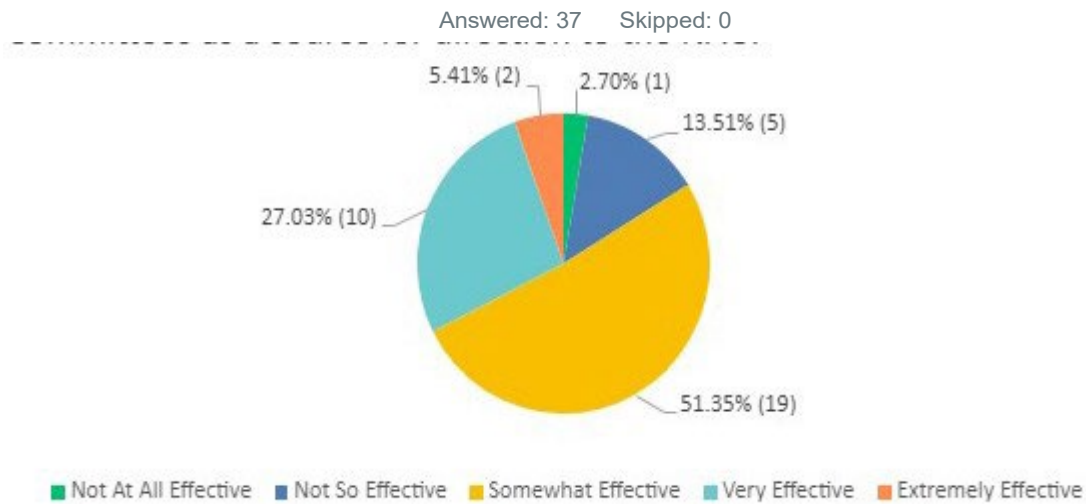


Network Advisory Council Evaluation and Planning Meeting Survey Results

2023 NAC Survey Results

The MSL conducted a 2023 survey of Network Advisory Council (NAC), Core Service Committee (CSC), and MSL staff members. The survey results will support the NAC in determining determine how the MLN can better serve the needs of member organizations and our common customers and to prioritize services and projects accordingly.

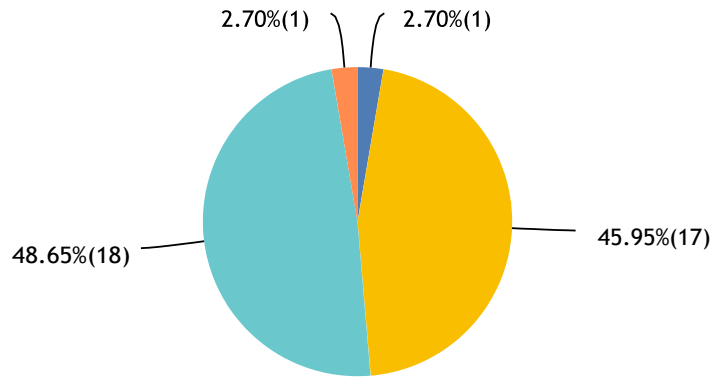
How would you rate the effectiveness of the Core Services Committees as a source for direction to the NAC?



	NOT AT ALL EFFECTIVE	NOT SO EFFECTIVE	SOMEWHAT EFFECTIVE	VERY EFFECTIVE	EXTREMELY EFFECTIVE	TOTAL	WEIGHTED AVERAGE
(no label)	2.70%	13.51%	51.35%	27.03%	5.41%	37	2.19
	1	5	19	10	2		

How well do you understand the purposes of the Core Services Committees (CSC) and the Network Advisory Council (NAC)?

Answered: 37 Skipped: 0

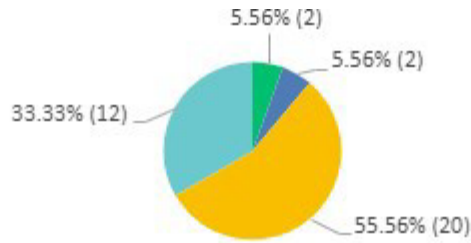


■ No underst...
 ■ Poor under...
 ■ General un...
 ■ Good
 ■ under... Strong und...

	NO UNDERSTANDING	POOR UNDERSTANDING	GENERAL UNDERSTANDING	GOOD UNDERSTANDING	STRONG UNDERSTANDING	TOTAL	WEIG AVER
(no label)	0.00% 0	2.70% 1	45.95% 17	48.65% 18	2.70% 1	37	

To what extent do you (as a NAC or staff member) feel the Core Services Committee model is meeting our desired outcomes?

Answered: 36 Skipped: 1

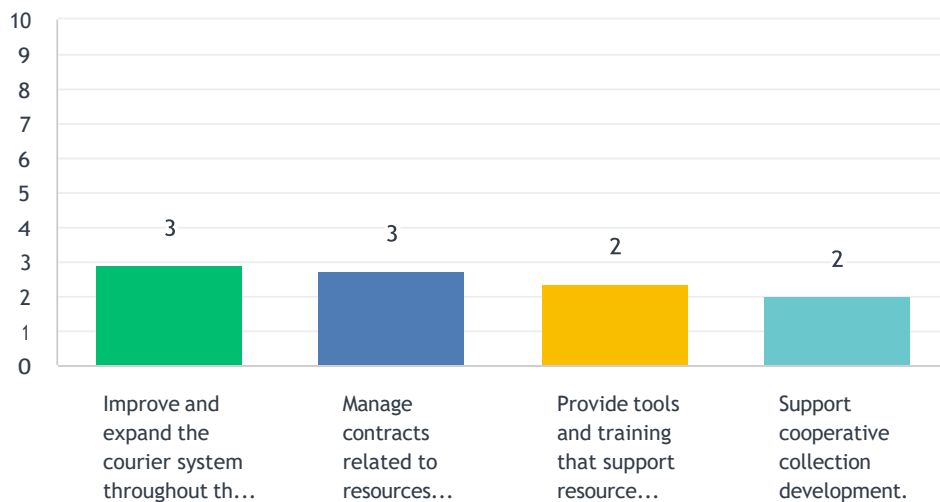


- Not At All Meeting Desired Outcomes
- Poorly Meeting Desired Outcomes
- Somewhat Meeting Desired Outcomes
- Meeting Desired Outcomes
- Exceeds Desired Outcomes

	NOT AT ALL MEETING DESIRED OUTCOMES	POORLY MEETING DESIRED OUTCOMES	SOMEWHAT MEETING DESIRED OUTCOMES	MEETING DESIRED OUTCOMES	EXCEEDS DESIRED OUTCOMES	TOTAL	WEIGHTED AVERAGE
(no label)	5.56% 2	5.56% 2	55.56% 20	33.33% 12	0.00% 0	36	2.17

Resource Sharing - provides tools and services that facilitate the sharing of (usually) physical materials between libraries, including the courier service and OCLC. [rank the following services from the greatest public value (1) to the least public value (4)]

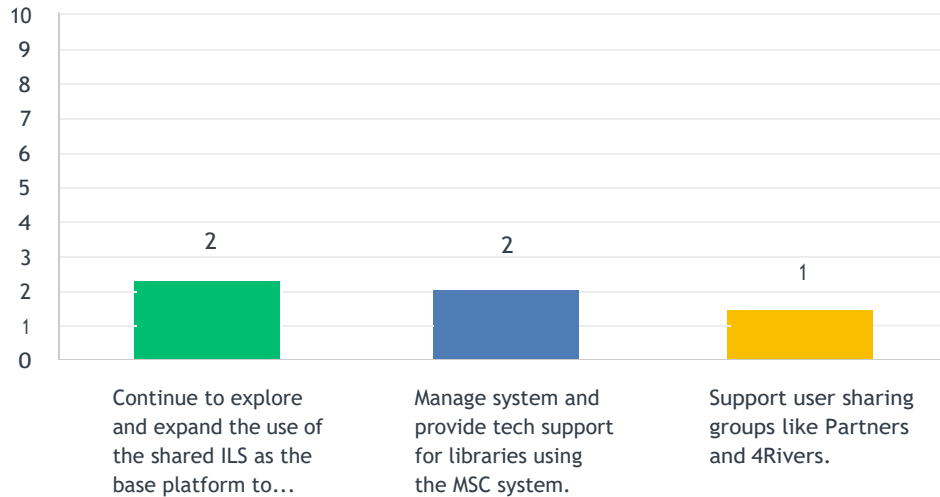
Answered: 34 Skipped: 3



	1	2	3	4	TOTAL	SCORE
Improve and expand the courier system throughout the state.	41.18% 14	26.47% 9	14.71% 5	17.65% 6	34	2.91
Manage contracts related to resources sharing (OCLC, courier).	38.24% 13	17.65% 6	23.53% 8	20.59% 7	34	2.74
Provide tools and training that support resource sharing.	11.76% 4	35.29% 12	29.41% 10	23.53% 8	34	2.35
Support cooperative collection development.	8.82% 3	20.59% 7	32.35% 11	38.24% 13	34	2.00

Montana Shared Catalog (support MSC members) - a shared integrated library system that provides opportunities for sharing materials, reporting of library usage, cataloging and circulation of library materials, and includes centralized tech support. [Rank the following services from the greatest public value (1) to the least public value (3)]

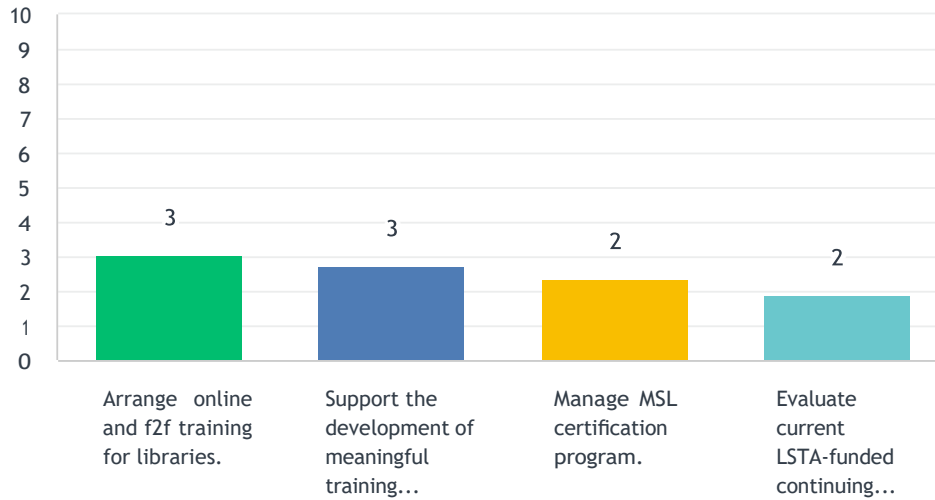
Answered: 34 Skipped: 3



	1	2	3	TOTAL	SCORE
Continue to explore and expand the use of the shared ILS as the base platform to integrate other resource sharing and e-resource services and make them available to Montana libraries and library users.	47.06% 16	38.24% 13	14.71% 5	34	2.32
Manage system and provide tech support for libraries using the MSC system.	41.18% 14	38.24% 13	20.59% 7	34	2.21
Support user sharing groups like Partners and 4Rivers.	11.76% 4	23.53% 8	64.71% 22	34	1.47

Continuing Education - manages certification program, develops online and face-to-face training for libraries, arranges workshops and online training for libraries. [Rank the following services from the greatest public value (1) to the least public value (4)]

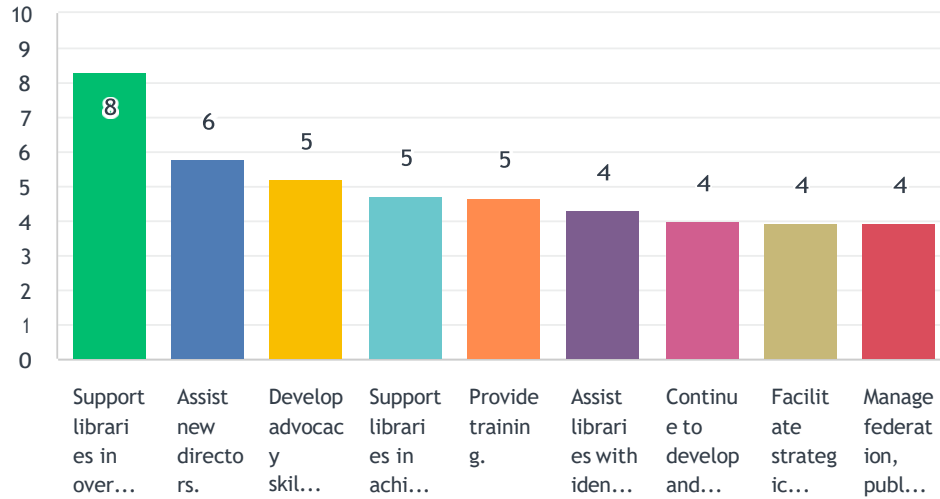
Answered: 34 Skipped: 3



	1	2	3	4	TOTAL	SCORE
Arrange online and f2f training for libraries.	35.29% 12	41.18% 14	14.71% 5	8.82% 3	34	3.03
Support the development of meaningful training provided by MSL staff using learning outcomes, design methodology, and evaluation.	32.35% 11	29.41% 10	17.65% 6	20.59% 7	34	2.74
Manage MSL certification program.	20.59% 7	14.71% 5	44.12% 15	20.59% 7	34	2.35
Evaluate current LSTA-funded continuing education program offerings for user experience, access and value.	11.76% 4	14.71% 5	23.53% 8	50.00% 17	34	1.88

Consulting - answers questions from public libraries and local governments; provides training; assists with strategic planning; manages public library standards and federations. [Rank the following services from the greatest public value (1) to the least public value (9)]

Answered: 32 Skipped: 5



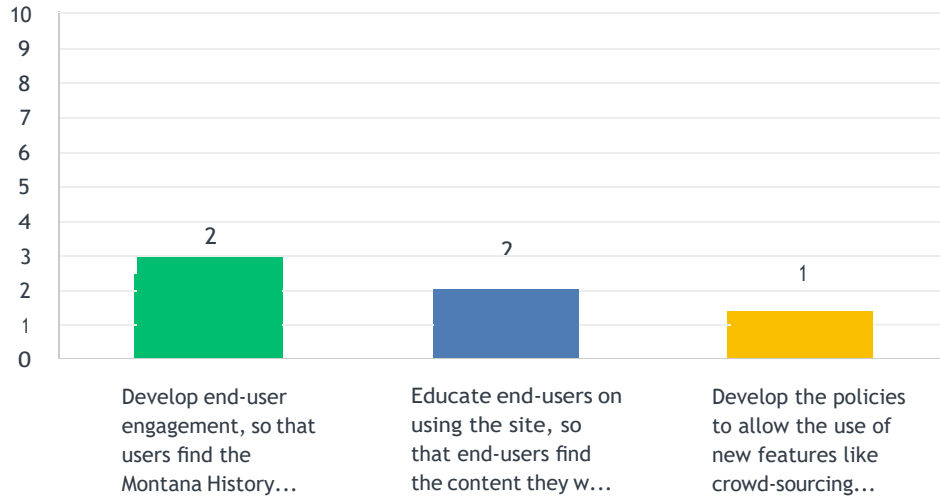
	1	2	3	4	5	6	7	8	9	TOTAL	SCORE
Support libraries in overcoming and addressing problems the library faces at the local level. These may include funding, government relations, board/director relations, policy development, and other operational challenges. Assist with reviewing collection development policies and creation of guide for handling challenges.	56.25% 18	31.25% 10	6.25% 2	3.13% 1	3.13% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	32	8.34
Assist new directors.	9.38% 3	3.13% 1	34.38% 11	18.75% 6	12.50% 4	0.00% 0	15.63% 5	0.00% 0	6.25% 2	32	5.78
Develop advocacy skills in library directors, board members, and staff that prioritize building local government relations and improve funding.	6.25% 2	12.50% 4	15.63% 5	12.50% 4	18.75% 6	6.25% 2	12.50% 4	9.38% 3	6.25% 2	32	5.22
Support libraries in achieving the new public library standards by assisting with strategic planning, providing access to board training, enhancing resources on	9.38% 3	6.25% 2	3.13% 1	15.63% 5	12.50% 4	18.75% 6	15.63% 5	18.75% 6	0.00% 0	32	4.72

state library website, and working with individual libraries to comply.

Provide training.	0.00% 0	25.00% 8	6.25% 2	15.63% 5	9.38% 3	3.13% 1	6.25% 2	18.75% 6	15.63% 5	32	4.69
Assist libraries with identifying and overcoming barriers that may impede Montanans' use of public or tribal library services.	9.38% 3	9.38% 3	0.00% 0	15.63% 5	3.13% 1	21.88% 7	9.38% 3	18.75% 6	12.50% 4	32	4.34
Continue to develop and improve relationships with local government entities.	3.13% 1	9.38% 3	18.75% 6	6.25% 2	3.13% 1	3.13% 1	9.38% 3	25.00% 8	21.88% 7	32	4.00
Facilitate strategic plans.	0.00% 0	0.00% 0	9.38% 3	6.25% 2	25.00% 8	25.00% 8	12.50% 4	9.38% 3	12.50% 4	32	3.97
Manage federation, public library standards, state aid, and ELSA programs.	6.25% 2	3.13% 1	6.25% 2	6.25% 2	12.50% 4	21.88% 7	18.75% 6	0.00% 0	25.00% 8	32	3.94

Montana Memory Project (now Montana History Portal) - provides online access to digitized Montana specific resources in audio, image, and text. Materials can be used for personal learning and to support education and research. [Rank the following services from greatest public value (1) to the least public value (3)]

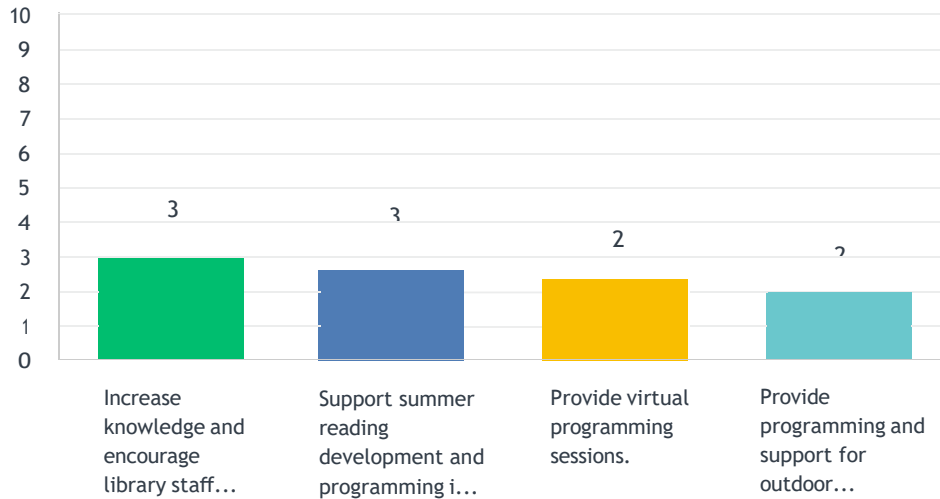
Answered: 34 Skipped: 3



	1	2	3	TOTAL	SCORE
Develop end-user engagement, so that users find the Montana History Portal useful and enjoyable through the creation of exhibits, geocaching, tours, and contests.	55.88% 19	35.29% 12	8.82% 3	34	2.47
Educate end-users on using the site, so that end-users find the content they want or need by continuing to create knowledge base articles. Work with Academic institutions to make them aware of the Portal as a resource.	32.35% 11	47.06% 16	20.59% 7	34	2.12
Develop the policies to allow the use of new features like crowd-sourcing transcripts and getting content from individual contributors, so that we increase the searchability of our content as so we get more contributors involved including private collectors.	11.76% 4	17.65% 6	70.59% 24	34	1.41

Lifelong learning - provides support for the early literacy in libraries; oversees virtual programming series; develops programming opportunities for libraries; supports training for library staff. [Rank the following services from the greatest public value (1) to the least public value (4)]

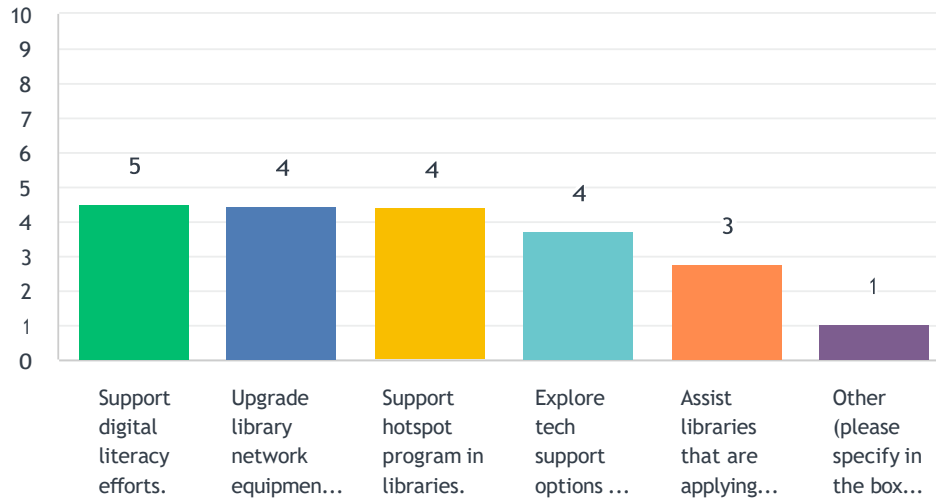
Answered: 34 Skipped: 3



	1	2	3	4	TOTAL	SCORE
Increase knowledge and encourage library staff to alter story times to include tips for parents/caregivers on how to improve children's early literacy skills.	44.12% 15	17.65% 6	23.53% 8	14.71% 5	34	2.91
Support summer reading development and programming in libraries.	20.59% 7	41.18% 14	26.47% 9	11.76% 4	34	2.71
Provide virtual programming sessions.	26.47% 9	17.65% 6	29.41% 10	26.47% 9	34	2.44
Provide programming and support for outdoor literacy. This includes trunks and programming that use the Giant Map of Montana and some of the resources of the Natural Heritage Program.	8.82% 3	23.53% 8	20.59% 7	47.06% 16	34	1.94

Internet access - managed mostly by consultants - includes support of the e-rate applications, digital equity work, and upgrades to library networks and cabling. [Rank the following services from the greatest public value (1) to the least public value (5)]

Answered: 34 Skipped: 3



Service	1	2	3	4	5	Other	Total	Avg	
Support digital literacy efforts.	0.00%	26.47%	35.29%	14.71%	11.76%	11.76%	0	34	4.53
Upgrade library network equipment and cabling.	0.00%	29.41%	23.53%	17.65%	23.53%	5.88%	0	34	4.47
Support hotspot program in libraries.	0.00%	23.53%	20.59%	41.18%	5.88%	8.82%	0	34	4.44
Explore tech support options in libraries.	0.00%	14.71%	17.65%	20.59%	20.59%	26.47%	0	34	3.74
Assist libraries that are applying for e-rate funds.	5.88%	2.94%	5.88%	38.24%	44.12%	2.94%	1	34	2.79
Other (please specify in the box below)	0.00%	0.00%	0.00%	0.00%	2.94%	97.06%	33	34	1.03

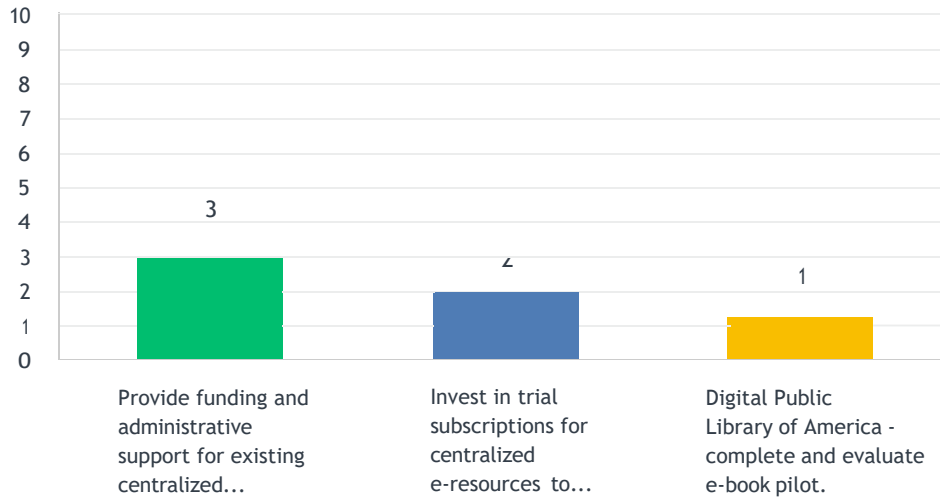
Other - In regards to above question, please indicate any other services you feel are priorities that are not listed above.

Answered: 11 Skipped: 26

#	RESPONSES	DATE
1	-	7/19/2023 5:19 PM
2	Support mobile technology in bookmobiles or outside of library.	7/19/2023 10:54 AM
3	tech training for staff	7/18/2023 7:55 AM
4	Provide grant and other funding resources, along with training on how to apply for these, in rural areas	7/17/2023 9:32 PM
5	none to add	7/17/2023 3:51 PM
6	-	7/17/2023 3:29 PM
7	n/a	7/14/2023 8:52 AM
8	Marketing and PR for services.	7/12/2023 1:22 PM
9	Develop best practices for digital equity programs that can be implemented in local libraries, such as telehealth.	7/6/2023 7:51 PM
10	n/a	7/6/2023 2:19 PM
11	Interfacing MSC Tech Support with counties and private libraries' IT staff and infrastructure to support online resources operations within each IT's parameters for ongoing, successful online experience by users.	7/6/2023 2:05 PM

E-resources (Support centralized access to e-resources) - provides circulating downloadable and/or streaming content, such as e-books, e- magazines, digital audiobooks, and other media, and the platforms from which they are accessible. [Rank the following services from the greatest public value (1) to the least public value (3)]

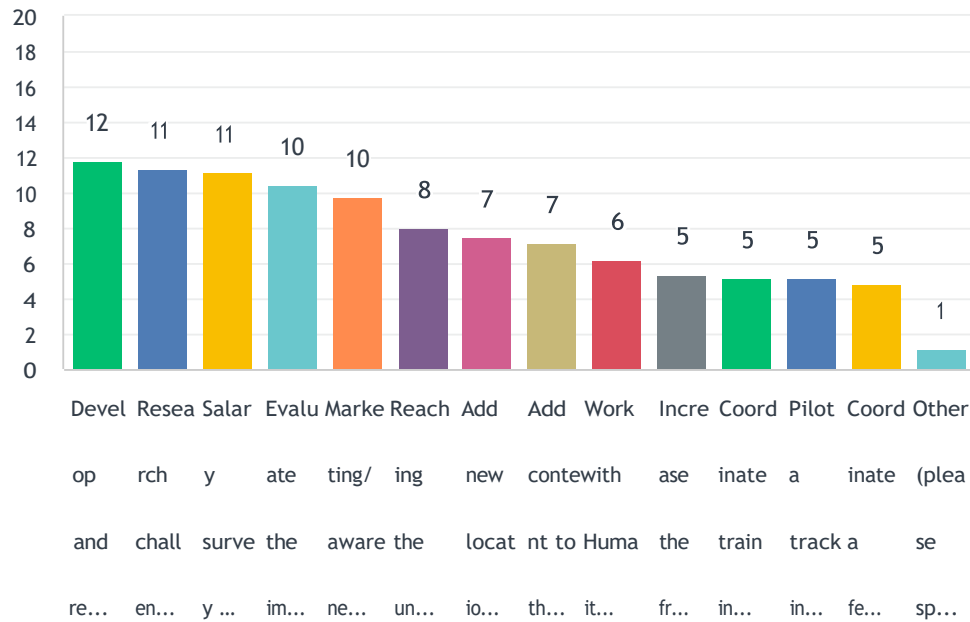
Answered: 33 Skipped: 4



	1	2	3	TOTAL	SCORE
Provide funding and administrative support for existing centralized e-resources such as MontanaLibrary2go and the Montana Schools Shared OverDrive Collection.	90.91% 30	9.09% 3	0.00% 0	33	2.91
Invest in trial subscriptions for centralized e-resources to evaluate the potential value of statewide access [ex, Universal Class, Hoopla].	9.09% 3	66.67% 22	24.24% 8	33	1.85
Digital Public Library of America - complete and evaluate e-book pilot.	0.00% 0	24.24% 8	75.76% 25	33	1.24

Another function of the NAC is to help the Montana State Library (MSL) and Montana libraries identify short- and long-term goals, including development of the LSTA 5-year plan. With this objective in mind, please rank the following MLN potential projects based on those you feel are the most important and urgent (1) to the one you feel is the least important and urgent (13).

Answered: 33 Skipped: 4



	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Develop and recommend a single cost share formula to fund current and future shared services including, but not limited to, the Montana Shared Catalog, Montana Library2go, the Courier, OCLC Group Services Contract, and a hot spot lending program so that libraries can consider these costs holistically and can consider costs and cost changes in their budgets.	33.33% 11	27.27% 9	3.03% 1	9.09% 3	6.06% 2	9.09% 3	6.06% 2	3.03% 1	0.00% 0	0.00% 0	3.03% 1	0.00% 0	0.00% 0	0.00% 0
Research challenges of library access due to the geographic divide in Montana so that MSL and the NAC can understand the barriers geography puts on core services and can develop plans to address these barriers.	12.12% 4	27.27% 9	24.24% 8	3.03% 1	15.15% 5	9.09% 3	0.00% 0	3.03% 1	3.03% 1	0.00% 0	3.03% 1	0.00% 0	0.00% 0	0.00% 0
Salary survey - Conduct a study of comparable wages and occupational standards for library positions to evaluate the need to advocate for improved library salaries.	39.39% 13	12.12% 4	3.03% 1	15.15% 5	3.03% 1	0.00% 0	9.09% 3	6.06% 2	6.06% 2	3.03% 1	3.03% 1	0.00% 0	0.00% 0	0.00% 0
Evaluate the impact of the digital divide	3.03% 1	6.06% 2	18.18% 6	33.33% 11	12.12% 4	3.03% 1	18.18% 6	6.06% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0

on achieving the goals of the core service and suggest options to address this barrier.

Marketing/awareness of library service. Enhance program-specific marketing resources to increase public awareness.	3.03% 1	12.12% 4	21.21% 7	9.09% 3	15.15% 5	12.12% 4	3.03% 1	12.12% 4	3.03% 1	3.03% 1	3.03% 1	0.00% 0	3.03% 1	0.00% 0
Reaching the underserved. How do we extend services beyond the building? How can we do that without overworking staff?	3.03% 1	6.06% 2	15.15% 5	0.00% 0	12.12% 4	6.06% 2	12.12% 4	9.09% 3	12.12% 4	6.06% 2	3.03% 1	15.15% 5	0.00% 0	0.00% 0
Add new locations to the courier network.	3.03% 1	3.03% 1	3.03% 1	9.09% 3	12.12% 4	6.06% 2	6.06% 2	9.09% 3	21.21% 7	12.12% 4	9.09% 3	3.03% 1	3.03% 1	0.00% 0
Add content to the Montana History Portal from 11 missing Montana counties.	0.00% 0	0.00% 0	3.03% 1	3.03% 1	9.09% 3	27.27% 9	9.09% 3	12.12% 4	15.15% 5	3.03% 1	0.00% 0	9.09% 3	6.06% 2	3.03% 1
Work with Humanities Montana to develop civic engagement programming in libraries.	0.00% 0	3.03% 1	3.03% 1	0.00% 0	0.00% 0	9.09% 3	15.15% 5	15.15% 5	15.15% 5	12.12% 4	12.12% 4	3.03% 1	12.12% 4	0.00% 0
Increase the frequency of stops at existing hubs.	0.00% 0	0.00% 0	3.03% 1	3.03% 1	0.00% 0	9.09% 3	6.06% 2	6.06% 2	6.06% 2	24.24% 8	21.21% 7	9.09% 3	12.12% 4	0.00% 0
Coordinate training for staff in social services: de-escalation, CIT, homelessness, medical emergencies.	0.00% 0	0.00% 0	3.03% 1	9.09% 3	3.03% 1	3.03% 1	6.06% 2	9.09% 3	6.06% 2	9.09% 3	6.06% 2	15.15% 5	30.30% 10	0.00% 0

Montana Library Network: Network Advisory Council and Core Services Committees

SurveyMonkey

Pilot a tracking system for the courier.	0.00% 0	0.00% 0	0.00% 0	6.06% 2	6.06% 2	0.00% 0	6.06% 2	9.09% 3	9.09% 3	3.03% 1	27.27% 9	27.27% 9	6.06% 2	0.00% 0
Coordinate a federation task force to review federations and identify ways to improve services for Montanans through the federation model.	3.03% 1	3.03% 1	0.00% 0	0.00% 0	6.06% 2	6.06% 2	3.03% 1	0.00% 0	3.03% 1	21.21% 7	9.09% 3	18.18% 6	21.21% 7	6.06% 2
Other (please specify in box below Q16)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3.03% 1	0.00% 0	0.00% 0	6.06% 2	90.91% 30

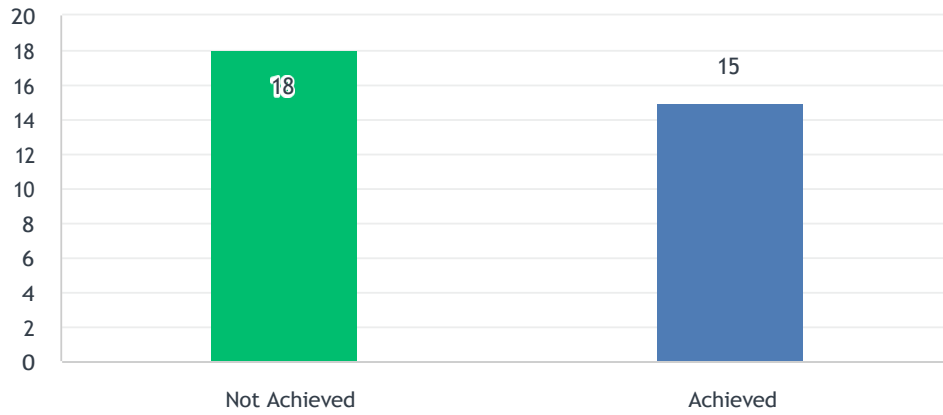
Other - In regards to previous question, please indicate any other services you feel are priorities that are not listed above.

Answered: 6 Skipped: 31

#	RESPONSES
1	-
2	I don't find it helpful to have the specific, individual goals for the different programs ranked together.
3	A web presence or a web page for small town libraries/community libraries that can't afford to advertise their collections.
4	n/a
5	NA
6	Provide funding award application support services for Montana libraries. Someone to review and disseminate funding opportunities, to provide a initial draft template for applications, along with guidance in providing a successful application, project management oversight and support with the library completing its funded project and the subsequent final reporting requirements.

Goal 1: All Montanans have access to library content, services, and information to achieve their personal, educational, and professional goals.

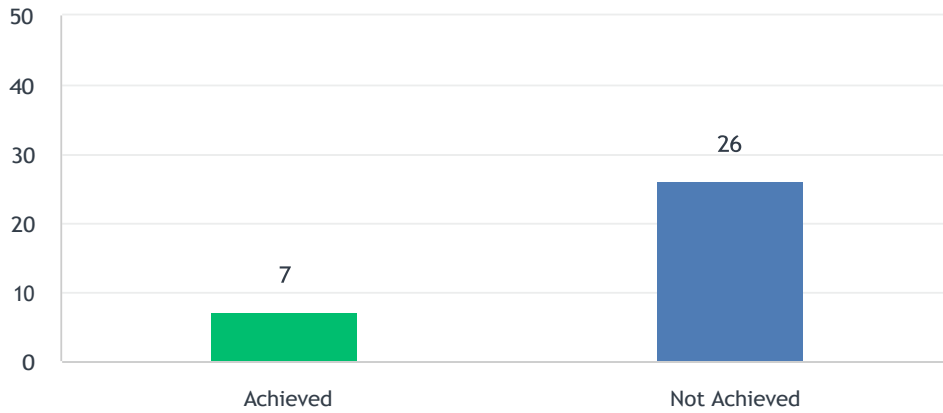
Answered: 33 Skipped: 4



ANSWER CHOICES	RESPONSES	
Not Achieved	54.55%	18
Achieved	45.45%	15
Total Respondents: 33		

Goal 2: All Montanans have sufficient access to and can use technology to enable their personal, educational, and professional growth.

Answered: 33 Skipped: 4

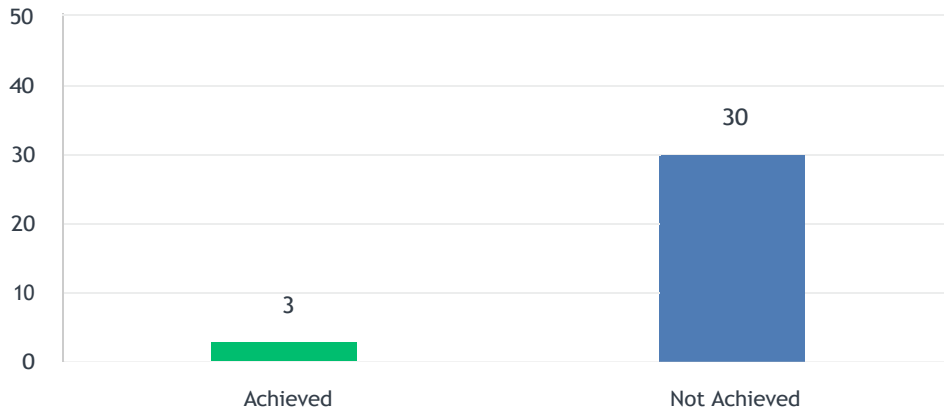


ANSWER CHOICES	RESPONSES	
Achieved	21.21%	7
Not Achieved	78.79%	26

Total Respondents: 33

Goal 3: All Montanans live in communities where the local government and library work together to build resilient communities.

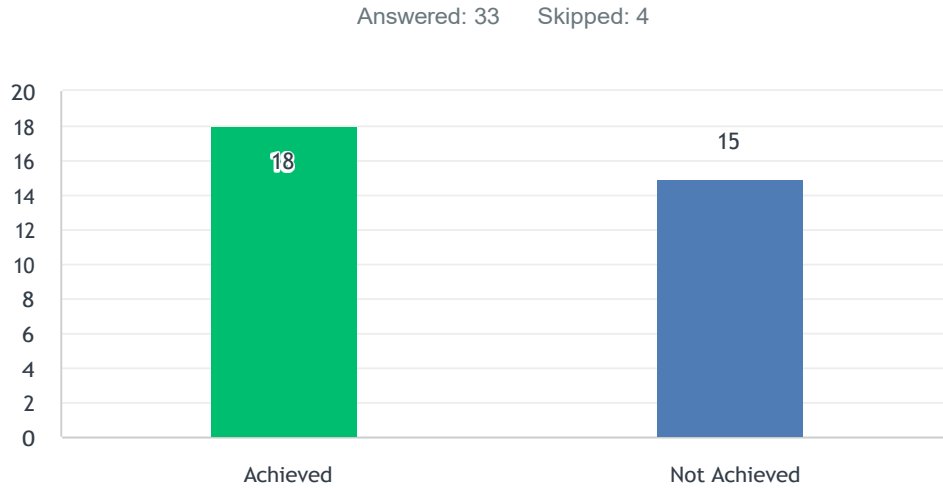
Answered: 33 Skipped: 4



ANSWER CHOICES	RESPONSES	
Achieved	9.09%	3
Not Achieved	90.91%	30

Total Respondents: 33

Q20 Goal 4: All Montanans have access to learning experiences that support personal, educational, and professional growth.



ANSWER CHOICES	RESPONSES	
Achieved	54.55%	18
Not Achieved	45.45%	15
Total Respondents: 33		

Q21 What do you see as the most significant opportunities for libraries?

Answered: 33 Skipped: 4

The following is a summary of the main survey themes related to **opportunities for Montana libraries**:

1. Equitable access to technology through libraries including digital literacy and enhanced digital space
2. Libraries offer valuable services that may need better marketing to increase awareness and support from the community. There is a potential for creative marketing that integrates library use into family culture. This may include return on investment.
3. Focus on serving families, providing internet access, and e-resources.
4. Libraries can play a role in civic engagement opportunities.
5. Libraries as third place – safe places that can build community connections – including forming partnerships with other community entities.
6. Emphasis on access to library materials, e-resources, local community information, and adapting to a changing world.
7. Continued resource sharing and collaboration can lead to high-quality programs and resources for all libraries. It can also create cost savings.
8. Efforts to make local government officials aware of the social and preventive services provided by libraries and to build strong relationships with local government officials. There are opportunities to work together to address digital literacy/broadband issues and improve community conversations.
9. Libraries should strive to strengthen their professional values.
10. Federal funding opportunities offer a chance to improve library services and facilities.
11. Building personal relationships with patrons can be a valuable advocacy tool.
12. Public engagement and support are vital for libraries' success. Educating non-users about the value of library services is important.
13. Libraries should provide safe spaces for diverse groups to coexist respectfully.
14. Libraries should adapt to changing technology while still valuing traditional services like books.
15. Libraries are essential for learning, community development, and social opportunities.

Q22 What do you see as potential threats to or weaknesses of libraries?

Answered: 33 Skipped: 4

1. Lack of understanding and misconceptions about library operations, services, and offerings.
2. Opposition to intellectual freedom and challenges in coordinating efforts among libraries.
3. Misinformation and disinformation about libraries. Challenges in addressing misinformation and lack of information literacy among patrons and community members.
4. Threat of losing libraries in schools and the need for public libraries to step in.
5. The current negative attitude toward libraries and literacy.
6. Threats include funding weaknesses, overextended library staff, and the desire to do everything without proper support.
7. Mission creep and the expectation for libraries to fill social service gaps while facing criticism for doing too much.
8. The isolation of libraries and lack of support and collaboration, leading to burnout among passionate library staff.
9. Concerns about focusing too much on solving social justice issues, which might be beyond the expertise of librarians.
10. Threats from the current political climate, funding challenges, turnover of positions, and difficulty in recruiting new staff due to public criticism.
11. Libraries being taken for granted and not recognized for their innovative efforts and resourcefulness.
12. The need for building relationships with local officials and government.
13. The erosion of trust among a subset of the community, especially in relation to intellectual freedom and the first amendment.
14. Trends in challenging not just books but also the expertise of librarians in selecting appropriate materials.
15. Libraries being caught in political divides and reacting to situations rather than shaping their own narratives. Challenges related to political agendas and lack of support and preparation for librarians facing confrontation.
16. The lack of self-promotion leading to the assumption that everyone knows the benefits offered by libraries.
17. Weaknesses in not embracing opportunities and lacking tools to express the importance of libraries in communities.
18. The perceived threat of libraries being associated with certain ideologies, leading to misunderstandings and criticism.
19. Digital equity and the struggle to keep up with technology due to geographic limitations and infrastructure challenges.
20. Aging facilities.
21. The attempt to link libraries with cultural wars and the challenge of being a window to the world amidst opposing views.
22. Divisions in communities causing tensions about library materials and a lack of community support for investing in libraries.
23. Challenges in countering the belief that everything is available online and the potential risks of relying solely on digital resources.
24. Concerns about librarians' involvement in political advocacy and the erosion of neutrality as a core value