



---

PO Box 201800 1515 East 6<sup>th</sup> Avenue Helena, MT 59620 (406) 444-3115

# Memo

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

**Date:** October 26, 2017

**Re: Ideas for gathering non-user feedback**

Library Development staff were intrigued by the non-user feedback we received during the LSTA evaluation process. It was a very small sample, so we would like to see if we can learn more from people who do not use libraries.

We would like to do this in order to help local libraries gather this information and to see what statewide themes might be revealed that we could use to plan library services for the future as well as plan current services/programming within our lifelong learning position.

We have reached out to other state libraries to see if they have done something like this. The questions we ask will be important. We will discuss this at the meeting, so please think about what you would like to know about people who do not use libraries. We may want to know why they don't use libraries. That can be useful, but beyond that what else would you like to know?