



PO Box 201800 1515 East 6<sup>th</sup> Avenue Helena, MT 59620 (406) 444-3115

# Memo

**To:** Network Advisory Council      **Fr:** Tracy Cook, SLR Director

**Date:** February 21, 2018

**Re: Stakeholder Analysis of usage/non-usage of services**

I mapped usage of 8 common library development services: Montana Shared Catalog, Montana Memory Project, Ready2Read, Continuing Education, Consulting, OCLC, Montana Library 2 Go, and the Courier. Usage was fairly robust amongst the majority of the services. We analyzed the data for each service.

Our primary focus has been public libraries, so the highest usage of our services is by public libraries. The Montana Shared Catalog sees the widest variety of usage by different types of libraries. A library in every community in Montana uses at least one of our services. The only exception are the counties without public libraries.

There are a variety of reasons why services aren't used. Our analysis of stakeholder usage included the following themes:

- There isn't a perceived need for that service
- Service is inconvenient to use or not provided in library area
- Service is cost prohibitive for the library
- Providing the service to patrons would require too much local library staff time
- Desire for local control
- Philosophical differences about the service
- Local challenges require attention and keep library from participating

As you think about the stakeholders you represent and the eight projects listed, would you agree with this analysis? What other input would you like to share with us?