and end up getting a two hour tour of a website I can access myself and encouragement to have my teens submit a video. I constantly question if our participation in CSLP is valuable. I do appreciate the discounted incentives available through their website and take advantage of some handouts and PR materials. I could definitely do without the binder. That said, I also appreciate that in the scheme of things, there is little expense involved. If we are truly trying to encourage 21st century library programs, the Digital Content Management programs are essential. That said, I ranked it fairly low as it is not an area currently being utilized by my community. Looking ahead, I do see that within the next ten years this could increase in importance. Considering the current level of investment is relatively small, I would like to see this continue. When it comes to areas for decreased investment, I would absolutely direct my attention to statewide periodical databases and Consulting. I recognize that the databases are important in libraries in our state, but seeing as those are primarily school and academic libraries, I would like to see a cap placed on the amount of funding the State Library provides towards this service. The bulk of database funding should come from OPI and the academic community, even if that limits access to the databases to my patrons. Similarly, Discover It! is a lovely idea, but is not appreciated by my patrons. With respect to Consulting, I think this should remain an important concept in the services MSL provides, but it should be reformatted. I'd be more likely to utilize a peer-to-peer network than the current set of Consulting librarians. I do think that MSL needs to look at cutting back on total FTE.	11/17/2015 11:29 AM
5	They are all very important.	11/17/2015 10:43 AM
6	All the services the State Library provides are very important. I think the question is what services most support the public libraries and the mission of the State Library.	11/17/2015 8:28 AM
7	Grant management, community development, training.	11/13/2015 3:53 PM
8	I don't see an area where the State Library should decrease investment.	11/13/2015 9:48 AM
9	Traveling consultants.	11/13/2015 9:18 AM
10	I don't know.	11/13/2015 7:19 AM
11	All of these are important!	11/11/2015 5:06 PM
12	Decrease face-to-face consulting and focus on trouble ticket style consulting. Training: decrease face-to-face training in lieu of online options.	11/7/2015 1:54 PM

## Library Development Study Task Force Survey

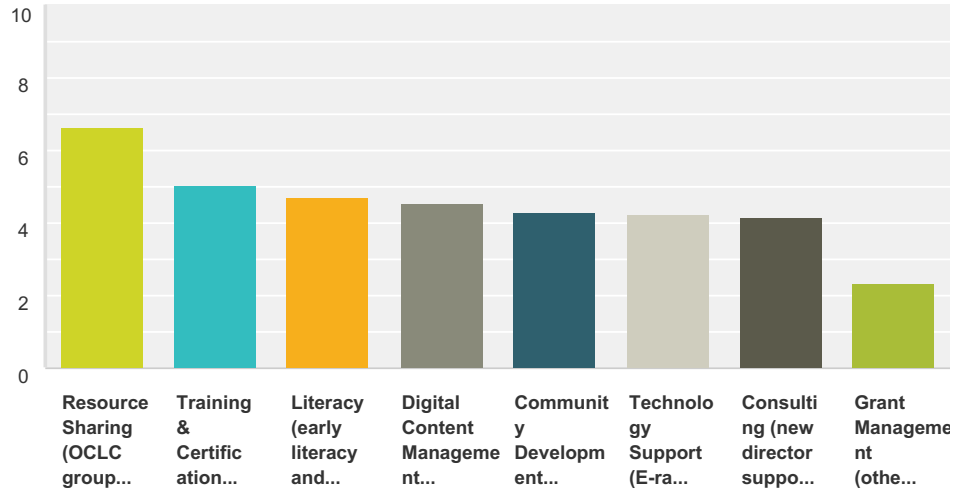
13	This is going to be a tough one as every library & community is different. I have a tie with Literacy and Training&Certification as the most important are of the SL to our library. As much as I hate to say it, the databases could probably go to the wayside and no one would notice. But, then again, we haven't done a good job of telling the community about them, either. So...~sigh~ these are tough.	11/6/2015 2:24 PM
14	heritage quest could go	11/5/2015 6:55 PM
15	Grant management	11/5/2015 4:53 PM
16	None	11/5/2015 2:24 PM
17	not sure	11/5/2015 10:43 AM
18	Discover It!	11/4/2015 7:21 PM
19	Consulting - the job should be changed so that the consultant is working to help the library development expert community partners. Technology Support - We pay for local expertise on network/equipment planning and do not need the help from the State Library.	11/1/2015 3:39 PM
20	I always need assistance! If I had to pick an area that comes easier for me and I can do with less state help, it would be literacy.	10/28/2015 6:07 PM
21	I leave that task to them to decide.	10/27/2015 4:31 PM
22	I would like access to more specialized knowledge. Suzanne is an excellent example of this. If I want to know technology or erate, I call Suzanne. It would be great to have individuals specialized in other areas like library foundations or inventory for example.	10/26/2015 11:10 AM
23	I addressed this in #5 but I will add that although I LOVE Montana Memory Project, if you are low on money I would rather that loose some money than the resource sharing but NOT MontanaLibrary2Go. You lumped them together below but they are quite different.	10/23/2015 11:25 AM
24	Databases	10/22/2015 4:39 PM
25	Things like resource sharing and technology support are essential to us- we could never have these on our own. If I had to pick one, maybe grant management. We're fighting to keep our doors open, we don't have time to look for, let alone start, grants.	10/21/2015 11:28 AM
26	All the programs and services offered by the State Library are important and helpful	10/20/2015 2:09 PM
27	The ebSCO databases are not worth the money from a public library standpoint....and OPI should help fund this for the academic libraries that have heavy utilization. Also the consulting is something that I feel is way overfunded for the amount the libraries get in return. We don't need 3 work from home consultants.	10/20/2015 12:03 PM
28	I don't know if our local library avails itself to grant writing for funding since our local county budget covers a lot of funding. I believe that adult literacy is not a huge problem area here. We are an aging populace here and for the most part, tend to come from backgrounds that stressed literacy from a young age. Having said that, tho, story hour for young readers is vital to instilling a love of reading that endures forever.	10/19/2015 2:06 PM
29	unsure	10/19/2015 8:27 AM
30	Law and Budget	10/17/2015 9:45 AM
31	databases courier project discover it!	10/16/2015 10:55 AM
32	This is difficult as I do not know how these directly affect how my library works exactly.	10/15/2015 12:52 PM
33	Training, resource sharing, digital content management, community development	10/14/2015 5:45 PM
34	NLCPLD Director will give an informed answer.	10/14/2015 3:18 PM
35	everything the state does is essential so it is a tough call. trying to rank the program areas is even more difficult because so many are equally important	10/13/2015 4:47 PM
36	Grant management	10/13/2015 11:58 AM
37	The library consultants -- shift a lot of their work to the federations. Literacy and life long learning -- shouldn't these be programs offered by local libraries or it's a place when MSL could partner with local organizations and agencies. The CE program -- 90 minute workshop sessions and webinars are not enough to be effective. If you're going to do it, get serious about it.	10/13/2015 8:31 AM
38	Montana Courier Alliance	10/13/2015 7:33 AM
39	Consulting?	10/12/2015 4:16 PM

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40	certification	10/12/2015 11:29 AM
41	I don't feel there is any need to decrease any programs.	10/9/2015 3:33 PM
42	Literacy, grant management	10/8/2015 3:50 PM
43	Consulting	10/8/2015 1:03 PM
44	community development--I think the communities themselves need to take the forefront with this instead of depending on the State Library!	10/8/2015 10:57 AM
45	Our library does not particularly use the consulting aspect or the grant management.	10/8/2015 10:36 AM
46	a	10/7/2015 4:34 PM
47	not sure	10/7/2015 3:48 PM
48	statewide periodical databases, ?	10/6/2015 7:06 PM
49	Some of the program areas have several components and I actually have different opinions to the importance of certain components contained in the same program area.	10/6/2015 10:11 AM
50	unable to give each of following ranfs the same number.	10/1/2015 8:11 AM
51	I can only see an area to increase: Encouragement/support for isolated rural school libraries to become School-Community Libraries.	9/30/2015 7:56 AM
52	consulting	9/29/2015 11:39 AM
53	I think the EBSCO databases are too expensive for how much they are used. I think school libraries use them more than public libraries. Maybe OPI can contribute so the schools can still have access, or we could analyze what portions are/are not being used and make reductions accordingly. I also wonder if there's a less expensive way to deal with early literacy. It's convenient to have the Summer Reading Program materials, but individual libraries could probably come up with their own programs. I also wonder if the expense of Ready2Read Rendezvous is worth it, but I've never attended one, so can't really offer an opinion. Ranking the items below is tough, as I think OCLC, MSC, and the courier are essential while statewide periodical databases are not. I'm not a fan of how they are grouped and found it difficult to rank them.	9/29/2015 9:20 AM
54	Sometimes the State Library facilitates classes or distributes materials promoting specific genres, books, non-library programs/interests, etc. I think this is unnecessary, and the time and resources allotted for these things would be better spent in practical training that is directly implemented in the library, such as technology support, book mending, etc.	9/28/2015 3:44 PM
55	x	9/25/2015 12:06 PM
56	Based on the list below, I would say Digital Content Management is something that can be decreased in investment. It's not that Digital Content Mangement isn't important, but I feel that Literacy, MontanaLibrary2Go, OCLC sharing systems like the courier program, and technology support are of real importance.	9/24/2015 4:37 PM
57	Digital Content Management	9/24/2015 1:06 PM
58	I have no answer.	9/24/2015 10:03 AM
59	If E-Rate continues to decline, I don't think it is worth all the application work to go through the process.	9/23/2015 4:31 PM
60	Providing a Non-fiction section except for the most current materials.	9/23/2015 2:29 PM
61	My needs are higher wages & better benefits.	9/23/2015 1:40 PM
62	none	9/10/2015 1:58 PM
63	perhaps grant managing or E-rate consulting	9/8/2015 4:09 PM
64	our needs are so different from other libraries so I would hate for them to decrease any services as we are able to access these services when we need. The following programs are equally important to our library so it will be extremely difficult to rank them.	9/3/2015 12:18 PM
65	E Rate is cumbersome and funding decreases over time. Right now it is a separate project for each library and the ROI is less revenue than most grants we write. Examine dollars spent on staff compared to ROI for libraries. Do we finally give up on E-Rate?	9/2/2015 5:54 PM

**Q7 Please rank the below State Library program areas in order of importance (1= Most Important, 8=Least Important)**

Answered: 65 Skipped: 14



	1	2	3	4	5	6	7	8	Total	Score
Resource Sharing (OCLC group services (excluding MMP); courier program, statewide periodical databases; MontanaLibrary2Go; Discover It!; MSC; EZProxy Centralized Authentication)	38.46% 25	24.62% 16	23.08% 15	6.15% 4	0.00% 0	1.54% 1	3.08% 2	3.08% 2	65	6.63
Training & Certification (certification program, curriculum management, professional development)	15.38% 10	18.46% 12	12.31% 8	12.31% 8	12.31% 8	12.31% 8	13.85% 9	3.08% 2	65	5.05
Literacy (early literacy and summer reading; adult literacy; life long learning)	21.54% 14	4.62% 3	7.69% 5	18.46% 12	9.23% 6	18.46% 12	13.85% 9	6.15% 4	65	4.69
Digital Content Management (Montana Memory Project, MontanaLibrary2Go Local)	3.08% 2	15.38% 10	15.38% 10	24.62% 16	9.23% 6	15.38% 10	6.15% 4	10.77% 7	65	4.54
Community Development (State Aid; Federations; Community partnerships)	6.15% 4	10.77% 7	10.77% 7	9.23% 6	30.77% 20	12.31% 8	15.38% 10	4.62% 3	65	4.31
Technology Support (E-rate consulting; technology evaluation and planning; broadband planning)	3.08% 2	10.77% 7	16.92% 11	15.38% 10	13.85% 9	15.38% 10	20.00% 13	4.62% 3	65	4.25
Consulting (new director support; board development; law, budget, strategic planning consultation)	10.77% 7	10.77% 7	13.85% 9	10.77% 7	10.77% 7	12.31% 8	7.69% 5	23.08% 15	65	4.17
Grant Management (other grants)	1.54% 1	4.62% 3	0.00% 0	3.08% 2	13.85% 9	12.31% 8	20.00% 13	44.62% 29	65	2.37