

Why:

Partner libraries empower their communities' citizens to realize their full potential by removing barriers and sharing ideas.

[The observation was made that the Partners already have a vision statement included in the bylaws. From the vision and mission statement: "The Vision of Partners is to be a source of enhancement and inspiration for the Montana library community. The mission of Partners is to facilitate collaboration and cooperation between member libraries to improve and expand access to and delivery of library materials."]

Partner stakeholders:

Community members/taxpayers/patrons/customers/library users

Member libraries (staff, governing bodies, community)

MSL staff, especially MSC staff

Crittelli and other courier service providers

K-12 schools

Stakeholder values and concerns

Community members	
Values	Concerns / Threats
Respect	Being left behind by a rapidly changing world
Innovation	Lack of curiosity
Encouragement	Complacency
Exploration	Change (actual and perceived)
Efficiency	Job loss
Learning, education	Distrust in government
Entertainment	People not getting the help they need
Creating	Violence
Equality	Economic disparity
Fairness	Access to resources
Easy access	Bullying
Sense of community	Funding
Human interactions	Housing
"Free" stuff!	Need help with achieving goals in a short period of time
Safe space	Disenfranchisement
Help/service	Lack of quality of life services in the community
Quiet	Availability of services

Technology	
Internet	

MSC Partners	
Values	Concerns / Threats
Each other	Balancing needs of our community with the needs of the group
Shared resources	Uncertainty of funding
Our shared vision	Abuse of the system
Collaboration	Fear of change
Innovation	Amount of staff time necessary to administer the service locally
Service to our community	Overwhelming to new libraries
Standardization	Expectations vs. reality
Efficiency	Logistics (space, staff time, etc)
Courier	Diverse needs within the group
MSL/MSC staff	

Partner libraries share our resources with each other

So that

Our patrons have greater access to the information they need

So that

Patrons' informal learning and information needs are served

So that

They can apply that learning or information

So that

They can make positive change in their lives

So that

They are better positioned to contribute positively to their communities

So that

Our communities flourish economically and culturally

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Further steps to examine some of the above assumptions which would require some data collection and/or analysis:

1. How can we prove that patrons' informal learning and information needs are served through Partners?
2. How can we connect "positive change" to the service provided through Partners?
3. What data do we need to connect the impact (communities flourish economically and culturally) to the service?