



Evaluation of 2008-2012 LSTA Five Year Plan

March 29, 2012

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Commissioned by:
State Library of North Carolina, Library Development Section

Evaluation Summary

This report is an evaluation of the implementation of the 2008-2012 LSTA Five Year Plan for the State Library of North Carolina. The findings of this report reflect a vibrant LSTA program at the State Library of North Carolina with significant national impact in the face of economic challenges.

1. Major Questions Addressed

Retrospective

The activities undertaken through the state's LSTA Five Year Plan achieved results related to priorities identified in the Act. The programs and services were of benefit to target individuals and groups. Annual project reports and anecdotal evidence from open forums were used to gather input on achievements and benefits of each project.

Process

No modifications were made to the goals of North Carolina's LSTA Five Year Plan. Data and feedback from library staff were used to validate SLNC decisions in the LSTA Program and to inform decisions to continue, discontinue, and/or modify activities in the next LSTA Five Year Plan.

Prospective

The State Library of North Carolina demonstrated ongoing use of performance metrics and other evaluation information to inform improvements throughout the LSTA Plan implementation. Data sources are listed in Appendix B and D.

2. Methods Used

The Evaluation Process consisted of a five-phase approach.

	Description	Time frame
1	Project Kickoff The consultant convened a meeting with representatives of the State Library to discuss the overall evaluation process. The consultant prepared evaluation goals and a list of evidence to be reviewed.	December 2011
2	SLAA Staff Interviews The consultant conducted individual and group interviews with selected State Library staff to discuss each statewide activity and the competitive grants program. This information further informed evaluation goals and the list of evidence to be reviewed. Interviews were completed during the Project Kickoff Phase.	December 2011

	Description	Time frame
3	Community Research The consultant conducted a series of open forums to gather input on all LSTA activities and developed a survey for focused feedback on the competitive grants program.	February 2012
4	Review of Evidence The consultant reviewed documentation and data for each LSTA activity in line with the evaluation goals set forth in the Project Kickoff Phase. Data sources are listed in Appendix D.	February 2012
5	Final Report The consultant prepared a preliminary draft of the report for review and discussion by the SLAA and the LSTA Advisory Committee. The consultant then prepared and submitted a final draft of the report to be refined by the SLAA. The SLAA will submit the final report to IMLS.	February – March 2012

3. Key Findings

The activities undertaken through the state's LSTA Five Year Plan achieved results directly related to IMLS priorities; programs and services were of benefit to target individuals and groups. The Five Year Plan addressed each of the six Congressional LSTA Priorities under three broad goals.

Goal 1 Enrich the lives of North Carolinians through enhanced and targeted programs and services in our libraries that address the needs of specific audiences.

Goal 2 Enhance information for lifelong learning for all North Carolinians by expanding the information resources in our state's libraries through strengthening, sharing, digitizing and preserving our valuable and unique collections.

Goal 3 Promote equal access to 21st century library services for all North Carolinians by providing contemporary and evolving technologies to our state's libraries through programs designed to address infrastructure, resources, and services.

North Carolina's goals support the six LSTA Priorities through the following examples.

Priority #1 Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

- North Carolina libraries provided new and innovative targeted programming to meet the needs of targeted audiences including innovative programming for job seekers, children, young adults, and seniors.
- North Carolina's libraries updated and expanded their collections in a variety of formats.

Priority #2 Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks.

- Policies, standards, and practices that support digital library collections and the management and preservation of digital information produced by state government were developed and implemented.
- North Carolina's public libraries provide sustainable acceptable levels of Internet access and automated systems that meet statewide standards, either locally or through interlibrary networks or consortia. Automation and technology grants provided the resources to improve internet access and automated systems.
- The State Library of North Carolina has improved its holdings of unique collections of historical and genealogical significance to North Carolina. Adding these items to its collections that are available to NC libraries via interlibrary loan and through its digital preservation efforts, SLNC has greatly contributed to the historical and genealogical information that is available throughout North Carolina.

Priority #3 Provide electronic and other linkages between and among all types of libraries.

- North Carolina's libraries provide virtual reference 24/7 to all community members through a combination of LSTA funded and volunteer staffed chat reference.
- Statewide projects demonstrate the collaborative efforts of libraries. The State Library of North Carolina has made a significant impact in resource sharing with NC Cardinal.

Priority #4 Develop public and private partnerships with other agencies and community-based organizations.

- State Library engages in and encourages meaningful partnerships that capitalize on existing knowledge, practice and communities; contributes to long-term project stability; shares knowledge, practice and resources statewide and nationwide; and brought national attention and recognition to LSTA and LSTA-funded resources.

Priority #5 Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

- North Carolina's libraries provide enhanced services, including training programs for users in the use of electronic resources, and employing new interactive technologies.

Priority #6 Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

- NCpedia made an impact in K12 schools. School librarians reported heavy use of the site by students in 4th and 8th grades when there is a curricular focus on North Carolina.
- The Statewide Summer Reading Program is a strength that has made a positive impact in early childhood literacy.

The following un-served and under-served individuals and groups were targeted by both statewide (SW) programs and the competitive grants (CG) program during the 5 year plan that is under evaluation.

Children

- CG, School Library Collection Development Grants
- CG, Strengthening Public and Academic Library Collections
- SW, NCknows – Virtual Reference
- SW, NC LIVE – PBS Videos
- SW, NCpedia
- SW, Summer Reading Program Support

Persons Having Difficulty Using Libraries

- CG, Digitization Project Grants
- CG, Library Outreach Service Grants
- CG, Planning Grants
- SW, Foreign Language Center
- SW, NCknows – Virtual Reference
- SW, NC Library STARS

Persons with Limited Informational Skills

- CG, Library Outreach Services Grants
- CG, Library Technology Grants

4. Key Recommendations

1. Accelerate State Library plans to infuse outcomes-based evaluation practices in the LSTA Program. It is further recommended that this be accomplished in a phased approach that is likely to include a series of workshops on OBE principles as well as individual evaluation methodologies.
2. Review State Library communications to North Carolina libraries to identify potential gaps in audience penetration and to implement solutions as needed. Audience-based approaches to communications and Web site are suggested.
3. Devise a lean, formal process to provide assistance with project management to grant awardees in the competitive grants program to improve confidence and competence.

Evaluation Report

Background of the Study

This is an evaluation of the implementation of the 2008-2012 Five Year LSTA Plan for the State Library of North Carolina. This report has been prepared by the State Library with the assistance of an external consultant and with input from the LSTA Advisory Committee.

Intended Audiences and Uses

The State Library of North Carolina engaged in an evaluation process designed to collect significant input from a wide range of stakeholders. These included libraries of all types throughout the four geographic regions of the state. In addition, there were focused efforts to reach participants in the competitive grants program and to involve the LSTA Advisory Committee.

The two primary audiences intended for this report are the Institute for Museum and Library Services and the State Library of North Carolina.

The Evaluation Plan

In its Five Year Plan the State Library of North Carolina indicated the following approaches to the evaluation methodology:

- Review of end of project reports to determine whether outputs have been met
- Surveys and/or live meetings with stakeholders to determine whether outcomes have been met
- Outputs and outcomes reports by grant recipients after they received training on OBE and evaluation methods

The current evaluation has included a review of end of project reports, live meetings and a follow-up survey. Due to the timing of workshops offered (FY 2011), it is not yet possible to determine the results of the training and the extent to which competitive grant recipients effectively incorporated outputs and outcomes in future grant applications and reports. The first measure will be in the final reports of this current grant year in September 2012.

Guiding Principles of the Evaluation

The two major principles that guided this evaluation process were broad representation of library types and impartial feedback.

- The State Library made commendable efforts to include libraries of all types and from all regions of North Carolina. They used both internal and external statewide e-mail lists to solicit participation in the open forums that were used to gather broad feedback from libraries.
- The State Library wished for impartial, unreserved feedback from the libraries. To that end, State Library staff did not participate in the open forums and the survey responses were anonymous.

About North Carolina's Libraries

The State Library of North Carolina provides support and professional leadership for North Carolina's libraries, including:

- 77 public library systems with 66 central libraries and 321 branch libraries that serve 9.4 million residents of North Carolina;
- 58 community college libraries;
- 36 independent college and university libraries;
- 17 University of North Carolina System libraries;
- 2,425 public schools (K12) that serve 1.4 million children; and
- Numerous cultural heritage institutions with special collections.

2008-2012 LSTA Five Year Plan

The State Library of North Carolina's LSTA Five Year Plan is a well-written and flexible guide that has served the library well. The plan consists of three broad goals and North Carolina's LSTA program consists of three main components – Statewide Leadership Projects, Special Projects, and Competitive Grants. The emphasis on the competitive grants program demonstrates a commitment to all library types and budgets in their LSTA activities.

	Statewide Projects		Competitive Grants	
Grant Year	Number of Projects	Expenditures	Number of Projects	Expenditures
2007	14	\$1.1 million	142	\$2.9 million
2008	15	1.2 million	160	3.3 million
2009	16	1.5 million	186	3.5 million
2010	12	1.7 million	157	3.3 million
2011	9	1.6 million	112	2.2 million
Total	66	\$7.0 million	757	\$15.2 million

The Competitive Grants Program

	Total	
Library Type	Number of Awards	Total Awarded
Academic Libraries	139	\$5,916,811
Public Libraries	206	5,312,262
School Libraries	408	4,004,121
Special Libraries	2	2,929
Multi-type Libraries	2	19,809
Total	757	\$15,255,932

Implementation Strengths

Given the extremely challenging economic environment of budget cuts, staff reductions and difficult decisions, the State Library provided commendable leadership and resources to North Carolina's libraries. Participants in the open forums consistently expressed their appreciation for the dedication and support they receive from State Library staff. In particular, responsiveness to feedback via continuous program improvement and a commitment to the sizeable competitive grants program were recurring themes.

In both statewide and competitive projects, the State Library engages in and encourages meaningful partnerships that (1) capitalize on existing knowledge, practice and communities; (2) contribute to long-term project stability; (3) share knowledge, practice and resources statewide and nationwide; and (4) bring national attention and recognition to LSTA and LSTA-funded resources.

North Carolina has a nine member LSTA Advisory Committee that represents all eligible library types and their interests. They provide meaningful input into State Library planning, program development, and review of major competitive grants projects. Committee members have demonstrated active involvement and leadership in the LSTA Program for North Carolina's libraries.

North Carolina's LSTA Goals

The State Library of North Carolina's LSTA Five Year Plan addressed the six Congressional LSTA Priorities under three broad goals.

Goal #1 Enrich the lives of North Carolinians through enhanced and targeted programs and services in our libraries that address the needs of specific audiences.

This goal addresses the following LSTA Priorities.

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
4. Develop public and private partnerships with other agencies and community-based organizations.
5. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
6. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

Goal #2 Enhance information for lifelong learning for all North Carolinians by expanding the information resources in our state's libraries through strengthening, sharing, digitizing and preserving our valuable and unique collections.

This goal addresses the following LSTA Priorities.

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
2. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks;
3. Provide electronic and other linkages between and among all types of libraries.
4. Develop public and private partnerships with other agencies and community-based organizations.

Goal #3 Promote equal access to 21st century library services for all North Carolinians by providing contemporary and evolving technologies to our state's libraries through programs designed to address infrastructure, resources, and services.

This goal addresses the following LSTA Priorities.

1. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
2. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks;
3. Provide electronic and other linkages between and among all types of libraries.
4. Develop public and private partnerships with other agencies and community-based organizations.

Evaluation Findings

LSTA Priority 1: Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

The following statewide leadership projects and special projects addressed this LSTA priority:

- Cataloging NC Library Resources for Improved Access

LSTA funds provided support for cataloging collections of significance to genealogy and history researchers. SLNC is the only institution with a large collection of these items that loans them via ILL. 234 titles were cataloged, and 634 reels of microfilm were processed.

- Collection Development and Preservation Project

LSTA funds were used to acquire 673 books and 1,447 reels of historic North Carolina newspaper microfilm for more than 15 newspaper titles covering news from over 15 towns and regions in the state for the SLNC collections. Project targets for filling gaps in the print collection and adding current North Carolina, southern history, and U.S. Civil War books were met. Project targets for adding historic newspaper microfilm reels to collection (which rank high among the most used SLNC resources) were exceeded. LSTA funds were also used for preparation and supplies for preservation activities for its unique and special collections and for equipment and renovations of its public service area.

- North Carolina Center for the Book <<http://statelibrary.ncdcr.gov/ld/nccftb/cftb.html>>

The North Carolina Center for the Book (NCCFTB), based at the State Library of North Carolina, is a collaborative project of the community of the book to focus public interest on books, reading, libraries, literacy, print culture, and the literary heritage of the state. The North Carolina Center for the Book develops and coordinates a wide range of programs hosted locally by public libraries and their community partners. 2008 LSTA funds provided honoraria for the 3 poets who presented with secondary school students at poetry programs held at various public libraries and travel expenses for state library staff to attend the six programs that showcased North Carolina's authors held throughout the state. 2009 LSTA funds provided for Library of Congress Conference travel expenses for the director of the NCCFTB to attend the annual Center for the Book in the Library of Congress Idea Exchange and Letters About Literature meeting at the Library of Congress, Washington, D.C. This same year, LSTA funds provided for honoraria for two poets who presented Our Poets Speak sessions at the 2009 North Carolina Library Association Biennial Conference to demonstrate how poetry can advance the public library's role as a cultural center for its community. Four library directors in attendance indicated plans to host poetry programs in the following year.

- North Carolina Literary Festival <<http://www.ncliteraryfestival.org>>

The North Carolina Literary Festival is an educational outreach project that promotes reading and writing to North Carolinians of all ages. It is held every two or so years by the libraries of the University of North Carolina at Chapel Hill, the North Carolina State University, and Duke University, with support from North Carolina Central University. The 2009 festival featured 103 authors in 67 presentations over a four-day period and was attended by 12,000 people, including 3,000 who visited the children's activity tent. Due to the support of the State Library of North Carolina and the infusion of LSTA funds, this became for the first time a true statewide

event with attendance at new highs, the addition of six “Authors on the Road” events held at public libraries across North Carolina, and the addition of the children’s authors and programs.

- NC Health Info Consumer Health Portal <<http://nchealthinfo.org>>

NC Health Info is a consumer health Web portal led by University of North Carolina at Chapel Hill’s Health Sciences Library. In addition to providing credible consumer health information to consumers, this project also positions North Carolina’s libraries with the resources, tools and visibility to engage in meaningful community partnerships. 2008 accomplishments included the addition of 10 new content areas, the maintenance of over 140 content areas, and outreach efforts that led to 13 new content editors from 11 healthcare organizations. This grant year the saw 304,536 unique visitors and 548 Web sites linked directly to the site. In 2009 the project added 2 new health topics pages, maintenance of 140 content areas, 8 new volunteers from 4 new organizations, and training on consumer health information. Findings from training sessions indicated that librarian and general public participants reported increased confidence in using the Web to find reliable health information. In 2010 the project added 1 new health topic page, maintenance of 140 content areas, and 2 new volunteers. 1,164 sites now link to NC Health Info. Since its creation, the Spanish version of the site still generates most of the search engine traffic to the portal.

- NC Literary Map <<http://library.uncg.edu/dp/nclitmap>>

A Literary Map of North Carolina is a collaborative project between the University of North Carolina at Greensboro and the North Carolina Center for the Book that has resulted in an online database of authors who have lived in or written about North Carolina and works on North Carolina. 2010 funding provided for 2 graduate students to input records. Before the grant period, the database contained 238 authors and 630 books or publications relating to 327 locations in North Carolina. As of June 2011, the Literary Map contained 1430 authors and 2264 books, exceeding the targets for data entry established.

- NC LIVE Electronic Resources <<http://www.nclive.org>>

NC LIVE is North Carolina’s collection of online databases and other resources available statewide via participating public and academic libraries to residents and students. All subscriptions and continuing costs are covered by state funds. LSTA funds are used to capitalize on special opportunities for significant one-time purchases to enhance NC LIVE’s offerings. In 2008 permanent access rights to 25 digital videos from PBS, 227 downloadable audiobooks, and 529 ebooks were provided. 2009 LSTA funds were used to procure permanent access rights to 85 digital videos from PBS and 300 ebooks from NetLibrary.

- NCpedia <<http://ncpedia.org>>

NCpedia is a well-established project with several partners to highlight North Carolina’s unique resources, people and culture to enrich, educate and inform. Through this project, SLNC adds content from the University of North Carolina Press’s *Encyclopedia of North Carolina* and *Dictionary of North Carolina Biography* to the NCpedia site.

- Spring into Success 2010 (Job Skills Workshop Series) <<http://springintosuccessgso.com>>

This was a special project to offer workshops to job seekers with the goal that job seekers would learn to more effectively market themselves in a struggling economy. Greensboro Public Library offered 8 workshops with 200 total participants, 21 of whom attended all 8 workshops in the series. 100% of participants responded that they gained confidence in their ability to obtain a job and were motivated to use the skills learned in the workshops.

- **Statewide Library Needs Assessment**

2008 LSTA funds were used to purchase access to Bibliostat Connect for the collection and reporting of public library statistics. 2009 LSTA funds covered travel expenses for an external consultant and Library Development staff to convene a Public Library Directors Summit. Participants in discussions and an online survey identified the key challenges facing public libraries, creative strategies for solutions, and to some best practices for public library responses. 60 of the 77 public library systems participated in the summit meeting. 2010 funds covered costs for a survey on public library responsiveness to community needs and for a summit on reinventing the public library in difficult economic times. 56 of the 77 public library systems participated in the summit meeting. 2011 funds were used to follow up via site visits to public library directors across the state.

- **Statewide Summer Reading Program**

The Summer Reading Program encourages youth to continue to improve their reading skills during the summer. The State Library of North Carolina (SLNC) is a member of the Collaborative Summer Library Programs and underwrites the statewide summer reading program for participating state-aid eligible libraries. Since 1998, North Carolina Public Libraries' summer reading programs have been funded primarily via SLNC's regular operating budget. In early 2009, LSTA funds supported 3 workshops that were offered to public library youth services staff. The workshops allow youth services practitioners from across the state to come together to network and share ideas and helpful information on how to run a successful summer of programs and activities. 2009 saw large increases in the numbers of participants in the summer reading program with 294,538 registered participants in 14,617 events held at libraries throughout the state. The number of events represents a 51% increase, and the number of attendees increased by 53% from the previous year. 2011 LSTA funds supported a train the trainer model of Every Child Ready to Read Training model.

In addition to the statewide programs listed above, the competitive School Library Collection Development and Strengthening Public and Academic Library Collections grants are particularly applicable here.

Accomplishments

- The State Library developed and improved access to its unique collections on North Carolina history that includes local newspapers and county records. The State Library now has the most complete collection of historical local newspapers for North Carolina on microfilm that is available via interlibrary loan to North Carolina's libraries.
- The State Library developed programs in collaboration with NC universities and public libraries that showcased local authors and poets and that generated interest in reading books and poetry.
- The State Library was able to acquire perpetual rights to 110 videos, 227 downloadable audiobooks and 829 ebooks through strategic one-time purchases and for addition to its NC LIVE statewide electronic resources. (All other costs including continuing costs for NC LIVE are paid from state funds.)

- The NC Health Info Consumer Health Portal initiative grew substantially in terms of content partners, content and use. The site appears to have been particularly useful to the Spanish speaking community as use of Spanish language pages represents the majority of site use.
- The State Library, through its Summer Reading Program project area, contributed to the development of thousands of events with hundreds of thousands of participants. In 2008, State Library efforts contributed to a more than 50% rise in both the number of events and the number of participants from the previous year.
- In the four years of data available, the State Library awarded over 400 grants to improve collections at public, academic and K12 school libraries for more than \$4 million in total.

LSTA Priority 2: Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks.

The following statewide leadership projects and special projects addressed this LSTA priority:

- Access to State Government Information Initiative (ASGII)
<<http://digitalpreservation.ncdcr.gov/asgii>> ASGII is a collaborative effort involving the State Library, State Data Center, State Archives, and primary stakeholders including information providers (state agencies), information facilitators (librarians, archivists, records managers, data specialists), and end-users. It is a means for research and development activities that are critical to the development and implementation of a viable digital preservation program for state government information. This is a project that receives significant SLNC support through state funding in addition to LSTA funding for staff, professional meetings and digitization equipment and software. SLNC staff are engaged in the exchange of digital preservation best practices at visible state and national programs and partnerships including the Annual Best Practices Exchange for state government information professionals originally developed and hosted in 2006. 2008 accomplishments include (1) the digitization of 1,000 census records related to North Carolina that were not previously accessible by the public, (2) the creation of the NC MOSAIC portal to government information, (3) presentations by SLNC staff at state and national conferences, and (4) professional publications. As of this reporting cycle, ASGII collections have seen nearly 50,000 visits from 94 countries and 324 cities in North Carolina. 2009 accomplishments include (1) significant progress in the exploration of digital preservation tools and the development of best practices, (2) usability testing, (3) presentations by SLNC staff at state and national conferences, (4) outreach to publication and information professionals in NC state agencies, (5) analysis of collection gaps for 8 state agencies that identified over 7,000 missing publications and (6) digitization of 30,000 pages of state publications. Also in this year, SLNC was a partner in a National Historical Publications and Records Commission (NHPRC) grant, *Distributed Custodial Preservation Center*, to test the efficacy of iRODS as a long-term digital preservation toolset. While usage data collection is still being stabilized, 123,000 unique visitors and 900,000 page views this cycle. 2010 accomplishments include (1) more progress on the investigation of digital preservation tools including participation in national preservation beta projects, (2) development of new tools and best practices, (3) continued usability testing, (4) launch of the Digital Preservation Education Web site (in addition to several collection-specific sites), (5) significant outreach and

educational efforts with state agencies, (6) SLNC staff presentations at state and national conferences. SLNC received 1,300 gift publications from state agencies in both digital and analog format due in large part to the outreach to state agencies. SLNC was also awarded the first IMLS Sparks Innovation Award for its research on methods to ingest state publications in PDF format.

- eLearning and Technology Trends

This project area funds eLearning activities at SLNC including the eLearning consultant, WebJunction and the Elluminate Web conferencing platform. In 2010, 13 Master Trainers were introduced to the Elluminate Web conferencing/presentation software to be used with WebJunction to deliver training. In the months immediately following, 4 trainers delivered 8 online training programs that were attended by approximately 190 library staff throughout North Carolina. Archived recordings of the programs were accessed an additional 500 times before the conclusion of the grant year. In 2011, SLNC launched the eReader Petting Zoo program with hands-on training to improve library staff comfort and familiarity with eReader devices, so they can better serve their user communities. The eReader Petting Zoo visited 24 libraries and reached 502 staff members. 93% of participants in the eReader Petting Zoo training agreed that they feel more comfortable talking with library patrons about ebooks and eReading devices.

- NC Digital Heritage Center [<http://digitalnc.org>](http://digitalnc.org)

The North Carolina Digital Heritage Center, formed in the fall of 2009, is a statewide digitization and digital publishing program housed in the North Carolina Collection at the University of North Carolina at Chapel Hill. The Digital Heritage Center works with cultural heritage institutions across North Carolina to digitize and publish historic materials online. Through its digitization and online hosting services, the Digital Heritage Center provides libraries, archives, museums, historic sites, and other cultural heritage institutions with the opportunity to publicize and share their rare and unique collections online. The Center operates in conjunction with the State Library of North Carolina's NC ECHO (North Carolina Exploring Cultural Heritage Online) project, providing much needed digitization and online hosting services to the institutions identified by the NC ECHO survey. 2009 accomplishments include the publication of 1,710 digital objects, enlarged disk storage, and a specialized digitization workstation. In the final 45 days of the grant year, preliminary statistics show 2,554 unique visitors and 32,081 page views. In the 2010 grant cycle, the Center conducted outreach to 54 cultural heritage organizations in North Carolina, adding 38 as content partners. The online collection grew in size to over 9,000 multipage items. Site traffic increased as collections were added with a total of 85,671 visits and 55,170 unique visitors in this year. 32 of its content partners reported that the Digital Heritage Center enabled them to make their collections available online for the first time.

- North Carolina ECHO (Exploring Cultural Heritage Online) [<http://www.ncecho.org>](http://www.ncecho.org)

North Carolina ECHO (Exploring Cultural Heritage Online) is an online portal to online special collections of North Carolina's libraries, archives, museums, historic sites, and other cultural institutions. NC ECHO preceded the NC Digital Heritage Center and began as an initiative to increase online access to the state's specialized resources by comprehensively surveying collections held in all of North Carolina's cultural heritage institutions. North Carolina was one of the first states to undertake such a survey effort. The project continued through NC LSTA

funds for digitization grants to libraries. 2008 accomplishments include (1) analysis of collections and other characteristics of 761 cultural heritage institutions, (2) identification of 45 new cultural heritage institutions with special collections, (3) planning and review of digitization grants, (4) professional development workshops on digitization and grant writing, and (5) outreach and leadership in the area of special collections management. Several institutions throughout the state are establishing themselves as digitization leaders with the help of NC ECHO. 2009 accomplishments include the comprehensive survey report of cultural heritage institutions in North Carolina and ongoing, collaborative awareness and momentum that has led to the creation of the NC Digital Heritage Center and statewide interest in the aims of the IMLS-funded Connecting to Collections project.

- North Carolina Newspaper Digitization Pilot Project
<<http://www.archives.ncdcr.gov/newspaper/index.html>>

The primary purpose of the North Carolina Newspaper Digitization Project (NCNDO) was to conduct a pilot project for digitizing 30 reels of microfilm, representing all 18th century newspapers available and two titles representing western N.C. in the 19th century, and making these newspapers available via the Internet. Further goals were to test three different digitization vendors for quality and cost-effectiveness, establish best practices for outsourcing, and inclusion in NC ECHO's CONTENTdm collection management system, collaborate with K-12 stakeholders, construct a detailed plan for funding a full-fledged newspaper digitization project, and seek funding for that project. 2008 accomplishments include (1) digitization of 30 reels of microfilm with enhanced metadata for NC ECHO's CONTENTdm, (2) preliminary work on best practices, and (3) 3 lesson plans, 3 thinking guides and 4 learners' guides available via LearnNC.

In addition to the statewide programs listed above, the competitive Automation Grants and the Technology grants supported this priority.

Accomplishments

- The Access to State Government Information Initiative project grew substantially in terms of digital collections, partnerships and leadership. In the last year of data available, 70,000 pages of state government information were digitized, 300 state employees learned about their role in the digital preservation and access to government information, and there were more than one million page views of the digital collections in this area. Also in this year, the State Library continued its commitment to sharing best practices through the delivery of at least 18 presentations to more than 3,000 people including the 5th Best Practices Exchange for state government information professionals.
- In the eLearning and Technology Trends project, the State Library launched statewide access to both WebJunction and the Illuminate Web conferencing platform as well as a special program, the eReader Petting Zoo, designed to improve library staff comfort and knowledge of eReader devices and to improve library services to users with eReaders. In the final year of data available, the eReader Petting Zoo program was a notable success with visits to 24 libraries, reaching 502 staff members. 93% of participants agreed that they feel more comfortable talking with library patrons about ebooks and eReader devices. WebJunction NC grew by 307 new participants and 317 enrollments in

self-paced courses. Participants in the online forums, especially those in smaller and more rural libraries, praised the online training opportunities made available through this project area. Those participants discussed financial and human resources limitations that prevent them from participating in face-to-face learning opportunities.

- The Digital Heritage Center is a statewide digital preservation and publishing service for libraries and cultural heritage institutions in North Carolina with a focus on institutions that lack the equipment or expertise in-house to engage in digital activities. It has digitized close to 100,000 digital objects with over 100,000 visits to its shared online collections with a growing number of content partners in the two years of data available. For many libraries and other cultural institutions, the center has enabled them to make their first collections available online. Participants in the program who attended the open forums as well as interested attendees that learned about the center at the open forums praised this project area for its support of libraries that lack the resources on their own.
- NC ECHO began as a comprehensive survey of special collections at libraries and other cultural heritage institutions throughout North Carolina. It was expanded to the competitive grants program with 33 grants awarded for nearly \$2.5 million. Awardees of competitive grants in this area applauded this program as their only means to expand access to meaningful local special collections with potential for statewide interest. The Newspaper Digitization Project fed into NC ECHO by providing for the digital preservation and publishing of 30 microfilm reels representing all available North Carolina newspapers from the 18th Century.

Strengths

- The State Library has demonstrated a significant commitment to digitization and digital preservation at the state and national levels through statewide programs and competitive grants and with backing from the State Library's operating budget. State Library staff has participated in the development of best practices, digital preservation tools and digital collections of significance. In addition, they have done so through intentional partnerships. Participants in open forums expressed considerable regard for the statewide impact and importance of these projects. The following projects are due exemplary recognition in this area:
 - Access to State Government Information Initiative
 - NC ECHO – Exploring Cultural Heritage Online
 - Digitization Competitive Grants

LSTA Priority 3: Provide electronic and other linkages between and among all types of libraries.
List of Statewide Activities

The following statewide leadership projects and special projects supported this LSTA priority:

- NCKnows (Collaborative Virtual Reference) <http://ncknows.org/>
NCKnows is the statewide 24/7 virtual chat reference service available via participating public and academic libraries throughout North Carolina. 2009 was the 6th year of statewide virtual reference service. That year, 30 librarians were trained, 6 new libraries were added, and

12,463 people were served. LSTA funds provided for the part-time project librarian and for research and development of the new Libraryh3lp system. In 2010, Libraryh3lp was launched in 4 libraries in place of OCLC's more costly Question Point system. 20 librarians were trained to use Libraryh3lp, 2 new libraries added NCKnows, 4 libraries added Libraryh3lp. 16,834 sessions were handled by the systems. In 2011, Libraryh3lp was successfully implemented in all of the participating libraries in the state, and all librarians (over 80) from academic and public libraries were trained to use the Libraryh3lp software to provide virtual reference service in 5 hands-on classes. 9 classes were held to train volunteers. 5 new libraries added NCKnows. 11,463 sessions were handled through QuestionPoint and 4,489 through Libraryh3lp for a total 15,952.

- NC Cardinal (Resource Sharing) <<http://www.nccardinal.org/>>

NC Cardinal is a statewide, shared ILS in its early adopter/pilot phase that represents years of planning and discussions on statewide resource sharing efforts. It is based on the open source software system, Evergreen. In 2009 SLNC laid the groundwork for NC Cardinal through an assessment of existing library automation and resource sharing efforts and through summit meetings and working groups to explore options for a shared catalog and the potential for open source software. LSTA funds covered staff time and travel for planning meetings and for development and use of WebJunction. At the end of 2010 grant year, the NC Cardinal task forces were brought together to discuss the options for this shared system and make decisions regarding the pilot group of libraries. LSTA funds covered the cost of the meeting and the travel expenses of the participants. 2011 saw the launch of the NC Cardinal program with the hiring of a full-time program director and four libraries migrated to the NC Cardinal ILS. At the close of the grant year, the database included 229,957 library users and 1,084,425 item records. 415,204 items were circulated in the initial three months.

- UNC System Virtual Library Catalog and Resource Sharing

The University of North Carolina (UNC) libraries intended to implement and assess a system-wide virtual union catalog that would enable patrons to conduct a "single search" of their combined collections and to request rapid delivery of materials. The libraries also proposed to undertake a comparative collection analysis project to document their respective strengths and guide cooperative collection management practices such as selection of materials so as to minimize duplication and build collections in emerging disciplines. The project was not completed during the grant year due to technical reasons, but the UNC libraries expect that faculty and students will make significant use of the virtual catalog once it is launched. The UNC Libraries' Collection Analysis System report provided collection profile figures that offer a baseline for comparison in future years.

Accomplishments

- NCKnows, the statewide collaborative reference service, is in its 9th year of service to North Carolinians. In this past year, this service accommodated over 16,000 user sessions.
- NC Cardinal represents years of statewide discussion on resource sharing and library collaboration. Informed projections demonstrate that the open source ILS will be in use by 9 libraries in 45 locations by the end of the current grant year with roughly 1.7 million items, .5 million patrons and 4 million circulations. Participants in the open forums praised NC Cardinal for its vision and its potential for statewide impact.

Strengths

- In addition to its level of commitment, the partnerships that the State Library has built in the LSTA Program are exemplary. These partnerships have expanded collaborative efforts to generate best practice, to expand services to users and to make information available to users. Their efforts have engaged state and national government entities, content partners from various organizations, other state library agencies and many libraries and cultural heritage institutions throughout North Carolina.

LSTA Priority 4: Develop public and private partnerships with other agencies and community-based organizations.

This area did not have specific projects assigned; however, it was infused throughout the program with high visibility in a number of statewide and special projects. Partnership highlights include:

- **Access to State Government Information Initiative** has forged stronger relationships between and among NC state agencies. This improved cooperation has resulted in increased deposit of state government publications into the depository program with resulting greater accessibility to interested agencies and citizens. Beyond North Carolina, this award-winning program has also resulted in the development of digital preservation knowledge and best practices that have resulted in meaningful engagements and partnerships throughout the nation.
- **NC Digital Heritage Center** makes available digital preservation and digitization services offered at the University of North Carolina at Chapel Hill to small libraries that lack the specialized equipment or knowledge to embark on digital projects in-house.
- **NC Cardinal** is building a shared library catalog to improve resource sharing throughout the state. With an initial focus on public libraries, there are plans to expand the collaboration to other library types.
- **NC Health Info Consumer Health Portal** was led by the University of North Carolina at Chapel Hill Health Sciences Library and has resulted in visibility and project partnerships with more than a dozen organizational partners including the National Library of Medicine.
- **NCKnows**, the collaborative virtual reference service, brings together over 80 public and academic libraries throughout the state.

LSTA Priority 5: Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and

LSTA Priority 6: Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

The following statewide leadership projects and special projects addressed both of these LSTA priorities:

- Career Enrichment

This project provided “scholarships” for first-time conference attendees. 3 participants received awards in 2008. 2 attended the Library & Information Technology Association (LITA) Camp and 1 attended the Virginia Library Association Paraprofessional Conference. All 3 participants reported meaningful experiences and specific actions at the local level to improve library services and technologies for their communities.

- Foreign Language Center <<http://www.cumberland.lib.nc.us/services/forlangcenter.htm>>

The Foreign Language Center was a statewide service offered by Cumberland County Public Library & Information Center and available to libraries throughout North Carolina selects, purchases, and circulates foreign language materials to participating North Carolina libraries that do not have adequate resources or population density to purchase and maintain these resources in their own collections. In 2009, LSTA funds supported center operations and provided a one-time substantial grant to purchase new materials in order to revitalize the aging collection. 5,722 items were added to the collection in a variety of foreign languages and reading levels. 19 libraries subscribed to the service and circulated 6,796 items. During 2010, LSTA funds supported continuing center operations and collections. 314 items were added to the collection in a variety of languages and reading levels. 14 libraries subscribed to the service and circulated 7,510 items. In 2011, LSTA funds supported continuing center operations and collections. 223 items were added to the collection in a variety of languages and reading levels. 17 libraries subscribed to the service and circulated 7,585 items.

- NC HBCU Special Collections Analysis

This was a special project led by North Carolina Central University’s School of Library and Information Science to bring attention to the unique and valuable materials in the library collections of Historically Black Colleges and Universities in North Carolina. The final report outlined unique and special collections held at each institution and laid the groundwork for future digitization projects. This project led to greater awareness of the rich holdings of these libraries by the research community and to greater collaboration among HBCU special collections professionals and has fed into state and national digitization efforts.

- NC Library STARS (Service To All – Rural & Small)

NC Library STARS supports public library efforts to serve the special needs and challenges of rural communities through opportunities for learning and networking at the Association for Rural & Small Libraries (ARSL) annual conferences. LSTA funds provided for 5 SLNC staff members to attend the Association of Rural and Small Libraries 2009 Conference. Four staff members reported that they gained knowledge that could lead to new programs for special populations. 21 library staff members from 17 library systems were selected to participate in

the program and attended the 2010 Joint Conference of the Association for Rural & Small Libraries (ARSL) and the Association of Bookmobile and Outreach Services (ABOS). Two pre-conference web sessions were offered that provided tips on making the most of the conference experience.

In addition to the statewide programs listed above, the competitive Innovative Grants, the School Collection Development Grants, and the Library Outreach Services grants supported this priority.

Accomplishments

- The Career Enrichment and NC Library STARS projects resulted in meaningful conference experiences for 45 library staff members. Scholarships were provided for 3 first-time attendees at the North Carolina Library Association conference, and the remaining 42 library staff members were sent to the Association for Rural & Small Libraries annual conference as part of targeted efforts by the State Library to improve service at rural and small libraries in North Carolina.
- The NC HBCU Special Collection Analysis resulted in the identification of unique and special collections at historically black colleges and universities throughout North Carolina. This awareness contributed to greater collaboration among HBCU special collections professionals and fed state and national digital preservation efforts.

Conclusion

The State Library of North Carolina established and operated from a framework that provided structure where needed and flexibility where appropriate to allow for nimble responsiveness to a wide variety of needs and ideas. It is clear from the information presented in this report that the State Library made a broad and sweeping impact on libraries of all types and residents across the state in ensuring equal access to library resources and services while fulfilling the goals of the 2008-2012 LSTA Five Year Plan. This is evident in the exceptional programs, services, and equity of access achieved by libraries throughout the state because of LSTA funds. Most of the benefits for North Carolina would not otherwise have been possible and our residents are better off as a result of the LSTA program.

Acknowledgements

The evaluation team would like to express sincere thanks to the librarians and library staff of North Carolina for their participation in and support of this project. The consultant was met with warm hospitality and thoughtful participation from everyone from the State Library of North Carolina to the four corners of the state at the open forums.

The State Library of North Carolina's LSTA Advisory Committee deserves recognition for their contribution in shaping and implementing the Plan, participating in the open forums, and providing feedback on the draft evaluation report.

In particular, thanks are due to the efforts of Raye Oldham for her coordination of the evaluation project and to her colleagues for their strong support; Jennifer Pratt (Chief, Library Development), Jan Reagan (Chief, Library Services Section), Denise Sigmon (Assistant State Librarian), and Cal Shepard (State Librarian). Raye managed arrangements at the local level for the open forums and the survey, providing a local, familiar face to the LSTA evaluation activities. She also coordinated internal SLNC efforts to review and share documentation and will continue to demonstrate her leadership in State Library responses to this evaluation and the development of the new LSTA Plan.

Appendix A

Competitive Grant Awards

Awards and Funding By Library Type

	2007		2008		2009	
Library Type	# of Awards	Total Awarded	# of Awards	Total Awarded	# of Awards	Total Awarded
Academic Libraries	37	\$1,279,603	23	\$1,118,777	30	\$1,318,792
Public Libraries	48	1,022,462	36	1,241,929	42	1,046,517
School Libraries	55	556,216	101	987,094	113	1,108,473
Special Libraries					1	921
Multi-type Libraries	2	19,809				
Total	142	\$2,878,090	160	\$3,347,800	186	\$3,474,703

	2010		2011		Total	
Library Type	# of Awards	Total Awarded	# of Awards	Total Awarded	# of Awards	Total Awarded
Academic Libraries	33	\$1,486,798	16	\$712,841	139	\$5,916,811
Public Libraries	47	1,109,824	33	891,530	206	5,312,262
School Libraries	76	740,157	63	612,181	408	4,004,121
Special Libraries	1	2,008			2	2,929
Multi-type Libraries					2	19,809
Total	157	\$3,338,787	112	\$2,216,552	757	\$15,255,932

Appendix A

Competitive Grant Awards

Awards and Funding By Grant Category

	2007		2008	
Grant Category	Number of Awards	Total Awarded	Number of Awards	Total Awarded
Automated System Grants	4	\$191,627		
Basic Equipment Grants	16	279,767	11	\$227,738
Innovation Grants	1	21,472		
Internet Infrastructure Improvement Grants	15	356,931		
Library Outreach Services Grants	6	239,970	4	189,312
LSTA Project Planning Grants	3	34,083	1	15,000
NC ECHO Digitization Grants	9	393,034	9	540,088
NC ECHO Heritage Partners Grants	2	248,994	2	239,026
Planning Grants	7	105,000	5	70,908
School Library Collection Development Grants	54	540,000	101	995,492
Strengthening Public and Academic Library Collections	9	85,048	6	57,970
Technology Grants			13	594,264
Technology Planning Grants	2	32,660	3	59,000
Special Grant Projects	6	617,027	6	545,122
Total	134	\$3,145,613	161	\$3,533,920

Appendix A

Competitive Grant Awards

Awards and Funding By Grant Category, continued

	2009		2010	
Grant Category	Number of Awards	Total Awarded	Number of Awards	Total Awarded
Automated System Grants				
Basic Equipment Grants	14	197,691	18	297,210
Innovation Grants				
Internet Infrastructure Improvement Grants				
Library Outreach Services Grants	4	183,151	2	54,364
LSTA Project Planning Grants				
NC ECHO Digitization Grants	6	469,119	8	500,799
NC ECHO Heritage Partners Grants	1	144,284		
Planning Grants	15	301,102	15	306,129
School Library Collection Development Grants	114	1,124,429	76	745,684
Strengthening Public and Academic Library Collections	17	300,989	13	171,902
Technology Grants	10	542,619	16	863,419
Technology Planning Grants				
Special Grant Projects	2	81,207	2	38,032
Total	183	3,344,591	150	2,977,539

Appendix A

Competitive Grant Awards

Awards and Funding By Grant Category, continued

	2011		Total	
Grant Category	Number of Awards	Total Awarded	Number of Awards	Total Awarded
Automated System Grants			4	\$191,627
Basic Equipment Grants	14	\$232,648	73	1,235,054
Innovation Grants			1	21,472
Internet Infrastructure Improvement Grants			15	356,931
Library Outreach Services Grants	2	70,000	18	736,797
LSTA Project Planning Grants			4	49,083
NC ECHO Digitization Grants	7	517,005	39	2,420,045
NC ECHO Heritage Partners Grants			5	632,304
Planning Grants	2	26,350	44	809,489
School Library Collection Development Grants	63	612,181	408	4,017,786
Strengthening Public and Academic Library Collections	17	294,005	62	909,914
Technology Grants	7	464,363	46	2,464,665
Technology Planning Grants			5	91,660
Special Grant Projects			16	1,281,388
Total	112	\$2,216,552	740	\$15,218,215

Appendix B

Schedule of Evidence Reviewed

Note: This list contains both Statewide Leadership Projects and Special Projects. The State Program Reports provide annual reports for the listed projects in years 2008, 2009 and 2010.

Project Title	Project Code	Documents Reviewed
General		<p>North Carolina State Program Report Summary for FY 2007</p> <p>North Carolina State Program Report Summary for FY 2008</p> <p>North Carolina State Program Report Summary for FY 2009</p> <p>North Carolina State Program Report Summary for FY 2010</p> <p>[LSTA Evaluation: Detailed Budget for FY2008, Excel Workbook]</p> <p>[LSTA Evaluation: Detailed Budget for FY2009, Excel Workbook]</p> <p>[LSTA Evaluation: Detailed Budget for FY2010, Excel Workbook]</p> <p>[LSTA Evaluation: Detailed Budget for FY2011, Excel Workbook]</p> <p>All 2012-2013 competitive grant documents publicly available on the State Library Web site.</p>
Access to State Government Information Initiative	2008-NC-34097	<p>LSTA Statewide Leadership Project Plan for 2008-2009: Access to State Government Information</p> <p>State Library of North Carolina Library Services & Technology Act 2008-2009 Grant Projects Narrative Report, [Access to State Government Information Initiative]</p>
Access to State Government Information Initiative	2009-NC-37878	<p>LSTA Statewide Leadership Project Plan for 2009-2010: Access to State Government Information</p> <p>LSTA Statewide Leadership Project 2009-2010: Access to State Government Information [Annual Report]</p>

Project Title	Project Code	Documents Reviewed
Access to State Government Information Initiative	2010-NC-38938	Access to State Government Information Initiative, Statewide Leadership Grant, 2010-2011 Cycle [Mid Year PowerPoint Presentation] LSTA Statewide Leadership Project Plan for 2010-2011: Access to State Government Information Initiative
Access to State Government Information Initiative, Part A	2011-NC-	LSTA Statewide Leadership Project Plan for 2011-2012: Access to State Government Information Project (ASGII), Introduction LSTA Statewide Leadership Project Plan for 2011-2012: Access to State Government Information Initiative, Part A: Digital Preservation and Digitization, [4/7/2011]
Access to State Government Information Initiative, Part B	2011-NC-	LSTA Statewide Leadership Project Plan for 2011-2012: Access to State Government Information Project (ASGII), Introduction LSTA Statewide Leadership Project Plan for 2011-2012: Access to State Government Information Initiative, Part B: North Carolina State Government Publications Collection List of ASGII created or enhanced Web sites
Cataloging NC Library Resources for Improved Access	2008-NC-33947	LSTA 2008-2009 Special Project: Cataloging North Carolina Library Resources for Improved Access
Collaborative Virtual Reference Project - NCknows	2010-NC-38939	LSTA Statewide Leadership Project Plan: Virtual Reference Project, 2010-2011
Collection Development and Preservation Project	2010-NC-38940	LSTA Statewide Leadership Project for 2010-2011: Collection Development and Preservation (CDP) Project
eLearning and Technology Trends	2011-NC-	LSTA Statewide Leadership Project Plan 2011-2012: eLearning and Technology Trends [Adobe Connect Statistics, July 2011 to February 2012] [WebJunction Statistics, July 2011 to January 2012, Excel Workbook]

Project Title	Project Code	Documents Reviewed
eLearning, WebJunction, Elluminate	2010-NC-40894	LSTA Statewide Leadership Project Plan for 2010-2011: eReader Petting Zoo eReader Petting Zoo [PowerPoint Presentation], Fall 2011
Every Child Ready to Read	2011-NC-	LSTA Statewide Leadership Project Plan for 2011-2012: Every Child Ready to Read
NC Cardinal	2011-NC-	LSTA Statewide Leadership Project Plan for 2011-2012: NC Cardinal NC Cardinal Status Report, 2/23/2012 NC Cardinal Membership Agreement
NC Health Info Consumer Health Portal – YEAR 4	2009-NC-37877	NC Health Info Consumer Health Portal: 2009-2010 Project & Budget Proposal
NC Library STARS	2010-NC-38945	LSTA Statewide Leadership Project Plan for 2010-2011 (Summary): NC Library STARS (Service To All – Rural & Small) Project
NC Literary Map	2011-NC-	LSTA Special Project Grant: NC Literary Map, 2011-2012 Application
NCpedia Expansion	2011-NC-	LSTA Statewide Leadership Project Plan for 2011-2012: NCpedia Expansion
North Carolina ECHO (Exploring Cultural Heritage Online)	2009-NC-37874	LSTA Statewide Leadership Project Plan for 2009-2010: North Carolina ECHO, Exploring Cultural Heritage Online
Raising the Bar	2011-NC-	LSTA Statewide Leadership Project Plan 2011-2012: Raising the Bar
Resource Sharing NC Cardinal Project	2010-NC-38943	LSTA Statewide Leadership Project Plan for 2010-2011: North Carolina Cardinal NC Cardinal Letter of Intent to Join [template]
Spring into Success	2010-NC-38903	[LSTA Special Project Plan 2010-2011: Spring into Success, Greensboro Public Library] [Spring into Success 2010-2011: Project Budget Excel Workbook]

Appendix C

Open Forums

Invitation

LSTA Evaluation Open Forums, February 6 - 9, 2012

The State Library of North Carolina invites your participation in providing input for the evaluation of LSTA (Library Services and Technology Act) programs and services in North Carolina. Your comments and feedback are essential to this process. Every LSTA Five Year Plans each state is required to evaluate its existing plan and submit a report to IMLS (Institute of Museum and Library Services, the federal government agency that distributes the funding to each state). This evaluation will be conducted by an external independent consultant who will:

- Gather information from North Carolina library staff through open forums and a targeted survey, and;
- Review documentation and statistics to assess the use and effectiveness of North Carolina's LSTA programs.

Who should attend?

Librarians and library staff from LSTA eligible libraries who have been involved with applying for or implementing an LSTA grant

The open forum will include both small and large group discussions. Each session will be conducted by Stephen Spohn, a LYRASIS consultant, and a representative of the LSTA Advisory Committee; State Library staff will not be in attendance. Please plan to attend and contribute to the conversation.

Please register by January 27 for one of the sessions.

< <http://www.surveymonkey.com/s/NWCK86C>>

Date	Times	Location
Monday February 6	10 am - 12 noon, or 1 pm - 3 pm	Sheppard Memorial Library 530 South Evans Street, Greenville, 27858
Tuesday February 7	10 am - 12 noon, or 2 pm - 4 pm	North Carolina Museum of History 5 East Edenton Street, Raleigh, 27601
Wednesday February 8	10 am - 12 noon, or 2 pm - 4 pm	Pack Memorial Library, Buncombe County Public Libraries 67 Haywood Street, Asheville, 28801
Thursday February 9	10 am - 12 noon, or 1 pm - 3 pm	Concord Library, Cabarrus County Library 27 Union Street N, Concord, 28025

We appreciate your ongoing support!

Appendix C

Open Forums, continued

Questions? Contact Raye Oldham, Federal Programs Consultant at the State Library of North Carolina, at raye.oldham@ncdcr.gov or 919-807-7423.

Attendance

Group	Public Libraries	Academic Libraries	K12 Schools	Others	Total
Greenville	7	4	2		13 (24%)
Raleigh	5	2	2	1	10 (18%)
Asheville	14	5	2		21 (38%)
Concord	4	4	3		11 (20%)
Total	30 (55%)	15 (27%)	9 (16%)	1 (2%)	55

Appendix C

Open Forums, continued

Open Forum Discussion Guide

The following discussion guide was attached to the e-mail to help participants focus on North Carolina's LSTA programs. That document was also available on site at the open forums and was used during discussions.

LSTA Evaluation Open Forums
February 6 - 9, 2012

What Is LSTA?

LSTA is the acronym for Library Services and Technology Act, funds that are administered by the Institute of Museum and Library Services (<http://www.ims.gov>) and distributed to state library agencies like the State Library of North Carolina to support programs and services to libraries. In North Carolina, this translates to a series of statewide initiatives and competitive grant programs. Every LSTA Five Year Plans each state is required to evaluate its existing plan and to submit a new plan. In this evaluation, the consultant will (1) consider feedback from NC librarians and library staff through open forums and a targeted survey and (2) review documentation and statistics on the participation in and effectiveness of LSTA programs.

Your Feedback

We seek your feedback on the LSTA questions and activities that follow:

How has this activity enhanced your ability to provide service to your community?

What are the major benefits/successes that should be continued?

What are your suggestions for improvements?

What are the major obstacles for your participation in the competitive grants program? What can the State Library do to remove or reduce those obstacles?

If SLNC were forced to cut one activity due to funding reductions, which activity would you suggest? Why?

North Carolina's LSTA Activities (Appendix E was included in this document for Forum participants. You may also wish to refer to the current (2008-2012) LSTA plan available at: <http://statelibrary.ncdcr.gov/lsta/lsta.htm>

Appendix D

Survey of Competitive Grant Applicants and Awardees

Two follow-up surveys were created and sent to 2010-2011 participants in the competitive grants program. One survey was sent to Applicants (applied, not funded) the other survey was sent to Awardees (applied, funded). The surveys were identical with the exception that questions 6 through 11 were omitted from the Applicants version. Both surveys were conducted electronically using the State Library's Survey Monkey account.

Survey: LSTA Five Year Plan Evaluation

Thank you for taking the time to share your comments about the LSTA competitive grants program administered by the State Library of North Carolina. Your feedback is important to us!

These results will be used to further inform the ongoing LSTA program.

Before you begin, it may be helpful for you to gather your 2010 – 2011 LSTA grant files. This survey should take between 10 to 15 minutes to complete.

For more information about the LSTA program or the evaluation process, contact Raye Oldham, Federal Programs Consultant at the State Library of North Carolina at 919.807.7423 or raye.oldham@ncdcr.gov.

Please select the category that best describes your library type.

Community College Library

K12 School Library

North Carolina Independent Colleges and Universities Library

Public Library

University of North Carolina System Library

Other (please specify)

Please select the category that best describes your role at your library.

Director

Assistant Director

Manager or Department Head

Librarian/Library Staff

Answer these questions for yourself and not for your library. In this survey, the State Library is interested in learning about individual applicants and their experiences.

Was the 2010-2011 grant year the first time that you applied in North Carolina's LSTA competitive grants program?

Did you apply in the 2011 – 2012 grant year?	Yes	No
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Appendix D

Survey of Competitive Grant Applicants and Awardees, continued

Did you apply in the 2011 – 2012 grant year? Yes No (Skip to Question 12)

The State Library strives to make continuous improvements in its LSTA program. Which changes made the process better for you this year? Select all that apply.

Simpler instructions

Simpler application process

Option to submit online

Availability of State Library assistance and advice

Additional comments:

The State Library offered grant writing workshops led by Raye Oldham. What was the benefit of that experience for you? Select all that apply.

I did not attend a workshop.

I gained a better understanding of the purpose of the LSTA program.

I heard ideas from others that may be a good fit for my library.

The workshop improved my confidence to apply.

I am more comfortable contacting the State Library for assistance and advice.

Additional comments:

The State Library offered outcomes-based evaluation workshops led by Nan Carmack. What was the benefit of that experience for you? Select all that apply.

I did not attend a workshop.

I learned to identify clear, measurable outcomes.

I heard ideas from others that may be a good fit for my library.

The workshop improved my confidence to apply.

I am more comfortable contacting the State Library for assistance and advice.

Additional comments:

Are you aware that the State Library will review your grant application and give you advice and feedback before you submit? Yes No

Did you contact the State Library for advice or feedback on your grant application before your submission? Yes No (Skip to Question 12)

Did the assistance you received from the State Library help to improve your grant application? Yes No

Feel free to elaborate on your experience:

What can the State Library do to improve the grant application process?

Appendix D

Survey of Competitive Grant Applicants and Awardees, continued

What can the State Library do to help you improve grant implementation?

What can the State Library do to improve the reimbursement process?

What can the State Library do to improve the reporting process?

What should be the primary focus of the competitive grants program? Select two choices.

Choice #1

Providing opportunities for libraries to meet the technology needs of their community

Providing opportunities for libraries to meet the collection needs of their community

Supporting small and large scale community-driven innovation in libraries

Promoting partnership and collaboration among various library types, as well as appropriate community agencies

Providing access to unique, hidden collections through digitization of materials with statewide significance

Other (please specify):

Choice #2

Providing opportunities for libraries to meet the technology needs of their community

Providing opportunities for libraries to meet the collection needs of their community

Supporting small and large scale community-driven innovation in libraries

Promoting partnership and collaboration among various library types, as well as appropriate community agencies

Providing access to unique, hidden collections through digitization of materials with statewide significance

Other (please specify):

Please press "Done" to send your feedback to the State Library.

Response Rate

Survey Group	Population	Respondents	Response Rate
2010 -2011 Applicants	10	5	50%
2010 -2011 Awardees	142	62	44%

Appendix E

North Carolina's LSTA Activities

LSTA Activity	Brief Description
A Literary Map of North Carolina	Information about North Carolina authors http://library.uncg.edu/dp/nclitmap/
Access to State Government Information Initiative	Digitization and preservation of state government publications http://digitalpreservation.ncdcr.gov/asgii/
Bibliostat	Statistics collection and analysis tool http://statelibrary.ncdcr.gov/ld/plstats/plstats.htm
Career Enrichment Program, NC Library Stars	Conference attendance for library staff http://statelibrary.ncdcr.gov/ce/ceprogram.htm
Cataloging of NC Core Collection Microfilm	Retrospective cataloging of county records on microfilm to facilitate statewide public access through ILL
Cataloging of NC Library Resources for Improved Access	Continued retrospective cataloging of county records on microfilm and historic state legislative and related state documents to facilitate statewide public access through ILL
Collection Development and Preservation Project	Develop core print research collections through acquisitions; preserve historic print materials; and convert Research Room to open stacks to facilitate statewide and local user access.
Competitive Grants Program	EZ Grants (<\$25,000) Basic Equipment Innovative Services Library Outreach Services Planning School Library Collection Development Strengthening Public and Academic Library Collections Technology Project Grants (>\$25,000) Automation Digitization Library Outreach Services Technology
Continuing Education	In person and online Training, including Webjunction http://statelibrary.ncdcr.gov/ce/conted.html
eReader Petting Zoo	Hands-on eReader workshops http://nc.webjunction.org/ereaderpettingzoo

LSTA Activity	Brief Description
NC Cardinal	Statewide ILS http://statelibrary.ncdcr.gov/lsta/NCCardGLApp12-13.pdf
NC Digital Heritage Center	Digital library of North Carolina history http://digitalnc.org/
NC ECHO	Digital library of special collections http://www.ncecho.org/
NCKnows	Statewide chat reference http://ncknows.org/
NC LIVE	PBS videos http://www.nclive.org/
NCpedia	Online encyclopedia of North Carolina http://ncpedia.org/
Summer Reading Program	Encourages youth to improve reading skills http://bit.ly/nc-summerreading