

# Memo

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

**Date:** February 21, 2018

**Re: Success Indicators**

As a reminder, the Network Advisory Council selected the following goals and objectives for Library Development to work on this year.

**Goal 1: Collaboration: MSL encourages, plans, implements, and supports libraries with collaborative efforts**

Specific outcomes the NAC wanted us to address:

- 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
- Libraries participating in collaborative efforts are more efficient – the effort saves staff time and improves workflows

**Goal 3: Community Leadership: Librarians, advisory members, and board members listen to their community members to design library services that make a difference in the community while continuing to bridge digital/traditional library services**

Specific outcomes the NAC wanted us to address:

- 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

- Library staff master digital literacy skills

#### **Goal 4: Internet Access: Every Montanan has access to the Internet**

Specific outcomes the NAC wanted us to address:

- 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.

You gave us specific feedback on the impacts that we have taken into consideration as we built our work plan and identified what data we need to collect to measure our progress.

As we work on these objectives, we find we have a couple of questions for you:

- Five years from now an LSTA evaluator is going to ask if the State Library achieved these goals and outcomes. As you think about each outcome, what would have had to happen for you to say yes, the State Library achieved that outcome? What do you see when you think about that outcome? What does it look like out in the field?
- What data and/or information would you want to know about along the way? What outputs or stories would give you information that helps you understand how we are doing in achieving these outcomes?

As you prepare for the meeting, think about these questions. What I have found as I reviewed your work is that I need a little more granularity in what the outcomes look like and how you will know that we have been successful in achieving them.