

LSTA Evaluation Interview Questions
Interviews conducted by Dr. Anthony Chow
September 6 & 7, 2016

1. Describe the current state of Montana in terms of its economy, demographics, current and future needs, and the role of libraries.
2. Describe the State Library and your LSTA process in terms of staff, activities, reporting, funding, etc. (Identify processes at work in implementing the activities in the plan, including the use of performance-based measurements in planning, policy making and administration)
 - 2-a. How would you, as a NAC [or Commission] representative, describe your role in the LSTA planning, policy making, and administration process?
 - 2-b. What part of the process helps you to serve in this role?
 - 2-c. What part of the process should be improved to help you serve in this role?

How has this changed from the past five-year 2008-2012 LSTA plan?

3. Let's do a SWOT analysis
 - a) What are the strengths of your LSTA program?
 - b) What are your main weaknesses?
 - c) What are your main opportunities for the next five years?
 - d) What are your main threats to protect against and avoid in the next five years?
4. Describe your current plan and to what extent did your Five-Year Plan activities make progress towards each goal?

Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

Goal 1: MSL provides consultation and leadership to enable users to set and reach their goals and provides appropriate trainings and training resources so that the best use can be made of the resources offered (**LSTA Priority 1 - expand services for learning and access to information; LSTA Priority 3 - consultation, leadership, training**).

Goal 2: MSL acquires and manages relevant quality content that meets the needs of Montana library users and provides libraries and patrons with convenient, high quality, and cost-effective access to library content and services (**LSTA Priority 2 - establish or enhance electronic and other linkages/improve library coordination; LSTA Priority 7 - expand services for learning and access to information**).

Goal 3: MSL promotes partnerships and encourages collaboration among libraries and other organizations to expand and improve services to patrons (**LSTA Priority 4 (5) - develop public and private partnerships; LSTA Priority 7 - expand services for learning and access to information**).

Goal 4: MSL acquires, manages and provides access to quality content for Montana Talking Book Library patrons and provides outreach services through partnerships and collaborations with other organizations that provide special needs patrons with the information they need (**LSTA**

Priority 4 (5) - develop public and private partnerships; LSTA Priority 5 (6) - target library services to individuals with special needs).

5. Here are the nine IMLS priorities and it appears that MSL has explicitly targeted 6 of 9. Do you feel these should be the same priorities for 2018-2022?

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills **(MSL State Goal 1: consultation, leadership, training)**
2. Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services **(MSL State Goal 2: acquire and manage content; provide access)**
3. Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services **(MSL State Goal 1: consultation, leadership, training)**
4. Enhance efforts to recruit future professionals to the field of library and information services;
5. Develop public and private partnerships with other agencies and community-based organizations **(MSL State Goal 3: promote partnerships and collaboration and MSL State Goal 4: acquire content and provide access and outreach for TBL patrons)**
6. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills **(MSL State Goal 4: acquire content and provide access and outreach for TBL patrons)**
7. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved **(MSL State Goal 2: acquire and manage content; provide access)**
8. Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and
9. Carry out other activities consistent with the purposes set forth in section 9121, as described in the SLAA's plan.

6. A-2. To what extent did your Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents? Do you feel these should be the same priorities for 2018-2022?

1. Lifelong Learning (MSL Goal 3)

- 1.1. Improve users' formal education
- 1.2. Improve users' general knowledge and skills

2. Information Access (MSL Goals 2, 3, 4)

- 2.1. Improve users' ability to discover information resources
- 2.2. Improve users' ability to obtain and/or use information resources

3. Institutional Capacity (MSL Goals 1, 3)

- 3.1. Improve the library workforce
- 3.2. Improve the library's physical and technological infrastructure
- 3.3. Improve library operations

4. Economic & Employment Development

- 4.1. Improve users' ability to use resources and apply information for employment support
- 4.2. Improve users' ability to use and apply business resources

5. Human Services

- 5.1. Improve users' ability to apply information that furthers their personal, family, or household finances
- 5.2. Improve users' ability to apply information that furthers their personal or family health & wellness
- 5.3. Improve users' ability to apply information that furthers their parenting and family skills

6. Civic Engagement

- 6.1. Improve users' ability to participate in their community
- 6.2. Improve users' ability to participate in community conversations around topics of concern.

7. A-3. Did any of the following groups represent a substantial focus for your Five-Year Plan activities (Yes/No)? Should there be any changes or targeted groups for 2018-2022?

- Library workforce (current and future)
- Individuals living below the poverty line
- Individuals that are unemployed/underemployed
- Ethnic or minority populations
- Immigrants/refugees
- Individuals with disabilities
- Individuals with limited functional literacy or information skills
- Families
- Children (aged 0-5)
- School-aged youth (aged 6-17)