

# Memo

**To:** Jennie Stapp, State Librarian      **To:** Montana State Library Commission

**Date:** September 21, 2016

**Re:**      **Strategic Plan feedback process**

Staff have taken the following steps to gather feedback from our stakeholders regarding the draft strategic plan:

- A PowerPoint has been created that is used to guide in-person discussions about the draft plan and the process that was used to create it. Discussions have been held during the September State Librarian Webside Chat, MSL Workshops in Polson, South Central and Broad Valleys Federation Meetings, and the Montana Shared Catalog meeting. Discussions are planned for all fall federation meetings, as well as during the November meetings of the Network Advisory Council and the Montana Land Information Advisory Council.
- An article regarding the strategic planning process will appear in the October issue of the Montana Library Association newsletter, *Focus*.
- An online survey is available for stakeholders to complete (see Survey). The draft strategic plan and the survey are linked from the MSL homepage. During in person discussions, participants also have an opportunity to respond to survey questions.

The following feedback has been gathered to date and is shared for Commission review and discussion.

## QUANTITATIVE RANKINGS FOR VISION STATEMENTS, BARRIERS, AND STRATEGIC DIRECTIONS

Question: Do you see value in working towards connected community partnerships; new and diversified funding; and useful information infrastructure?

	<b>Yes</b>	<b>No</b>
<b>Partnerships</b>	29	0
<b>Funding</b>	25	0
<b>Infrastructure</b>	27	0

Question: How would you rate the barriers listed: strong barrier; we can overcome; or this isn't a barrier?

	<b>Strong</b>	<b>Overcome</b>	<b>Not a barrier</b>
<b>Challenging Geography</b>	6	13	2
<b>Non-strategic resource allocation</b>	5	12	0
<b>Divergent Expectations</b>	2	18	0
<b>Risk-Averse Library Culture</b>	4	14	1
<b>Limiting Political Climate</b>	12	7	0

Question: How strongly do you agree or disagree with the strategic directions listed?

	<b>S. Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>S. Disagree</b>
<b>Engagement</b>	12	4	0	0	0
<b>Culture</b>	10	5	2	0	0
<b>Infrastructure</b>	15	2	1	0	0
<b>Partner Orgs.</b>	13	1	2	0	0

## **RESPONSES TO OPEN-ENDED QUESTIONS ABOUT VALUE OF VISION STATEMENTS, BARRIERS, AND OVERALL PLAN**

Question: What value do you see in working towards connected community partnerships?

- Shared knowledge, building on each other's strengths, avoiding duplication.
- collaboration between agencies and those we serve; helps reduce duplication of efforts and preserves fiscal integrity
- I think libraries having a connected partnership with other community entities is a win-win for all. It would make advocacy easier, there would be a broad understanding of the library's work in the community along with those of the partners, and also more transparency for the public and library users.
- more shared resources between libraries
- The more we share (ideas, experience, resources), the more efficiently we deliver services to our users.
- With funding cuts and inadequate staff hours, community partnerships help others to see the value of libraries and
- takes some of the pressure off library staff.
- Cost sharing; information sharing; improved access; resource sharing
- Partnerships assist everyone in reaching goals and reaching out to community members.
- making sure your community understands the libraries importance in the community!
- ability to share resources & workloads on collaborative projects. Shared knowledge, experience, & expertise
- sharing resources; reduction if overlap or duplication of efforts; added "advertising"

Question: What value do you see in working towards new and diversified funding?

- Changing times, old funding may become smaller or deleted.
- Opportunities for external funding sources -- organizations want to give money to assist with worthy causes, but often our MT regulations doesn't allow us to accept these funds when it would otherwise be a perfect match for both the funder and recipients, a great fit for the projects.
- With new and diversified funding there is the hope of actually having funding.
- New and diversified" seems pretty vague, so hopefully that idea will be fleshed out and include a more focused form of funding sources.
- I think this is important to look for, however I don't understand what resources the state library would get funding from.
- Stable funding is absolutely necessary for a library's continued existence.

- We have to, as we've already seen cuts due to decreased funding resulting from the war on coal and I suspect that will continue.
- cost sharing
- better accountability and transparency
- funding sources are never stable, so diversified funding will help. The State Library also helps each library in the State, so funding helps everyone.
- Possibility of different programs & projects
- Ability to offer Pilot projects; keep existing programs & projects free
- Possibly find funding previously not apparent or newly available

Question: What value do you see in working towards useful information infrastructure?

- The near future will demand on this. No exceptions.
- This is already shown as being valuable with the transmission of personal health information among participating medical facilities for the safety and optimum care of Montana residents & visitors.
- I think those areas with a weak infrastructure are likely those areas of economic disadvantage and very rural with low population. It seems just as important that rural/economic disadvantaged areas have the same (or relatively the same) capabilities to inform their communities and end users with the information they desire/need.
- I think this is very important as more and more information is found digitally now rather than on the stacks.
- The internet is the way we'll be sharing data at long distances and in large clumps, for the foreseeable future. It needs to be as fast and reliable as possible.
- I would love some help from MSL, as our technology isn't up to par and our county IT Dept does not see the value in libraries having up to date technology.
- Closing the digital gap and enhancing all members of a community.
- it's the best way for libraries to keep current and remain relevant to the public
- Collated useful information in one place makes it easier to find.
- Exchange of ideas is better
- Making sure money is well spent!
- Reduce duplication -time spent looking for Resc; coord. of services

Question: What other barriers should the Commission consider?

- Marketing the library.
- The lack of knowledge of what other agencies are doing that are similar or otherwise dovetail our efforts too. Lack of communication and awareness outside of "librarian-thinking."
- I'm sure there are other barriers, but I can't think of anything right now. I think the political climate/library culture barriers seem like plenty to tackle.
- communities aren't fully aware of all our libraries have to offer.
- Local government

- some staff clinging to outdated business practices

Question: What other strategic directions should the Commission consider?

- Can't think of anything else. I wasn't exactly sure what "Culture & Impacts" entailed - saying "no" (to whom? is this a problem? not sure I understand the full thought behind this one. Partner organizations - again I wasn't sure what this means in terms of "key" partners. I chose neutral because I was unclear as to those 2 strategic directions, not that I don't support them.
- interstate collaboration

Question: What other concerns, comments, or questions do you have about the Commission's draft strategic plan?

- Nice work!
- I feel there is not enough representation from all types libraries and other industries.
- I think it's an excellent start and look forward to what the Commission decides.
- Keep it focused and attainable. Challenge is good, but we want to be able to achieve stated goals in a manner that show value, viability, and future growth and orientation.
- Thank you to all who worked on this plan. Thank you for leading by example.