We only have 75 minutes to respond to the 3 goals/questions directed to the system directors so we wanted to do some preparation ahead of the retreat. On July 7, 2017 we met using Go-To meeting. Our goal was to see if the system directors could list common answers to the 3 goals/questions. We wanted to make the most productive use of our time with the Steering Committee. Thank you for your time.

1. Information on how to improve communication and feedback
   With systems directors, system members, staff & boards (leverage system expertise on their members and how to best communicate and get feedback)
   
   **Consensus Statements**
   a. Prioritize information to cut back on overwhelming amount of information. Have Steering Committee narrow the information down to the key points and decisions and prioritize that information.
   b. It would be helpful to have key talking points to share with member library directors when they meet.
   c. Get a monthly summary of key talking points from Steering Committee.

2. Understand what information systems feel might still be missing from the process.
   
   **Consensus Statements**
   a. We understand that we are in a process state right now without a lot of answers. This creates a lot of anxiety.
   b. Wants the context and background information on what PLSR is trying to tackle.
   c. If you’re not on a work group or not reading minutes, there’s a disconnect between those groups, sub-groups, and steering committee. A connection with all of these separate groups is what’s missing from this process.
   d. We see a need for better communication and connections between all the PLSR work groups, committees and subcommittees. The left hand doesn’t know what the right hand is doing.
   e. Models should not be juggernauts. We need opportunities to critique them without being seen as “being negative”.
   f. At what point do our members get to review and suggest revisions to the proposed plans/models before they are final and not able to be changed? The concepts of centralization and administration concept are causing a lot of anxiety. What is it? Can the Steering Committee address this?
   g. It would be proactive if the Steering Committee could address these types of concerns or misinterpretations before they derail the discussion. Well informed system directors could help with this.

3. Develop understanding of system’s role in this process and how things will be communicated.
   
   **Consensus Statements**
   a. So far, system directors been on the side lines, we are now asking for more input. Steering Committee needs our help for buy-in. We can be PLSR’s best advocates.
   b. Allow the system directors to be involved in their own future, pick their brains, and let them review the models.