Library Services Technology Act
2008 – 2012 Evaluation

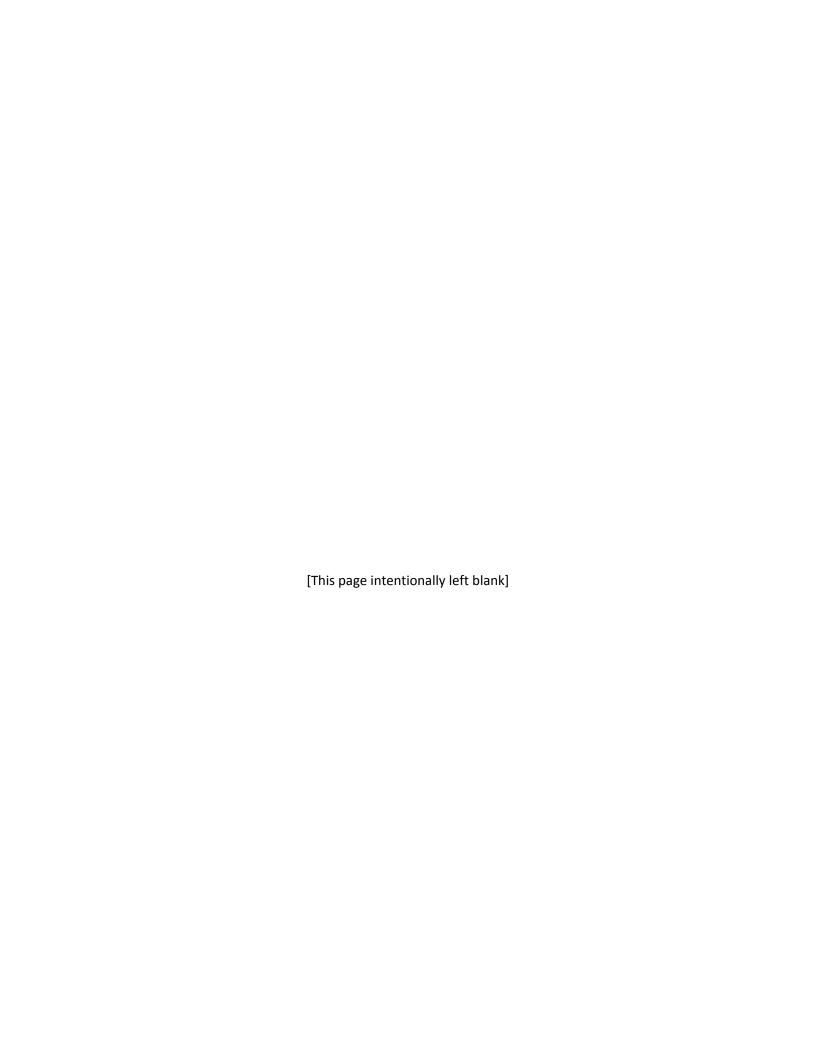# State Library of Louisiana

Evaluated by: Michael A. Golrick, MS in LS, MBA
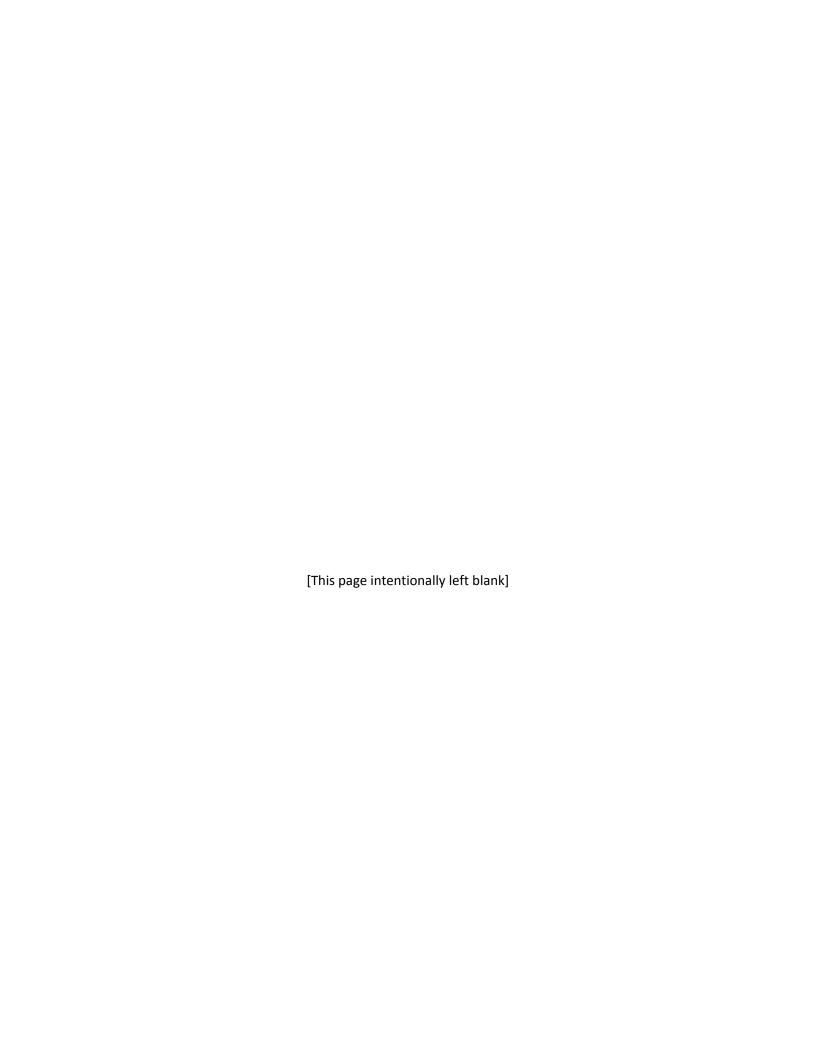State Library of Louisiana
30 March 2012

Evaluated for: Rebecca Hamilton, State Librarian
State Library of Louisiana

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Evaluation Summary

This evaluation of the activities of the State Library of Louisiana (SLOL) is based primarily on an analysis of the statistical information which is gathered by the State Library for its ongoing operations, and to support the management activities of the Library as a state agency. In addition, discussions were held with the current unit managers who provide these services. In several instances there have been changes of personnel during the period being evaluated.

The beginning of the reporting period included continuing recovery activities from the devastating hurricanes of 2005. In addition some of the same regions were affected by hurricanes in the early fall of 2008. It is important to note that although not all of the goals were met, after the storms of 2005 SLOL strategically used funding for technology components to keep the State Library operating. In 2008, this strategy was successfully implemented when the SLOL was the only Baton Rouge-based agency of state government able to maintain Internet connectivity and state-wide services throughout the storm and to re-open to the public within days of the event.

A recurring theme throughout the report is the effect that limitations imposed by state budget constraints has had on all of the activities of the State Library of Louisiana, especially those which require matching funds. The fiscal climate during the period covered can best be described as grim.

A second recurring theme is the effect that a reduction in staff has had. Staff vacancies became permanent reductions in the workforce available to provide statewide library services. At the beginning of the period, there were seventy-six (76) staff members. At the time of the evaluation, there were only forty-eight (48) staff. Even with this reduction of 36%, only two programs were suspended: one year (2010) of the Louisiana Book Festival, and the recordings for Louisiana Voices.

Acquisition of library materials was significantly curtailed for about half of the period covered. When funding was restored, it was at a substantially reduced level. At the same time, many of the measures of use of SLOL, measures not reflected here, but reported in the Institute of Museum and Library Services (IMLS) State Library Agency (StLA) Report and reported to the Louisiana Department of Administrative Services, have continued to increase throughout the period covered.

In general, the State Library of Louisiana has accomplished most of what it set out to complete in its five-year plan as submitted to the Institute of Museum and Library Services. Under LSTA, the six program areas for the State Library of Louisiana are: the Louisiana Center for the Book, Children and Youth Programs, Continuing Education, Louisiana Library Connection, Services to the Blind and Physically Handicapped, and Statewide Interlibrary Loan.

The Louisiana Center for the Book has created the very successful Louisiana Book Festival which has been ranked as the second best book festival in the world; in 2009 over 25,000 people attended the event. Staff members of other book festivals (including the National Book Festival) visit and consult to learn how to produce successful events. The Center for the Book also produces programs to support Louisiana's literary heritage including programs on black history and literature and on poetry.

Since 1999 (award given in 2000), SLOL has coordinated the Louisiana Young Reader's Choice (LYRC) Award. This annual reading enrichment program encourages young people across the state to read. The original program is aimed at students in grades 3 – 5 and 6 – 8; in 2011, the Center for the Book expanded

the program with a Louisiana Teen Readers' Choice award aimed at high school students. Participation in the LYRC program increased by over 40%, and SLOL has joined the national summer reading program collaborative.

Continuing Education is one of the strengths of SLOL. In the annual anonymous satisfaction survey of public library directors, continuing education is supported. Library directors often have specific suggestions for new topics in addition to asking for "more CE." State Library staff have developed training skills to be able to present on a wide range of library topics. Evaluations from the courses reflect a high level of satisfaction with the training provided. In addition to presenting a catalog of opportunities, State Library staff also present specific classes, on demand, to individual public library systems or to groups of systems. Several library directors also commented about the effectiveness of the consulting advice received from State Library staff, and the value received from advocacy provided by State Library leadership.

The Services to the Blind and Physically Handicapped was recently rebranded to more clearly describe the services offered rather than focus on those receiving services. The Talking Books and Braille Library has successfully transitioned to the new technology used by the National Library Service and circulation has increased significantly.

Interlibrary Loan service is provided for the public library systems in the state. SLOL provides the hosted system. In addition, the collection of the State Library is used to fill requests. About 100,000 transactions took place last year using this in-state Interlibrary Loan system. The State Library acts as an ILL referral agent on OCLC to provide materials not located among the public libraries. In addition, the delivery system among libraries in the state includes all public and academic libraries with a delivery turnaround time of three to four days. These latter two services are well outside the scope of what public library systems could sustain without State Library (and LSTA) support.

The Louisiana Library Connection (LaLIBCON) program includes not only the databases and other electronic materials provided across the state, but also the basic technology infrastructure for providing Internet access, along with the technical support needed by public library systems of the state. There are sixty-three (63) databases provided through LaLIBCON. Recently SLOL invested in the purchase of a collection of over 1,300 electronic books which are available to all Louisiana residents. Smaller libraries in Louisiana would not be able to offer Internet access without the help of the State Library. SLOL provides not only the technical and consulting support for hardware, software, and connections, but also assistance with the paperwork for funding through the E-rate process.

The areas where SLOL is most successful, based on the annual survey of public library directors, are: support, continuing education and training, provision of statewide databases, and connectivity to the Internet. These are areas where the State Library should continue to place emphasis.

The LSTA program areas were noted above. In the *LSTA Five-Year Plan 2008-2012*, there were four needs which were identified as areas of focus. This report reviews the needs as drafted and the progress which the State Library has made in meeting those needs.

The **first** identified area has been **mostly accomplished**. Fostering a culture of literacy is deeply embedded in the mission of the State Library of Louisiana. Activities like the Louisiana Book Festival and Louisiana Young Readers' Choice Awards are ongoing programs which will continue furtherance of this goal.

The **second** need area concerns the State Library of Louisiana's (SLOL) role in supporting public libraries in their provision of direct public service. As noted in the report, there is a unique relationship between the SLOL and the state's public libraries. (While not explicitly stated in the Mission and Values, it is deeply embedded in the culture of the State Library and is mandated by law.) This is a continuing activity for SLOL, and the need and goal have been **mostly accomplished**.

Services to special populations is the **third** need area. With the exception of the users of the Talking Books and Braille Library (TBBL), it is the weakest area for the State Library of Louisiana. Services provided by the TBBL are very good to excellent, which is the reason that in general this need and the goal have been **modestly accomplished**.

The final need area is information resources. The State Library of Louisiana provides the state's residents with a foundation of information resources which are available without regard to location or relative wealth. While some of the programs in this area were not completed, this **Need** and the **Goal** have **been mostly accomplished**.

Based on this evaluation of the State Library of Louisiana's execution of its 5-year plan, it is clear that SLOL is committed to, and actively works to support, the IMLS goals of learning, community engagement, use of technology for learning and enjoyment, and service as a model agency.

Key Recommendations

As the State Library of Louisiana creates a new plan for the future, I recommend the following items be included as part of any plan:

> Because there is staff turnover in public libraries, continue to provide training in all areas, and repeat the training topics on a rotating basis. If possible, the State Library should consider offering more courses as part of the ALA-APA LSSC Program. There is a need for this kind of training for the support staff who are so critical to providing library service in Louisiana

> The State Library should continue to promote and emphasize services to librarians serving youth. This is a critical area of public library service, and can offer challenges in smaller libraries which cannot devote dedicated staff to this age group. Membership in the Collaborative Library Summer Program (CLSP) should be continued as part of this.

> It is important to continue to deliver training opportunities using different learning methods. While the delivery of some continuing education has been moved online successfully, the personal touch is still important. Comments from public library directors note that it is also important to deliver some training in person.

> Consulting visits to enable public library system staff to make the most effective use of LSTA services are critical and should be increased as soon as staffing allows. The visits to provide technology support are important, especially for the smaller and the more rural libraries. However, it is important for

library consultants, who may not be familiar with the remote areas of the state to visit libraries in person. The informal interactions and development of personal connections are important to continue the relationship between the State Library and public libraries

The LSTA Program as implemented by the State Library of Louisiana, actively supports the IMLS goals, and successfully delivers programs to the state of Louisiana which fulfill the program goals outlined by SLOL in its LSTA plan.

Mission and Values

The State Library of Louisiana's mission is to:

- ➢ Foster a culture of literacy;

- ➢ Promote awareness of our state's rich literary heritage; and

- ➢ Ensure preservation of and public access to informational, educational, cultural, and recreational resources, especially those unique to Louisiana.

The State Library of Louisiana, its Board of Commissioners and staff value:

- ➢ Equal access to information for all citizens,

- ➢ The literary and cultural heritage of Louisiana,

- ➢ Intellectual freedom, and

- ➢ Reading.

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EVALUATION

Background

The relationship of the State Library of Louisiana with the public libraries in the state is unique. When the State Library Commission was created, there were only five (5) public libraries in the state. Most of the state's parish and regional libraries owe their existence to the State Library and its demonstration method.

Demonstration projects were implemented under the leadership of the first two state librarians, Essae Mae Culver and Sally Farrell. The initiative came from local citizens, and after the police jury had passed an ordinance establishing the public library, the State Library would set up a parish library, and staff and operate it for one year. This method originated from the theory that if parish citizens had the opportunity to experience good library service, they would recognize its value and vote to support such service after a year's demonstration.

The State Library bore most of the expense of the year long demonstrations. Before the passage of the 1956 Library Services Act, the local governing authority contributed substantially to the operations cost. After 1956, the state library reduced the local financial contribution but continued to require local money to insure the police jury's commitment to the project.

In the 64 parishes there are 68 public library systems. Sixty-one of these are parish-wide; one is a two-parish consolidated unit; one is a bi-city library in a parish without parish-wide service; the others are independent city libraries in parishes with parish-wide service; and one is a district library serving three towns and their outlying areas.

This evaluation of the activities of the State Library of Louisiana (SLOL) is based primarily on the statistical information gathered by the State Library for its ongoing operations to support the management activities of the Library as a state agency along with an annual satisfaction survey of public library directors. In addition, discussions were held with the current unit managers who manage the provision of the services. Most of the department managers currently serving were not in those positions when the plan being evaluated was developed.

The evaluator, Michael Golrick, served as a public library administrator for 25 years. In addition to a library degree from the University of Illinois at Urbana-Champaign, he has a Master's in Business Administration from the University of Arizona. He served as a business information specialist before entering library administration and has taught business information courses. One agency for which he served as Executive Director was partially funded by the Connecticut State Library, administered a series of large grants from the National Endowment for the Humanities, and was partially funded by the Connecticut Humanities Council. He was a public library director in Wilton, Connecticut (a relatively wealthy, suburban, library established as a non-profit), Bridgeport, Connecticut (a municipal agency serving the largest municipality in the state), and Eau Claire, Wisconsin (the largest public library in Northwest Wisconsin, and Resource Library for the regional public library system). He has been active in professional activities including having served on ALA's Finance and Audit Committee while serving on the ALA Executive Board. While currently employed by the State Library of Louisiana, he was not part of the design of the current plan, and does not provide significant services covered by the plan. The cost of the evaluation was chiefly staff time and was slightly more than $2,500.

The beginning of the reporting period included continuing recovery activities from the devastating hurricanes of 2005. In addition, the same region was affected by two more hurricanes in the early fall of 2008. For public libraries, State Library support was critical in the recovery process. SLOL played a crucial role in communication of information not only among the public libraries, but with the rest of the world. This leadership role in disaster preparedness and planning has been nationally recognized.

A recurring theme throughout this report is the effect that limitations imposed by state budget constraints has on the activities of the State Library of Louisiana, especially those which require matching funds. A second recurring theme is the effect that a reduction in staff has had. Staff vacancies have become permanent reductions in the workforce. A second recurring theme is the effect that a reduction in staff has had. Staff vacancies became permanent reductions in the workforce available to provide statewide library services. At the beginning of the period, there were seventy-six (76) staff members. At the time of the evaluation, there were only forty-eight (48) staff. The existing staff is doing the work which had previously been done by a larger staff 58. Even with this reduction of 36%, only two programs were suspended: one year (2010) of the Louisiana Book Festival, and the recordings of Louisiana-related materials for Louisiana Voices.

Acquisition of library materials was significantly curtailed for most of the period covered. When funding was restored, it was at a significantly reduced level.

At the same time, many of the measures of use of SLOL, measures not reflected here but reported in the Institute of Museum and Library Services (IMLS) State Library Agency (StLA) Report and reported to the Louisiana Department of Administrative Services, have continued to increase throughout the period covered.

One purpose of this report is to take a step back from the daily bustle, the monthly statistical reporting, the quarterly form-filing, and the annual fiscal tabulations to look at the overall accomplishments of the organization, to celebrate successes, and outline the areas for improvement.

Methodology

The State Library of Louisiana (SLOL) is a part of the Department of Culture, Recreation, and Tourism (CRT) in the Office of the Lieutenant Governor. As a Louisiana state agency, SLOL collects and reports certain data to the Louisiana Department of Administrative Services. This data is available to the public on the web, as it is for all state agencies. The state program reports of SLOL to the Institute of Museum and Library Services (IMLS) were provided to the evaluator. In addition, SLOL keeps data on various activities of the agency. One of these latter items is an annual satisfaction survey of public library directors. This survey includes both quantitative measures, and an opportunity for library directors to anonymously offer input and insights. All of these records were made available to the evaluator.

Because of the turnover in the staff in many of the departments within the State Library, the evaluator also interviewed all of the applicable managers. Often these interviews resulted in observations which were not reflected in statistics.

The tables which form the body of this report include the statements from the current LSTA Five-year Plan, and information to support an evaluation of success, partial success, or lack of action. These, plus the comments and evaluation after the tables are the basis for the final evaluation and recommendations.

The **Needs** and **Goals** listed below are taken directly from the plan. The left column of each table includes the specific language from the plan, while the right column contains information which the evaluator extracted from the reports and interviews for this project. The time-frame for programs is included in the middle column.

In applying the principles of evaluation, the evaluator started with a systematic review of the approved 5-year plan and examined the statistics immediately available to him. Where there were questions about the data or about the services provided, he contacted the unit manager to be able to understand what was delivered. Because SLOL relies on several different funding sources, some statistics cover different time periods and are available in different formats.

Because of his experience in working with different reporting systems over his career, the evaluator was able to assemble reliable data which was pertinent to the target output, target outcome, or program. The unit managers within the State Library were forthcoming with information, and where the information was not under their direct control, they were helpful in suggesting sources for the information required.

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Need #1

Foster a culture of literacy and a love of reading among Louisiana's children by partnering with appropriate state agencies, childcare organizations, schools and public libraries and instituting best practices wherever needed.

> **Goal:** Increase the number of Louisiana children reading at or above grade level as measured on fourth grade standardized tests by taking a leadership role in providing statewide results-based literacy programs, reading programs and opportunities to develop a love of reading.
>
> **LSTA Purpose:** Develop public and private partnerships with other agencies and community-based organizations; target library and information services to person having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

Key Output Targets	
➢ Increase participation in statewide children's programs to 110,000 per year. (Includes Summer Reading Programs and LA Young Readers' Choice Program)	***Exceeded Goal*** The 2011 (last year of data) Summer Reading Program had 89,548 participants. The 2011 LYRC program had 27,796 participants. This is a total of 117,344 participants. The trend for participation continues to increase as the public becomes more aware of these two programs.
➢ By 2008, increase attendance at children's programs at the Louisiana Book Festival by 10% through improved marketing and outreach to non-readers and the under-served.	***Partially Met Goal*** Attendance data for the Louisiana Book Festival and the Young Reader's Pavilion is presented in Data Table 1. Attendance at the Louisiana Book Festival steadily increased from 2002 through 2009 when it reached an estimated 25,000. In the first two years of the period, attendance increased by 61%. Young people constituted almost 33% of the attendance in 2009. There was a hiatus in 2010 due to state budgetary restrictions. When the LBF resumed, attendance dropped by more than $1/3$ and the proportion of attendees participating in children's activities was the lowest in several years. In addition to having had a hiatus, there are now more events competing for the public's attention such as a children's parade in downtown Baton Rouge on the weekend chosen for the LBF. The new Lieutenant Governor (elected official responsible for SLOL parent agency) has stated a strong commitment to the Louisiana Book Festival. He was elected to a full, four-year term in Fall 2011.

Key Outcome Targets	
➤ Children will improve scores on fourth grade, standardized tests by at least 2 percentage points by 2012.	***Partially Met Goal*** The target is difficult to measure (in spite of its precision in language). There is no direct, measurable correlation between library activities and scores on standardized tests. In addition, this particular target is outside the mission of public libraries. However, it has been demonstrated that students who read during time away from school will perform better on tests of reading skills. In Louisiana, the State Department of Education administers iLEAP tests. They are administered in Grades 3, 5, 6, 7, and 9. The scores on these tests show an improvement in reading (English Language Arts) scores both longitudinally and for each grade level over the past several years. The data is summarized in Data Table 2.
➤ Children will show that participating in the summer reading program will maintain or improve reading level over the summer months by 2012 as evidenced on a study accomplished in cooperation with at least one public library.	***Did Not Meet Goal*** Because of vacancies and position cuts in Library Development, there was not enough staff available at the State Library to solicit and work with a public library on this project. As of January 2012, with a total organizational chart staffing of five, Library Development has one vacancy.

Program:

The program will target library staff training, and reading programs for children, teachers and caregivers. Although concentrating on children's literacy level will provide the best return on investment of LSTA funds, it is understood that it will be years before any measurable improvements in children's literacy levels can be cited. Activities will include:

| Provide much-needed tutoring to school age children in libraries and at home through a statewide online service. | *Begin 2010* | ***Met Goal***

Tutor.com was provided through the statewide database portal as **HomeworkLouisiana** beginning in May 2010. This was the result of a successful grant application as part of the Broadband Technology Opportunities Program (BTOP) of the Department of Commerce. The State Library received a grant of $8.8 million which is the source of funding for HomeworkLouisiana for three years. |

Build a children's portal to the Louisiana Library Connection virtual library, to include both proprietary databases and free sites of high quality and relevance.	*Time frame 2008-2009*	***Partially Met Goal*** Because of lack of staffing, particularly in Library Development (no dedicated Children's Services Consultant after the beginning of 2008), the State Library did not work on this program. In lieu of building a separate portal, State Library staff were able to create a page with links to sources already provided as part of LaLIBCON services.
Continue to provide information, materials, training, coordination and promotion for children's and teen reading programs, including Summer Reading Program, Teen Reading Program, and Louisiana Young Readers' Choice Award Program.	*Time Frame 2008-2012*	***Met Goal*** The State Library has increased the number of training workshops for library staff provided as part of planning for the Summer Reading Program . In 2009, Louisiana joined the national Collaborative Library Summer Program (CLSP) and uses those themes for children's, teen, and adult summer reading programs. The response to the program has resulted in increased participation of 12%. Participation in the Louisiana Young Readers' Choice (LYRC) Award Program has been very successful with a 44% increase in participation. Part of this increase was the result of expansion to include awards for books for teens.

Evaluation:

The **Need** and the **Goal** are ongoing and inherent in the Mission and Values of the State Library of Louisiana. Increased participation in the reading programs has been accomplished, although, since the audience changes each year, it is critical to continue activities which encourage reading. Budget and staffing limitations affected the ability to deliver one of the specific programs proposed.

Overall, this Need and its Goal have been ***mostly accomplished***. The children's and young adult activities remain critical, and library staff around the state have been able to use the training provided to achieve the measurable participation goals. This will help establish a culture of learning and the expectation that reading over the summer break is important and directly related to success in school and after schooling is completed. This is a critical ongoing activity, one which is explicitly included in the ***Mission and Values*** of the State Library of Louisiana.

Need #2

Louisiana library services rank close to the bottom in most measures. Nineteen percent of Louisiana's Public Library directors do not have an MLS. (*Public Libraries in Louisiana: Statistical Report, 2005*) Most of these libraries are woefully understaffed. The State Library provides much-needed support and training to enable these staff to meet the most basic needs of their communities. Additional training and consulting so that public libraries can implement the programs elucidated in this LSTA plan will be an important component.

> **Goal:** Foster the ongoing professional development of library staff throughout the state, enabling them to be well-informed and competent to provide superior services to their constituencies and make most effective use of programs provided through LSTA.

> **LSTA Purpose:** Expand services for learning and access to information and educational resources in a variety of formats; develop library services that provide all users access to information.

Key Output Targets	
➢ Provide consulting visits to at least 80% of public libraries each year.	***Partially Met Goal Successful in broad concept.*** Data for this target is included in Data Table 3. With a goal of visiting 54 of the library systems each year, the target was met in 2008/09, and was nearly met in 2010/11. The target would likely have been met in 2009/10 if travel had not been restricted in the second half of the year. The Library Development Section also reports inquiries, and that number has almost doubled over the time period studied. Some of those inquiries would have been addressed during a sit visit.
➢ Provide a minimum of 80 educational opportunities per year for public library staff.	***Partially Met Goal*** Data is presented in Data Table 4. The target was not met in the initial year (2007-2008); it was met in two of the next three years. The one year when the target was not met, was 2009-2010. In the middle of that year all travel was frozen by state government. SLOL was well on its way to meeting this goal, but was required to cancel all of the training which had been planned for the spring and early summer of 2010. The average number of educational opportunities offered was 62, and if not for the travel freeze, this target would have been easily met.

Key Outcome Targets	
➢ Improve public library service so that ten percent more public libraries reach or exceed the "Essential" Louisiana standard in terms of circulation, number of public access computers, and collection size by 2012.	*Unable to determine by metric. Successful in broad concept.* See comments below.
➢ No Louisiana citizen will be more than a 30 minute drive away from a library offering free Internet access.	*Met Goal* All Louisiana library locations have Internet access for the public. Some access is provided through public access computer workstations. Some access is provided by serving as a free wi-fi hotspot in the community. In many communities, the public library serves as the only completely free wi-fi hotspot. By the end of this reporting period, all libraries which were destroyed by hurricanes in 2005 and 2008 will have been replaced with permanent facilities. Many of these libraries operated out of temporary facilities provided through the generous support of the Bill and Melinda Gates Foundation.

Comments:

The target of increasing the number of libraries meeting a standard is a difficult target to evaluate.

First, the Louisiana Library Association revised its standards. While the old standards had targets for circulation per capita and for number of public computers, the new standards do not include these measures. The collection size standard increased from 2.0 volumes per capita to 2.5 volumes per capita. In 2010 (latest data available) 46 libraries met or exceeded the "Essential" standard. In 2008, 59 libraries met or exceeded what was then the standard, and 46 would have met the new standard. Some libraries had significant collection damage from the storms of 2008, so a static measure (like collection) size does not reflect all of the efforts in this area.

One measure collected is the percent of the collection which is new (acquired during the prior year). That has increased from 8.6% to 8.85%. In addition the percent of the collections (in aggregate) weeded each year matches the rate of addition. This is reflected in the total number of items owned by Louisiana libraries which has not varied much.

Circulation per capita has shown a steady rise from 4.08 to 4.37. Per capita circulation for the state is still below the national average, but has risen faster than the national average going from 55% of the national average to 57% of the national average.

Measuring access to public computers is also difficult. Many smaller libraries have a small population base resulting in a ratio of public computers per 5,000 population as high as 53. [Washington Municipal Library serves a population of 1,044 and has 11 public computers.] All except one of the

parishes serving more than 200,000 have over 3 computers per 5,000 population. The one parish which does not, Orleans Parish (New Orleans Public Library) is still in the process of rebuilding locations after Hurricane Katrina. These locations, including some larger regional libraries, are expected to open during 2012, and will significantly change the services which those libraries can offer.

Program:

The program will consist of high quality training, consulting and support for public libraries. Specific activities are:

Increase convenience, quality, quantity and relevancy of State Library workshops taught throughout the State; pilot at least three synchronous, web-based instructor-led workshops for public library staff; convene and work with CE Advisory Committee.	*Time frame: 2008-2012*	***Partially Met Goal*** The transition to offering workshops via the web has been very successful. New workshops are planned with the goal of offering them via distance learning, and current workshops are being reformatted to fit web-based teaching methods. For fall and winter 2011/12, SLOL offered 16 specific training opportunities, and a total of 28 sessions. Of those sessions 15 were offered as online instructor-led sessions, and 13 were instructor-led sessions offered in person. The CE Advisory Committee has not been established. Library Development staff chooses topics for workshops based on suggestions offered in the evaluations done for each workshop, and on input received directly from the field. Each year, public library directors are surveyed about the effectiveness of SLOL. Those surveys include suggestions for CE opportunities. Some workshops are provided upon the specific request of a particular library.
Provide consulting to libraries and governing authorities in all areas of library administration including advocacy, strategic planning, building programs, legislative issues, staff development, funding, statistics-gathering, and program development.	*Time frame 2008-2012*	***Met Goal*** Data in Data Table 3 shows the number of different questions fielded by members of the LD staff. These include questions on administration, building issues, children and teen services, early childhood services, Erate and technology, training, and other library issues. At the same time, there has been significant turnover in Library Development, and the number of staff available at the end of the reporting period is less than 50% of what it was when the reporting period began. The number of questions has increased as staffing levels have decreased. Staff no longer visit libraries to answer questions in person, and thus are dealing with the multitude of issues via telephone and email.

Develop and present a multi-day leadership institute for middle managers to prepare them to step into the role of library director.	*Time frame 2009-2010*	**Met Goal** SLOL received a grant as part of the Laura Bush 21st Century Librarian Program to offer *Executive Leadership Training for Louisiana Public Librarians.* The final evaluation report began its conclusion with "In general, the Louisiana Leadership Institute was a great success that has smartly served the institute attendees and has provided the State Library with rich feedback and information to enhance future institutes and its ongoing staff development programs." One supervisor of a participant specifically noted that staff who participated now had "both a wider and deeper vision of the profession and leadership." Because of the frugality of the planners, funding was available to offer a second series of workshops during 2011-2012.
Provide technology support in the form of a technology consultant that travels throughout the state assisting libraries with technology planning and implementation.	*Time frame 2008-2012*	**Exceeded Goal** At the beginning of the period, technical support was limited. New staff in the Information Technology area of the State Library resulted in a more developed network at SLOL along with the technical expertise needed to provide support to public libraries across the state. In conjunction with other grant activities (BTOP), when SLOL technical staff visit a public library, they provide assistance and training for public library staff. The visits from SLOL technical staff are critical to the smaller public libraries, but over the grant period, SLOL staff has developed the skills needed to provide enterprise level training for even the most sophisticated of the larger public libraries. In FY 2011, SLOL IT staff provided 1,516 hours of service. The market value of services provided to Louisiana public libraries was approximately $177,125.

Provide training for public library staff in weeding and collection development.	*Time frame 2008-2009*	**Exceeded Goal** State Library staff have offered a workshop on weeding six (6) times in five (5) different locations and in one webinar, between 2008 and 2011. Total attendance for all the workshops was over 140. At least one of the workshops was offered in each of the program years. One measure of success is the percent of library collections which have been weeded each year. The percentage of library collection weeded is a data item collected from public libraries each year. For the state (aggregated) that rate has increased by almost 15%. For some of the earlier years, the data is skewed by the loss of collections in the hurricanes of 2005 and 2008. However, several public libraries have completed significant weeding projects. Some projects were inspired by the need to move collections when opening new facilities; however, all projects have resulted in increased circulation.
Increase number and type of workshops presented by State Library staff in order to share the expertise of practitioners with public library staff.	*Time frame 2008-2009*	**Exceeded Goal** The number of workshops presented is included in Data Table 4. The number of workshops has increased from 2007 through 2011 (last full year of data). There was a dip for FY2010 because of state government imposed restrictions on travel and lack of staff. State Library staff had already begun holding state-wide training sessions for interlibrary loan staff. Because of their popularity, in January 2009, the topics covered expanded to cover other aspects of library service. These state-wide "Staff Day" events have become very popular. In 2010, it was expanded to be delivered (with the same content) in two locations. In 2011, it was delivered in three locations and in 2012, it was held in two locations. Total attendance each year ranged between 150 and 250. The workshops presented are aimed at front-line staff. Using internal resources, the State Library has developed a core staff who have been trained in training techniques. This had resulted in consistent, quality training for library staff in Louisiana An examination of the types of workshops shows some changes in pattern. See the Comments section below for a full explanation.

Implement online training via instructor-led webinars with a goal of 50% of all non-technology training will be delivered electronically by 2012.	*Time frame 2008-2009*	***Exceeded Goal*** Initially SLOL used the Wimba service to provide instructor-led webinars for library staff around the state. Beginning in 2010 SLOL contracted with AT&T for its online learning package called AT&T Connect. It is a more complete and flexible package of distance learning and meeting software. For the Fall/Winter 2011/12, SLOL offered 16 specific training opportunities, and a total of 28 sessions. Of those sessions, 15 were offered as online instructor-led sessions, and 13 were instructor-led sessions offered in person.

Comments:

There are several patterns evident in an examination of the topics of the workshops offered by SLOL over the period examined. Some topics were constant both in terms of being offered and frequency. These include workshops on E-Rate, Summer Reading Programs, and InterLibrary Loan. (Although with the latter, there were more workshops during the transition to the new system.)

Both customer service and training for library staff in office productivity software were emphasized at the beginning of the time period. There were also workshops on *Louisiana Gumbo: A Recipe for Empowerment*, which was funded through an Institute of Museum and Library Services (IMLS) National Leadership Grant. That project is part of an ongoing effort to provide digital resources for K-12 students and teachers, as well as researchers and the general public.

SLOL was also the first provider of support staff training that was approved by the ALA-APA. SLOL agreed to provide the Supervision and Management course as part of the Library Support Staff Certification Program. That course, a combination of online and face-to-face workshops, has been offered twice during the period.

IMLS also funded a Laura Bush 21st Century Librarian Program called *Executive Leadership Training for Louisiana Public Librarians*. These workshops seek to train the next generation of Louisiana librarians. The initial series had almost 30 participants. Budgetary staff were frugal and there were funds left to repeat most of the workshops a second time.

Evaluation:

This particular area includes some of the real strengths of the State Library. Historically, SLOL has provided a great deal of continuing education for the library community. Since there are many libraries which rely on staff without a Master's degree, it is critical that the State Library provide support for these library staff. Commitment to this role is indicated by the enthusiasm of the State Librarian for the ALA-APA Library Support Staff Certification (LSSC) Program, and her commitment to having the State Library serve as one of the pilot continuing education providers. SLOL was the very first CE

provider to have a course approved for the LSSC program. SLOL was able to move more quickly than anticipated to web-based delivery of workshops. As of this report, workshops are delivered via the web about 50% of the time.

The **Need** and the **Goal** statements reflect ongoing activities of SLOL. While not explicitly state in the Mission and Values statement, most of the activities are deeply imbedded in the ongoing operations of SLOL. Although some of the data needed to concretely measure success are not available, this Need and Goals have been ***mostly accomplished***.

Need #3

Improve services to special needs populations through increased outreach and implementation of digital technologies.

Goal: Provide additional services to current special needs users and the underserved, increasing overall participation by current non-users.

LSTA Purpose: Target library services to individuals of diverse geographic, cultural and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

Key Output Targets:	
➢ Increase the attendance of minorities at the Louisiana Book Festival by a minimum of 10% by 2009.	*Partially Met Goal* The percentage of minorities attending the Louisiana Book Festival doubled from 2007 to 2008 to 15.2%, and exceeded the target. However that percentage dipped in 2009. As noted elsewhere, there was no LBF in 2010. The percentage of minorities attending the LBF was almost 11%, which exceeds the goal of 8.4%. Breaks in continuity always present challenges in accomplishing a marketing effort. Attendance was lower overall, and gains in minority attendance have slipped. The official evaluation report said "Given the absence of a festival last year and the depressed economy, those numbers are not surprising." For the 2009 Festival, there was a staff member devoted to increasing participation from diverse communities. A sponsor was recruited to fund bus transportation from area community centers to the LBF. This effort was not successful. SLOL is committed to increasing minority attendance at future book festivals. Coupled with the lack of an event in 2010, it is not surprising to see the drop in participation and participation rates. Data on attendance by sex and race are presented in Data Table 6.

➤ Translate Summer Reading Program promotional materials into at least one other language for the summer of 2008.	*Met Goal – But in longer time frame* By joining the national Collaborative Library Summer Program (CLSP) in 2009, all Louisiana libraries gained access to the annually developed thematic materials in English and in Spanish. The planning guide (distributed to all public libraries) has activities, handouts, and activity sheets in both English and Spanish.
Key Outcome Targets:	
➤ Increase BPH usage by nursing homes, schools and other institutions by 5%.	*Exceeded Goal* The number of institutions increased by over 50% from calendar year 2007 through calendar year 2011. The number of institutions in any one category is small, therefore percentage increases are skewed. However, there were increases in each of the categories tracked. The information is presented in Data Table 7.
➤ Increase usage of BPH services to pre-hurricane levels, i.e. annual circulation will exceed 195,000 by 2012.	*Exceeded Goal* In the fiscal year ending June 30, 2011, there were over 197,000 items circulated to BPH users, exceeding the pre-hurricane usage levels. The number of users of the service is shown in Date Table 7. Another major reason for increased use is the rapid adoption (acceptance) of the new technology for delivering materials to this audience. While devices are still delivered, those users with computers are now able to instantly download the titles which they seek. Currently about 10% of circulation is downloadable items and this proportion is expected to rapidly increase.

Program:

The program will consist of outreach to special needs populations and an emphasis on materials and services for non-English speaking residents. Specific activities are:

Migrate 10-15% of blind and physically handicapped (BPH) users to digital media per year over the next five years.	*Time frame 2008-2012*	*Exceeded Goal* Migration to digital media began in September 2009. By January 2012, 100% of BPH users had a digital machine. It should be noted that this kind of migration is a marketing effort to convince regular users of the service of the advantages of the new technology.

Establish rotating collections of large print materials in at least 5 pilot public libraries.	*Time frame 2010-2011*	**Did Not Meet Goal** Not attempted due to lack of funding and staffing.
Offer a minimum of one training session per year for prison library workers.	*Time frame 2008-2012*	**Did Not Meet Goal** After the implementation of the new interlibrary loan system, the head of Access Services established a pilot program with a staff member at one prison to improve delivery of materials. When that staff person left, the pilot project ended. It has not been possible to get cooperation from the Department of Corrections for additional training.
Produce a minimum of 15 quality, recorded books of Louisiana materials per year.	*Time frame 2008-2012*	**Partially Met Goal** In 2008 and 2009, there were twenty titles per year which were produced by Louisiana Voices. In 2010, only ten titles were produced because the program was suspended part way through the program year. In 2011, six titles were produced to support the LYRC program. One of those titles required the use of six separate narrator voices. Quality can be difficult to measure. However, in 2005, one of the recordings made by Louisiana Voices was accepted for inclusion in the National Library Service catalog. This serves as an indicator of the quality of the productions from this studio.
Develop a foreign language collection of both fiction and non-fiction at the State Library and make it available via interlibrary loan; collection size to reach at least 1000 new titles by 2012.	*Time frame 2008-2012*	**Did Not Meet Goal** Not completed due to lack of funding and staffing. However, the State Library did update its collection of language learning materials by purchasing CDs for a variety of languages, expending approximately $18,000. Over 150 items were purchased and they are circulating frequently, especially through interlibrary loan.
Analyze and update the Hi-Lo (High interest – low reading level) collection and market it to prison libraries.	*Time frame 2008-2009*	**Partially Met Goal, but later than planned** The Hi-Lo Collection was vigorously weeded, renamed, additional items purchased, and the collection was divided into two sections. The "Adult Literacy" and "Basic Reads" collections are distinct but related collections.

		"Adult Literacy" focuses on tools to be used by literacy facilitators and students (e.g. student workbooks, teacher guides). The "Basic Reads" collection is designed to "mirror" a general public library collection with both fiction and non-fiction. These books are high interest and easy to read. They are useful for adult new readers, struggling/reluctant readers in middle or high school, and ESL students. General library users will also find them useful because get a "taste" of a classic literary work, a quick novel to read on the run, a brief introduction to a particular subject area, or a short biography. Approximately $4,000 was spent to upgrade the collection, and 90% of the items have been received, cataloged, and shelved. When the remaining items are finished in processing, a book list for public and prison libraries will be prepared and distributed.
Provide training and consulting services to libraries in meeting ADA requirements.	*Time frame 2009-2010*	***Partially Met Goal*** SLOL did have a speaker come to one of the Administrative Conferences and to one of the Staff Day sessions to speak on Disability Awareness. Also, SLOL has had two speakers speak to current and future library leaders on library buildings as part of the Louisiana Library Leadership Institute As part of the BTOP grant, accessibility equipment, and associated training, is being provided to each parish in the state.

Evaluation:

Because the State Library serves as a cooperating network library of the National Library Service for the Blind and Physically Handicapped (NLS) of the Library of Congress, several of the Outcome Targets and Programs are part of the ongoing activities of SLOL. The Talking Books and Braille Library was very successful in implementing the delivery of materials via new digital technology, achieving 100% of users with the new equipment. The recording of Louisiana-specific titles is one of the two service programs of SLOL which has been directly affected by budget restrictions.

Some of the other new services proposed as programs were reduced or eliminated due to budget cuts. While the new Adult Literacy and Basic Readers collections have been established, the lack of funding pushed them back from the original time line. The Foreign Language collection and establishment of large print collections were not implemented due to lack of funding.

Cooperation with the prisons has been a problem area. The values of service of SLOL are at times in conflict with the nature of prisons as institutions. It has been difficult to establish a working relationship with the prisons, many of which rely on trusties whose access to the Internet and meetings

outside the facilities are very limited. The State Library has tried via repeated emails and telephone calls to the Department of Corrections to determine the right person in the agency with whom to work. The Department of Corrections has been unresponsive to all contacts from the State Library. Meanwhile, staff at the State Library are developing new policies and procedures for dealing with institutional loans and deposit collections. These processes are being designed to work for all types of institutions including those serving people with special needs, and the prisons.

Attention to services for those needing accommodations is included in all State Library programs.

TBBL regularly participates at meetings and conferences for people with special needs, especially those with visual disabilities. Staff participates in the exhibits and programs to promote the services provided. Staff also offer tours of the TBBL facilities when groups meet in the immediate area.

The improvement in services to special populations, with the exception of the users of the Talking Books and Braille Library (TBBL), is the weakest area for the State Library of Louisiana. Services provided by the TBBL are very good to excellent, which is the reason that in general this **Need** and the **Goal** have been **mostly accomplished**.

Need #4

Citizens do not have one reliable "go-to" gateway for current and reliable information. This can be accomplished by integrating library catalogs, library web pages, proprietary databases, free web resources and interlibrary loan services into a comprehensive virtual library for Louisiana citizens.

Goal: Make current and relevant information readily available to and convenient for users by expanding access to information through statewide database subscriptions; an effective interlibrary loan system and van delivery service; technology and Internet support; a coordinated approach to reference services; and making library collections more visible on the Web.

LSTA Purpose: Developing library services that provide all users access to information through local, state and national electronic networks; providing electronic and other linkages among and between all types of libraries.

Key Output Targets	
➢ Statewide annual database searches will reach 1,000,000 by 2012.	***Exceeded Goal*** In 2010, the number of database searches on SLOL provided databases was over 2.5 million. The number of searches on databases provided by the public libraries (alone or in groups) was over 2.3 million – almost equaling what the state provides. It is clear that provision of databases has become a key service of the State Library. The provision of resources on a statewide level has allowed public libraries to provide additional databases to meet the specific needs of their users.

	However, the collection of databases available is smaller in 2012 than it was in 2007. In FY 08-09, the budget for database services was reduced by 30%. This led to a reduction in use since several databases were discontinued.
	The State Library recently spent approximately $1 million to provide an initial collection of eBooks for citizens of the state. This was at the request of public library directors in an effort to bridge the divide between those parishes with many electronic resources and those without.
➢ Interlibrary loan among public libraries will increase by 10% by 2012.	***Exceeded Goal*** Reflective of the increase in circulation per capita of almost 7%, the volume of interlibrary loan among Louisiana Public Libraries increased by over 25%. [*Public Library Statistics*, 2007 and 2010] This is consistent with national library trends where library use rises as the economy gets worse.
➢ A virtual reference service will be piloted in at least 3 public libraries by 2012.	***Did Not Meet Goal*** Not attempted due to lack of funding and staffing. Some support for virtual reference service has been provided by prominently displaying the SLOL "Ask-A-Librarian" service on the statewide database web page, and allowing public libraries to use that service for their patrons when they lack the staff to provide it. State Library reference staff answer these questions unless a public library has established its own service.
➢ Increase the number of interlibrary loans among public libraries by 10% by 2012.	***Exceeded Goal*** Reflective of the increase in circulation per capita of almost 7%, the volume of interlibrary loan among Louisiana Public Libraries increased by over 25%. [*Public Library Statistics*, 2007 and 2010] This is consistent with national library trends where library use rises as the economy gets worse.

➢ State Library will provide Erate and technology planning assistance and technology support and consulting to public libraries.	**Met Goal** Since 1998, every public library in Louisiana has been able to offer dedicated Internet access to the public. Louisiana was the first state in the nation to reach this goal. SLOL provides Internet connections to the main library building of each public library system. SLOL continues to provide consulting assistance to libraries, reviews the bills, and even arranges for a state contract to be made available. As a result, Louisiana has been a national leader in providing public access to the Internet through public libraries. In addition, SLOL IT staff provide technical support and consulting for public library systems. This results in quality Internet service to all Louisianans from their local public library.
Key Outcome Targets	
➢ Every Louisiana citizen will be within a half hour's drive of a library offering free access to the Internet.	**Met Goal** Every public library location in Louisiana offers Internet workstations to the public. The average number of workstations per library facility in Louisiana in 2011 is 18.5, and is above the national average of 16.0. In 72% of the communities the public library offers the **only** free access to computers and the Internet. 89% of public libraries offer wireless access, compared to the national average of 85.7%. [PLFTAS data, 2011]
➢ 100% of public libraries will provide an online catalog for their communities.	**Partially Met Goal** As of the time of the evaluation, 89% of the public libraries had online catalogs which were available on the web. However, 100% of public libraries are using an automated system to manage their collections.
➢ 100% of public libraries will have a non-static, current website that they are able to maintain themselves.	**Partially Met Goal** In cooperation with faculty a the Louisiana State University' School of Library and Information Sciences, students created web sites for those public libraries which did not have pages. However, it was the responsibility of each of the public libraries to arrange for hosting of the page, and to publish it. As of the evaluation, 88% of the public libraries had active web sites.

Program:

The program will emphasize technology support and training, integration of existing technology resources and increased ease of use for the patrons. Specific activities are:

Provide electronic access to a core set of statewide databases for use by citizens of all ages; redesign the existing website; design a children's portal to electronic resources.	*Time frame: 2008-2009*	***Partially Met Goal*** Even though budget cuts caused a reduction in the number of databases provided to all public library users in the state, use has grown (see Data Table 5). A newly designed SLOL web site went live in April 2010. In 2008, using grant funds from another source, the State Library distributed AWE early learning workstations to every parish in Louisiana. Several of the parishes took advantage of the pricing to purchase additional workstations. These workstations help children learn early literacy and computer skills. As noted above, because of hiring freezes and lack of staffing, particularly in Library Development (no dedicated Children's Services Consultant after the beginning of 2008), SLOL was not able to build a children's portal to electronic resources. In lieu of building a separate portal, State Library staff were able to create a page with links to sources already provided as part of the LaLIBCON services.
Implement a new interlibrary loan system: select system, train all interlibrary loan staff; implement system; promote advantages to the general public.	*Time frame: 2008-2009*	***Exceeded Goal*** A new Interlibrary Loan (ILL) system was implemented in March 2008. Training was provided to public libraries during the first quarter of calendar year 2008 (January – March 2008). Training sessions were held in nine (9) locations around the state and a total of 97 public library staff were trained. (Ongoing training is provided in addition to sessions at the annual Staff Day workshops.) As part of the implementation of the new system, the delivery schedules were reconfigured to reduce delivery time by one (1) full day. One key feature of the new system is the ease of use for the patron-initiated ILLs, if implemented by the local public library.

Launch a cooperative virtual reference service in at least three public libraries: select libraries; select software; develop policies and procedures; provide staff training; market service to the communities; implement and measure service.	*Time frame: 2009-2010*	**Did Not Meet Goal** Not attempted due to lack of funding and staffing. Some support for virtual reference service has been provided by prominently displaying the SLOL "Ask-A-Librarian" service on SLOL web pages and the statewide database page, and allowing public libraries to use that service for their patrons when they lack the staff to provide it.
Continue to provide technology support and consulting to enable libraries to offer and support free access to the Internet.	*Time frame: 2008-2012*	**Met Goal** Since 1998, all public library headquarters have had at least T-1 access to the Internet. All parish-wide library systems have at least 3mbps service with many having 100 mbps connections. As part of visits for general technology issues, SLOL technical staff have been able to identify and troubleshoot problems and gaps in the technology which is the basis for Internet access to the public. In addition, SLOL technical staff have helped public library systems to maintain Internet access. One solution recently developed was to use inexpensive routers, and upgrade the software (using staff skills) to make maximum use of the equipment. 89% of public libraries offer wireless connection to the Internet.
Contribute public library holdings to OCLC or other entity such that there will be one union catalog for all Louisiana libraries and it will be visible on the Web.	*Time frame 2011-2012*	**Did Not Meet Goal** A union catalog for Louisiana public libraries is available on the web in LoanSHARK which is hosted by Auto-Graphics, Inc. The holdings of Louisiana academic libraries, and several Louisiana public libraries are in OCLC and therefore available on the web in WorldCat. The goal of having a single source was not able to be completed primarily because of staffing and budget issues. There was turnover in leadership in key departments within SLOL. In addition, funding for this project was not possible due to budget constraints.

Evaluation:

Virtual reference was a victim of staff turnover and of budget restrictions. Based on the resources available, SLOL administrators decided to not pursue virtual reference services. Library literature recently has reported that there is a significant lack of response to these services by the general public. The goal of having all library holdings in the state available in a union catalog is an admirable goal. Recovery activities from hurricanes (2005 and 2008) along with the press of daily business in a time of budget reductions affected completion of the program. However, SLOL serves as an OCLC processing center for interlibrary loans for all of the public libraries of the state, facilitating their borrowing from the academic institutions in Louisiana and other libraries around the world.

The remainder of the Outputs, Outcomes, or Programs have been either met or exceeded. At the same time, and as in other areas of the plan, implementation has been affected by the state-level funding issues In evaluating all the activities, this **Need** and the **Goal** have been **mostly accomplished**.

Findings

The **first** identified area has been **mostly accomplished**. Children's and young adult activities continue to be critical activities in public libraries, and public library staff around the state have been able to use training provided by SLOL to achieve the measurable participation goals. These activities help establish a culture of learning and expectation that reading over the summer break is important and directly related to success in school and after schooling. Participation in the LYRC program increased by over 40%, and summer reading program participation is up 10% during the time covered by this evaluation. In 2009, the Louisiana Book Festival attendance was a record-breaking 25,000+. Attendance exceeded that of the National Book Festival. This is a critical ongoing activity, one which is explicitly included in the *Mission and Values* of the State Library of Louisiana.

The **second** need area concerns the State Library of Louisiana's (SLOL) role in supporting public libraries in their provision of direct public service. There is a unique relationship between the SLOL and the public libraries of the state. For most parish public libraries, the State Library started public library service in the parish through a demonstration project. At the end of the project, the parish was asked to support a tax rate for continued public library service. In almost all cases, this election was successful. The State Library is often viewed as the "parent" of the local public library. While not explicitly stated in the *Mission and Values*, this fact is deeply imbedded in the culture of the State Library. Continuing education is an historical strength for SLOL, and all of the programmatic goals were met or exceeded. SLOL has a cadre of skilled trainers and has moved training to web-based solutions. In those areas where goals were not met, it was because of lack of funding. This is critical a continuing activity for SLOL, and the need and goal have been **mostly accomplished**.

The **third** need area is services to special populations. With the exception of services to users of the Talking Books and Braille Library (TBBL), this is the weakest area for the State Library of Louisiana. Services provided by the TBBL are very good to excellent, which is the reason that in general this **Need** and the **Goal** have been **mostly accomplished**. 100% of active TBBL users have received the new digital players which were introduced over the last two years. Total circulation has risen 6%, and in the most recently completed year, the digital titles are more than 47% of the total circulation. The number of institutions participating has increased by 50%. The programs not completed were the result of the lack of staffing and funding imposed by budget limitations.

The **fourth** need area is to provide a seamless "one stop shop" portal for information services to all Louisiana residents. Most of the Outputs, Outcomes, or Programs have either been met or exceeded. At the same time, and as in other areas of the plan, implementation has been affected by funding issues at the agency level. However, all Louisiana residents have a base of information resources available regardless of the relative wealth of their community. Public libraries are located reasonably close and are able to provide Internet access to the 39.5% of the population which does not have it at home. The number of database searches has increased 71%. Libraries continue to serve their communities as Internet hubs as they have since the late 1990s with 89% offering wireless access. The State Library has completely re-engineered its computer support services and developed the skills to allow SLOL to provide ongoing, on-site, maintenance and support of the technology infrastructure of public library systems across the state. In evaluating all the activities, this **Need** and the **Goal** has been **mostly accomplished**.

The areas where SLOL is most successful based on the annual survey of public library directors are:
- consulting,
- continuing education and training,

- provision of statewide databases,

and

- connectivity to the Internet.

These are areas where the State Library should continue to place emphasis.

Areas where the State Library had the least success were primarily areas which depended on cooperation with other organizations. Part of the lack of success is due to staffing and budget issues at the State Library. This is true of trying to develop a working relationship with prison libraries, whose goal for service is very different than that of the State Library.

The State Library of Louisiana has worked to further leverage its assets wherever possible. SLOL received a Laura Bush 21st Century Librarian Program grant called *Executive Leadership Training for Louisiana Public Librarians*. SLOL also received an $8.8 million grant under the Broadband Technology Opportunities Program (BTOP) which provides for accessibility hardware and software, training in computer and job skills for library staff and laptops available for check out in every parish (county) of the state. SLOL was the first provider certified by the ALA-APA to provide a course for the Library Support Staff Certification Program.

The following programs were not completed primarily due to the lack of funding and/or staffing in the agency:

a. Establish rotating collections of large print materials in at least 5 pilot public libraries. (Need #3)

b. Offer a minimum of one training session per year for prison library workers. (Need #3)

c. Develop a foreign language collection of both fiction and non-fiction at the State Library and make it available via interlibrary loan; collection size to reach at least 1000 new titles by 2012. (Need #3)

d. A virtual reference service will be piloted in at least 3 public libraries by 2012. (Need #4)

e. Launch a cooperative virtual reference service in at least three public libraries: select libraries; select software; develop policies and procedures; provide staff training; market service to the communities; implement and measure service. (Need #4)

f. Contribute public library holdings to OCLC or other entity such that there will be one union catalog for all Louisiana libraries and it will be visible on the Web. (Need #4)

RECOMMENDATIONS

1. Because there is staff turnover in public libraries, continue to provide training in all areas, and repeat the training topics on a rotating basis. If possible, the State Library should consider offering more courses as part of the ALA-APA LSSC Program. There is a need for this kind of training for the support staff who are so critical to providing library service in Louisiana

2. The State Library should continue to promote and emphasize services to librarians serving youth. This is a critical area of public library service, and can offer challenges in smaller libraries which cannot devote dedicated staff to this age group. Membership in the CLSP should be continued as part of this.

3. It is important to continue to deliver training opportunities using different learning methods. However, from the comments of public library directors, it is also important to deliver some training in person. Finding the right mix of web-based and face-to-face workshops may be more of an art than a science.

4. Consulting visits are critical and should be increased as soon as staffing allows. The visits to provide technology support are important, especially for the smaller and the more rural libraries. However, it is important for library consultants, who may not be familiar with the remote areas of the state to visit libraries in person. The informal interactions and development of personal connections are important to continue the relationship between the State Library and public libraries

Appendices

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Abbreviations

ALA	American Library Association
BPH	Blind or Physically Handicapped
BTOP	Broadband Technology Opportunities Program
CLSP	Collaborative Library Summer Program CLSP is a national cooperative effort to create themes for summer reading activities.
CRT	Culture, Recreation, and Tourism (sometimes DCRT), the department of which the SLOL is a unit
ILL	Interlibrary Loan
IMLS	Institute of Museum and Library Services
LaLIBCON	Louisiana Library Connection
LBF	Louisiana Book Festival
LD	Library Development

LoanSHARK	Loan System Helping Automate Retrieval of Knowledge SLOL funded, automated Interlibrary Loan System
LOUIS	LOUIS: The Louisiana Library Network LOUIS is a partnership of academic libraries (state-funded and privately-funded), museums and archives, and the State Library of Louisiana
LSSC	ALA-APA Library Support Staff Certification Program
LYRC	Louisiana Young Readers Choice
PLFTAS	Public Library Funding and Technology Access Survey (see Bibliography)
SLOL	State Library of Louisiana
TBBL	Talking Books and Braille Library formerly the Services for the Blind and Physically Handicapped

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        The State Library of Louisiana is part of the Department of Culture, Recreation, and Tourism.
        http://www.doa.louisiana.gov/opb/lapas/login.htm

Library Staff Consulted

Bryan Babin...Head of IT
Diane Brown... Deputy State Librarian
Jerome Cumming... Head, Talking Books and Braille Library
Jim Davis...Louisiana Center for the Book
Kytara Gaudin .... Head of Access Services
Lesli Gray .... Head of Technical Services
April Milton ....Administrative Assistant, Library Development
Meg Placke ....Associate State Librarian, Head of Library Development
Dorothy White .... Associate State Librarian, Head of Library Development (retired)

Each of the library staff consulted were asked specific questions related to their particular area of expertise and the services which their part of the library provided. Questions were asked to clarify the data which the evaluator had gathered. Staff were also asked to help explain the meaning behind the numbers.

Current Advisory Committees

Database Advisory Committee

Chair   Bill Larsen-Ruffin, St. Tammany Parish Library
Members: Paul Ardoin, St Martin Parish Library
             Jeremy Bolom, Lincoln Parish Library
             Riley Bordelon, State Library of Louisiana
             Diane Brown, State Library of Louisiana
             Martin Cooperson, Lafayette Public Library
             Hallie Hankel, Jefferson Parish Library
             Doris Lively, Grant Parish Library
             Julie Moncada, Beauregard Parish Library
             Emilie Smart, East Baton Rouge Parish Library
             Charlotte Trosclair, Vermillion Parish Library

ILL Advisory Committee

Chair: Doris Lively, Grant Parish Library
Members: Howard Coy, Vernon Parish Library
             Janice Cring, Lafayette Parish Library
             Cindy Eastwood, East Baton Rouge Parish Library
             Sharon Hebert, Vermilion Parish
             Eileen Kontrovitz, Ouachita Parish Library
             Trudy Patterson, Allen Parish Library
             Teresa Thibodeaux, St. Martin Parish Library
             Robin Toms, Ouachita Parish
             Debbie Troxclair, Jefferson Parish Library

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Data Tables

Data Table 1

Louisiana Book Festival – Total Attendance/Youth Attendance

	2007	**2008**	**2009**	**2010***	**2011**
Total Attendance	15,835	20,698	25,593	N/A	16,476
Young Reader's Pavilion	5,185	7,196	8,353	N/A	4,691

*The Louisiana Book Festival was not held in 2010. State funding was reduced and no funding was available to match the federal funds for the project.

Data Table 2

Students Achieving Proficiency (%) – English Language Arts Test

	2007	**2008**	**2009**	**2010**
3rd Grade	86	86	87	87
5th Grade	82	87	88	90
7th Grade	86	88	88	92

Source: Louisiana Department of Education,
http://doe.louisiana.gov/topics/ileap_resources.html#ann_rpt

Data Table 3

Consulting Inquiries

	2007-2008	**2008-2009**	**2009-2010***	**2010-2011**
Consulting Inquiries to LD	6,205	10,777	8,954	12,979
Library Systems Visited**	25	65	26	41

*All travel funds were frozen mid-year. No travel was allowed, in-state or out-of-state.

**Systems may have been visited more than once and multiple locations may have been visited in any given system. Visits include those by IT staff as well as Library Development Consultants.

Data Table 4

Continuing Education and Consulting Visits

	2007-2008	**2008-2009**	**2009-2010***	**2010-2011**
Number of Workshops	36	85	44	80
Workshop Attendance	893	1648	1574	1746

*All travel funds were frozen mid-year. No travel was allowed, in-state or out-of-state.

Data Table 5

Public Library Use Statistics

	2007	2008	2009	2010	2011
ILL (Loans by LA public libraries)	75,938	83,260	93,812	107,934	N/A
Public Library Circulation	17,619,269	17,615,680	19,008,829	19,828,262	N/A
Per Capita Circulation	4.10	3.99	4.22	4.38	N/A
Database use	938,896	1,297,113	1,404,074	1,054,674	1,607,221
Summer Reading Program Participation	84,677	89,755	89,110	95,425	94,495
LYRC Participation	19,234	20,085	19,153	29,444	27,796

Source: *Public Libraries in Louisiana: Statistical Report* and internal data; Data for 2011 is collected and reported in late summer of the following year.

Data Table 6

Louisiana Book Festival – Attendance percentages by Sex and Race

	2007	2008	2009	2010*	2011
Male	30%	27%	30%	N/A	30%
Female	70%	73%	70%	N/A	70%
White	87.0%	80.0%	86.0%	N/A	85%
Black	7.6%	15.2%	11.6%	N/A	10.7%

*The Louisiana Book Festival was not held in 2010. State funding was reduced and no funding was available to match the federal funds for the project.

Data Table 7

Talking Book and Braille Library Services

		2007	2008	2009	2010	2011
Readers						
	Total	6,176	6,155	5,864	5,782	5,697
Deposit Collections						
	Hospital	4	4	4	6	8
	Public Library	10	10	11	13	13
	Nursing Home	92	96	96	99	101
	School - Public/Private	58	74	101	117	119
	School - Blind/Handicapped	3	4	4	8	8
	Other	17	17	23	33	35
	Total	184	205	239	276	284

State Library of Louisiana
Annual Survey of Public Library Directors
June 2011

The State Library values your feedback and ideas. Please take a few minutes to fill out this survey and return it to us in the enclosed self-addressed, stamped envelope by **Friday, June 24, 2011** or you may fax to: 225-342-3547. Your responses will be summarized and reported in the statewide Louisiana Performance Accountability System (LAPAS) in the 4th quarter of FY10-11.

For all items, we are asking that you rate them in terms of the service you have received *in the past 12 months*.

Degree of Satisfaction with Specific Services – Please rate your satisfaction with the following services by circling the appropriate number or check mark.

Service to be rated	Very Satisfied	Satisfied	Dis-satisfied	Very Disatisfied	Don't Use Service	Unaware of Service
Administrative Conference	4	3	2	1	✓	✓
Annual statistical report process	4	3	2	1	✓	✓
Answers to personnel, budget, legal and other administrative questions	4	3	2	1	✓	✓
Attendance at facility openings, town hall meetings, etc.	4	3	2	1	✓	✓
Consulting visits	4	3	2	1	✓	✓
Continuing education workshops	4	3	2	1	✓	✓
Early Literacy initiatives	4	3	2	1	✓	✓
E-rate assistance	4	3	2	1	✓	✓
Interlibrary Loan (LoanShark)	4	3	2	1	✓	✓
Internet connection to Headquarters	4	3	2	1	✓	✓
LA Young Readers' Choice Program	4	3	2	1	✓	✓
LaLibCon Databases	4	3	2	1	✓	✓
Reference assistance	4	3	2	1	✓	✓
Summer Reading Program	4	3	2	1	✓	✓
Talking Books & Braille Library (formerly SBPH)	4	3	2	1	✓	✓
Technology assistance	4	3	2	1	✓	✓
Trustee training & orientation	4	3	2	1	✓	✓
Van delivery service (Lanter)	4	3	2	1	✓	✓

Value of Services – Please rate the following overall categories of service in terms of their value to you and your users *over the past 12 months* by circling the appropriate number or check mark.

Category of Service	Very Valuable	Valuable	Not Valuable	Don't use service	Unaware of Service	
Overall support	3	2	1	✓	✓	What do
Communication	3	2	1	✓	✓	you think
Availability of staff to address your issues	3	2	1	✓	✓	you will need
Visioning – setting the pace for and defining change	3	2	1	✓	✓	from the State
Leadership – moving libraries forward	3	2	1	✓	✓	Library
Legislation watch – keeping you up-to-date on LA and federal laws	3	2	1	✓	✓	3 years from now?
Advocacy & political advice	3	2	1	✓	✓	

What areas is the State Library not currently addressing that you think it should address in the coming year?

What were you NOT able to do because of the decrease in State Aid? How would further cuts in State Aid affect your ability to delivery services?

Overall comments:

Thank you for your cooperation and feedback. This will help us to better serve your needs.