

# State Library of Louisiana

## Library Services and Technology Act

### Evaluation of the 2013 – 2017 Five Year Plan



**Evaluated by:** Charlene E. Bonnette, MS in LS, CA  
Manager, Louisiana Department  
State Library of Louisiana  
March 30, 2017

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

# Contents

Evaluation Summary	Page 3
Mission and Values	Page 8
Evaluation	Page 8
Retrospective	Page 9
➤ Goal #1	Page 9
➤ Goal #2	Page 11
➤ Goal #3	Page 21
Process	Page 26
Methodology	Page 27
Findings	Page 28
Recommendations	Page 29
Appendices	Page 31
➤ Acronyms and Abbreviations	Page 32
➤ Bibliography of all Documents Reviewed	Page 33
➤ Library Staff Consulted	Page 34
➤ Data Tables	Page 35
➤ Annual Survey of Public Library Directors	Page 38
➤ Workshop Evaluation	Page 42
➤ Evaluator's Resume	Page 44

## Evaluation Summary

The State Library of Louisiana (SLL) and the public library systems in Louisiana have shared a unique relationship over the years. While the governance and day-to-day operations of the public libraries are at the city/parish (county) level, SLL offers support through consulting, continuing education, interlibrary loan, information technology, and other services. Goals and values are similar, both seeking to enhance library services and access for patrons. Today, Louisiana has 64 parishes and 68 public library systems. Most of these systems began as demonstration libraries due to the efforts of the first and second state librarians, Essae M. Culver and Sally Farrell. Their goal to see a library in every parish (county) in Louisiana was finally realized in the 1960s. SLL would set up the parish library and operate it for a year, then the parish took over after voters approved a dedicated tax for the library. Today, all but one parish has a parish-wide system, and this one parish has five municipal libraries within its borders. Together these 63 parish systems and the municipal libraries provide statewide coverage.

SLL used all LSTA funds for statewide initiatives or services with the exception of the annual Louisiana Book Festival. The latter, although held in Baton Rouge, brought in people from all over the state. A recurring theme throughout this report is the budget crisis that Louisiana continues to face. A state general fund deficit for many years in a row meant a lack of adequate financial resources for SLL, limiting its initiatives. The Five-Year Plan offered an optimistic view that the Louisiana economy would improve, but that did not occur and all sections of Louisiana state government continued to be impacted. All SLL services and activities (acquisition of materials, databases, interlibrary loan, continuing education, site visits, etc.) were affected due to state budget reductions. Other recurring themes that also arose directly from the loss of funds, included travel freezes, and staff and public service hour reductions at the SLL. SLL employed a total of 51 staff at the beginning of the reporting period. Because of layoffs and cuts, there are now only 44 filled positions. All of these components affected the accomplishment of Key Measures and achievement of some of the goals. Tables of pertinent statistics can be accessed in the Appendices under Data Tables (DT #1,2,3, etc.)

In FY 15-16 and FY 16-17, the public libraries were asked to contribute to the cost of the statewide databases. This helped with the required match and replaced some of the LSTA funds lost because the SLL did not meet its Maintenance of Effort in previous years. Without this, they would have had to cut database subscriptions.

**The first goal to create a one-stop shop, easily accessible from anywhere at any time, including a sophisticated and relevant portal to quality information for all segments of Louisiana's population and a core collection of digital materials was partly achieved.** Usage of the electronic resources in the public libraries increased by 7,272,265 searches during the reporting period. (DT #1). A unified portal to electronic resources did not occur, but in 2016, the Legislature approved HCR80 which established the Virtual Library Study Commission to conduct a study and make recommendations regarding the development of a statewide virtual library. Ninety-five percent of public library buildings in Louisiana have at least a 10 mbps bandwidth connection, which is 5% higher than the target. One hundred

percent of the public libraries have wireless access which was achieved due to a BTOP grant and was not paid for with LSTA funds.

The **second goal to increase quality and variety of educational opportunities for Louisianans and engender a lifelong love of learning was partially achieved.** It was affected by reduced funding, staff shortages, travel freezes, and reduced hours. The attempt to increase usage of Talking Books and Braille Library (TBBL) materials to 200,000 circulations annually was met in FY 14-15 (DT #2). Though statistics do not reflect it, the TBBL usage was actually up because the newer digital cartridges held more content than the phased-out audio cassettes and the statistics were based on items and not titles.

Participation in children's literacy programs exceeded 100,000 annually. Each year the programs had over 100,000 participants. During the five-year plan, the trend was toward maintaining the gains already accomplished. When participation levels dropped, it was due to fewer promotional materials and school librarians being tasked with multiple projects and having less time to help facilitate various literacy programs.

Public libraries shared at least 80,000 items annually among themselves via interlibrary loan in 2013 and 2014, but not in 2015 and 2016 (DT #4). In 2015, the State Library ILL staff was reduced. In addition, the 40% reduction in the maximum number of courier delivery days may have resulted in some library users not choosing to wait for delivery of materials from another location.

The tutoring sessions on HomeworkLouisiana (HWLA) exceeded 25,000 annually. Usage rose exponentially to the point that the "cost" of a tutoring session was just \$5, based on the amount paid and number of sessions conducted. More than a quarter of a million tutoring sessions have been conducted since the beginning of the program seven years ago. Approximately half of the usage was from 10th and 11th graders. More than 90% of the usage was for math tutoring. A quarter of the usage involved college level courses. Continuous promotion of HomeworkLouisiana was key because new students entered the school systems while others graduated each year. The trend for participation will continue as more and more people become aware of this valuable service. Without an increase in funding, SLL may have to limit usage by simultaneous users or shorten the hours of service. The State Librarian reported an increase in calls and emails to her office from parents thanking the SLL for providing such a critical service.

The Louisiana Book Festival saw its highest attendance ever in 2013 with 29,066 attendees (DT #6). A decrease in attendance in 2014 was due to the delay in approval of publicity materials and subsequent late mailings outside of the SLL's control (this has not been a problem since). In 2015 torrential rains and flooding in downtown Baton Rouge, where the festival is held, caused the attendance to drop to 8,844, yet still a remarkable attendance once you saw just how bad the weather was. The most recent year, 2016, showed an increase of nearly 10,000 more visitors than the previous year, indicating attendance was again on the rise. A new Lt. Governor in 2016, who is a strong supporter of the SLL, increased this optimism. The extreme weather event affecting the 2015 festival caused organizers to realize the need to develop a detailed contingency and disaster plan, which is underway.

The **third goal to increase the capacity of Louisiana libraries to meet the needs of their communities and to engender 21st Century skills in their populations was partly achieved** using some creative strategies. Budget cuts, staff shortages, reductions in service hours, and travel freezes prevented staff from making the target number of site visits to public libraries. However, staff continued to offer excellent support remotely and to provide training via webinars. This necessary shift from face-to-face

training to online training made our public library staff statewide more comfortable with technology and training via webinars and is seen as an overall positive shift due to our funding situation. It hit the point home that we have to find solutions to provide our services with different service models. The libraries have been supportive and more public library staff came to the State Library for individual consultations and one-on-one training as a result of our inability to get to them. Staff continued to offer excellent support remotely and to provide training via webinars.

Library Development's mission is to advise and support public libraries while also conducting continuing education opportunities. Because public library directors were requesting more training, there was not enough time to also do site visits. LD relied more on phone calls, email, webinars, and desktop sharing to offer support. They answered 13,176 questions in FY 15-16 (DT #8).

Each year, Library Development more than achieved the target number of 50 continuing education opportunities for a minimum of 750 public library staff. In 2016, there were 109 classes with 2,365 public library staff in attendance (DT #9). Classes were taught by SLL staff. According to the 2015 library director satisfaction survey, 90% of respondents were either satisfied or very satisfied with the training provided. In 2016, the percentage was 94% indicating CE's continuing popularity. SLL staff were constantly updating and adding courses as the need arose.

SLL was unable to implement a shared ILS for at least 10 libraries by 2017. Although there was interest from the public library directors, they were hesitant to commit without knowing the cost and SLL could not give them prices without knowing how many were interested. They really wanted SLL to pay for it. SLL could not fund this program as long as the state was in a deficit.

Based on the annual survey of public library directors, these were the areas where SLL was most successful and should continue to place emphasis:

- Interlibrary loan;
- Providing advice and support, both in library operations and in IT issues;
- continuing education and training; and
- providing and supporting statewide databases.

Areas where the State Library had the least success were primarily areas which depended on cooperation with other organizations or funding sources. Reduced funds, travel freezes, staff reductions, and reduced hours also negatively affected the results for some of the Key Measures.

SLL continued to do more with fewer staff and felt it was important to continue to offer services even when faced with the obstacles mentioned above; the SLL attempted to keep as many services operational for the public libraries and citizens of Louisiana as possible. SLL further streamlined its processes and found creative ways to accomplish this. For example, the SLL's IT staff was able to remotely access a public library's network and offer training and support. The Library Development Division (LD) utilized various methods to assist the public libraries remotely.

In general, SLL accomplished much of what it set out to achieve in *A Vision for Louisiana Public Libraries – Library Services and Technology Act 2013-2017 Plan* as submitted to the Institute of Museum and Library Services. The plan supported a vision for the Louisiana public library as a vital, integral, and

valued anchor in its community, dedicated to social, economic, and technological development. The following programs were funded with LSTA funds:

- Louisiana Center for the Book
- Children and Youth Programs
- Continuing Education (CE)
- Louisiana Library Connection (LaLibCon)
- Talking Books and Braille Library (TBBL)
- Interlibrary Loan (ILL)
- Technology Support

Overall, the needs of Louisiana citizens and their libraries fell into 6 major categories:

- Technology acquisition and support
- Resources for children
- Workforce development and literacy
- Increased educational opportunities for public library staff
- Special needs populations
- Strengthening and creating 21<sup>st</sup> Century public libraries.

Strategies suggested to address these needs included

- Increased emphasis on partnerships and collaboration, especially with the academic and school libraries;
- Continued leveraging of economies of scale where feasible;
- Making all products, procedures, and services more patron-centric; and
- Enabling libraries to expand outreach and promotional opportunities to gain greater visibility and usage of their services, especially those provided through LSTA funding.

To varying degrees, the programs mentioned above addressed LSTA's Measuring Success Focal Areas and Interests of Lifelong Learning, Information Access, Institutional Capacity, Economic and Employment Development, Human Services, and Civic Engagement.

This independent five-year evaluation was conducted by the manager of the Louisiana Department of the State Library of Louisiana. Statistical data gathered by SLL for its ongoing operations to support the management activities of the Library as a state agency were used to compile this report. Discussions were held with department managers who oversaw these services and who had been employed throughout the past five years. No changes were made to the Five-Year Plan. The Louisiana Department and its staff were not funded by LSTA nor will the Louisiana Department be affected by the results of this evaluation.

## **Key Recommendations**

As SLL creates a new plan for the future, the following are recommended:

- Continuing Education for the public library staff should continue and be expanded to meet the needs of library staff, directors, and trustees thus giving them the information and knowledge they need to strengthen and expand services to meet the needs of their communities. Focus

more on hands-on, practical training and less on theoretical and academic subjects. Make the online registration process more user-friendly to encourage more registrants and continue to expand LSSCP offerings as the goal of this project is to improve and recognize the skills of front-line library workers.

- The State Library should continue to promote and emphasize services to library staff serving youth. This is a critical area of public library service and can offer challenges in smaller libraries which do not have staff dedicated to this age group. Membership in the CLSP should be continued as part of this. When funds allow, program and publicity materials should be supplied to the participating libraries to increase participation among children and teens.
- It is important to continue to deliver training opportunities using different delivery methods. Based on the comments of public library directors, it is also important to deliver some training in person as well as via webinars.
- Consulting visits are critical and should be increased as soon as staffing and funding allow. The visits to provide technology support and consulting are critical, especially for the smaller and more rural libraries. The informal interactions and development of personal connections strengthen the relationship between the State Library and public libraries. SLL tracks both site visits and public library technology support visits.
- Continue interlibrary loan so that libraries can obtain materials they do not own. When funds allow, the courier service needs to be placed on pre-deficit funding levels so libraries can obtain materials for their patrons in a more timely manner.
- A detailed contingency and disaster plan for the Louisiana Book Festival needs to be created.

The LSTA Program, as implemented by SLL, actively supports IMLS goals and successfully delivers programs to the state of Louisiana which fulfills the goals outlined by SLL in its LSTA plan.

## Mission and Values

Mission of the State Library of Louisiana:

The State Library of Louisiana, through technology and its nationwide resource sharing ability, with both print and electronic resources, public/private partnerships, cooperative agreements with other state, federal and local agencies, and its expert staff, employs traditional and innovative strategies to build an informed, educated, computer literate, and employable citizenry of lifelong learners.

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

- Equal access to information for all citizens,
- The literary and cultural heritage of Louisiana,
- Intellectual freedom, and
- Reading.



## Evaluation Report

### Retrospective Questions

**Goal # 1: Create a one-stop shop, easily accessible from anywhere at any time, including a sophisticated and relevant portal to quality information for all segments of Louisiana’s population and a core collection of digital materials.**

This goal addressed the needs related to technology, children, and 21<sup>st</sup> Century skills in public libraries.

#### **LSTA Priorities addressed:**

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.
2. Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.

#### **A-1: Programs and Activities**

##### *Louisiana Library Connection*

The Louisiana Library Connection (LaLibCon) was established in 1998 and is a program that includes the statewide databases and other electronic materials provided across the state, as well as the basic technology infrastructure and support for providing these resources through the public libraries. The vision was to create a statewide virtual library accessible by all Louisianans whether they were public library patrons, K-12 students, or academic library users. In the 2016 legislative session, The Virtual Library Study Commission (HCR80) was established to examine the feasibility of bringing these three communities together under one interface.

- **Overall, this goal was only partly achieved.** Budget cuts and politics from the previous administration prevented SLL from achieving this goal. That being said, the Virtual Library Study Commission was the first step in the creation of a virtual library. The need for this continues and may show up again in the next five-year plan. A statewide set of electronic resources available to all will promote equal access and equal opportunity for the haves and have-nots.
- **The Key Measure of increasing public library usage of electronic resources was more than achieved.** Use of electronic resources exceeded expectation. Ease of use was a major factor in the increased usage. Increased bandwidth also helped. In 2015, the State Library implemented geo-location authentication that dramatically increased database usage.
- **The Key Measure that at least 90% of public library buildings will offer a 10 mbps Internet connection by 2017 and 100% of public library buildings with wireless access for patrons were achieved.** SLL exceeded the goal by assisting the public libraries in obtaining 10 mbps Internet connections. Ninety-five percent of public library buildings have 10 mbps broadband connections. Having robust bandwidth assisted patrons in accessing information more quickly

and allowed access to high-bandwidth resources. Little can be done with slow bandwidth, and all of the Louisiana public libraries offer wireless access as well.

All of Louisiana’s citizens benefitted from the Louisiana Library Connection statewide databases, especially smaller libraries that were not able to afford the databases or internet service on their own. Databases and e-rate assistance offered through and coordinated by SLL Library Development were very important to the continued success of the public libraries. Louisiana had 100% e-rate participation largely due to the efforts of the Library Development staff assisting them, even with one-on-one sessions, if they were needed. Databases included general interest resources, newspapers and periodicals, a language-learning tool, literary criticism resources, children’s e-books, practice tests, job preparation materials, and more. The electronic resources were licensed from EBSCO, Gale Cengage, Learning Express, Tumblebooks, Newsbank, and Pronunciator. The 59 available databases were accessed 8,284,068 times in 2015 (DT #1).

SLL IT staff provided all the support for these databases, including ones that individual libraries licensed on their own. During economic downturns, usage of the databases increased. The 2016 Louisiana Library Connection Database survey indicated the majority of respondents felt the databases were very important. The topic areas that ranked the highest included HomeworkLouisiana (HWLA), Children/Teens, General Periodicals, and Medicine. One state lawmaker felt these databases and HomeworkLouisiana were so important he introduced legislation, later passed into law, that required the Department of Education to help promote HWLA in their printed manuals and handouts and on their district websites. SLL staff is considering creating 3-5 minute videos demonstrating how to use the databases; these would be posted to the SLL website. One SLL staff member took a 2-year online course in online instructional design; she plans to share what she learned with other staff trainers. Progress towards specific Key Indicators:

Key Measure #1 (Goal 1)	
➤ Increase public library usage of electronic resources by 5% per year.	<b>Goal Achieved</b> Total electronic database usage increased from 1,011,803 in 2012 to 8,284,068 in 2016.
Key Measure #2 (Goal 1)	
➤ Present unified portal to electronic resources for all Louisianans by 2016.	<b>Goal Not Achieved</b> In 2016, Senator Dan Morrish introduced HCR80 to establish the Virtual Library Study Commission.
Key Measure #3 (Goal 1)	
➤ At least 90% of public library buildings will offer a 10 mbps Internet connection by 2017.	<b>Goal Achieved</b> 95% of public library buildings in Louisiana have a 10 mbps connection.
Key Measure #4 (Goal 1)	
➤ One hundred percent of public library buildings will offer wireless access for users by 2014.	<b>Goal Achieved</b> At present, there are 340 public library facilities and all offer wireless access.

**A-2 Measuring Success Focal Areas and Intent**

The Louisiana Library Connection statewide databases supported access to lifelong learning and improving users' general knowledge and formal education. The most obvious focal area supported was that of information access, allowing users to discover, obtain, and use information resources. Some of the databases that provided health information contributed to human services by improving users' ability to apply information that furthers their personal or family health and wellness.

### **A-3 Groups Served**

The Louisiana Library Connection databases were available to all Louisianans, but the highest use was by students and those seeking to improve general knowledge and skills. Children's read-along books by TumbleBooks were also quite popular. There were a number of resources that had text-to-speech capabilities that supported users with limited functional literacy and information skills.

## **Goal #2: Increase quality and variety of educational opportunities for Louisianans and engender a lifelong love of learning.**

This goal addressed the needs of special populations, children, workforce development, literacy, and increased educational opportunities.

### **LSTA Priorities:**

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills .
5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills .
6. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved.

Goal 2 presents a very broad vision and encompasses a large number of diverse constituencies. Some parts of the goal were achieved; some were not. Here is an explanation based on each program.

### **A-1: Programs and Activities**

#### *Talking Books and Braille Library*

TBBL remained a free public library service to Louisiana residents of all ages who could not easily read standard printed materials due to a visual impairment, physical disability or a reading disability, whether it was permanent or temporary. TBBL provided access to information, resources, and ideas to enhance a lifetime of learning opportunities to those with visual or physical disabilities, institutionalized persons, and people with special needs. Services included information access and talking book-lending, literacy programs, and outreach services. The program is affiliated with the National Library Service for the Blind and Physically Handicapped (NLS). TBBL offered large print materials, digital audiobooks, captioned videos, Braille materials, and BARD. TBBL partnered with a number of nonprofit agencies and with

occupational therapists, social workers, geriatric specialists, and other professionals to enroll new readers. Louisiana users obtained Braille materials through a contract with the State Library of Utah.

- **The Key Measure to Increase usage of Talking Books and Braille Library (TBBL) materials to 200,000 annually was partly achieved one of the five years of the plan.** In FY 14-15, 200,666 items were checked out. (DT #2).

Circulation of materials to institutions such as schools, assisted living centers, nursing homes, and correctional facilities remained strong, and Louisiana citizens living in group care facilities benefitted greatly from the informational and recreational materials included in the TBBL collections. TBBL provided direct library service to more than 6,000 Louisiana citizens who were not able to read standard print because they had a visual, physical, or reading disability. Ages ranged from 4 to 103. The FY 15-16 summer reading program for youth attracted 105 participants, thus keeping reading skills active for blind and disabled students during the long summer holidays. The Readers' Advisor service of TBBL assisted users in discovering new information sources and obtaining the information resources to improve their general knowledge or skills.

The Talking Books and Braille Library successfully phased out the audio-cassettes and moved to digital cartridges. Though statistics do not reflect it, the usage was up because the digital cartridges held more content than the older audio cassettes and the statistics were based on items checked out, not titles. For example, a four-gigabyte digital cartridge could hold ten books. In FY 14-15, both digital cartridges and cassettes were circulated while in more recent years only digital were circulated.

Key Measure #1 (Goal 2)	
<ul style="list-style-type: none"> <li>➤ Increase usage of Talking Books and Braille Library (TBBL) materials to 200,000 annually.</li> </ul>	<p><b><i>Goal Partially Achieved</i></b>            The goal was met in FY 14-15, but not for the other years due to new digital cartridges holding more content than the phased-out audio cassettes (DT #2).</p>

Also, new patrons were allowed to receive only 2 digital books initially in order to be sure items were returned. This increased after a year of good standing, and TBBL planned to increase this number further. With the help of one of SLL's supporting foundations, the Mrs. W. Carruth Jones Foundation for the Blind and Physically Handicapped, staff also traveled to exhibit at various associations for those with disabilities and at health conferences. In FY 15-16, TBBL answered a total of 4,257 reference transactions and their Readers' Advisors had 12,058 consultations (DT #2). Readers' Advisors assisted patrons via phone, email, mail, and in person. TBBL also published *HotLines*, their quarterly newsletter that is available in large print, Braille, digital cartridge, and electronic format. As usage of digital materials and BARD (Braille Audio Reading Download) continues to rise, it is necessary for TBBL staff to continually enhance and improve their computer skills. This key measure should be readjusted to highlight titles checked out instead of number of physical items.

*Louisiana Jobs and Career Center and Workforce Development*

The Louisiana Jobs and Career Center (LaJaCC) website and the workforce development classes began March, 2010 and ended March, 2013 due to a BTOP grant. The activities provided access to information and learning resources in support of education, lifelong learning, workforce development, and digital literacy skills. Users could advance their formal education, acquire general knowledge and skills, discover information resources, obtain and use information resources, and apply information for employment support. At the time the five-year plan was developed, SLL expected to continue these training sessions with LSTA funding and existing staff, though on a smaller scale.

- **The Key Measure that the LaJaCC website will get at least 10,000 hits annually was Partly Achieved and the Key Measure that the State Library will offer at least two workforce development classes for the general public in each of the State’s eight regions each year was Not Achieved.** This website offered a place to register for free computer training and also provided information on job searching, resume-writing, and a number of other topics of interest to someone looking to change jobs or to get a job. Failure to achieve these target numbers rested in the SLL staff lay-offs, budget cuts, travel freezes, and reduction of service hours. In FY 12-13, LaJaCC received 209,425 hits and 144,422 hits in FY 13-14, well over the target goal of 10,000, that in all likelihood would have continued to exceed the target if the above-mentioned factors had not occurred. Those factors forced SLL to suspend the website in May, 2014, hence the reduced numbers of 144,422 for FY 13-14. The informational resources portion of LAJaCC was replaced with a LibGuide, which was accessible through the Louisiana Library Connection and on the State Library’s website. Patrons could access guides and links for Between-job Resources, Find a Job (includes resources for veterans), and Job Search Resources.
  
- **The Key Measure that State Library will offer at least two workforce development classes for the general public in each of the State’s eight regions each year was Not Achieved.** A variety of computer classes were taught from basic Microsoft Word and Excel to setting up a wireless router. The State Library expected to continue the training, though at a reduced level of effort, by using existing staff to deliver the training sessions. Classes taught at SLL included Microsoft Word 1 & 2, Excel 1 & 2, and PowerPoint 1. Quite a few State Library homeless patrons took advantage of the classes offered.

Unfortunately, staff lay-offs, budget cuts, travel freezes, and reduced SLL hours caused a cessation of the classes regionally, but SLL staff continued teaching classes every week at the State Library. When the library experienced a 50% reduction in hours and staff layoffs in March 2015, the classes were discontinued.

Key Measure #2 (Goal 2)	
<ul style="list-style-type: none"> <li>➤ LAJaCC website will get at least 10,000 hits annually.</li> </ul>	<p><b>Goal Partially Achieved</b>                      The goal was met in 2013 (209,415) and 2014 (144,422), but the website ceased due to staff lay-offs, budget cuts, and a 50% decrease in State Library hours of operation.</p>

Key Measure #3 (Goal 2)	
<ul style="list-style-type: none"> <li>➤ The State Library will offer at least two workforce development classes for the general public in each of the State's eight regions each year.</li> </ul>	<p><b>Goal Not Achieved</b> Budget cuts, travel freezes, reduced staff and hours of operation caused the program to first cut back to only providing classes at the State Library and then to cease entirely.</p>

### *Summer Reading Program*

SLL took a leadership role in promoting literacy and reading for children and teens through the annual Summer Reading Program (SRP), the Louisiana Young Readers' Choice (LYRC) program, and the Louisiana Teen Readers' Choice (LTRC) program. Through SLL's membership, Louisiana public libraries used themes from the national Collaborative Summer Library Program (CLSP) for children from preschool through grade 12 and adults. The SRP was one of the State Library's largest and most successful initiatives, encouraging children to read and use the public library during the summer. Children registered with our Talking Books and Braille Library also participated in the SRP. The LYRC and LTRC programs encouraged students in grades 3-5, 6-8 and 9-12 to read for pleasure. Participants read two or three books and voted for their favorite. This fostered a love of reading in the children and teens of Louisiana by motivating them to participate in the selection and recognition of outstanding books.

During this five-year plan, the trend was toward maintaining the current levels of participation. Numbers decreased in FY 13-14 and FY 14-15, which this was attributed to having less grant funding for promotional materials. In general, the turnover rate of school librarians is relatively high, so that new hires are not always aware of the programs. Also, around this time, many school librarians were cut from the public schools or asked to teach regular classes, giving them less time to promote SRP, LYRC, and LTRC. Other factors included the relative popularity of the theme for the SRP each year. *Dig into Reading*, the theme for summer 2013, was very popular with 93,084 participants, while the 2014 theme *Fizz, Boom, Read* had only 84,012 (DT #3). The 2016 theme, *On Your Mark...Get Set READ* had 89,485 participants, indicating participation closer to the 2012 figures. When possible, SLL provided the libraries with free LYRC bookmarks, posters, and a website with resources for those participating in the programs. In FY 15-16, SLL staff created a total of 44 study guides and educational resources for the Louisiana Readers' Choice Program.

- **The Key Measure to have over 100,000 children participate in children's literacy programs Was Achieved.** Total participation for each year exceeded 100,000. The 2016 SRP had 89,485 participants and the 2016 LYRC and LTRC program had 22,997 participants for a combined total of 112,482 (DT #3). Special needs children were included in the annual LYRC/LTRC award balloting, using alternate format books. During the summer of FY 15-16, 105 special needs youth participated in the reading programs, thus keeping reading skills alive during the long summer holidays.

SLL staff conducted workshops throughout the state for public library staff who in turn took what they learned and promoted books and reading in their libraries. The workshops taught by State Library staff accomplished several objectives: provided professional guidance throughout the programs, created an environment that facilitated the sharing of talent and ideas, helped maintain resources and idea sharing and enthusiasm for youth services year-round, and generated a network of trained staff. Workshops

typically included creative ideas for story times, library programs, finger-plays, songs, puppet shows, skits, crafts, art, reading incentive ideas, publicity techniques, and school-public library cooperation.

Key Measure #4 (Goal 2)	
<ul style="list-style-type: none"> <li>➤ Participation in children’s literacy programs will exceed 100,000 annually.</li> </ul>	<p><b>Goal Achieved</b> Each year, the total participation SLL-sponsored children’s programs was more than 100,000.</p>

Studies have indicated that children who read as few as four books during the summer return to school in the fall at or above their spring reading levels and the skills of children that do not read actually decline. Public libraries had a positive impact on the academic success of children by motivating them to read during the summer and helping to create lifelong readers and learners.

Public libraries also provided children with the opportunity to experience free high-quality educational, cultural, and artistic activities in a supportive environment. The children’s and teens’ reading programs contributed significantly to the quality of life of children living in Louisiana, especially in rural areas where very little was available to them otherwise due to their remote location. The summer library programs provided constructive activities, plus reading motivation that had a significant positive impact on their lives. The LYRC/LTRC program was carried out in conjunction with the schools and provided the opportunity to read and enjoy high-quality books and to experience using real voting machines and for SLL to strengthen and maintain its long-term relationship with the Secretary of State’s Office. All of these programs were critical to Louisiana’s future since the State fell short in so many measures of school readiness and educational achievement.

*Interlibrary Loan*

The statewide Interlibrary Loan (ILL) system, LoanSHARK, provided all Louisianans access to a wide variety of high quality materials not held in their local public libraries. This program allowed libraries to share materials among themselves, thus providing more than any one library could afford to buy on its own. Not having to pay for materials that only a few readers wanted was a huge cost savings for libraries.

SLL funded and managed the day-to-day operations of the online statewide resource sharing system which was linked to OCLC, an international database of library holdings. This allowed access to materials, not only within Louisiana libraries (public, academic, prison) but also to the materials of thousands of libraries throughout the country. All Louisiana citizens, through their library, had access to ILL. Delivery of library materials within Louisiana was provided through a contract with a commercial delivery service, funded by LSTA, at no cost to the public and academic libraries. The intent of the program was to improve users’ ability to obtain and/or use information resources. SLL staff trained public library ILL staff in person and via webinars so they could use the system most effectively.

- **The Key Measure that public libraries would share at least 80,000 items annually among themselves via interlibrary loan was partly achieved.** Items loaned among public libraries totaled 87,858 in 2013 and 82,682 in 2014 (DT #4). Items loaned in 2015 and 2016 totaled

77,741 and 74,269 respectively (DT #4). The 2015 and 2016 annual surveys of library directors showed that 100% were satisfied or very satisfied with the ILL service.

SLL staff trained public and institutional libraries to use the ILL system. Those incarcerated were trained to staff their prison library and run it, something they can add to their resumes upon release. Prison libraries requested training manuals for classes they taught. Public libraries used ILL for their book clubs when multiple copies of the same title were needed. A courier service delivered the items throughout the state.

In 2015, budget cuts and the loss of some LSTA funds due to the State not meeting its MOE in prior years, forced SLL to cut back on the maximum number of days per week that the courier service could be available. SLL was also unable to purchase new materials, which directly affected items sent via ILL from SLL’s collection. For example, public libraries shared over 87,858 items in FY 12-13; that fell to 74,269 in FY 15-16 (DT #4). During this period, SLL ILL staff was reduced 30%. Because parish libraries had a more stable funding base, with renewal of tax elections every ten years, many were able to purchase items requested by the public rather than borrow from other libraries in the state. In addition, the 40% reduction in the maximum number of courier delivery days resulted in some library users perhaps not choosing to wait for delivery of materials from another location.

Key Measure #5 (Goal 2)	
➤ Public libraries will share at least 80,000 items annually among themselves via interlibrary loan.	<b>Goal Partially Achieved</b> Items loaned among public libraries via ILL surpassed 80,000 in the first two years of the period. (DT #4).

In FY 15-16, according to interviews with the ILL manager, ILL staff answered a total of 2,100 support/reference requests, averaging about 175 a month. That year SLL handled a total of 98,455 ILL transactions. SLL is the only library in the state that actively loaned items to prisons, except for the Washington Parish Library. The latter obtained books from SLL and forwarded them to the prison in their area. Prisons requested training materials for their classes as well as reading materials for the incarcerated.

*HomeworkLouisiana*

This online after-school tutoring program was available to all students in Louisiana from second grade through basic college level. Certified tutors provided one-on-one homework help via chat in all subjects. This was available Sunday-Thursday, 2 p.m. – 10 p.m., from any public library or home computer with an internet connection. The Skills Center was available 24/7/365 and was accessed from the library, school, or home. An adult education center provided assistance with job searches, resume-writing and interview prep, Sunday – Thursday, 10 a.m. – 10 p.m. In FY 13-14 tutoring in Vietnamese was added. The service has been available for 7 years and more than a quarter of a million tutoring sessions were delivered. The program ensured that all Louisiana residents had access to quality information and assistance. In 2015, the Louisiana Legislature passed Bill 28 (Act 239) which required that all publicly-funded K-12 schools advertise and promote HWLA to their students and teachers.



In a public library staff survey to assess database needs conducted, in September 2016, HWLA was ranked 4.59 on a scale of 1-5 in importance. The survey also showed that resources for children are perceived by library staff to be critically important in Louisiana. SLL staff provided training for public library staff in how to reach out to schools and promote HWLA.

Simplification of log-on procedures also increased usage. The trend for increased participation should continue as more and more people become aware of this service. In the 2016 database survey, HomeworkLouisiana and Learning Express ranked the highest. Some comments by students included, “I am really glad this service is offered. It has really helped me keep my grades up.” The dropout rate in Louisiana fell between FY 13-14 and FY 14-15. There were 439 fewer dropouts in grades 7 – 12 and 188 fewer in grades 9-12, although a direct correlation between these figures and HWLA use cannot be made (DT #12).

- **Tutoring sessions on HomeworkLouisiana will exceed 25,000 annually was achieved.** Tutoring sessions on HWLA exceeded 25,000 annually for each year of the reporting period. There were 66,467 tutoring sessions in FY15-16 for a total of 22,418 hours of instruction and 70,383 sessions in FY 14-15 (DT #5).

HWLA use rose exponentially to the point that the “cost” of a tutoring session was just \$5, based on amount paid and number of sessions conducted. More than a quarter of a million tutoring sessions have been conducted since the beginning of the program seven years ago. Approximately half of the usage was from 10th and 11th graders. More than 90% of the usage was for math tutoring. A quarter of the usage was college level. Promotion of HomeworkLouisiana on an annual basis was key because new students entered the school system each year and others graduated. Because of the high usage, the vendor, Tutor.com, increased the cost. Without an increase in funding, SLL will not be able to sustain HWLA at the current level and may have to limit usage by simultaneous users or shorten the hours of service.

SLL provided promotional materials to libraries and a PDF file to schools to help advertise the service. There was little publicity by the State Library between 2015 and 2017 because of the layoff of the communications director at SLL. However, SLL staff continued to publicize the program at state conferences and via webinars for public library staff.

HomeworkLouisiana (HWLA)

Key Measure #6 (Goal 2)	
➤ Tutoring sessions on HomeworkLouisiana will exceed 25,000 annually.	<b>Goal Achieved</b> Each year of this reporting period exceeded the goal of 25,000 sessions.

*Louisiana Book Festival*

LBF was established as a project of the Louisiana Center for the Book within the State Library with the purpose of stimulating public interest in reading, books, and libraries. It was the primary event in achieving the mission of the Center for the Book, which was to promote literacy and reading as well as

to showcase Louisiana authors and the publishing community, contributing to Louisiana's Cultural Economy.

At the time of the Center's creation, statistics provided by the National Adult Literacy Survey indicated that 61 percent of Louisiana's adult population struggled at the two lowest levels of literacy, ranking Louisiana third from the bottom in national literacy levels. An online article published in 2017, *Illiteracy in Louisiana is Currently Worse than the National Average*, states that the national illiteracy rate is at 15% whereas the rate in Louisiana is 20%.

At the same time, the meaningful and on-going accomplishments of Louisiana writers and others involved in the creation and promotion of books were largely under-recognized as important Louisiana cultural resources - assets which can and should be used to inspire self-improvement and excellence among Louisiana's citizens and to enhance Louisiana's national reputation. The Louisiana Book Festival and the Center worked to address and improve both of these conditions by creating opportunities for the public to directly interact with Louisiana writers and others involved in the creation and promotion of books and reading, thus helping new authors, and by promoting statewide and nationally the publishing accomplishments of these writers and book professionals. The Center for the Book also sponsored literacy programs.

- **Increase attendance at LBF to at least 20,000 by 2014 was partly achieved.** The Louisiana Center for the Book organized the annual Louisiana Book Festival (LBF) which was ranked by authors as the second-best book festival in the world for authors to attend in 2009. Other festivals' staff in Mississippi and Arkansas visited the LBF and consulted with LBF staff on how to create and/or enhance their festivals. The LBF has been seen as a best practice for book festivals. The goal to have at least 20,000 attendees at the Louisiana Book Festival by 2014 was partly achieved. In November 2013, over 29,066 people attended the event, the highest in its history (DT #6).

In 2013, great weather and big name authors drew more attendees resulting in the largest festival crowd ever. The decrease in 2014 with 17,706 attendees was due to the delay in approval of publicity materials and subsequent late mailings, out of the control of SLL, as well as the absence of the SLL communications director. In 2015 torrential rains caused all outdoor activities of the book festival to be shut down, resulting in the lower attendance of 8,844. 2016 saw an increase of almost 10,000 from the previous year. The festival audience is slowly climbing back to FY 12-13 levels (DT #6).

In 2015, the major weather event (nearby tornadoes, heavy rains, and tornado warnings) on the day of festival disrupted afternoon events and resulted in the closing of all outdoor activities prior to scheduled completion. This resulted in significantly lower attendance than in previous years. Even then, there were 202 authors and panelists in 145 programs at 27 venues including the State Capitol, State Library, State Museum, Welcome Center, and (wet and floating) tents on the Capitol Park grounds. In spite of the weather, participants, happily and with determination, attended educational/informational sessions celebrating the state's culture which included book talks, panel discussions, cooking demonstrations, live LA music, book sales and signings, database demonstrations, children's storytellers and authors, teen headquarters and activities, food and an art exhibit, *Trio*, relating books with art and songs about them. There were 88 book and literacy related exhibitors. Five workshops were held the day before the festival on writing historical fiction, experiential non-fiction, poetry, memoirs and publicity.

The annual pre-festival outreach program for kids, Music with a Message, which promoted reading and health reached 3,450 area elementary and middle school students, with a focus on schools in underserved areas.

The Center for the Book also produced programs on black history and literature and on poetry. One popular program was the Letters about Literature Program that was a national reading and writing competition for students, sponsored by the Center for the Book in the Library of Congress and coordinated in Louisiana by the Louisiana Center for the Book. Fourth through twelfth grade students wrote a personal letter to an author of any genre, living or dead, and explained how that author’s book, poem, or play changed the students’ views of the world or themselves. According to the Director, Louisiana’s registration for the Letter’s About Literature Program was almost double for FY 16-17 (670) compared to the previous year (389).

Louisiana Book Festival (LBF)

Key Measure #7 (Goal 2)	
<ul style="list-style-type: none"> <li>➤ Increase attendance at LBF to at least 20,000 by 2014.</li> </ul>	<p><b>Goal Partly Achieved</b>            2013 saw the largest Louisiana Book Festival attendance ever with 29,066 attendees, but delays in approval of publicity materials, late mailings and torrential rains caused attendance to fall in subsequent years (DT #6).</p>

The only complaint continually voiced was that, with the festival only being held on one day, by necessity, multiple programs had to be held simultaneously. But continued efforts to creatively schedule events that don’t directly conflict with each other (genre, age groups, subject matter, for example) helped decrease comments. Most festival evaluations were positive. The 2016 Louisiana Book Festival evaluation indicated 92% of responders specifically came to Baton Rouge for the festival. Visitors came from Canada, Colorado, California, New York, Texas and Louisiana. Comments included, “so impressed with our state authors!” and “Love this event!” and “Always an enjoyable experience.” Over 96% planned to come to the next festival.

With state budget limitations, decreased private funding, and increasing competition for grant dollars, extending the festival to more than one day was not possible. The weather event that affected the 2015 festival caused organizers to realize the need to develop a detailed contingency and disaster plan, which is being done.

**A-2 Measuring Success Focal Areas and Intent**

*Lifelong Learning*

- The Talking Books and Braille Library supported Lifelong Learning by providing library services to those with visual or physical disabilities. Both fiction and non-fiction talking books, large print books, and Braille materials were sent to 6000 Louisianans.
- The Summer Reading Program directly supported this goal by encouraging children and teens to read over the summer months when they typically lose ground in their reading levels. Also, by

providing summer programming and activities directly related to the SRP's theme, libraries encouraged non-fiction reading as well as reading for pleasure.

- Nothing promoted a love of learning and reading more than the annual Louisiana Book Festival, where attendees of all ages got to rub elbows with real authors, had books signed, and heard panelists discuss books and writing.
- Interlibrary loan supported learning and reading by bringing the world's literature and information to the local library. When avid readers exhausted all materials on a particular subject of interest, they could then borrow materials from elsewhere to feed their love of reading.
- HomeworkLouisiana supported students in their formal education by providing online after school one-on-one tutoring. Parents were thrilled that there was someone else to help their middle and high school students with their homework. HWLA has recently added a component to help students prepare for the ACT test. At the most recent Louisiana Library Association annual conference, many attendees were overheard praising this latest addition. Also, the Adult Center provided tutoring in job search skills, resume writing, and interviewing.
- Workforce development classes and computer training helped those seeking jobs to improve their skills and create a more employable workforce.

#### *Information Access*

- STEM topics in the Summer Reading Program had the potential to lure readers into content they might not have discovered.
- TBBL staff answered various reference and referral questions from their users in addition to supplying reading materials.
- Interlibrary loan provided informational materials that otherwise would have been unavailable in their local library.

#### *Institutional Capacity*

- The training of ILL staff enabled them to better use the ILL system and meet the needs of their users.

#### *Economic & Employment Development*

- HWLA supported this area by providing tutoring in resume writing and interviewing. Users could actually upload a resume to be critiqued by Tutor.com tutors.
- Children's programming that encouraged reading prepared them for the workforce by improving the most basic of skills – reading. It is virtually impossible to succeed in any other endeavor if they are unable to read well.

#### *Human Services*

- Interlibrary loan supported this area by providing materials on the topics listed.

### *Civic Engagement*

- The Book Festival inadvertently supported improving users' ability to participate in community conversations by providing opportunities to hear and appreciate others' viewpoints on current topics. As an example, one of the speakers at the last book festival was a transgender author who spoke about her experiences.

### **A-3 Groups Served**

All groups listed were served to some extent, but the following programs were aimed at specific communities:

- The Talking Books and Braille Library services were targeted at individuals with disabilities or with limited functional literacy or reading disabilities. More than 6000 individuals and institutions were served.
- the book festival made an effort to invite and attract minorities and children in low income and underserved areas. The festival continued to be attended primarily by white, higher-income, educated women; there is more work to be done in this area.
- Of course the Summer Reading Program and Louisiana Readers' Choice Program directly benefitted children, school-aged youth, and families. These programs attracted more than 100,000 participants each year.
- HomeworkLouisiana, along with workforce development and computer classes, supported individuals that were unemployed or underemployed by allowing them to increase their computer skills and obtain tutoring and assistance in job searching. Although the available hours of the Adult Learning Center's tutoring exceeded the number of hours of student tutoring available, most of the usage of HWLA continued to be from middle and high school students and college students.

### **Goal 3: Increase the capacity of Louisiana libraries to meet the needs of their communities and to engender 21st Century skills in their populations.**

This goal addressed the needs of library staff and, by extension, the general public.

#### **LSTA Priorities:**

3. Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.

7. Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

In general this goal was achieved. SLL conducted a robust continuing education program and librarians provided advice to public library directors, staff, and trustees many times per day. Staff shortages and travel freezes prevented some associated Key Measures from being completely achieved; however,

annual surveys of public library directors revealed that they consistently rated their overall satisfaction with Library Development’s services as either satisfied or very satisfied.

**A-1 Programs and Activities**

*Technology Support*

The Information Technology Department of the State Library of Louisiana provided consultations and on-site support for public libraries’ day-to-day operations and their technology. The consultations performed by SLL staff improved public library infrastructure, allowed them to make wise purchases, and prevented catastrophic downtime. Consultations included answering questions and one-on-one training on hardware, software, telecommunications, networking, and more. Since many small public library IT staffs were either part time local computer dealers or self-taught library staff, SLL IT staff provided access to best practices and experienced IT professionals.

- **The Key Measure to conduct at least 12 technology site visits per year to improve public library networks was partly achieved.** Due to staff reductions and travel freezes, the expected number of on-site visits could not be achieved. However, SLL’s IT staff continued to provide much-needed and valuable support remotely. In FY 15-16 alone, IT staff handled 157 public library support requests.

IT Consulting Visits

Key Measure #1 (Goal 3)	
<ul style="list-style-type: none"> <li>➤ Conduct at least 12 technology site visits per year to improve public library networks.</li> </ul>	<p><b>Goal Not Achieved</b>            There were 77 IT site visits in FY 12-13. The drop in subsequent years was due to reductions in staff and public service hours as well as travel freezes (DT #7).</p>

The service and support offered by SLL IT staff touched all aspects of the public library’s community, including businesses, children, teens, the library workforce, seniors, parents, teachers, and more. Because of this technological support, patrons had access to computers, the Internet, and accessibility workstations for special needs populations. Accessibility workstations were upgraded. IT offered support, including managing authentication, for the LaLibCon databases, as well as the databases that the libraries licensed on their own. Because IT offered support for a library’s electronic equipment and may be the only assistance they had, it was imperative that IT staff remain in the forefront of technological advances.

*Public Library Support and Training*

SLL, through its Library Development Division, provided training and advice to public library directors, staff, and trustees on a variety of topics, including Louisiana library laws, policies, personnel, management, library trends, best practices, library operations, etc. Support and training were provided on site (when travel was allowed), and by email, phone, and webinars.

Library Development offered continuing education classes for public library front line staff, their directors, and board members. This training allowed them to deliver the most basic library services to their communities competently and effectively. To this end, SLL offered a yearly continuing education schedule along with courses certified by the ALA-APA Library Support Staff Certification program.

- **The Key Measure to perform site visits to at least 60% of public library systems per year was Not Achieved.** During the five years of this plan, the Key Measure for this goal was to visit 40 library systems annually. This did not occur due to budget cuts, travel freezes, staff shortages, new staff, and reduced hours. Staff continued to be available via phone and email.

More work was done remotely. There were 10,255 phone calls and emails in FY 12-13 and 13,176 calls in FY15-16, representing a 28% increase over the five years. FY 12-13 had 48 site visits and FY 13-14 had 39 consulting visits (DT #7). More public library staff came to the State Library for consultations and one-on-one training. It is important to point out that if a library system was visited more than once, or both main library and branches were visited, it was only counted once; LD tracked the number of systems visited, not number of visits. IT tracked the number of visits. Library directors were satisfied to very satisfied with LD's consulting, and asked for more continuing education for their staff, which reduced the time staff had for conducting site visits.

- **The Key Measure to provide at least 50 continuing education opportunities per year for a minimum of 750 public library staff was Achieved.** Continuing Education was one of the more popular services offered by SLL. The CE webinars and workshops helped public library staff to improve their job performance, quality of service, and accountability to the public that they served. Each year the key measure of at least 50 classes was exceeded. In 2016, SLL staff taught 109 classes for a total of 2,365 attendees (DT #9). Classes included topics on reference, cataloging, e-government resources, customer service, time management, human resources, etc. Webinar sessions lasted about 90 minutes with an average of 22 in attendance, while face-to-face sessions were between three and six hours in length. Each year SLL hosted Staff Day, in Baton Rouge and again in Ruston, to allow easier access for staff that could not travel long distances. The 2015 library director satisfaction survey listed 93% satisfied or very satisfied with the continuing education classes. In 2016, the percentage was 93.75 indicating CE's continued popularity.

The ALA-APA Library Support Staff Certification program included Supervision and Management, Communication and Teamwork, Reference and Information Services, and Foundations of Library Service. Each course consisted of 10 weekly webinars, homework, a final exam, and a project. The newest course currently being delivered for the first time is Introduction to Library Technology. SLL is the only state library agency in the country that taught these courses. On a percentage basis, Louisiana had the second highest number of nationally-certified support staff as a result of this.

SLL provided continuing education opportunities, advice, and support to public library staff to enable them to provide better services to their communities and to optimize usage of LSTA-funded initiatives. Louisiana public library staff, directors, and trustees were trained to provide library services appropriate to their communities and Louisianans were provided with information appropriate to their needs. Many

frontline staff in Louisiana public libraries only had a high school education and almost one-quarter of public library directors did not have an MLS degree.

SLL training and support were critical to this population and enabled them to deliver the most basic library services to their communities competently and effectively. For example, courses in dealing with difficult patrons, customer service, and reference all made for a more knowledgeable library workforce and made staff more community-centric. Library directors continued to ask for more classes and suggested varied topics. They wanted “more C.E.”

CE and answering questions about administrative issues ranked high on the annual satisfaction survey of public library directors. Several library directors also commented about the effectiveness of the consulting advice received from State Library staff and the value received from the leadership provided by the State Library. Library directors’ comments included, “State library provides exactly what is needed for new staff and experienced.” And “I don't know what we would do without the continuing education opportunities that the State Library offers. We would have a very difficult time keeping our staff well-trained.” Front line staff comments included “this course gave me information that I will be able to use in my job every day.”

The demand for services did not go down despite budget cuts. In fact, support calls and emails increased in FY 15-16 by 25% over the previous year. The libraries did not have another source for advice and support. Without SLL, there would have been a void in public library expertise and knowledge that could not have been filled by another state or local agency.

Library Development (LD) Consulting

Key Measure #2 (Goal 3)	
➤ Perform consulting visits to at least 60% of public library systems per year.	<b>Goal Not Achieved</b> During the evaluation period, library consultants and IT staff were not able to visit 40 library systems each year. (DT #7).
Key Measure #3 (Goal 3)	
➤ Provide at least 50 continuing education opportunities per year for a minimum of 750 public library staff.	<b>Goal Achieved</b> The number of training sessions delivered and the number of people trained far exceeded the goal each year.

*Shared Integrated Library System*

The vision was to bring smaller libraries together to share an automated system, something similar to Evergreen in Georgia. Several meetings were held, but there was little interest unless the State Library would pay all associated costs.

- **The Key Measure to implement shared ILS for at least 10 libraries by 2017 was not achieved.** SLL hosted two meetings with public library directors. There was interest from the public library directors but they would not commit without knowing the cost and the State Library could not



give them prices without knowing how many were interested. The public libraries wanted SLL to fund it, but the state has been in a deficit since 2009.

This Key Measure was optimistic that Louisiana’s economy would improve, but that did not happen. It appeared that the public library directors would prefer that SLL take on the cost of a shared ILS, but that was not possible due to budget deficits.

Key Measure #4 (Goal 3)	
<ul style="list-style-type: none"> <li>➤ Implement shared ILS for at least 10 libraries by 2017.</li> </ul>	<p><b>Goal Not Achieved</b></p> <p>There was interest from the public library directors who would not commit without knowing the cost and the State Library could not give them prices without knowing how many were interested.</p>

**A-2 Measuring Success Focal Areas and Intents**

All of the programs and activities of Goal 3 directly supported Institutional Capacity by helping to improve the technological infrastructure of public libraries, by providing continuing education programs for library staff and by supplying ongoing leadership and guidance to directors and trustees. The support provided by SLL’s IT staff and the Library Development consultants often prevented public library staff from making costly mistakes in all areas of library services.

With improved library services that resulted from the consultations with library development staff and the training provided, the library workforce was enhanced. This, in turn, improved services to the end users.

The Library Support Staff Certification courses really strengthened public library staff and enabled them to meet the needs of their users, help them find and use information, seek out and obtain jobs, find medical and health information and improve parenting skills. All focal areas were touched, but the main area affected was the institutional capacity of public libraries.

**A-3 Groups Served**

The group primarily served was the current and future library workforce. The technology support provided by the State Library enabled the smallest of the public libraries to offer patron access computers, high-speed bandwidth and a functioning local area network. Answering questions on a variety of subjects – personnel, administrative, building, ethics, service implementation, collection development and intellectual freedom – directly supported the library workforce, and by extension, the general public.

## Process Questions

### **B-1 Use of SPR Data**

Statistical data accessed for this evaluation included the census, SLL monthly statistical reports, SLL quarterly reports, the Louisiana Performance Accountability System reports (LaPas), annual library director satisfaction surveys, Louisiana State Program Report Summaries, Final Financial Status Reports, the 2016 database survey and discussions with SLL Department heads. These department managers had been at SLL throughout this evaluation period.

The annual State Program Reports were used, not only for the quantitative data included, but for the narratives which reminded us why certain things happened and when. Each year, SLL looked at the results of the previous years' reports in coordination with other data available to decide if the SLL needed to expand or reduce resources expended on individual programs. For example, twice per year all SLL trainers met to examine results of workshop evaluations, CE registration, attendance trends, and student comments to decide what to offer in the next semester. An increase or decrease in participation in programs such as the Summer Reading Program or the Louisiana Readers' Choice Program gave SLL the ammunition to support requests for funds for promotional materials and/ or book sets.

### **B-2 Changes**

No changes were made to this five-year plan.

### **B-3 Sharing Data**

SLL is a part of the Department of Culture, Recreation, and Tourism (CRT) in the Office of the Lieutenant Governor. As a Louisiana state agency, SLL collects and reports certain data to the Louisiana Department of Administrative Services. This data is available to the public on the web, as it is for all state agencies. The most recent of the state program reports has been posted to the State Library website. In addition, SLL keeps data on various activities of the agency. One of these latter items is an annual satisfaction survey of public library directors. This survey includes both quantitative measures and an opportunity for library directors to anonymously offer input and insights. This past year, SLL changed the time period in which the survey is given so that it could report results at the Louisiana Library Association conference. All data mentioned previously were made available to the evaluator and utilized to assess programs, key measures, goals, primary services and users, projected outputs and outcomes.

# Methodology Questions

## **C-1 Selection of Evaluators**

This independent five-year evaluation was conducted by the manager of the Louisiana Department of the State Library of Louisiana (SLL). As Manager of the Louisiana Department, Charlene Bonnette has extensive knowledge and use of statistical data, both state and federal. The Louisiana Department and its staff were not funded by LSTA. The evaluator's resume is available in the Appendices section. In addition to a library degree from Louisiana State University in Baton Rouge, Louisiana, Charlene Bonnette is a Certified Archivist. While currently employed by SLL as Manager of the Louisiana Department, Preservation Librarian, and Exhibits Coordinator, she was not part of the design of the current plan and was not paid with LSTA funds. The outcome of this evaluation will have no impact on the Louisiana Department.

## **C-2 Types of Statistical Information**

Statistical data accessed for this evaluation included census, SLL monthly statistical reports, SLL quarterly reports, the Louisiana Performance Accountability System reports (LaPas), annual Library Director Satisfaction Surveys, Louisiana State Program Report Summaries, Final Financial Status Reports and discussions with SLL Department heads. These department managers were at SLL throughout this evaluation period.

Statistics and reports assisted in program information, assessing goals, primary services and users, projected output and outcomes and assisted greatly in evaluating the activities of SLL. Tables of statistics were created using the above sources. These can be found in the Appendices under Data Tables.

All statistics are reliable because there are written definitions of various categories, instructions on how to count various things, etc. There is a centralized spreadsheet on the SLL network to which all department heads have access. They are responsible for posting various statistics on a monthly basis. One person is tasked to monitor the spreadsheet, deal with discrepancies and report the numbers to the state accountability system where all can see them. These numbers are then used when creating the annual SPR.

## **C-3 Stakeholders**

The stakeholders included in the Five-Year Plan were the public library directors, public library staff, their patrons, the general public, SLL staff and SLL department heads.

The results of the annual public library directors' satisfaction surveys allowed this stakeholder group to provide ongoing ideas, express satisfaction/dissatisfaction and opportunities for improvement. In addition, SLL staff talked daily to library directors, trustees and staff. A recent round of trustee training provided the opportunity for SLL staff to interact directly with trustees and obtain their ideas and

concerns. Workshop evaluation forms provided information about the satisfaction of participants with what they have learned. Library Development recently changed the evaluation form to be more outcomes based, with questions about how they will use what they have learned and what problems they are experiencing in their daily work activities rather than questions just about the handouts and facilities.

The discussions held with department managers who oversaw the various services allowed them to speak candidly about outputs and outcomes of the Five-Year Plan. They were interviewed to check statistical data and to obtain their observations, some of which were not reflected in the statistical data, but are reflected in the narrative.

### **C-4 Sharing the Findings**

The key findings and recommendations of this report will be shared with the SLL Administration, department heads and staff, the LSTA Advisory Committee, the public library directors, the Louisiana Department of Culture, Recreation, and Tourism (LDCRT), and posted on the SLL website for public viewing.

## **Findings**

Based on the annual survey of public library directors, these were areas where SLL succeeded the most:

- Interlibrary loan
- consulting
- continuing education and training
- provision and support of statewide databases

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

Areas where the State Library had the least success were primarily areas which depended on cooperation with other organizations or funding sources. Reduced funds, travel freezes, staff lay-offs, and reduced hours also negatively affected the results for some of the Key Measures.

The following programs had partial success due to reduced funds, travel freezes, staff lay-offs, and reduced hours.

- Increase usage of Talking Books and Braille Library materials to 200,000 annually (Key Measure #1, Goal 2)
- LaJaCC website will get at least 10,000 hits annually (Key Measure #2, Goal 2)
- Public libraries will share at least 80,000 items annually among themselves via interlibrary loan (Key Measure #5, Goal 2)
- Increase attendance at LBF to at least 20,000 by 2014 (Key Measure #7, Goal 2)

The following programs were not completed due to the lack of resources:

- Present a unified portal to electronic resources for all locations by 2016 (Key Measure #2, Goal1)
- Offer at least two workforce development classes for the general public in each of the State's eight regions each year (Key Measure #3, Goal 2)
- Conduct at least 12 technology site visits per year to improve public library networks (Key Measure #1, Goal 3)
- Perform consulting visits to at least 60% of public library systems per year (Key Measure #2, Goal 3)
- Implement shared ILS for at least 10 libraries by 2017 (Key Measure 4, Goal 3)

In FY15-16 and FY 16-17, the State Library lost 12% and 21%, respectively, of its LSTA allocation due to not meeting the MOE in prior years. In the same years, public libraries contributed funding toward the cost of the statewide databases. This helped to meet the LSTA match requirement and replaced lost federal and state funds. Without this additional funding, many statewide database subscriptions would have been cancelled.

## **Recommendations**

1. Continuing Education for the public library staff should continue and be expanded to meet the needs of library staff, directors, and trustees, giving them information and knowledge they need to strengthen and expand services to meet the needs of their communities. As per surveys, focus should be placed on more hands-on, practical training and less on theoretical and academic topics. The online registration process needs to be more user-friendly to encourage more registrants, and SLL should continue to focus on the goal of improving the skills of front-line library workers.
2. The State Library should continue to promote and emphasize services to library staff serving youth. This is a critical area of public library service. It can offer challenges in smaller libraries that cannot devote dedicated staff to this age group. Membership in the CLSP should be continued as part of this. When funds allow, program and publicity materials should be supplied to the participating libraries to increase participation among children and teens. SLL needs to continue to seek funding for book sets to entice schools and libraries to participate in LYRC.
3. It is important to continue to deliver training opportunities using different delivery methods. The comments of public library directors show that it is also important to deliver some training in person. Finding the right mix of web-based and face-to-face workshops may be more of an art than a science.
4. Consulting visits are critical and should be increased as soon as staffing allows. The visits to provide technology support are important, especially for the smaller and more rural libraries. It is important for library consultants, who may not be familiar with the remote areas of the state, to visit libraries in person. The informal interactions and development of personal connections strengthen the relationship between the State Library and public libraries.

5. It is important to continue interlibrary loan so that libraries can obtain materials they do not own. When funds allow, the van delivery service needs to be placed on pre-deficit funding levels so libraries can obtain materials for their patrons in a more timely manner.
6. Because of the major storm that occurred during the Louisiana Book Festival in 2015, a detailed contingency and disaster plan needs to be created.
7. The Louisiana Library Connection databases are crucial to libraries and Louisiana citizens who need access to such information. The databases need to continue to offer general interest online resources, general newspapers and periodicals, language-learning tools, literary criticism resources, children's eBooks, practice tests, job preparation materials, etc. As funds allow, additional databases should be added.
8. HomeworkLouisiana must continue to be promoted as a tool accessible to children and adults. The trend for participation will continue as more and more people become aware of this service to assist students. However, without an increase in funding, SLL may have to limit usage by simultaneous users or shorten the hours of service.

## **Appendices**

## Abbreviations

<b>Name</b>	<b>Acronym</b>
ALA-APA Library Support Staff Certification Program	LSSC
American Library Association	ALA
Braille and Audio Reading Download	BARD
Broadband Technology Opportunities Program	BTOP
Collaborative Summer Library Program	CSLP
Continuing Education	CE
Culture, Recreation, and Tourism	CRT (sometimes DCRT)
Interlibrary Loan	ILL
Institute of Museum and Library Services	IMLS
Library Development	LD
Louisiana Book Festival	LBF
Louisiana Jobs and Career Center	LaJaCC
Louisiana Library Connection	LaLibCon
Louisiana State Program Report Summary	LSPR
Louisiana Young Readers Choice	LYRC
SLL funded, automated Interlibrary Loan System	LoanSHARK
National Library Service for the Blind and Physically Handicapped	NLS
State Library of Louisiana	SLL
Summer Reading Program	SRP
Talking Books and Braille Library	TBBL



## Bibliography and Sources

*2016 Database Survey.*

*Public Libraries in Louisiana: Statistical Report*, [annual report] located at

<http://www.state.lib.la.us/public-libraries/statistics>

Statistics reported to the Louisiana Division of Administration can be retrieved from their LaPAS system (Louisiana Performance Accountability System). The State Library of Louisiana is part of the Department of Culture, Recreation, and Tourism. <http://www.doa.la.gov/Pages/opb/lapas/login.aspx>

Computer and Internet Use in the United States: 2013. American Community Survey Reports. By Thom File and Camille Ryan. Issued November 2014. ACS-28U.S. Page 10

<https://www.census.gov/history/pdf/2013computeruse.pdf>

*Institute of Museum and Library Services – Creating a Nation of Learners – Strategic Plan 2012-2016.*

Accessed [https://www.imls.gov/sites/default/files/legacy/assets/1/AssetManager/StrategicPlan2012-16\\_Presentation.pdf](https://www.imls.gov/sites/default/files/legacy/assets/1/AssetManager/StrategicPlan2012-16_Presentation.pdf) on 2/7/2017.

Department of Education. *2014 Annual Dropout Rate* accessed online on 2/15/2017 at

<https://www.louisianabelieves.com/resources/library/district-state-data-reports>

Department of Education. *2013 Student Dropout Counts and Rates Site* accessed online on 2/15/2017 at

<https://www.louisianabelieves.com/resources/library/district-state-data-reports>

*FY 15-16 Final Financial Status Report.* Supplied to evaluator by SLL Administration.

*Illiteracy in Louisiana is Currently Worse Than the National Average.* 2017. Accessed online at

<http://www.myarklamiss.com/news/news/illiteracy-in-louisiana-is-currently-worse-than-national-average/153799033> on 2/15/2017.

## Library Staff Consulted

Bryan Babin..... Head of IT  
Diane Brown ..... Deputy State Librarian  
Shelia Coleman .....Head, Talking Books and Braille Library  
Jim Davis ..... Louisiana Center for the Book  
Kytara Gaudin ..... Head of Access Services  
Angela Germany.....Library Consultant, Library Development  
Meg Placke .....Associate State Librarian, Head of Library Development

Each of the library staff consulted were asked specific questions related to their particular areas of expertise and the services their departments provided. Questions were asked to clarify the data which the evaluator had gathered. Staff were also asked to help explain the meaning behind the numbers. All of the above have been employed at SLL for over five years.

## Data Tables

*Note: The State Library is on a July-June fiscal year and the statistics are tracked accordingly. The public libraries are on a calendar year, so some numbers may appear to be in error. However, it is because of the different time periods covered by each set of statistics.*

### Data Table 1

Electronic Usage

	2012	2013	2014	2015	2016
<b>Total Internet Workstations*</b>	7,755	8,095	8,380	8,630	
<b>Total Patrons Using Electronic Resources*</b>	6,390,819	6,504,855	5,276,086	5,349,309	
<b>Total Electronic Database Usage**</b>		1,264,488	1,950,235	4,419,074	8,284,068

\*Total Internet Workstations and Total Patrons Using Electronic Resources obtained from the *Public Libraries in Louisiana Statistical Reports*

\*\*Total Electronic Database Usage statistics from *LaPas* (2012-2016)

### Data Table 2

Talking Books and Braille Library Services (TBBL)

	FY 12-13	FY 13-14	FY 14-15	FY 15-16
<b>Materials Checked Out *</b>	196,370	198,719	200,666	183,901
<b>Reference Questions Answered **</b>				4,257
<b>Readers' Advisor Consultations **</b>				12,058

\*Statistics obtained from *LaPas* (2012-2016)

\*\*Interview with TBBL Department Head

### Data Table 3

Children's Literacy Programs (Summer Reading Program and Louisiana's Young Readers' Choice)

	FY 12-13	FY 13-14	FY 14-15	FY 15-16
<b>Summer Reading Program (SRP)</b>	93,084	87,395	84,012	89,485
<b>LYRC</b>	20,522	20,237	22,997	22,997
<b>Total</b>	113,606	107,632	107,009	112,482

\*Statistics obtained from *LaPas* (2012-2016)

### Data Table 4

ILL sharing among public libraries

	FY 12-13	FY 13-14	FY 14-15	FY 15-16
<b>ILL Sharing Among Public Libraries</b>	87,858	82,682	77,741	74,269

\*Statistics obtained from *LaPas* (2012-2016)

**Data Table 5**

Homework Louisiana (HWLA)

	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>
<b>Tutoring Sessions</b>	55,808	59,697	70,383	66,467
<b>Hours of Instruction</b>			22,880	22,418

\*Statistics obtained from *LaPas* (2012-2016) and HWLA reports**Data Table 6**

Louisiana Book Festival (LBF)

	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>LBF Attendance</b>	21,743	29,066	17,706	8,844	18,429

\*Statistics obtained from *LaPas* (2012-2016)**Data Table 7**

Number of Library systems Visited

	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>
<b>Number of Library systems Visited</b>	48	39	20	13

\*Statistics obtained from the *La-Pas* (2012-2016) and include visits by both IT and LD staff.

\*Combined IT and LD Divisions of SLL

**Data Table 8**

Library Development Support

	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>
<b>Phone Calls/emails to Library Development</b>	10,255	11,432	10,568	13,176

\*Phone call and email statistics from LD Division of SLL

**Data Table 9**

Continuing Education Opportunities

	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>
<b>Classes Delivered to Public Library Staff</b>	61	109	94	109
<b>Attendees</b>	1,782	2,348	2,156	2,365

\*Statistics obtained from *LaPas* (2012-2016)

**Data Table 10**

Department of Education Dropout Data

	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>
<b>Drop Out Rate (7<sup>th</sup> – 12<sup>th</sup> grade)</b>		10,703	10,264	
<b>Drop Out Rate (9<sup>th</sup> – 12<sup>th</sup> grade)</b>		8,935	8,747	

\*Statistics obtained from *Illiteracy in Louisiana is Currently Worse Than the National Average*. 2017.

Accessed online at <http://www.myarklamiss.com/news/news/illiteracy-in-louisiana-is-currently-worse-than-national-average/153799033> on 2/15/2017.

# State Library of Louisiana Annual Survey of Public Library Directors

## Annual Survey of Public Library Directors 2016

The State Library values your feedback and ideas. Please complete this survey by Friday, July 15, 2016. Your responses will be summarized and reported in the statewide Louisiana Performance Accountability System (LAPAS) in the 4th quarter of FY15-16.

**Degree of Satisfaction with Specific Services – Please rate your satisfaction with the following items in terms of the service you have received in the past 12 months.**

**\* 1. Administrative Conference**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 2. Annual statistical report process**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 3. Answers to personnel, budget, legal and other administrative questions**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 4. Attendance at facility openings, town hall meetings, etc**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 5. Consulting visits**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 6. Continuing education workshops**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 7. E-rate assistance**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 8. Interlibrary Loan (LoanShark)**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 9. LA Readers' Choice Awards Program**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 10. LaLibCon Databases**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 11. Reference assistance**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 12. Summer Reading Program**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 13. Talking Books & Braille Library (formerly SBPH)**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:



**\* 14. Technology assistance**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 15. Trustee training & orientation**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**\* 16. Van delivery service (Statewide Transportation)**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Use Service	Unaware of Service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

# WORKSHOP EVALUATION

Name of Workshop \_\_\_\_\_ Date \_\_\_\_\_

Instructor's Name \_\_\_\_\_ Location \_\_\_\_\_

**INSTRUCTIONS:** Circle the choice under each comment at the level which best represents your opinion. Please add additional comments as desired. Turn in this form at the end of the workshop, email to Katie McClelland, [kmcclelland@SLL.lib.la.us](mailto:kmcclelland@SLL.lib.la.us), or mail directly to Library Development, State Library of Louisiana, P.O. Box 131, Baton Rouge, Louisiana 70821.

**1. The instructor's presentation and organization was:**

Excellent                  Good                  Fair                  Poor

**Comments:**

**2. The content of the workshop was current and relevant to my job.**

Extremely Relevant                  Mostly Relevant                  Somewhat Relevant                  Not at all Relevant

**Comments:**

**3. The training materials (handouts and slides) will be helpful for my future use.**

Very useful                  Useful                  Somewhat useful                  Not useful

**Comments:**

**4. This session improved my knowledge.**

Strongly Agree                  Agree                  Somewhat Agree                  Disagree

**Comments:**

**5. I am likely to apply what I have learned.**

Strongly Agree                  Agree                  Somewhat Agree                  Disagree

**Comments:**

**6. This session will improve my library's ability to provide services to the public.**

Strongly Agree

Agree

Somewhat Agree

Disagree

**Comments:**

**7. What did you learn in this session that will help you improve your job performance?**

**8. What was the least useful aspect of this session in terms of improving your job performance?**

**9. What aspects of your current job are you finding most problematic?**

**10. How would you improve the session?**

**11. Additional Comments:**

**Your evaluations and comments are important to the development of State Library workshops. Thank you for sharing them with us.**

**CHARLENE E. BONNETTE, M.L.I.S, C.A.**

400 Pennsylvania Avenue

New Roads, LA 70760

(225) 638-3248 (Home)

[charlenebonnette@gmail.com](mailto:charlenebonnette@gmail.com)

**EDUCATION:**

Certified Archivist - Academy of Certified Archivists – 2008-current

MLS - Louisiana State University, Baton Rouge, LA (1997)

BA, Anthropology, Louisiana State University (1995), Minor: Art History (1995)

**RELEVANT WORK EXPERIENCE**

State Library of Louisiana

Reference Librarian, Louisiana Section (1998-current)

Preservation Librarian (2007- current)

Exhibit's Coordinator (2008-current)

Head, Louisiana Department (2010 – current)

Volunteer Indexer – Bayou State Periodical index (2004-current)

Division of Administration, State of Louisiana, Office of Planning and Budget

Graduate student position to assist State Demographer (1997-1998)

**PROFESSIONAL ASSOCIATIONS**

Louisiana Library Association (1995 – current)

Vice-Chair, Subjects Specialist Section (2009-2010, 2014-2015)

Arranged and organized a Pre-conference program for LLA (2010)

Chair, Subject Specialist Section (2010-2011, 2013-2014)

Coordinator, Preservation Interest Group (2009-current)

Subject Specialist Section (1999 – current)

Teller's Committee (1999 – 2001, 2016)

Lucy B. Foote Award Committee; Chair (2002) – (2000 – 2003)

Secretary, Subject Specialist Section (2001 – 2002)

Society of Southwest Archivists (2007 – current)

Society of American Archivists (2012 – current)

Louisiana Association of Manuscripts and Archives (2007 – current)

Archival Training Collaborative Ad-Hoc Committee (2009-2013)

Louisiana Travel Promotion Committee (2010)

Louisiana Statehood Bicentennial Task Force Committees (2010-2014)

CRT Education Council 92014-current)

Louisiana Digital Library Steering Committee (2016-current)

**PUBLICATIONS , PRESENTATIONS**

*A Year In Review – A Celebration of Louisiana's Statehood – 200 Years in the Making.* Prepared by Charlene Bonnette, State Library of Louisiana, for the Louisiana Bicentennial Commission

Presentations for local genealogy and history groups (2010-current)

Reference and Genealogy Webinars and Workshops for Public Librarians (2010-current)

Louisiana Digital Library Presentations for Libraries, Universities, Public (2010-

current)  
Louisiana Book Review in SLL Publication – *Communique* (2002-current)

**PROFESSIONAL TRAINING, CERTIFICATES**

Executive Certificate, State Board of Library Examiners (2011, renewed 2016)  
Certified Archivist (2007, renewed 2013)  
IMLS Connecting to Collections (Washington, DC) (2007)  
IMLS Connecting to Collections (Buffalo, NY) (2009)  
DCRT Leadership Academy (2009)  
SOLINET Demystifying Mold (2006)  
SOLINET Preservation of Photographic Materials (1999) (2007)  
SOLINET Evaluating Preservation Products and Services (2007)  
SOLINET Care and Handling of Library Materials (2007)  
SOLINET Care and Handling of Scrapbooks (2007)  
AASLH Basics of Archives (2008)  
Digitizing Library Records (1998)  
Louisiana State Museum – Archives Workshop (2000)  
Historic New Orleans Collection - Photograph Archiving and Indexing (2000)  
MS Word, Excel, Photoshop, Adobe Acrobat (2010-2011)  
Future Preparedness: A Survival Kit for Remaining Sustainable, Relevant and  
Important to Your Community (2012)  
Project Management for Archives (2012)  
Mass Digitization Collaborative Information Session (2012)  
Key Elements of a Project Plan (2015)  
OCLC Digital Preservation Outreach & Education Train-the-Trainer (2016)