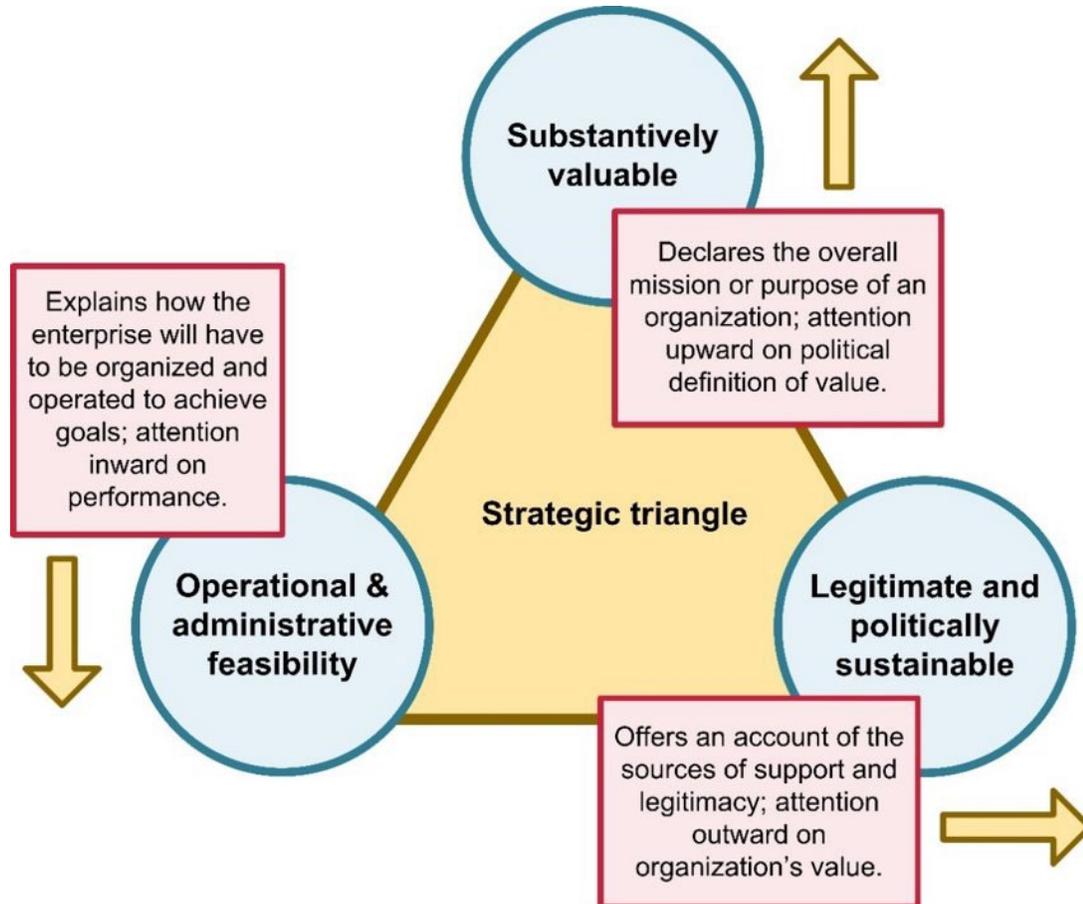




MSL Research Agenda

February 16, 2024

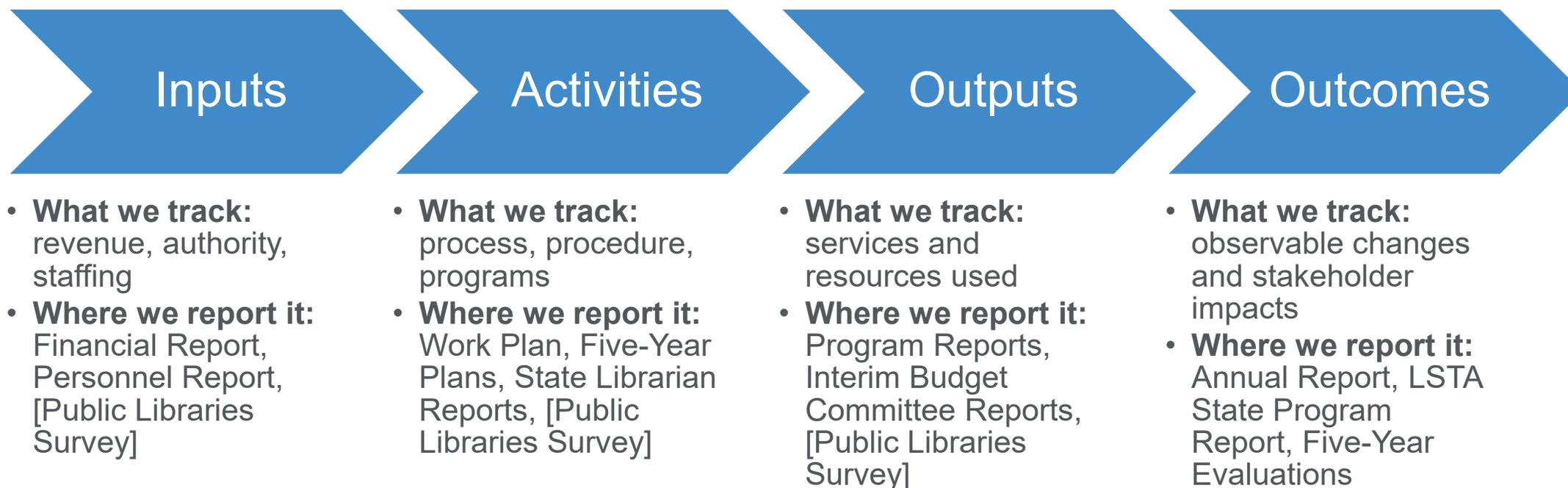
Analyzing and Improving Public Value



- Feedback System: If we create public value, citizens and decision makers trust us more, and securing resources becomes easier.

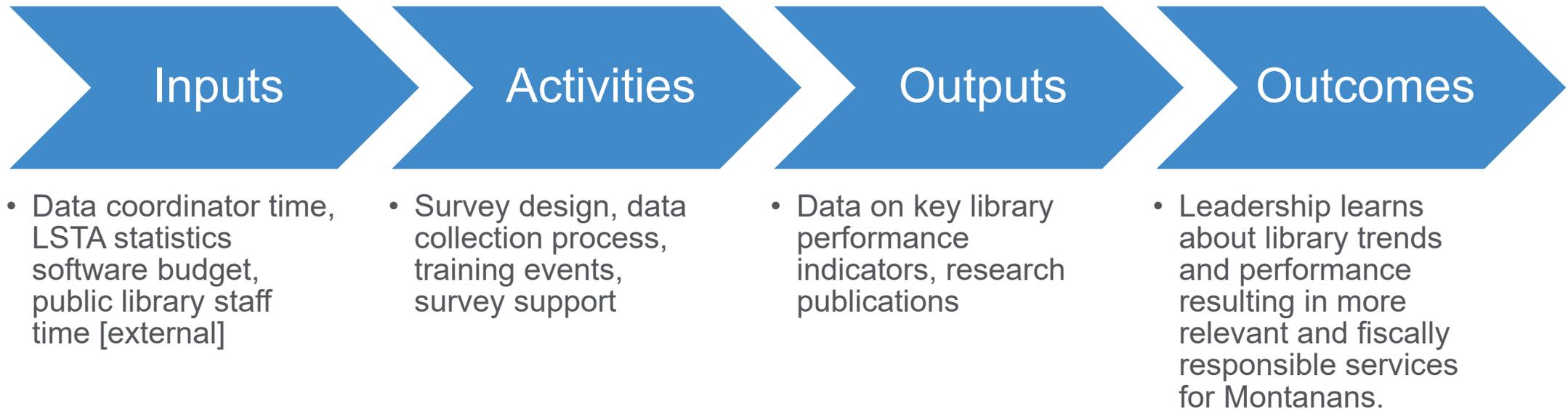
- Do we have the capacity to carry out this project?
- Does it bring real value to our community?
- Is there political support?

The Public Value Chain (Logic Model)



Substantively Valuable

Public Libraries Survey value proposition: Using information gathered from the Public Libraries Survey, policymakers and professionals make well-informed choices regarding the strategic administration of libraries. [So that...] Montanans have access to information resources that adequately meet their needs.



Library Profile #1

Belgrade Community Library

“I have shared this with the City Council, my immediate supervisor, Library Advisory Board, Library Foundation and County Commissioners. I also share it with donors or include it with grant applications. It is easy to read and absorb. I find sharing reports like these of great benefit to key leaders and stakeholders.”

Gale Bacon, Library Director



Belgrade Library Community Relevance

- Demonstrated community engagement translates to public trust and political support.
- 197% growth in “other operating revenue” which includes grants and monetary donations.
 - 2013: \$35,549
 - 2023: \$105,516



Library Profile #2

North Lake County Public Library District

“Without detailed library data it is difficult to truly gauge how useful a service or program is to our patrons, and if it is the best use of library funds. It is helpful to see trends over time, and we utilize this information to make better informed decisions. The Montana State Library makes it so easy to gather this information and our library trustees find it invaluable.”

Abbi Dooley, Library Director



North Lake Program Performance Peer Comparison

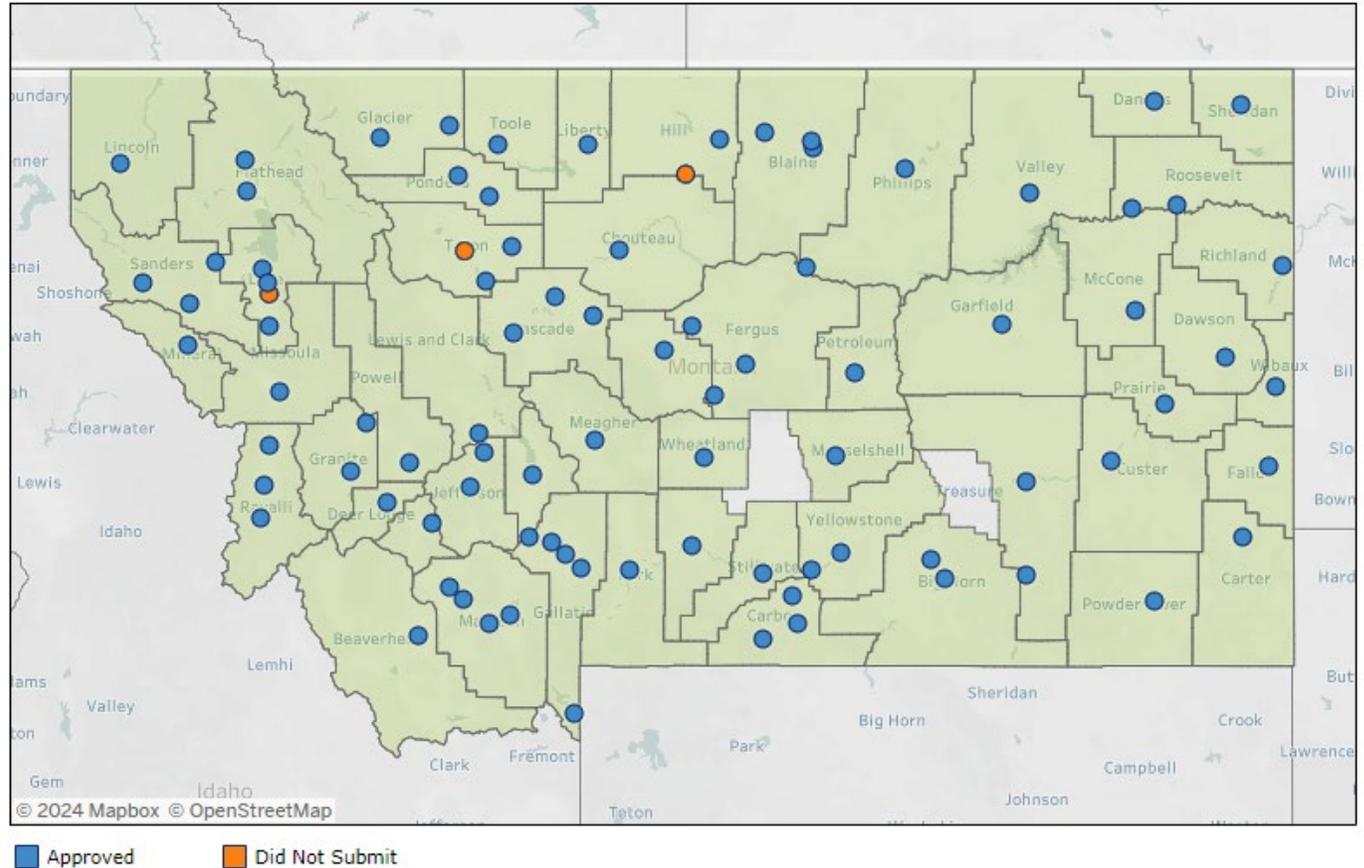
Total program sessions	
1 NORTH LAKE COUNTY PUBLIC LIBRARY	428
2 NORTH VALLEY PUBLIC LIBRARY	224
3 MILES CITY PUBLIC LIBRARY	206
4 SIDNEY-RICHLAND COUNTY LIBRARY	108
5 GLACIER COUNTY LIBRARY	66
6 BIG HORN COUNTY PUBLIC LIBRARY	35
Variance - 25% above average	222
Variance - 25% below average	133

Total program attendance	
1 NORTH LAKE COUNTY PUBLIC LIBRARY	8,135
2 NORTH VALLEY PUBLIC LIBRARY	2,549
3 SIDNEY-RICHLAND COUNTY LIBRARY	2,378
4 MILES CITY PUBLIC LIBRARY	1,870
5 GLACIER COUNTY LIBRARY	1,272
6 BIG HORN COUNTY PUBLIC LIBRARY	80
Variance - 25% above average	3,393
Variance - 25% below average	2,036

- Top performance among 10% +/- population peer group.
- Delivery of high interest programs
 - 12 average attendees per program session in 2018
 - 19 average attendees per program session in 2023

Operational & Administrative Feasibility

- PLS ~160 hours of coordination time
 - Four presentations
 - Responses to 117 email questions, 30 phone calls, and three Zoom appointments
 - Five Zoom office hours
- To Increase MSL's research efforts, we need more analysis staff.



Legitimate & Politically Sustainable

- Legislative interest in data
- Setting a research agenda within the bounds of our operational capacity
- Network Advisory Council
 - Library Staffing & Salary Study
 - Library Geographic Barriers
- What other learning priorities should we address?



FY 2023–2026

Questions?



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