

# Memo

**To:** Network Advisory Council

**From:** Tracy Cook, Library Development Director

**Date:** August 7, 2018

**Re:** Next year's work plan for Library Development

**Request:** Decide on goals and outcomes that LDD should work on in FY19.

**Background:** The Network Advisory Council helps set the work plan for Library Development staff. Last year, the NAC recommended that we work on collaboration, community leadership, and Internet Access.

Specific outcomes to be addressed for collaboration were libraries participating in collaborative efforts report improved library services for their community and provide better collections for their patrons; library directors and staff demonstrate the knowledge, skills, and desire to participate in collaborative efforts; and libraries participating in collaborative efforts are more efficient – the effort saves time and improves workflow.

Specific outcomes to be addressed for community leadership were library directors, staff, support groups, advisory members, and board members listen, engage, and lead to promote a thriving community; librarians, advisory members, and board members increase their knowledge about library trends in balancing digital and traditional library services, and library staff master digital literacy skills.

Specific outcomes to be addressed for internet access were public libraries increase their bandwidth in order to meet national standards and provide their community with Internet speeds that support formal and informal learning, social connections, and the basic needs of the community members.

**Report on LDD's experience from last year:** The budget cuts impacted LDD staff. Last year was a year of transition as we figured out how to handle the loss of critical

support staff. LDD staff needed to adjust their workflows to absorb things like the public library statistics, managing certification paperwork, managing the directory, and other tasks that happen behind the scenes. The cuts themselves and the loss of our colleagues took their toll on staff. The Library Development Division also lost staff for a variety of reasons. The loss of these staff led to increased workloads as we needed to step in to continue the work of the Lifelong Learning Librarian, the MSC trainer, and support of the Montana Library Directory.

In the last few months, staff have transitioned into these new workflows and have begun to work in earnest on the NAC's desired outcomes. Projects like the Community Compass Project, formal planning and work on collaboration and training, commencement of a fulfillment study, and discussions with Internet Service Providers on what is available for public libraries have started with an intent to address the outcomes listed earlier.

We would like to continue with the outcomes and goals chosen from last year. The one exception being goal 2 of outreach and lifelong learning. We now have a Lifelong Learning Librarian who can help us achieve this goal. We would like to know what success looks like for this goal and what outcomes the NAC would like us to address.

However, we want NAC members to know that if there are other goals or outcomes that are going to better serve Montana libraries, we are ready to work towards those items instead of our proposal of continuing last year's focus.

**Questions for the NAC to consider:**

- Please review the 5-Year LSTA plan ([http://docs.msl.mt.gov/aboutweb/documents/lsta\\_5yr\\_2018\\_2022.pdf](http://docs.msl.mt.gov/aboutweb/documents/lsta_5yr_2018_2022.pdf)) – especially pages 6-15.
- What goals and/or outcomes will make the most difference for Montana libraries and the people they serve?
- How will they make a difference?
- From those pages, what goals would you like staff to tackle? And under those goals, what outcomes should be addressed?