Arizona State Library, Archives & Public Records

Library Services and Technology Act (LSTA)
Grants to States Program Implementation Evaluation
Federal Fiscal Year 2018 - Federal Fiscal Year 2022

Evaluators:
Martha Kyrillidou, Ph.D., M.Ed., M.L.S.
Joe Matthews, M.B.A.
William Wilson, M.L.S.

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Museum *and* **Library**
SERVICES

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Summary Introduction

Given Arizona's estimated 2020 population of 7,421,401[1], the state's annual Library Services and Technology Act (LSTA) Grants to States[2] allotment from the Institute of Museum and Library Services (IMLS) of approximately $3,497,563[3] per year translates into 47 cents[4] per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of the state's approximately 7.4 million residents. Arizona's allotment falls between that of Massachusetts and Virginia.

Arizona is a state of surprising contrasts. It encompasses large urban areas as well as remarkably remote rural communities, extremes of wealth and poverty, an ethnically diverse population, and large variations in educational attainment. The challenge for the Arizona State Library has been to find ways to use $.47 per person to transform the state's library services. It must leverage a small amount of money into major results by strategically deploying funds and finding other public and private monies to support its library and information services programs.

This evaluation is based on a review of three years of performance. It reflects activities undertaken by the Arizona State Library using the Library Services and Technology Act (LSTA) Grants to States funding for Federal Fiscal Year (FFY) 2018, FFY 2019, and FFY 2020. This appraisal of the State Library's implementation of the LSTA Grants to States program assesses Arizona's progress based on the goals established for the 2018 – 2022 period in the ***Arizona LSTA 2018-2022 Five Year Plan***. The Arizona State Library's LSTA Plan includes four goals, which are as follows:

GOAL 1: Information Access - Arizona's residents will have access to information in a variety of formats, tapping the capabilities of current and emerging technologies.

GOAL 2: Informal Education - Arizona's residents of all ages will explore, experience, and expand through libraries' informal educational programs.

GOAL 3: Inclusive Communities - Arizona's residents will find resources in libraries to engage with their communities, develop workforce skills, and learn life literacies such as parenting, health and finance regardless of cultural and socioeconomic backgrounds.

GOAL 4: Institutional Improvements - Arizona's residents will receive excellent services from their libraries, which will be enhanced by improvements to technology resources, staff skills, programs, and collections.

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[1] United States Census Bureau Population estimate July 1, 2020
[2] The report will refer to the Library Services and Technology Act's Grants to States Program simply as LSTA throughout this report.
[3] Four Year LSTA Grants to States Allotment average ((FFY 2018 State allotment + FFY 2019 State allotment + FFY 2020 State allotment + FFY 2021 State allotment) / 4)
[4] Four Year LSTA Grants to States State allotment average / United States Census Bureau population estimate July 1, 2020

Retrospective Question A-1 Summary

Agency's Internal Assessment and Evaluators' Assessment

As part of the assessment process, the evaluators asked the Arizona State Library Director, the Arizona State Library LSTA Coordinator, and other senior State Library staff members to appraise the progress their agency has made toward achieving each of the four goals included in the Arizona State Library's 2018-2022 five-year plan. The evaluators prefaced their request for this internal assessment by noting the fact that the state was only three years into the implementation of the five-year plan. Consequently, it was acknowledged that it was unlikely that any of the goals would be completely or fully achieved.

The Arizona State Library's internal assessment was that the State Library had achieved three goals and partially achieved the fourth goal as shown in Table 1. The evaluator's assessment is also shown in this table.

Table 1 - Arizona State Library's and Evaluators' Assessment of Achievement		
GOAL	**Arizona State Library Staff Self-Assessment**	**Evaluators' Assessment**
Goal 1: Information Access - Arizona's residents will have access to information in a variety of formats, tapping the capabilities of current and emerging technologies.	Achieved	Achieved
Goal 2: Informal Education - Arizona's residents of all ages will explore, experience, and expand through libraries' informal educational programs.	Achieved	Achieved
Goal 3: Inclusive Communities - Arizona's residents will find resources in libraries to engage with their communities, develop workforce skills, and learn life literacies such as parenting, health and finance regardless of cultural and socioeconomic backgrounds.	Partly Achieved	Partly Achieved
Goal 4: Institutional Improvements - Arizona's residents will receive excellent services from their libraries, which will be enhanced by improvements to technology resources, staff skills, programs, and collections.	Achieved	Partly Achieved

Appendix G includes the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding, **$ 10,349,368.81**, that was expended on projects undertaken in support of Goal 1 (52.52%), Goal 2 (21.86%), Goal 3 (6.65%) and Goal 4 (17.68%). Each goal supported statewide programs and projects and subgrants awarded and managed by specific libraries.

The largest project was the **Public Access to Databases** (14.52% of all LSTA funds and the only one in double digits), and the second largest was **Continuing Education** (5.85%); these projects were in Goal 1 and Goal 4, respectively. Arizona funds were spread broadly across the state and benefitted a large number of libraries with subgrants. Every goal included some subgrants, which ensured that all libraries had a chance to improve with additional LSTA funding in one of the four goal areas: Information Access (Goal 1, accounting for more than half of the

LSTA funds, 52.52 percent), Informal Education (Goal 2, the second-largest funded area, comprising 21.86 percent of the LSTA funds), Inclusive Communities (Goal 3, accounting for 6.65 percent of the LSTA allotment), and Institutional Improvement (Goal 4, comprising 17.68 percent of the funds).

Arizona LSTA FFY 2018 – FFY 2020 Expenditures and Projects by Goal and Statewide vs Subgrants

	# of statewide projects	Expenditures for statewide projects	# of sub-grants	Expenditures for subgrants	TOTAL	Percent Spent
Goal 1	23	$ 4,663,837.75	25	$ 772,042.07	$ 5,435,879.82	52.52%
Goal 2	7	$ 1,316,038.28	40	$ 945,843.77	$ 2,261,882.05	21.86%
Goal 3	3	$ 304,358.03	17	$ 383,400.00	$ 687,758.03	6.65%
Goal 4	12	$ 1,679,966.82	5	$ 150,303.08	$ 1,830,269.90	17.68%

Evaluators' Goal 1 Summary

Information Access

GOAL 1: Arizona's residents will have access to information in a variety of formats, tapping the capabilities of current and emerging technologies.

Goal 1 expenditures represented 52.52% of Arizona's total LSTA allotment for the FFY 2018 – FFY 2020 period. A total of $5,435,879.82 or 52.52% of the funds expended for Goal 1 were statewide projects, while $772,042.07 (7.46%) was for subgrants to individual libraries. Of the total Goal 1 projects, 19 or 39.58% focused on activities that provided services to residents of Arizona. Other Goal 1 projects involved grants to improve collections, digitization of existing collections, and technology and STEAM programs.

Among the notable statewide projects were Public Access to Databases, the Arizona Memory Project, the Arizona Newspaper Project, eBook Platforms and Collections, Arizona Collections, Statewide Resource Sharing, and Metadata Services Resources. These initiatives promoted equity of access and allowed individuals in the state to peruse a wide variety of information resources;the eResources (electronic newspapers, journals and eBooks) provided under this project were especially useful (and well used) during the pandemic. The evaluators believe that the Arizona State Library has **ACHIEVED Goal 1**. Goal 1's provision of access criteria were met both by bringing more content into libraries in Arizona and by making more digitized content discoverable and accessible.

Evaluators' Goal 2 Summary

Informal Education

GOAL 2: Arizona's residents of all ages will explore, experience, and expand through libraries' informal educational programs.

LSTA projects addressing this goal accounted for $2,261,882.05, or 21.86% total LSTA expenditures over the three years (FFY2018, FFY2019, and FFY2020) analyzed as part of this evaluation. Seven statewide projects comprised $1,316,038.28, or 12.72%, of the LSTA funds spent on this goal, while 40 subgrants comprised $945,843.77, or 9.14%, of the Goal 2 funding.

The Goal 2 statewide projects that received LSTA funding focused on Digital Inclusion, Building a New Generation of Readers (early childhood literacy), the Arizona Reading Program, the Arizona Center for the Book, and Youth Services. Of the 46 Goal 2 projects, 15 (32.61%) focused on technology, while other projects focused on early literacy, informal education programs, and STEAM. The evaluators believe that the State Library has **ACHIEVED Goal 2**. The combination of statewide projects plus the many subgrants provided a wide range of activities and materials that reached a broad audience and helped them continue their informal education.

Evaluators' Goal 3 Summary

Inclusive Communities

GOAL 3: Arizona's residents will find resources in libraries to engage with their communities, develop workforce skills, and learn life literacies such as parenting, health and finance regardless of cultural and socioeconomic backgrounds.

LSTA projects addressing this goal accounted for $687,758, or 6.65%, of the total LSTA expenditures over the three years (FFY2018, FFY2019, and FFY2020) analyzed as part of this evaluation. A total of three statewide projects represented $304,358, or 2.94%, of available LSTA funds; 17 subgrants were awarded $383,400, or 3.7%, of LSTA funding. Statewide projects focused on building community engagement and tribal library consulting. A majority of projects funded in this area received $3,000 to $30,000 and focused on developing innovative programs.

The evaluators believe that the Arizona State Library has **PARTLY ACHIEVED Goal 3**. While the projects contributed to building relationships with all segments of a community, additional efforts are needed to meet the needs of minorities and the marginalized in society.

Evaluators' Goal 4 Summary

Institutional Improvements

GOAL 4: Arizona's residents will receive excellent services from their libraries which will be enhanced by improvements to technology resources, staff skills, programs, and collections.

LSTA projects addressing this goal accounted for $1,830,269.90, or 17.68%, total LSTA expenditures over the three years (FFY2018, FFY2019, and FFY2020) analyzed as part of this evaluation. A total of 5 grants were awarded in support of Goal 4. Almost all of Goal 4 projects were statewide initiatives. Among the more noteworthy projects were continuing education, support for e-rate, library services consulting, State Librarian initiatives, the Leadership Institute, and the Summer Library Institute.

The evaluators believe that the State Library has **PARTLY ACHIEVED Goal 4**. This goal is articulated in a way that is very aspirational and possibly unachievable,especially in the way it calls for "excellent" service. Any attempt to capture excellence in services delivered to Arizonans would require, at a minimum, systematic capturing of data on excellence of service by library users in libraries throughout Arizona. However, the data we collected strongly indicates that improvements to technology resources, staff skills, programs, and collections have been noted; these sentiments were through positive feedback received by library staff.

A-2. During the review period, the State Library provided grants that addressed all six of the "measuring success focal areas" and their underlying intentions. Most attention was given to information access and lifelong learning, followed by institutional capacity. Many projects addressed more than one focal area or intent.

Information Access was the focus of 48 grants, over half of the total grants awarded during the three-year review period. The vast majority of these efforts worked to increase the number of digitized materials in order to maximize users' ability to discover information resources. Obtaining information was the primary intent of Public Access to Databases, Arizona Talking Books, the Arizona Memory project, the Arizona Newspaper Project, Statewide Resource Sharing, and a number of other digitization projects. **Lifelong Learning** was the focus of 46 grants issued during the review period.

A-3. No project with a focus on groups identified in the guidelines as a targeted population comprised more than 10 percent of the budget.

The evaluators utilized a rigorous mixed methods approach. The results will be disseminated through the agency website and they will also inform adjustments in the future LSTA plan.

EVALUATION REPORT

Evaluation Introduction

The Arizona State Library, Archives, and Public Records, referred to as "the State Library", was founded in 1915 to collect, preserve, and provide access to materials relating to law, political science, economics, sociology, subjects pertaining to the theory and practice of government, genealogy, and Arizona history. The State Library consists of six branches: Archives and Records Management, Arizona Capitol Museum, Arizona Talking Book Library, E-rate, Library Development, and State of Arizona Research Library. The LSTA program includes programs that relate and support all of these units with the exception of the Arizona Capitol Museum and Records Management.

The 2019 Public Libraries Survey (PLS) reported that Arizona had a total of 89 public library jurisdictions employing 602.10 full-time equivalent (FTE) staff categorized as librarians (496.30

Public Library Outlets by Locale

34% Rural
24% Town
19% Suburb
23% City
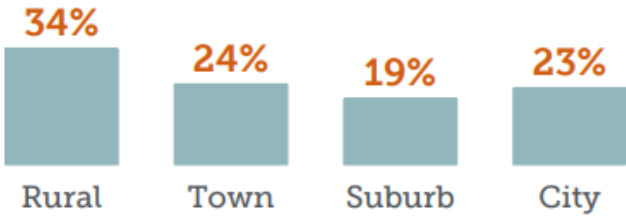
FTE are reported as having an American Library Association [ALA] accredited Master's degree); similarly, the Academic Libraries Survey (ALS) reported that 47 institutions of higher education employ 310.82 FTE librarians. According to the National Center for Educational Statistics' (NCES) Elementary/Secondary Information System (ElSi), Arizona's 696 public school districts employ 419.34 full-time librarians.

Total FTE library staff is about 2,143 in 233 public library outlets, the majority of libraries (34%) are in rural environments.

Understanding the rural nature of the state is essential to understanding library services. The largest public library in Arizona is the Maricopa County Library District Office, and it is almost three times as large as the second largest library in the state, the Phoenix Public Library. Almost half of Arizona's libraries (49.5%) have service populations less than 9,000 people. The State Library provides books for Tribal Libraries, encourages their participation in the Summer Reading program and LSTA grant funding, if eligible; tribal libraries can receive consulting services on a variety of library management issues, including site visits or customized training. Tribal libraries can receive access to online resources including statewide databases, ILL, and short-term electronic resource initiatives (Zinio, AXIS 360).[5]

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[5] https://azlibrary.gov/libdev/programs-services-and-tools/arizona-tribal-library-resources

Given Arizona's estimated 2020 population of 7,421,401[6], the state's annual Library Services and Technology Act (LSTA) Grants to States[7] allotment from the Institute of Museum and Library Services (IMLS) of approximately $3,497,563[8] million per year translates into $.47[9] per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of approximately 7.4 million residents. Arizona's allotment falls between that of Massachusetts and Virginia.

Arizona is a state of surprising contrasts. It encompasses large urban areas as well as remarkably remote rural communities, extremes of wealth and poverty, an ethnically diverse population, as well as large variations in educational attainment.

> The Arizona State Library, Archives and Public Records is a division of the office of the Secretary of State. During this 5-year period, Secretary Michele Reagan completed her term in office in December 2018, and Secretary Katie Hobbs began her term in January 2019. There will be a new Secretary of State elected in November of 2022.
>
> The State Library strives to fulfill the missions of the office and the division, along with the statutory requirements of the State Library through the actions of its multiple branches and boards. The State Librarian was appointed in April 2016 and served as Director of the four Library Services branches: Arizona Talking Book Library, E-Rate, Library Development, and State of Arizona Research Library. In August 2019 she also assumed the responsibilities of Director of the Archives and Records Management branches, which were merged into one branch in 2021. The Director of Communications assumed the responsibility of oversight of the Arizona Capitol Museum in 2019.

The Arizona State Library's challenge has been to find ways to make $.47 per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of library and information services.

This evaluation is based on a review of three years of performance. It reflects activities undertaken by the Arizona State Library using Library Services and Technology Act (LSTA) Grants to States funding for Federal Fiscal Year (FFY) 2018, FFY 2019, and FFY 2020. The appraisal of the State Library's implementation of the LSTA Grants to States program assesses progress based on the goals established for the 2018 – 2022 period in the *Arizona LSTA 2018-2022 Five Year Plan*. The State Library's LSTA Plan includes four goals. They are:

GOAL 1: Information Access - Arizona's residents will have access to information in a variety of formats, tapping the capabilities of current and emerging technologies.

GOAL 2: Informal Education - Arizona's residents of all ages will explore, experience, and expand through libraries' informal educational programs.

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[6] United States Census Bureau Population estimate July 1, 2020
[7] The report will refer to the Library Services and Technology Act's Grants to States Program simply as LSTA throughout this report.
[8] Four Year LSTA Grants to States Allotment average ((FFY 2018 State allotment + FFY 2019 State allotment + FFY 2020 State allotment + FFY 2021 State allotment) / 4)
[9] Four Year LSTA Grants to States State allotment average / United States Census Bureau population estimate July 1, 2020

GOAL 3: Inclusive Communities - Arizona's residents will find resources in libraries to engage with their communities, develop workforce skills, and learn life literacies such as parenting, health and finance regardless of cultural and socioeconomic backgrounds.

GOAL 4: Institutional Improvements - Arizona's residents will receive excellent services from their libraries which will be enhanced by improvements to technology resources, staff skills, programs, and collections.

Summary Table: LSTA FFY 2018 – FFY 2020 Expenditures and Projects by Goal

	# of statewide projects	Expenditures for statewide projects	# of sub-grants	Expenditures for subgrants	TOTAL	Percent Spent
Goal 1	23	$ 4,663,837.75	25	$ 772,042.07	$ 5,435,879.82	52.52%
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Goal 4	12	$ 1,679,966.82	5	$ 150,303.08	$ 1,830,269.90	17.68%

NOTE: a detailed view of expenditures by goal listing all projects for FFY2018, FFY2019, and FFY2020 is presented in Appendix G.

The largest project is the **Public Access to Databases** (14.52% of all LSTA funds and the only one in double digits) and the second largest is **Continuing Education** (5.85%) in Goal 1 and Goal 4 respectively. Arizona funds are spread broadly across the state benefiting a large number of libraries with subgrants. Every goal includes subgrants ensuring that all libraries have a chance to improve with additional LSTA funding in one of the four goal areas: Information Access (Goal 1 accounting for more than half of the LSTA funds, 52.52 percent), Informal Education (Goal 2, the second largest funded area comprising 21.86 percent of the LSTA funds), Inclusive Communities (Goal 3 accounting for 6.65 percent), and Institutional Improvement (Goal 4 absorbing 17.68 percent of the funds).
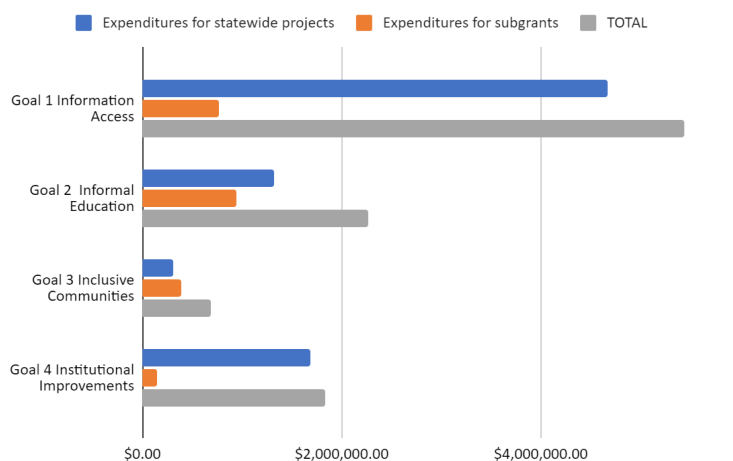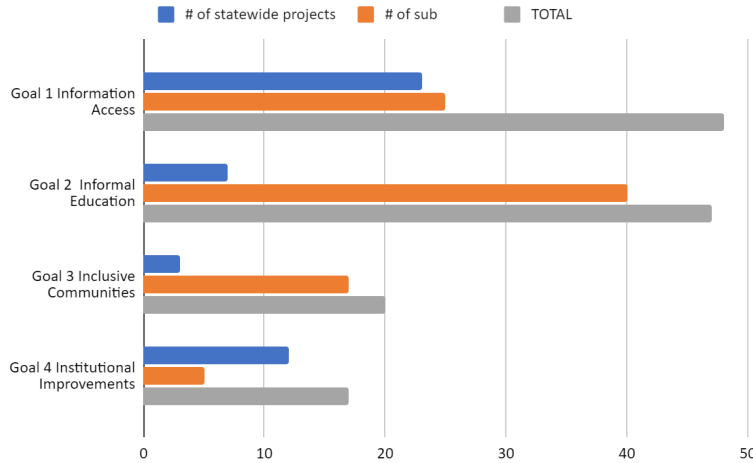
Goal 1 Retrospective Assessment - Information Access

GOAL 1: Arizona's residents will have access to information in a variety of formats, tapping the capabilities of current and emerging technologies.

Goal 1 Description and Discussion

Following are the titles of the statewide projects listed individually and subgrants aggregated and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 1.

Goal 1 Projects & Expenditures

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURES TOTAL
Public Access to Databases	$ 1,502,211.22
Metadata Services Resources	$ 458,936.19
Statewide Resource Sharing	$ 388,194.02
Research Library Support	$ 335,796.14
Arizona State Publications	$ 245,352.58
Arizona Memory Project	$ 241,604.58
Arizona Newspaper Project	$ 212,239.55
Arizona Legal Resources and History	$ 160,012.58
Discovery and Access for Arizona Talking Book Library Collections	$ 156,374.98
Arizona Collection	$ 145,262.05
Digital Inclusion	$ 130,877.25
Federal Documents	$ 127,852.57

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURES TOTAL
Systems and Support Services	$ 126,568.99
Uncovering the Past	$ 103,183.77
Tribal Library Consulting	$ 67,806.17
Arizona Talking Book Library Awareness	$ 43,856.76
eBook Platforms	$ 43,497.45
Legal Resources	$ 39,291.56
Conservation Support	$ 37,833.78
eBook Collection	$ 35,809.18
SERAPE	$ 29,031.79
Arizona State Library Maps	$ 27,973.11
Book Buddies	$ 4,271.48
Subgrants	*$ 772,042.07*
GOAL SUBTOTAL	**$ 5,435,879.82**

Goal 1 expenditures represent 52.52% of Arizona's total LSTA allotment for FFY 2018 - FFY 2020 period. A total of $ 5,435,879.82 or 52.52% of the funds expended for Goal 1 were statewide projects and $ 772,042.07 (7.46%) were for subgrants to individual libraries. 19 or 39.58% of the 48 Goal 1 total projects focused on services that provided services directly to the residents of Arizona. Other Goal 1 projects involved grants to improve collections, digitize existing collections, technology and STEAM programs.

Among the notable statewide projects are Public Access to Databases, Arizona Memory Project, Arizona Newspaper Project, eBook Platforms and Collections, Arizona Collections, Statewide Resource Sharing and Metadata Services Resources. These initiatives promoted equity of access and allowed individuals in the state to gain access to a wide variety of information resources and provide the eResources (electronic newspapers, journals and eBooks) that were especially useful (and well used) during the pandemic.

Public Access to Databases: Clearly Public Access to Databases is a program that provides real value to all of the residents of Arizona. More than $1 million ($1,502,211) was spent to license electronic resources over the three year period and this represents 14.62% of all of the funds spent, the largest amount of any other project as mentioned earlier. The funds were used to purchase electronic resource licenses and to purchase electronic magazine subscriptions - see Table. Arizonans benefited because they had access to digital information resources for school, work, or personal enrichment. Database subscriptions are purchased in collaboration with the 15 county libraries.

Outputs - Use of the digital magazines was quite robust in 2018 and 2019 but dropped significantly in 2020 due to a change in vendors and reporting.

Public Access to Databases	*2018*	*2019*	*2020*
# eResource licenses acquired	32	32	27
# eMagazine subscriptions	102	99	3,778
Digital Magazine Lending	87,328	94,968	26,410

Outcomes - In many ways, the Public Access to Databases is the most important project in that it ensures equitable access to every individual within the State of Arizona. Many small and medium-size public libraries are unable to provide access to eResources due to budget limitations. Online usage is increasing while circulation of physical material is decreasing and this trend has been accelerated during the pandemic. The following figures from the Arizona Public Library Statistics collected demonstrates this trend and if the trend continues it is very likely that in another year or so the circulation of electronic materials will surpass that of the physical collections:[10]

Circulation of Physical and Electronic Materials (in millions)
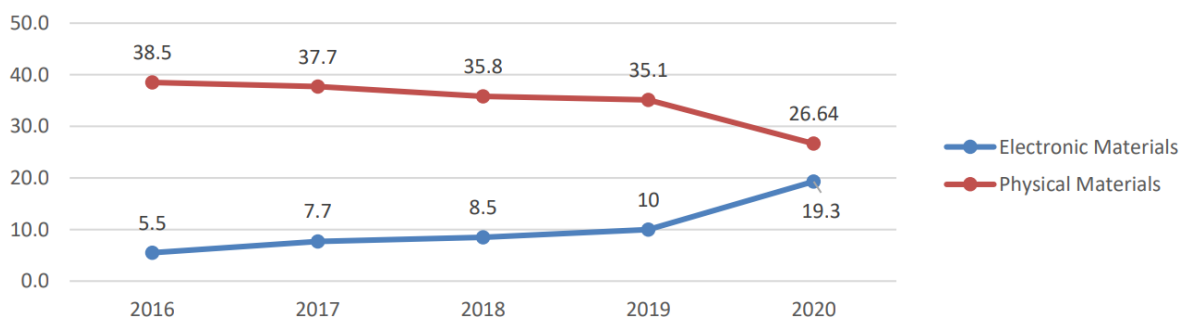
Statewide Resource Sharing Project: The Statewide Resource Sharing Project purchased a subscription, OCLC Worldshare, for public libraries to promote interlibrary lending (ILL) between all library types in Arizona. Use of interlibrary lending has been declining over the three-year period starting in 2018.

Statewide Resource Sharing	*2018*	*2019*	*2020*
Total # ILL transactions	68,075	35,114	25,618
Cost per ILL transaction	$1.58	$5.00	$4.10

Outputs - Use of the OCLC ILL subscription dropped significantly over the three-year period.

Outcomes - Interlibrary loan historically provides access to materials located in other locations and allows libraries to better meet the demands of their customers.

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[10] Arizona Public Library Statistics, 2020: 10.

Arizona Memory Project: The goal of the Arizona Memory Project (AMP) project was to improve access to historical documents related to the history, culture, and statecraft of Arizona. Funds were used to purchase software and storage to manage the digital collection, host recruitment workshops to gain additional collections and Partners, and travel to professional development conferences. Users benefited because AMP provides free access to over half a million digitized historical items from 92 local institutions across Arizona.

Arizona Memory Project	2018	2019	2020
# programs	13	7	12
Average # attendees	28	18	36
# newspaper collections added	18	18	10
# eResource materials added	97,063	47,259	50,885

Outputs - During the three year period, a total of 195,177 digital materials were added to the AMP. The number of programs and attendance at these programs remained steady over the three-year period. Interestingly, usage exploded as additional content was added to the website. The number of sessions went up an estimated 234% (192,245 to 642,542) and new users increased by an estimated 300% (139,799 to 560,340) within the time frame of this evaluation.

Arizona Newspaper Project: The goal of the Arizona Newspaper Project (ANP) project was to build support among community members in interacting and engaging with historical and contemporary newspaper content and to aid users' ability to discover information on their own. Community members have scholarly interests in the newspaper content as well as genealogical and family interests in the content.

Arizona Newspaper Project	2018	2019	2020
# records processed	95,000	58,740	26,908
Average # of page views per month	25,570	36,500	42,694
# Newspaper pages microfilmed	50,000	95,000	30,000
# pages digitized	50,144	50,507	15,000

Outputs - Over the three year period, the number of page views of ANP has been steadily increasing and the project digitized more than 100,000 pages. Digitization efforts were stymied in 2020 due to the Covid pandemic.

Outcomes - Due to COVID 19 restrictions, library staff relied on digital collections to connect with and support patrons. The increase in page views suggests that users accessed and used these digital newspaper materials even when the library was closed to in-person visitors. Secondly, the Arizona Newspaper Project made a big push to include newspapers from communities that were previously under-represented in the digital collection. The findings suggest that users are interested in this content. Lastly, the Arizona Newspaper Project made its digital newspaper content more "findable" by adding new ways to search the newspaper collections.

Digital Inclusion. This project was designed to empower Arizona libraries as digital inclusion champions and to address internet inequity in Arizona. Funds were used to 1) establish a

statewide library Digital Navigators program, 2) provide subgrant funding to a rural library system for expanding library WiFi networks outside of the building, and 3) pay for training, translation, and graphic design activities. Arizona libraries and impacted community members benefited because of increased resources for internet access and one-on-one support for becoming effective internet users.

Outputs - The Connect Arizona initiative was launched at the end of July 2020. By the end of September 2020, the free WiFi map had been viewed over 85,000 times, the Connect Arizona website had over 19,000 site visitors, and the Digital Navigators had served 174 callers. In 2020, some 1,121 calls were made to the Digital Navigators. One of the callers noted:

> *"Very gracious help. I appreciate the patience and all the effort of the Connect Arizona staff. I don't feel very comfortable with phones and computers, but I know I can get assistance with you and that you'll work through things with me. It's very comforting to know there's somebody out there to help."*

The promotional efforts by the Connect Arizona team led to the WiFi map and/or Digital Navigators being mentioned on the websites and newsletters of state agencies, school districts, community colleges, public libraries, and telehealth organizations as well as receiving local press coverage in English and Spanish. As part of the Digital Inclusion project, the State Library awarded over 30 WiFi hotspot lending subgrants. This is a project that should be replicated by other state library agencies across the U.S..

Outcomes - The global pandemic brings greater awareness to the digital inequities between the "haves" and "have nots" and requires flexibility in library digital inclusion programming. Digital inclusion activities have been adapted in accordance with health guidelines, such as offering training opportunities online instead of in person and providing phone-based services. As community leaders and long-time providers of equitable access to technology, public libraries continue to be key stakeholders in advancing digital equity. The State Library received a [School Connect](#) award to honor the incredible work of [Connect Arizona](#) in stepping forward courageously to address the digital inequity across Arizona.

Communities left behind by infrastructure inequities, including individuals without basic computer skills as well as individuals without a choice of affordable service providers in the area, have few options for support. Digital Navigators play a role in increasing the tech confidence of new users as well as in supporting equitable access to internet service. As trusted, local staff, Navigators provide non-judgmental and patient support to individuals wherever they may be in their learning.

Arizona Talking Books. LSTA funds are used to a very limited extent to support the Arizona Talking Book Library (ATBL). Although Arizona offers a complete array of services to individuals who are blind and/or have conditions that impede their use of traditional print resources, most funding for day-to-day operations of the talking book program come from the State of Arizona. ATBL also has an active Friends organization (Arizona Friends of Talking Books) that assists with advocacy and support. LSTA expenditures for talking book services amounted to approximately 2% of Arizona's LSTA Grants to States allotment for the period from FFY 2018 – FFY 2020.

Arizona has consistently targeted its LSTA funding for ATBL in three areas. They are: 1. Discovery and Access, 2. Awareness, and 3. ATBL Book Discussions. Discovery and Access entails support for maintaining the Keystone Library Automation System (KLAS) that is used to provide user access to resources and to track readership and circulation statistics.

ARIZONA	FFY 2018	FFY 2019	FFY 2020	CHANGE 2018 2020
Braille Readers (Individuals)	176	186	166	-5.7%
Cassette Readers (Individuals)	481	408	362	-24.7%
Cartridge (DB) Readers (Individuals)	6,248	6,192	5,849	-6.4%
BARD Readers	1,435	1,272	1,362	-5.1%
Non-BARD Braille Circulation (includes books & interlibrary loan - does not include NLS magazines)	438	610	324	-26.0%
Cassette Circulation (includes books & interlibrary loan - does not include NLS magazines)	24	26	25	4.2%
Cartridge (DB) Circulation (includes books &	336,114	323,060	390,950	16.3%

ARIZONA	FFY 2018	FFY 2019	FFY 2020	CHANGE 2018 2020
interlibrary loan - does not include NLS magazines)				
BARD Braille Circulation (Downloads)	3,868	2,350	4,754	22.9%
BARD Audio Circulation (Downloads)	98,958	105,115	126,407	16.4%
TOTAL READERS	**8,340**	**8,058**	**7,739**	**7.2%**
TOTAL CIRCULATION & DOWNLOADS	**439,402**	**431,161**	**522,460**	**18.90%**
CIRCULATION/DOWNLOADS PER READER	52.69	53.51	66.06	25.4%
ESTIMATED STATE POPULATION*	7,076,199	7,189,020	7,294,587	3.1%
READERS IN PROGRAM AS PERCENTAGE OF STATE POPULATION	0.118%	0.112%	0.106%	-10.0%
* Population estimates from Arizona Department of Health Services				

The KLAS system was even more important than normal in recent years due to the implementation of Duplication on Demand (DOD). The result has been a higher number of patron-initiated requests. The Awareness component of ATBL's program has been altered in some ways due to the COVID pandemic. Typical opportunities for outreach at events sponsored by advocacy organizations simply did not occur. This made another aspect of the LSTA funding for awareness, the ATBL newsletters, even more crucial than ever. The ATBL newsletter is an effective tool that not only alerts program users to new resources, but also offers tips on more effectively using the service. The newsletter also serves to build a community of talking book readers. This "community" aspect also relates to the third component of LSTA funding – funding for virtual book discussions. Participant involvement in selecting titles for discussion is somewhat unique among states that have similar efforts, and it is of interest that ATBL patrons made a special effort to identify potential titles with positive themes as a conscious effort to deal with the pandemic and current events.

Outputs: ATBL has experienced a pattern of usage over the past three years that mirrors many other states. Difficulty in carrying out typical in-person outreach has been curtailed due to the pandemic and the total number of active registered borrowers has declined slightly during that time. Nevertheless, usage, specifically usage of the Braille and Audio Reading Download (BARD) program, has increased significantly (audio downloads increased 16.4% between FFY 2018 and FFY 2020). Although there has been a slight decline in readership, there has been a steady increase in the quantity of materials read.

Reading Arizona Project: The goal of the Reading Arizona Project (eBook Platform) is to provide and improve public access to an eBook and audiobook collection featuring content specifically focused on topics and themes related to Arizona. Funds were used for purchasing and hosting content on an eBook platform. Community members of all ages benefited because they were provided access to over 800 free eBooks and audiobooks about Arizona.

Outputs:

	# Items Circulated	#Times Circulated	New Users
LSTA 2020	604	1862	678
LSTA 2019	719	2936	891
LSTA 2018	427	1078	448

Research Library Support: The goal for the financial assistance to the Research Library was to support the work of the State of Arizona Research Library (STARL) to provide researchers in Arizona and around the world with access to special collections in person, via the telephone and online. Funds paid for staff salaries, participation in professional development activities, and outreach activities. Arizonans benefited because they have access to unique material about the Arizona government and history. Community members benefited from knowledgeable, professional staff who work to provide access to, and preserve, Arizona's history.

Outcomes - The pandemic forced the State Library to shift its priorities from outreach and developing partnerships to improving access and discoverability of online materials. 100% of survey respondents agreed or strongly agreed that they learned something from the training. 97% agreed or strongly agreed that they felt more confident about what they learned. 98% agreed or strongly agreed that they intend to apply what they learned. 96% agreed or strongly agreed that applying what they learned will help improve library services to the public.

Subgrants: The subgrants allowed libraries of all types to develop programs and provide access to resources that clearly fit the needs of the communities that the library serves. The subgrants allowed a library to provide access to WiFi and WiFi hotspots, learning kits and backpacks filled with resources focused on a particular topic, e.g., STEM, and the digitization of local history materials. Arizona State Library staff were unanimous in their view that subgrants are particularly helpful in assisting public libraries meet the needs of small communities and to be able to target a variety of at-risk populations. The subgrants to libraries assist libraries in communicating to their communities that the public library used to be a place where people could get "stuff" to a place where people can do interesting and engaging activities.

Among the more noteworthy subgrant projects were those that involved the creation and distribution of learning kits, distributing technology and developing popup libraries. For example, the goal of the Discovery & Exploration Backpacks @ Your Library project was to provide themed hiking backpacks for patrons of all ages at the Glendale Public Library. Funds were used to create a collection of 48 circulating backpacks featuring a variety of books, DVDs, wildlife and trail guides, binoculars, flashlights, telescopes, bug magnifying viewers and other tools to encourage observation and learning. Community members benefited from this project by receiving the opportunity to borrow a backpack to use while exploring the great outdoors at any of Arizona's many parks and recreational sites, or even in their own backyards.

The people we interviewed in general were very appreciative of both the statewide programs and the subgrants:

> *We are a very small rural community and without the investment of LSTA funds to help us provide this program, [it] would make it very difficult for us because of limited funding through our local government. We are also fortunate to provide access to State Library Databases, Resource Sharing and any other programs and services provided by our State Library. All of this helps us provide better and adequate service to our community due to the investment of LSTA funds.*

<u>Goal 1 Conclusion - Retrospective Question A-1</u>

A-1. To what extent did the Arizona State Library's Five-Year Plan activities make progress towards Goal 1? The evaluators believe that the Arizona State Library has **ACHIEVED Goal 1.** Goal 1 supports the provision of access not only by bringing in more content to libraries in Arizona but also making more digitized content discoverable and accessible through several projects.

Goal 2 Retrospective Assessment - Informal Education

GOAL 2: Arizona's residents of all ages will explore, experience, and expand through libraries' informal educational programs.

<u>Goal 2 Description and Discussion</u>

Following are the titles of the statewide projects and the subgrants aggregated as well as the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 2.

Goal 2 Projects & Expenditures

PROJECT TITLE/ Activities	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Digital Inclusion	$ 392,048.89

PROJECT TITLE/ Activities	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Arizona Reading Program	$ 325,432.72
Building a New Generation of Readers	$ 280,612.34
Arizona Center for the Book	$ 162,683.28
Youth Services	$ 141,235.56
ATBL Book Discussion	$ 8,182.00
Emerging Library Services	$ 5,843.49
Subgrants	*$ 945,843.77*
GOAL SUBTOTAL	**$ 2,261,882.05**

LSTA projects addressing this goal accounted for $2,261,882.05, or 21.86% total LSTA expenditures over the three years (2018, 2019, and 2020) analyzed as part of this evaluation. There were 7 statewide projects that spent $ 1,316,038.28 or 12.72% of the LSTA funds spent on this goal and 40 subgrants spent a total of $ 945,843.77 or 9.14% of the Goal 2 funds.

The Goal 2 statewide projects receiving LSTA funding focused on Digital Inclusion, Building a New Generation of Readers (early childhood literacy), the Arizona Reading Program, the Arizona Center for the Book, and Youth Services. 14 or 30.43% of the 46 Goal 2 projects focused on technology, while other projects focused on early literacy, informal education programs, and STEAM.

Arizona Reading Program: The goal of the Arizona Reading Program supports literacy development and lifelong learning by providing resources that assist public and tribal librarians to plan, promote, and implement summer reading programs. Funds were used for Collaborative Summer Library Program (CSLP) manuals and supplies, software to support online reading programs, online resources for Arizona libraries to locate educational presenters and books for libraries to give to families in at-risk communities to build home libraries during library closures.

**Outputs** - Clearly the community is engaged with the Summer Reading Program with more than 1 million hours read in 2020. Almost 100,000 copies of books and other materials were distributed to libraries over the three-year period.

Arizona Reading Program	*2018*	*2019*	*2020*
# Library staff training programs	9	12	N/A
Average # library staff attendees	62	44	N/A

Arizona Reading Program	2018	2019	2020
# Print materials acquired and distributed to libraries	61,780	10,930	24,345
Total summer library participation	125,424	44,057	74,340
Total summer minutes read	116,912,683	48,250,337	65,631,874
Total summer hours read	1,948,545	804,172	1,093,865
Total summer library # events	14,646	2987	1745
Summer Take & Make Kits	N/A	28,406	61,490

Outcomes - Community members benefit because as libraries adapt these resources and individualize their reading programs based on the needs and assets of its own community, children, teens and adults improve in reading achievements.

Arizona State Library staff noted that "While programming numbers are increasing, the door counts for summer months indicate that library visits are down. From 2015 to 2019, the summer reading door counts decreased by 19.5%. Some libraries have spaces which are too small to hold their summer reading programs." Arizona Libraries provided 28,406 Grab and Go Kits in addition to other responsive services such as curbside pick-up, remote technical support and virtual reference services.
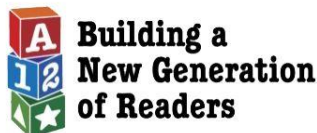
Building a New Generation of Readers Project: The goal of the Building a New Generation of Readers Project was to support public and school libraries in teaching parents and early childcare providers strategies to prepare children to become readers. Funds were used to provide staff training and materials such as the Early Literacy Summit 2020: A Vision for the Future and providing the opportunity to obtain the Library Juice Academy – Certificate in Early Childhood Literacy.

The State Library continued to provide the early literacy tip cards to libraries, which include parent tips on incorporating early literacy activities on the topics of school readiness, STEM, digital literacy and a foundation set of Ring of Rhymes. Each set of Early Literacy (EL) rings includes 19 tip cards. The cards are in English and Spanish. The State Library distributed 5,725 sets of Ring of Rhymes to public libraries, Early Head Start, and school districts. Ring of Rhymes is a valuable tool for early childhood educators and youth services librarians that provide educational information regarding simple early literacy activities parents and caregivers can share with their child.

Outputs - 1,200 Wonderbooks (50 different titles) and 350 Launchpad learning packs (70 different titles) were distributed among Arizona public libraries.

Outcomes - Community members benefited because participating libraries are better prepared to create family-friendly spaces and incorporate early literacy instruction into existing programs for preschoolers, their families, and caregivers. 100% of library staff survey respondents rated the quality of the instruction provided through the Library Juice courses as Far Exceed Average or Above Average. 100% responded that the content of the coursework was directly applicable

to their work in the library. Ring of Rhymes: Of the evaluation responses, 97% responded Agree or Strongly Agree to "I am satisfied that the Ring of Rhymes met my library's needs."

> One Early Literacy educator said, "These [Rings of Rhymes] are incredibly popular at our library. Kids and caregivers are drawn to these much more than bookmarks and handouts."

Youth Services Project: The goal of the Youth Services Project was to provide support to libraries to provide informal learning opportunities for school aged youth. Funds were used to provide training and materials that allow libraries to create environments for youth driven STEM and connected learning opportunities.

Outcomes - Community members benefited because youth were provided the opportunity to develop 21st Century skills in an informal learning environment. Professional development and networking build the capacity of library staff to provide services to a segment of our population that is often underserved, especially marginalized youth who may not feel comfortable in other social settings. Creating an environment of acceptance can support the teens as they launch into life as an adult.

One of the participating librarians noted that "Programs that are engaging, interactive and hands-on have lasting impressions on participants. Many attendees expressed a desire to return to the YA Summit again."

Arizona Center for the Book: The Arizona Center for the Book is an affiliate of the Center for the Book in the Library of Congress with a mission to stimulate public interest in books, reading, libraries and literacy. Using LSTA funds, the Center partnered with Pima County Public Library to print and distribute the annual guide to Southwest Books of the Year statewide. LSTA funds were also used to award Writers in Residence in Libraries grants and to print a Suffrage Centennial Book List for libraries to use as collection development tools and for their book discussion groups.

Outputs - Due to the Covid pandemic, the number of Writers in Residence programs declined markedly although the number of Southwest books distributed each year remained high.

Arizona Center for the Book	*2018*	*2019*	*2020*
# Writers in Residence programs	121	37	48
Average # attendees at Writers in Residence	23	15	17
# consultations	791	736	605
# Southwest Books of the Year distributed	12,000	12,000	12,000

Outcomes - The Writers in Residence in Libraries (WiR) program has taken hold in larger Arizona libraries that have access to published authors. 96% of participants in WiR workshops in six libraries learned something and 95% felt more confident about applying what they learned. Of the library staff who responded to a survey about the ways they use Southwest Books of the

Year (SWBY) guides, 44% used them for collection development; 26% delivered them directly to patrons; 19% for readers advisory; and 11% for developing displays.

Again, a rich array of subgrants was awarded in relation to this second goal. It is worth noting that some of the subgrantees have noted during their interviews and focus groups with the evaluators that the grant application is a bit burdensome.

Goal 2 Conclusion - Retrospective Question A-1

A-1. To what extent did the State Library's Five-Year Plan activities make progress towards Goal 2? The evaluators believe that the State Library has **ACHIEVED Goal 2**. The combination of statewide projects plus the many sub grants provided a wide range of activities and materials that reached a broad audience to continue their informal education.

Goal 3 Retrospective Assessment - Inclusive Communities

GOAL 3: Arizona's residents will find resources in libraries to engage with their communities, develop workforce skills, and learn life literacies such as parenting, health and finance regardless of cultural and socioeconomic backgrounds.

Goal 3 Description and Discussion

Following are the titles of the statewide projects and aggregated subgrants as well as the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 3.

Goal 3 Projects & Expenditures

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Community Engagement	$ 145,974.42
Tribal Library Consulting	$ 138,648.61
XR in AZ Libraries	$ 19,735.00
Subgrants	*$ 383,400.00*
GOAL SUBTOTAL	**$ 687,758.03**0

LSTA projects addressing this goal accounted for $687,758, or 6.65% total LSTA expenditures over the three years (2018, 2019, and 2020) analyzed as part of this evaluation. A total of three statewide projects consumed $304,358, or 2.94% of available LSTA funds and 17 subgrants totaling $383,400, or 3.7%, were awarded funds. Statewide projects focused on building community engagement and tribal library consulting. A majority of projects funded in this area were from $3,000 to $30,000 and focused on developing innovative programs.

Community Engagement: The goal of this project was to support libraries as community hubs. Funds were used to host face-to-face community conversations in libraries and to supply laptops and devices for Census 2020. FRANK Talks are face-to-face conversations hosted by Arizona public libraries on ideas that matter. The most popular topics were fake news, immigration, 1st amendment rights and water in the Southwest.

Outputs - Community members benefited as they practiced the skills of citizenship; explored topics of local and national concern; were recruited and retained as skilled volunteers by libraries; and learned more about the 2020 Census through their libraries.

Outcomes - Partnering with Arizona Humanities allows libraries to better serve their communities in providing quality facilitators/scholars to lead the discussions. FRANK Talks positions libraries as a platform for community conversations and civic dialogue without the stress of the library having to lead the conversation. This project is a prime example of how partnering with other organizations can leverage resources to serve communities better. Promoting virtual programs can be especially difficult and the cross-promotion provided with both the library and Arizona Humanities promoting the programs is invaluable to the success.

Several library staff members commented:

> "FRANK Talks help our community by starting conversations about topics that wouldn't otherwise be talked about." "Hosting a place for such a sensitive topic makes [...] people feel safe and heard, as well as allows them to use their experience to educate others and develop a cross-cultural awareness and understanding within the community." "By providing community talks the library is promoting a diversity of perspectives that help develop individual appreciation for continuing differences."

Tribal Library Consulting: Consulting services and information resources were provided to tribal libraries in Arizona to improve library services to surrounding communities. Consulting services consisted of assisting librarians in completing annual statistics; ordering books; meeting with community leaders to explain the services the State Library offers to all tribal libraries; database training; and general library management consulting. Tribal libraries continue to participate in the Arizona Summer Reading Program, continuing education, Arizona Summer Library Institute, and other statewide program offerings.

Outcomes - When working with tribal communities, patience, persistence, and the ability to respect the unique cultures and workflows is necessary when serving tribal libraries. To gain a better perspective of the tribal communities served, it is incumbent upon those who work with tribal libraries to become knowledgeable of the history and events that have shaped these communities. Additionally, awareness of the different legal and regulatory environments that tribal libraries are subject to can help those in the LIS field have a greater understanding and appreciation for the services tribal libraries are able to provide. Face-to-face conversations, however short, can be significantly more impactful than other forms of communication.

Goal 3 Conclusion - Retrospective Question A-1

A-1. To what extent did the Arizona State Library's Five-Year Plan activities make progress towards Goal 3? The evaluators believe that the Arizona State Library has **PARTLY**

ACHIEVED Goal 3. While the projects contributed to building relationships with all segments of a community, additional efforts are needed to meet the needs of minorities and the marginalized in society.

Goal 4 Retrospective Assessment - Institutional Improvements

GOAL 4: Arizona's residents will receive excellent services from their libraries which will be enhanced by improvements to technology resources, staff skills, programs, and collections.

Goal 4 Description and Discussion

Following are the titles of the statewide projects and aggregated subgrants as well as the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 4.

Goal 4 Projects & Expenditures

PROJECT TITLE/ Activities	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Continuing Education	$ 605,130.43
State Librarian Initiatives	$ 545,095.17
Library Services Consulting	$ 193,290.75
Public Library Statistics & Analysis	$ 105,931.04
Statewide Consortium	$ 76,743.46
Managers and Supervisors Cohort	$ 33,689.19
Leadership Institute	$ 32,361.78
Library Institute	$ 30,061.20
Organizational Memberships	$ 28,208.00
E-rate Support	$ 21,503.25
Statewide Collaboration Working Groups	$ 6,113.35
County Librarians	$ 1,839.20
Subgrants	*$ 150,303.08*
GOAL SUBTOTAL	**$ 1,830,269.900**

LSTA projects addressing this goal accounted for $ 1,830,269.90, or 17.68% total LSTA expenditures over the three years (2018, 2019, and 2020) analyzed as part of this evaluation. A total of 5 grants were awarded in support of Goal 4. Almost all of Goal 4 projects are statewide initiatives. Among the more noteworthy projects are continuing education, support for the Research Library, library services consulting, State Librarian initiatives, the Leadership Institute and the Summer Library Institute.

State Librarian Initiatives: The goal of the State Librarian Initiatives was to develop strategic directions for Arizona State Library services and for State Library staff to work collaboratively to provide customers with excellent resources. Funds were used to pay for consultants to do training with staff and help them plan for new directions and new service delivery options and for consultants who worked with State Library staff to develop new directions and enhance customer service. In addition, funding was provided for two e-content projects and a library/museum partnership model that was created in response to the COVID-19 crisis. State Library staff benefited from collaborative training and participatory conversations. Researchers using the Library and Archives will benefit from improved customer service as these strategies are implemented.

Outcomes - Several librarians commented: "The ebooks purchased through this program get consistently checked out by our patrons. Our library is new to ebooks, so it was helpful to have a clear vision and budget to work with." "The grant allowed us to purchase e-Resources that, with our limited budget, we would not have otherwise been able to obtain for our e-Collection. What's especially nice is that we'd received a separate print mini grant for diverse collections, and we are now able to offer inclusive titles in both formats."

> *The materials we were able to purchase with the Diversit-E funds from the State Library were very popular and helped us meet a growing interest in diversity, inclusion and social justice. Without these funds we would not have been able to meet the needs of our community in these areas during this time of library closures and limited services. Adding ebooks and audiobooks to our collection allowed access to these important materials.*

Continuing Education Project: The Continuing Education project provides training opportunities and resources to Arizona library staff thereby enhancing their ability to provide quality library services in their communities. Funds were used to bring in highly qualified instructors, provide seats and subscriptions for online training, and to provide scholarships for attendance to local and national conferences. Arizona library staff benefited by receiving training from the workshops, webinars, online resources and conference attendance.

Outputs - It is estimated that more than 1,000 library staff members participated in a wide variety of online courses and earned Continuing Education Certificates.

Continuing Education	2018	2019	2020
# of Surveys	392	415	244
# who learned	392	405	239
% who learner	100.00%	97.59%	97.95%
# who are confident	382	399	229
% who are confident	97.45%	96.14%	93.85%

E-Rate Support. The goal of this project was to improve availability and affordability of broadband access to public libraries in Arizona. Funds were used for travel to professional conferences and meetings, and for organizing and participating in the first Broadband

Stakeholders Network event. Public libraries benefited because of the assistance provided to apply for and receive E-rate funding.

Two subgrants were awarded to the Apache Junction Public Library and Pima County Public Library to purchase WiFi boxed Airlink antennae to be mounted on bookmobiles to reach under-connected neighborhoods. Mobile Connection is designed to accommodate dozens of users around a perimeter of access. The internet is passed through Kajeet for filtered access and can be managed remotely through a centralized management system. Pima County Public Library purchased 4 antennas, 3 through the LSTA grant and one more on their own. Apache Junction Public Library purchased one antenna. Both are paying for the carrier service with their own budgets.

Outputs - With the assistance of the State Library, public libraries are expected to get back 85-90% of $127 Million. The libraries also joined with schools, and the resulting consortial applications helped increase availability and bring prices down. In 2018, Arizona libraries alone applied for $ 2.5 Million for their internet and internal connections and have more than $52 Million additionally in consortial applications with schools and school districts in rural and suburban Arizona.

> *"The funding from ERate has provided us with the ability to be flexible in how we provide technology services (computer classes, digital downloads, programming/coding) to our library customers using wireless internet access. Our computer classes are taught with Library laptops utilizing our wireless network. Coding and programming classes are taught on mobile devices using our wireless network. Library customers bring in their own tablets, eReaders, and cell phones to download library apps, audiobooks, and ebooks using our wireless network. We utilize our wireless connection to the internet to provide basic services (printing and scanning), employment skills training (job help, GED, Career Online High School), and test preparation for college readiness (AP, SAT, ACT)."*

Library Institute: The goal of the summer Library Institute was to provide one week of intensive training for library staff from small and rural libraries who do not have a Master's degree in Library Science. Due to Covid, this program was not offered in 2020 and 2021.

Outcomes - County librarians who participated in a focus group felt that this program provided great value to their staff members who attended. 100% of participants responded that they acquired knowledge and skills that they could use to better serve their communities. When participants were asked to rate their overall satisfaction with the Institute, 100% reported being Satisfied or Very Satisfied.

Goal 4 Conclusion - Retrospective Question A-1

A-1. To what extent did the State Library's Five-Year Plan activities make progress towards Goal 4? The evaluators believe that the State Library has **PARTLY ACHIEVED Goal**

4. This goal is articulated in a way that is very aspirational and in some ways may never be fully achieved especially in the way it calls for "excellent" service. Any attempt to capture excellence in services delivered to Arizonans would require a minimum of systematic capturing of data on excellence of service by library users in libraries throughout Arizona. There is strong evidence that there are improvements realized to technology resources, staff skills, programs, and collections though unclear if excellence is fully achieved.

Retrospective Assessment Questions A-2 and A-3

A-2. To what extent did the State Library's Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

During the review period, the State Library provided grants that addressed all six of the "measuring success focal areas" and their underlying intentions. Most attention was given to information access and lifelong learning, followed by institutional capacity (Appendix F). Economic and employment development, human resources, and civic engagement were also addressed. Many projects addressed more than one focal area or intent.

Information access was the focus of 48 grants, over half of the total grants awarded during the three-year review period. The vast majority of these efforts targeted increasing users' ability to discover information resources by providing an increased amount of digitized materials. Obtaining information was the primary intent of Public Access to Databases, Arizona Talking Books, Arizona Memory project, the Arizona Newspaper Project, Statewide Resource Sharing, and a number of digitization projects. **Lifelong learning** was the focus of 46 grants issued during the review period.

A-3. Did any of the following groups represent a substantial focus for SCSL's Five-Year Plan activities? (Yes/No)

No project reached the 10% expenditure threshold identified by IMLS as representing a substantial focus on one of the specific identified groups in the IMLS guidelines.

Process Questions B-1, B-2, and B-3

B-1. How has the Arizona State Library used any data from the State Program Report (SPR) and elsewhere (e.g., Public Libraries Survey) to guide activities included in the Five-Year Plan? New and old SPR data is used annually by the State Library Director and other staff, especially in relation to their agency strategic plan, to ensure that appropriate overlap of activities is taking place. Data from the SPR is also used to establish benchmarks that are reviewed on a periodic basis to assess progress toward the goals stated in the LSTA 2018–2022 Five‑Year Plan. SPR data has also been shared with specific outside evaluators, such as QualityMetrics, LLC, for this assessment.

B-2. Specify any modifications the Arizona State Library made to the Five-Year Plan. What was the reason for this change? No changes were made to the State Library Five-Year Plan.

B-3. How and with whom has the Arizona State Library shared data from the SPR and from other evaluation resources? How has the Arizona State Library used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How has the Arizona State Library used this information throughout this five-year cycle?

Data derived from the SPR is used internally for planning and evaluation purposes. It is shared directly with key Arizona State Library Division staff, advisory groups, and stakeholders, and is shared indirectly with legislators, and other public officials through periodic reports from the State Library. SPR data has also been shared with outside evaluators including QualityMetrics, LLC, Library Consultants.

Methodology Questions C-1, C-2, C-3, and C-4

C-1. Identify how the Arizona State Library implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of an Independent Evaluator.

As a result of a competitive process, QualityMetrics, LLC, Library Consultants, a library consulting firm headquartered in Silver Spring, Maryland, was awarded the contract to conduct the independent LSTA evaluation. QualityMetrics, LLC, Library Consultants, does not have a role in carrying out other LSTA funded activities and is independent of those who are being evaluated or who might be favorably or adversely affected by the evaluation results. QualityMetrics, LLC, Library Consultants have in‑depth evaluation experience and demonstrated professional competency. Dr. Martha Kyrillidou has deep experience in library evaluation over her 22 years of service at the Association of Research Libraries (ARL). Dr. Martha Kyrillidou has taught Research Methods, Assessment, and Evaluation courses at the University of Maryland and at Kent State University and has extensive practical experience in mixed methods, evaluation, and outcomes assessment. She is a current member of the Library Statistics Working Group (LSWG), chair of the NISO Z39.7 standard, and mentors the next generation of public library staff and evaluators. Joseph R. Matthews has extensive experience as a library consultant and has worked with numerous public, academic, special, and state libraries. Joe Matthews is an experienced evaluator and library consultant who has worked with libraries in Arizona before. Bill Wilson of QualityMetrics Library Consultants has implemented evaluation studies for four previous cycles of LSTA evaluations starting in 2002. Mr. Wilson is experienced in both quantitative and qualitative methods and focused primarily on the Library for the Blind and Physically Handicapped program in Arizona. We also had our database specialist, Genya O'Gara, who currently works at the VIVA consortium, provide an analysis of the databases licensed in Arizona included here as an Appendix J.

C-2. Describe the types of statistical and qualitative methods (including administrative

records) used in conducting the Five-Year Evaluation. Assess their validity and Reliability.

QualityMetrics, LLC, deployed a multi-faceted and rigorous mixed methods protocol for data collection. Thorough reviews of demographic data, quantitative PLS data, and SPR data formed the basis of our knowledge from the RFP response onward (Appendix C). Our initial interaction created a space for the Arizona State Library to deposit additional data and files and reflect on the program. After a series of Zoom calls (first with the State Librarian, the Library Development Head, and the LSTA Coordinator at the beginning of the evaluation process and secondly, later in the process, to discuss whether goals had been achieved, partially achieved, or not achieved), we stayed in touch with the agency to resolve questions that emerged from the data collection and to solicit additional information. We familiarized ourselves with the acronyms used in Arizona (Appendix A). Data gathering included: (a) interviews with agency staff members; (b) interviews with project managers of various SPR-reported projects and activities; (c) focus group discussions with project teams; (d) focus group discussions with project and activity beneficiaries (Appendix B and D); and (e) responses to a broad-based short survey for library staff and stakeholders with some knowledge of and engagement with LSTA-funded activities; this survey primarily collected qualitative contextual information about past activities and future needs (Appendix E and H). We also implemented a targeted survey for the Arizona Memory Project with relatively low response (Appendix H summarizes the results).

COVID-19 presented special circumstances, and a number of considerations had to be taken into account to complete our research. The pandemic, due to its travel restrictions and social distancing limitations, necessitated many changes in how evaluation work is done and how we engage policymakers and program managers.[11] We replaced face-to-face interviews with remote interviews and desk-based methods, paying attention to (a) maximizing use of technology; (b) securing engagement while reaching out to the most marginalized populations (small and rural libraries, and, in particular, users of talking books services); and (c) enhancing triangulation to validate remote data.[12]

While no on-site visit to the State Library was conducted during this evaluation period, both primary investigators for QualityMetrics (Dr. Martha Kyrillidou and Mr. Joe Matthews) have been to Arizona. Joe Matthews has worked and consulted on public libraries in Arizona. Virtual (Zoom) one-on-one interviews were held with the agency chief and with key staff engaged in LSTA work and in specific projects carried out under the LSTA Five-Year Plan. The Five-Year

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[11] OECD/DAC and IEO/UNDP (2020) Guidance Note: Good practices during COVID-19; UNICEF Evaluation Office (2020) Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis; WFP Office of Evaluation (2020) Technical Note for {Planning and Conducting Evaluations During COVID-19; UNFPA Evaluation Office (2020) Adapting evaluations to the COVID-19 pandemic; UNDP Independent Evaluation Office (2020) Event planning and implementation during COVID-19; ILO Evaluation Office (2020) Implications of COVID-19 on evaluations in the ILO; FAO Office of Evaluations (2020) Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-190 crisis and restrictions.
[12] UNFPA Evaluation Office (2020) Adapting evaluations to the COVID-19 pandemic.

Evaluation is a summative assessment, and as such, the availability of the SPR data was of critical importance.

Furthermore, the restrictions imposed by COVID-19 have strengthened the state library agency role. During this time of crisis, the state library was the source of answers for its communities and the profession as a whole. The SLAA responded to this need by holding frequent and regular statewide community meetings with various groups, elevating the importance of the LSTA activities even while they were being disrupted by the pandemic. Creative solutions were identified in most instances, as many programs had to turn to virtual delivery for most of the pandemic period. In some ways, the impact of recording virtual programming is more evident and more readily documented. However, we do run the risk of minimizing the adverse effects of virtual programming on marginalized communities, which were often more difficult to reach during the COVID-19 crisis. The toll on the mental health of our communities has also been evident during the pandemic, as its restrictions have established new norms for in-person interaction.

A Web-based survey targeting the library community was conducted between September 28, 2021 and January 5, 2022. This survey provided considerable qualitative information, as well as some additional quantitative information. Additional corroborative evidence from comments collected in the survey served to triangulate the previously gathered evidence.

Validity and reliability analysis traditionally reflect a positivist worldview, and in a qualitative naturalistic approach, they are being redefined by some divergent views on whether and how one ensures quality and rigor in qualitative inquiry. The notion that naturalistic inquiry needs to exhibit quality, rigor, and trustworthiness has gained more traction nowadays. The quality and rigor of the phone interviews conducted by the evaluators in the LSTA evaluation of the Arizona State Library has been enhanced by references to external Website links, Google Maps, and internal triangulation. In some instances, interviewees have been asked to allow recording of the conversation (with assurances of confidentiality by the evaluators). At other times, two evaluators have attended focus groups or interviews. Shared note-taking was available in real time through shared access to Google Documents and Google Drive. This approach has allowed evaluators to refine their inquiry and tailor it as knowledge of the Arizona State Library was refined from one interaction to the next. Recorded conversations also allowed the evaluators to reflect upon and modify their interpretations in a reliable manner. The validity of the inquiry was strengthened with the informed selection of the subjects by the Arizona State Library's leadership team and staff.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation. How did QualityMetrics in cooperation with the State Library engage them?

Numerous small-group virtual sessions and telephone interviews were conducted with librarians and other persons with knowledge of LSTA-funded initiatives in Arizona. Oftentimes, these interactions were enhanced by virtual tours of their library buildings and physical facilities

through Google Maps. One-on-one interviews were also conducted with consumers of the Arizona Talking Book Library program.

The focus groups and interviews provided both qualitative evidence and context that supplemented a review of agency-supplied statistical data and information and data submitted in the form of the State Program Reports (SPRs).

Interviewees shared their knowledge of LSTA utilization, enhancing interactions and depth and quality of the conversations. Furthermore, principal investigators Martha Kyrillidou and Joe Matthews conducted both separate and joint interviews and group sessions and shared and discussed their observations in order to develop a shared understanding of the meaning of the library experience in Arizona and how it was supported by Arizona with LSTA support. Both investigators participated in many of the agency interviews, allowing for the concept of triangulation to be implemented as evaluators debriefed and compared interpretations and understandings.

C-4. Discuss how the State Library will share the key findings and recommendations with others.

The State Library will share the findings of the evaluation with a variety of partner agencies in Arizona (governmental, other public agencies, and non-profit organizations) and with the larger public by alerting the libraries in Arizona to the availability of the evaluation report. The report will be publicly available on the agency Web site as well as on the IMLS Web site. The report will also inform the formulation of the five-year plan for 2023–2027. Specific recommendations for the plan are included below.

Concluding Thoughts

This evaluation would be remiss if it did not acknowledge the increased funding that the state agencies have received through the Coronavirus Aid, Relief and Economic Security Act (CARES) and the American Recovery Plan Act (ARPA). The Arizona State Library, like every other state agency, has been successful in disbursing these one time additional sources of funding. Often with the same level of staff they had before, they successfully dispersed twice the amount of the LSTA funding as the annual funding stream which was augmented with this one time infusion of support. A big thanks to all parties involved for helping Arizona communities and libraries thrive during the unprecedented times of COVID-19.

Per guidance provided by IMLS, we have not examined the impact of these additional funds; the reason is that it is important to allow for the ability to have continuity of comparability in the five year evaluations as the long term standing funding formula of LSTA is the traditional population based formula. Yet, we want to acknowledge the existence of these funds and the many additional projects and activities they supported in the hopes that a look at these activities will indeed provide a fuller and more accurate picture of what happened during the FFY 2018 - FFY 2022 LSTA Evaluation period.

APPENDICES

Appendix A: Acronyms

ACIA - Arizona Commission of Indian Affairs
AMP - Arizona Memory Project
ANP - Arizona Newspaper Project
AP - Access Path
ARPA - American Recovery Plan Act
ASLD - Arizona State Land Department
ATBL - Arizona Talking Book Library
BARD - Braille and Audio Reading Download
CAP - Collections and Programming
CARES - Coronavirus Aid, Relief and Economic Security Act
CD - Compact Disc
CF - Community Foundation (Pima County)
COP - Community of Practice
COPPER - Consortium of Partners Purchasing Electronic Resources
3D - Three Dimensional
DIY - Do-It-Yourself
DVD - Digital Video Disc
FDLP - Federal Depository Library Program
GED - General Educational Development
GIS - Geographical Information System
ElSi - Elementary/Secondary Information System
FFY - Federal Fiscal Year
FTE - Full Time Equivalent
HRPL - Heroes Regional Park Library
ILL - Interlibrary Loan
IT - Information Technology
KLAS - Keystone Library Automation System
NAU - Northern Arizona University
NCES - National Center for Educational Statistics
OCLC - Online Computer Library Center
PCJCC - Pima County Juvenile Court Center
RDA - Resource Description and Access
RIPL - Research Institute of Public Libraries
STA - Senior Tech Academy
STARL - State of Arizona Research Library
STEAM - Science, Technology, Engineering, Arts and Math
STEM - Science, Technology, Engineering and Mathematics
TVWS - Television White Space
USB - Universal Serial Bus
VLAN - Virtual LAN or Virtual Local Area Network
Wi-Fi - A wireless network protocol
WOW - Words on Wheels Mobile Library
YES - Yavapai Event Services

Appendix B: Interviewees/ Focus Groups

Focus Groups and Large group discussion forums		
8/27/2021	County Librarians	
9/10/2021	County Librarians Focus Group #1	
9/13/2021	County Librarians Focus Group #2	
	Maricopa County Library Council	
9/16/2021	Maricopa County Library Council	
	Maricopa County	
9/24/2021	Maricopa County Focus Group #1	
10/6/2021	Maricopa County Focus Group #2	
	Library Staff	
7/27/2021	All Staff Meeting	
8/11/2021	Staff - Library Development	
8/18/2021	Staff - Library Development	
10/5/2021	Staff - Archives	
	Dennis Preisler	State Archivist
	Laura Palma-Blandford	Assistant Administrator
	Jo Anne Martinez-Kilgore	Conservator
10/4/2021	Staff - Talking Books (staff)	

Focus Groups and Large group discussion forums		
	Janet Fisher	Administrator
	Erin Pawlus	Assistant Administrator
	Elizabeth Thompson	Youth Services & Engagement Librarian
10/5/2021	Staff - Research Library	
	Megan Hammond	Administrator
	Kori Tueller	Assistant Administrator
	Ryan Ehrfurth	Digital History and Maps Librarian
	Paloma Phelps	Arizona Collection Librarian
	Janelle Breedveld	Federal Documents Librarian
	Martha McConnell	Law Librarian
	Susan Leach-Murray	Systems Librarian (former State Publications Librarian)
	Sativa Peterson	News Content Program Manager

One-on-one	Stakeholder	Last Name	Position	Day
1	Holly	Henley	State Librarian	8/9/2021
2	Mala	Muralidharan	E-rate Librarian	10/14/2021
3	Nicole	Umayam	Digital Inclusion	10/14/2021
4	Ryan	Ehrfurth	AZ Memory Project	10/5/2021
5	Jaime	Ball	Library Development and LSTA Coordinators	1/3/2022
* Monthly phone calls between June and March were held between the evaluators and the agency leadership.				

Appendix C: Bibliography of Documents Reviewed

State Agency Sources

- Arizona LSTA Plan 2018-2022
- [Arizona Public Library Statistics 2019-2020](#)
- [Arizona Public Library Statistics 2018-2019](#)
- [Arizona Public Library Statistics 2017-2018](#)
- 2019 LAPR ANNUAL REPORT final 01.05.20
- Arizona Memory Project User Persona Workshop Report
- Arizona Memory Project Google Analytics 2018, 2019, 2020
- Arizona Talking Books Statistics
- TBL Book Chat - Report 2020
- TBL Book Chat - Handbook 2020 Update
- TBL Survey Responses
- Usage statistics of online and physical collections 2018 - 2021
- SLAA Agency website and social media pages

Federal Government Publications

Federal Agency Data Sources

- Institute of Museum and Library Services, [State Program Report (SPR) report](#)
- Institute of Museum and Library Services, [Public Library Statistics](#)
- Institute of Museum and Library Services, [State Profiles](#)
- Institute of Museum and Library Services [“Grants to States” Conference](#)
- Institute of Museum and Library Services, [State Library Administrative Agency Survey](#)
- National Center for Education Statistics, [Academic Libraries](#)
- National Center for Education Statistics, [Elementary and Secondary Information System](#)
- United States Census Bureau, [Decennial Census](#)(April 1, 2020)

Evaluation Resources and COVID-19

- OECD/DAC and IEO/UNDP (2020) *[Guidance Note: Good practices during COVID-19.](#)*
- UNICEF Evaluation Office (2020) *[Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis.](#)*
- WFP Office of Evaluation (2020) *[Technical Note for Planning and Conducting Evaluations During COVID-19.](#)*
- UNFPA Evaluation Office (2020) *[Adapting evaluations to the COVID-19 pandemic.](#)*
- UNDP Independent Evaluation Office (2020) *[Event planning and implementation during COVID-19.](#)*
- ILO Evaluation Office (2020) *[Implications of COVID-19 on evaluations in the ILO.](#)*
- FAO Office of Evaluations (2020) *[Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions.](#)*

Other Resources

- Ethel Himmel and William J. Wilson. The Functions and Roles of State Library Agencies. American Library Association, Chicago, 2000.
- The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: Institute of Museum and Library Services.
- The Institute of Museum and Library Services. (2021). The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic. Washington, DC: The Institute.
- The Institute of Museum and Library Services. 2021. Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums. 2021 Report. Washington DC: Institute of Museum and Library Services.
- The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: Institute of Museum and Library Services.
- Measures that Matter: Workforce Development Literature Review, January 12, 2021.
- Pelczar, M., Frehill, L. M., Nielsen, E, Kaiser, A., Hudson, J., & Wan, T. (2021). Characteristics of Public Libraries in the United States: Results from the FY 2019 Public Libraries Survey. Institute of Museum and Library Services: Washington, D.C. Results from the SDC E-Resources Survey (received January 2022).
- Sarah Mervosh, "The pandemic hurt these students the most." In print "Pandemic widened U.S. Educational Gap into a Gulf, Research Suggests." *New York Times*, July 28, 2021, Section A, Page 13.
- The School Librarian Investigation: Decline or Evolution? https://libslide.org/

Appendix D: Focus Group Questions

Focus groups

General Questions

1. What stands out as being the most effective use of LSTA in Arizona over the last three years?
2. Are there specific examples of projects that you think were the most impactful on the lives of the citizens of Arizona ?
3. Are there specific changes in how LSTA funds should be expended in the future? Are there new or emerging needs that are unmet that need to be addressed?

Potential Follow-up Questions

1. What type of programs work for library patrons and staff, in general?
2. What type of programs work for public library patrons, school and academic library clientele, and library staff specifically?
3. What do non-participating libraries and borderline participants need to be able to participate in, grant funded projects or statewide programs?
4. How will the library patrons and library staff be satisfied with the delivery of services?
5. What programs will result in cost savings for participating libraries?

Outcome Questions

1. Will more patrons use the library services because of the grant programs?
2. Will there be an increase in community involvement in relation to the grant programs?
3. Will customer service improve due to staff training from LSTA funded events?
4. Will the statewide programs enhance libraries' abilities to serve patrons?

Interview guidelines

1. Introductions (include that you are working for QualityMetrics, a library consulting firm headquartered in Silver Spring, Maryland, established in 2016). Ask them to tell you a bit about themselves.
2. Ask about their familiarity with the LSTA program. If they are unfamiliar you can provide some or all of the below info -
   a. *The Library Services and Technology Act's (LSTA) "Grants to States" program is the single largest source of ongoing federal funding for libraries. Many states spend funds on a combination of statewide initiatives and on subgrants awarded to individual libraries to enable them to launch innovative efforts or to extend services to populations that are difficult to reach.*
   b. *The LSTA program requires that each state conduct an evaluation of its LSTA program every five years. These evaluations are overseen by the Institute of*

Museum and Library Services but are conducted by independent evaluators. QualityMetrics was selected to conduct the state-level evaluations for nine states in the Northeast and our company is also working with more than a dozen additional states and territories. The results of our review are due to be submitted to IMLS in March of 2022.

3. FOR THOSE WHO DO NOT WORK FOR THE SLAA (who manage a project):
   a. Ask them to talk about the particular grant/s they worked with. Allow them to lead the conversation in an exploratory fashion. Ask follow up questions.
   b. Identify where there are materials or data from their projects that it would be useful for us to see.
4. FOR THOSE WHO DO NOT WORK FOR THE SLAA (high level stakeholder):
   a. Go through the plan goal by goal, remind them of the goal wording and the percent of funds the state spent on it, get their reflections on progress toward each goal.
   b. Are there any future needs we should be emphasizing in the evaluation?
5. FOR SLAA STAFF on specific projects:
   a. Ask them to talk about the particular programs they are responsible for
   b. Let them know the data available (SPR, output, etc.) and verify that there is no other data or materials they have that would be helpful to us. If they only listed outputs in the SPR outcomes data, ask about plans for outcome data in the future.
   c. What do you see as the needs moving forward for the next seven years?
6. ALL: What impact have you seen LSTA dollars have on your state?
7. ALL: Is there anything you think we should have asked that we didn't?

Appendix E: Web-Survey Instrument

Arizona LSTA Survey 2021

WELCOME

Every five years, each state library administrative agency in the nation is required to conduct an independent evaluation of its implementation of the Library Services and Technology Act (LSTA) "Grants to States" program. This evaluation must be submitted in order to qualify for ongoing Federal funding.

QualityMetrics, Library Consultants is assisting the Arizona State Library, Archives and Records (LAPR) with the evaluation. Following close on the heels of the evaluation is the requirement for the submission of a new state-level five-year plan for the LSTA program.

QualityMetrics has been gathering information and data from a number of different sources including the State Program Report (SPR) that LAPR submits annually to the Institute of Museum and Library Services (IMLS), internal statistical and narrative reports, survey data, and personal interviews with LAPR staff as well as with representatives of the library community in the state. We'd like your help in assessing the impact of the LSTA program on your library and on the people that your library serves.

You are invited to share your thoughts and ideas by answering three short questions. The survey should take you no more than ten minutes to complete. The first question asks you to look back over the last few years and to consider how the LSTA program has benefitted libraries and library users. Second, we'd like to invite you to think about the future and to suggest new ways in which you think LSTA funds should be invested. Finally, we want to give you an opportunity to offer any other observations about Arizona's LSTA program (positive or negative). Thank you in advance for helping the Arizona State Library serve your community better!

Arizona receives approximately $3.5 million in LSTA Grants to States funding each year. The largest portion of this funding by far (over 50%) has been allocated to support the goal of Information Access (Arizona's residents will have access to information in a variety of formats, tapping the capabilities of current and emerging technologies). Goal 1 includes projects like Access to Databases, Resource Sharing, Digital Inclusion, Arizona Newspaper Project, etc.

The second and third largest portions of the funding (about 20% each) support libraries' information education activities with projects like Arizona Reading Program and Center for the Book and library improvements in technology resources, staff skills, programs, and collections. And about 10% goes to support the goal of Inclusive Communities supporting workforce skills and life literacies (tribal libraries, parenting, health, finance).

In short, LSTA dollars are used to supplement state and local funds and to foster creativity and innovation in meeting the needs of Arizona's existing and potential library users. About 65% of LSTA funding is expended for statewide projects and about 35% funds a wide variety of more localized subgrant activities.

1) LOOKING BACK: Think back over the past three years (2018, 2019, and 2020). Which, if any, of the LSTA-supported programs mentioned on the last page have had the greatest impact on your library and on the people your library serves? How is library service in your community better because of the investment of LSTA funds?

_____
_____
_____
_____

2) LOOKING FORWARD: Look ahead to the next five years (2023 - 2027). Are there changes in the way that LSTA dollars are invested that you think would significantly improve library services in Arizona? If so, what are they and why do you think that the change(s) would make a difference. *(Note that LSTA funding cannot be used for building facilities or for lobbying purposes.)*

_____
_____
_____
_____

3) COMMENTS: Please feel free to offer any additional comments about Arizona's LSTA program. What do you like or dislike about the program? What could be improved? *(Note that your responses are confidential and comments will not be identified with an individual or with a specific library.)*

_____
_____
_____
_____

4) The library that I represent is:

( ) A public library
( ) A school library
( ) An academic library
( ) A special library
( ) Other (Please specify below.)

If you responded "Other" to the question above, please specify the type of library you represent in the text box provided below.

_____

5) My role in the library that I represent is:

( ) Director
( ) Manager or Department Head
( ) Youth Services Librarian
( ) Adult Services Librarian
( ) Technical Services Librarian
( ) Technology Specialist
( ) Library Trustee
( ) Other (Please specify below.)

If you responded "Other" to the question above, please specify your role in the library you represent in the text box provided below.

_____

Thank You!

Thank you for taking our survey. Your response is very important to us.

Arizona Memory Project - Pop Up

WELCOME

Help us understand how this site is being used by answering a couple brief questions. Your input will help shape the future of the Arizona Memory Project.

Please take a couple of minutes at the end of your visit to provide feedback about the Arizona Memory Project and why it is important to you, your family, and your community.

This survey is anonymous. It is being conducted by independent evaluators on behalf of the Arizona State Library, Archives, and Records (LAPR).

1) Are you a

( ) LAPR Internal Employee

( ) Genealogist

( ) Legal and Legislative Professional

( ) Researcher

( ) State Employee

( ) Student

( ) Teacher (K-12)

( ) Instructor (post high school)

( ) Casual Browser (leisurely viewing only)

( ) Other - Write In: _____

2) What do you think is most valuable about this service (the Arizona Memory Project)?

_____

_____

_____

_____

3) What did you want to accomplish during this visit? Did you find what you were looking for?

_____

_____

_____

_____

Thank You!

Thank you for taking our survey. Your response is very important to us. Enjoy the Arizona Memory Project!

Appendix F: Measuring Success Crosswalk Table

ARIZONA
Measuring Success Focal Areas and Intents

	Goal 1. Information Access	Goal 2. Informal Education	Goal 3. Inclusive Communities	Goal 4. Institutional Improvement
Lifelong Learning				
Improve users' formal education		YES		
Improve users' general knowledge and skills	YES	YES	YES	
Information Access				
Improve users' ability to discover information resources	YES		YES	
Improve users' ability to obtain and/or use information resources	YES	YES	YES	
Institutional Capacity				
Improve the library workforce	YES		YES	YES
Improve the library's physical and technological infrastructure	YES	YES	YES	YES
Improve library operations	YES			YES
Improve users' ability to use resources and apply information for employment support		YES	YES	
Improve users' ability to use and apply business resources				
Human Resources				
Improve users' ability to apply information that furthers their personal, family or household finances				
Improve users' ability to apply information that furthers their personal or family health & wellness	YES	YES	YES	
Improve users' ability to apply information that furthers their parenting and family skills	YES	YES		
Civic Engagement				
Improve users' ability to participate in their community			YES	
Improve users' ability to participate in community conversations around topics of concern			YES	

Appendix G: Expenditure Tables

The Arizona expenditures table includes multiple projects for each goal and follows over the next few pages. Due to its size the font is small but we [provide here a link](#) to a table for those that want a more readable version online or have the ability to print it on larger paper size.

ARIZONA LSTA PROJECT EXPENDITURE SUMMARY

	State Goal Short Title	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	STATEWIDE/ SUBGRANTS	FFY 2018 LSTA EXPENDITURES	FFY 2019 LSTA EXPENDITURES	FFY 2020 LSTA EXPENDITURES	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURES TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE OF TOTAL LSTA EXPENDITURES
Goal 1	Information Access	Public Access to Databases	X	X	X	Statewide	$ 519,360.66	$ 513,730.53	$ 469,120.03	$ 1,502,211.22	27.64%	14.52%
		Metadata Services Resources	X	X		Statewide	$ 262,214.65	$ 196,721.54	$ -	$ 458,936.19	8.44%	4.43%
		Statewide Resource Sharing	X	X	X	Statewide	$ 107,668.66	$ 175,522.54	$ 105,002.82	$ 388,194.02	7.14%	3.75%
		Research Library Support	X	X	X	Statewide	$ 207,807.69	$ 119,906.47	$ 8,081.98	$ 335,796.14	6.18%	3.24%
		Arizona State Publications	X	X	X	Statewide	$ 40,904.51	$ 92,856.86	$ 111,591.21	$ 245,352.58	4.51%	2.37%
		Arizona Memory Project	X	X	X	Statewide	$ 45,886.01	$ 76,444.32	$ 119,274.25	$ 241,604.58	4.44%	2.33%
		Arizona Newspaper Project	X	X	X	Statewide	$ 83,430.60	$ 60,843.67	$ 67,965.28	$ 212,239.55	3.90%	2.05%
		Arizona Legal Resources and History	X		X	Statewide	$ 38,183.25	$ -	$ 121,829.33	$ 160,012.58	2.94%	1.55%
		Discovery and Access for Arizona Talking Book Library Collections	X	X	X	Statewide	$ 55,436.66	$ 37,989.16	$ 62,949.16	$ 156,374.98	2.88%	1.51%
		CAP Grants (2018, 2019, 2020)	X	X	X	Subgrant	$ 36,000.00	$ 76,000.00	$ 44,000.00	$ 156,000.00	2.87%	1.51%
		Arizona Collection	X	X	X	Statewide	$ 42,648.04	$ 32,008.38	$ 70,605.63	$ 145,262.05	2.67%	1.40%
		Digital Inclusion		X		Statewide	$ -	$ 130,877.25		$ 130,877.25	2.41%	1.26%
		Federal Documents	X	X	X	Statewide	$ 60,739.65	$ 19,562.96	$ 47,549.96	$ 127,852.57	2.35%	1.24%
		Systems and Support Services			X	Statewide	$ -	$	$ 126,568.99	$ 126,568.99	2.33%	1.22%
		Yavapai Event Services (YES) – Extended Reach		X	X	Subgrant	$ -	$ 73,895.00	$ 31,065.00	$ 104,960.00	1.93%	1.01%
		Uncovering the Past		X		Statewide	$ -	$ 103,183.77	$ -	$ 103,183.77	1.90%	1.00%
		Tribal Library Consulting		X		Statewide	$ -	$ 67,806.17	$ -	$ 67,806.17	1.25%	0.66%
		SALSA (School Administration and Library Staff Advancement)			X	Subgrant	$ -	$ -	$ 58,204.00	$ 58,204.00	1.07%	0.56%
		Words on Wheels Mobile Library	X			Subgrant	$ 48,595.00	$ -	$ -	$ 48,595.00	0.89%	0.47%
		Grand Canyon University Historical Archives		X		Subgrant	$ -	$ 48,000.00	$ -	$ 48,000.00	0.88%	0.46%
		Library Collections: Evaluation to Access		X		Subgrant	$ -	$ 46,130.00	$ -	$ 46,130.00	0.85%	0.45%
		Arizona Talking Book Library Awareness	X	X	X	Statewide	$ 23,066.04	$ 14,911.84	$ 5,878.88	$ 43,856.76	0.81%	0.42%
		eBook Platforms		X	X	Statewide	$ -	$ 36,013.62	$ 7,483.83	$ 43,497.45	0.80%	0.42%
		Legal Resources		X		Statewide	$ -	$ 39,291.56	$ -	$ 39,291.56	0.72%	0.38%
		Conservation Support		X	X	Statewide	$ -	$ 15,963.45	$ 21,870.33	$ 37,833.78	0.70%	0.37%
		eBook Collection	X			Statewide	$ 35,809.18	$ -	$ -	$ 35,809.18	0.66%	0.35%
		Out and About with Show Low Public Library	X			Subgrant	$ 35,000.00	$ -	$ -	$ 35,000.00	0.64%	0.34%
		SERAPE			X	Statewide	$ -	$ -	$ 29,031.79	$ 29,031.79	0.53%	0.28%
		Pop Up Yuma			X	Subgrant	$ -		$ 28,173.00	$ 28,173.00	0.52%	0.27%
		Digital History of Huachuca City		X		Subgrant	$ -	$ 28,150.00	$ -	$ 28,150.00	0.52%	0.27%
		Arizona State Library Maps	X	X	X	Statewide	$ 15,232.00	$ 7,116.71	$ 5,624.40	$ 27,973.11	0.51%	0.27%
		S.H.U.S.H. - Schools of Humboldt Unified Sharing Holdings			X	Subgrant	$ -	$ -	$ 25,564.00	$ 25,564.00	0.47%	0.25%
		Discovery & Exploration Backpacks @ Your Library	X			Subgrant	$ 24,500.00	$ -	$ -	$ 24,500.00	0.45%	0.24%
		The Pop Up Library: eBooks and Outreach in the Community		X		Subgrant	$ -	$ 20,000.00	$ -	$ 20,000.00	0.37%	0.19%
		WiFi Beyond the Walls Using TV Whitespace (TVWS/WiFi)		X		Subgrant	$ -	$ 20,000.00	$ -	$ 20,000.00	0.37%	0.19%
		Library History on Display and MACH1 STEM Kits at Phoenix Public Library		X		Subgrant	$ -	$ 19,729.00	$ -	$ 19,729.00	0.36%	0.19%
		The Heroes Collection at the Heroes Regional Park Library	X			Subgrant	$ 18,600.00	$ -	$ -	$ 18,600.00	0.34%	0.18%
		Enhancing STEAM Engagement Using iPad Tablets		X		Subgrant	$ -	$ 14,500.00	$ -	$ 14,500.00	0.27%	0.14%
		Equity of Access in Rural Communities			X	Subgrant	$ -	$ -	$ 12,615.00	$ 12,615.00	0.23%	0.12%

	State Goal Short Title	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	STATEWIDE/ SUBGRANTS	FFY 2018 LSTA EXPENDITURES	FFY 2019 LSTA EXPENDITURES	FFY 2020 LSTA EXPENDITURES	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURES TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE OF TOTAL LSTA EXPENDITURES
ARIZONA LSTA PROJECT EXPENDITURE SUMMARY												
		DIY MEMORY LAB			X	Subgrant	$ -	$ -	$ 12,500.00	$ 12,500.00	0.23%	0.12%
		Explore-to-Go Learning Kits	X			Subgrant	$ 11,430.00	$ -	$ -	$ 11,430.00	0.21%	0.11%
		2020 LSTA Accessibility Grant			X	Subgrant	$ -	$ -	$ 10,000.00	$ 10,000.00	0.18%	0.10%
		Alternative Formats for Children and Teens			X	Subgrant	$ -	$ -	$ 10,000.00	$ 10,000.00	0.18%	0.10%
		TechCheck-It Out!		X		Subgrant	$ -	$ 9,400.00	$ -	$ 9,400.00	0.17%	0.09%
		Education Through Interactive Spaces		X		Subgrant	$ -	$ 5,000.00	$ -	$ 5,000.00	0.09%	0.05%
		Book Buddies		X		Statewide	$ -	$ 4,271.48	$ -	$ 4,271.48	0.08%	0.04%
		Higher Ed on the Spot	X			Subgrant	$ 4,000.00	$ -	$ -	$ 4,000.00	0.07%	0.04%
		Access to Justice: Law4AZ 2.0			X	Subgrant	$ -	$ -	$ 992.07	$ 992.07	0.02%	0.01%
		GOAL SUBTOTAL					$ 1,716,512.60	$ 2,105,826.28	$ 1,613,540.94	$ 5,435,879.82	100.00%	52.52%
Goal 2	Informal Education	Digital Inclusion	X		X	Statewide	$ 202,286.07	$ -	$ 189,762.82	$ 392,048.89	17.33%	3.79%
		Arizona Reading Program	X	X	X	Statewide	$ 81,705.16	$ 106,403.60	$ 137,323.96	$ 325,432.72	14.39%	3.14%
		Building a New Generation of Readers	X	X	X	Statewide	$ 51,708.65	$ 94,017.44	$ 134,886.25	$ 280,612.34	12.41%	2.71%
		Arizona Center for the Book	X	X	X	Statewide	$ 88,246.09	$ 44,024.76	$ 30,412.43	$ 162,683.28	7.19%	1.57%
		Youth Services	X	X	X	Statewide	$ 80,769.32	$ 19,099.29	$ 41,366.95	$ 141,235.56	6.24%	1.36%
		101Space Valencia Library			X	Subgrant	$ -	$ -	$ 85,000.00	$ 85,000.00	3.76%	0.82%
		Chandler Public Library High Five Early Literacy and Learning Spaces	X			Subgrant	$ 78,000.00	$ -	$ -	$ 78,000.00	3.45%	0.75%
		Extended Reality Creation for Arizona Educators			X	Subgrant	$ -	$ -	$ 70,221.00	$ 70,221.00	3.10%	0.68%
		Full STEAM Ahead		X		Subgrant	$ -	$ 40,648.00	$ -	$ 40,648.00	1.80%	0.39%
		Eat Local			X	Subgrant	$ -	$ -	$ 36,130.00	$ 36,130.00	1.60%	0.35%
		STEAM in Your Library Grants	X	X		Subgrant	$ 24,000.00	$ 12,000.00	$ -	$ 36,000.00	1.59%	0.35%
		Senior Tech Academy	X			Subgrant	$ 34,310.00	$ -	$ -	$ 34,310.00	1.52%	0.33%
		CODE NAME: GRNLE		X		Subgrant	$ -	$ 33,400.00	$ -	$ 33,400.00	1.48%	0.32%
		Digital Literacy Center	X			Subgrant	$ 32,880.00	$ -	$ -	$ 32,880.00	1.45%	0.32%
		Closing the Word Gap: LENA Start Program Pilot	X			Subgrant	$ 31,700.00	$ -	$ -	$ 31,700.00	1.40%	0.31%
		Science Excitement at the Library		X		Subgrant	$ -	$ 28,827.77	$ -	$ 28,827.77	1.27%	0.28%
		Thinking Through Making	X			Subgrant	$ 27,160.00	$ -	$ -	$ 27,160.00	1.20%	0.26%
		Kindergarten Readiness @ GPL			X	Subgrant	$ -	$ -	$ 25,500.00	$ 25,500.00	1.13%	0.25%
		Mobile Technology Lab		X		Subgrant	$ -	$ 23,930.00	$ -	$ 23,930.00	1.06%	0.23%
		Creativity in a Box Expansion	X			Subgrant	$ 22,770.00	$ -	$ -	$ 22,770.00	1.01%	0.22%
		Increasing Preschoolers' Awareness, Knowledge and Enthusiasm for STEM	X			Subgrant	$ 21,860.00	$ -	$ -	$ 21,860.00	0.97%	0.21%
		Get Ready for School with PLAY			X	Subgrant	$ -	$ -	$ 21,676.00	$ 21,676.00	0.96%	0.21%
		Heading to the Greenlee County Hills	X			Subgrant	$ 18,445.00	$ -	$ -	$ 18,445.00	0.82%	0.18%
		Engaging Young Readers through Audio-Enabled Books			X	Subgrant	$ -	$ -	$ 18,000.00	$ 18,000.00	0.80%	0.17%
		DSLR Cameras and Editing Software for Hamilton Public Library and Hamilton High School			X	Subgrant	$ -	$ -	$ 17,384.00	$ 17,384.00	0.77%	0.17%
		Building Bridges, Collections, and New Media Skills: Chandler Library and Chandler Museum Production Studio Partnership			X	Subgrant	$ -	$ -	$ 16,822.00	$ 16,822.00	0.74%	0.16%
		Fab Lab			X	Subgrant	$ -	$ -	$ 15,653.00	$ 15,653.00	0.69%	0.15%
		Let's Meet to Learn and Play	X			Subgrant	$ 15,000.00	$ -	$ -	$ 15,000.00	0.66%	0.14%

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	StoryWalk at Granite Creek Park		X		Subgrant	$ -	$ 15,000.00	$ -	$ 15,000.00	0.66%	0.14%
	Knowasis Teen Makerspace		X		Subgrant	$ -	$ 15,000.00	$ -	$ 15,000.00	0.66%	0.14%
	iTeen: Graphic Design at Your Fingertips			X	Subgrant	$ -	$ -	$ 15,000.00	$ 15,000.00	0.66%	0.14%
	Cooking With STEAM: Learning Is Delicious!			X	Subgrant	$ -	$ -	$ 14,060.00	$ 14,060.00	0.62%	0.14%
	Any Star Your Destination		X		Subgrant	$ -	$ 13,417.00	$ -	$ 13,417.00	0.59%	0.13%
	Creative Aging	X			Subgrant	$ 12,900.00	$ -	$ -	$ 12,900.00	0.57%	0.12%
	Quilting: Stitching Past & Present		X		Subgrant	$ -	$ 12,885.00	$ -	$ 12,885.00	0.57%	0.12%
	Tech for Digital Literacy			X	Subgrant	$ -	$ -	$ 12,225.00	$ 12,225.00	0.54%	0.12%
	Citizen Science			X	Subgrant	$ -	$ -	$ 12,000.00	$ 12,000.00	0.53%	0.12%
	Creation Station Plus	X			Subgrant	$ 11,400.00	$ -	$ -	$ 11,400.00	0.50%	0.11%
	Arts for Everyone		X		Subgrant	$ -	$ 11,000.00	$ -	$ 11,000.00	0.49%	0.11%
	BotBuilders	X			Subgrant	$ 10,640.00	$ -	$ -	$ 10,640.00	0.47%	0.10%
	Touch and Learn Digital Literacy	X			Subgrant	$ 10,000.00	$ -	$ -	$ 10,000.00	0.44%	0.10%
	Community Enhancement through Tutoring Underserved Populations	X			Subgrant	$ 10,000.00	$ -	$ -	$ 10,000.00	0.44%	0.10%
	ATBL Book Discussion	X	X	X	Statewide	$ 2,500.00	$ 3,182.00	$ 2,500.00	$ 8,182.00	0.36%	0.08%
	Interactive Playtime		X		Subgrant	$ -	$ 8,000.00	$ -	$ 8,000.00	0.35%	0.08%
	Tween S.T.E.A.M. Kits			X	Subgrant	$ -	$ -	$ 6,000.00	$ 6,000.00	0.27%	0.06%
	Emerging Library Services	X			Statewide	$ 5,843.49	$ -	$ -	$ 5,843.49	0.26%	0.06%
	StoryWalk with Me	X			Subgrant	$ 5,000.00	$ -	$ -	$ 5,000.00	0.22%	0.05%
	GOAL SUBTOTAL					$ 879,123.78	$ 480,834.86	$ 901,923.41	$ 2,261,882.05	100.00%	21.86%
Goal 3	Inclusive Communities	Community Engagement	X	X	X	Statewide	$ 77,894.18	$ 33,054.83	$ 35,025.41	$ 145,974.42	21.22%	1.41%
	Tribal Library Consulting	X		X	Statewide	$ 63,217.11	$ -	$ 75,431.50	$ 138,648.61	20.16%	1.34%
	Community-Driven Archives: Digital Preservation Workshop 2020			X	Subgrant	$ -	$ -	$ 80,111.00	$ 80,111.00	11.65%	0.77%
	Greenlee Makerspaces			X	Subgrant	$ -	$ -	$ 50,763.00	$ 50,763.00	7.38%	0.49%
	Supporting Nonprofit Economic Success by Creating Community Access with Embedded Services	X			Subgrant	$ 40,755.00	$ -	$ -	$ 40,755.00	5.93%	0.39%
	LEADing Technology Project (Libraries Enabling Assistive Discovery) Phase II	X			Subgrant	$ 30,000.00	$ -	$ -	$ 30,000.00	4.36%	0.29%
	San Jose Literacy Outreach Project	X			Subgrant	$ 25,595.00	$ -	$ -	$ 25,595.00	3.72%	0.25%
	Level-Up Teen Services, Spaces, and Programs at the Glendale Public Library		X		Subgrant	$ -	$ 24,700.00	$ -	$ 24,700.00	3.59%	0.24%
	XR in AZ Libraries			X	Statewide	$ -	$ -	$ 19,735.00	$ 19,735.00	2.87%	0.19%
	Access at the Border	X			Subgrant	$ 19,000.00	$ -	$ -	$ 19,000.00	2.76%	0.18%
	Mobile Job and Computer Skills Lab	X			Subgrant	$ 17,870.00	$ -	$ -	$ 17,870.00	2.60%	0.17%
	Library Outpost at the Pima County Juvenile Court Center (PCJCC)		X		Subgrant	$ -	$ 16,800.00	$ -	$ 16,800.00	2.44%	0.16%
	Community Cares	X	X		Subgrant	$ 11,000.00	$ 5,500.00	$ -	$ 16,500.00	2.40%	0.16%
	Our Earth, Our Habitat, Our Home		X		Subgrant	$ -	$ 14,381.00	$ -	$ 14,381.00	2.09%	0.14%
	Community Needs Assessment for Sedona Public Library			X	Subgrant	$ -	$ -	$ 12,525.00	$ 12,525.00	1.82%	0.12%
	Staff: Evaluate our Mission and Define Strategies			X	Subgrant	$ -	$ -	$ 10,000.00	$ 10,000.00	1.45%	0.10%
	StoryWalk® in Ak-Chin			X	Subgrant	$ -	$ -	$ 9,400.00	$ 9,400.00	1.37%	0.09%

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|	State Goal Short Title	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	STATEWIDE/ SUBGRANTS	FFY 2018 LSTA EXPENDITURES	FFY 2019 LSTA EXPENDITURES	FFY 2020 LSTA EXPENDITURES	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURES TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE OF TOTAL LSTA EXPENDITURES
		Beautification and Sustainable Landscaping through Xeriscape			X	Subgrant	$ -	$ -	$ 7,000.00	$ 7,000.00	1.02%	0.07%
		Coding, Creating and Careers	X			Subgrant	$ 5,000.00	$ -	$ -	$ 5,000.00	0.73%	0.05%
		Law4AZ: Scottsdale Public Library Justice Resource Access			X	Subgrant	$ -	$ -	$ 3,000.00	$ 3,000.00	0.44%	0.03%
		GOAL SUBTOTAL					$ 290,331.29	$ 94,435.83	$ 302,990.91	$ 687,758.03	100.00%	6.65%
Goal 4	Institutional Improvement	Continuing Education	X	X	X	Statewide	$ 156,806.19	$ 205,626.40	$ 242,697.84	$ 605,130.43	33.06%	5.85%
		State Librarian Initiatives	X	X	X	Statewide	$ 28,282.48	$ 365,330.95	$ 151,481.74	$ 545,095.17	29.78%	5.27%
		Library Services Consulting	X	X	X	Statewide	$ 54,864.49	$ 63,678.76	$ 74,747.50	$ 193,290.75	10.56%	1.87%
		Public Library Statistics & Analysis	X	X	X	Statewide	$ 14,883.50	$ 13,702.56	$ 77,344.98	$ 105,931.04	5.79%	1.02%
		Statewide Consortium		X	X	Statewide	$ -	$ 22,274.13	$ 54,469.33	$ 76,743.46	4.19%	0.74%
		WiFi Hotspot Lending Grants		X	X	Subgrants	$ -	$ 20,000.00	$ 51,313.08	$ 71,313.08	3.90%	0.69%
		Managers and Supervisors Cohort		X		Statewide	$ -	$ 33,689.19	$ -	$ 33,689.19	1.84%	0.33%
		Leadership Institute	X			Statewide	$ 32,361.78	$ -	$ -	$ 32,361.78	1.77%	0.31%
		Library Institute	X			Statewide	$ 30,061.20	$ -	$ -	$ 30,061.20	1.64%	0.29%
		Developing Insights through Community Assessment in Prescott Valley	X			Subgrant	$ 30,000.00	$ -	$ -	$ 30,000.00	1.64%	0.29%
		Organizational Memberships	X	X	X	Statewide	$ 8,575.00	$ 9,616.00	$ 10,017.00	$ 28,208.00	1.54%	0.27%
		Intentional Spaces	X			Subgrant	$ 24,100.00	$ -	$ -	$ 24,100.00	1.32%	0.23%
		E-rate Support	X	X	X	Statewide	$ 10,366.39	$ 5,741.28	$ 5,395.58	$ 21,503.25	1.17%	0.21%
		PCPL Staff Development Day	X			Subgrant	$ 16,890.00	$ -	$ -	$ 16,890.00	0.92%	0.16%
		Staff Development Day Grants			X	Subgrant	$ -	$ -	$ 8,000.00	$ 8,000.00	0.44%	0.08%
		Statewide Collaboration Working Groups	X			Statewide	$ 6,113.35	$ -	$ -	$ 6,113.35	0.33%	0.06%
		County Librarians	X			Statewide	$ 1,839.20	$ -	$ -	$ 1,839.20	0.10%	0.02%
		GOAL SUBTOTAL					$ 415,143.58	$ 739,659.27	$ 675,467.05	$ 1,830,269.90	100.00%	17.68%
		LSTA PROGRAM ADMINISTRATION					$ 41,890.56	$ 19,288.76	$ 72,399.69	$ 133,579.01	100.00%	1.29%
		GRAND TOTAL					$ 3,343,001.81	$ 3,440,045.00	$ 3,566,322.00	$ 10,349,368.81	100.00%	100.00%
		ALLOCATION					$ 3,343,080.00	$ 3,440,045.00	$ 3,566,322.00			

Appendix H: Web-Survey Reports

Arizona Memory Project

Findings

The Arizona Memory Project survey received a total of 38 completed results. Survey respondents were asked to identify themselves from a list of six potential options or the option to fill in their role. Figure 1 below shows the breakdown of who the respondents are. 22.2% of respondents (8) indicated that they are researchers and 22.2% of respondents (8) also indicated that they are a casual browser. 13.9% of respondents (5) indicated that they are genealogists. 8.3% of respondents (3) indicated that they are K-12 Teachers, 5.6% of respondents (2) are a Legal and Legislative Professional, one respondent is a LAPR Internal Employee and 25% of respondents (9) indicated "other". Respondents who selected "other" were asked to write in their role in using the Arizona Memory Project. These included Arizona residents, amateur historians, and those working on family genealogies.

**Figure 1. Identifying who the respondents are.**
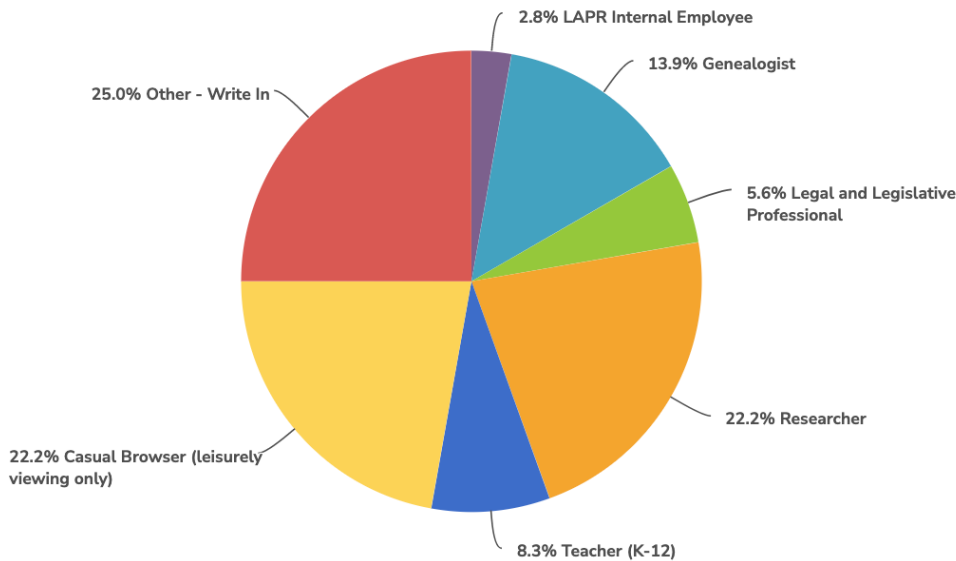
Valuable Aspects

Survey respondents were asked to name what they feel is the most valuable aspect of the Arizona Memory Project. There were a total of 35 responses to this question. 31.4% of respondents (11) indicated that the ease of access to materials on the site was the most valuable aspect. 17.1% of respondents (6) shared that the newspaper database was most

valuable and 14.3% of respondents (5) indicated that the quantity of materials available on the site is the most valuable aspect. Figure 2 shows percentages of respondents and other notable valuable aspects of the Arizona Memory Project. Specific respondent comments follow figure 2.

Figure 2. Valuable Aspects of the Arizona Memory Project.
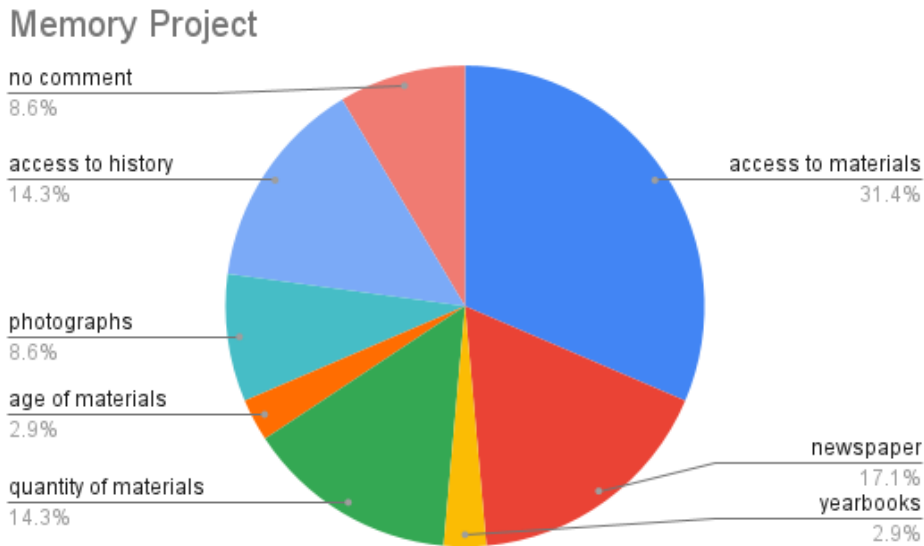
Comments:

Not sure it's most valuable but I mostly use the digital newspaper section. I'm sure there are tons of other wonderful resources I haven't had time to use in my research.

It is a wealthy collection of artifacts from the past. The collection offers democratic access to these artifacts and helps ensure equitable access for all.

I love having the ability to research the history behind the old ranches and towns that used to exist. I would like to see more maps and information about mining, the history of our national forests, and even things like road construction contracts and history focused on our historical roads.

At this point, nothing. I have used every search word I can think of trying to find specific info, and nothing works. Keeps dumping me to AZ Highways that are irrelevant.

I am a family history researcher. I feel that the entire project is valuable, from an historical and research perspective. Being able to access valuable sources regarding our past, without having to pay, encourages everyone to research extant sources that are unbiased. Thank you so much for your service

Digital copies that don't require going to the building or sorting through documents. The AZ Memory Project is highly accessible, especially important in these times.

Visit Purpose

Respondents were then asked what they wanted to accomplish during their visit and whether they had found what they were looking for. This question received a total of 35 responses. 48.5% of respondents (17) indicated that they were looking for a specific document or specific information. 17.1% of respondents (6) indicated that they were looking to learn more about their own families and 11.4% of respondents (3) indicated they were just generally browsing the site. Of the 35 respondents, 11 respondents indicated that they found what they were looking for, 11 respondents indicated that they did not find what they were looking for, and 13 respondents did not indicate either way. It should be noted that the Arizona Memory Project is currently being migrated to a new content management platform. The new platform will improve efficiencies across multiple workflows, and offer new features and content linking/discoverability to the end user. Comments from respondents are below.

> *I've found so much stuff on this site I think I know more about my family history than they did. I even found stuff I had only heard about but now I have the fact. Love this site. Thank you*

> *I am always looking for historical information to aid my writing. Suggestion: the web pages could use updating for clarity. Say for example you click on "Government & Law" from the main page. The next page it takes you too has click-button categories at the top that do NOT match what you scroll down through on the page. I think this website could be even more useful if cleaned up for clarity. And a stronger, more versatile search engine for the digital newspaper archive would be awesome.*

> *I am researching the punk/new wave/rock music scene in Arizona during the 80s - specifically bands like, Major Lingo, Gentlemen Afterdark, The Jetzons and Killer Pussy, all were records and had minor success but remained local (much of this was produced by Mike Condello). Unfortunately there is very little information to be found here, and AMEHOF doesn't have much information either.*

> *I was comparing a photo of my parents at Eagle Next Rock in the Petrified Forest in 1936 with that in your collection, and learning more about the formation's demise.*

> *I was trying to locate an obituary from 1967 in the Arizona Republic. The year 1967 is not accessible here. Unfortunately, it is only accessible via the paid site, Newspapers.com. Newspapers.com is a wonderful site, and a gold mine for family history researchers.*

Arizona LSTA Survey Summary

Findings

Survey findings are combined from two identical surveys on separate platforms. The survey received a total of 119 responses, 73 of which were complete. As shown in figure 1, 90.9% of respondents (70) work in a public library, 2.6% of respondents (2) work in a special library, 1.3% of respondents (1) work in an academic library, and 5.2% (4) of respondents indicated "other". Respondents that indicated "other" were asked to write in where they work, this included a museum, a librarian working in a public library and a high school, and a friend of one of the state branches.

As shown in figure 2, 24.7% of respondents (18) are library directors, 27.4% of respondents (20) are a manager or department head, 6.8% of respondents (5) are an Adult Services Librarian, 4.1% of respondents (3) are a Youth Services Librarian, 2.7% of respondents (2) are a Library Trustee, and one respondent is a Technical Services Librarian. 32.9% of respondents (24) indicated "other" which includes associate librarians, members of a Friends Board of Directors, county librarians, members of the Library Commission Board, volunteers, and library assistants.

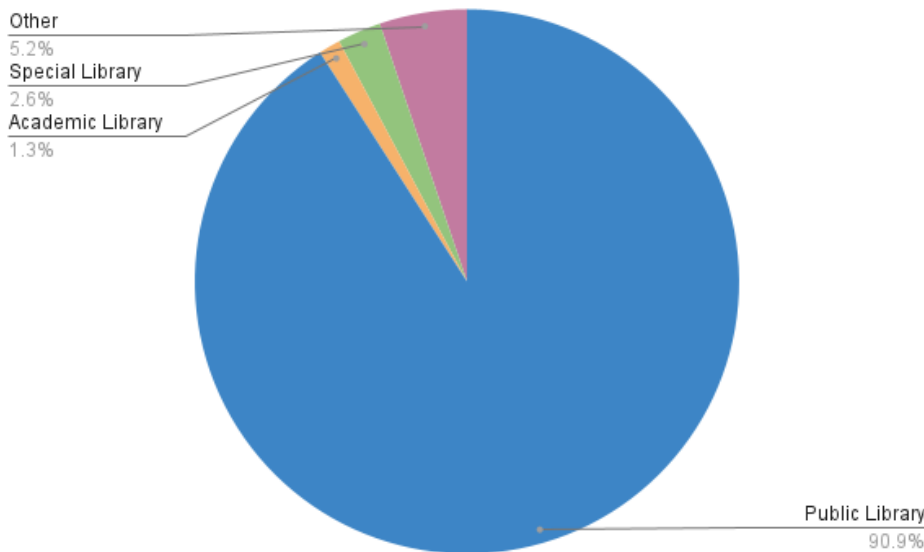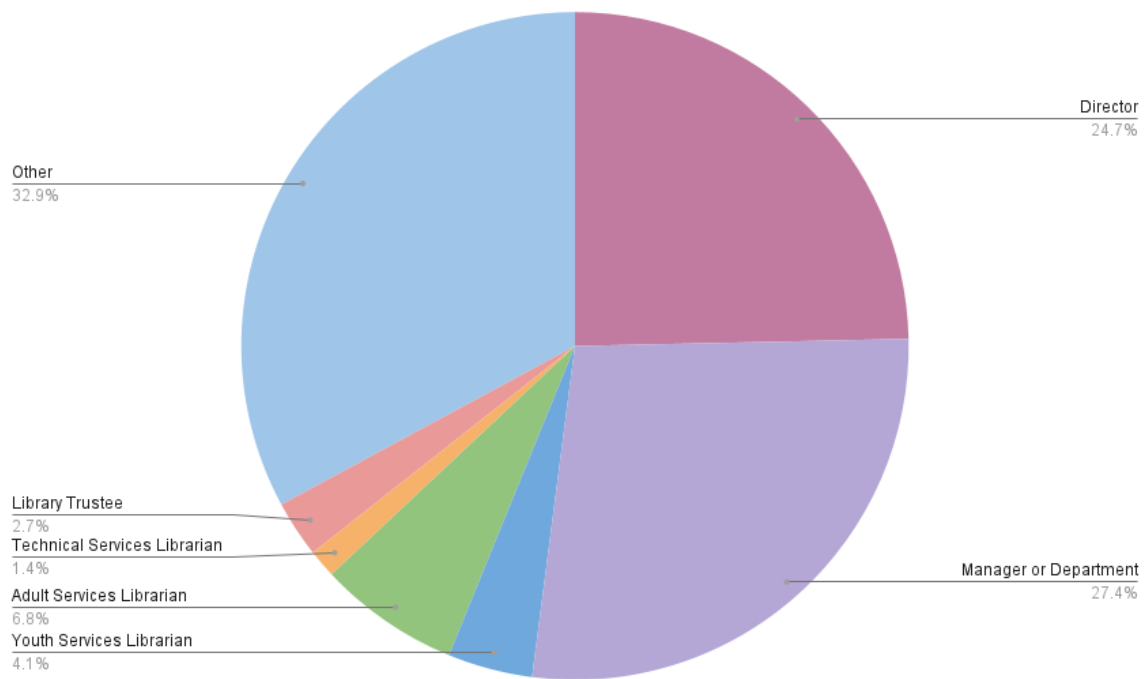**Figure 1. The type of library in which respondents work**

Figure 2. Role of respondent within their library

Director
24.7%

Other
32.9%

Library Trustee
2.7%

Technical Services Librarian
1.4%

Adult Services Librarian
6.8%

Youth Services Librarian
4.1%

Manager or Department
27.4%

Looking Back

The first question asked respondents to think back on the last three fiscal years and identify the most impactful programs their libraries use. This question received a total of 74 responses. Several main themes were identified within the comments. Figure 3 shows a breakdown of main themes below. Library capacity was the largest theme discussed with 32.4% of respondents (24) discussing capacity. 31.0% of respondents mentioned technology being the most impactful to library patrons, including providing hotspots, access to WiFi, updating library computers, or purchasing chromebooks for patrons. Access and library content were mentioned by 27.0% of respondents as impactful. 20.2% of respondents indicated that lifelong learning such as access to courses for improving technology literacy in adults was the most impactful programming offered to patrons.

Figure 3. Main themes discussed by respondents

Main Themes
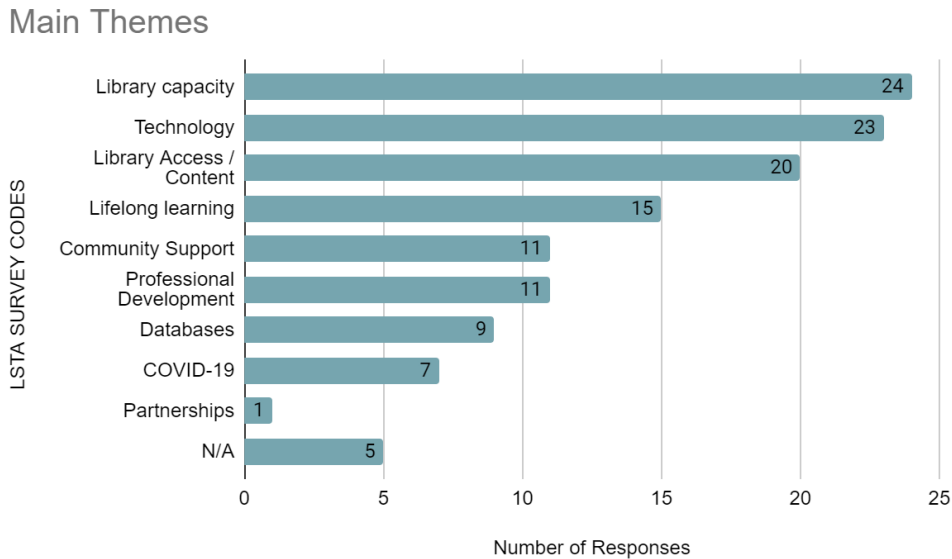
Several specific programs were mentioned multiple times by respondents as leaving an impact on patrons and library staff. 14.8% of respondents indicated that the Arizona Reading Program heavily impacted their community members, especially children and youth during their summer reading programs. 13.5% of respondents indicated that information access and database usage was beneficial to patrons, especially during the pandemic. 9.4% of respondents mentioned various sub-grants as being impactful to their libraries. 8.1% of respondents mentioned eResources and resource sharing. Figure 4 below shows additional specific programs mentioned by respondents. Specific comments made by respondents follow Figure 4.

Figure 4. Impactful LSTA programs

Impactful Programs
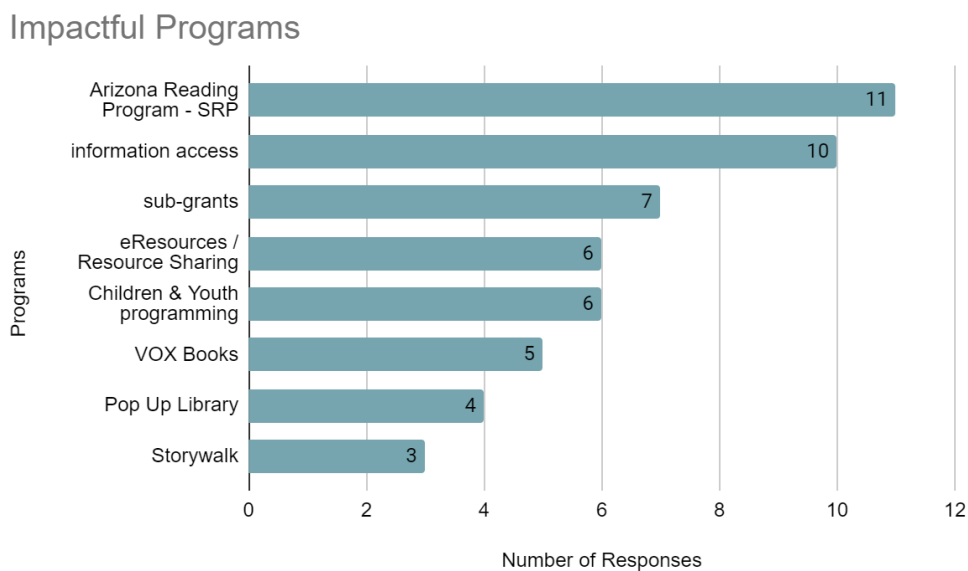
The program which has made the greatest impact in our community is the Arizona Summer Reading Program. It encourages children to read. Reading can have a positive impact on their education, confidence, and future employment.

Our library has benefited significantly by the subgrant activities. We were able to turn our children's space into an Imagination Station in 2018 with inviting furniture, interactive toys, and toys for circulation. Then the library received another subgrant in 2019 to build a StoryWalk® at a nearby park. The library also received a subgrant in 2020 to provide resources for patrons with limited vision and limited hearing. These funds have provided families with a space where they can gather to grow, learn, and build friendships. The accessibility resources have opened doors for patrons to independently use a computer, browse the shelves, and participate in programs.

Resource Sharing has been very important for us. We have been able to increase the size of our network by about 20 libraries because of LSTA funds. Our county-wide calendar also won an AACO award because of its positive impact to the public. Those are just two example projects. We've had many funds.

LSTA-supported programs associated with Resource Sharing, Digital Inclusion, and the Arizona Memory Project appealed the most to us as an academic institution. We are fortunate enough to feel supported financially by our institution to provide adequate materials and staffing for the Library and its students and faculty, but special projects have been given less priority. Receiving grant funding allowed us to fund a special project that we would have otherwise never been able to fund, in addition to receiving support from experts from the staff of the Arizona State Library. This special project allowed us to create an initiative that impacted current students, staff, and faculty, but also alumni and community members. Thanks to LSTA funding, we now have a digitized collection of archival photos shareable with the above mentioned user groups, but also as a part of the Arizona Memory Project where our institution is represented as a part of Arizona's history.

I think the expanded access to research databases, e-books, and other resources and collections has had the biggest impact. I also love the focus on inclusion and funding for tribal libraries and smaller public libraries.

Our library has benefitted from any and all state funding, without the funding we would not be able to offer programs inside the library and outside, outreach is a big part of reaching out to the community. Not only do physical collections have an impact, the digital aspect plays a big part, our community is spread out so far, some are unable to come to the libraries. Business start up kits, vox box and pop up libraries have increased circulation and the awareness of what we provide the community. High demand children's books also provide the underserved parts of the community.

Pop up Library was a great service when people couldn't come to the library because of Covid. Many Patrons were very happy to be able to have access to books during the pandemic.

As a Branch Library Manager operating a small, rural library, and without a degree or background in Library Science, it has been invaluable for me to attend the training provided by the Arizona State Library's LSTA-funded programs. My knowledge of programming, collection development,

early literacy, digital literacy, technology, and so much more has increased thousand-fold due to these programs.

Go Train was an especially welcomed offering that enabled me to attend trainings (such as the Library Institute) that I may not otherwise have participated in. As a single-staffed library it was important to have my absence covered by well-trained individuals who could handle all aspects of our library operations.

Because of my own access to training, I was able to offer the community more and better programs to address their needs. These included computer and technology classes, database trainings, healthy cooking and gardening workshops, STEAM activities for kids, and much more. In turn, the programs raised our profile in the community and increased library usage by all age groups. Increased access to wi-fi, computers and tech help continues to be extremely important to our rural community.

Over the last 3 years, LSTA supported programs have enabled us to continue offering amazing programs to our growing community. We have been able to provide the latest technologies such as expanded Wi-Fi service, additional laptops for Coding and added security to our public outdoor areas during COVID when the libraries were closed. We were able to purchase camera equipment to extend our virtual programming during and after COVID. We were also able to purchase children's early literacy reading materials to enhance our collection for the young in the community. We also had the chance to increase our digital collection size, adding more diverse and inclusive titles to reach the community as a whole.

Looking Forward

Survey respondents were then asked to provide LSTA funding changes to be implemented in the next five years. This question received a total of 76 responses. 24 respondents indicated that they had no suggestions for any LSTA funding changes at this time. 18.4% of respondents (14) indicated that they would like to see more rural and tribal community support. 17.1% of respondents (13) indicated they would like to see continued support of technology funding as technology continues to advance. 15.7% of respondents (12) indicated that improvements to digital access, especially for rural and tribal community libraries would be beneficial. 13.1% of respondents (10) indicated that they would like to see additional funding put towards professional development and staff pay, although the latter is not allowable.

Other recommendations mentioned include:
- Diversity, Equity, and Inclusion efforts
- Simplifying the grant application process
- Implementing or supporting an Interlibrary Loan and delivery program
- Funding for library facilities
- Transportation for rural communities to the library

Specific comments from respondents are below.

The Covid condition in society and in-turn, the use of technology has and will continue to reshape our world, what we do, how we think, learn, live, work and access information. Continuous efforts to efficiently and effectively invest in advanced technologies will undoubtedly pay huge dividends now and long into the foreseeable future.

Continuing with strong professional and caring staff development is uppermost on the list. Outreach to local community services/organizations is another important part. Library programs reach all people in the communities.

improve connectivity in rural areas; telehealth support; social services staff support in branches impacted by homelessness and drug use.

In addition to continuing to provide physical, social, economic accessibility through library branches and online programs, Pima County Public Library will fund Telehealth and remote patient monitoring supplies for outreach vans and the Ajo and Arivaca communities and raise awareness of environmental issues by circulating kits for Pima County residents to use for scientific research in their neighborhoods. The Kindred Team will launch an Inclusive Communities Project called "Our Story - A Communities of Color Curation Project", which will encourage Black community members to share and preserve their stories with resources and staff assistance available at their library branches. These programs will continue to help PCPL to reach out to all members of the community.

In our library service area transportation to and from the library has always been a major issue due to the rural area. Children can get off the school buses after school but lack family transportation in getting home. A one time funding of monies for a van as a matching grant would assist the library in providing after school and weekend programming. The maintenance of the vehicle would be maintained by the tribe. Lack of internet service will always be an issue but during covid the library assisted in providing its internet service through Hotspots. More funding for service fees would be greatly appreciated.

Digital services will remain important, but anything that increases our ability to provide hands-on programming and in-person services safely as the uncertainty of the COVID and potentially other global pandemics in the future continues will be important as well. Our rural community values those services and programming above all.

I think LSTA funding has been allocated wisely and don't advocate for big changes. Please continue to support electronic resources and collections. Please continue - and if possible - increase funding for tribal libraries. The Library really needs added funding. Guadalupe Library in Maricopa Co. has done a great job meeting needs of their community and can serve as a model for libraries serving communities with unique needs.

Having a statewide ILL system could be very beneficial. I would also like to see increased emphasis placed on building and sustaining partnerships. We have only received partial rewards lately for adding libraries to the network which has negatively impacted how we serve our other libraries.

Is there an effort to support digital inclusion for the homeless? I know our library has some homeless visitors on a regular basis, but I am wondering if more outreach might help those who need new skills to be able to transition out of homelessness. Could libraries and their services act like a third anchor for those who want to move out of homelessness?

Any changes that will improve delivery of services in all of the Arizona Libraries would make a difference. Continued LSTA funding made available for programs, etc., that small libraries like

ours cannot provide otherwise without these funds would be greatly appreciated and will make a difference in delivery of service to members of our community and surrounding areas.

Areas for future exploration of new or expanding programs could be E-Health access, and collaborations with educational institutions to share resources and utilize the new technology being created in Arizona's universities in shared innovation programs. ASU is already doing this kind of collaboration with K- 12 schools, and looking at that model to adapt to how libraries can better utilize educational resources within the context of our programming, would be the next step

Additional comments

The way funds are delivered to the receiving libraries is slow and antiquated, and there are glitches in the system which affect the timing of when money is received. There is no communication from the state library when funds are sent so we don't know when to expect them. When funds are late due to glitches, it affects the success and planning of the subgrant.

While most things can be improved, especially in a rapidly changing world, AZ Libraries should feel proud of their staff and the broad reach that the LSTA program has in supporting so many small and rural libraries. A focus on tribal, and small and rural libraries should be one of the main goals of the next five years. Strengthening the poorest communities, and removing those large digital access barriers, will benefit the state as a whole.

I like digital access and the numerous grant opportunities. There is nothing that I dislike. I am wondering though if there might be a way to expand the digital resources to offer digital access to current editions of The Arizona Republic? If not for all libraries (which would be insanely expensive I imagine) but maybe at least offer some LSTA grants for digital/printed subscription?

I understand why grants need to show outcomes. However some really great innovative programs don't really have measurable outcomes. It would be wonderful if grant applications would still qualify for LSTA grants even if it is difficult to measure outcomes.

The fact that construction matching grants are not available under LSTA. A library is a building so without it how can our books and periodicals be stored?

Since the pandemic the traffic in the library is less. Maybe a nationwide ad to promote the library.

I like all the LSTA programs that are offered by the Arizona State Library. The sub-grants that are offered are most beneficial to our library. The initiatives are designed to assist all the AZ libraries to keep up with the fast changing world of technology. I like the simplicity of the applications for the sub-grants. However, I feel that on occasion, there is not ample time to submit an application. I would like to suggest a longer time period for submitting a sub-grant application.

Appendix I: Output Measures Tables

Arizona LSTA Statewide Projects Output Data - SPR	2018	2019	2020	TOTAL	MEAN
Arizona Memory Project	*2018*	*2019*	*2020*		
# programs	13	7	12	32	11
Average # attendees	28	18	36	82	27
# newspaper collections added	18	18	10	46	15
# eResource materials added	97,063	47,259	50,885	195,207	65,069
Arizona Collection	*2018*	*2019*	*2020*		
# programs	16	2	8	26	9
Average # attendees	28	35	37	100	33
# items digitized	350	1,101	178	1,629	543
# print materials acquired	598	599	556	1,753	584
Materials used	5,560	8,738	7,576	21,874	7,291
Total page views	34,465	37,138	39,516	111,119	37,040
# consultations	132	348	752	1,232	411
Arizona Talking Book Library	*2018*	*2019*	*2020*		
# programs	131	95	34	260	87
Average # attendees	25	45	56	126	42
# resources discoverable to the public	4,598	6,143	6,521	17,262	5,754
# patron initiated requests	10,935	9,558	26,789	47,282	15,761
Total circulation	431,937	521,665	620,706	1,574,308	524,769
# BARD downloads	111,885	130,750	134,555	377,190	125,730
# ILL transactions	261	235	175	671	224
Reading Arizona eBook Collection	*2018*	*2019*	*2020*		
# eResoruces acquired	231	248	87	566	189
# programs	3	5	N/A	8	4
Average # attendees	25	14	N/A	39	20
Circulation	1,078	2,936	1,862	5,876	1,959

Arizona LSTA Statewide Projects Output Data - SPR	2018	2019	2020	TOTAL	MEAN
# New users	448	891	678	2,017	672
Research Library Support	*2018*	*2019*	*2020*		
# Reading room visitors	1,060	634	230	1,924	641
# reference consultations	1,600	1,324	1,792	4,716	1,572
Arizona State Publications	*2018*	*2019*	*2020*		
# print materials acquired	4,454	2,472	3,905	10,831	3,610
# items digitized	1,500	2,209	3,905	7,614	2,538
# eResources acquired	673	3,038	1,984	5,695	1,898
# New catalog records	4,060	5,253	3,835	13,148	4,383
Total circulation	40,000	53,801	49,355	143,156	47,719
# programs	7	6	6	19	6
Average # attendees	11	36	19	66	22
Physcial items preserved	1,300	747	175	2,222	741
Digital items preserved	208	226	210	644	215
Arizona Legal Resources and History	*2018*	*2019*	*2020*		
Total # consultations	608	504	610	1,722	574
# New catalog records	669	244	41	954	318
Total circulation	1,794	1,300	838	3,932	1,311
# programs	N/A	11	3	14	7
Average # attendees	N/A	29	26	55	28
# User entrances	19,982	51,523	39,274	110,779	36,926
# Website pageviews	24,539	58,523	46305	129,367	43,122
Average time on page	3 minutes	3.5 minutes	4 minutes		
Arizona Newspaper Project	*2018*	*2019*	*2020*		
# records processed	95,000	58,740	26,908	180,648	60,216
Average # of page views per month	25,570	36,500	42,694	104,764	34,921
# Newspaper pages microfilmed	50,000	95,000	30,000	175,000	58,333
# pages digitized	50,144	50,507	15,000	115,651	38,550

Arizona LSTA Statewide Projects Output Data - SPR	2018	2019	2020	TOTAL	MEAN
Public Access to Databases	*2018*	*2019*	*2020*		
# eResource licenses acquired	32	32	27	91	30
# eMagazine subscriptions	102	99	3,778	3,979	1,326
Digital Magazine Lending	87,328	94,968	26,410	208,706	69,569
Statewide Resource Sharing	*2018*	*2019*	*2020*		
Total # ILL transactions	68,075	35,114	25,618	128,807	42,936
Cost per ILL transaction	$1.58	$5.00	$4.10	$10.68	4
Arizona Reading Program	*2018*	*2019*	*2020*		
# programs	9	12	N/A	21	11
Average # attendees	62	44	N/A	106	53
# print materials acquired	61,780	10,930	24,345	97,055	32,352
Total participation	125,424	44057	74,340	243,821	81,274
Total minutes read	116,912,683	48250337	65,631,874	230,794,894	76,931,631
Total hours read	1,948,545	804172	1,093,865	3,846,582	1,282,194
Total # events	14,646	2987	2,987	20,620	6,873
Take & Make Kits	N/A	28,406	61,490	89,896	44,948
Arizona Center for the Book	*2018*	*2019*	*2020*		
# Writers in Residence programs	121	37	48	206	69
Average # attendees at Writers in Residence	23	15	17	55	18
# consultations	791	736	605	2132	711
# Southwest Books of the Year distributed	12,000	12,000	12,000	36,000	12,000
Continuing Education	*2018*	*2019*	*2020*		
# programs	13	19	20	52	17
Average # attendees	29	25	48	102	34
Attendance at InfoPeople courses	N/A	N/A	140	140	140

Arizona LSTA Statewide Projects Output Data - SPR	2018	2019	2020	TOTAL	MEAN
Niche Academy Webinars & tutorials	N/A	N/A	14,676	14676	14,676
PCI Webinar attendance	N/A	N/A	1,303	1303	1,303
E-rate Support	2018	2019	2020		
# consultations	3,346	3,676	5,203	12,225	4,075
# programs	5	5	N/A	10	5
Average # attendees	20	48	N/A	68	34

Physical material usage data	July 2018-June 2019	July 2019-June 2020	July 2020-June 2021	TOTAL	MEAN
Library Services					
Reading Room visits (Library & Archives)	1,060	634	174	1,868	623
Reference transactions	1,347	1,187	1,920	4,454	1,485
Consultation transactions	91	137	99	327	109
Total Information Transactions	1,438	1,324	2,019	4,781	1,594
Collections usage					
Arizona	5,364	4,195	8,690	18,249	6,083
Fed Docs	443	47	89	579	193
Genealogy	318	69	12	399	133
Law	1,794	1,240	838	3,872	1,291
Maps	248	262	41	551	184
Newspaper	1,725	853	349	2,927	976
State Docs	715	392	397	1504	501
Professional	3	21	10	34	11
Other miscellaneous	80	20	3	103	34
Total	10,690	7,099	10,429	28,218	9,406
ILLs					
Borrows (instate)	15	21	15	51	17
Borrows (out of state)	40	18	25	83	27
Total Borrowed	**47**	**39**	**40**	**126**	**42**
Loans (in state)	90	20	7	117	39
Loans (out of state)	234	32	5	271	90
Loans (copies)	151	121	91	363	121
Total Loaned	**423**	**173**	**105**	**701**	**234**
Arizona	196	83	48	327	109
Fed Docs	76	26	14	116	39
Genealogy	10	2	0	12	4
Law	4	3	7	14	5
Maps	1	0	0	1	1
Newspaper	102	42	26	170	57
State Docs	40	13	8	61	20
Professional	0	2	0	2	1
Other miscellaneous	1	0	0	1	0

Appendix J: Databases in Arizona

Prepared by Genya O'Gara, Library Consultant and VIVA Deputy Director

Background

Statewide database programs are a crucial service supported at various levels by the vast majority of state library programs across the United States.[13] Meeting user needs in virtual as well as physical spaces is a critical component of state library services; even as physical visits and circulation decline at public libraries (a trend likely to be further exacerbated by the COVID-19 pandemic), both the usage and availability of electronic resources has expanded.[14]

To understand the snapshot of the database resources and programs provided by the state agency, it is important to note that funding models for statewide databases have shifted considerably in the last few decades. For example, between 2000 and 2020 state libraries' overall spending on statewide database licensing increased from 42.29 million to 74.04 million dollars (spent by 48 state libraries). Within this increase however, state libraries were very unlikely to be the sole source of support for statewide databases; in fact, in 2020 89.6 percent of statewide database licensing was carried out by multiple entities and funding sources.[15] In an informal 2021 survey of state data coordinators, it was found that although the majority of states offer support for a statewide databases program (41 of 44 respondents), many of those are not managed through the state library (only 33 reported state library management). Thirty-six of these respondents also noted the existence of a local e-resource consortium in the state.

Often these statewide database programs are supported in part through LSTA funding, as well as state funding, library cost-shares, grants, and external, but often complementary, consortial programs.[16] Each statewide database program is approached, funded, and supported in slightly different ways. The following snapshots note where LSTA funds have likely supported a particular resource or platform to some extent, but they do not note what other funding or percentage of support this comprises, as this information is beyond the scope of the LSTA evaluation.

State: Arizona

Project details/URLs:
- https://imls-spr.imls.gov/Public/Details/83141
- https://imls-spr.imls.gov/Public/Details/81297

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[13] The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: The Institute of Museum and Library Services, p.14.; Results from the SDC E-Resources Survey.

[14] The Institute of Museum and Library Services. (2021). *The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic.* Washington, DC: The Institute, p. 6.

[15] The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: The Institute of Museum and Library Services, p.14.; Results from the SDC E-Resources Survey, p.14.

[16] Results from the 2021 SDC E-Resources Survey

- FFY 2018, FFY 2019 and FFY2020, a total of $ 1,502,211.22 was spent accounting for 14.52% of total expenditures

1. Table of Resources

Italicized resources in the table below are not part of the Public Access to Databases project.

Vendor	Resource	Description
Gale/Cengage	Academic OneFile	Articles and abstracts from scholarly, trade and general-interest periodicals in current events, science, social science, art and the humanities.
Gale/Cengage	Biography in Context	Biographies on more than 325,000 people from throughout history and around the world.
Gale/Cengage	Books & Authors	Expert book reviews, recommendations and author biographies.
Britannica Digital Learning	Britannica Library	Access to thousands of curated articles and magazines, images, videos, audio clips, primary sources, maps, research tools, and recommended websites, along with a pop-up Merriam-Webster's Dictionary.
Britannica Digital Learning	Britannica Escolar	Access to age-appropriate research content in Spanish, including articles, images, videos, maps, and tables.
Gale/Cengage	Career Transitions	Provides guidance and essential activities for job-seekers and those exploring career options. Tutorials
Gale/Cengage	Chilton Library	More than 45 years of information with step-by-step procedures, engine, chassis, electrical, drive train, routine maintenance, suspension work and more.
Worldbook	Enciclopedia Estudiantil Hallazgos	Beginner's Spanish-language reference tool. The site offers World Book's editorial content, rich media, and engaging features in Spanish. Key features include search and browse options, with dozens of hands-on activities to engage different learning styles.
Gale/Cengage	General OneFile	Search periodicals, newspapers, reference books and multimedia sources on the humanities, education, environmental issues, technology, health care, politics and more.
Gale/Cengage	Global Issues in Context	Features hundreds of country portals for analysis of social, political, military, economic, environmental, health and cultural issues.
Gale/Cengage	InfoTrac Newsstand (now GaleOneFile)	Provides access to more than 1,100 major U.S. regional, national and local newspapers as well as leading titles from around the world.

Gale/Cengage	Kids InfoBits	Thousands of age appropriate articles, eBooks and images, designed for grades K-6.
Ebsco	LearningExpressLibrary	Online academic and career practice tests. Areas covered include SAT preparation courses, SAT practice exams, civil service, cosmetology, EMS, firefighter, GED, law enforcement, military, postal services, real estate, U.S. citizenship, and more.
Gale/Cengage	Legal Forms	Includes official legal forms enabling users to create their own legal documents.
Gale/Cengage	Literature Resource Center	Provides access to bibliographical and biographical information, literary criticism, and contextual information covering more than 90,000 novelists, poets, essayists, journalists and other writers.
Ebsco	NoveList Plus	Online tool to help readers of all ages find new books to read based on books they've already read or topics in which they are interested.
Gale/Cengage	Opposing Viewpoints in Context	An online library of current event topics--facts and arguments for and against each topic.
Pronunciator	Pronunciator	100 languages to learn (and 68 home languages to learn them in), and a collection of instructional phrases, audio recordings and videos.
DataAxle	ReferenceUSA	ReferenceUSA helps users create marketing plans, conduct competitive analysis, raise funds and locate people. Our database selections and real-time access to more than 20 Million Businesses, 222 Million Consumers, U.S. New Businesses, U.S. New Homeowners and Movers, make research easy and fast.
Gale/Cengage	Science in Context	Detailed information for science assignments and projects, including articles, biographies, videos, overviews and experiments.
Gale/Cengage	Student Resources in Context	Explore information from science, literature and history through reference books, newspaper and journal articles, video and audio files.
Gale/Cengage	Testing and Educational Reference Center	Provides users with in-depth information on colleges and universities, graduate and professional programs, distance learning, corporate training, available scholarships and awards, preparatory entrance tests and more.
Gale/Cengage	U.S. History in Context	Information on US history from primary sources and reference documents, including photographs, illustrations and maps.
Gale/Cengage	World History in Context	Search a broad collection of reference works and primary documents covering the events, movements and individuals that

		have shaped world history.
NewsBank	NewsBank	*Full-text articles from the electronic editions of record for more than 75 newspapers including the Arizona Capitol Times, (June 2005-current), Arizona Business Gazette (1999-current) and Arizona Daily Star (Tucson, AZ) (1991-current).*
Proquest	*Proquest Congressional*	*Access to Federal Executive Branch Documents from 1933-1948.*
HeinOnline	HeinOnline	*Comprehensive, image-based collection of hundreds of legal periodicals and other legal collections.*
Historical Information Gatherers, Inc.	Fire Insurance Maps	*A research portal to find, view, and download high-resolution, color Sanborn Fire Insurance Maps, Real Estate Atlases, Plat Books, and other historical maps showing building structures, building construction details, property ownership, property uses, and other useful information. Arizona maps only.*

2. Access/Scope/Population:

Public access to databases is made available to all residents of Arizona. As of 2019 these resources served a population of 7,278,717 (US Census). The materials are made available through the State of Arizona Research Library Catalog, the Digital Arizona Library, and at public libraries throughout the state. Resources support most age groups, and cover school, research, work, and personal enrichment topics. There are specific resources geared towards elementary & high school learners, educators, and adults. Database subscriptions are purchased in collaboration with the 15 county libraries.

3. URLs:

Arizona DBs spreadsheet constructed.

4. URLs usage :

Circulation and other statistical information is included in annual reports of the Public Library Statistics and made publicly available here:
https://azlibrary.gov/libdev/programs-services-and-tools/arizona-public-library-statistics
The raw data that these reports rely on is also provided via excel workbook.

Use of Arizona Electronic Resources in State Fiscal Years 2018-2020			
Electronic Resources	2018	2019	2020
Ancestry		610,921	1,055,700
Academic OneFile	85,394	82,570	65,300
Biography In Context	43,815	45,056	3,620
Books & Authors	6,890	6,557	324
Britannica		167,212	101,185
Career transitions	5,721	6,673	4,165
Chilton	25,442	26,000	24,000
General OneFile	96,884	116,568	87,084
Global Issues in Context	45,189	55,936	59,944
Onefile News(InfoTrac Newsstand)	21,255	18,513	19,722
Kids Infobits	14,592	20,392	13,879
Learning Express	6,779	6,364	6,814
Legal Forms	6,448	8,413	7,984
Literature Resource Center	21,025	24,900	2,087
NovelistPlus	48,652	43,273	50,980
Novelist K-8	213	10,545	3,127
Opposing Viewpoints In Context	166,372	128,670	139,797
Overdrive Magazines	44,454	72,977	93,713
Pronunciator/Powerspeak	1,131	1,270	706
Reference USA	10,806,895	7,963,910	10,026,087
Science In Context	52,093	52,442	40,646
Student Resources In Context(High School)	79,471	105,211	104,228
Testing & Education Reference Center	512	656	549
U.S. History In Context	73,278	45,640	64,057
World History In Context	60,467	65,388	44,443
Totals	11,712,972	9,686,057	12,020,141