

Memo

To: Network Advisory Council

From: Jennie Stapp, Tracy Cook, Cara Orban

Date: August 6, 2020

Re: Future of Libraries as it relates to library services and other MSL work

COVID19 has clearly impacted our services. In many ways it has hastened trends that many of us have seen – a shift to more digital services; changes in patron behavior; and a deepening of the digital divide.

In May we discussed what we have learned from COVID19. As the challenges of a global pandemic linger, we thought it was time to have a deep discussion about the future of libraries and use that information to make decisions and recommendations on the following items:

- Supporting virtual librarianship
- Conducting a courier study
- Supporting implementation of the fair library access resolution
- Modifying the public library standards to reflect the changing world

The agenda lays out some of the questions we have for you. Please think about your services and how they look in the analog world and the digital world. Think about your patrons, your community members, your funders, and other stakeholders. What are they worried about? What are their concerns? What are their hopes and perceived opportunities? How is their behavior and view of the library changing?

What are your concerns? What possibilities do you see? What do you need to know or do to provide library services in these times? What support do you need from the State Library? How do you think all of us can support and work with each other to successfully provide library services for all Montanans well into the future?