

NEW HAMPSHIRE STATE LIBRARY

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

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Michael York, State Librarian



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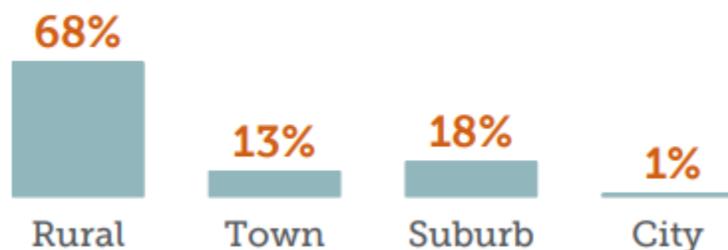
EVALUATION SUMMARY

Summary Introduction

The 2019 Public Libraries Survey (PLS) reported that New Hampshire had a total of 225 public library jurisdictions employing 570.88 full-time equivalent (FTE) staff categorized as librarians (257.13 FTE are reported as having an American Library Association [ALA] accredited Master's

degree); similarly, the Academic Libraries Survey (ALS) reported that 23 institutions of higher education employ 139.55 FTE librarians.

Public Library Outlets by Locale



According to the National Center for Educational Statistics' (NCES) Elementary/Secondary Information System (EISi), New Hampshire's 309 public school districts employ 333.10 full-time librarians.

Total FTE library staff is about 845 in 227 public library Outlets, and the majority of libraries (68%) are in rural environments. To understand the rural nature of New Hampshire, it is noteworthy that every public library is reported in the PLS as its own location. Only the largest library in the state, Manchester City Library, reports a branch location. More than 60% of the libraries serve communities with a population of less than 10,000.

Given New Hampshire's estimated population of 1,366,275,¹ New Hampshire's annual Library Services and Technology Act (LSTA) Grants to States² allotment from the Institute of Museum and Library Services (IMLS) of approximately \$1.3³ million per year translates into \$0.94⁴ per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of the nearly 1.4 million residents. The New Hampshire State Library's (NHSL) challenge has been to find ways to make \$0.94 per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by

¹ United States Census Bureau Population estimate July 1, 2020.

² The report will refer to the Library Services and Technology Act Grants to States program simply as LSTA throughout this report

³ Four year LSTA Grants to States allotment average ((FFY [Federal Fiscal Year] 2018 State Allotment + FFY 2019 State Allotment + FFY 2020 State Allotment + FFY 2021 State Allotment) / 4)

⁴ Four year LSTA Grants to States allotment average / United States Census Bureau Decennial Census (April 1, 2020)

strategically deploying funds and leveraging other public and private monies in support of library and information services.

There are three goal statements in the *2018 – 2022 Library Services and Technology Act (LSTA) Plan*. They are:

GOAL 1: Equity of Access. Increase the equity of access to library and information services for New Hampshire residents of all abilities and backgrounds by providing resource sharing, electronic resources, and continuing access to historic materials through direct services as well as coordination of linkages among and between libraries and partnerships with other agencies and organizations.

GOAL 2: Equity of Service. Increase the equity of service to New Hampshire residents by providing professional development resources and opportunities to librarians throughout the state so that they can learn about best practices and library initiatives that will help them better serve their constituents, especially children, older residents, and rural populations.

GOAL 3: Equity of Innovation. Inspire lifelong learning and advance the equity of innovative services and programming by developing projects for use by the state’s libraries, including scalable pilot projects, to anticipate and meet the changing needs of New Hampshire’s residents for library services and information.

Retrospective Question A-1 Summary

Agency’s Internal Assessment and Evaluator’s Assessment

As part of the assessment process, the evaluators asked the New Hampshire State Librarian, the NHSL’s LSTA Coordinator and other key staff identified by the State Librarian to offer their joint appraisal of progress their agency had made toward achieving each of the three goals included in the NHSL’s 2018-2022 Five-Year Plan. The evaluators prefaced their request for this internal assessment by noting the fact that the state was only three years into the implementation of the Five-Year Plan. Consequently, it was acknowledged that it was unlikely that any of the goals would be completely or finally achieved. Table 1 offers a summary of both the NHSL’s internal assessment and the evaluators’ conclusions.

| Table 1 - New Hampshire State Library’s and Evaluator’s Assessment of Achievement | | |
|--|---------------------------------|-------------------------------|
| Goal | NHSL Internal Assessment | Evaluators’ Assessment |
| Goal 1: Equity of Access. Increase the equity of access to library and information services for New Hampshire residents of all abilities and backgrounds by providing resource sharing, electronic resources, and continuing access to historic materials through direct services as well as | Partly achieved | Partly achieved |

| Table 1 - New Hampshire State Library's and Evaluator's Assessment of Achievement | | |
|---|---------------------------------|-------------------------------|
| Goal | NHSL Internal Assessment | Evaluators' Assessment |
| coordination of linkages among and between libraries and partnerships with other agencies and organizations. | | |
| Goal 2: Equity of Service. Increase the equity of service to New Hampshire residents by providing professional development resources and opportunities to librarians throughout the state so that they can learn about best practices and library initiatives that will help them better serve their constituents, especially children, older residents, and rural populations. | Partly achieved | Achieved |
| Goal 3: Equity of Innovation. Inspire lifelong learning and advance the equity of innovative services and programming by developing projects for use by the state's libraries, including scalable pilot projects, to anticipate and meet the changing needs of New Hampshire's residents for library services and information. | Partly achieved | Partly achieved |

Summary of New Hampshire LSTA Expenditures for FFY2018-FFY2020

| Goal | Goal Title | Expenditures | Percentage |
|-------------|-----------------------------|------------------------|-------------------|
| Goal 1 | Equity of Access | \$ 2,913,758.60 | 78.65% |
| Goal 2 | Equity of Service | \$ 351,443.59 | 9.49% |
| Goal 3 | Equity of Innovation | \$ 312,468.76 | 8.43% |
| | LSTA PROGRAM ADMINISTRATION | \$ 127,049.95 | 3.43% |
| | | \$ 3,704,720.90 | 100.00% |

Evaluators' Goal 1 Summary

Goal 1 Equity of Access

Goal 1 expenditures represent 78.65% percent of the total LSTA funds allocated to New Hampshire for FFY 2018 - FFY 2020. Three projects make up the majority of the expenditures for this goal: Van Delivery System (33.68%), NHU-PAC (33.6%), and Library Service to the Blind and Physically Handicapped (24.39%). The remaining projects total 8.32% percent of allocations for Goal 1: Collection Development and Presentation (2.92%), Digital Archive of NH State Publications (2.67%), NHewLink (2.3%), and Open Source ILS Solutions for Small Libraries (0.43%).

The key word that describes Goal 1 projects is "essential." All planned listed projects in the LSTA Plan 2018-2022 are underway. Of the projects housed under the "Equity of Access" goal, the most impactful service, by far, is the van delivery system which enables the Interlibrary Loan

(ILL) service. The van service – in combination with the implementation of NHU-PAC (the Public Access Catalog), ILS for small libraries, and the NHAIS interlibrary loan system – provides statewide access to materials efficiency of placing materials requests. Delivery services have improved dramatically compared to the earlier system that was in place. Given the financial constraints which many New Hampshire public libraries face (a lack of state funding and dependence on local taxes and fundraising), the van delivery system – supported by LSTA funds – makes modern, streamlined ILL services possible in New Hampshire. This is of particular benefit to rural populations and libraries who would otherwise have limited access to materials. Eighty-eight percent (88%) of New Hampshire public library staff surveyed by the evaluators mentioned the value and the importance of the ILL system to their patrons.

While many of the projects funded under Goal 1 were desperately needed by public libraries to meet the access standards of a modern library, it is concerning that the system relies on grant funding to provide core services such as networked catalogs and ILL services. While these do expand access to the public, these libraries would essentially cease to function without them. Moving these types of core services to more sustainable funding and maintenance schedules would benefit the entire system, and make space for LSTA funding to focus on making library services accessible to additional populations and support transformational library services. The evaluators conclude that NHSL has **PARTLY ACHIEVED Goal 1**.

Evaluator's Goal 2 Summary

Goal 2, Increase equity of service

Goal 2 projects account for 9.49% of total LSTA funding for this grant period. The NHAIS Help Desk accounts for 49.13% of the funding for Goal 2. The other six projects make up the remaining 50.87% of funds for Goal 2: Public Library Data Collection (11.3%), Assistance to Library Personnel (21.42%), Professional Development for State Library Librarians (8.22%), Professional Development Online Resources (6.17%), Statewide Literacy/Kids, Books and the Arts Summer Reading Program (3.77%).

All planned listed projects in the LSTA Plan 2018-2022 are underway. The centralized consulting model that NHSL has implemented via projects such as “NHAIS Help Desk,” “Assistance to Library Personnel,” and “Professional Development Online Resources” provides much needed support for a varied and geographically distributed group of public library staff. These services were especially helpful during the pandemic as they pivoted to offer the needed support. According to the evaluators’ survey of public library staff, 67.6% of respondents are “totally aware” of the NHAIS Help Desk service, and 90.9% of respondents said that either they or someone in their library had used the NHAIS Help Desk service. During the transition to a new ILL platform, the Help Desk received a notable increase in volume of requests, as staff prepared for the transition. These centralized support services, including the Public Library Data Statistics project, address the goals set for these projects in the FFY 2018 - FFY 2022 Five-Year Plan. These services were also instrumental in supporting small branch libraries during the many “pivots” during the COVID 19 pandemic. The increased level of communication of state agency staff with the libraries and the increased professional development offerings are

particularly worth highlighting. Despite the modest investment of funds in this goal, the returns have been very high. The evaluators' conclude that NHSL has **ACHIEVED Goal 2**.

Evaluator's Goal 3 Summary

Goal 3, Equity of Innovation

Goal 3 expenditures make up 8.43% of the total LSTA grant to New Hampshire for this reporting period. The New Hampshire Downloadable Book Program accounts for 65.72% of the allocations for this goal, with \$205,360.66. The Digital Public Library (4.56%) and Technology Resources for Public Libraries (29.72%) make up the other third of Goal 3 expenditures.

While two of the original projects presented in the Five-Year Plan were not addressed, progress was made on the remaining three projects for Goal 3. The New Hampshire Downloadable Books project had the greatest impact by far, according to the evaluators' staff survey. Almost all respondents (95.8%) shared that they are "totally aware" of this program. One respondent noted, "Our patrons use and enjoy NH Downloadable Books. During the COVID era it was a life saver for many that were too nervous to come to the library.... Because of the LSTA investments into these two programs [downloadable books and ILL] our community continues to use the library and we continue to have new patrons every day." The evaluators conclude that NHSL has **PARTLY ACHIEVED Goal 3**.

A-2. NHSL's LSTA-funded programs align with several of the Measuring Success focal areas and corresponding intents. Three focal areas stand out, and are central to all three goal statements (see Appendix F). These three are: Information Access, Lifelong Learning, and Institutional Capacity. Additionally, individual programs indirectly achieve results related to the focal areas of Economic and Employment Development, Human Resources, and Civic Engagement.

A-3. Two groups represent a substantial focus for NHSL during this cycle, based on the 10% expenditures threshold specified by IMLS in the evaluation guidelines. Individuals with Disabilities were a focus of the 19.19% of LSTA funds spent on *Library Services to the Blind and Physically Handicapped*, and the Library Workforce was a focus of *Van Delivery System* (26.49% of expenditures), *NHU-PAC: New Hampshire Public Access Catalog* (26.43% of expenditures), and *Professional Development for State Library Librarians* (0.78% of expenditures).

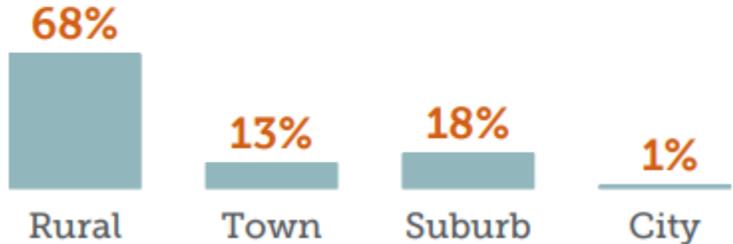
The evaluators used a mixed methods rigorous evaluation approach. The results of this evaluation will be disseminated on the agency's website and made available on the IMLS site as well and will inform future LSTA planning.

EVALUATION REPORT

The 2019 Public Libraries Survey (PLS) reported that New Hampshire had a total of 225 public library jurisdictions employing 570.88 full-time equivalent (FTE) staff categorized as librarians (257.13 FTE are reported as having an American Library Association [ALA] accredited Master's

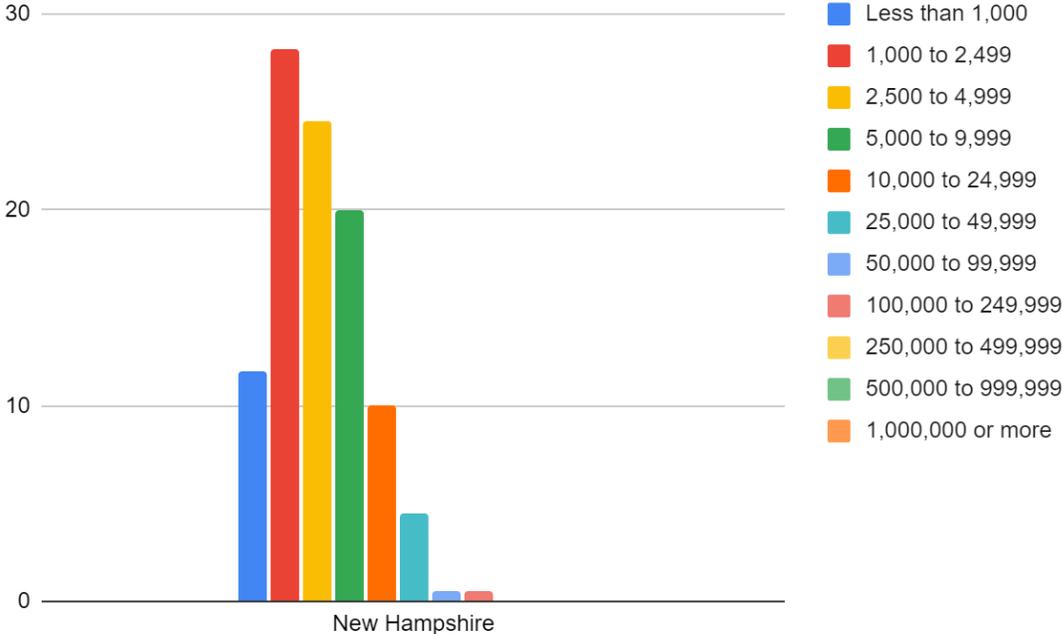
degree); similarly, the Academic Libraries Survey (ALS) reported that 23 institutions of higher education employ 139.55 FTE librarians.

Public Library Outlets by Locale



According to the National Center for Educational Statistics' (NCES) Elementary/Secondary Information System (EISi), New Hampshire's 309 public school districts employ 333.10 full-time librarians.

PLS Table 1A. Percentage distribution of public libraries, by population of legal service area: FY 2019



Total FTE library staff is about 845 in 227 public library Outlets, the majority of libraries (68%) are in rural environments. To understand the rural nature of New Hampshire, it is noteworthy that every public library is reported in the PLS as its own location. Only the largest library in the state, Manchester City Library, is reporting a branch location, West Side Community Library. More than 60% of the libraries serve communities with a population of less than 10,000.

Evaluation Introduction

Given New Hampshire's estimated population of 1,366,275,⁵ New Hampshire's annual Library Services and Technology Act (LSTA) Grants to States allotment from the Institute of Museum and Library Services (IMLS) of approximately \$1.3 million per year translates into \$0.94 per person on an annual basis. LSTA funds alone are obviously inadequate to meet the library and information needs of the nearly 1.4 million residents. The New Hampshire State Library (NHSL) challenge has been to find ways to make \$0.94 per person transformative in terms of library services; to leverage a small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of library and information services.

This evaluation reflects activities undertaken by the New Hampshire State Library (NHSL) using Library Services and Technology Act (LSTA) Grants to States funding for Federal Fiscal Year FFY 2018, FFY 2019, and FFY 2020. The evaluation of NHSL's implementation of the LSTA Grants to States program assesses progress based on the goals established in the *2018 – 2022 Library Services and Technology Act (LSTA) Plan*.

New Hampshire's approach to using LSTA funding remains the same as in previous grant cycles; NHSL dedicates the funds to developing and supporting statewide programs and services. These programs focus on maintaining critical infrastructure which public libraries in New Hampshire rely on. These programs are administered by the dedicated and capable staff of the NHSL. New Hampshire takes a perhaps unique approach to funding and organizing public libraries. Each public library is independently funded, and receives no state funding.

There are three goal statements in the *2018 – 2022 Library Services and Technology Act (LSTA) Plan*. Each of the goals is stated below and LSTA-funded activities carried out in support of the goal are described. Finally, the evaluators' assessment of whether each goal has been achieved, partly achieved, or not achieved is presented.

Goal 1 Retrospective Assessment - Equity of Access

Goal 1, Equity of Access: Increase the equity of access to library and information services for New Hampshire residents of all abilities and backgrounds by providing resource sharing, electronic resources, and continuing access to historic materials

⁵ United States Census Bureau Population estimate July 1, 2020.

through direct services as well as coordination of linkages among and between libraries and partnerships with other agencies and organizations.

Goal 1 Description and Discussion

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

| PROJECT TITLE | THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL |
|--|---|
| Van Delivery System | \$ 981,326.81 |
| NHU-PAC: New Hampshire Public Access Catalog | \$ 979,008.54 |
| Library Services to the Blind and Physically Handicapped | \$ 710,800.59 |
| Collection Development and Preservation | \$ 85,111.11 |
| Digital Archive of NH State Publications | \$ 77,777.68 |
| NHewLink | \$ 67,132.62 |
| Open Source ILS Solution for Small Libraries | \$ 12,601.25 |
| | |
| GOAL SUBTOTAL | \$ 2,913,758.60 |

Goal 1 expenditures represent 78.65% percent of the total LSTA funds allocated to New Hampshire for FFY 2018 - FFY 2020. Three projects make up the majority of the expenditures for this goal: Van Delivery System (33.68%), NHU-PAC (33.6%), and Library Service to the Blind and Physically Handicapped (24.39%). The remaining projects total 8.32% percent of allocations for Goal 1: Collection Development and Presentation (2.92%), Digital Archive of NH State Publications (2.67%), NHewLink (2.3%), Open Source ILS Solutions for Small Libraries (0.43%).

The **Van Delivery System** is central to the implementation of the statewide InterLibrary Loan (ILL) program. A fleet of five vans picks up and delivers items from 310 libraries, including public, academic, school, and state agencies and special libraries. Van Delivery started in 2001. Before the van delivery service, most small libraries could not afford to offer ILL services to patrons. Prior to the van delivery system, there was no coordinated system for ILL, as public libraries are independently funded and most small and rural libraries could not afford to send materials through the mail. Due to the COVID-19 pandemic, van delivery was suspended from March 17 through September 21, 2020. A fleet of five vans make a total of 316 weekly stops throughout the state. Of the 310 libraries that participate, 198 receive direct delivery/pickup, while 112 participating libraries drop off and pick up from a local hub. The van delivery system delivers materials at a lower per-item cost than the postal service. Approximately 200 public libraries utilize the van delivery system to transport ILL materials across the state. In 2018 over

250,000 items were delivered between public libraries using the van service. 140 of the 243 participating libraries serve fewer than 5,000 residents, and would not be able to afford ILL services without the van delivery system. This service is provided at no-cost to participating libraries, who often rely on only local taxes for their funding.

When asked in the evaluators’ focus groups whether library staff could foresee a scenario where funding could potentially move from LSTA to state or local funding, the outlook seemed unlikely. “Library funding is hard-won,” said one participant. Both the state and local municipalities are extremely unlikely to pass budgets that would provide that level of funding. Focus group participants agreed that losing LSTA funding for the van service would dramatically impact the equity of access for their patrons. “Van delivery is essential, if the idea is for every library to provide this access to patrons.”

| Van Delivery System | FFY 2018 | FFY 2019 | FFY 2020 |
|--------------------------------------|-----------------|-----------------|-----------------|
| # of vans | 5 | 5 | 6 |
| # of weekly stops | 316 | 317 | 322 |
| # of participating libraries | 310 | 310 | 311 |
| # receiving direct delivery | 198 | 212 | 203 |
| # receiving ILL via another location | 112 | 113 | 108 |

As of the FFY 2020 reporting period, approximately 90% (214) of New Hampshire public libraries participate in the **NHU-PAC system**, which is the shared state library catalog. It is anticipated that 34 additional libraries will migrate to NHU-PAC. In 2019 when the system launched, approximately 600 library staff members from 220 libraries attended training provided by NHSL staff. In the first week of service, more than 4,500 ILL requests were placed through NHU-PAC. In 2019, 261,260 ILL requests were placed. Adoption of the Integrated Library System (ILS) for small libraries remains relatively low, however the NHSL was able to adopt this platform during this grant period. Some public libraries still need to migrate to an updated system. Further investigation into the hesitation or delay would help NHSL develop a strategy for moving the entire system forward.

Library Services to the Blind and Physically Handicapped (LBPH) continue to provide exceptional service to patrons. Outreach is thoughtful, thorough, and hands on. Services are delivered at a personal level, revealing a culture of care and commitment to patron services. These services were temporarily interrupted for the library and the vendors it works with due to the COVID-19 pandemic. Overall, the service seems remarkably stable from year to year, with the notable exception being the recent adoption of the Digitization on Demand (DoD) service, which shifted the format of materials delivered to patrons. During this funding cycle, over 190,000 items were provided to patrons using the DoD service.

In more detail, the New Hampshire Talking Book Service (NHTBS) is the Granite State's implementation of the Library of Congress' (LOC) National Library Service for the Blind and Print Disabled (NLS) program. The Talking Book Services offers a full array of standard talking book services such as the circulation of digital cartridge-based reading materials and support for the Braille and Audio Reading Download (BARD) program (see Appendix J). In addition, NHTBS provides supplemental offerings that go beyond the NLS core including access to descriptive videos and Twin Vision books. New Hampshire maintains a small collection of Braille materials but depends on the Perkins School for the Blind in Watertown, Massachusetts for most Braille materials.

| NEW HAMPSHIRE TALKING BOOK SERVICE | Oct. 1, 2017 - Sept. 30, 2018 | Oct. 1, 2018 - Sept. 30, 2019 | Oct. 1, 2019 - Sept. 30, 2020 | TOTAL FFY 2018 - FFY 2020 | Percentage Difference FFY 2018 - FFY 2020 |
|--|--------------------------------------|--------------------------------------|--------------------------------------|----------------------------------|--|
| Braille Readers (Includes individuals served by Perkins School for the Blind) | 60 | 58 | 55 | 173 | -8.33% |
| Cartridge Readers (Individuals) | 1,556 | 1,609 | 1,463 | 4,628 | -5.98% |
| BARD Braille Readers (Individuals) | 39 | 33 | 37 | 109 | -5.13% |
| BARD Audio Readers (Individuals and institutions) | 206 | 214 | 256 | 676 | 24.27% |
| Braille Circulation (Includes circulation of Braille to NH residents through Perkins School for the Blind) | 273 | 232 | 224 | 729 | -17.95% |
| Cartridge Circulation (excluding magazines) | 65,176 | 72,621 | 77,419 | 215,216 | 18.78% |
| BARD Braille Downloads (Books Only) | 282 | 197 | 539 | 1,018 | 91.13% |
| BARD Audio Downloads (Books Only) | 14,656 | 15,512 | 19,540 | 49,708 | 33.32% |
| TOTAL Readers* | 1,861 | 1,914 | 1,811 | | |
| TOTAL Circulation | 80,387 | 88,562 | 97,722 | | |
| Estimated State Population | 1,348,787 | 1,353,465 | 1,359,711 | | |
| Readers as a Percentage of State Population | 0.14% | 0.14% | 0.13% | | |
| Circulation per Reader | 43.20 | 46.27 | 53.96 | | |

In the course of carrying out this assessment, the evaluators had the distinct pleasure of interacting with a wide variety of individuals involved with the program. The evaluators conducted a virtual focus group with NHTBS staff, interviewed the program supervisor,

conducted one interview with a representative of an advocacy/support organization for the visually impaired in the state, and completed personal telephone interviews with four program patrons. The evaluators also examined statistics related to program usership and circulation by various formats including the integration of statistics on the use of physical Braille materials supplied to New Hampshire residents through the Perkins School.

The picture that emerges from this examination is an extremely good one. Usership per capita in New Hampshire is very healthy compared to the many other Library for the Blind programs with which the evaluators are familiar. New Hampshire has been quick to embrace changing service mechanisms introduced by NLS. The state was the first state (post-pilot project) to implement the DoD program and it has already completed the NLS recall program. The percentage of NHTBS patrons who participate in the BARD program is high given challenges that exist in New Hampshire in regard to broadband availability and affordability. The Talking Book Service has a large number of institutional users (e.g., nursing care facilities) and carries out an active and effective program of outreach.

Interviews revealed that NHTBS staff have developed close and positive relationships with their users. One program participant likened their readers' advisor to a sister and stressed the importance of the human contact they had with NHTBS staff over the phone during the pandemic. Another patron mentioned the fact that they have a special bond with one of the staff members who is also visually-impaired. When asked about the impact of the program on their life, one talking book user said:

The program means the world to me. It's one of the things that the federal government does right!

An interview with an occupational therapist with a support and advocacy organization for visually-impaired individuals displayed a thorough understanding of the program and provided a tremendous testimonial to the impact of the program. The therapist said:

It's amazing to see the joy that people exhibit when they discover the ease with which they can read.

She then added:

It's (the talking book program) a powerful tool. I see people moving from being totally dependent to feeling a sense of controlling things and it opens the door for developing other skills.

In short, New Hampshire's Talking Book Service is an exemplary implementation of the NLS program that exceeds the objectives set for it in the NHSL Five-Year Plan and significantly contributes to the effort of the state library agency to ensure equity of access.

With the **Collection Development and Preservation** project, patron access to digital and print

materials continues to expand. Equipment was purchased to support the preservation of print materials (primarily newspapers), via microfilming the materials, purchasing additional collection materials for the collection, and purchasing archival supplies for the preservation of physical materials. The microfilming project continued between FFY 2018 and FFY 2020, preserving local New Hampshire newspapers. Archival folders for preservation and new materials related to New Hampshire were also purchased as a part of this activity. Interest in recent local newspapers is increasing, as patrons utilize these newly available primary sources.

For the **Digital Archive of NH State Publications**, LSTA funds were used to pay for a content management subscription to ArchivalWare and for technical support for an archival platform as part of a program to automatically collect (“harvest”), archive, and make available state government documents. Funds were used to purchase a microfilm scanner, archival preservation materials, and a content management platform subscription. Born-digital documents are harvested directly from government websites, including those of 39 state agencies and 125 administratively attached divisions and boards, as well as Governor’s office proclamations and executive orders. In 2019, 33 of the 45 state agencies were being regularly indexed by the system, and 54,017 items were digitized and added to the depository in FFY 2020. As of September 20 2019, 107,377 digitized items had been made available to the public via the Digital Document Depository (DDD). The public facing search interface was also upgraded. Digital copies of government documents are now accessible to the public, via the ArchivalWare content management system. System reports show that the nearly 5,000 searches were conducted via the DDD public interface during this grant period.

Public and school libraries are able to take part in statewide consortial contracts with database vendors through the **NHewLink** program, in order to access subscriptions at a much-reduced cost compared to what they would be able to negotiate individually. An NHSL consultant manages the contracts and provides technical support to library staff. LSTA funding, in addition to significant state funding and individual library contributions, collectively purchases EBSCO databases for school and public libraries. Eighty-three (83) school libraries and 234 public libraries participate in the NHewLink program, as reported in FFY 2020. Overall, there has been a significant decrease in the number of searches in NHSL-provided databases. NHSL is actively engaged in exploring and understanding this decrease. Meanwhile, a solid 95.2% of respondents to the evaluators’ library staff survey reported that they or another staff member from their library has used the databases provided through NHewLink. Some survey participants expressed disappointment in the lack of access or reduced access to EBSCO databases: “Our library feels the lack of state funded EBSCO databases. I feel the state should help provide these services to NH residents regardless of the size of their library.” This quote speaks to the “pay-to-play” financial model for NHewLINK, requiring branch libraries to contribute a lump sum to access NHewLINK consortial databases. Even this reduced rate is a barrier to access for some libraries.

Some EBSCO databases have been cut from the consortial package. One survey respondent commented “The loss of some of the EBSCO databases was disappointing. [...] If possible to

reinstate them in the future I have patrons that would be appreciative. This was echoed by participants in multiple focus groups and in the survey the evaluators' conducted:

Our library feels the lack of state funded EBSCO databases. I feel the state should help provide these services to NH residents regardless of the size of their library.

Bring back EBSCO or other online research tools, expand van delivery, pay for Ancestry

The loss of some of the EBSCO databases was disappointing. (Though understandable.) If possible to reinstate them in the future I have patrons that would be appreciative.

While they understand the financial motivations for cutting these database subscriptions, it has had an impact on some patrons. It is important to note that the number of databases provided by NHewLink has decreased. All periodical databases were cut, and only NoveList Plus and NoveList Plus K-8 subscriptions remain. This complicates the interpretation of aggregate data showing an overall reduction in usage. 2017 SPR data is included to contextualize the perceived decrease in usage at public libraries. Clearly, 2020 database usage was impacted by the pandemic, and likely reflects the transition to remote school in the public school system.

| EBSCO USE | 2018 | 2019 | 2020 | Jan-Sept 2021 |
|--|-------------|-------------|-------------|----------------------|
| EBSCO, Total number of full text views | 355,520 | 307,405 | 286,737 | 202,184 |
| EBSCO, Full text views by Public Libraries | – | – | 32,147 | 21,615 |
| EBSCO, Full Text by Schools | – | – | 199,663 | 154,738 |

Clearly, 2020 database usage was impacted by the Covid 19 Pandemic, and likely reflects the transition to remote school in the public school system.

***2017 SPR data is included to contextualize the perceived decrease in usage at public libraries.*

Database usage, measured by full text views, for the more popular databases seems to be increasing or holding steady during this reporting period.

| DATABASES | 2018 | 2019 | 2020 | Jan-Sept 2021 |
|---|-------------|-------------|-------------|----------------------|
| NoveList Readers Advisory Database, total views | 82,113 | 69,454 | 97,614 | 78,346 |
| NoveList, public library views | | | 57,243 | 55,686 |
| NoveList, school library views | | 18,976 | 25,766 | 21,023 |
| | | | | |
| Ancestry Library Edition, accesses | 275,932 | 260,617 | 336,729 | 310,852 |
| HeritageQuest Online database, full text views | 100,231 | 61,070 | 61,452 | 28,789 |

Similarly, the number of unique users for the HeritageQuest Online Database increased substantially in 2020. Overall, New Hampshire public libraries are seeing an increase in access to ebook content, while also seeing a steep decline in use of reference databases, and databases in general. As one staff member noted:

There is no denying that the proliferation of online sources of information has affected patron usage of reference databases.

NHSL is working to evaluate and understand these changing dynamics, in order to develop a strategy moving forward.

The **Open Source ILS Solution for Small Libraries** project is part of an ongoing program to move small public libraries to a networked online catalog. Funds covered the implementation of the KOHA system by ByWater solutions, and staff training. In January 2019 the NHSL became the twelfth library to implement a KOHA system through the NHAIS LOCAL project. As of the FFY 2020 reporting period 13 public libraries had implemented KOHA, upgrading their ILS. The implementation of the KOHA system at small libraries has made public searching more intuitive, as well as dramatically improving staff work flows.

It should be noted that the COVID19 Pandemic had a significant but undefinable impact on all library services, and measurably on database usage. From the 2020 SPR report it is noted that:

The events of this reporting period and the disruption of school and public library usage makes for another difficult year to determine true outcome findings.

Goal 1 Conclusion - Retrospective Question A-1

A-1. To what extent did NHSL's Five-Year Plan activities make progress towards Goal 1?

The evaluators conclude that NHSL has **PARTLY ACHIEVED Goal 1**. Of the projects housed under the “Equity of Access” goal, the most impactful service by far is the van delivery system which enables both ILL service and resource sharing. The van service – in combination with the implementation of NHU-PAC), the ILS for small libraries, and the NHAIS ILL system – provides access to materials state wide and increases the efficiency of placing materials requests. Delivery services have improved dramatically since its implementation. Given the financial constraints which many New Hampshire public libraries face (a lack of state funding and dependence on local taxes and fundraising), the van delivery system – supported by LSTA funds – makes modern, streamlined ILL services possible in New Hampshire. This is of particular benefit to rural populations and libraries who would otherwise have limited access to materials. Eighty-eight percent (88%) of New Hampshire public library staff surveyed by the evaluators mentioned the value and importance of the ILL system to their patrons. One focus group participant noted “Development of the shared catalog, I hope this will continue to evolve and improve service to patrons, along with ILL. It’s a large part of the budget, and it should be.” When asked if participants could foresee a scenario when van delivery or ILL services could be transitioned to state or local funding, the response was no, across the board.

NHSL partly met its stated goal of enhancing equity of access to library materials through the seven programs outlined in the Five-Year Plan. While the continuation of the van delivery service and the upgraded ILL system stand out as significantly impactful, steady gains were made across all program and project goals. The LBPH program continues to be exceptionally well-managed, successful, and impactful according to staff and users.

While many of these projects were desperately needed by public libraries to meet the access standards of a modern library, it is concerning that the system relies on grant funding to provide core services such as networked catalogs and ILL services. While these do technically expand access to the public, these libraries would essentially cease to function without them. Moving these types of core services to more sustainable funding and maintenance schedules would benefit the entire system, and make space for LSTA funding to focus on making library services accessible to additional populations and support new transformational library services.

NHSL continues to monitor the use of collectively purchased databases, through the NHewLink project. Database usage at public libraries continues to decrease, and is far outpaced by school libraries, who also participate in this program. It was noted that “There is no denying that the proliferation of online sources of information has affected patron usage of reference databases.” New Hampshire is working to evaluate and understand these changing dynamics, in order to develop a strategy moving forward.

Goal 2 Retrospective Assessment - Equity of Service

Goal 2, Increase equity of service: Increase the equity of service to New Hampshire residents by providing professional development resources and opportunities to librarians throughout the state so that they can learn about best practices and library

initiatives that will help them better serve their constituents, especially children, older residents, and rural populations.

Goal 2 Description and Discussion

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

| PROJECT TITLE | THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL |
|---|--|
| NHAIS Help Desk | \$ 172,651.49 |
| Public Library Data Collection | \$ 39,725.00 |
| Assistance to Library Personnel | \$ 75,263.46 |
| Professional Development for State Library librarians | \$ 28,872.48 |
| Professional Development Online Resources | \$ 21,680.43 |
| Statewide Literacy/Kids, Books and the Arts Summer Reading Program | \$ 13,250.73 |
| | |
| GOAL SUBTOTAL | \$ 351,443.59 |

Goal 2 projects account for 9.49% of total LSTA funding for this grant period. The NHAIS Help Desk accounts for 49.13% of the funding for Goal 2. The other six projects make up the remaining 50.87% of funds for Goal 2: Public Library Data Collection (11.3%), Assistance to Library Personnel (21.42%), Professional Development for State Library Librarians (8.22%), Professional Development Online Resources (6.17%), Statewide Literacy/Kids, Books and the Arts Summer Reading Program (3.77%).

The **NHAIS Help Desk** provides support to libraries using the NHAIS Interlibrary Loan system by answering questions, developing and teaching formal classes, creating online videos and printed support materials, and providing one-on-one training. The Help Desk provides a variety of modes of technology support including email, phone consultations, blog posts, tutorials, one-on-one training, and video tutorials. Video tutorials were introduced during this reporting period, and were viewed 3,070 times. During the transition to a new ILL platform, the Help Desk received a notable increase in volume of requests, as staff prepared to implement the new system. The total number of Help Desk transactions during the reporting period was 4,428; approximately 55% of these transactions were requests for instruction. The average number of monthly transactions increased from 43/month to 70/month during the reporting period. Library staff experience an increased level of support from NHSL staff via the Help Desk: 89.7% of staff surveyed by the evaluators reported that they or someone on their staff have used the NHAIS Helpdesk. Help Desk staff are described as “patient and knowledgeable,” and are able to

confidently and thoroughly assist patrons and resolve problems regarding the ILL platform and service.

For the **Public Library Data Collection** project, the State Data Collector (SDC) coordinates the collection and reporting of PLS data and provides a high level of support to library staff and administrators in submitting data, cleaning data, and producing reports based on the PLS data. The SDC worked with a number of vendors and data analysis tools to collect, analyze, and present data from the PLS. The vendor Counting Opinions was hired to update and customize the survey, improve distribution and response rates from public libraries, and manage the data collection process, including training and supporting respondents. The SDC was able to utilize the data collected and incorporate it into reports. Librarians and other stakeholders now have access to systematically collected data to inform and support strategic planning, budgets, and requests for funding. This data is also used by individual libraries to track service and collections over time. In the evaluators' survey of library staff, 86.1% report having "total awareness" of the statistics available through this project, and 97.7% of respondents report that they or someone on their staff have personally used this data.

The **Professional Development for State Library Librarians** project purchases institutional memberships to professional organizations in order to provide access to professional development training to more staff for less money. LSTA funds are used to purchase institutional memberships to professional associations, providing library staff with access to webinars, periodical subscriptions, and specialized library publications at member rates. Institutional memberships include ALA and the ALA Divisions of ALCTS, ALSC, LLAMA, PLA, YALSA, GODORT. Membership dues for COSLA (Chief Officers of State Library Agencies) and COSLINE (Council of State Libraries in the Northeast) are also paid with these project funds.

In an effort to create flexible, lower cost professional development and support to library staff, NHSL staff (including the Technology Consultant and Library Development Consultant) have created a collection of online training materials via the **Professional Development Online Resources** project. Salaries for these positions are partially covered by LSTA funds. Examples of training provided by these positions include: Transforming Teen Services, Storytime Basics, Open Book-Open Play and more youth services workshops. A variety of online technology workshops have also been developed. NHSL has also been able to coordinate the purchase of access to online training materials for library staff. Notably, access to the ALA five-part library management online training series for small and rural libraries was provided, in which 150 staff participated.

Providing flexible, low cost, remote options for library staff professional development is critical, particularly since the COVID-19 pandemic and subsequent shut down in March 2020. NHSL purchased a subscription to Niche Academy in 2020. Two hundred (200) unique users (library staff) accessed 70 online trainings via Niche Academy. It was reported by one staff member that:

Having online access to classes and web-based tutorials was more important than ever during the NH stay at home order between March and June 2020. Public librarians were able to access invaluable content and instruction when they needed it most, from any location.” And, by another “Professional development resources provided by the state are exceptional. During covid, it’s been a lifeline for me.

Kids, Books and the Arts Summer Reading Program complements the summer reading programs and provides arts programming, which may not otherwise be available in these underserved communities. NHSL distributes LSTA funds via KBA (Kids, Books, Arts) grants to individual libraries to fund live performances during the summer reading programs. Many of the smaller libraries would have no ability to fund such performances due to the nature of funding for public libraries in the state. It was noted in an evaluator-led focus group that these grants enable libraries to offer some of their largest in-person programs and outreach events for their communities. These events reinforce people’s relationship with the library, and attract participants for Summer Reading Programs.

In FFY 2018, 61 libraries received KBA grants, and attendance for those performances was 3,936 participants. In FFY 2019 and FFY 2020, 29 libraries received KBA grants or Summer Learning Grants (SLG) for summer reading programs – as the funding structure and procedures transitioned from KBA to SLG. Funding from these grants was also used to purchase STEM materials to be incorporated in the summer learning program. Transitioning the structure of the summer reading program funding to a streamlined, less burdensome grant application process (as NHSL is implementing) will hopefully have some impact on expanding summer programming across the state. It was noted in the SPR reports that a limited number of regional libraries have participated in the summer reading grant program due to the extensive time and labor required to apply. NHSL may want to consider defining particular populations or types of libraries who are eligible to apply for these grants, to increase equity of access to programs.

The data below illustrates that the KBA grant program transitioned successfully to the SLG program, and attracted 5,693 participants in the summer of 2020 during one of the most restricted periods of time during the pandemic. Overall, the summer reading programs were dramatically impacted by the pandemic, seeing decreased participation by children, teens, and adults.

| Summer Reading Programs | FFY 2018 | FFY 2019 | FFY 2020 |
|--|-----------------|-----------------|-----------------|
| Kids, Books and the Arts grants awarded | 61 | 21 | NA |
| Summer Learning Grants awarded | NA | 8 | 31 |
| Attendance at KBA/Summer Learning grant programs | 3,936 | 698 | 5,693 |
| # of children participants in summer reading | 70,950 | 100,406 | 42,909 |
| # of teen participants in summer reading | 6,617 | 7,613 | 3,546 |
| # of adult participants in summer reading | 12,902 | 12,375 | 4,361 |

When in person programming was suspended at the onset of the pandemic, the majority of libraries reported pivoting to Make and Take kits and circulating STEM kits and literacy backpacks, which were “an overall hit with New Hampshire families this year.” Offering remote programming for the summer learning program was well received, and many libraries saw an increase in attendance in the summer of 2020. From the New Hampshire 2020 SPR report: The Chester Public Library reported:

Our patrons were thrilled we were able to still offer the program amidst all the craziness.” The Libbie Cass Library in Springfield stated, “We actually had more families participate. I believe, partly, because they could pick it up and complete it on their schedule.” The Sandown Public Library’s Youth Services Librarian echoed what many New Hampshire libraries said, “We reached a lot of patrons by doing online Storytimes.

NHSL staff serve as **consultants for public library staff**, some of whom are new to the profession, cover multiple specialized positions, or work as solo librarians in rural public libraries. NHSL consultants respond to multiple inquiries each week, via phone and email. In FFY 2020, consultants fielded 820 questions from library staff. The assistance to library personnel is structured as a team-based service, where library staff are seamlessly directed to the consultant who can best answer their questions. During the pandemic this service was of particular value for library staff across the state, as staff implemented remote work for staff and services for patrons.

Goal 2 Conclusion - Retrospective Question A-1

A-1. To what extent did NHSL's Five-Year Plan activities make progress towards Goal 2?

The evaluators conclude that NHSL has **ACHIEVED Goal 2**. NHSL met its stated goal of enhancing equity of service to library materials through the eight projects outlined in the Five-Year Plan. NHSL’s centralized “consultant” model of providing support to branch library staff is well utilized and valued by public library staff. The centralized consulting model that NHSL has in place provided, via projects such as “NHAIS Help Desk,” “Assistance to Library Personnel,” and “Professional Development Online Resources” much needed support for a varied and geographically distributed group of public library staff. According to the evaluators’ survey of public library staff, 67.6% of respondents are “totally aware” of the NHAIS Help Desk service, and 90.9% of respondents said that either they or someone in their library had used the NHAIS Help Desk service.

During the transition to a new ILL platform, the Help Desk received a notable increase in volume of requests, as staff prepared for the transition. The total number of Help Desk transactions between October 2018 and September 2020 was 1,689; approximately 55% of these transactions were requests for instruction. This was a notable increase in use of the NHAIS Help Desk over previous reporting periods, despite the temporary interruption of the service during the pandemic. Newly launched video tutorials have received nearly 3,000 views, as of fall

2020. The NHAIS fielded more than 4,400 inquiries during this reporting period, providing a significant level of direct support to public library directors and staff. The average number of monthly consultations (phone calls and emails) increased from 86/month to 141/month during the reporting period. Library staff experience an increased level of support from NHSL staff, who are described as “patient and knowledgeable,” and are able to more confidently and thoroughly assist patrons and resolve problems regarding the ILL platform and service.

These centralized support services, including the Public Library Data Statistics project, address the goals set for these projects in the 2018-2022 Five-Year Plan. These services were also instrumental in supporting small branch libraries during the many “pivots” during the pandemic. The increased level of communication and professional development is particularly worth highlighting: despite the modest investment of funds in this goal, the returns have been very high.

As with the other two Goals, Goal 3 is highly aspirational, with equity at its heart. Will real equity ever be achieved in an environment that is so highly decentralized, and how can state library agencies in the New England area work more closely to realize benefits that cross state boundaries? It was noted in some of the evaluators’ interviews that library systems bordering other states are coming together to form collaborations, consortia, and co-ops across state lines. Can a more systematic look at New England library needs across the region offer some new ways for COSLINE states to increase collaboration in the future? Overall, given the extraordinary circumstances of the pandemic and the great respect and recognition the NHSL consultants enjoy, Goal 2 has been achieved in the evaluators’ opinion.

Goal 3 Retrospective Assessment - Equity of Innovation

Goal 3, Equity of Innovation: Inspire lifelong learning and advance the equity of innovative services and programming by developing projects for use by the state’s libraries, including scalable pilot projects, to anticipate and meet the changing needs of New Hampshire’s residents for library services and information.

Goal 3 Description and Discussion

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

| PROJECT TITLE | THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL |
|---|--|
| Technology Resources for Public Librarians | \$ 92,873.74 |
| Digital Public Library | \$ 14,234.36 |
| New Hampshire Downloadable Book Program | \$ 205,360.66 |
| | |
| GOAL SUBTOTAL | \$ 312,468.76 |

Goal 3 expenditures make up 8.43% of the total LSTA grant to New Hampshire for this reporting period. The New Hampshire Downloadable Book Program accounts for 65.72% of the allocations for this goal, with \$205,360.66. The Digital Public Library (4.56%) and Technology Resources for Public Libraries (29.72%) make up the other third.

In the evaluators' focus groups, participants noted that the digital divide is still very real in New Hampshire, and continues to be a barrier to equitable access, service, and innovation for many residents. Broadband is not widely available across the majority-rural state, which impacts both access and technical skills for much of the population. It was also noted by one focus group participant that there is a digital divide of sorts among library staff. As more services transition to majority-online use, libraries contract with more vendors and budgets are spent on more on e-resources, competency around technology is increasingly important. It was expressed that it is unrealistic for individual library branch directors to have the capacity to navigate these contracts, and more support is needed.

Another impactful project that dramatically expands residents' access to materials is the **NH Downloadable Book Program**, which provides library users with access to ebooks and digital audiobooks. The collection and its use have continued to grow steadily since the program was established more than 10 years ago. In recent years, audiobooks have surpassed ebooks in popularity and use, and library staff participating in the evaluators' focus groups anticipate that demand will only continue to increase. One library director agreed that the program is very valuable to their community, saying, "Libby is huge here. We are a commuting community, so lots of people use the downloads." They also noted the decrease in loans of physical DVDs and audio, and an increase in use of ILL and downloadable media, which is the common experience across the state.

The Technology Consultant supports this program, and provided training to 80 public library staff during this reporting period. The coordinated NHSL program allows small and rural public libraries to support a downloadable book collection that they could otherwise not afford. Individual branch libraries pay \$12,000 a year for access to the downloadable books collection. The increased collection size and use of the collection has coincided with an increase of support provided to library staff by the Technology Coordinator.

The pandemic and stay-at-home orders contributed to a dramatic increase in use of this collection. In spring 2020, New Hampshire public libraries shifted collection priorities to purchasing digital content, as did most libraries across the country. As of 2020, 203 New Hampshire libraries participated in the program, and there were over 70,000 active users of the NHDB. FFY 2020 saw the number of unique users increase by 19%, and NHDB circulated 2,857,281 audiobooks, ebooks and digital magazines, more than doubling circulation from 2019.

The **Technology Resources for Public Libraries** introduced both staff and patrons to new technologies and digital services via the NHSL Technology Consultant, who provides centralized technology support for all public library staff. The Technology Consultant also provides support

for the new STEM programs that public libraries incorporated into summer reading programs. The technologies that the Tech Consultant trained staff on were successfully embedded into the programming for the popular summer reading programs, helping to attract additional library staff to provide such programs. The Technology Consultant also negotiates database contracts, and provides technical support to library staff regarding the implementation and use of these databases.

In 2019, prior to the pandemic, the Technology Consultant provided approximately 79 hours of in-person consultations and training, reaching 477 librarians and library staff members. They also provided extensive support for STEM programming via email and phone consultations. NHSL staff attributed the increased implementation of innovative STEM programming for young people to the technology workshops provided by the Technology Consultant. These programs were interrupted by the pandemic, and resources were diverted to supporting library staff in learning and applying remote technology tools to facilitate remote access to the library for patrons. One focus group participant noted that “staff support is invaluable to smaller libraries. I couldn’t have gotten through this [pandemic] without it.” Overall, NHSL is able to provide a deeper level of support for a variety of technology tools and programs, at a lower price than individual libraries would be able to access independently.

NHSL purchased a subscription to Omeka for the creation of digital items and associated metadata related to the history of New Hampshire. A long term goal for the **Digital Public Library** project is integration of this collection with the Digital Public Library of America (DPLA). The Technology Consultant also supports this project with staff training. As of the end of this reporting period, five libraries have contributed items to the Omeka collection and staff at nine libraries have been trained; which is a solid start to this project. In 2020 1,371 digital items were added to the platform. In the evaluators’ survey, 66.2% of respondents said that “neither I nor any of the other staff at my library have used” the Omeka platform, yet – leaving plenty of room to grow. Creation and use of Omeka sites and the Digital Public Library project have strong program awareness, with survey respondents reporting that 87.5% are “totally aware” or “somewhat aware” of this program. One focus group participant expressed enthusiasm for this project, hoping that it continues to grow. “We are finally working on digitization projects that we should have started 20 years ago!”

The projects included in Goal 3 filled critical roles during the pandemic and statewide library closures due to the stay-at-home order. The NH Downloadable Books Service saw usage more than double in 2020. The Technology Consultant was able to pivot from providing support and training on new technologies to supporting library staff on the platforms and tools they would need to work remotely and provide library services remotely.

Goal 3 Conclusion - Retrospective Question A-1

A-1. To what extent did NHSL's Five-Year Plan activities make progress towards Goal 3?

The evaluators conclude that NHSL has **PARTLY ACHIEVED Goal 3**. While two of the original projects presented in the Five-Year Plan were not addressed, progress was made on the

remaining three projects for Goal 3. The New Hampshire Downloadable Books project made the greatest impact by far, according to data from the evaluators' staff survey, in which 95.8% of respondents shared that they are "totally aware" of this program. One respondent noted "Our patrons use and enjoy NH Downloadable Books. During the COVID era it was a life saver for many that were too nervous to come to the library. [...] Because of the LSTA investments into these two programs [downloadable books and ILL] our community continues to use the library and we continue to have new patrons every day." Another respondent shared that "20-25% of our circulation is accounted for by NHDB items, even now that the building is open again for in-person visits," and yet another "The NHDB service has been invaluable, especially during the Pandemic. Our e-resources continue to increase in usage."

Staff clearly value this service greatly, and utilize it extensively. One focus group participant put it plainly: "Without digital books we would have been sunk," referring to the pandemic. In these focus groups, participants also noted concern about the cost of these download and streaming services, and their lack of ability to effectively negotiate contracts on their own. "We can't afford to purchase any of these on our own," was expressed alongside the recognition that this is the direction that patron needs and library use is heading. Another participant noted that their overall circulation is up significantly, however the percentage of circulating physical items is down. This was not viewed as problematic; however, continuing to meet the growing need for digital media is a concern. Looking at the LSTA allocations, it was also noted that the investment in NHDB (approximately 5.5% of overall LSTA expenditures) has "great ROI," given its popularity and usage.

The Technology Consultant, funded in part by the Technology Resources for Public Libraries project, has had a significant impact on the advancement of innovative programs across the system, including STEM programming for youth, use of the Omeka platform, acquisition of new databases, and technology training for staff using these new technologies. This position appears to have made a significant impact on library staff and programs across the staff.

Overall, the goals outlined for Goal 3 in the Five-Year Plan were ambitious and broadly defined. According to the SPR NHSL has "implement[ed] a digital library of images, documents and other resources from NH communities," and with continued investment it will continue to grow. Similarly, New Hampshire residents were "introduced to a wide array of technology and innovative trends from the larger library community," particularly in rural communities via the summer reading programs. Finally, with the support of the Technology Consultant, New Hampshire libraries will be prepared to assist patrons with their questions about digital services" through professional development on these technologies."

Retrospective Assessment Questions A-2 and A-3

Retrospective Question A-2

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

NHSL's LSTA-funded programs align with several of the Measuring Success focal areas and corresponding intents. Three focal areas stand out, and are central to all three goal statements (see Appendix F). These three are: Information Access, Lifelong Learning, and Institutional Capacity. Additionally, individual programs indirectly achieve results related to the focal areas of Economic and Employment Development, Human Resources, and Civic Engagement.

In particular, all Goal 1 and Goal 2 projects are associated with the Information Access focal area and the associated intent 'Improve users' ability to obtain and/or use information resources.' Seven projects in Goal 1 and two projects in Goal 2 primarily focus on these elements. Also, one of the Goal 3 projects *NH Downloadable Book Program* primarily relates to the Information Access intent 'Improve users' ability to obtain and/or use information resource intent.'

Three of the LSTA funded projects (*Assistance to Library Personnel, Professional Development for State Library librarians, and Professional Development Online Resources*) in Goal 2 and one project in the matching fund category (*Conference Planning by State Library librarians*) are associated with the Institutional Capacity focal area. All four align with the intent to 'improve the library workforce.' The other three LSTA funded projects in Goal 2 (*Statewide Literacy, Kids, Books and the Arts Summer Reading Program*) and the matching funds program (*Center for the Book*) are aligned with the Lifelong Learning focal area and the intent to 'improve users' general knowledge and skills.'

The remaining two projects in Goal 3, *Technology Resources for Public Librarians and Digital Public Library* align themselves with the Institutional Capacity focal area and each of its corresponding intents respectively - 'improve the library workforce' and 'improve the library's physical and technological infrastructure.' The New Hampshire projects show a heavy emphasis on Information Access, followed by Institutional Capacity, and Lifelong Learning focal areas.

Though not directly assigned to the Economic and Employment Development, Human Resources, and Civic Engagement focal areas, projects such as *Technology Resources for Public Librarians, LBPH, and Center for the Book* are among those that address these respective areas among others.

Retrospective Question A-3

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

Two groups represent a substantial focus for NHSL during this cycle, based on the 10% expenditures threshold specified by IMLS in the evaluation guidelines. Individuals with Disabilities were a focus of the 19.19% of LSTA funds spent on *Library Services to the Blind and Physically Handicapped*, and the Library Workforce was a focus of *Van Delivery System* (26.49% of expenditures), *NHU-PAC: New Hampshire Public Access Catalog* (26.43% of expenditures), and *Professional Development for State Library Librarians* (0.78% of expenditures). While many other projects undertaken by NHSL have had significant impacts on specified groups including Families, Children, and Youth, these additional projects primarily target general audiences or fall substantially below the 10% expenditure threshold. New Hampshire's *Van Delivery System* accounts for 26.49% of LSTA program expenditures in the period that includes FFY 2018, FFY 2019, and FFY 2020 and primarily reaches librarians. Similarly, the *NHU-PAC: New Hampshire Public Access Catalog* which accounts for 26.43% of LSTA program expenditures.

Library Services to the Blind and Physically Handicapped reaches people with disabling conditions. Foremost among these categories are individuals with visual impairments; the program is also expanding with changes in eligibility qualifications and a streamlining of the certification process and is resulting in serving additional clients with other physical, print and reading disabilities. New Hampshire also expends a significant portion of its LSTA funding on professional development in Goal 2 which amounts to 9.49% in its totality across multiple projects for the period from FFY 2018 - FFY 2020.

| GROUP | YES/NO |
|---|---------------|
| Library workforce (current and future) | YES |
| Individuals living below the poverty line | NO |
| Individuals that are unemployed/underemployed | NO |
| Ethnic or minority populations | NO |
| Immigrants/refugees | NO |
| Individuals with disabilities | YES |
| Individuals with limited functional literacy or information skills | NO |
| Families | NO |

| GROUP | YES/NO |
|-------------------------------|--------|
| Children (aged 0-5) | NO |
| School-aged youth (aged 6-17) | NO |

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

Process Question B-1

B-1. How has NHSL used any data from the State Program Report (SPR) and elsewhere (e.g., Public Libraries Survey) to guide activities included in the Five-Year Plan? Data from the SPR report is provided to the citizens of New Hampshire on the State Library website. The data is reviewed and informs adjustments to activities in the Five-Year Plan.

Process Question B-2

B-2. Specify any modifications NHSL made to the Five-Year Plan. What was the reason for this change? New Hampshire’s LSTA Five-Year Plan for 2018 - 2022 was not amended - no formal changes were made; however, significant adjustments were made at the project and activity levels due to the COVID-19 pandemic. Many events that had originally been scheduled as in-person meetings were adjusted to accommodate new realities that involved virtual and hybrid models.

Process Question B-3

B-3. How and with whom has NHSL shared data from the SPR and from other evaluation resources? How has NHSL used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How has NHSL used this information throughout this five-year cycle? NHSL data are frequently shared within the new department to which NHSL now belongs, the New Hampshire Department of Natural and Cultural Resources. Budget justifications and testimony is provided to interested parties, administrators and legislators. All libraries and librarians are actively invited to be engaged in the five-year LSTA evaluation and planning processes; an example is the town hall the evaluators held for the LSTA evaluation process with the support of the agency staff.

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

C-1. Identify how NHSL implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of an Independent Evaluator. To ensure rigorous and objective evaluation of the NHSL implementation of the LSTA Grants to States program, NHSL, in cooperation with eight other state library administrative agencies (SLAAs) in the northeast United States, participated in the issuance of a joint Request for Proposals (RFP) for a “Cooperative Library Services and

Technology Act Five-Year Plan Evaluation 2018-2022” through COSLINE. The RFP was issued on June 14, 2021 with proposals due by July 12, 2021.

As a result of a competitive bidding process, QualityMetrics LLC, a library consulting firm headquartered in Silver Spring Maryland, was awarded the contract to conduct the independent LSTA evaluation. QualityMetrics LLC does not have a role in carrying out other LSTA-funded activities and is independent of those who are being evaluated or who might be favorably or adversely affected by the evaluation results.

QualityMetrics LLC has in-depth evaluation experience and demonstrated professional competency in conducting LSTA Grants to States evaluations. We proactively study and review the FFY2018 and FFY2019 projects and activities through the publicly available SPR interface when responding to a competitive RFP. QualityMetrics Director and Chief Executive Officer Dr. Martha Kyrillidou, carried out more than 20 such evaluations for the 2013-2017 cycle. In addition, QualityMetrics associate consultant, Bill Wilson, has been part of more than 50 LSTA evaluations in each five-year cycle since 2002 both as a partner in Himmel & Wilson, Library Consultants and as a research consultant with QualityMetrics.

Principal consultant Dr. Martha Kyrillidou has deep experience in library evaluation over her 22 years of service at the Association of Research Libraries (ARL). Dr. Kyrillidou has taught Research Methods and Assessment, and Evaluation courses at the University of Maryland and at Kent State University and has extensive practical experience in mixed methods, evaluation and outcomes assessment. Martha is a current member of the Library Statistics Working Group (LSWG), chair of the NISO Z39.7 standard, and mentoring the next generation of public library staff and evaluators.

Ms. Rutner has over a decade of experience working in assessment, research and data analysis in higher education. She worked as the Assessment Librarian at Columbia University Libraries, and was a Senior Analyst at Ithaka S&R, before relocating to upstate New York. She now works in a college library as a Research and Education Librarian, and is the Digital Scholarship Center Coordinator.

Mr. Wilson has extensive experience with federal funding programs for libraries dating back to the 1970s and interactions with state library administrative agencies since he served as Wisconsin’s State Librarian in the 1990s. Mr. Wilson has also completed extensive graduate/doctoral-level coursework in statistics and research methods.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and Reliability. QualityMetrics LLC deployed a mixed methods protocol for data collection that is multi-faceted and rigorous. Reviewing demographic data, quantitative PLS data, and SPR data formed the basis of our knowledge from the stage of responding to the RFP for an independent evaluator and throughout the evaluation process. Providing a cloud-based storage space for NHSL to deposit additional data and files and reflect on the program was the basis of our initial

interaction. After conducting an initial Zoom conference call with representatives of the New Hampshire State Library at the beginning of the evaluation process and a second phone call to discuss the agencies self-reflection on whether goals have been achieved, partly achieved, or not achieved, the evaluators stayed in regular touch (monthly sessions) with the agency as the evaluation team was gathering data. In addition to updating NHSL leadership on progress, the sessions were used to resolve emerging questions and to solicit additional relevant information. Data gathering included (a) interviews with agency staff members, (b) interviews with project managers for various SPR reported projects and activities, (c) focus group discussions with project teams, (d) focus group discussions with project and activity beneficiaries, (e) a broad-based short survey for library staff and stakeholders with some knowledge and engagement with LSTA funded activities collecting primarily qualitative contextual information about past activities and future needs.

Researchers and evaluators across the globe are adjusting to the new realities that accompany the pandemic. The technical note below is merely an example.

COVID-19 presented special circumstances and a number of considerations had to be taken into account. The crisis brought the imperative of changing how evaluation work is done and how we engage policymakers, programme managers and beneficiaries as restrictions on travel and 'social distancing' are expected to last.⁶

While no on-site visit to NHSL was conducted during this evaluation period, two of the primary investigators for QualityMetrics (Dr. Martha Kyrillidou and Mr. William Wilson) had visited the NHSL offices as part of the 2013-2017 LSTA evaluation cycle and on many other occasions. Consequently, the evaluators were somewhat familiar with NHSL's operation. Virtual (Zoom) one-on-one interviews were held with the agency State Librarian and with key staff engaged in LSTA and in specific projects carried out under the LSTA Five-Year Plan. The Five-Year Evaluation is a summative assessment and as such the availability of the SPR data was extremely useful more so than other times.

Furthermore, the COVID-19 circumstances have strengthened the state library agency role -- during a time of crisis the profession and the communities were seeking advice and often turned to the state library for answers. Many SLAAs responded by holding frequent and regular statewide community meetings with various groups which elevated the importance of the LSTA activities even when they were disrupted by the pandemic. Creative solutions were identified in most instances as most programs had to turn into virtual delivery for most of the pandemic

⁶ OECD/DAC and IEO/UNDP (2020) Guidance Note: Good practices during COVID-19; UNICEF Evaluation Office (2020) Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis; WFP Office of Evaluation (2020) Technical Note for {Planning and Conducting Evaluations During COVID-19; UNFPA Evaluation Office (2020) Adapting evaluations to the COVID-19 pandemic; UNDP Independent Evaluation Office (2020) Event planning and implementation during COVID-19; ILO Evaluation Office (2020) Implications of COVID-19 on evaluations in the ILO; FAO Office of Evaluations (2020) Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions.

period. In some ways, the record of virtual programming is more evident and its impact more readily documented. However, we do run the danger of minimizing the adverse effects on marginalized communities which often are more difficult to reach during times of crisis such as COVID-19 presented.

The toll on the mental health of our communities has also been evident as these restrictions are establishing new norms for interacting in person. Monitoring community behaviors took place frequently during the pandemic often resulting in people feeling over-surveyed in many instances. This had an impact on the nature of the statewide web-based survey that was administered in that an extra effort was made to make it as short as was practical.

The web-based survey targeting the library community was conducted between October 4th and October 26th, 2021. The survey provided some supplementary quantitative information as well as considerable qualitative information. Additional corroborative evidence from comments collected in the survey served to triangulate the evidence gathered.

Validity and reliability analysis reflect a positivist worldview and in a qualitative naturalistic approach they are being redefined with some divergent views on whether and how one ensures quality and rigor in qualitative inquiry. The notion that naturalistic inquiry needs to exhibit quality, rigor, and trustworthiness is more widespread nowadays. The LSTA Evaluators' Community of Practice (COP) also provided another opportunity for evaluators working across multiple states to come together and enhance the protocols and frameworks used. QualityMetrics' evaluations actively contributed to the LSTA Evaluators' COP organized by IMLS.

The evaluators engaged in numerous conversations through Zoom and phone interviews. The quality and rigor of the phone interviews in the LSTA evaluation of NHSL's LSTA implementation has been enhanced by references to external website links, google maps, internal triangulation and, in some instances, by asking interviewees to allow the conversation to be recorded with assurances for confidentiality by the evaluators. Quality and rigor were also enhanced by having two evaluators attend most focus groups and interviews. Shared note-taking was available in real time through shared google documents and drive access. This approach has allowed evaluators to refine their inquiry and tailor it as knowledge of NHSL's LSTA program was accumulating from one interaction to the next. Recorded conversations also allow the evaluators to reflect and refine their interpretations in a reliable manner. The validity of the inquiry was strengthened with the informed selection of the subjects by the NHSL leadership team and staff.

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

Small-group virtual sessions and telephone interviews were conducted with librarians and other persons with knowledge of LSTA-funded initiatives in New Hampshire. The focus groups and interviews provided both qualitative evidence and context that supplemented a review of agency-supplied statistical data and information and data submitted in the form of the SPRs.

Interviewees shared their knowledge of LSTA utilization, enhancing interactions and depth and quality of the conversations. Furthermore, principal investigators Martha Kyrrilidou and Jen Rutner conducted joint interviews and group sessions and shared and discussed their observations in order to develop a shared understanding of the meaning of the library experience in New Hampshire, allowing for the concept of triangulation to be implemented as evaluators debriefed and compared interpretations and understandings.

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

The evaluation will be made available through the agency website and inform the next Five-Year Plan. Frequent communications with librarians across the state is an important tool for the future of libraries in New Hampshire.

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

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

These additional funds helped people get resources that are often not part of the regular LSTA program and their wishes regarding future funding for LSTA includes the ability to have expanded access at home and do more new types of programming in the library.

The pandemic had a profound impact on the agency operations and on the New Hampshire Library community. NHSL suspended interlibrary loan for quite a long time. At the same time, the state library became quite adept at electronic communications and will continue to utilize all communications means to strengthen idea sharing and collaborations; frequent communications is a significant tool for libraries going forward.

APPENDICES

Appendix A: Acronyms

ACS - American Community Survey
ALA - American Library Association
ALCTS - Association for Library Collection & Technical Services
ALS - Academic Libraries Survey
ALSC - Association for Library Services to Children
ARPA - American Recovery Plan Act
BARD - Braille and Audio Reading Download
CARES - Coronavirus Aid, Relief and Economic Security Act
CLiF - Children's Literacy Foundation
CLNH - Children's Librarians of New Hampshire
COP - Community of Practice
COSLA - Chief Officers of State Library Agencies
COSLINE - Council of State Libraries in the Northeast
DDD - New Hampshire State Government Digital Document Depository
DoD - Digitization on Demand
DPLA - Digital Public Library of America
EISi - Elementary/Secondary Information System
FFY - Federal Fiscal Year
FTE - Full Time Equivalent
ILL - InterLibrary Loan
ILS - Integrated Library System
IMLS - Institute of Museum and Library Services
KBA - Kids, Books, and the Arts
LLAMA - Library Leadership & Management Association
LBPH - Library Services to the Blind and Physically Handicapped
LOC - Library of Congress
LSTA - Library Services and Technology Act
MOC - Magazines on Cartridge
NAAL - National Assessment of Adult Literacy
NCES - National Center for Educational Statistics
NHAIS ILS - NH Interlibrary Loan System
NHDB - New Hampshire Downloadable Books
NHLA - NH Library Association
NHSL - NH State Library
NHTBS - New Hampshire Talking Book Service
NHU-PAC - Old cataloging system
NHU-PAC - NH Union Public Access Catalog
NLS - The Library of Congress/National Library Service for the Blind and Print Disabled
OBE - Outcome-Based Evaluation
OCLC - Online Computer Library Center

OPAC - online public access catalog
PLA - Public Library Association
PLS - Public Library Statistics
POP - Patron Outreach Project
ROI - return-on-investment
SDC - State Data Coordinator
SLAA - State Library Administrative Agency
SLG - Summer Learning Grants
SPR - State Program Report
STEM - Science, Technology, Engineering, and Math
TBS - New Hampshire Talking Book Services
YALSA - Young Adult Library Services Association

Appendix B: Interviewees/ Focus Groups

| Name | Title | Date |
|-------------------|--|------------|
| Lori Fisher | New Hampshire State Assistant Librarian | 9/7/2021 |
| Michael York | New Hampshire State Librarian | 9/17/2021 |
| Mary Russell | NHAIS & Technical Services Supervisor | 10/14/2021 |
| Charles Shipman | Supervisor of Reference and Information | 10/14/2021 |
| Marilyn Stevenson | NH Talking Books Supervisor | 10/15/2021 |
| Bobbi Slossar | Technology Resources Librarian | 10/15/2021 |
| Beth Daisy | Talking Books User, Occupational Therapist | 11/23/2021 |
| Sharon Tyler | Talking Books User | 12/7/2021 |

| Focus Group | Stakeholders | Number of Proposed Participants | Date |
|-------------|--|---------------------------------|------------|
| #1 | Public Library Directors Community meeting | 80-100 | 10/7/2021 |
| #2 | GMILCS / Co-ops | 9 | 2/9/2022 |
| #3 | GMILCS / Co-ops | 4 | 2/14/2022 |
| #4 | NH LBPH Staff | 3 | 11/23/2021 |

Appendix C: Bibliography of Documents Reviewed

State Agency Sources

- SPR data (FFY 2018-2020)
- PLS Statistics (FY 2018 - 2020)
- Agency website and social media
- LSTA Plan 2018-2022

Federal Government Publications

Federal Agency Data Sources

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

Evaluation Resources and COVID-19

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

Other Resources

- Ethel Himmel and William J. Wilson. The Functions and Roles of State Library Agencies. American Library Association, Chicago, 2000.
- The Institute of Museum and Library Services. 2021. [Functions and Roles of State Libraries: 2000 and 2020.](#) Washington, DC: Institute of Museum and Library Services.
- The Institute of Museum and Library Services. (2021). [The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic.](#) Washington, DC: The Institute.

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

Appendix D: Focus Group Questions and Interview Guidelines

Focus groups

General Questions

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

Potential Follow-up Questions

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

Outcome Questions

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

Interview guidelines

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

- b. *The LSTA program requires that each state conduct an evaluation of its LSTA program every five years. These evaluations are overseen by the Institute of Museum and Library Services but are conducted by independent evaluators. QualityMetrics was selected to conduct the state-level evaluations for nine states in the Northeast and our company is also working with more than a dozen additional states and territories. The results of our review are due to be submitted to IMLS in March of 2022.*
- 3. FOR THOSE WHO DO NOT WORK FOR THE SLAA (who manage a project):
 - a. Ask them to talk about the particular grant/s they worked with. Allow them to lead the conversation in an exploratory fashion. Ask follow up questions.
 - b. Identify where there are materials or data from their projects that it would be useful for us to see.
- 4. FOR THOSE WHO DO NOT WORK FOR THE SLAA (high level stakeholder):
 - a. Go through the plan goal by goal, remind them of the goal wording and the percent of funds the state spent on it, get their reflections on progress toward each goal.
 - b. Are there any future needs we should be emphasizing in the evaluation?
- 5. FOR SLAA STAFF on specific projects:
 - a. Ask them to talk about the particular programs they are responsible for
 - b. Let them know the data available (SPR, output, etc.) and verify that there is no other data or materials they have that would be helpful to us. If they only listed outputs in the SPR outcomes data, ask about plans for outcome data in the future.
 - c. What do you see as the needs moving forward for the next seven years?
- 6. ALL: What impact have you seen LSTA dollars have on your state?
- 7. ALL: Is there anything you think we should have asked that we didn't?

Appendix E: Web-Survey Instrument

New Hampshire LSTA Survey 2021

WELCOME

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

Following close on the heels of the evaluation is the requirement for the submission of a new state-level five-year plan for the LSTA program. QualityMetrics, Library Consultants is assisting the New Hampshire State Library (NHSL) with the evaluation.

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

You are invited to share your thoughts and ideas by answering a handful of questions. The survey should take you no more than ten minutes to complete. We ask you to tell us how statewide resources are used. Then, an open ended question asks you to look back over the last few years and to consider how the LSTA program has benefitted libraries and library users. Afterwards, we'd like to invite you to think about the future and to suggest new ways in which you think LSTA funds should be invested. Finally, we want to give you an opportunity to offer any other observations about New Hampshire's LSTA program (positive or negative).

Thank you in advance for helping the New Hampshire State Library serve your community better!

STATEWIDE PROGRAMS

New Hampshire receives approximately \$1.2 million in LSTA Grants to States funding each year. The largest portion of this funding (about 81%) has been allocated to support Equity of Access with programs such as Library Services to the Blind and Physically Handicapped, Van Delivery System, New Hampshire ILL System, and Collection Development and Preservation.

The second largest portion (10%) supports Equity of Innovation with programs such as New Hampshire Downloadable Book Program and Technology Resources for Public Librarians.

The last portion (9%) of the budget supports Equity of Service with programs such as NHAIS Help Desk, Kids, Books and the Arts Summer Reading Program, Public Library Data Collection, Assistance to Library Personnel, Professional Development for State Library librarians, and Statewide Literacy.

LSTA dollars are used to supplement state and local funds and to foster creativity and innovation in meeting the needs of New Hampshire's existing and potential library users and citizens.

1) Please indicate the degree to which you are aware of the following programs

| | Totally aware | Somewhat aware | Very aware | Not applicable |
|---|---------------|----------------|------------|----------------|
| NHAIS ILL System (union catalog) | () | () | () | () |
| NHAIS ILL Van Delivery | () | () | () | () |
| NHAIS Helpdesk assistance | () | () | () | () |
| NH Downloadable Books (NHDB) Consortium | () | () | () | () |
| Koha ILS solution for small libraries | () | () | () | () |

| | | | | |
|---|-----|-----|-----|-----|
| NH Talking Books Service | () | () | () | () |
| Ebsco/Novelist Databases | () | () | () | () |
| Center for the Book programming, resources, etc. (Example – Ladybug award) | () | () | () | () |
| Public Library Data Statistics for NH (annual survey completed by NH public libraries) | () | () | () | () |
| Use of resources created by NHSL staff and available online (Example – COVID resource web page for librarians) | () | () | () | () |
| Consultation/Workshops with NHSL staff (Bobbi, Deb, Lori, or Mary) | () | () | () | () |
| Summer Reading Program resources, materials, or grant opportunities (Kids, Books & Arts; now known as Summer Learning grants) | () | () | () | () |
| Creation/use of Omeka site for local digitization projects | () | () | () | () |

| | | | | |
|---|-----|-----|-----|-----|
| Use of online tech tutorials or blog posts created by Bobbi | () | () | () | () |
|---|-----|-----|-----|-----|

2) Please indicate whether you or someone in your library has used the following programs

| | I have personally used | Other staff members from my library have used | Neither I nor any of the other staff at my library have used | Not applicable |
|--|--------------------------|---|--|--------------------------|
| NHAIS ILL System (union catalog) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NHAIS ILL Van Delivery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NHAIS Helpdesk assistance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NH Downloadable Books (NHDB) Consortium | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Koha ILS solution for small libraries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NH Talking Books Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ebsco/Novelist Databases | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Center for the Book programming, resources, etc. (Example – Ladybug award) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Public Library Data Statistics for NH (annual survey completed by NH public libraries) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use of resources created by NHSL staff and available online (Example – COVID resource web page for librarians) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consultation/Workshops with NHSL staff (Bobbi, Deb, Lori, or Mary) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Summer Reading Program resources, materials, or grant opportunities (Kids, Books & Arts; now known as Summer Learning grants) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Creation/use of Omeka site for local digitization projects | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use of online tech tutorials or blog posts created by Bobbi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

BACKGROUND

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

LOOKING FORWARD

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

OTHER COMMENTS

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

OPTIONAL DEMOGRAPHIC QUESTIONS

6) The library that I represent is:

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

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

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

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

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

Thank You!

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

Appendix F: Measuring Success Crosswalk Table (1 of 2 pages)

| NEW HAMPSHIRE Measuring Success Focal Areas and Intents | NEW HAMPSHIRE STATE LIBRARY - LSTA EVALUATION 2018-2022 | | | | | | | | | | | | | | | | | | | |
|--|---|--|--|--------------|---|--|--|---------------------|------------------------------------|-----|--|--|--|--|--|--|--|--|--|--|
| | 1.1 Van Delivery System | 1.2 NHU-PAC: New Hampshire Public Access Catalog | 1.3 Library Services to the Blind and Physically Handicapped | 1.4 NHewLink | 1.5 Collection Development and Preservation | 1.6 Digital Archive of NH State Publications | 1.7 Open Source ILS Solution for Small Libraries | 2.1 NHAIS Help Desk | 2.2 Public Library Data Collection | | | | | | | | | | | |
| Lifelong Learning | | | | | | | | | | | | | | | | | | | | |
| Improve users' formal education | | | | | | | | | | | | | | | | | | | | |
| Improve users' general knowledge and skills | | | | | | | | | | | | | | | | | | | | |
| Information Access | YES | YES | YES | YES | YES | YES | YES | YES | YES | YES | | | | | | | | | | |
| Improve users' ability to discover information resources | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to obtain and/or use information resources | YES | YES | YES | YES | YES | YES | YES | YES | YES | YES | | | | | | | | | | |
| Institutional Capacity | | | | | | | | | | | | | | | | | | | | |
| Improve the library workforce | | | | | | | | | | | | | | | | | | | | |
| Improve the library's physical and technological infrastructure | | | | | | | | | | | | | | | | | | | | |
| Improve library operations | | | | | | | | | | | | | | | | | | | | |
| Economic & Employment Development | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to use resources and apply information for employment support | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to use and apply business resources | | | | | | | | | | | | | | | | | | | | |
| Human Resources | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to apply information that furthers their personal, family or household finances | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to apply information that furthers their personal or family health & wellness | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to apply information that furthers their parenting and family skills | | | | | | | | | | | | | | | | | | | | |
| Civic Engagement | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to participate in their community | | | | | | | | | | | | | | | | | | | | |
| Improve users' ability to participate in community conversations around topics of concern | | | | | | | | | | | | | | | | | | | | |

NEW HAMPSHIRE

Measuring Success Focal Areas and Intents

2.3 Assistance to Library Personnel
 2.4 Professional Development for State Library Librarians
 2.5 Professional Development for State Library Librarians
 2.6 Statewide Literacy
 2.7 Kids, Books and the Arts Summer Reading Program
 2.8 Center for the Book
 2.9 Conference Planning by State Library Librarians
 3.1 New Hampshire Downloadable Book Program
 3.2 Technology Resources for Public Librarians
 3.3 Digital Public Library

| | 2.3 | 2.4 | 2.5 | 2.6 | 2.7 | 2.8 | 2.9 | 3.1 | 3.2 | 3.3 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Lifelong Learning | | | | YES | YES | YES | | | | |
| Improve users' formal education | | | | | | | | | | |
| Improve users' general knowledge and skills | | | | YES | YES | YES | | | | |
| Information Access | | | | | | | | YES | | |
| Improve users' ability to discover information resources | | | | | | | | | | |
| Improve users' ability to obtain and/or use information resources | | | | | | | YES | | | |
| Institutional Capacity | YES | YES | YES | | | | YES | | YES | YES |
| Improve the library workforce | YES | YES | YES | | | | YES | | YES | |
| Improve the library's physical and technological infrastructure | | | | | | | | | | YES |
| Improve library operations | | | | | | | | | | |
| Economic & Employment Development | | | | | | | | | | |
| Improve users' ability to use resources and apply information for employment support | | | | | | | | | | |
| Improve users' ability to use and apply business resources | | | | | | | | | | |
| Human Resources | | | | | | | | | | |
| Improve users' ability to apply information that furthers their personal, family or household finances | | | | | | | | | | |
| Improve users' ability to apply information that furthers their personal or family health & wellness | | | | | | | | | | |
| Improve users' ability to apply information that furthers their parenting and family skills | | | | | | | | | | |
| Civic Engagement | | | | | | | | | | |
| Improve users' ability to participate in their community | | | | | | | | | | |
| Improve users' ability to participate in community conversations around topics of concern | | | | | | | | | | |

Appendix G: Targeted Audiences Crosswalk Table

| NEW HAMPSHIRE Target Population Served | NEW HAMPSHIRE | | | | | | | | | | |
|--|--|---|--|--------------------------------|---------------------|-------------------------------|----------|---------------------|-------------------------------|----------------------|-------------------|
| | Library Workforce (current and future) | Individuals Living Below the Poverty Line | Individuals who are unemployed/underemployed | Ethnic or Minority Populations | Immigrants/Refugees | Individuals with Disabilities | Families | Children (aged 0-5) | School-aged Youth (aged 6-17) | General (aged 18-64) | Senior (aged 65+) |
| 1.1 Van Delivery System | | | | | | | | | | | |
| 1.2 NHU-PAC: New Hampshire Public Access Catalog | | | | | | | | | | | |
| 1.3 Library Services to the Blind and Physically Handicapped | YES | | | | YES | | | YES | YES | YES | |
| 1.4 NHewLink | YES | | | | | | | | | | |
| 1.5 Collection Development and Preservation | | | | | | | | | | | |
| 1.6 Digital Archive of NH State Publications | | | | | | | | | | | |
| 1.7 Open Source ILS Solution for Small Libraries | YES | | | | | | | | | | |
| 2.1 NHAIS Help Desk | YES | | | | | | | | | | |
| 2.2 Public Library Data Collection | YES | | | | | | | | | | |
| 2.3 Assistance to Library Personnel | YES | | | | | | | | | | |
| 2.4 Professional Development for State Library librarians | YES | | | | | | | | | | |
| 2.5 Professional Development Online Resources | YES | | | | | | | | | | |
| 2.6 Statewide Literacy | YES | | | | | | | | | | |
| 2.7 Kids, Books and the Arts Summer Reading Program | YES | | | | | | | | | | |
| 2.8 Center for the Book | YES | | | | | | | | | | |
| 2.9 Conference Planning by State Library librarians | YES | | | | | | | | | | |
| 3.1 New Hampshire Downloadable Book Program | YES | | | | | | | | | | |
| 3.2 Technology Resources for Public Librarians | YES | | | | | | | | | | |
| 3.3 Digital Public Library | YES | | | | | | | | | | |

Appendix H: Expenditure Tables

| NEW HAMPSHIRE LSTA PROJECT EXPENDITURE SUMMARY | | | | | | | | | | | |
|--|------------------------|--|----------|----------|----------|---------------------------|---------------------------|---------------------------|---|------------------------------------|------------------------------|
| | State Goal Short Title | PROJECT TITLE/ Activities | FFY 2018 | FFY 2019 | FFY 2020 | FFY 2018 LSTA EXPENDITURE | FFY 2019 LSTA EXPENDITURE | FFY 2020 LSTA EXPENDITURE | THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL | PERCENTAGE EXPENDITURE WITHIN GOAL | PERCENTAGE EXPENDITURE TOTAL |
| Goal 1 | Equity of Access | Van Delivery System | X | X | X | \$ 329,644.29 | \$ 335,108.86 | \$ 316,573.66 | \$ 981,326.81 | 33.68% | 26.49% |
| | | NHU-PAC: New Hampshire Public Access Catalog | X | X | X | \$ 346,018.96 | \$ 237,074.69 | \$ 395,914.89 | \$ 979,008.54 | 33.60% | 26.43% |
| | | Library Services to the Blind and Physically Handicapped | X | X | X | \$ 171,583.15 | \$ 266,708.45 | \$ 272,508.99 | \$ 710,800.59 | 24.39% | 19.19% |
| | | Collection Development and Preservation | X | X | X | \$ 21,855.29 | \$ 32,604.28 | \$ 30,651.54 | \$ 85,111.11 | 2.92% | 2.30% |
| | | Digital Archive of NH State Publications | X | X | X | \$ 21,991.58 | \$ 25,067.33 | \$ 30,718.77 | \$ 77,777.68 | 2.67% | 2.10% |
| | | NHewLink | X | X | X | \$ 45,452.19 | \$ 15,104.60 | \$ 6,575.83 | \$ 67,132.62 | 2.30% | 1.81% |
| | | Open Source ILS Solution for Small Libraries | X | X | X | \$ 4,141.93 | \$ 4,453.34 | \$ 4,005.98 | \$ 12,601.25 | 0.43% | 0.34% |
| | | GOAL SUBTOTAL | | | | \$ 940,687.39 | \$ 916,121.55 | \$1,056,949.66 | \$ 2,913,758.60 | 100.00% | 78.65% |
| Goal 2 | Equity of Service | NHAIS Help Desk | X | X | X | \$ 60,323.72 | \$ 59,048.30 | \$ 53,279.47 | \$ 172,651.49 | 49.13% | 4.66% |
| | | Public Library Data Collection | X | X | X | \$ 10,125.00 | \$ 18,900.00 | \$ 10,700.00 | \$ 39,725.00 | 11.30% | 1.07% |
| | | Assistance to Library Personnel | | X | X | \$ - | \$ 22,656.90 | \$ 52,606.56 | \$ 75,263.46 | 21.42% | 2.03% |
| | | Professional Development for State Library librarians | X | X | X | \$ 11,729.00 | \$ 8,175.90 | \$ 8,967.58 | \$ 28,872.48 | 8.22% | 0.78% |
| | | Professional Development Online Resources | | X | X | \$ - | \$ 15,104.60 | \$ 6,575.83 | \$ 21,680.43 | 6.17% | 0.59% |
| | | Statewide Literacy | | X | X | \$ - | \$ 3,771.25 | \$ 9,329.48 | \$ 13,100.73 | 3.73% | 0.35% |
| | | Kids, Books and the Arts Summer Reading Program | X | | | \$ 150.00 | \$ - | \$ - | \$ 150.00 | 0.04% | 0.00% |
| | | Conference Planning by State Librarians | X | X | X | \$ - | \$ - | \$ - | \$ - | 0.00% | 0.00% |
| | | NH Center for the Book | X | X | X | | | | | 0.00% | 0.00% |
| | | GOAL SUBTOTAL | | | | \$ 82,327.72 | \$ 127,656.95 | \$ 141,458.92 | \$ 351,443.59 | 100.00% | 9.49% |
| Goal 3 | Equity of Innovation | Technology Resources for Public Librarians | X | X | X | \$ 63,641.01 | \$ 22,656.90 | \$ 6,575.83 | \$ 92,873.74 | 29.72% | 2.51% |
| | | Digital Public Library | | X | | \$ - | \$ - | \$ 14,234.36 | \$ 14,234.36 | 4.56% | 0.38% |
| | | New Hampshire Downloadable Book Program | X | X | X | \$ 59,806.83 | \$ 87,523.00 | \$ 58,030.83 | \$ 205,360.66 | 65.72% | 5.54% |
| | | GOAL SUBTOTAL | | | | \$ 123,447.84 | \$ 110,179.90 | \$ 78,841.02 | \$ 312,468.76 | 100.00% | 8.43% |
| | | LSTA PROGRAM ADMINISTRATION | | | | \$ 43,205.05 | \$ 48,081.60 | \$ 35,763.30 | \$ 127,049.95 | 100.00% | 3.43% |
| | | GRAND TOTAL | | | | \$1,189,668.00 | \$1,202,040.00 | \$1,313,012.90 | \$ 3,704,720.90 | 100.00% | 100.00% |
| | | ALLOCATION | | | | \$1,189,668.00 | \$1,202,040.00 | \$1,313,013.00 | \$3,704,721.00 | | |

Appendix I: Web-Survey Report

NH LSTA Survey Summary

https://reporting.alchemer.com/r/71852_61670dcbc2ba13.98266656

Findings

The survey received 99 responses, 66 of which were complete. As shown in Figure 1, 98.5% (64) of 42 respondents work in public libraries. 1.5% (1) of respondents indicated other, stating they were from a private, nonprofit 501(c)(3) library. Figure 2 shows that 92.3% of respondents (60) were library directors. 3.1% of respondents (2) were a manager or department head, 1.5% (1) of respondents were a Youth Services Librarian and 3.1% (2) indicated other. These two respondents shared they were a librarian (all services except youth) and a library assistant.

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

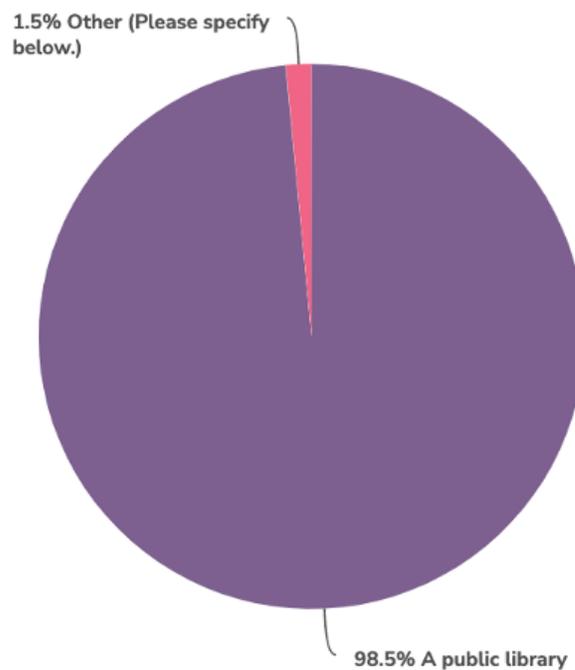
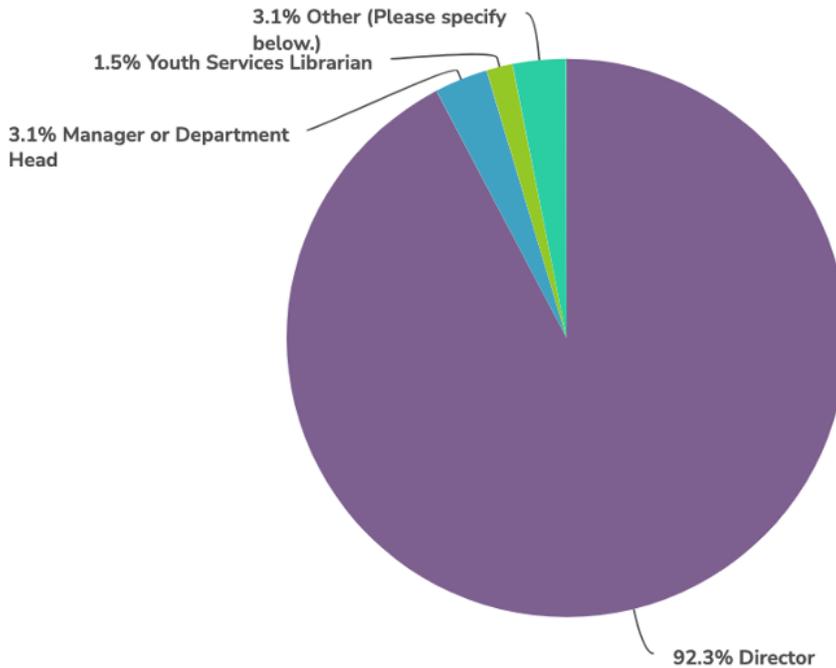


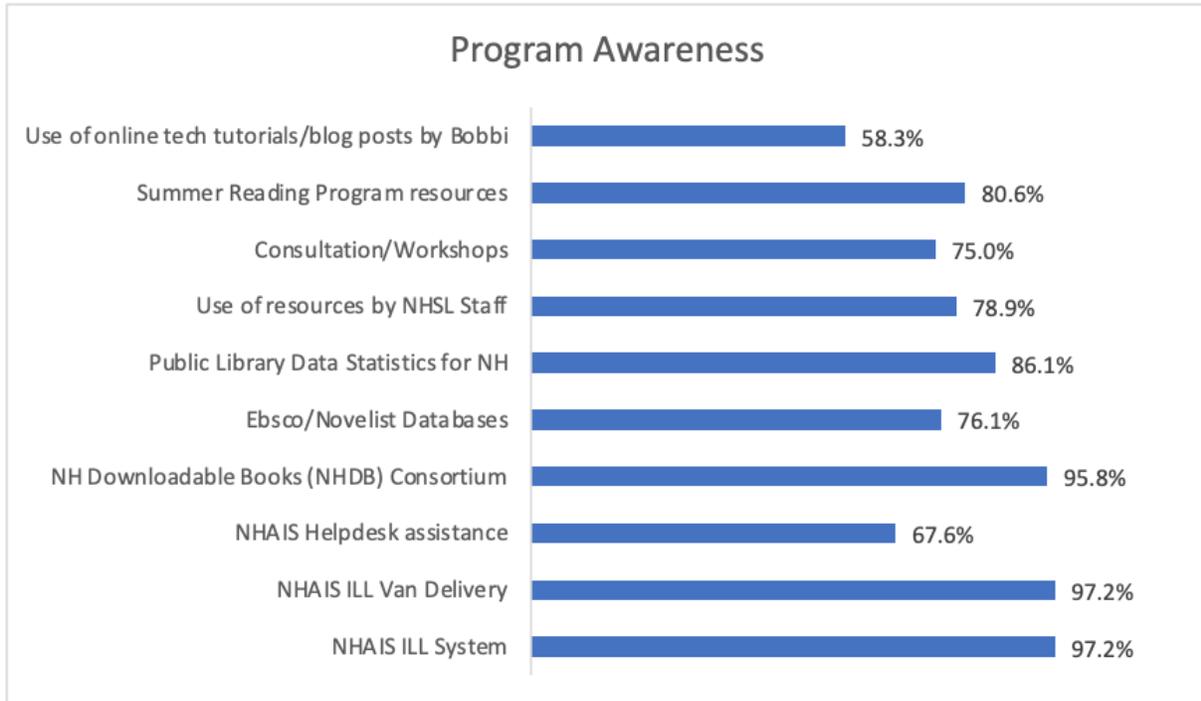
Figure 2. Role of the respondents within their library.



Looking back

The first question asked respondents to indicate the degree to which they are aware of programs provided from a list. Respondents were asked to choose their level of awareness from totally aware, somewhat aware, very aware, and not applicable. Programs that were marked as “totally aware” by 50% of respondents, as seen in figure 3, include: NHAIS ILL System (union catalog) (97.2%), NHAIS ILL Van Delivery (97.2%), NHAIS Helpdesk assistance (67.6%), NH Downloadable Books (NHDB) Consortium (95.8%), Ebsco/Novelist Databases (76.1%), Public Library Data Statistics for NH (86.1%), Use of resources created by NHSL staff and available online (78.9%), Consultation/Workshops with NHSL staff (75.0%), Summer Reading Program resources (80.6%), Use of online tech tutorials or blog posts created by Bobbi (58.3%).

Figure 3. Respondent Program Awareness, “Totally Aware”

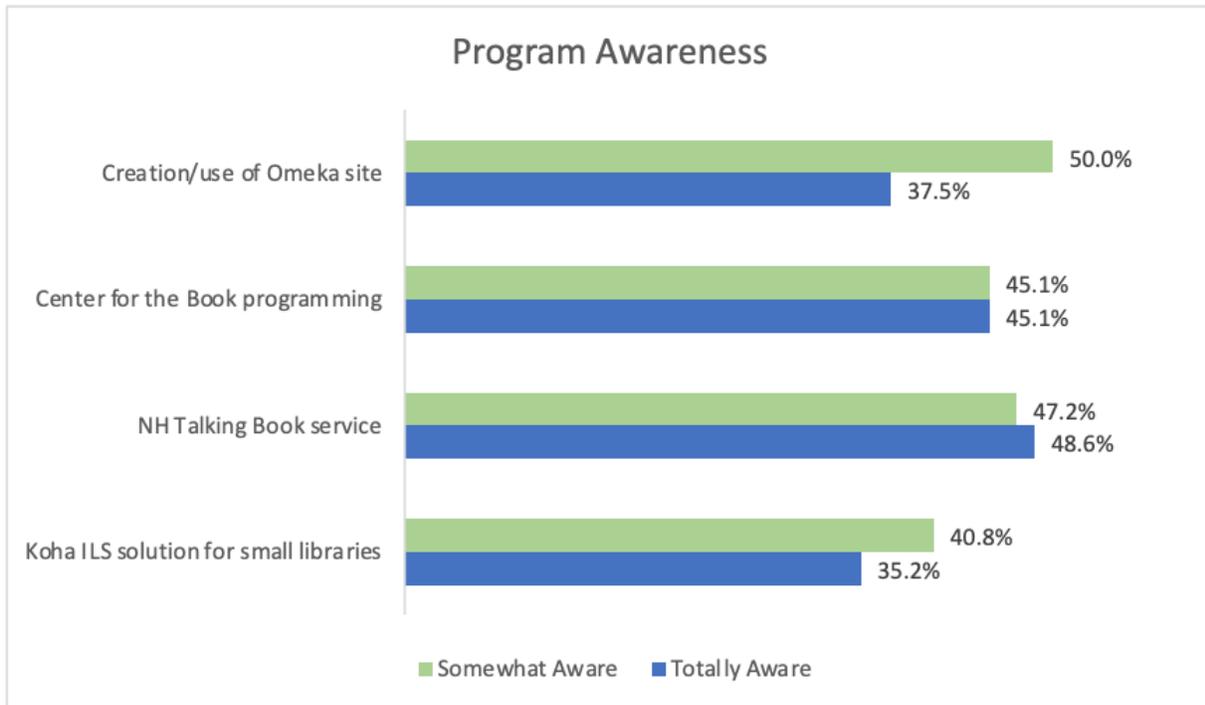


The remaining programs listed include:

- Koha ILS solution for small libraries
- NH Talking Book Service
- Center for the Book programming, resources, etc.
- Creation/use of Omeka site for local digitization projects

The breakdown of these results is shown in figure 4 below, showing the percentage of respondents who indicated that they were “somewhat aware” of these programs or “totally aware” of them.

Figure 4. Remaining programs, respondent awareness



The second question asked respondents to indicate whether they or someone in their library has used these programs. A list was provided to the respondents and they were asked to select one of four answers for each program. These answers include I have personally used, Other staff members from my library have used, neither I nor any of the other staff at my library have used, or not applicable. The programs that had the highest number of respondents who have either used them or their library staff have used them were the Public Library Data Statistics for NH with 82.4% of respondents indicated that they have used this program and 15.3% of respondents indicated that someone at their library has used it, the use of resources created by NHSL staff and available online has been used by 74.2% of respondents themselves and 25.8% of respondents indicated that someone else in their library has used it, and consultation/workshops with NHSL staff were used by 68.8% of respondents and were used by 25.8% of their library staff instead. Figure 5 below shows the complete breakdown of these results for all listed programs provided.

Figure 5.1. Program usage

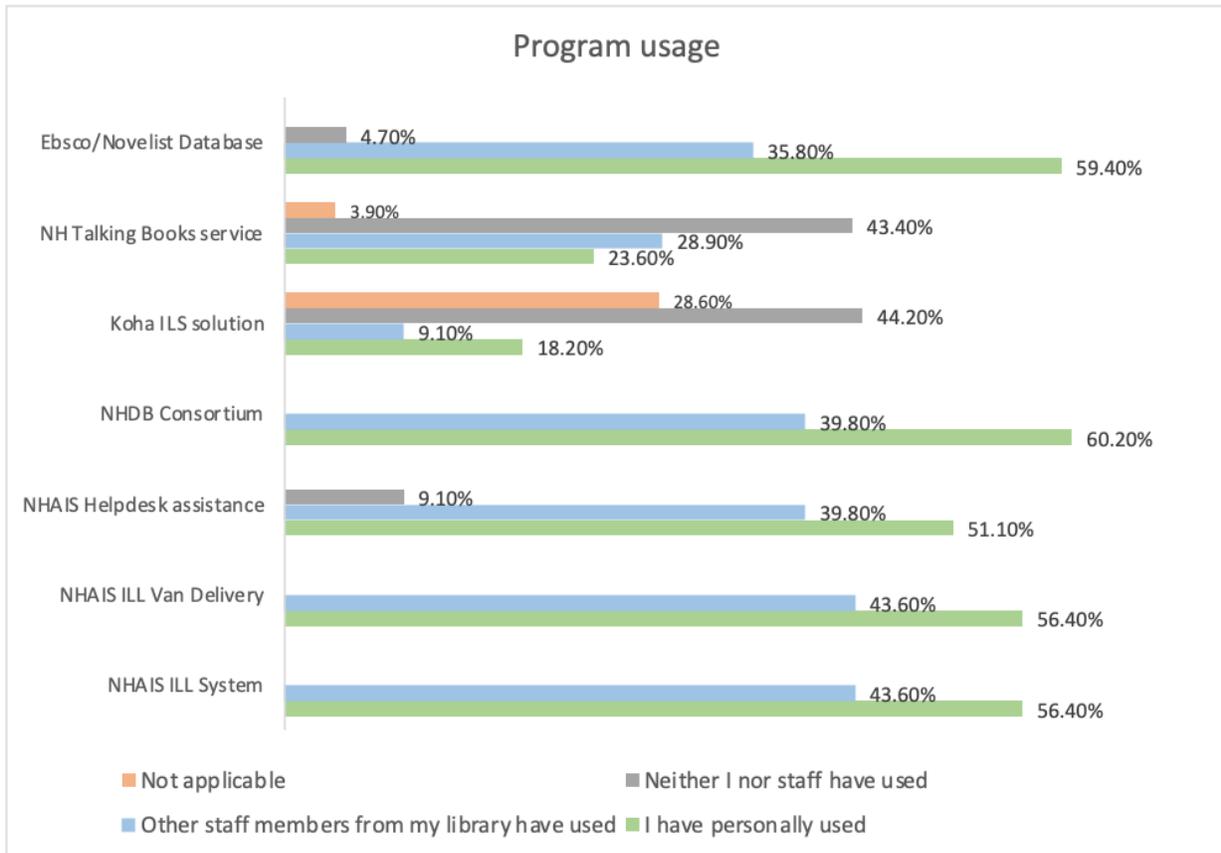
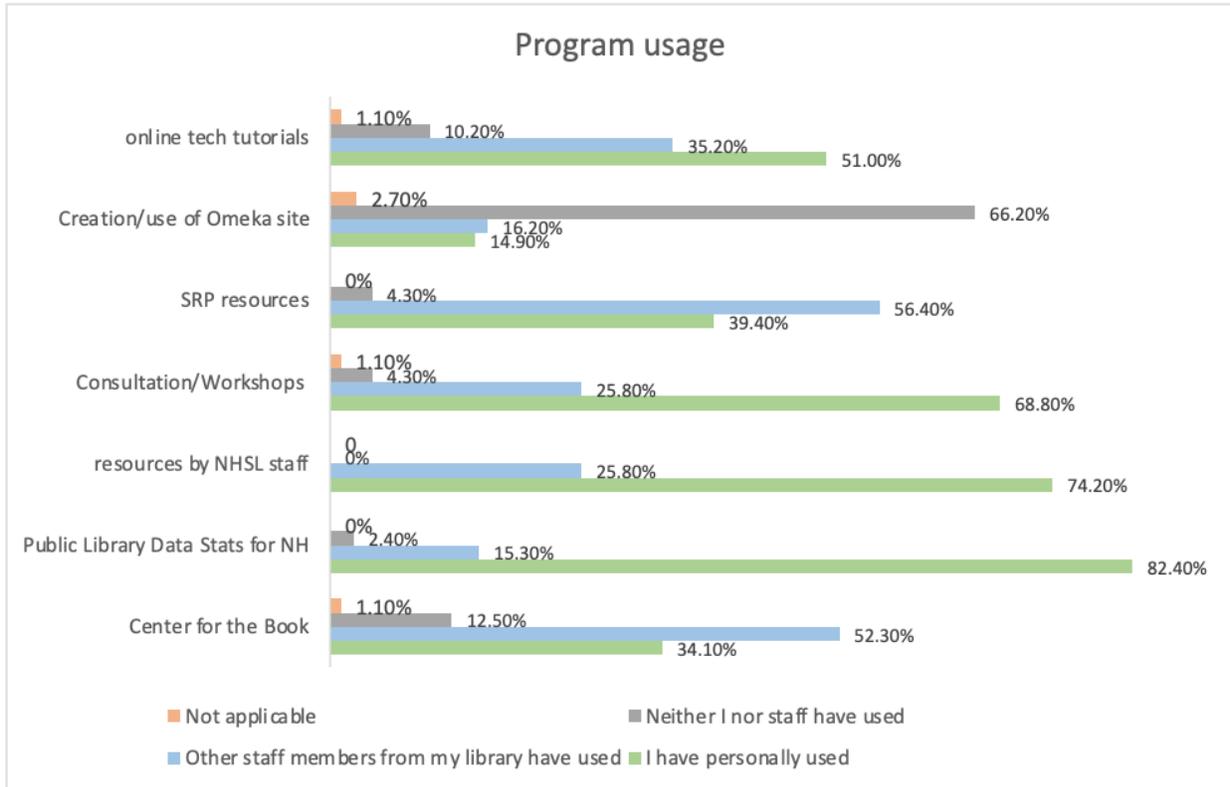


Figure 5.2. Program usage



| | I have personally used | Other staff members from my library have used | Neither I nor any of the other staff at my library have used | Not applicable |
|---|------------------------|---|--|----------------|
| NHAIS ILL System (union catalog) | | | | |
| Checks | 62 | 48 | 0 | 0 |
| Row Check % | 56.4% | 43.6% | 0.0% | 0.0% |
| NHAIS ILL Van Delivery | | | | |
| Checks | 62 | 48 | 0 | 0 |
| Row Check % | 56.4% | 43.6% | 0.0% | 0.0% |
| NHAIS Helpdesk assistance | | | | |
| Checks | 45 | 34 | 8 | 1 |
| Row Check % | 51.1% | 38.6% | 9.1% | 1.1% |
| NH Downloadable Books (NHDB) Consortium | | | | |
| Checks | 68 | 45 | 0 | 0 |
| Row Check % | 60.2% | 39.8% | 0.0% | 0.0% |
| Koha ILS solution for small libraries | | | | |
| Checks | 14 | 7 | 34 | 22 |
| Row Check % | 18.2% | 9.1% | 44.2% | 28.6% |
| NH Talking Books Service | | | | |
| Checks | 18 | 22 | 33 | 3 |
| Row Check % | 23.7% | 28.9% | 43.4% | 3.9% |
| Ebsco/Novelist Databases | | | | |
| Checks | 63 | 38 | 5 | 0 |
| Row Check % | 59.4% | 35.8% | 4.7% | 0.0% |
| Center for the Book programming, resources, etc. (Example – Ladybug award) | | | | |
| Checks | 30 | 46 | 11 | 1 |
| Row Check % | 34.1% | 52.3% | 12.5% | 1.1% |
| Public Library Data Statistics for NH (annual survey completed by NH public libraries) | | | | |
| Checks | 70 | 13 | 2 | 0 |
| Row Check % | 82.4% | 15.3% | 2.4% | 0.0% |
| Use of resources created by NHSL staff and available online (Example – COVID resource web page for librarians) | | | | |
| Checks | 69 | 24 | 0 | 0 |
| Row Check % | 74.2% | 25.8% | 0.0% | 0.0% |
| Consultation/Workshops with NHSL staff (Bobbi, Deb, Lori, or Mary) | | | | |
| Checks | 64 | 24 | 4 | 1 |
| Row Check % | 68.8% | 25.8% | 4.3% | 1.1% |
| Summer Reading Program resources, materials, or grant opportunities (Kids, Books & Arts; now known as Summer Learning grants) | | | | |
| Checks | 37 | 53 | 4 | 0 |
| Row Check % | 39.4% | 56.4% | 4.3% | 0.0% |
| Creation/use of Omeka site for local digitization projects | | | | |
| Checks | 11 | 12 | 49 | 2 |
| Row Check % | 14.9% | 16.2% | 66.2% | 2.7% |
| Use of online tech tutorials or blog posts created by Bobbi | | | | |
| Checks | 47 | 31 | 9 | 1 |
| Row Check % | 53.4% | 35.2% | 10.2% | 1.1% |

Survey respondents were also asked to discuss any specific LSTA supported programs that have significantly impacted their libraries and communities. Fifty-eight respondents indicated that the InterLibrary Loan (ILL) program has been the most important program available, especially during the COVID-19 Pandemic. Twenty-eight respondents mentioned the importance of downloadable book services such as Overdrive. Eight respondents mentioned other services such as the Summer Reading Program and the Talking Book Program. Comments regarding the impact of these programs are below.

Our patrons use and enjoy NH downloadable books. During COVID it was a life saver for many that were too nervous to come to the library. This service as well as the ILL service have had the greatest impact on our community. We are a small library and cannot purchase every new book, but are able to borrow from other libraries, which makes everyone happy. Because of the LSTA investments into these 2 programs our community continues to use the library and we continue to have new patrons every day.

As a small town library we rely on ILL to provide 5-10% of the items that people borrow. It would be IMPOSSIBLE to effectively do so without both the ILL VAN and the NHAIS ILL system. 20-25% of our circulation is accounted for by NHDB items even now that the building is now open again for in-person visits. People's schedules are complex due to family responsibilities, transportation issues, commuting and then COVID - so the 24/7 access is a huge factor in addition to the format needs and preferences (large font, audio, portability, etc), and the huge selection of titles. The Children's services have been hugely boosted by the STEM grants, Summer programs, and weekly talks and information about resources for youth and youth services, shared by Deb Hoadley. Some of the services that had lower usage were still high impact on the individuals who did make use of them (talking books, EBSCO periodicals) and were valuable because a substitute is not affordable or perhaps not available.

ALL aspects of the ILL services are critical for our customers and we make heavy use of them. Shareit is tremendously valuable and we all rely heavily on the van service for transporting materials.

The NHDB service has been invaluable, especially in the pandemic. Our resources continue to increase in usage. We also rely heavily on the ILL delivery and our patrons really appreciate the ability to get just about any title imaginable across NH.

Definitely ILL and van service. Without these, my library would struggle to keep local readers satisfied, and I fear the library would lose support. Closely followed by NH Downloadables --- this service became highly popular during the pandemic, and remains so despite the library being fully open.

Interlibrary Loan and the Van Delivery are two very important services for our community. Our patrons depend on ILL to be able to fulfill their reader and viewing demands. The resource sharing among libraries is amazing and we can get almost any title a patron is looking for and within a reasonable amount of time.

Looking Forward

The fourth question asked respondents to provide feedback on any changes they would recommend in LSTA funding in the next five years. Twelve respondents indicated that funding for additional staff and professional development would be the most beneficial change to LSTA funding. Eight respondents indicated that improvements to downloadable book platforms would be beneficial to patrons as well as database subscriptions. Four respondents felt that improvements to the InterLibrary Loan program

would be helpful and three respondents mentioned technology improvements. Below are specific comments from respondents on possible improvements.

More money dedicated to Overdrive and other streaming/downloadable resources. This is the future and we have to make sure we are able to meet patron needs. More consortium rates for other databases. Our price for NYT online doubled and we had to cancel the subscription. Would love to have this price lowered through a consortium purchase. More training opportunities for staff. It would be great to keep a virtual component of conferences, etc. to make it easier for those libraries in the far reaches of the state. Program sharing among libraries.

BETTER DELIVERY OF ILL Materials. Reliability is an issue, especially in the North Country. Part of the SHAREIt algorithms take control of requests out of the hands of local staff. If we could have that control then perhaps the reliability would improve. We were asked to contribute ideas and wishes when the NHSL was searching for a new vendor, it seemed like that was an exercise in futility and the time we put into thinking about the new system fell on deaf ears.

Our library feels the lack of state funded EBSCO databases. I feel the state should help provide these services to NH residents regardless of the size of their library. Better funded libraries can supplement with extras for their patrons but I strongly feel that the state should provide a base level of easy research options for patrons and librarians. I'm disappointed that the state isn't helping maintain this baseline service to our library and patrons. I'd like to see some of the most popular research databases reinstated in the future. Serving the smaller libraries could improve if there was more of a budget for state library staff to be available to train library staff. The Omeka project might be more successful if there are perhaps some staff at the state library to help with training and actual uploading of materials. Smaller libraries may have great historical content, but no staff time to commit to sharing their materials.

Bring back EBSCO or other online research tools, expand van delivery, pay for Ancestry

We are extremely pleased with the new ILL service and our library would definitely benefit by 2x a week deliveries. We have a vibrant Summer Reading Program and are grateful for the grant money we receive to support one performer per summer. Greedily, I would love to get more grant money to add more programs to the summer.

Coming from Massachusetts, where there are large regional consortia, I think that it would be hugely beneficial for a statewide resource sharing service with a shared ILS or large region-wide resource sharing services with a shared ILS. We would share a patron database and a catalog, any NH patron would be able to borrow from any NH library, no non-resident fees, quicker turnover of materials, etc. I know, I know - unrealistic for NH, but dreamy none-the-less.

The loss of some of the EBSCO databases was disappointing. (Though understandable.) If possible to reinstate them in the future I have patrons that would be appreciative.

One Quality Metrics focus group was asked the question “If there was a genie to grant you one wish, related to LSTA funding and programs, what would it be?” The four participants agreed that more support with planning from NHSL would be greatly beneficial. Three of the four participants were or had been the director of a small branch library. Participants shared:

We need someone guiding us through what’s coming next. What do our communities need and want and how can we meet it?

“This is what we wonder when we put our heads on our pillows every night? We need support as we transform or redesign what we do. If I could have a consultant visit me and have lunch a few times a year... someone to have lunch with and bounce questions around... that would be amazing. If their sole focus could be the development and sustainability of an organization. That would be a real treat.”

“Yes, it would be amazing if there were someone who was not pulled in a thousand directions. They could help us get excited about the future and set a pathway to show us how we get there.”

Appendix J: Talking Books Program - Blog Post Example

Dec Blog Post

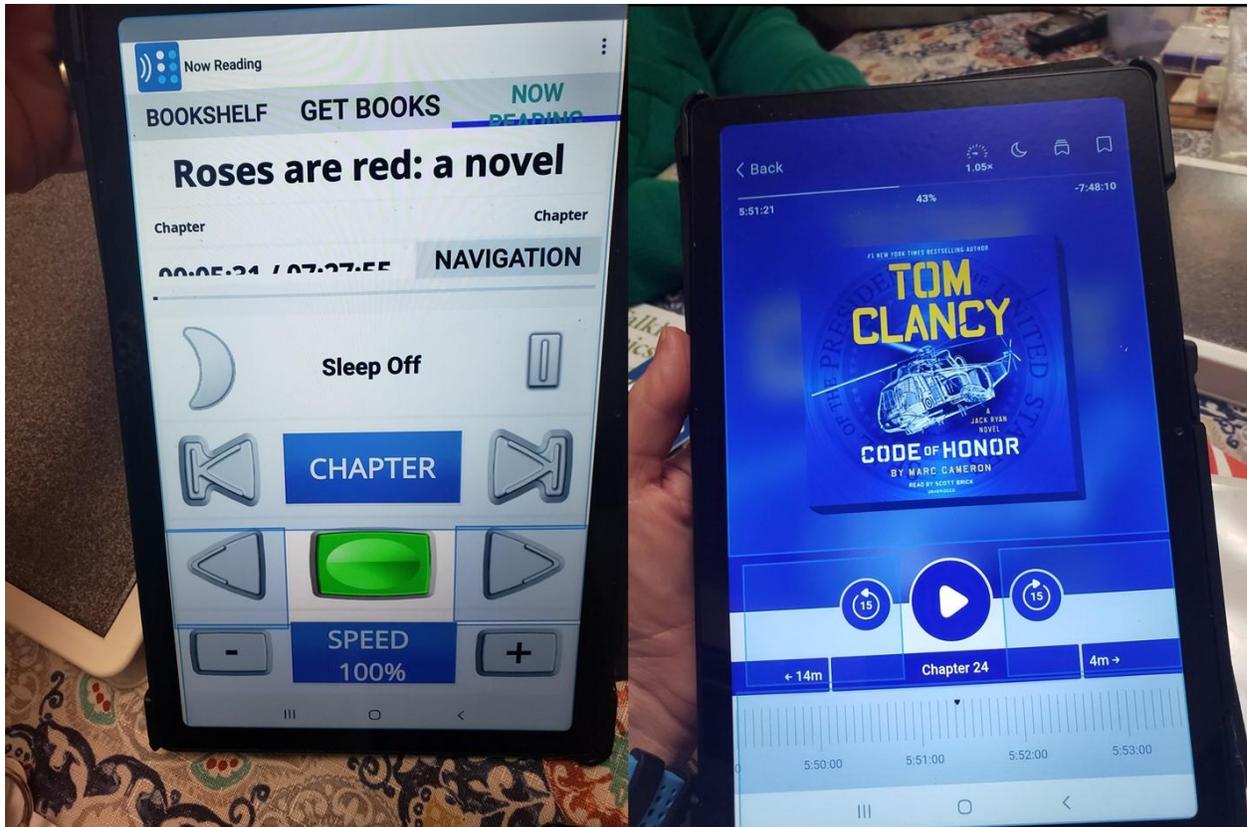
By Beth Daisy, MS OTR/L, CAPS

The picture below shows the BARD Mobile App for the NLS Talking Books Program on the left and the Libby library app on the right. Close inspection would show that there is a slight light-blue colored “veil” to the screens and that the play buttons on both apps are the only part of the screen not “veiled.” So what is going on here?

These are examples of how you can use “Interaction Control” (Android) or “Guided Access” (iOS) to disable portions of a person’s smartphone or tablet screen. If you’re thinking it sounds odd that I would suggest disabling part of someone’s screen, let me explain. By creating an environment of errorless exploration, the user can then safely and confidently interact with the app on the device without worrying that they will inadvertently exit the app or click on the “wrong” thing and wind up on a screen where they don’t want to be.

For whom might this be appropriate? Obviously, the intended user is not someone with a high degree of tech literacy who knows how to navigate their device. The intended user is likely the caregiver of someone with low vision who also has either dementia or limited technology skills and who may only need to access a one part of the screen to operate the app. In other instances, it may enable them to operate several portions of the screen without worry that an accidental swipe or touch would take them away from their app. In this example, the client’s goal was to be able to independently push the play/pause button on her reading apps. She had severe end-stage glaucoma and also moderate dementia. She could visually identify and tap the play button on the BARD app in perhaps 75% of the trials with the other attempts resulting in unintended actions the client could not undo. The Libby app has a lower contrast play/pause button and could not be visually identified and tapped on a consistent basis by the client resulting in more unintended actions than successes.

The interaction controls were established in conjunction with the client and her caregiver husband and he was trained to download the books for his wife and then activate the interaction control. Once activated, the client was able to independently and consistently start and stop the book whenever she wished, which was their goal!



Wondering how YOU can set this up for a loved one?

For Android devices*, follow these steps:

1. Settings
2. Accessibility
3. Interaction and Dexterity
4. Interaction Control
5. Toggle on Interaction Control (Be sure to review instructions; write down how to activate and deactivate Interaction Control)
6. Open the App you wish to make more accessible
7. Activate the Interaction Control (varies by device, but it may be holding the power and Vol up keys at the same time for two seconds)
8. Make the adjustments to the screen by making squares or rectangles over areas you don't want the person to be able to tap
9. Click "Done"
10. The app will now operate with the Interaction Controls overlay.ti

*There may be slight differences depending on your specific device

For iOS devices (iPad or iPhone)

1. Settings
2. Accessibility
3. General

4. Guided Access
5. Toggle on Guided Access (a passcode or Touch ID will be needed to end Guided Access)
6. Open the App you wish to make more accessible
7. Activate Guided Access by triple-clicking the home button
8. Make the adjustments to the screen by making squares or rectangles over areas you don't want the person to be able to tap
9. Click "Resume"
10. The app will now operate with the Guided Access overlay.

For more ideas of how technology can assist you or a loved one with vision loss or how to get access to the BARD Mobile App for the NLS Talking Books program, be sure to contact Future In Sight at 603-224-4039.