



Alaska State Library: Library Services and Technology Act Five-Year Evaluation 2008 – 2012

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Table of Contents

Table of Contents	i
Evaluation Summary.....	i
Goal 1 – LSTA Purposes 1 and 2.....	ii
Goal 2 – LSTA Purposes 5 and 6.....	ii
Goal 3 – LSTA Purpose 3	iii
Goal 4 – LSTA Purpose 4.....	iii
Goal 5 – Applies to all LSTA Purposes.....	iv
Key Recommendations	iv
Background of the Study	1
Description of Methodology Employed.....	2
Evaluation Findings	2
Background	2
Goal 1 Review.....	4
Goal 1 Evaluation Findings and Recommendations	7
Goal 2 Review.....	8
Goal 2 Evaluation Findings and Recommendations	11
Goal 3 Review.....	13
Goal 3 Evaluation Findings and Recommendations	15
Goal 4 Review.....	16
Goal 4 Evaluation Findings and Recommendations	18
Goal 5 Review.....	19
Goal 5 Evaluation Findings and Recommendations	21
Process	22
General Findings Related to Goals and Process	24
Annexes	26
Annex A: Outputs and Outcomes Compilation	26
Goal 1.....	26
Goal 2.....	31
Goal 3.....	38
Goal 4.....	42
Goal 5.....	44
Annex B: Evaluators’ Ratings of LSTA-Funded Grants Alaska State Plan FY2008-2012.....	49
Annex C: 21st Century & Library Skills Chart Assessment of Continuing Education Grants.....	57

Annex D: Information Gathering Tools and Surveys 58

 Annex D1: Grant Evaluation Worksheet 58

 Annex D2: Survey 1..... 59

 Annex D3: Survey 2..... 70

 Annex D4: Email request for response to Research and Resource Library Directors 78

 Annex D5: Interview Outline for use with Alaska State Library Staff..... 79

Annex E: LSTA and State Funded Grants by Goal 80

Annex F: Stakeholder Input Chart 91

Annex G: Acronyms 92

Annex H: Bibliography..... 93

Evaluation Summary

It is clear from this evaluation that funding provided through the Library Services and Technology Act (LSTA) program is essential for the Alaska State Library (ASL) to maintain its high level of excellence in serving libraries and their patrons throughout Alaska. ASL used LSTA funds along with state funds to support statewide services, the Interlibrary Cooperation (ILC) competitive grant program, and continuing education reimbursement grants. ASL and its grantees also use LSTA funds to leverage local, inkind, partner, and state resources to enhance library services for Alaskans. LSTA funding for training and continuing education opportunities for library staff helps level the playing field for some of the poorest and most remote libraries in the United States. Despite the enormous challenges of library service delivery to remote communities in the state, ASL made significant progress in helping Alaska's libraries, but much remains to be done. ASL should continue to provide statewide services that reach residents no matter where they live.

The impacts of LSTA-funded grant projects on library services in Alaska were evaluated. Evaluators looked at each project to see how successfully it met its own goals, whether it was innovative and cost effective, whether it had significant benefits for its target audience, regional or statewide impact, how closely it aligned with its State Plan Goal and how significant its contribution was to realizing that Goal. Each project was analyzed for problems encountered, effective practices, and successes achieved. This analysis was extended to the challenges and benefits of Alaska's LSTA grant program, and how well ASL met its target outputs and outcomes. Evaluators considered how ASL might ensure that grantees implement Outcome Based Evaluation (OBE) approaches to gather data on impacts of LSTA funding. The methods used by ASL in the management of LSTA grants were noted, and evaluators considered how those might be impacted by changing technologies and service delivery methods. Library stakeholders were asked about their satisfaction with the management of LSTA grant funds.

Input to the evaluation project was received from 85 stakeholders statewide (Annex F). Some grant reports provided anecdotal information from patrons. An online survey was sent to all libraries for which contact information was available: 51 ILC grant applicants (Survey 1), and 287 non-applicant libraries (Survey 2). Evaluators read and analyzed 95 FY09, FY10, and FY11 LSTA grant project reports, 149 continuing education reports, and ASL's Annual Reports to IMLS.

ASL promotes innovation by encouraging ILC applications for a variety of projects that meet LSTA Purposes. Evaluators noted this strategy is extremely successful in building library services. The practice of supporting grants meaningful to local libraries led to projects that met LSTA Purposes but sometimes had different targets than those ASL expected to be addressed. This, combined with the fact that no applications were received under 15 of the 51 Activities, resulted in data being unavailable for some of the Plan output and outcome targets. However, targets for many Activities were met and sometimes significantly exceeded. Evaluators rated all LSTA grant-funded projects using a rating sheet (Annex D1) with seven criteria. From the ratings (Annex B), it is apparent that LSTA funding enabled ASL and its grantee libraries to make progress on all five Alaska State Plan 2008-2012 Goals developed to address LSTA Purposes for the delivery of library services.

Evaluators' Cumulative Ratings of LSTA Funded Grants by Goal						
<i>Rating from 1 (low) to 5 (high)</i>						
Goal #	1	2	3	4	5	All Goals
Score	4.42	4.58	4.33	4.81	4.59	4.52

Goal 1 – LSTA Purposes 1 and 2

ASL made significant progress towards expanding 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. ASL should continue to commit funds to support important statewide resources such as SLED, the Alaska Digital Pipeline, Alaska's Digital Archives, and the 800# Reference and ILL Backup service. The projects that included well-planned training and publicity components (800#, Alaska Spirit of Reading, and Homework Help) reflect the importance and impact of outreach efforts. Additional marketing of all the LSTA-funded statewide online resources may be beneficial in extending the benefits to more individuals. As Alaskan libraries of all sizes develop electronic services, it will be important to establish a base level of expectations and specifications. Training opportunities to help demystify the standards should be provided regularly, with face-to-face sessions whenever possible.

ASL partners with the six largest Alaskan libraries to monitor trends, discuss ideas, and identify the best method of offering new and existing statewide services. The benefits to Alaskan libraries and their patrons from these partnerships were evident throughout the evaluation process.

Goal 2 – LSTA Purposes 5 and 6

ASL made notable progress toward targeting library services to people of diverse backgrounds and to underserved populations. To meet ongoing needs of individuals of diverse geographic, cultural, and socioeconomic backgrounds; individuals with disabilities; people with limited functional literacy or information skills; persons having difficulty using a library; and underserved urban and rural communities, including children from families with below poverty line income, ASL and the Governor's Advisory Council (GAC) should consider a similar goal for the next five year plan. Some programs implemented under this goal were phenomenally successful, for example, the Summer Reading Program with its 35% increase in number of participants over the evaluation period, and Guys Read with its documented positive outcomes for boys who were reluctant readers.

ASL could play a role in assisting libraries to accomplish community needs assessments for underserved populations and to create library service guidelines and targets for these populations. ASL could also choose to conduct its own assessment, either statewide or focused on selected communities representative of various populations and cultures. Results could be used to invite grant applications for innovative development of service delivery mechanisms for people with disabilities, special needs, or living in remote communities. Evaluators recommend ASL consider targeted training for librarians to better meet needs of special client populations.

As electronic resources become available in remote areas, more cost effective delivery of services to patrons residing in isolated communities should be explored. It may be valuable for ASL to request Regional Services grantees to track whether increasing numbers of their patrons have access to the Internet, and discover if those who do can receive materials electronically.

The urban/rural divide in Alaska makes expanding projects successful in urban areas to rural villages problematic at times. Evaluators recommend that ASL consider requiring a travel budget in future Ready to Read Resource Center grants for a trainer to visit villages to assure effective use of these materials. ASL staff might also use videoconferencing to offer library staff trainings in the use of RRRC materials and culturally appropriate ways to conduct outreach.

Goal 3 – LSTA Purpose 3

LSTA-funded grants enabled ASL to make substantial progress toward providing electronic and other linkages between and among all types of libraries, and ensuring Alaskans increasingly equitable access to information through an enhanced technological infrastructure. This progress will continue as a result of the implementation of the Online with Libraries (OWL) project.

Technology plans are no longer required for E-rate eligibility, however 61 public libraries (66%) have a current plan in place. Evaluators suggest that if ensuring that Alaskan libraries have current technology plans remains a state output target in the next five year plan, ASL staff determine a way to engage libraries in identifying and evaluating their technology needs and in developing strategies to meet them.

Staff attending trainings cite increases in knowledge related to new technologies and familiarity with using them. Building on these successes, some future technology trainings could focus on skills needed to teach the use of technology, increasing librarians' ability to share their knowledge with patrons. Evaluators recommend ASL consider offering targeted grant programs following specific trainings. For example, after offering training about the use of eReaders in libraries, ASL could publicize an opportunity for an LSTA-funded grant to implement use of the new technology in the applicant's library.

Goal 4 – LSTA Purpose 4

ASL made considerable progress in developing public and private partnerships with other agencies and community-based organizations. The formalization of the Alaska Library Network was an important step in assuring that partnerships which enhance statewide resource sharing are approached in a systematic way. Dependence on LSTA funds for the network, including staff salary, raises concern about its future sustainability. This should be discussed in future planning.

The decentralized style used to manage some of the statewide projects that depend on informal partnerships (specifically, SLED, Alaska Digital Pipeline, and Alaska's Digital Archives) should be reviewed to assure that the services are as effective, consistent, and accessible as possible. A discussion should be undertaken between major stakeholders to consider the pros and cons of management protocols, aspects that are working well, problems that have been noted, and options to resolve inefficiencies to improve the services to the patrons. In addition, defining what role ALN should play in supporting the technical work related to the various statewide projects with which it is involved should be established in the upcoming plan.

To expand support for public and private partnerships ASL could consider these options:

- set aside some funding each year to support new or innovative partnership projects;
- explore potential statewide collaborations with tribes, museums, and historical societies;
- sponsor a panel discussion at the AkLA conference to spotlight successful partnerships; and

- create mentoring opportunities to promote development and evaluation of partnerships.

Goal 5 – Applies to all LSTA Purposes

ASL's support of continuing education (CE) opportunities is commendable and has statewide impacts. Based on post-conference reports, evaluators conclude that attending face-to-face training with peers is an extremely effective learning opportunity for library staff. Trainings for library workers help develop peer networks and increase staff motivation as they realize they are providing services of value to their communities. However some library workers are not taking advantage of the CE program. ASL's continuing promotion of these grants in ways that reach remote villages might help to increase participation.

Grant reports confirm that staff members from libraries of all sizes and types find the opportunity to participate in training, to meet and form personal relationships with ASL and other library staff, and to be exposed to new ideas and introduced to new technologies and products increases their capacity to provide improved library services to their users. Conferences and other face-to-face trainings appear to be critical components of building a strong library community and evaluators recommend ASL continue to make funding available for this purpose.

Key Recommendations

A successful program builds on an organization's strengths, and ASL's highly competent and engaged staff is a valuable resource. Interviews and information gathered confirm that insufficient ASL staff time and funding for travel to remote communities present challenges for ASL in administering the LSTA grant program. Evaluators recommend ASL allocate funds for this purpose and schedule staff work to implement appropriate evaluation recommendations.

Evaluators recommend that output and outcome targets be carefully chosen for the new five year plan considering not only LSTA Purposes, but also baseline data availability, preliminary assessments needed, and grantee data collection and reporting capabilities. This evaluation report could be used to help identify baseline data needed. Pre-project benchmarks should be collected so that increase or decrease in number of participants, materials, or usage of services can be measured. A brief questionnaire could capture user information for online services. Annual report forms could be revised to require data on targeted outcomes.

ASL may want to develop more uniform means of collecting usage data and key information. Evaluators suggest that assistance in building evaluation into a project *from its inception* is an effective way to ensure OBE occurs. Learning to construct a logic model would give prospective grant applicants a diagram of their program's inputs, activities, outputs and outcomes, and may make OBE less overwhelming for grantees. ASL could require a simple logic model with grant applications, and could disseminate basic templates for outcome reporting. This would introduce fundamental OBE techniques to grantees, building confidence and skill in gathering outcomes.

It might be effective to have an ASL staff member work with grantee libraries on site, showing them how to gather patron feedback about their own library programs. At state conferences, ASL could sponsor a panel of library staff using OBE. Survey respondents thought sample OBE tools, training in planning for and implementing OBE, and mentors experienced in OBE available to work with staff and/or available to answer questions would all be helpful.

It is apparent that many services would not be affordable to all the libraries in the state if they were not handled as statewide projects. However, it is not enough just to provide the services. ASL could expand its efforts to train rural library staff in the use of statewide services and discuss ways to publicize services in their communities so that target audiences learn about them.

Tracking both local matching funds and in-kind contributions to projects would likely reveal significant leveraging of LSTA funds. To help assess cost effectiveness, evaluators recommend ASL develop and disseminate with grant awards simple templates for documenting the value of leveraged funds and in-kind contributions of goods or services to ILC grant projects.

Evaluators recommend ASL staff engage in a periodic reappraisal process to review ongoing statewide program outputs and both immediate and long-term outcomes, and to suggest modifications indicated by the review. Assessing a project while it is in progress will help ensure that methods of collecting information are working, and will streamline the eventual reporting of results. A method of collecting outcomes occurring after project completion needs to be developed for suitable projects. This will offer insights on impacts on target audiences over time.

If it is important to the GAC and ASL to receive applications for all Activities in the new five year plan, evaluators recommend ASL staff discuss with the GAC whether or not to solicit grant applications for some initiatives. Staff may need to promote the initiatives, identify potential grantees, help applicants develop project ideas, and assist in completing the application, all time-consuming activities for an already busy staff. Some possible invitational grants are suggested in the report's findings sections under individual Goals.

ASL may need to take the lead to ensure some proposed Activities are accomplished. For example, no applications were received for most initiatives involving development of assessments or standards. Best practices for digitization, cataloging, and patron-centric service could be developed with ASL assistance. ASL could make sure succession plans are in place so statewide projects dependent on partner expertise are poised to continue without decline in service when changes in staff occur, and as librarians retire.

ASL and GAC may consider deleting initiatives Alaska libraries show no interest in pursuing. It is recommended that ASL and the GAC review the plan annually to ascertain which initiatives are not receiving any grant applications. Then a course of action can be discussed and planned.

The plan's target outputs and outcomes for each activity also should be reviewed annually and compared with those grantees have set for their projects. If grantees are not collecting data on targets established in the plan, then ASL should either request grantees with suitable projects to do so, or else revise the plan's targets to reflect actual data being gathered.

ASL's philosophy of utilizing LSTA funds to provide statewide services and to allow libraries of all types and sizes to experiment with and implement new services and programs is a model other states may want to consider. Evaluators were impressed with the diversity and successes of the LSTA-funded projects, and found that they effectively helped the Alaska State Library meet LSTA and State Plan Goals.

Background of the Study

The *Library Services and Technology Act Alaska State Plan 2008-2012* guides the work of the Alaska State Library. During the time period covered by the plan, the Alaska State Library (ASL) used federal Library Services and Technology Act (LSTA) funds along with state funds to support statewide services, the Interlibrary Cooperation (ILC) competitive grant program, and continuing education reimbursement grants. Annex E lists both LSTA-funded and state-funded projects supporting LSTA Purposes and State Plan Goals.

Evaluators undertook a systematic inquiry into ASL's LSTA program and its impact on addressing LSTA purposes and achieving goals of the Alaska State Library's 2008-2012 Plan during the State of Alaska's FY 2009, 2010 and 2011 (Federal FY08, 09, 10). ASL awarded \$2,648,459 to urban and rural libraries throughout Alaska to support projects that addressed LSTA Purposes and the Goals and Objectives of the Plan, including nine statewide service grants, 86 interlibrary cooperation grants, and six continuing education projects which funded 149 continuing education reimbursement grants.

The intended users and uses of this evaluation include:

- Alaska State Library staff and the Governor's Advisory Council (GAC) to inform decision-making during the formulation of the next five year state plan and to pique interest in discussions related to future service delivery methods and management of LSTA funding;
- Institute of Museum and Library Services staff as they review the successes and challenges of LSTA funding, consider program restructuring, and report to the legislative bodies;
- leaders of the Alaska Library Association, Alaska Association of School Librarians, and the Alaska Library Network as they engage in planning improvements in providing library services, continuing education opportunities, and partnerships in the upcoming years;
- Alaska library leaders and staff as they consider library services, partnering on local, regional, or statewide levels, and special projects that could be eligible for LSTA funding.

Specific evaluation questions or issues addressed during the evaluation include:

- How effective was each LSTA-funded grant project? (See Annex B.)
- What were the impacts of unique services and programs implemented with LSTA funds?
- What were the major challenges to success experienced in the LSTA grant program?
- What 21st Century and library skills were acquired through continuing education?
- How effective are ASL's methods of managing LSTA grant funds?
- How satisfied are library stakeholders with the management of LSTA grant funds?
- Did ASL meet its targeted outputs and outcomes, and how can they better implement OBE?

Evaluators' key values: open-mindedness; honesty; impartiality; fairness; respect for ASL staff, library stakeholders, and the diverse population of Alaska; and transparency. The evaluation team sought to identify patterns and trends that impact ASL's and other Alaskan libraries' abilities to achieve the desired results related to LSTA priorities, while considering the challenges inherent in providing services in Alaska's urban settings, rural areas, and remote villages. Evaluators worked to assure that conclusions and recommendations were informed decisions, and that they were stated in a manner to precipitate discussions to address possible change in a positive and enlightening manner.

Description of Methodology Employed

Evaluation strengths include evaluators' familiarity with Alaska's library landscape, their firsthand experience with the challenges of providing library services in rural Alaska, and a respectful working relationship with ASL staff. There were no identified ethical considerations.

Evaluation weaknesses include: lack of baseline data, responses to surveys too few to generalize to a population, lack of detailed information in some grant reports, minimal amount of outcome-based results available in grant reports, and the unavoidably subjective nature of the rating process. For individual Continuing Education (CE) Grants, evaluators developed a 21st Century and Library Skills Chart (Annex C) to track skills learned as evidenced in CE grantees' brief reports. While this process was subjective to some extent, evaluators took care to interpret reports as consistently as possible. Evaluators believe the chart provides accurate basic information about the nature of impacts of those CE grants on grantees.

Evaluators discussed the meaning of "innovative" and "cost-effective" with the client prior to undertaking the rating activity. Ongoing projects that were innovative in their pilot phase were no longer rated so in successive years. The cost-effectiveness of services in Alaska is difficult to analyze without more solid data on outcomes, especially when the alternative is often no services at all. Therefore, evaluators decided did not include this criterion in their rating sheet (Annex B).

Evaluators developed an evaluation protocol for data gathering and analysis, discussed it with ASL staff, and followed it for the purposes of this report. Activities undertaken included rating all LSTA-funded grant project reports and analyzing available information to draw conclusions and make recommendations (Annex B). Targeted outputs and outcomes for all Activities were evaluated. Annex A gives detailed information on projected targets and unexpected outcomes.

Input to the evaluation project was received from 85 stakeholders statewide. In some cases, grant reports provided anecdotal information from patrons. An online survey was sent to all Alaskan libraries for which contact information was available (Annexes D2 and D3). Survey 1 was sent to the 51 libraries that applied for LSTA-funded ILC grants, with 16 responding. Survey 2 was sent to 287 libraries that did not apply for an ILC grant, with 57 responding.

Evaluators assumed that the information provided in grant reports, interviews, and survey responses was valid and reliable. Because the number of responses was small, the results of the survey cannot be applied across libraries, but only to those responding. Responding libraries represented all areas of the state and served communities with populations ranging from under 500 to more than 250,000. See Annex F for stakeholder input by region and type of library.

Evaluation Findings

Background

Alaska's immense geographic area and sparse population make the delivery of library services to underserved rural Alaska a challenge. Today's economic climate is resulting in increasing demands on libraries, declining revenues, and rising costs. Statewide collaborations have allowed Alaskan libraries to collectively achieve what would have been impossible individually (Goal 4). Peer networks, such as the Resource and Research Library Directors' group, the Public Library Directors' Leadership Group, the Alaska Library Association, and the Alaska

Association of School Librarians collaborate with ASL on projects of mutual benefit, monitor nationwide trends in library services, and formulate ways to implement projects that help Alaskan libraries provide innovative services using new methods of service delivery. The newly formed Alaska Library Network (ALN) has made giant strides in supporting libraries and is working diligently to ensure statewide services are available to even the smallest libraries.

There is no program for library studies within the state. Often, local people with no previous training are hired to run village libraries. Recognizing the importance of professional development to the capacity of library staff to provide resources and services that address LSTA Purposes and enhance Alaskans' lives, ASL applies LSTA grant money toward funding continuing education (Goal 5). This Activity successfully results in increased skills and knowledge among Alaska's library staff members, while also building peer networks.

While ASL has made significant progress in making training available and promoting statewide resources, there are still challenges. Over 50% of rural school libraries have no staff, so libraries are often closed and even their sparse, outdated collections are unavailable. Annual reports show many public libraries in isolated communities are open only 10-15 hours per week. ASL efficiently publicizes statewide library resources, but librarians in resource-limited areas may not know what resources they can access outside of their local physical collections, how best to help their patrons utilize the resources, or what assistance is available to them.

Although today all of Alaska's public and school libraries have access to the Internet, the many villages that are connected with other communities only by small aircraft or marine based transportation have no surface infrastructure that supports installation of overland broadband via optical fiber. The satellite circuits these communities rely on for Internet connection are often vastly over-subscribed, resulting in Internet service so poor that many rural public and school libraries cannot offer patrons access to the statewide electronic resources ASL has developed (Goal 1). The level of development of public libraries in remote areas of Alaska is primitive compared to the development of rural libraries in other states.

New technologies, services, and resources come with continually increasing bandwidth demands for connectivity speed. The access libraries offer patrons to computers and Internet, often with instruction in how to use these resources, are especially important services in communities where most residents do not have access to computers or the Internet at home or at work (Goal 3).

Needs of Alaskans with special requirements with respect to library and information services are often met on a person-by-person basis, rather than addressed as part of a larger service plan. For most libraries, struggling for funding and managing pressing problems that threaten their survival are all-consuming; for example, the high cost of heating fuel in villages with extreme cold. It is difficult to find staff hours, expertise, and funds to identify and collect library resources that are culturally or linguistically appropriate, suitable for targeted age and literacy levels, and available in alternative formats to serve those with disabilities (Goal 2).

ASL promotes innovation by encouraging and supporting applications for a variety of projects that meet LSTA Purposes. Evaluators noted that this "open door" policy allows Alaska's libraries to initiate programs and services that meet their communities' needs and is extremely

successful in building the services of libraries around the state. The practice of funding local libraries to create projects that are meaningful to them led to projects that met LSTA Purposes but sometimes had different targets than those ASL expected to be addressed. For example, the Summer Reading Program's goal was to encourage young people to *continue* reading, not necessarily to *increase* their time spent reading, which is difficult to measure. This disparity between project targets versus Plan targets, combined with the fact that no applications were received under 15 of the 51 Activities, resulted in data not being available for many of the *established* Plan output and outcome targets. Annex A includes established and unanticipated outputs and outcomes. Evaluators noted substantial progress on all five Plan Goals.

Evaluators' Cumulative Ratings of LSTA Funded Grants by Goal						
<i>Rating from 1 (low) to 5 (high)</i>						
Goal #	1	2	3	4	5	All Goals
Score	4.42	4.58	4.33	4.81	4.59	4.52

Goal 1 Review

LSTA Purpose 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.

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

Alaska State Plan Goal 1: Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats.

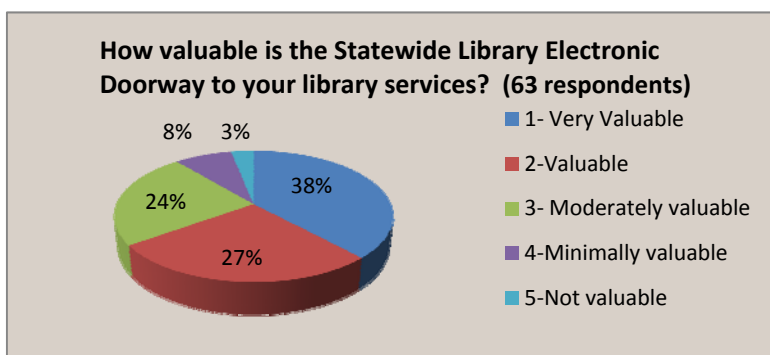
Objective: Alaskan libraries will provide and promote resources in all formats to meet the informational needs of Alaskans.

12 LSTA-funded grants awarded	\$286,919	Local funds leveraged for projects: \$1,067,355 State funds leveraged for projects related to objective: \$189,905
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Activity 1.1: Support SLED, the Statewide Library Electronic Doorway.

Annual grants funded SLED, which provides easy and equitable access to electronic resources of importance to Alaskan residents. It has grown from a directory of Alaska and ready-reference web sites to the entry point for the Digital Pipeline (statewide databases), Alaska's Digital Archives (digitized Alaska history and cultural materials), and Homework Help (Tutor.com).

SLED is supported and managed under an informal, unwritten agreement between ASL, the University of Alaska, Fairbanks (UAF), the University of Alaska, Anchorage (UAA), and the Alaska Library Network. A volunteer advisory group of eight librarians works on collection development, selecting/deselecting sites, and monitoring that links are active.



Activity 1.2: Provide assistance in identifying, evaluating, negotiating, purchasing, and managing regional and statewide licensing agreements for electronic resources.

Eight grants supported Alaska's Digital Pipeline (ADP), a collaborative project that offers a wide range of resources statewide via the Internet (<http://sled.alaska.edu>). Available for free to Alaskans and to Alaska's libraries, this "information dividend" provides cost-effective access (approximately 80 cents annually per resident – grant report FY11) and helps address the inequality of distribution of resources in the remote areas of the state. Another grant supported ListenAlaska which provides audiobooks, eBooks, and Kindle library books to patrons of 19 of Alaska's larger libraries.

Homework Help: "Tutor was extremely helpful and knowledgeable. My brief session made me feel a lot more confident going into my Alg. 2 test tomorrow. This is the first time I've used this service, but it definitely won't be the last." ~ Student

ASL met its target for increase in use of specific databases. Data was unavailable regarding other targeted outputs and/or outcomes. See Annex A.

Activity 1.3: Provide training opportunities for library staff to learn how to teach patrons the effective use of new technologies for reference, research, and access to resources.

A grant funded Raven about Web 2.0 classes. Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

"Learning about all these online resources, most available for free, has shifted my perspective from being limited by budget..., to looking out in the "cloud" for my resources to share with teachers." ~Librarian from Web 2.0 class

Activity 1.4: Support development of local, regional, or statewide integrated library systems.

Three grants to public libraries assisted in the implementation of integrated online library systems (ILS). These projects improved access for patrons and increased efficiencies for staff. Two of the grant reports indicated a high level of staff and patron satisfaction while the third project was only partially successful due to the limitations of selected software. There continues to be interest in a statewide ILS.

Objective: Alaskan libraries will provide access to the unique resources of Alaska.

15 LSTA-funded grants awarded	\$275,565	Local funds leveraged for projects: \$213,216 State funds leveraged for projects related to objective: \$29,098
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Activity 1.5: Provide consultation and training to libraries in assessing and evaluating unique local collections for inclusion in OCLC and other informational databases.

Three grants were awarded under this Activity. ASL met the target of the addition of five local collections to OCLC and other services. One project provided mentoring and onsite training for library staff in a remote community. The grant report highlighted the benefits of this project's method of sharing expertise and made three recommendations that should be considered if this Activity remains a priority in the next five year plan: 1) provide both cataloging services and

training; 2) include historical societies and museums in future planning; 3) continue to subsidize cost of cataloging services and training to libraries and museums.

Activity 1.6: Develop the Alaska Digital Archives by supporting local digitization and oral history projects.

Three grants supported planning, upgrading, and general operations of the Alaska Digital Archives (ADA), an informal collaborative effort between UAF, UAA, and ASL. The Digital Archives supports the instructional and research needs of Alaskans and others interested in Alaska history and culture. The core partners are working on standards and best practices. Due to the implementation of projects funded under Activities 1.6 and 1.7, six new collections were added into the ADA. ASL significantly exceeded its target of three new collections.

A researcher who has been attempting to repatriate cultural remains to the Aleut people reported that the photos online allowed her to complete some of her research at a distance, including during an on-site visit to the Kagamil caves. – Grant Report

Activity 1.7: Support creation of regional and statewide information resources unique to Alaska, in areas such as business, genealogy, and local history.

Eight projects created an interesting array of Alaskan history resources including: creating multimedia Project Jukeboxes covering aeronauts, railroads, and dog mushing; digitizing Susitna Hydro Project reports; and digitizing and cataloging photos from special collections. Seven regional or statewide information resources were created, exceeding the target of three.

Activity 1.8: Support creation of informational resources that document Alaska Native history and people in a culturally responsive and appropriate manner.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet. However, the Alan May Aleutian Expedition Photographs project created a new resource that documents Alaska Native History (Activity 1.7).

Objective: Alaskan libraries will expand knowledge and enhance lives by offering a range of library programs and services.

4 LSTA-funded grants awarded	\$237,515	Local funds leveraged for projects: \$0 State funds leveraged for projects related to objective: \$1,500
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Activity 1.9: Support reference service through the existing 800# reference and ILL backup service and by exploring new technological means of providing reference.

ASL awarded funds to the Anchorage Public Library (APL) to support the 800# Reference and ILL Backup Service. This ongoing service, which helps address the inequity of resources in the state, is mostly used by libraries in remote communities where staff often have no experience or formal education in library work. The service allows these libraries to meet the eligibility requirements for ASL's Public Library Assistance (PLA) grants which stipulate that libraries must provide ILL and reference services. These LSTA funds significantly impact the quality of

library services, especially in isolated Alaskan libraries, by providing reference and ILL services to libraries and their patrons, and by helping small libraries qualify to receive PLA grants.

One-on-one training sessions, workshop and conference presentations, and marketing efforts led to large increases in the use of the 800# service, meeting the target for increased usage. Data was unavailable regarding other targeted outputs and/or outcomes. See Annex A.

Activity 1.10: Support and enhance services that deliver library materials electronically.
No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 1.11: Support training opportunities for the public designed to promote effective use of electronic and other resources and emerging technologies.

One grant supported the promotion of Internet safety through the development of a toolkit for librarians and a web resource for parents and community members (www.akla.org/safety). 75% of AkLA survey respondents who attended a conference presentation about the project reported they would like to offer the program in their community. Data was unavailable regarding other targeted outputs and/or outcomes. See Annex A.

Activity 1.12: Support the development of lifelong learning programs designed for adults.
No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Goal 1 Evaluation Findings and Recommendations

<input type="checkbox"/> Did not work on goal	<input checked="" type="checkbox"/> Made progress on goal	<input type="checkbox"/> Met goal	<input type="checkbox"/> Surpassed goal
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ASL made significant progress towards expanding 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. ASL should continue to commit funds to support ongoing long-term programs such as SLED, the Alaska Digital Pipeline, Alaska's Digital Archives, and the 800# Reference and ILL Backup service. These are important statewide resources that serve all Alaskans and help bridge the "digital divide," allowing even the most remote communities to offer a level of library service unavailable without these means.

The projects including well-planned training and publicity components (800#, Alaska Spirit of Reading, and Homework Help) reflect the importance and impact of these outreach efforts. Additional marketing of all the LSTA-funded statewide online resources may be helpful in extending the benefits to more people. Evaluators noted in reviewing zip code statistics provided by the Homework Help vendor that some areas in the state are not using the service much, or at all. Working with local school and public libraries on a statewide marketing endeavor could increase the impacts of this valuable service. Assistance from ALN and individual libraries around the state should be solicited as marketing materials for these statewide resources are developed. Working to assure that all Alaska library staff members are familiar with these resources could result in increased promotion at the local level, expanding the number of users.

The six larger libraries in the state, UAA, UAF, UAS, Juneau Public Library (JPL), APL, and Fairbanks North Star Borough Library (FNSBL), along with ASL, provide leadership for

Alaska's libraries. Many statewide projects get their genesis in the Research and Resource (R & R) Library Directors' meetings. The directors of these libraries monitor trends, discuss ideas, and identify the best methods of offering new statewide services and maintaining existing ones. Their staffs are instrumental in initiating and maintaining the services, thereby providing cost savings that are important, but often not documented. Benefits of the efforts of these libraries to Alaskan libraries and their patrons was evident throughout the evaluation process.

The need for developing standards and identifying accepted best practices was noted in several of the Activities under this goal. Standards for digitization, standards for cataloging, and acceptable levels of patron-centric service for statewide services should be reviewed and developed. As libraries of all sizes around the state develop electronic services, it will be important to establish a base level of expectations and specifications. Face-to-face training opportunities to help demystify the standards should be provided as regularly as possible. The level of patron service that is expected when statewide services are being offered should be discussed and agreed upon, as well as methods of achieving it.

Goal 2 Review

LSTA Purpose 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.

LSTA Purpose 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.

Alaska State Plan Goal 2: Alaskan libraries will improve services to people of diverse backgrounds and to underserved populations.

Objective: Alaska libraries will design services and programs that target individuals of diverse geographic, cultural, socioeconomic backgrounds, special needs, and other underserved populations.

3 LSTA-funded grants awarded	\$43,775	Local funds leveraged for projects: Inkind: \$2,100 State funds leveraged for projects related to objective: \$2,020
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Activity 2.1: Meet the needs of people who are disabled, elderly, or who have special needs through a comprehensive assessment process, stakeholder meetings, and the development and promotion of targeted programs to fill service gaps.

Two projects were funded: The Talking Book Center (TBC) Support Project and the Marketing Talking Book Center and Statewide Databases project. Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

Activity 2.2: Support improved library service and accessibility of cultural resources for Alaska Natives through partnerships and the creation of a strategic plan.

ASL accomplished this Activity, setting in motion the means to achieve its targets. Alaska Native Summit Phase 2 was designed to improve services to Alaska Native and rural populations

by providing training to Alaska Native library, museum, archives and cultural center staff. In 2009, members of the Alaska Native Libraries, Archives and Museums (ANLAM) steering committee attended the Association for Tribal Libraries, Archives, and Museums conference.

“From the tribal perspective, it was one of the most important conferences I ever attended... It was very empowering.” ~ Participant

In June 2010 ASL and the steering committee were awarded a Laura Bush 21st Century Librarians Program grant for a project to increase skills and knowledge of those who serve significant Alaska Native populations. The resulting summit launched a strategic plan to make training more accessible for Alaska’s cultural heritage agencies. The strategic plan should be completed in 2012, meeting a target for this Activity. Data was unavailable regarding other targeted outputs and/or outcomes. See Annex A.

Activity 2.3: Assist libraries in determining and meeting the needs of non-English speaking populations in their communities.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 2.4: Encourage libraries to learn about the information needs of diverse and underserved populations and to actively collaborate to meet those needs.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Objective: Alaska libraries will support learning and literacy programs.

18 LSTA-funded grants awarded	\$321,274	Local funds leveraged for projects: \$182,995 State funds leveraged for projects related to objective: \$0
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Activity 2.5: Support the statewide summer reading program and other reading and literacy promotion programs sponsored by libraries of all types for Alaskans of all ages.

Projects under this Activity brought authors into communities for popular readings, provided themed summer reading materials to Alaskan public libraries participating in the Summer Reading Program (SRP), and supported the Battle of the Books Leadership Program. Most of these projects involved partnerships.

Guys Read is a successful library literacy program produced in cooperation with the Fairbanks North Star Borough Library, FNSB School District, and the Literacy Council of Alaska. Guys Read demonstrates to 4th grade boys that books can be fun and men enjoy reading them. Male volunteers go into the schools at lunchtime and read books to the boys. In FY2010, the effectiveness of Guys Read programs in Fairbanks and Barrow was reviewed and outcomes collected.

“My 4th grader... has struggled with reading since he started school ... They are doing Guys Read this year, and he gets so excited, and really focuses on the story... I think it is an important factor that boys see men who care and value reading.” ~ Parent

Data indicates increased interest in reading and circulation of library materials by Guys Read participants. With an increase of almost 35% in number of SRP participants, ASL exceeded its target of 20% increase in program participants statewide. See Annex A.

Activity 2.6: Develop and publicize early childhood resource center; train librarians and other service providers who work with children from birth to age 4 in appropriate program techniques.

The multi-year Ready to Read Resource Center (RRRC) project circulates Reading Tubs, Lapsit Bags, and Read to Me at Home kits designed for those who help infants and toddlers develop their pre-literacy skills. Outreach efforts are made to publicize the program and its materials. Trainings are offered for child care providers, librarians, and other early childhood professionals.

Data collected by ASL on children's services does not distinguish age of child served. Therefore, data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

Activity 2.7: Formulate strategies and develop programs that serve teens.

Alaska's primary project targeting teens, including incarcerated youth, is the Alaska Spirit of Reading, a partnership between school district and public libraries that collaborates with local and statewide media. Summer reading programs, author visits, and Battle of the Books also offer programs that serve teens. Counting all these projects, ASL met the output target of six grant projects for teen services, programs or resources.

"The author's life story was a fantastic journey to places I never wanted to leave. I learned about him, I also learned about myself. I saw who I was and who I'm trying to avoid becoming. Most importantly, I saw who I want to become." ~ Youth

Objective: Alaskans in unserved rural communities will receive library service.

8 LSTA-funded grants awarded	\$629,710	Local funds leveraged for projects: \$17,530 State funds leveraged for projects related to objective: \$0
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Activity 2.8: Provide services to people with no access to a local library and explore and develop new methods of delivering these services in remote areas.

Two long-standing Regional Services programs were funded annually. The FNSBL and JPL provided basic library services by mail to individuals and families living outside of local community service areas in the Northern, South Central, and Southeast regions of the state. Without this program, many Alaskan residents would have no access to library resources and services. The following quote reflects patrons' comments about impacts of the service.

"To my librarian, I cannot begin to tell you what your service has meant to me... you have long contributed to the wellbeing of those of us who live in the bush. Through 60⁰ below, through floods, all kinds of personal vicissitudes, you have nourished our souls, kept us going, propped up our psyches, brought us hope, inspired us ... by your carefully selected items. How faithful you have been in maintaining this service through budget cuts. You enable each one of us to live hopefully and enjoy life." ~ Patron, handwritten letter

The 2003-2007 evaluation remarked on the expense of these services. Since 2007, the cost of regional services per patron for the FNSB program has decreased 42%, and the cost of the JPL

program has decreased 32%, showing progress in making these services more cost effective. The Regional Services program partially addresses this Activity. Its benefits to the target audience are unquestioned. Data was unavailable regarding other targeted outputs and/or outcomes. See Annex A.

Activity 2.9: Compile information about Alaska’s library landscape, including school and tribal libraries, and design and support service alternatives that meet the needs of those communities.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 2.10: Formulate strategies for serving communities that do not have public libraries to determine if any type of local library service is feasible or wanted and to devise and publicize appropriate alternatives.

A small pilot project and a feasibility study addressed this Activity. Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

Goal 2 Evaluation Findings and Recommendations

<input type="checkbox"/> Did not work on goal	<input checked="" type="checkbox"/> Made progress on goal	<input type="checkbox"/> Met goal	<input type="checkbox"/> Surpassed goal
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ASL made progress toward this goal, and met and even exceeded targets for some Activities. Some programs implemented under this goal have been phenomenally successful. The Summer Reading Program with its almost 35% increase in number of participants is one such example and Guys Read, with its positive outcomes for boys who were reluctant readers, is another.

Limited information about the needs some underserved populations have for library services makes it difficult for ASL to design a thoughtful strategy that will assist libraries in meeting them. Further assessment is required to properly identify the library needs of individuals of diverse geographic, cultural, and socioeconomic backgrounds; individuals with disabilities; people with limited functional literacy or information skills; persons having difficulty using a library; and underserved urban and rural communities, including children from families with below poverty line income. ASL could play a role in assisting libraries to accomplish community needs assessments for underserved populations and to create library service guidelines and targets for these populations. ASL could also choose to conduct its own assessment either statewide or focused on selected communities representative of various populations and cultures. Results could be used to develop a targeted grant program.

ASL could invite grant applications for the innovative development of service delivery mechanisms for people with disabilities or special needs in remote communities, or those with no access to a local library. Evaluators recommend ASL consider ways to provide targeted training for library staff to better meet the needs of special client populations.

According to FNSBL Regional Center reports, an increasing percentage of communications received from patrons were emails, reaching 70% by FY2011. This is a strong indication that these remote patrons are now able to access the Internet. It may be valuable for ASL to request

that both Regional Services grantees track whether increasing numbers of their patrons have access to the Internet, and discover if those who do can receive materials electronically.

Evaluators noted that often a larger library develops a pilot program to address an identified need and implements it in an urban area, receiving indications of positive outcomes in the project's target population. This larger library then extends the service to smaller libraries in rural communities where there isn't the staff or capacity to offer the program without assistance.

The urban/rural divide in Alaska makes this model problematic at times. Sometimes, as in the case of FNSBL's Guys Read program which had great success in the city of Fairbanks, the program also results in positive outcomes for the more remote community's target group, in this case Barrow's Ipalook school's 4th grade boys. However books chosen for the Battle of the Books program, at or above grade level, are often too difficult for youth in rural communities where as much as 75% of the student population may be reading below grade level.

ASL's School Library Coordinator reported a good response to RRRC materials when she brought them with her to remote communities, helped library staff familiarize themselves with the materials, demonstrated how to use them, and encouraged outreach efforts. In her experience, community library aides with no formal library training may be unused to early childhood programming, or else they may feel uncomfortable performing outreach efforts. Survey 2 comments support this viewpoint: *"Haven't figured out a way to promote it to the community."*

While urban centers are increasingly using Ready to Read Resource Center materials, evaluators recommend in future RRRC grants that ASL consider requiring a travel budget for a trainer to visit remote villages to assure that rural communities can effectively use these materials. Another option is to use videoconferencing to offer library staff trainings in use of RRRC materials and in culturally appropriate ways to conduct outreach to parents of infants and toddlers. These measures would address the intent to "train librarians and other service providers who work with children from birth to age 4."

The RRRC report notes the Project Manager "assisted in production of culturally relevant board books for Alaskan children." This is a creative approach to the lack of board books with Native focus. A possibility for a solicited grant application might be for a project to create board books and easy reading materials that use Native languages and tell stories relevant to village lifestyles, incorporating traditional knowledge, stories, or myths.

It is evident to evaluators that ASL staff members recognize the importance of community-based strategies for the development of library services. ASL's efforts working with communities in danger of losing an existing library are commendable and should be continued.

Goal 2 encompasses many demanding Activities, with a high standard set for output and outcome measures. While ASL made notable progress toward this goal, addressing these LSTA Purposes should be formulated into a goal for the next five year plan as underserved populations are identified, their needs assessed, and methods designed to deliver library services to them.

Goal 3 Review

LSTA Purpose 3: Provide electronic and other linkages between and among all types of libraries.

Alaska State Plan Purpose 3: Alaskans will have increasingly equitable access to information through an enhanced technological infrastructure.

Objective: Alaskans will have access to low-cost, high-speed telecommunications in rural and urban libraries and communities.

3 LSTA-funded grants awarded	\$222,465	Local funds leveraged for projects: \$227,559 State funds leveraged for projects related to objective: \$0
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Activity 3.1: Document and publicize dominant and alternative communications links to libraries in remote areas of Alaska.

Activity 3.2: Collaborate with telecommunications providers to expand low-cost, high-speed access to communities in rural Alaska.

Activity 3.3: Participate in Federal Communications Commission, Regulatory Commission of Alaska, and other entities' processes which impact communications access for libraries.

Activity 3.4: Collaborate with statewide groups and consortiums to build a technological infrastructure to expand access to Alaska's online electronic resources and services.

Activity 3.5: Monitor and share information collected by other entities regarding telecommunications connectivity in Alaska.

The LSTA monies expended to address the first five activities under Goal 3 supported a position jointly funded by the University of Alaska's (UA) Statewide Information Technology Services Office and ASL to analyze and evaluate information technologies for both the University and the State Library; participate in the management and strategic planning of information technologies; establish and maintain relationships with external organizations involved in developing telecommunications infrastructure in Alaska; and track, analyze, and recommend policy positions on state and federal regulatory issues of information technology and telecommunications.

The jointly funded staff member worked with the ASL E-Rate Coordinator, the Head of Library Development, and the ALN Director to:

- complete the Gates Foundation Broadband Assessment Project;
- apply to the Gates Foundation for funding for broadband infrastructure;
- apply for an IMLS National Planning grant for design of a statewide network;
- apply for an LSTA ILC grant for consulting engineers to develop a technical plan for deployment of advanced broadband services to rural libraries in Alaska;
- track reform of the Universal Service provisions of the 1996 Telecommunications Act;
- apply for a U.S. Department of Commerce Broadband Technology Opportunities Program (BTOP) grant, awarded 9/13/10 for Online with Libraries (OWL) project.

The OWL project will enhance public computer centers at more than 100 libraries, launch an innovative free public videoconferencing network, bring 1.5MB/s connectivity to libraries currently below that level, and train library staff. (www.library.state.ak.us/dev/owl.html)

The employee's efforts met output and outcome measures for these Activities. See Annex A. The LSTA monies awarded under these Activities directly led to acquiring the funding and expertise to make extensive progress toward LSTA Purpose 3, demonstrating that LSTA funding empowers ASL to effect measurable change and positive impacts on the population served, and to leverage resources to accomplish shared goals.

Objective: Alaskans will have access to high-quality technology and public computing equipment and services in their local libraries.

3 LSTA-funded grants awarded	\$9,296	Local funds leveraged for projects \$1,148 State funds leveraged for projects related to objective: \$9,617
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Activity 3.6: Assist libraries in identifying and evaluating their technology needs and in developing strategies to meet those needs.

A public library offered four hands-on workshops introducing Adobe Creative Suite software to patrons. 61 public libraries (66%) have technology plans, exceeding the targeted output of 50%. Data was unavailable regarding other targeted outcomes. See Annex A.

Activity 3.7: Assist libraries in acquiring the hardware and software upgrades and replacements necessary to support public access to high-quality technology.

Two grants to small public libraries supported the purchase of computer equipment. Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

Objective: Alaskan libraries will employ new technologies to deliver library resources and services.

3 LSTA-funded grants awarded	\$38,493	Local funds leveraged for project: Inkind \$11,100 State funds leveraged for projects related to objective: \$0
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Activity 3.8: Provide support for integrating emerging technologies into library services.

Two grants were funded under this Activity. An Electronic Resources Librarian Workshop was offered for librarians interested in library services related to electronic resources. 100% of attendees found the meeting useful to their work. Attendees reported an increase in understanding of costs and management issues related to the Digital Pipeline and concerns related to providing e-book content to patrons. Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

“The meeting last week was simply amazing. I learned SO much... Everyone contributed such great ideas, shared such great vision...” ~ Participant

Activity 3.9: Support school libraries in incorporating technology into school curricula.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 3.10: Assist libraries in establishing and expanding network connections.

A grant funded the hire of consulting engineers to identify and document the IT networking,

telecommunication, and application requirements for delivering advanced broadband services to Alaskan rural communities. The resulting multi-year Technical Plan and network design formed the basis for the OWL project.

Goal 3 Evaluation Findings and Recommendations

<input type="checkbox"/> Did not work on goal	<input checked="" type="checkbox"/> Made progress on goal	<input type="checkbox"/> Met goal	<input type="checkbox"/> Surpassed goal
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LSTA-funded grants enabled ASL to make substantial progress toward this goal, and this progress will continue as a result of the implementation of the OWL project. As well as collaborating on the initial work that catalyzed OWL, the LSTA/UA-funded employee collaborated with the ASL E-rate Coordinator and some Alaska school districts' IT coordinators in filings that helped to influence FCC rulings in ways that make an important difference to Alaskan libraries and schools, and their ability to serve the public. For example, the FCC ruled that schools can now provide Internet access to the local community after the normal school day is done, helping ensure that people who otherwise lack access can use broadband. This will benefit residents in small Alaskan communities where public libraries are open limited hours, or where there is no public library and the school is the only possible public point of access.

Unfortunately, at the time of this evaluation, the employee had retired and the position was vacant. This is an example of the need for ASL to put succession planning in place whenever possible for positions key to statewide services.

No projects were funded that resulted in public libraries developing technology plans. However, ASL offers plan development assistance and 61 public libraries (66%) report technology plans are in place at their libraries. Evaluators suggest that if ensuring that Alaskan libraries have current technology plans remains a state output target in the next five year plan, ASL staff determine a way to engage libraries in identifying and evaluating their technology needs and in developing strategies to meet them.

The current five year plan calls for the creation of library technology standards. This has not been accomplished, and evaluators find that there are good reasons why this is the case. While recognizing that creating a formula for the desired number of workstations based on population and bandwidth might seem a useful guideline to bring Alaskan libraries closer to national standards, evaluators understand ASL technology standards would need to encompass realities of very small libraries in isolated locations staffed by volunteers. Many Alaskan libraries struggle with severe space limitations and some are so small they have no room for more workstations.

Building the percentage of library directors reporting confidence in providing quality public access computing services to their communities was a target for the current plan. This encompasses both the upgrading and/or replacing of needed software and hardware, which the OWL project is helping to accomplish, and technology training. Using LSTA funds ASL supported multiple opportunities for library staff to gain technology-related skills. A variety of technology trainers offered conference sessions and workshops. Staff attending trainings cite increases in knowledge related to new technologies and familiarity with using them. See Annex C. Building on these successes, some future technology trainings could focus on skills needed to teach the use of technology, increasing librarians' ability to convey knowledge they have gained.

Evaluators recommend ASL consider offering a targeted grant program following a specific training. For example, after offering training regarding assistive technologies for people who are blind, or training about the use of eReaders in libraries, ASL could publicize an RFP for an LSTA-funded grant to implement use of the new technology in the applicant’s library.

Goal 4 Review

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

Alaska State Plan Goal 4: Alaskan libraries will actively participate in networks, partnerships, and collaborative activities.

Objective: The Alaska Library Network will strengthen Alaska’s libraries through effective coordination of cooperative services and programs.

3 LSTA-funded grants awarded	\$185,876	Local funds leveraged for projects: None reported State funds leveraged for projects related to objective: \$1,500
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In 2009, the formalization of the Alaska Library Network (ALN) was finalized and 501-c-3 status was approved, a major step towards improving partnerships and networks among libraries. In 2010 an assessment to gather input, evaluate ALN activities, and provide recommendations for changes was completed. The report of findings indicates strong support for “...institutions like ALN to connect us, to insure various types of libraries have a way of talking to each other, solving programs, and working together for the common good.”

In the context of their expectations for ALN, the highest ideal members and stakeholders expressed was the continued need for “our particular brand of Alaskan library cooperation.”
~ From ALN Assessment

Activity 4.1: ALN will coordinate access and licensing of digital content.

ALN provides fiscal and/or administrative support for: ListenAlaska, Alaska’s Digital Archives, Digital Pipeline, and Mango Languages. ListenAlaska is ALN’s most successful digital group service and requires nearly half of the Director’s time to manage. Acknowledging the need to make ListenAlaska affordable for more libraries, ALN has worked to provide a mechanism for some of the smallest Alaskan libraries to use this service for one year.

Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

Activity 4.2: The Alaska Library Network will investigate and coordinate group contracts on behalf of Alaska’s libraries.

Significant progress has been made in this area with nine cost-saving and service enhancing group contracts initiated by ALN and its partners. ALN developed processes and policies, and educated vendors on the realities of technology in Alaska.

Activity 4.3: The Alaska Library Network will monitor and promote statewide collaborative services and programs.

Evaluators counted at least 65 grants which included informal collaborations during the past four years. FY 2009-2011 partner grants are highlighted in pink Annex B. This is an 81% increase over the informal collaborations included in 36 grants during FY2003-2006. ASL greatly exceeded its target of a 25% increase in grants for collaborative projects and programs.

Objective: Alaskan libraries will have mutually beneficial partnerships with community, regional and statewide organizations.

1 LSTA-funded grant awarded	\$11,294	Local funds leveraged for projects: \$6,000 State funds leveraged for projects related to objective : \$0
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Activity 4.4: Encourage libraries to learn about the benefits of partnering and how to form partnerships with non-library entities to meet community needs and improve services to patrons.

A grant awarded to build partnerships for libraries working on capital projects included 19 libraries, The Foraker Group, Rasmuson Foundation, and government funders in the state. Evaluators noted an additional 12 libraries reported collaborating with: school districts to improve literacy; public radio stations to provide library program promotion; and municipalities, museums, nonprofits, corporations, businesses, and foundations to implement library projects.

ASL exceeded its target of 12 libraries participating in community partnerships. Data was unavailable regarding the other targeted outputs and/or outcomes. See Annex A.

Objective: Alaskan libraries of all types will participate in collaborative activities and agreements to improve library service on the local, regional and statewide level.

5 LSTA-funded grants awarded	\$13,861	Local funds leveraged for projects: \$1,996 State funds leveraged for projects related to objective : \$93,192
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Activity 4.5: Encourage development of regional and borough-wide library service.

A grant supported the creation of a strategic plan to guide school library and youth services for a five-year period in a mid-sized Alaskan community. This project exemplified collaboration with public, Native, and school libraries, a residential facility, a residential substance abuse facility, and the local Native tribe. A poster session was held at AkLA's conference, modeling an effective way to share project results.

We were very excited when a middle school book discussion activity was attended unexpectedly by students from...a residential facility. "Any day people crash a book event is a good day," commented the high school librarian.

Activity 4.6: Encourage libraries to form partnerships with other libraries to meet shared needs.

Three grants gave the Research and Resource Library Directors ongoing opportunities to meet face-to-face. Data was unavailable regarding targeted outputs and/or outcomes. See Annex A.

Activity 4.7: Investigate and support methods for delivering library services on a statewide level. No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Goal 4 Evaluation Findings and Recommendations

<input type="checkbox"/> Did not work on goal	<input checked="" type="checkbox"/> Made progress on goal	<input type="checkbox"/> Met goal	<input type="checkbox"/> Surpassed goal
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ASL made noteworthy progress in addressing the LSTA Purpose of developing public and private partnerships with other agencies and community-based organizations.

The formalization of ALN was an important step in assuring partnerships which enhance statewide sharing of resources are approached in a systematic way, with clear oversight and direction. ASL and stakeholder library staff members share a vision: “The Alaska Library Network will emerge as the organization that will bring more coordination to the statewide programs.” ALN’s structure allows policies to be developed with staff dedicated to guiding the creation and implementation of services. Putting the power of decision-making into the hands of the ALN Board and Director creates a more streamlined, centralized approach to the statewide services managed by ALN. Dependence on LSTA funds for ALN, including the Director’s salary, raises concern about its future sustainability. This should be discussed in future planning.

A 2010 ALN assessment indicated that while the newly formed organization has much promise and potential, ALN was not yet providing a great enough number of programs benefiting all types and sizes of libraries. It is important to continue expanding and improving services while retaining a fee structure accessible to small libraries for services like ListenAlaska.

Some anecdotal materials and use statistics available from the Digital Pipeline, SLED and ListenAlaska indicate increased use and patron appreciation. Respondents to Surveys 1 and 2 found these services ‘valuable’ to ‘very valuable.’ Availability of these services directly results from the efforts of the partners implementing these programs. Without statewide contract negotiations, hosting, and technical support, these resources would not exist for Alaskans.

Nevertheless, challenges remain. The decentralized style used to manage some of the statewide projects that depend on informal partnerships (specifically, SLED, Alaska Digital Pipeline, and Alaska’s Digital Archives) should be reviewed to assure that the service is as effective, consistent, and accessible as possible. Interviews and email communications with staff at the partner agencies indicated that this method of management allows for a level of consensus in Alaska that is both traditional and important to Alaskan libraries. One Director responded: “It is through decentralization or having different librarians take the lead with different programs that we are able to successfully manage statewide programs with limited funding.”

However, there are some concerns with the decentralized model. Comments such as “someone needs authority to made decisions” were heard during the evaluation process, as was a desire for more emphasis on communication between library staffs. The R & R Directors’ meeting minutes indicate that as statewide pilot projects move into permanent status, both sustainable funding and management systems are of concern.

A discussion should be undertaken between major stakeholders to consider the pros and cons of management protocols, aspects that are working well, problems that have been noted, and options to resolve inefficiencies to improve the services to the patrons. In addition, defining what

role ALN should play in supporting the technical work related to the various statewide projects with which it is involved should be established in the upcoming plan. For instance, one surveyed partner library director mentioned the need for a web or digital librarian so that ALN could help with technical and website support and monitor a proxy server to help with the authentication of Digital Pipeline users. Another ALN assessment is advisable during the next five year plan.

Progress was made on fostering and supporting partnerships in mid- and small-sized libraries. Grant reports reviewed lead to a strong inference that ASL has indeed encouraged libraries to learn about the benefits of partnering and how to form partnerships with non-library entities to meet community needs and improve services to patrons. Eighty individuals highlighted communication and collaboration in their CE grant reports (Annex C). Grants that included collaborations to promote literacy, digitization, strategic planning, and educational programs for patrons and library staff proved effective (Annex B).

Opportunities for partnerships abound in Alaska. Tribes, social service agencies, museums, public radio stations, and nonprofits interested in the arts, music, history, the environment, or theatre are all possible partners. ANLAMS and the Survey of Cataloging Needs in Alaska were both projects that noted in their reports the value and importance of Alaskan libraries collaborating with tribes, museums, and historical societies.

To expand support for public and private partnerships ASL could consider these options:

- set aside some funding each year to support new or innovative partnership projects;
- explore potential statewide collaborations with tribes, museums, and historical societies;
- sponsor a panel discussion at the AkLA conference to spotlight successful partnerships; and
- create mentoring opportunities to promote development and evaluation of partnerships.

As noted in the 2008-2012 Alaska State Plan, partnerships will likely allow libraries to reconfigure their services to meet community needs. In a time of declining revenues and increased costs, leveraging resources, building community support, and developing new advocates through partnerships are all positive steps in assuring quality library services. Successful partnerships will help libraries present a welcoming face to underserved, disadvantaged, and other nontraditional patrons and groups.

Goal 5 Review

Alaska State Plan Goal 5: Alaskan libraries will improve their capacity to provide library services that address the six priorities laid out in the Library Services and Technology Act.

Objective: Alaskan librarians will pursue the knowledge and skills to offer the highest levels of customer service.

164 LSTA-funded grants awarded	\$349,863	Local funds leveraged for projects \$185,202 State funds leveraged for projects related to objective: \$114,084
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Activity 5.1: Support training programs targeted toward the basic skills and professional development needs of both Alaska Native and rural library staff so that these librarians may more effectively serve underserved Alaskans.

Three projects provided face-to-face training opportunities. The two Small Library Institute of Management (SLIM) week-long workshops were especially for staff from the state's smallest and most remote libraries. Outcome evaluation reports overwhelmingly show these projects are extremely beneficial to the participants, as they report gains in targeted skills, increased knowledge related to the operations of a small library, and increased in self-confidence.

Activity 5.2: Provide education opportunities to assist library staff with strengthening traditional library service and operational skills, developing knowledge and skills in new service areas, and giving exceptional customer service. (See text under Activity 5.4 below.)

Activity 5.3: Provide training in grant writing so that librarians may improve their grant applications for LSTA-funded projects.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 5.4: Provide leadership and management training programs for Alaskan library leaders so that they may more effectively meet the information needs of all Alaskans.

161 grants were awarded under Activities 5.1, 5.2, and 5.4 for library staff members to attend state or national conferences and workshops including: American Library Association, American Association of School Librarians, Association for Rural and Small Libraries, AkLA, ANLAMS, Small Library Institute for Management, Basic and Advanced Serial Cataloging workshops, and Dewey Classification and MARC Coding workshops. The 21st Century and Library Skills Chart (Annex C) shows relevant outcomes drawn from participants' grant reports.

Two grants provided scholarships for Alaska residents interested in pursuing graduate studies in Library Science with the intent to work in the library profession in Alaska.

Objective: Alaskan librarians will be actively engaged in and relevant to the communities they serve.

1 LSTA-funded grant awarded	\$3,040	Local funds leveraged for projects \$885 State funds leveraged for projects related to objective: \$34,107
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Activity 5.5: Provide training in community needs assessment and library program evaluation.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 5.6: Develop and communicate strategies for increasing community involvement, presence and relevance.

No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 5.7: Strengthen the role of library boards, friends groups and volunteer programs in promoting and developing LSTA priorities.

A grant was awarded to a mid-sized public library for a planning workshop to build a cohesive team with a new library director. Library staff, trustees, and friends board members participated.

Activity 5.8: Provide training in marketing library services and programs supported by LSTA.
No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Objective: Alaskan librarians will evaluate and design programs that keep pace with customer expectations and the changing role of libraries.

2 LSTA-funded grants awarded	\$7,577	Local funds leveraged for projects \$8,570 State funds leveraged for projects related to objective: \$9,530
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Activity 5.9: Provide training in performance measurement, project management of programs.
No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 5.10: Strengthen strategic, operational and future planning processes in libraries.
No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 5.11: Assist libraries in designing and developing needed programs, staffing, and service changes.
No grants were awarded under this Activity. Targeted outputs and outcomes were unmet.

Activity 5.12: Assist libraries in developing customer satisfaction, service effectiveness, and outcome standards and measures.

Two grants offered training to librarians on customer service, and collected outcomes. Data was unavailable regarding other targeted outputs and/or outcomes. See Annex A.

Goal 5 Evaluation Findings and Recommendations

<input type="checkbox"/> Did not work on goal <input checked="" type="checkbox"/> Made progress on goal <input type="checkbox"/> Met goal <input type="checkbox"/> Surpassed goal

Based on post-conference reports, evaluators conclude that attending face-to-face training with peers is an extremely effective learning opportunity for library staff. Funding to bring library workers together for conferences has increased access to training that is otherwise unaffordable for any but the largest libraries. Opportunities to learn how to manage a one-person rural library are unavailable without such LSTA projects as the successful SLIM. It provides trainees with an understanding of the services and programs required of public libraries to receive the PLA grant. Most SLIM attendees are public library or school/community library staff with no library background or professional orientation who run small (usually one-person) libraries operating on a part-time basis in remote locations, the majority in predominantly Native communities.

Trainings for rural library workers develop peer networks for support and increase their motivation as they see they are providing services of value to their communities. ASL staff indicated this helps create stability of library services in the villages; there is less turnover in small library staff after they receive training as they more confidently approach operational and administrative issues. 80% of Survey 2 respondents rated training experience: very valuable.

However some library workers are not taking advantage of the CE program. Reasons cited in Survey 2 for non-use of CE funds include not knowing about the grant and lack of funding to

cover costs above the grant amount. Some factors are beyond ASL's scope ('Life commitments didn't allow staff member to take the time away from home'), but ASL's continuing promotion of these grants in ways that reach remote villages might help to increase participation.

According to ASL staff, midsize library directors are taking on leadership roles (ex. public library roundtable chair and AkLA officers) and joining advisory boards for ALN or OWL, having achieved a sense of engagement through professional development opportunities.

Grant reports confirm that staff members of all library sizes and types find the opportunity to participate in training and be exposed to new ideas, to meet and form personal relationships with ASL and other library staff, and to be introduced to new technologies and products has invaluable impacts on their capacity to provide improved library services to their users.

Conferences and face-to-face trainings appear to be critical components of building a strong library community. Library staff reports on exposure to conference speakers indicate a new sense of connection with national trends and issues. While many benefits of these gatherings relate to peer connections or networking that rely on in-person contact, evaluators recommend ASL consider adding videoconferencing or other distance delivery options to increase professional development opportunities yet minimize costs attendant on Alaska travel.

Process

Alaska State Library staff expressed appreciation for the level of organization and thoroughness the Grants Administrator brings to the procedure of administering the LSTA grant program. Staff are also very satisfied with their team process for deciding how funds are awarded. The ASL grants team requests input from the ALN director, Alaska OWL project staff, ASL's head of Technical and Imaging Services, and the Chief Curator of the Alaska State Museum as members of the grant committee. Staff find this diversity of experience with all types of libraries and statewide resources offers a blend of expertise that enhances decision-making.

Staff are pleased that ASL distributes nearly all of its LSTA funds to other Alaska libraries in grants rather than using them to support State Library costs. They prefer to avoid relying on federal funds for ASL staff salaries and the provision of standard state library services.

Staff note a number of excellent and creative uses of LSTA funding for small projects that make them proud of what they can accomplish to enhance library services in Alaska. They also express satisfaction with the success of several large, important, ongoing projects funded annually with LSTA grants that have no funding available from other sources. 75% of Survey 1 respondents were satisfied or very satisfied with LSTA grant program administration. No major modifications were made to the Alaska State Plan during the evaluation period.

Most grant applications come from midsized, big, or academic libraries. ASL staff would like to see more small libraries applying for ILC grants, but recognize that part-time workers in rural libraries may have to choose between serving patrons and writing grant applications. Untrained staff may not have the expertise to complete an application or the grant reports. Insufficient ASL staff time and funding for outreach and travel to remote communities present challenges in administering the LSTA grant program for ASL staff.

School libraries have their own set of problems of concern to ASL staff. In urban schools, the librarian often can't initiate or implement programs as s/he is too busy teaching, budget cuts are eliminating district librarian positions, and sometimes there is no buy-in from the school district for a proposed project. There is significant turnover in rural school district administrators and many rural schools libraries have no way to sustain projects once grant funding ends.

Timing raises other issues for ASL staff. The AkLA conference with sessions about the grants occurs in February or March, and with applications due postmarked April 1st, library staff first learning about the program at conference don't have much time to apply. Funds are awarded by June 30th, and that timing doesn't always mesh well with optimal schedules for grant activities to be completed. Also, due to the federal fiscal year and the state grant award schedule, the 'five year' evaluation can only cover three federal years, in this case 2009, 2010, and 2011.

The availability of LSTA-funded ILC grants is very well advertised by ASL staff, yet 16 Survey 2 respondents didn't know about the grant program; 12 thought cooperation with another library was required, and so didn't apply. ASL staff members want to publicize interesting work that libraries are doing with these grants. 93% of Survey 1 respondents expressed interest in learning about ILC projects. As one way of sharing grant program results, grantees could be required to offer poster sessions highlighting their work at state conferences. If ASL staff could receive grant reports electronically, they would be able to share some of the content more widely.

ASL staff are pleased that IMLS is developing results chains for major areas of LSTA funding to better understand how state libraries work with libraries that work with patrons. The result may be some outcome and output targets for all states. Staff also like the IMLS plan for all states to have access to view reports on other states' LSTA-funded grants. Currently states are working individually, without the benefit of shared information that could help ASL to assess some criteria required by IMLS. There are no benchmarks for comparison on cost effectiveness, for example. ASL staff wrestle with cost/person for service delivered, as it may not be a good measure for Alaska. It is particularly difficult to assess when the alternative is no service at all.

Grant program data is used by ASL staff as a basis to consider priorities, to make decisions about distribution of resources, and to assess project design. Grant reports are copied to inform discussions to evaluate how a project made a difference in service and its effect on the target audience. The Grants Administrator gathers statistics and creates spreadsheets used to track grant projects over time. The Governor's Advisory Council for Libraries relies on ASL staff to share grant report information relevant to trends among libraries and library users.

The primary challenge to using outcome-based data to guide policy and managerial decisions is the lack of outcome-based data in grant reports. ASL staff finds that institutions carrying out grants that have tangible outputs often devote so much staff time and energy to implementing their programs that they don't collect data on outcomes. ASL staff offer assistance and consultation to individual grantees who wish to apply OBE principles to their projects. The Library Development team is analyzing options for effective and cost-effective OBE assistance to increase the number of grantees who follow OBE principles.

Institutions like schools and libraries are looking to achieve longer term outcomes than occur

within the span of a grant project. Often outcomes are noted well after the grant report period has ended. ASL staff would like a mechanism for reporting the longer term impacts sometimes noted after the submission of grant reports on completed LSTA-funded projects.

General Findings Related to Goals and Process

Despite the enormous challenges of library service delivery to remote communities in the state, ASL made significant progress in helping libraries, but much remains to be done. ASL should continue to provide statewide services that reach residents no matter where they live. Investment in hardware and software must be continued for libraries to provide up-to-date library technology services. As more electronic resources become available in remote areas, more cost effective delivery of services to patrons residing in isolated communities should be explored.

A successful program builds on an organization's strengths, and ASL's highly competent and engaged staff is a valuable resource. Interviews and information gathered confirm that insufficient ASL staff time combined with lack of funding for travel to remote communities present challenges for ASL in administering the LSTA grant program. Evaluators recommend ASL allocate funds for this purpose and schedule staff work to implement evaluation recommendations that are found appropriate.

Evaluators recommend that output and outcome targets be carefully chosen for the new five year plan considering not only LSTA Purposes but also baseline data available, preliminary assessments needed, and grantee data collection capabilities. ASL should review target outputs and outcomes and compare them with those grantees have set for their projects. If grantees are not collecting data on plan targets, then either grantees with suitable projects should be requested to do so, or else the plan's targets should be revised to reflect actual data being gathered.

Pre-project benchmarks are necessary to measure percentages of increase or decrease in numbers of participants, materials or usage of services. This evaluation report could help to identify baseline data needed. A brief questionnaire could capture information about users of online services. Annual report forms could be revised to include data on targeted outputs.

ASL may want to develop more uniform means of collecting usage data and key information. Evaluators suggest that assistance in building evaluation into a project *from its inception* would be an effective way to ensure Outcome Based Evaluation (OBE) occurs. Learning to construct a logic model would give prospective grant applicants a diagram of their program's inputs, activities, outputs and outcomes, and may make OBE less overwhelming for grantees.

ASL could require a simple logic model with grant applications, and could disseminate basic templates for outcome reporting. This would introduce fundamental OBE techniques to grantees, building confidence and skill in gathering outcomes. For example, a logic model and short sample survey addressing suggested targets could be developed to help assess effectiveness of a partnership. These could be provided to grantees whose projects include collaboration.

It might be effective to have an ASL staff member work with grantee libraries on site, showing them how to gather patron feedback about their own library programs. At state conferences, ASL could sponsor a panel of library staff using OBE. Survey 1 respondents thought sample OBE

tools, training in planning for and implementing OBE, and mentors experienced in OBE available to work with staff and/or available to answer questions would all be helpful.

Evaluators recommend ASL staff engage in a periodic reappraisal process to review ongoing statewide program outputs and both immediate and long-term outcomes, and to suggest modifications indicated by the review. Assessing a project while it is in progress will help ensure that methods of collecting information are working, and will streamline the eventual reporting of results. A method of collecting outcomes occurring after project completion needs to be developed for suitable projects. This will offer insights on LSTA grants' impacts over time.

It is apparent that many services would not be affordable to all the libraries in the state if they were not handled as statewide projects. However, it is not enough just to provide the services. ASL could expand its efforts to train rural library staff in the use of statewide services and discuss ways to publicize services in their communities so that target audiences learn about them.

Tracking both local matching funds and inkind contributions to projects would likely reveal significant leveraging of LSTA funds. To help assess cost effectiveness, evaluators recommend ASL develop and disseminate with grant awards simple templates for documenting the value of leveraged funds and inkind contributions of goods or services to ILC grant projects.

If it is important to the GAC and ASL to receive applications for all Activities in the new five year plan, evaluators recommend ASL staff discuss with the GAC whether or not to solicit grant applications for some initiatives. Staff may need to promote the initiatives, identify potential grantees, help applicants develop project ideas, and assist in completing the application, all time-consuming activities for an already busy staff. Some possible invitational grants are suggested in the findings sections under individual Goals.

ASL may need to take the lead to ensure some proposed Activities are accomplished. For example, no applications were received for most initiatives involving development of assessments or standards. Standards and best practices for digitization, cataloging, and acceptable levels of patron-centric service for statewide services could also be developed with ASL assistance. ASL could make sure succession plans are in place so statewide projects dependent on partner expertise are poised to continue without decline in service when changes in staff occur, and as librarians retire.

ASL and GAC may consider deleting initiatives Alaska libraries show no interest in pursuing. It is recommended that ASL and the GAC review the plan annually to ascertain which initiatives are not receiving any grant applications. Then a course of action can be discussed and planned.

ASL's philosophy of utilizing LSTA funds to provide statewide services and to allow libraries of all types and sizes to experiment with and implement new services and programs is a model other states may want to consider. This approach builds local library capacity and encourages innovation. Evaluators were impressed with the diversity and successes of the LSTA-funded projects, and found that they effectively helped the Alaska State Library meet LSTA Purposes and State Plan Goals.

Annexes

Annex A: Outputs and Outcomes Compilation

Goal 1

Activity 1.1: Support SLED, the Statewide Library Electronic Doorway.

Output measure: growth in usage.

A decrease in SLED usage statistics was noted in 2007 and 2008. In 2009 SLED staff changed from a best estimate method of tracking SLED usage statistics based on web log aggregation to a more advanced method using Google Analytics. In 2010 when new Digital Pipeline web pages were developed the tracking code was not included in the design. Therefore, reliable statistics on the use of SLED is not available for 2010 or 2011. Though usage apparently declined, staff indicated that this may actually reflect increased use of the site from mobile devices. A SLED app, currently under development, may help address this issue.

Output:

Use statistics are not complete due to tracking issues.

No annual survey was conducted to assess impact of the databases on users' lives.

Activity 1.2: Provide assistance in identifying, evaluating, negotiating, purchasing, and managing regional and statewide licensing agreements for electronic resources.

Output measure: growth in usage for specific databases.

Outcome measure: impact of databases on users' lives conducted annually.

Although it is not possible to determine whether the mailing regarding Small Engine Repair and Homework Help resources directly impacted usage, statistics show increases.

Outputs:

- 70% increase in use of Homework Help in FY11 (from 7,365 to 12,496 sessions)
- 48% increase (FY10); 5.3% increase (FY11) in use of TERC (to 4,532 uses)
- 59% increase (FY10); 15% decrease (FY11) in use of Small Engine Repair (to 4,842 searches)
- 5% increase (FY10); no increase (FY11) in the use of Auto Repair Reference
- 32 libraries participate in ListenAlaska with a total of 245,927 checkouts by 12,593 patrons

Outcomes:

- 96% of (FY 10 and FY11) survey respondents reported that Homework Help assisted them in completing homework assignments
- 84% (FY10) and 92% (FY11) reported Homework Help helped them improve their grades

Activity 1.3: Provide training opportunities for library staff to learn how to teach patrons the effective use of new technologies for reference, research, and access to resources.

Output measures: number of training opportunities provided and number of library staff able to demonstrate these new technologies to patrons.

One LSTA-funded grant awarded under this Activity supported a series of Raven about Web 2.0 classes which were attended by 12 school librarians and one teacher who reported they gained skills in the use of Web 2.0. In addition, LSTA-funded grants supported a variety of other training opportunities to help library staff gain skills in the use of new technologies and to better prepare them to share those skills with patrons. These are discussed under Goal 5 and include the Statewide Library Institute of Management workshops, Alaska Library Association's (AkLA) conference support grants, and continuing education (CE) grants to individuals.

Outputs:

- 1 series of Raven about Web 2.0 classes

Outcomes:

- 12 school librarians and one teacher gained skills in 12 areas of Web 2.0 activities
- 125 Continuing Education grants resulted in increased skills, knowledge or comfort with technology related topics

No data was available on the number of library staff able to demonstrate new technologies to patrons.

Activity 1.4: Support development of local, regional, or statewide integrated library systems.

Output measures: number of local or regional systems installed; design of benchmarks for the creation of a statewide online shared catalog.

Outputs:

- 5 local systems were supported with LSTA and state funds

There continues to be interest in a statewide ILS. However, at the time of this evaluation benchmarks for the creation of a statewide online shared catalog had not been designed.

Activity 1.5: Provide consultation and training to libraries in assessing and evaluating unique local collections for inclusion in OCLC and other informational databases.

Output target: addition of five local collections to OCLC and other services.

Outputs:

- 2000 images from the McCutcheon Collection and Hamilton Collection added to Digital Archives
- 9 libraries participated in a survey of cataloging needs project
- 31+ oral histories from Petersburg Listening Project added to OCLC

- 117 books (17 in Cyrillic (Russian), 14 videos, 6 archival collections, 27 maps, 2 manuscripts/ diaries plus other materials from assorted libraries added to OCLC
- 5 Anchorage Museum collections of historical photographs catalogued
- Series of audiotape interviews with past Alaska State Governors added to OCLC
- One-on-one cataloging training provided to 3 staff members in remote Alaskan library
- Box level inventory of Sheldon Jackson Collect collection, with written finding aid
- 73 E.W. Merrill prints preserved in protective packaging

Outcomes:

- Long-term relationship established between cataloguers at a university library and staff at one mid-sized public library – this changed the way the staff members interact and improved the quality of library service for patrons interested in original source oral history materials
- 3 library staff at a remote rural library reported increased skills in cataloging AND reported a greater understanding of maintaining their library's records in OCLC

Activity 1.6: Develop the Alaska Digital Archives by supporting local digitization and oral history projects.

Output target: addition of three collections into the Alaska Digital Archives by 2012.

The Alaska Digital Archives project is an informal collaborative effort initiated in the early 2000's by the UAF, UAA and ASL.

Outputs:

- 3 collections added to the Alaska Digital Archives – Lawrence Eastman Photographs (858 maritime history related items), Glenn Collection (diary and unknown number of photos related to Dena'ina culture, naturals resources, and challenges of living in Alaska), Alan May Aleutian Expedition (photographs of Aleut culture)
- Redesign of website
- Upgrade to unlimited licensing with Content DM

Outcomes:

- Researchers and those interested in historical photos and documents learned from the digitized materials
- Researchers reported that the resources are valuable to their work

Activity 1.7: Support creation of regional and statewide information resources unique to Alaska, in areas such as business, genealogy, and local history.

Output target: creation of three such information resources by 2012.

Outputs:

- 3 Project Jukebox projects were created to provide access to integrated digital resources covering aeronauts, railroads, and dog mushing in Alaskan history
- 1093 Susitna Hydro Project reports were scanned and catalogued

- 15 hours of unedited audio tape recordings were gathered from Senator Ted Stevens' contemporaries in Washington DC and Anchorage
- 1 training session for individuals interested in gaining oral history skills (to collect information on Alaskan judges) was held
- Unknown number of photographs from the Alan May Aleutian Expedition (Aleutian Islands) were digitized and catalogued

Outcomes:

- Researchers and those interested in historical resources learned from the digitized materials
- Researchers reported that the resources are valuable to their work

Activity 1.8: Support creation of informational resources that document Alaska Native history and people in a culturally responsive and appropriate manner.

Output measures: creation of a model reporting form and protocol for the Alaska Digital Archives; increased number of identifications.

No LSTA-funded grants were awarded under this Activity.

Activity 1.9: Support reference service through the existing 800# reference and ILL backup service and by exploring new technological means of providing reference.

Output measure/target: increase in the usage of the 800# service determined annually; creation of three projects involving alternative means of providing reference by 2012.

APL staff has done an exemplary job of developing and modifying the program to better meet the needs of rural libraries. Project staff offered numerous one-on-one training sessions and took every opportunity to present information at conferences, special training workshops, and personally while traveling around the state. These face-to-face encounters personalized the service and further developed relationships with rural librarians that had been formed by phone or online. Project staff developed numerous publicity materials in a variety of formats that were distributed annually.

Outputs:

- 4 presentations at conferences/workshops/schools – 60 attendees (many from rural areas)
- Posters, newsletters, tri-fold instructional brochures, new user packets, user guides created and distributed annually
- 20 individual one-on-one tours given to rural librarians
- 103 +/- public libraries qualify annually for the Public Library Assistance grants

800 # Interlibrary Loan and Reference Service Usage Statistics								
Year	# of institutions that used the service	% increase in users	# of ILL requests	% increase in # of requests	# of reference questions answered	% increase in reference questions answered	# of Ready to Read Tubs & Lapsit Bags checked out	% increase in use of Ready to Read resources
2009	87	24%	2,289	15%	125	N/A	42	Started
2010	102	23%	2,481	8%	278	86%	143	240%
2011	106	4%	2,715	9%	260	-6%	179	6%

Outcomes:

- Project staff built relationships with rural librarians through the process of providing services and offering training opportunities
- Rural librarians gained knowledge about resources available and gained confidence in requesting assistance for their patrons
- Rural librarians gained skills needed to act as liaisons between their patrons and project staff

No projects involving alternative means of providing reference services by 2012 were implemented during the evaluation period, so the target of three projects was not met.

Activity 1.10: Support and enhance services that deliver library materials electronically.

Output measure/target: increase in usage of existing programs; creation of three projects employing new document delivery mechanisms by 2012.

No LSTA grants were specifically listed under this activity during the evaluation period.

Activity 1.11: Support training opportunities for the public designed to promote effective use of electronic and other resources and emerging technologies.

Output target: Ten Alaskan public libraries will have a regular, ongoing training program to improve their patrons' information literacy skills by 2012.

Outcome target: 75% of training participants will demonstrate improved information literacy skills by 2012.

LSTA funds supported the promotion of Internet safety through the development of a toolkit for librarians and a web resource for parents and community members related to Internet safety (www.akla.org/safety).

Outputs:

- 3 public libraries reported success with offering the program to parents

- numerous libraries and organizations around the state reported adding the web link to their website
- unknown number of libraries reported media coverage or other publicity activities such as including information in the local telecommunication company's monthly customer service pamphlet

Outcomes:

- 75% of AkLA survey respondents who attended a presentation about the program at the conference reported they would like to offer the program in their community
- Evaluators noted the variety of uses library staff found for the prepared materials. This exemplifies how providing access to well-developed materials in various formats allows library staff to find the best way to share the information in their unique communities.

No information is available on the targeted output of 10 Alaskan public libraries offering regular, ongoing training programs to improve their patrons' information literacy skills, or the targeted outcome that 75% of training participants will demonstrate improved information literacy skills.

Activity 1.12: Support the development of lifelong learning programs designed for adults.

Output measure: number of adult pilot programs initiated; program attendance.

Outcome measures: increase in knowledge, skills, attitudes, behaviors, and life condition or status among program participants.

No LSTA-funded grants were awarded under this Activity.

- State monies helped fund the National Book Fest in support of this Activity.

Goal 2

Activity 2.1: Meet the needs of people who are disabled, elderly, or who have special needs through a comprehensive assessment process, stakeholder meetings, and the development and promotion of targeted programs to fill service gaps.

Outcome measures: number of special needs stakeholders, agencies, and libraries completing assessment process; number of subsequent programs developed.

While ASL set determining the number of special needs stakeholders, agencies and libraries completing an assessment process as a measure for this Activity, it received no grant applications to do so.

Two projects were funded by LSTA for this Activity. The Talking Book Center (TBC) Support Project purchased equipment, supplies, large print and digital talking books for the Center that serves more than 1000 patrons who have physical or other disabilities that make using a library difficult for them. The project also purchased flash drives to download books and magazine articles from BARD (Braille and Audio Reading Download.) The Marketing Talking Book Center and Statewide Databases project marketed three statewide services that meet LSTA goals:

the TBC, Live Homework Help, and TERC (see Activity 1.2), services that benefit both people with visual impairments and students.

ASL funded a project that developed a student/senior technology training program, paid student stipends for training seniors on technology, and purchased laptops and other equipment.

Outputs:

- 126 patrons downloaded 2,828 books and magazines from BARD since its start in late 2010.

Outcomes:

- In ASL's 2011 TBC survey of patron satisfaction, 80.6% of patrons rated the overall service as excellent and 14.7% rated it as good.

Activity 2.2: Support improved library service and accessibility of cultural resources for Alaska Natives through partnerships and the creation of a strategic plan.

Output measure: increase in the number of new programs and services resulting from partnerships and plan.

ASL accomplished this Activity, setting in motion the means to achieve its targets. The LSTA-funded Alaska Native Summit Phase 2 was designed to improve services to Alaska Native and rural populations by providing training to Alaska Native library, museum, archives and cultural center staff. In October 2009, members of the Alaska Native Libraries, Archives and Museums (ANLAM) steering committee were sent to the national STREAMS Conference (Streams of Language, Memory, and Lifeways), for tribal archives, library and museum staff. Project partners included: Alaska State Museum, Alaska State Archives, Sealaska Corporation and Tuzzy Consortium Library.

Following STREAMS the partners, led by ASL, applied for a Laura Bush 21st Century Librarians Program grant (awarded in June 2010) to fund a two-year continuing education project to increase skills and knowledge of staff who are Alaska Native or who serve significant Alaska Native populations.

The resulting ANLAMS (ANLAM Summit) was a significant step toward accomplishing this Activity. ANLAMS served as a launching point for a strategic plan to make training in their fields more accessible for cultural heritage agencies throughout Alaska. The strategic plan should be completed in 2012, meeting that target for this Activity.

Outputs:

- ANLAM Planning Meeting

Outcomes:

- ANLAM Summit attendees reported increased skills related to providing library and museum services to their communities, increased knowledge related to opportunities for future partnerships and collaborations, and greater confidence in their work. ASL staff

reported that feedback from ANLAMS indicated a very successful conference that had impacted participants in a variety of ways.

Activity 2.3: Assist libraries in determining and meeting the needs of non-English speaking populations in their communities.

Output measure/target: creation of library service guidelines and targets for identified populations; 25 % increase in number of non-English language holdings in Alaska by 2012.

No LSTA-funded grants were awarded under this Activity.

The difficulty in obtaining materials in languages spoken in Alaska other than English – particularly in Alaskan Native languages – makes ASL’s target for increasing foreign language collections challenging to achieve.

Activity 2.4: Encourage libraries to learn about the information needs of diverse and underserved populations and to actively collaborate to meet those needs.

Output target: Five local or regional collaborative projects initiated for identified populations by 2012.

Although no LSTA-funded grants were awarded under this Activity, it has some overlap with LSTA funded projects falling under other Activities that also worked toward these objectives. For example, the Sitka Library Network Strategic Service Enhancement project (Activity 4.5) was a collaboration to create a strategic plan to guide library services to youth, and the ANLAM project discussed under Activity 2.2 also addressed this Activity. Even with these projects, the output target of five local or regional collaborative projects for identified populations is unmet.

Outputs:

- 2 local or regional collaborative projects for identified populations were implemented

Activity 2.5: Support the statewide summer reading program and other reading and literacy promotion programs sponsored by libraries of all types for Alaskans of all ages.

Output target: 20% increase in program participants statewide by 2012

Outcome target: 20% of program participants will report devoting increasing amounts of time to reading by 2012. LSTA-funded Guys Read is a highly successful public library literacy program produced in cooperation with the Fairbanks North Star Borough Library (FNSBL), FNSB School District, and the Literacy Council of Alaska. Guys Read seeks to demonstrate to 4th grade boys that books can be fun and men enjoy reading them. Male volunteers go into the schools at lunchtime, read books to the boys while they eat lunch, and project pages from the heavily illustrated books so boys can read along.

After the three-school pilot program, teachers and principals saw how overwhelmingly positive the boys’ reaction was. Book circulation soared, with Guys Read selections representing half or

more of the schools' 10 most popular books. The program now brings volunteer readers into 18 different schools twice a week for five weeks in January and February. Using LSTA funds, ASL provided grants to put the program manual online and to create "program-in-a-box" kits to send to smaller communities' libraries to develop their own programs. Guys Read was expanded to include 5th grade boys. Another LSTA-funded grant was awarded to develop a Girls Read program for 4th-grade girls. It brings volunteer readers into 10 different elementary schools twice a week for four weeks in January and February.

Projects under this Activity also used LSTA funds to bring authors into communities for popular readings, to provide themed summer reading materials to Alaskan public libraries participating in the Summer Reading Program (SRP), and to support Battle of the Books Leadership Program for students who enjoy reading and are often left out of extracurricular activities such as sports.

With an increase of almost 35% in number of SRP participants, ASL exceeded its target of 20% increase in program participants statewide. However, no data was collected to ascertain whether 20% of program participants were devoting an increasing amount of time to reading. Therefore, is it unknown whether that target was met.

Outcomes:

- Anecdotal information indicates that author visits were highly effective in stimulating an interest in reading.

In FY2010, an LSTA-funded grant project was established to review the effectiveness of Guys Read programs in Fairbanks and Barrow.

Fairbanks:

- 95% reported having fun with Guys Read
- 82% said they were going to read more after Guys Read
- 82% responded that they discovered that books can be fun
- Significant local monies were leveraged for this project

Anecdotal evidence of reluctant readers becoming excited about reading by Guys Read:

- Librarians reported increased book check outs by participating boys
- Many parents reported that their sons excitedly told them about the books they read in Guys Read, despite the boys' limited prior interest in school and reading
- Teachers reported increased interest in reading among their pupils

Barrow:

- Nearly 88% said they learned something from the program
- 76.5% said that they plan to check out more books from the library now; 23.5% said they might

Barrow Guys Read pilot project report: "All of the data that has been collected shows that Guys Read was successful. Students enjoyed it, parents saw a difference and were positive about it, volunteers were enthusiastic, and data from the library showed an increase in circulation."

Outputs:

- 54 libraries reported 12,303 Summer Reading Program participants from toddlers to teenagers.

The actual number is significantly higher since one of the state's three largest libraries is among the 19 that did not report number of program participants. Even so, the number of program participants for the Summer Reading Program in 2011 is up more than 34% over the 9,165 who participated in 2007, considerably exceeding the Plan target increase of 20%.

Guys Read programs resulted in:

- 555 boys participated in the 144 twice-weekly lunchtime presentations at the schools
- Guys Read program-in-a-box kits were distributed to six small Alaskan libraries
- Graphic novels for elementary and middle school aged students were publicized
- Grant funds were spent on books, kit supplies, travel for volunteer training, and salary
- Author David Petersen came to eight elementary schools and one middle school in Fairbanks
- Circulation statistics showed five program books were among the top ten most popular
- Guys Read was presented to all 18 public elementary schools in the FNSB
- Guys Read was presented to 4th grade boys at Ipalook elementary school in Barrow
- In 2010 more than 55 men volunteered to read to 4th grade boys
- 124 4th grade girls participated at three FNSB schools for the pilot Girls Read program

Activity 2.6: Develop and publicize the early childhood resource center (Ready To Read Resource Center) and train librarians and other service providers who work with children from birth to age 4 in appropriate program techniques.

Output measure: number of public libraries that initiate or continue service to very young children and their parents.

Outcome measure: 75% of parents participating in early childhood literacy programs will understand the importance of developing literacy skills in their pre-school children.

RRRC circulates Reading Tubs, Lapsit Bags, and Read to Me at Home kits designed for those who help infants and toddlers develop their pre-literacy skills. ASL and project staff learned that shipping back books was too expensive for small libraries, even using book rate, and also that concern about replacement costs for lost or damaged materials was a deterrent to small libraries' asking for them. While providing postage and creating more flexible policies regarding replacement of materials increased use, these actions didn't raise the circulation of these materials significantly in communities outside of Anchorage. A RRRC online survey to gauge interest level for RRRC materials found that many of the 26 respondents showed an interest in more themed kits and smaller kits rather than the general collection of books in larger tubs. Some decided to create their own kits to tailor them to their community's particular needs or eliminate responsibilities that came with borrowed materials.

Outputs:

Reading Resource Center activities resulted in:

- 52 classes, workshops and trainings were offered to a total of 812 participants.
- Promotional material for newsletters, listservs and sent letters to 100 rural libraries and 200 early care and education professionals; approximately 1075 early child care and education professionals and librarians and family members were reached. Web page designed.
- Culturally relevant board books for Alaskan children were developed.
- Young children's books with Alaskan/northern themes were purchased locally.
- Anchorage, 2009: Lapsit bags used at 438 programs with attendance of 16,769
- Anchorage, 2010: Lapsit bags used at 143 programs with attendance of 8,142 – 22% decrease as Mother Goose Program was eliminated at APL due to budget cuts.
- Circulation: Anchorage: Ready to Read tubs: 2009 – 3; 2010 – 17; 2011 – 31; Read to Me at Home kits: 2009 – 0; 2010 – 0; 2011 – 24; Lapsit Bags: 2009 – 422; 2010 – 354, 2011 – 767.
- Circulation: Other communities: Ready to Read tubs: 2009 – 20; 2010 – 71; 2011 – 91; Read to Me at Home kits: 2009 – 6; 2010 – 33; 2011 – 30; Lapsit Bags: 2009 – 16; 2010 – 58; 2011 – 63.
- Circulation: Other communities with no libraries: Ready to Read tubs: 2010 – 5; Read to Me at Home kits: 2010 – 6; Lapsit Bags: 2010 – 1. A community with no library relied heavily on RRRC materials for the summer reading program.
- Communities served through circulation of reading kits: 2010 – 30; 2011 – 32
- Communities served through presentations: 2010 – 53; 2011 – 75; a 42% increase.
- Total circulation of materials increased from 545 in 2010 to 1006 in 2011, an 85% increase.
- Online survey to gauge interest level for RRRC materials.

Although all libraries receiving Public Library Assistance grants provide services to children, specific data was not collected to determine the number of public libraries that initiate or continue services to very young children and their parents, and participating parents were not surveyed regarding their opinion of the importance of developing literacy skills in their pre-school children. Evaluators could not assess the output and outcome measures for this Activity.

Activity 2.7: Formulate strategies and develop programs that serve teens.

Output target: Six grant projects for teen services, programs or resources will be funded.

Alaska's primary project targeting teens is the LSTA-funded Alaska Spirit of Reading, a partnership between school district and public libraries that coordinates with local and statewide media. LSTA-funded projects such as the summer reading programs, author visits, and Battle of the Books, discussed under other Activities, offer programs that serve teens. Counting all these projects, ASL met the output target of six grant projects for teen services, programs or resources.

Alaska Spirit of Reading began in 2009 as a pilot project to establish a statewide Alaska themed book discussion program to serve boys and girls (especially in underserved communities) and to have participants interact with an author. A website and blog were developed. www.akspiritofreading.com. A second LSTA grant supported the project to continue in 2010

with a new focus on providing services for incarcerated youth. Three new partners were added and additional students in remote locations were served via audioconference. In 2011 with renewed LSTA funding, 16 new communities were served (rural and urban) through presentations in person or by audio or teleconference. An author presented to students incarcerated at Alaska Division of Juvenile Justice facilities in Juneau, Ketchikan, Fairbanks and Bethel, as well as at schools and libraries. Curricular materials were made available on the web site to allow this program to be implemented by other schools and libraries.

Outputs:

- Six grant projects for teen services, programs or resources
- 16 new communities were served (rural and urban) through Alaska Spirit of Reading
- Curricular materials were made available on the web site

Activity 2.8: Provide services to people with no access to a local library and explore and develop new methods of delivering these services in remote areas.

Output measure: development and increased use of efficient library service delivery mechanisms.

Outputs from Regional Services LSTA-funded projects						
	# families served	# individuals served	% increase in individuals served	Circulated items or percent increase	Interlibrary Loans provided	% increase in communications
Fairbanks Regional						
2009	207	448	8%	N/A	N/A	18%
2010	209	499	11%	N/A	N/A	-54%
2011	237	596	13%	+28%	N/A	57%
Southeast Regional						
2009	238	493	8%	2,058	237	N/A
2010	251	529	8%	2,372	267	N/A
2011	256	542	2.4%	1826	N/A	N/A

Outcomes:

- Anecdotal information provided show positive effects of this project on lives indicated by numerous patrons' comments.

LSTA funded two long-standing Regional Services programs for three years each during the evaluation period. The FNSB Library provides basic public library services to individuals and families living outside of local community service areas in the Northern and South Central regions of the state. Juneau Public Library provides library services to residents of Southeast Alaska living in communities without libraries, or living a significant distance from a library. Mail services staff mail books, periodicals and media to patrons by request, or boxes of selected materials based on profiles, and answer reference questions on a range of topics. Without this program, many Alaskan residents would have no access to these resources and services.

The 2003-2007 evaluation remarked on the expense of these services and stated: “It is imperative that the State Library devise ways to provide remote users with library services at a level that is more cost-comparable to that of communities with libraries.” Since 2007, the cost of regional services per patron for the FNSB program has decreased 42%, and that of the JPL program has decreased 32%, showing progress in making these services as cost effective as possible.

Activity 2.9: Compile information about Alaska’s library landscape, including school and tribal libraries, and design and support service alternatives that meet the needs of those communities.

Outcome measures: creation and upkeep of key data indicators; number of contacts with unserved communities; number of model or alternative programs developed.

No LSTA-funded grants were awarded under this Activity.

While service alternatives were not designed and outcome measures were unmet, these ASL actions address the first part of this Activity:

- gathered information about libraries, archives, and museums in Alaska Native communities as part of the planning process for the 2011 ANLAM Summit;
- collected information about more than 300 school libraries when gathering precertification forms for the (legislatively approved but unfunded) School Library Collection Development grant program;
- ongoing contact with two tribal libraries that are not in the Public Library Assistance Grant program;
- compiled information about the public library landscape for the Alaska OWL project (Goal 3.)

Activity 2.10: Formulate strategies for serving communities that do not have public libraries to determine if any type of local library service is feasible or wanted and to devise and publicize appropriate alternatives.

Output target/measure: creation of two new community libraries in communities with populations over 600 by 2012; number of model or alternative programs implemented.

Two LSTA-funded grant projects addressed this Activity. MatSu Reads to Succeed Bookmobile Feasibility Study identified communities and residents in the Mat Su Borough underserved by existing library services and investigated a summer service bookmobile. No new model or alternative programs were implemented. The Books by Mail Service Pilot Project offered Library by Mail service to Fairbanks residents who either live 20 miles from the closest library service point or are homebound and unable to participate in the door-to-door homebound services. Use was significantly less than projected.

The output target and measure were unmet.

Goal 3

The LSTA monies expended to address the first five activities under Goal 3 supported a position jointly funded by UA’s Statewide Information Technology Services Office and ASL to analyze

and evaluate information technologies for both the University and the State Library; participate in the management and strategic planning of information technologies for both institutions; establish and maintain relationships with external organizations involved in developing telecommunications infrastructure in Alaska; and track, analyze, and recommend policy positions on state and federal regulatory issues of information technology and telecommunications.

Activity 3.1: Document and publicize dominant and alternative communications links to libraries in remote areas of Alaska.

Output measure: number of communications produced, disseminated and publicized.

Outputs:

- Multiple numbers of communications were produced, disseminated and publicized.

Activity 3.2: Collaborate with telecommunications providers to expand low-cost, high-speed access to communities in rural Alaska.

Output measure: number of advances in broadband penetration or cost reductions.

Output:

- Progress was made toward advances in broadband penetration or cost reductions.

Activity 3.3: Participate in Federal Communications Commission, Regulatory Commission of Alaska, and other entities' processes which impact communications access for libraries.

Output measure: number of advances in broadband penetration or cost reductions.

Output:

- Numerous meetings were attended and detailed comments filed.

Activity 3.4: Collaborate with statewide groups and consortiums to build a technological infrastructure to expand access to Alaska's online electronic resources and services.

Output measure: number of collaborations resulting in new services and programs.

Output:

- Collaborations were formed that are resulting in new services and programs.

Activity 3.5: Monitor and share information collected by other entities regarding telecommunications connectivity in Alaska.

Output measure: number of summarizing communications produced and disseminated.

Output:

- Reports and other summarizing communications were produced and disseminated.

Activity 3.6: Assist libraries in identifying and evaluating their technology needs and in developing strategies to meet those needs.

Output target: 50% of Alaskan public libraries will have useable technology plans by 2012.

Outcome target: 50% of surveyed library directors will report confidence in providing quality public access computing services to their communities by 2012.

Output:

- Fifteen adults and two teens attended Adobe Creative Suite workshops.
- 61 public libraries (66%) have tech plans

Outcome:

- 95% to 100% of attendees at each of the workshops stated that they gained valuable knowledge.

No data exists to determine whether the output or outcome targets were met.

Activity 3.7: Assist libraries in acquiring the hardware and software upgrades and replacements necessary to support public access to high-quality technology.

Output measures: creation of library technology standards; number of libraries subsequently upgrading or replacing needed software and hardware.

Outputs:

- A new server was purchased to run operating software for the Dillingham Public Library's automated system.
- A computer was purchased for the public library in the remote village of Koyuk.

The target output of creation of library technology standards was unmet.

Activity 3.8: Provide support for integrating emerging technologies into library services.

Output target/measure: 50% increase in training opportunities related to the deployment of new technologies by 2012; number of new technologies successfully implemented.

The LSTA-funded Public Library Techline Support Desk Service grant provided continuation of 800# technology support for libraries that do not have IT support staff. An eReaders Pilot Project was implemented with LSTA funding (see Activity 1.10.)

An LSTA-funded grant was awarded to AkLA to offer an Electronic Resources Librarian Workshop. The meeting was attended by librarians involved either in managing electronic

resources for their libraries, serving as the roundtable representative for a type of library on the council of the Alaska Library Association, or working in Library Development for ASL. The group split into four topical working groups: E-books, Marketing, Training, and Collaborative Collection Development. Each working group developed a list of objectives to be worked on over the next six months. A listserv named ERMA (Electronic Resources Materials in Alaska) was started after the meeting.

Outputs:

- One library used Public Library Techline Support Desk Service four times.
- Electronic Resources Librarian Workshop was attended by 21 librarians

Outcomes: Electronic Resources Librarian Workshop outcome based surveys showed:

- In answer to the question: How much info at meeting was useful to your work? half the attendees thought 51-75% of it was and half the attendees thought 76-100% of it was.
- Surveys showed increase in understanding of issues facing libraries to provide e-book content and readers to patrons for all but one attendee.
- Surveys showed increase in understanding of costs and management issues concerning statewide dbases on Pipeline in all but two attendees.

Activity 3.9: Support school libraries in incorporating technology into school curricula.

Output measure: number and type of activities integrating library technologies into school curricula.

Outputs:

- School staff trained in Raven About Web 2.0 class created wikis with students for their libraries
- School Librarian Leadership Academy (Activity 5.4) offered a session on digital storytelling

Activity 3.10: Assist libraries in establishing and expanding network connections.

Output measure: number of new or expanded network connections.

- An LSTA grant funded the hire of consulting engineers to identify and document the IT networking, telecommunication and application requirements for delivering advanced broadband services to Alaskan rural communities, specifically to rural public libraries. The resulting multi-year Technical Plan and accompanying network design document for increasing Internet connectivity speeds to rural Alaskan libraries formed the basis for development of the OWL project described above, which will establish and expand library network connections in Alaska in dramatic ways using a combination of optical fiber, broadband microwave and C-band satellite technologies.

Output:

- Multi-year Technical Plan and accompanying network design document for increasing Internet connectivity speeds to rural Alaskan libraries

Goal 4

Activity 4.1: The Alaska Library Network will coordinate access and licensing of digital content.

Output target: 70% of Alaskan libraries will actively participate in a new digital content program or service by 2012.

Outputs:

- 710,231 Alaskans (2010 U.S. Census) served by Alaska's Digital Pipeline
- 24 libraries, serving 81% of Alaska's population, participate in ListenAlaska, serving a substantial portion of the state's population including: the municipality of Anchorage with more than half the state's population; Fairbanks, the state's second most populous city; Juneau, the capital and third highest population city, 11 partner libraries and consortia which represent most of Alaska's midsized communities, and three main University of Alaska libraries
- 2 training workshops offered to Alaskan library staff members at AkLA conferences
- Revised ListenAlaska membership fee structure allows mid-sized and small libraries to join
- "Help form" for Digital Pipeline support developed
- ERMA (Electronic Resources Management for Alaska) Group meeting

No data is available to confirm that the target of 70% of Alaskan libraries actively participated in a new digital content program or service by 2012; therefore this target remains unmet.

Activity 4.2: The Alaska Library Network will investigate and coordinate group contracts on behalf of Alaska's libraries.

Output measure: number of cost-saving and service-enhancing group contracts initiated.

Outputs:

The following group contract services were researched, negotiated and implemented:

- ListenAlaska (exemplary model of a successful group contract)
- PlayAways Audiobook Pilot Project (minimal interest – discount did not offset time and administrative costs - discontinued)
- Dell mini-laptop purchasing discount (minimal interest-discontinued)
- LyraSis training for ALN members (response still low, but promotion is underway)
- Mango Languages (researched in FY11, funded and initiated FY12 – brand new service)
- OCLC (transitioned from ASL to ALN; contract extended for 1 year, negotiations are underway for a new 3 year contract)
- Movie Licensing (discount for Alaska's public libraries secured)

Activity 4.3: The Alaska Library Network will monitor and promote statewide collaborative services and programs.

Output target: 25% increase in libraries submitting grants for collaborative projects and programs on the local or regional level by 2012.

Consultants counted at least 65 grants which included informal collaborations during the past four years. (FY 2009-2011 grants are highlighted in Annex B.) This is an 81% increase over the informal collaborations included in 36 grants during FY2003-2006. ASL greatly exceeded its target of a 25% increase in libraries submitting grants for collaborative projects and programs.

Activity 4.4: Encourage libraries to learn about the benefits of partnering and how to form partnerships with non-library entities to meet community needs and improve services to patrons.

Output target: Twelve libraries will participate in community partnerships.

Outcome target: 75% of partner agencies will report increased understanding and appreciation of the library's role within its community

Outputs:

- 19 libraries participated in a workshop about capital projects for libraries. The project included partnerships with The Foraker Group, Rasmuson Foundation, and government funders of capital library projects in the state.
- Evaluators noted an additional 12 libraries reported collaborating with: school districts to improve literacy; public radio stations to provide library program promotion; and municipalities, museums, nonprofits, corporations, businesses, and foundations to implement library projects.

ASL exceeded its target of 12 libraries participating in community partnerships.

No target outcome data was available as to whether partner agencies involved in partnerships with Alaskan libraries increased their understanding and appreciation of the library's role within their communities.

Activity 4.5: Encourage development of regional and borough-wide library service.

Output target: two new agreements for regional or borough-wide service will be initiated by 2012.

One small LSTA grant supported the creation of a strategic plan to guide school library and youth services community-wide for a five-year period in a mid-sized Alaskan community. Through a series of meetings and workshops, a plan was made and implementation began.

Output:

- One new agreement for borough-wide service was developed.

Activity 4.6: Encourage libraries to form partnerships with other libraries to meet shared needs.

Output target: five libraries will initiate new collaborative service agreements by 2012.

Three LSTA-funded grants represent an ongoing commitment to provide the Research and Resource (R & R) Library Directors Group, ASL and the six academic and public library directors from Alaska's three largest communities, the opportunity to meet face-to-face to share information and plan major projects of regional and statewide impact. An ASL grant helped five Alaskan library staff attend the Pacific Northwest Leadership Association's (PNLA) Leadership Institute.

Outputs:

- 4 statewide collaborative agreements were implemented – ListenAlaska, Dell mini-laptop purchasing plan, Playaways, and Mango Language
- 5 library staff members attended the Pacific Northwest Library Association's Leadership Institute

No data was available regarding new collaborative service agreements initiated by Alaskan libraries so it is unknown if the target of five libraries initiating such agreements was met.

Activity 4.7: Investigate and support methods for delivering library services on a statewide level.

Output measure: number of new statewide services and programs.

No LSTA-funded grants were awarded under this Activity.

Goal 5

Activity 5.1: Support training programs targeted toward the basic skills and professional development needs of both Alaska Native and rural library staff so that these librarians may more effectively serve underserved Alaskans.

Output measures: number of training sessions offered; number and percentage of Alaska library staff who attend; number of training sessions offered to target groups or in specific geographic areas.

Outcome measures: increase in targeted knowledge, skills, and attitudes areas.

Outputs:

Small Library Institute for Management – 2009

- 11 public library directors participated, 6 from predominantly Native communities

Small Library Institute for Management – 2010

- 18 participated; 9 work in combined community/school libraries in communities with populations between 50 and 250. 15 from predominantly Alaska Native communities

Association of Small Rural Libraries Conference – 2010

- 6 public librarians traveled to ASRL conference in Denver

ANLAMs planning meeting – 2011

- 3 ANLAM steering committee members met in Anchorage to plan logistics for ANLAMs

Outcomes:

Small Library Institute for Management – 2009

- On post-workshop evaluations, participants indicated that their confidence rating for managing aspects of library work had increased from 3.25 to 4.36 – 1.11 increase. Comfort in evaluating and using web resources increased from 2.22 to 4.08 – a nearly 50% increase.

Small Library Institute for Management – 2010

- On post-workshop evaluations, participants indicated that their confidence rating for managing 13 aspects of library work had increased from 3.25 to 4.36 – 1.11 increase. Comfort in evaluating and using web resources increased from 2.59 to 4.5, a 1.46 increase.

Association of Small Rural Libraries Conference – 2010

- Outcomes on 21st Century Skills sheet (21st CS)

ANLAMs planning meeting – 2011

- ANLAM Summit – 2011

Activity 5.2: Provide education opportunities to assist library staff with strengthening traditional library service and operational skills, developing knowledge and skills in new service areas, and giving exceptional customer service.

Output measures: number of training sessions offered; number and percentage of Alaska library staff who attend; number of training sessions offered to target groups or in specific geographic areas; number of Alaskans pursuing library education.

Outcome measures: increase in targeted knowledge, skills, and attitudes areas.

Outputs:

- 6 grants funded scholarships for 11
- 157 grants funded library staff or groups of library staff to attend professional development conferences and workshops

Outcomes:

- Comments are all positive about the difference the scholarship made in recipients' lives and pursuit of their studies. See 21st Century and Library Skills for outcomes for the professional development conferences and workshops
- Outcome based evaluation conducted for Dewey Classification and MARC (Machine-Readable Cataloging) Coding Workshop showed increases in attendees' understanding, knowledge, and skills for all topics covered by the workshop. All comments received were positive

Activity 5.3: Provide training in grant writing so that librarians may improve their grant applications for LSTA-funded projects.

Outcome targets: 25% of training participants will submit a successful grant proposal.

No LSTA-funded grants were awarded under this Activity.

Activity 5.4: Provide leadership and management training programs for Alaskan library leaders so that they may more effectively meet the information needs of all Alaskans.

Output measures: number of training sessions offered; number and percentage of Alaska library leaders who attend.

Outcome measures: increase in targeted knowledge, skills, and attitudes areas.

Outputs:

- 14 certified school librarians participated in a 5 day face-to-face training

Outcomes:

- Skills were learned related to technology, digital storytelling, collection development, Internet Safety, advocacy and traditional storytelling. Digital storytelling was mentioned in the anecdotal comments multiple times – an innovative component of the training.

Activity 5.5: Provide training in community needs assessment and library program evaluation.

Outcome target: 25% of training participants will survey their communities or evaluate their library programs by 2012.

No LSTA-funded grants were awarded under this Activity.

Activity 5.6: Develop and communicate strategies for increasing community involvement, presence and relevance.

Output target: 25% of Alaskan libraries will report increased community involvement/presence/relevance due to planned outreach activities by 2012.

No LSTA-funded grants were awarded under this Activity.

Activity 5.7: Strengthen the role of library boards, friends groups and volunteer programs in promoting and developing LSTA priorities.

Output target: 25% of public libraries will report increased board, friends or volunteer involvement and efficacy due to joint training and planning activities and internal program development by 2012.

Outputs:

- 9 library staff and 8 library trustees and 2 FOL board members participated in a visioning workshop

Other than the outcome based evaluation provided with the one grant report, no data on the output target of 25% of public libraries reporting increased board, friends or volunteer involvement and efficacy due to joint training and planning activities and internal program development was available. Therefore this target remains unmet.

Activity 5.8: Provide training in marketing library services and programs supported by the Library Services and Technology Act.

Outcome target: 50% of libraries will improve communication mechanisms for reporting services and program outputs and impacts to users and stakeholders by 2012.

No LSTA-funded grants were awarded under this Activity.

Objective: Alaskan librarians will evaluate and design programs that keep pace with customer expectations and the changing role of libraries.

Activity 5.9: Provide training in performance measurement and project management of LSTA-funded programs.

Outcome target: 25% of training participants will increase their ability to manage large projects more efficiently and effectively by 2012.

No LSTA-funded grants were awarded under this Activity.

Activity 5.10: Strengthen strategic, operational and future planning processes in libraries.

Output target: 25% of public libraries will implement ongoing, systematic operational and strategic planning by 2012.

Outcome target: 50% of Alaskan librarians will report increased awareness of the evolving role of libraries, librarianship and new service options by 2012.

No LSTA-funded grants were awarded under this Activity.

Activity 5.11: Assist libraries in designing and developing needed programs, staffing, and service changes.

Output target: ten libraries will complete internal program analysis and restructuring and disseminate program results to the statewide community by 2012.

No LSTA-funded grants were awarded under this Activity.

Activity 5.12: Assist libraries in developing customer satisfaction, service effectiveness, and outcome standards and measures.

Output target: 25% of libraries will institute mechanisms to measuring customer satisfaction or service effectiveness by 2012.

Outcome target: 25% of Alaskan library directors will employ outcome-based evaluation on grant-funded projects by 2012.

Outputs:

- 6 partner libraries – Anchorage Public Libraries, Palmer, Wasilla, University of Alaska Anchorage, Alaska Resources Library and Information Services, and Alaska State Library – each contributed funds for Interlibrary Customer Service Training
- 121 library staff attended the customer service training session
- 85% of the 69 survey respondents gave an above average rating, 36% gave the highest rating
- 25 participants attended Customer’s 1st for the 21st Century

Outcomes:

All but 1 of the respondents to the Customer’s 1st for the 21st Century post-workshop evaluation answered ‘yes to the following questions:

- Did you learn anything you can use?
- Did you gain knowledge about how to better serve customers?
- Are you likely to use new knowledge and skills w/in next 6 months?

No data is available to evaluate the output target. From the grant reports, evaluators conclude that the outcome target was unmet.

Annex B: Evaluators' Ratings of LSTA-Funded Grants Alaska State Plan FY2008-2012

Evaluators' Ratings of LSTA-Funded Grants for State FY2008 - FY2012 Sorted by Goal and Activity										
Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Goal 1: Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats.										
Activity 1.1: Support SLED, the Statewide Library Electronic Doorway.										
Statewide Library Electronic Doorway (SLED)	UAF	\$13,202	N/A	5	5	2	5	5	5	4.50
Statewide Library Electronic Doorway	UAF	\$11,000	\$40	5	5	2	5	5	5	4.50
Statewide Library Electronic Doorway	UAF	\$12,571	N/A	5	5	2	5	5	5	4.50
Access 1.1 Subtotal		\$36,773	\$40	5.00	5.00	2.00	5.00	5.00	5.00	4.50
Activity 1.2: Provide assistance in identifying, evaluating, negotiating, purchasing, and managing regional and statewide licensing agreements for electronic										
Alaska Library Network Digital Pipeline	UAA	\$15,488	\$510,106	5	4	3	5	5	5	4.50
Marketing AK Digital Pipeline to HS Freshmen	ASL	\$4,594	\$900	5	4	5	5	4	4	4.50
Alaska Digital Pipeline 2009-2010: Learning ...	UAA	\$85,028	\$520,936	5	5	3	5	5	5	4.67
Listen Alaska Phase 3	ALN	\$38,680	N/A	4	5	4	5	5	5	4.67
Alaska Digital Pipeline: Learning/Testing ...	UAA	\$85,028	N/A	5	5	3	5	5	5	4.67
Access 1.2 Subtotal		\$228,818	\$1,031,942	4.80	4.60	3.60	5.00	4.80	4.80	4.60
Activity 1.3: Provide training opportunities for library staff to learn how to teach patrons the effective use of new technologies for reference, research, and access to										
Raven About Web 2.0 Professional	AkASL	\$500	\$3,250	3	4	2	5	5	5	4.00
Access 1.3 Subtotal		\$500	\$3,250	3.00	4.00	2.00	5.00	5.00	5.00	4.00
Activity 1.4: Support development of local, regional, or statewide integrated library systems.										
Finalizing Automation	Gustavus	\$5,328.00	\$6,379.00	5	5	1	1	5	5	3.67
Improving Access: Evergreen System	Haines	\$11,200.00	\$23,700.00	5	5	3.5	3	5	5	4.42
Follett Upgrade to Destiny	Seward	\$4,300.00	\$2,044.00	2	2	1	1	5	1	2.00
Access 1.4 Subtotal		\$20,828.00	\$32,123.00	4.00	4.00	1.83	1.67	5.00	3.67	3.36
Activity 1.5: Provide consultation and training to libraries in assessing and evaluating unique local collections for inclusion in OCLC and other informational										
Survey of Cataloging Needs in Alaska	UAA	\$15,028.00	N/A	5	5	3	5	5	5	4.67
Digital Collection Cataloging	Anchorage	\$18,840.00	\$25,293.00	4	4	3	5	5	5	4.33
Saving the Legacy of Sheldon Jackson College	Sitka	\$6,500.00	\$9,000.00	5	5	5	5	5	5	5.00
Access 1.5 Subtotal		\$40,368.00	\$34,293.00	4.67	4.67	3.67	5.00	5.00	5.00	4.67
Activity 1.6: Develop the Alaska Digital Archives by supporting local digitization and oral history projects.										
Glenn Collection Project	UAA	\$6,750	N/A	5	5	2	5	5	5	4.50
Sharing Alaska's Past: Alaska's Digital Archives	ALN	\$42,152	\$74,015	5	5	3	5	5	5	4.67
Alaska's Digital Archives Operating Funds	ALN	\$42,152	\$74,015	5	5	2	5	5	5	4.50
Lawrence Eastman Photographs Digitization	UAA	\$9,023	\$3,095	5	5	3	5	5	5	4.67
Alaska's Digital Archives Content DM	UAF	\$16,640	\$14,000	5	5	3	5	5	5	4.67
Access 1.6 Subtotal		\$116,717	\$165,125	5.00	5.00	2.60	5.00	5.00	5.00	4.60

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Activity 1.7: Support creation of regional and statewide information resources unique to Alaska, in areas such as business, genealogy, and local history.										
Aeronauts: Pioneering Aviators of Alaska	UAF	\$30,672	N/A	5	5	4.5	5	5	5	4.92
Senator Stevens Exit Interviews	UAF	\$5,694	N/A	2	4	3	5	5	1	3.33
Alan May Aleutian Expedition Photographs	UAA	\$5,998	\$2,440	5	5	2	4	5	5	4.33
Railroads and Their Communities	UAF	\$30,610	\$1,653	4	5	4	5	5	5	4.67
AK Legal Community Oral History Digitization	AK Court	\$1,034	\$6	5	5	4	3	5	3	4.17
Susitna Hydro Project Reports: Scanning	ARLIS	\$6,950	\$6,698	5	5	3	5	5	5	4.67
Dog Mushing & Its Impact on Alaska History	UAF	\$37,522	\$3,001	5	5	4	5	5	5	4.83
Access 1.7 Subtotal		\$118,480	\$13,798	4.43	4.86	3.50	4.57	5.00	4.14	4.42
Activity 1.8: Support creation of informational resources that document Alaska Native history and people in a culturally responsive and appropriate manner.										
No LSTA grants awarded										
Access 1.8 Subtotal										
Activity 1.9: Support reference service through the existing 800# reference and ILL backup service and by exploring new technological means of providing reference.										
800# ILL and Reference	Anchorage	\$64,957	N/A	5	5	3	5	5	5	4.67
800# ILL and Reference	Anchorage	\$89,701	N/A	5	5	3	5	5	5	4.67
800# ILL and Reference	Anchorage	\$81,313	N/A	5	5	3	5	5	5	4.67
Access 1.9 Subtotal		\$235,971	\$0	5.00	5.00	3.00	5.00	5.00	5.00	4.67
Activity 1.10: Support and enhance services that deliver library materials electronically.										
No LSTA grants awarded										
Access 1.10 Subtotal										
Activity 1.11: Support training opportunities for the public designed to promote effective use of electronic and other resources and emerging technologies.										
Alaska Internet Circle of Safety	AKLA	\$19,544	N/A	5	5	4	5	5	4	4.67
Access 1.11 Subtotal		\$19,544	\$0	5.00	5.00	4.00	5.00	5.00	4.00	4.67
Activity 1.12: Support the development of lifelong learning programs designed for adults.										
No LSTA grants awarded										
Access 1.12 Subtotal										
Raw Total for Goal 1		\$817,999	\$1,280,571	144	147	93	142	154	143	137.17
Divided by 31 grants				4.65	4.74	3.00	4.58	4.97	4.61	4.42

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Goal 2: Alaska libraries will improve services to people of diverse backgrounds and to underserved populations.										
Activity 2.1: Meet the needs of people who are disabled, elderly, or who have special needs through a comprehensive assessment process, stakeholder meetings, and										
Talking Book Center Support Project	AK State	\$14,133	\$900	5	5	2	5	5	5	4.50
Marketing Talking Book Center	ASL	\$13,266	\$1,200	5	3	3	3	5	3	3.67
Services to underserved 2:1 Subtotal		\$27,399	\$2,100	5.00	4.00	2.50	4.00	5.00	4.00	4.08
Activity 2.2: Support improved library service and accessibility of cultural resources for Alaska Natives through partnerships and the creation of a strategic plan.										
Alaska Native Summit Phase 2	AKLA	\$16,376	N/A	5	5	5	5	5	5	5.00
Services to underserved 2:2 Subtotal		\$16,376	\$0	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Activity 2.3: Assist libraries in determining and meeting the needs of non-English speaking populations in their communities.										
No LSTA grants awarded										
Services to underserved 2:3 Subtotal										
Activity 2.4: Encourage libraries to learn about the information needs of diverse and underserved populations and to actively collaborate to meet those needs.										
No LSTA grants awarded										
Services to underserved 2:4 Subtotal										
Activity 2.5: Support the statewide summer reading program and other reading and literacy promotion programs sponsored by libraries of all types for Alaskans of										
Alaska Writer Laureate Visit Southeast AK Mini-	Petersburg	\$983	N/A	5	5	3	2	5	5	4.17
Guys Read Project Phase 2	Fairbanks	\$10,000	\$1,200	5	5	5	4	5	5	4.83
MatSu Reads to Succeed Family Reading	Sutton	\$8,220	\$8,680	5	5	4	5	5	5	4.83
Summer Storytelling in Southeast	Petersburg	\$6,700	\$2,120	5	4	4	4	5	5	4.50
Girls Read	Fairbanks	\$6,500	N/A	4	5	5	3	5	5	4.50
Guys Read Efficacy Program	Fairbanks	\$2,320	\$2,320	5	5	5	4	5	5	4.83
Guys Read Program	Fairbanks	\$2,500	N/A	5	5	5	4	5	5	4.83
Bruce Hale Author Tour	Ketchikan	\$6,000	\$3,049	5	4	3	5	5	5	4.50
Mr. Billy's Summer Reading Program Bash	Wasilla	\$5,407	\$3,000	5	4	3	5	5	5	4.50
Battle of the Books Leadership Program	AkASL	\$5,000	\$12,802	5	5	4	5	5	5	4.83
AK Cooperative Summer Reading Program 2011	AKLA	\$7,105	N/A	5	5	2	5	5	5	4.50
Juvenile Book Club in a Bag	Trapper Creek	\$2,620	\$1,897	5	5	5	3	5	5	4.67
Services to underserved 2:5 Subtotal		\$63,355	\$35,068	4.9166667	4.75	4.00	4.08	5.00	5.00	4.63
Activity 2.6: Develop and publicize the early childhood resource center and train librarians and other service providers who work with children from birth to age 4 in										
Ready to Read Resource Center Year 3	Anchorage	\$54,697	\$51,489	5	5	2	5	5	5	4.50
Ready to Read Resource Center 2010	Anchorage	\$85,972	\$50,882	4	5	2	5	5	5	4.33
Ready to Read Resource Center 2011	Anchorage	\$77,081	\$27,046	5	5	2	5	5	5	4.50
Services to underserved 2:6 Subtotal		\$217,750	\$129,417	4.67	5.00	2.00	5.00	5.00	5.00	4.44

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Activity 2.7: Formulate strategies and develop programs that serve teens.										
Alaska Spirit of Reading	AkASL	\$13,457	\$6,863	5	5	5	5	5	5	5.00
Alaska Spirit of Reading 2009	AkASL	\$13,998	\$6,979	5	5	5	5	5	5	5.00
Alaska Spirit of Reading 2010 Expansion	AkASL	\$12,714	\$4,668	5	5	5	5	5	5	5.00
Services to underserved 2:7 Subtotal		\$40,169	\$18,510	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Activity 2.8 Provide services to people with no access to a local library and explore and develop new methods of delivering these services in remote areas.										
Regional Services	Fairbanks	\$107,439	N/A	4	5	3	5	5	5	4.50
Regional Services	Juneau	\$78,884	N/A	5	5	3	5	5	5	4.67
Regional Services	Fairbanks	\$120,289	N/A	5	5	3	5	5	5	4.67
Regional Services	Juneau	\$99,287	N/A	5	5	3	5	5	5	4.67
Regional Services	Fairbanks	\$128,698	N/A	5	5	3	5	5	5	4.67
Regional Services	Juneau	\$95,113	N/A	5	5	3	5	5	5	4.67
Services to underserved 2:8 Subtotal		\$629,710	\$0	4.83	5.00	3.00	5.00	5.00	5.00	4.64
Activity 2.9: Compile information about Alaska's library landscape, including school and tribal libraries, and design and support service alternatives that meet the needs of those communities.										
No LSTA grants awarded.										
Services to underserved 2:9 Subtotal										
Activity 2.10: Formulate strategies for serving communities that do not have public libraries to determine if any type of local library service is feasible or wanted and										
MatSu Reads to Succeed Bookmobile Feasibility	Talkeetna	\$11,999	N/A	5	3	4	4	5	3	3.43
Books By Mail Services Pilot Project	Fairbanks	\$16,470	\$17,530	4	4	5	3	5	3	3.43
Services to underserved 2:10 Subtotal		\$28,469	\$17,530	4.50	3.50	4.50	3.50	5.00	3.00	4.00
Raw Total for Goal 2		\$1,023,228	\$202,625	141	137	106	129	145	139	132.83
Divided by 29 grants				4.86	4.72	3.66	4.45	5.00	4.79	4.58

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Activity 3.9: Support school libraries in incorporating technology into school curricula.										
No LSTA grants awarded										
Technological infrastructure 3.9 Subtotal										0.00
Activity 3.10: Assist libraries in establishing and expanding network connections.										
Technology Plan for Adv. Broadband ... Services	AkLA	\$27,688	N/A	5	5	5	5	5	5	5.00
Technological infrastructure 3.10 Subtotal		\$27,688	\$0	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Raw Total for Goal 3		\$270,254	\$239,807	41	41	30	33	45	38	38.00
Divided by 9 grants				4.56	4.56	3.33	3.67	5.00	4.22	4.22

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Goal 4: Alaskan libraries will actively participate in networks, partnerships, and collaborative activities.										
Activity 4.1: The Alaska Library Network will coordinate access and licensing of digital content.										
Alaska Library Network Year 3	ASL	\$85,635	N/A	5	5	5	5	5	5	5.00
Alaska Library Network Year 4	ASL	\$48,175	N/A	5	5	5	5	5	5	5.00
Alaska Library Network 2011	UAA	\$52,066	N/A	5	5	5	5	5	5	5.00
Partnership activities 4.1 Subtotal		\$185,876	\$0	5	5	5	5	5	5	5.00
Activity 4.2: The Alaska Library Network will investigate and coordinate group contracts on behalf of Alaska's libraries.										
Alaska Library Network Year 3	ASL	Listed above	N/A							
Alaska Library Network Year 4	ASL	Listed above	N/A							
Alaska Library Network 2011	UAA	Listed above	N/A							
Partnership activities 4.2 Subtotal				As above	As above	As above	As above	As above	As above	As above
Activity 4.3 The Alaska Library Network will monitor and promote statewide collaborative services and programs.										
Alaska Library Network Year 3	ASL	Listed above	N/A							
Alaska Library Network Year 4	ASL	Listed above	N/A							
Alaska Library Network 2011	UAA	Listed above	N/A							
Partnership activities 4.3 Subtotal				As above	As above	As above	As above	As above	As above	As above
Activity 4.4: Encourage libraries to learn about the benefits of partnering and how to form partnerships with non-library entities to meet community needs and										
Building Partnerships for New Libraries	AkLA	\$10,760	\$6,000	5	5	5	5	5	5	5.00
Partnership activities 4.4 Subtotal		\$10,760	\$6,000	5	5	5	5	5	5	5.00
Activity 4.5: Encourage development of regional and borough-wide service.										
Sitka Library Network Strategic Service	Sitka SD	\$5,037	\$1,996	5	5	4	5	5	5	4.83
Partnership activities 4.5 Subtotal		\$5,037	\$1,996	5.00	5.00	4.00	5.00	5.00	5.00	4.83
Activity 4.6: Encourage libraries to form partnerships with other libraries to meet shared needs.										
Research & Resource Library Directors' Mtg	AkLA	\$1,517	N/A	5	5	3	5	5	5	4.67
Research & Resource Library Directors' Mtg	AkLA	\$2,830	N/A	5	5	3	5	5	5	4.67
2010 PNLA Leadership Institute	AkLA	\$3,634	N/A	5	5	3	4	5	5	4.50
Research & Resource Library Directors' Mtg	AkLA	\$843	N/A	5	5	3	5	5	5	4.67
Partnership activities 4.6 Subtotal		\$8,824		5.00	5.00	3.00	4.75	5.00	5.00	4.63
Activity 4.7: Investigate and support methods for delivering library services on a statewide level.										
No LSTA grants awarded.										
Partnership activities 4.7 Subtotal										
Raw Total for Goal 4		\$210,498	\$7,996	45	45	36	44	45	45	43.33

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Goal 5: Alaska libraries will improve their capacity to provide library services that address the six priorities laid out in the Library Services and Technology Act.										
Activity 5.1: Support training programs targeted toward the basic skills and professional development needs of both Alaska Native and rural library staff so that										
Small Library Institute for Management SLIM	AkLA	\$4,000	\$12,711	5	5	4	5	5	5	4.83
Small Library Institute for Management '10	AkLA	\$22,000	\$4,566	5	5	4	5	5	5	4.83
ASRL Conference Travel Grants	AkLA	\$9,058	\$2,131	Rated on 21st Century and Library Skills Chart						
Improved capacity 5:1 Subtotal		\$35,058	\$19,408	5.00	5.00	4.00	5.00	5.00	5.00	4.83
Activity 5.2: Provide education opportunities to assist library staff with strengthening traditional library service and operational skills, developing knowledge and										
2009 AkLA Conference Grant	AkLA	\$10,205	\$11,064	5	5	2	5	5	5	4.50
Continuing Education Grant Fund (2 grants)	AkLA	\$1,975	N/A	Rated on 21st Century and Library Skills Chart						
Professional Library Service for Alaskans	AkLA	\$8,000	\$12,000	5	5	3	5	5	5	4.67
AkASL Professional Development Scholarships	AkASL	\$22,880	\$130	5	5	2	5	5	5	4.50
Continuing Education Grants (38) 2009	AkLA	\$36,524	\$9,237	Rated on 21st Century and Library Skills Chart						
AkASL Professional Development Scholarships	AkASL	\$25,000	\$7,000	5	5	5	5	5	5	5.00
2010 AkLA Conference Grant	AkLA	\$10,000	\$12,578	5	5	2	5	5	5	4.50
Basic and Advanced Serial Cataloging	AkLA	\$4,188	\$2,500	5	5	4	5	5	5	4.83
Enhancing Library Service through CE (3)	AkLA	\$2,958	N/A	5	5	2	5	5	5	4.50
Continuing Education Grants (50) 2010	AkLA	\$48,856	\$14,737	Rated on 21st Century and Library Skills Chart						
Attendees (17) to PLA Conference	AkLA	\$25,386	\$7,407	Rated on 21st Century and Library Skills Chart						
Continuing Education Grants (42) 2011	AkLA	\$40,584	\$12,262	Rated on 21st Century and Library Skills Chart						
AkASL Professional Development Scholarships	AkASL	\$20,000	\$7,000	5	5	2	5	5	5	4.5
2011 AkLA Conference Grant	AkLA	\$8,000	\$60,796	5	5	2	5	5	5	4.5
CE Grant: ANLAM Summit Travel Planning	AkLA	\$1,726	N/A	5	5	2	5	5	5	4.5
Professional Education Support/Scholarships	AkLA	\$24,000	\$4,000	5	5	3	5	5	5	4.67
Dewey Classification and MARC Coding	AkLA	\$13,093	\$5,083	5	5	3	5	5	5	4.67
Improved capacity 5:2 Subtotal		\$303,375	\$165,794	5.00	5.00	2.67	5.00	5.00	5.00	4.61
Activity 5.3: Provide training in grant writing so that librarians may improve their grant applications for LSTA-funded projects.										
No LSTA grants awarded.										
Improved capacity 5:3 Subtotal										
Activity 5.4: Provide leadership and management training programs for Alaskan library leaders so that they may more effectively meet the information needs of all										
School Librarian Leadership Academy 2009	AkASL	\$11,430	N/A	4	5	4	5	5	5	4.67
Improved capacity 5:4 Subtotal		\$11,430	\$0	4.00	5.00	4.00	5.00	5.00	5.00	4.67
Activity 5.5: Provide training in community needs assessment and library program evaluation.										
No LSTA grants awarded.										
Improved capacity 5:5 Subtotal										

Project Name (grants highlighted in light pink indicate collaborative projects)	Sub-grantee	Amount Awarded	Leveraged funds (local & state)	Project met own goals and objectives	Project had significant benefits for target audience	Innovative	Regional/ statewide impact	Alignment with corresponding State Plan Goal	Significant contribution toward State Plan Goal	Average Summary Score
Activity 5.6: Develop and communicate strategies for increasing community involvement, presence, and relevance.										
No LSTA grants awarded.										
Improved capacity 5:6 Subtotal										
Activity 5.7: Strengthen the role of library boards, friends groups, and volunteer programs in promoting and developing LSTA priorities.										
Visioning Workshop	Haines	\$3,040	\$885	4	4	3	2	5	2	3.33
Improved capacity 5:7 Subtotal		\$3,040	\$885	4.00	4.00	3.00	2.00	5.00	2.00	3.33
Activity 5.8: Provide training in marketing library services and programs supported by the Library Services and Technology Act.										
No LSTA grants awarded.										
Improved capacity 5:8 Subtotal										
Activity 5.9: Provide training in performance measurement and project management of LSTA-funded programs.										
No LSTA grants awarded.										
Improved capacity 5:9 Subtotal										
Activity 5.10: Strengthen strategic, operational and future planning processes in libraries.										
No LSTA grants awarded.										
Improved capacity 5:10 Subtotal										
Activity 5.11 Assist libraries in designing and developing needed programs, staffing, and service changes.										
No LSTA grants awarded.										
Improved capacity 5:11 Subtotal										
Activity 5.12: Assist libraries in developing customer satisfactions, service effectiveness, and outcome standards and measures.										
Interlibrary Customer Service Training	Anchorage	\$1,670	\$7,732	5	5	4	5	5	5	4.83
Customers 1st for the 21st Century	Kenai	\$5,907	\$838	5	5	4	5	5	5	4.83
Improved capacity 5:12 Subtotal		\$7,577	\$8,570	5.00	5.00	4.00	5.00	5.00	5.00	4.83
Raw Total for Goal 5		\$360,480	\$194,657	88	89	55	87	90	87	83
Divided by 18 Grants				4.89	4.94	3.06	4.83	5.00	4.83	4.59
Totals expenditures for all goals		\$2,682,459	\$1,925,656							
Total scores for all goals (excl 6 CE grants)				459	459	320	435	479	452	434
Divided by 96 grants (excl CE grants)				4.78	4.78	3.33	4.53	4.99	4.71	4.52
Not related to a specific goal										
LSTA Administrative Fee of 4%	ASL	\$33,321.00								
LSTA Administrative Fee of 4%	ASL	\$39,318.00								
LSTA Administrative Fee of 4%	ASL	\$38,808.00								
LSTA 5 Year Evaluation Initial Expense	ASL	\$2,215.00								
Total non-goal related expenditures		\$113,662.00								

Annex C: 21st Century & Library Skills Chart Assessment of Continuing Education Grants

21st Century & Library Skills and Knowledge Gained Through Continuing Education Grants															
		Learning & Innovation			Information, Media and Technology			Life and Career Skills					Specific library related learning		
Continuing Education Opportunity - Conferences, Workshops, Online Classes	Number of Individuals Served	Critical thinking/ problem solving	Creativity & innovation	Communication & collaboration	Information Literacy	Media Literacy	Information, Communication and Tech Literacy	Flexibility and adaptability	Initiative & self-direction	Social and cross-cultural	Productivity and Accountability	Leadership and Responsibility	Library policy and procedures ideas	Library program & resource ideas	Connection with Peers/Networking
AkLA 2009	30		4	18	9	3	20	3	13	10	6	12	7	26	18
AkLA 2010	43		4	18	12	2	24		10	5		7	10	31	24
AkLA 2011	25	1	1	18	11	1	26		3	2	1	6	12	20	23
ANLAMS	2			1			1			2				1	1
ARSL	8	2	3	5	2		3	2	2	3	2	3	4	5	3
Computer and Technology Workshops	15			6			14		2					2	2
Internet Librarian 2009	1						1					1	1		
Online Classes	4			2	1		3		2		1		1	3	
PLA 2010	18	1	3	10	5	2	9	1	8	1	2	1	8	13	11
PNLA 2009 & 2010	2			1	1		1					2		1	1
Sirsi Dynix	4	1		1	4		4		2		3	1	2	2	3
University Online Classes	3				1		2		1		1	1	1		
Web Junction	2			2			1		1			1		2	1
Totals	157	5	15	82	46	8	109	6	44	23	16	35	46	106	87
AkLA: Alaska Library Association															
ANLAMS: Alaska Native Libraries, Archives and Museums Summit															
ARSL = Association of Rural and Small Libraries															
PLA = Public Library Association															
PNLA = Pacific Northwest Library Association															

Annex D: Information Gathering Tools and Surveys

Annex D1: Grant Evaluation Worksheet

1. Grant Evaluator Name: _____

2. Grant Title: _____

3. Grant Number: _____ State Plan Goal/Activity Number: _____

Activity Text (Copied from Alaska State Plan 2008-2012)

4. Grant accomplishments were clearly identified _____ Yes _____ No

5. In 2-3 sentences, briefly describe the major outputs and/or outcomes of this grant project:

6. On a scale of one (low) to five (high), please rate the attributes of this grant project:

a. Grant project successfully met its own goals and objectives:

1 (low) 2 3 4 5 (high)

b. Grant project had significant benefits for its target audience:

1 (low) 2 3 4 5 (high)

c. Grant project was cost effective:

1 (low) 2 3 4 5 (high)

d. Grant project was innovative:

1 (low) 2 3 4 5 (high)

e. Grant project had regional or statewide impact:

1 (low) 2 3 4 5 (high)

f. Grant project aligns closely with its AK STATE PLAN GOAL area:

1 (low) 2 3 4 5 (high)

g. Grant project made a significant contribution toward realizing its corresponding AK STATE PLAN GOAL:

1 (low) 2 3 4 5 (high)

7. Additional comments on this grant and its impact on meeting the goals of the *Alaska State Plan 2008-2012*

Survey of libraries that applied for ILC grants

Each year, the Alaska State Library gives Interlibrary Cooperation (ILC) grants. Some of these grants are funded with federal dollars under the Library Services and Technology Act (LSTA) to meet priorities in the five year Alaska State Plan.

According to the Alaska State Library, your library applied for an LSTA funded ILC grant within the past five years.

To understand how the grant process worked for you and how valuable some of the statewide resources funded by LSTA are to your library services, we'd very much appreciate your response to the following questions.

Your response will be helpful for the five year evaluation of the State Library's Library Services and Technology Act (LSTA) grant program.

First, please provide some information about your library and community. All data provided on this survey is confidential. Specific libraries will not be identified in the evaluation report.

1. Which of the categories below does your library best fit into?

- ☐ Public
- ☐ School
- ☐ Academic
- ☐ Special
- ☐ School/Community
- ☐ Academic/Community

Other (please specify)

2. What is the population of your community?

- ☐ Under 500
- ☐ 500 to 999
- ☐ 1,000 to 2,999
- ☐ 3,000 to 4,999
- ☐ 5,000 to 9,999
- ☐ 10,000 to 24,999
- ☐ 25,000 to 49,999
- ☐ 50,000 to 249,999
- ☐ Over 250,000

Survey of libraries that applied for ILC grants

3. In what region of the state is your library located?

- ☐ Southeast
- ☐ Southcentral
- ☐ Southwest
- ☐ Aleutians/Pribilofs
- ☐ Interior
- ☐ Far north

4. How did you learn about the availability of these LSTA (ILC) grant funds?

- ☐ AkLA listserv
- ☐ AASL listserv
- ☐ Alaska State Library grants web page
- ☐ Direct mailing from Alaska State Library
- ☐ Conference presentation
- ☐ Article in Newspoke or Puffin

Other (please specify)

5. How did you find the process of writing and submitting the proposal application?

- ☐ Simple and time efficient
- ☐ Moderate effort and reasonable time required
- ☐ Labor intensive
- ☐ Difficult and very time-consuming

Other (please specify)

6. Have you submitted more than one application for an LSTA funded ILC grant from 2008 to the present?

- ☐ Yes
- ☐ No

Survey of libraries that applied for ILC grants

7. Was your most recent application for an LSTA funded ILC grant funded?

- ☐ Yes
☐ No

8. Was any application that you submitted for an LSTA funded ILC grant since 2008 funded?

- ☐ Yes
☐ No

Outcome based evaluation (OBE) measures benefits to people: specifically, achievements or changes in skill, knowledge, attitude, behavior, condition, or life status for program participants.

9. How familiar are you with Outcome Based Evaluation?

- ☐ Very familiar with it and have used it
☐ Familiar with it and have used it at least once
☐ Familiar with it but have never used it
☐ Have some idea of what it is but could learn more
☐ Have heard of it but don't know what it is
☐ Not familiar

10. Did your application for the ILC grant include a plan for Outcome Based Evaluation? (This was NOT a requirement for approval of a grant application.)

- ☐ Yes
☐ No

If ANY application you submitted from 2008 to the present was funded please answer questions 11-34.

If NO application you submitted from 2008 to the present was funded please answer questions 15-34.

11. Did you implement Outcome Based Evaluation strategies with your project and report on outcomes?

- ☐ Yes
☐ No

Survey of libraries that applied for ILC grants

12. If you did not gather data on outcomes, what obstacle(s) prevented you from doing so? (Check all that apply.)

- ☐ Never planned to do it
- ☐ Didn't know how to collect information
- ☐ Takes too much time
- ☐ Patrons were unwilling to respond to survey or interview questions
- ☐ Uncomfortable with asking for feedback

Other (please specify)

13. What would make using Outcome Based Evaluation easier and more efficient for you to use in evaluating your grant project? (Check all that apply.)

- ☐ Samples of Outcome Based Evaluation tools for similar projects made available
- ☐ Training in planning for and implementing OBE
- ☐ Mentors experienced in OBE available to work with staff on evaluating our project and/or available to answer questions as they arise

Other (please specify)

14. How did you find the process of writing the grant report at the end of the project?

- ☐ Simple and time efficient
- ☐ Moderate effort and reasonable time required
- ☐ Labor intensive
- ☐ Difficult and very time-consuming

Other (please specify)

15. Do you want to learn about other ILC grant projects?

- ☐ Yes
- ☐ No

Survey of libraries that applied for ILC grants

16. If yes, what is the best method of learning about successes and challenges of ILC funded projects?

- ☐ Post on the web
- ☐ Newsletters
- ☐ Reports or poster sessions at conferences
- ☐ Emails to listserv

Other (please specify)

17. How satisfied are you with the administration of the ILC grant program?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Could use improvement
- ☐ Not at all satisfied
- ☐ Unsure

18. Please add any comments you'd like to make about the LSTA funded ILC grant program.

Goal 1 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats.

Several statewide resources funded by LSTA monies address this goal. Please rate how valuable the ones listed below are to your library services. If you are not aware of one of the resources or have not used it, please choose N/A.

19. How valuable is the State Library Electronic Doorway to your library services, from 1- very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ N/A

Survey of libraries that applied for ILC grants

20. How valuable is the Alaska Digital Archives (local digitization and oral history projects) to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ N/A

21. How valuable is 800# ILL and Reference Backup Service to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ N/A

22. If available at your library, how valuable is ListenAlaska (provides access to digital content, such as audiobooks and music, to patrons of participating libraries) to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

Survey of libraries that applied for ILC grants

23. How valuable is Alaska's Digital Pipeline (includes Live Homework Help, Gale Testing and Education Resource Center (TERC), Auto Repair Reference Center, Small Engine Repair Reference Center) to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ N/A

24. If these resources have been useful, examples of how they have impacted library services in your community are: (Check all that apply.)

- ☐ More adults use the library to access the online resources
☐ More children use the library to access the online resources
☐ Students have more access to resources for projects or help with homework
☐ Patrons access information about auto or small engine repair
☐ Patrons have access to all library materials held statewide
☐ Community has access to a greater variety of reference information
☐ Patrons with difficult reference questions receive answers in a timely manner
☐ Patrons access information from magazines, journals, newspapers and selected reference sources online
☐ Patrons access audiobooks and music online
☐ Local business people use the library for market research

Other (please specify)

Goal 2 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will improve services to people of diverse backgrounds and to underserved populations.

Ready to Read Resource Center is one of the resources funded by LSTA monies to address this goal. Ready to Read Resource Center materials for children from birth to age three include: Ready to Read Tubs, Read to Me at Home Tubs, and Lapsit Bags.

Survey of libraries that applied for ILC grants

25. Does your library use the Ready to Read Resource Center materials?

- ☐ Yes
☐ No

26. If not, what are the obstacles? (Check all that apply.)

- ☐ Don't know about it
☐ Didn't know the service was free
☐ Very low numbers of babies/toddlers in community
☐ Not comfortable providing services to babies and toddlers age group

Other (please specify)

27. If you used Ready to Read Resource Center, how valuable is access to Ready to Read Tubs, Read to Me at Home Tubs, and/or Lapsit Bags to your library services for young children in your community from 1- very valuable to 5- not at all valuable?

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5

28. If these Ready to Read resources have been useful, examples of how they have impacted library services in your community are: (Check all that apply.)

- ☐ Parents of small children are making more visits to library
☐ Parents of small children are checking out more library materials
☐ More parents and children are attending lapsit story hours or other programming for children
☐ Library staff members are more confident providing services to babies and toddlers

Other (please specify)

Goal 4 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will actively participate in networks, partnerships, and collaborative activities.

Survey of libraries that applied for ILC grants

29. Regardless of how the project was funded, has your library participated in a partnership with another library in the past five years?

☐ Yes

☐ No

30. Regardless of how the project was funded, has your library participated in a partnership with a non- library organization in the past five years (museum, public radio station, tribe, nonprofit organization, etc.)?

☐ Yes

☐ No

Goal 5 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will improve their capacity to provide library services that respond to community needs and expectations.

31. If staff at your public or combined school/public library outlet has applied for an LSTA funded Continuing Education grant for up to \$1000, how valuable was the training experience for staff on a scale from 1-very valuable to 5- not at all valuable?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

Survey of libraries that applied for ILC grants

32. If no staff at your public or combined school/public library outlet has applied for an LSTA funded Continuing Education grant for up to \$1000, what was the obstacle to accessing these funds for training? (Check all that apply.)

- ☐ Didn't know about it
- ☐ No other funding available to cover costs above \$1000
- ☐ Life commitments didn't allow staff member to take the time away from home
- ☐ Work commitments didn't allow staff member to take the time away from work
- ☐ Travel time from our community took too long to get to the training location
- ☐ Not comfortable traveling
- ☐ Not comfortable attending training for library staff

Other (please specify)

The Alaska State Library uses LSTA funds for annual Alaska Library Association (AkLA) conference support.

33. If staff at your library has applied for an LSTA funded grant to attend the AkLA conference, how valuable was the conference experience for staff on a scale from 1-very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

Survey of libraries that applied for ILC grants

34. If no staff at your library has applied for an LSTA funded grant to attend the AkLA conference, what was the obstacle to accessing these funds? (Check all that apply.)

- ☐ Didn't know about it
- ☐ No other funding available to cover costs beyond grant funds
- ☐ Life commitments didn't allow staff member to take the time away from home
- ☐ Work commitments didn't allow staff member to take the time away from work
- ☐ Travel time from our community took too long to get to the conference location
- ☐ Not comfortable traveling
- ☐ Not comfortable attending a conference for library staff

Other (please specify)

Survey of libraries that did not apply for ILC grants

Each year, the Alaska State Library gives Interlibrary Cooperation (ILC) grants. Some of these grants are funded with federal dollars under the Library Services and Technology Act (LSTA) to meet priorities in the five year Alaska State Plan.

According to the Alaska State Library, your library or school library or media center did not apply for an LSTA funded ILC grant within the past five years.

To learn how to make this program more accessible to all libraries and how valuable some of the statewide resources funded by LSTA are to your library services, we'd very much appreciate your answering a few questions.

Your response will be helpful for the five year evaluation of the State Library's Library Services and Technology Act (LSTA) grant program.

First, please provide some information about your library and community. All data provided on this survey is confidential. Specific libraries will not be identified in the evaluation report.

1. Which of the categories below does your library best fit into?

- ☐ Public
- ☐ School
- ☐ Academic
- ☐ Special
- ☐ School/Community
- ☐ Academic/Community

Other (please specify)

2. What is the population of your community?

- ☐ Under 500
- ☐ 500 to 999
- ☐ 1,000 to 2,999
- ☐ 3,000 to 4,999
- ☐ 5,000 to 9,999
- ☐ 10,000 to 24,999
- ☐ 25,000 to 49,999
- ☐ 50,000 to 249,999
- ☐ Over 250,000

Survey of libraries that did not apply for ILC grants

3. In what region of the state is your library located?

- ☐ Southeast
- ☐ Southcentral
- ☐ Southwest
- ☐ Aleutians/Pribilofs
- ☐ Interior
- ☐ Far north

4. What is the main reason you have not applied for an ILC grant? (Check all that apply.)

- ☐ Did not know about the grant program
- ☐ Thought from the ILC title that the guidelines required cooperation with other libraries
- ☐ Did not have a project
- ☐ Did not know how to write the proposal
- ☐ Did not have time to write the proposal
- ☐ Did not know how to meet the requirements for project evaluation
- ☐ Did not know how to meet the requirements for project reporting
- ☐ I started an application but did not complete it
- ☐ My library was served by an ILC project applied for by another organization

Other (please specify)

5. Which of the following would be useful to you in applying for an ILC grant? (Check all that apply.)

- ☐ Samples of proposals from past grant projects that were funded
- ☐ A training session on planning a project for an ILC grant
- ☐ A training session on writing an ILC grant application
- ☐ A training session on planning for and implementing Outcome Based Evaluation

Other (please specify)

Survey of libraries that did not apply for ILC grants

6. Any comments about what would make the ILC grant application process easier for you?

Goal 1 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats.

Several statewide resources funded by LSTA monies address this goal. Please rate how valuable the ones listed below are to your library services. If you are not aware of one of the resources or have not used it, please choose N/A.

7. How valuable is the State Library Electronic Doorway to your library services, from 1- very valuable to 5- not at all valuable?

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ N/A

8. How valuable is Alaska Digital Archives (local digitization and oral history projects) to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ N/A

9. How valuable is 800# ILL and Reference Backup Service to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ N/A

Survey of libraries that did not apply for ILC grants

10. If available at your library, how valuable is ListenAlaska (provides access to digital content, such as audiobooks and music, to patrons of participating libraries) to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

11. How valuable is Alaska's Digital Pipeline (includes Live Homework Help, Gale Testing and Education Resource Center (TERC), Auto Repair Reference Center, Small Engine Repair Reference Center) to your library services from 1- very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ N/A

Survey of libraries that did not apply for ILC grants

12. If these resources have been useful, examples of how they have impacted library services in your community are: (Check all that apply.)

- ☐ More adults use the library to access the online resources
- ☐ More children use the library to access the online resources
- ☐ Students have more access to resources for projects or help with homework
- ☐ Patrons access information about auto or small engine repair
- ☐ Patrons have access to all library materials held statewide
- ☐ Community has access to a greater variety of reference information
- ☐ Patrons with difficult reference questions receive answers in a timely manner
- ☐ Patrons access information from magazines, journals, newspapers and selected reference sources online
- ☐ Patrons access audiobooks and music online
- ☐ Local business people use the library for market research

Other (please specify)

Goal 2 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will improve services to people of diverse backgrounds and to underserved populations.

Ready to Read Resource Center is one of the resources funded by LSTA monies to address this goal. Ready to Read Resource Center materials for children from birth to age three include: Ready to Read Tubs, Read to Me at Home Tubs, and Lapsit Bags.

13. Does your library use the Ready to Read Resource Center materials?

- ☐ Yes
- ☐ No

14. If not, what are the obstacles? (Check all that apply.)

- ☐ Don't know about it
- ☐ Didn't know the service was free
- ☐ Very low numbers of babies/toddlers in community
- ☐ Not comfortable providing services to babies and toddlers age group

Other (please specify)

Survey of libraries that did not apply for ILC grants

15. If you used Ready to Read Resource Center, how valuable is access to Ready to Read Tubs, Read to Me at Home Tubs, and/or Lapsit Bags to your library services for young children in your community from 1- very valuable to 5- not at all valuable?

- ☐ 1
☐ 2
☐ 3
☐ 4
☐ 5

16. If these Ready to Read resources have been useful, examples of how they have impacted library services in your community are: (Check all that apply.)

- ☐ Parents of small children are making more visits to library
☐ Parents of small children are checking out more library materials
☐ More parents and children are attending lapsit story hours or other programming for children
☐ Library staff members are more confident providing services to babies and toddlers

Other (please specify)

Goal 4 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will actively participate in networks, partnerships, and collaborative activities.

17. Regardless of how the project was funded, has your library participated in a partnership with another library in the past five years?

- ☐ Yes
☐ No

18. Regardless of how the project was funded, has your library participated in a partnership with a non- library organization in the past five years (museum, public radio station, tribe, nonprofit organization, etc.)?

- ☐ Yes
☐ No

Goal 5 of the Alaska State Plan 2008 – 2012 is: Alaskan libraries will improve their capacity to provide library services that respond to community needs and expectations.

Survey of libraries that did not apply for ILC grants

19. If staff at your public or combined school/public library outlet has applied for an LSTA funded Continuing Education grant for up to \$1000, how valuable was the training experience for staff on a scale from 1-very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

20. If no staff at your public or combined school/public library outlet has applied for an LSTA funded Continuing Education grant for up to \$1000, what was the obstacle to accessing these funds for training? (Check all that apply.)

- ☐ Didn't know about it
- ☐ No other funding available to cover costs above \$1000
- ☐ Life commitments didn't allow staff member to take the time away from home
- ☐ Work commitments didn't allow staff member to take the time away from work
- ☐ Travel time from our community took too long to get to the training location
- ☐ Not comfortable traveling
- ☐ Not comfortable attending training for library staff

Other (please specify)

The Alaska State Library uses LSTA funds for annual AkLA conference support.

21. If staff at your library outlet has applied for an LSTA funded grant to attend AkLA, how valuable was the conference experience for staff on a scale from 1-very valuable to 5- not at all valuable?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

Survey of libraries that did not apply for ILC grants

22. If no staff at your library has applied for an LSTA funded grant to attend AkLA, what was the obstacle to accessing these funds? (Check all that apply.)

- ☐ Didn't know about it
- ☐ No other funding available to cover costs beyond grant funds
- ☐ Life commitments didn't allow staff member to take the time away from home
- ☐ Work commitments didn't allow staff member to take the time away from work
- ☐ Travel time from our community took too long to get to the conference location
- ☐ Not comfortable traveling
- ☐ Not comfortable attending a conference for library staff

Other (please specify)

Annex D4: Email request for response to Research and Resource Library Directors

Hello Research and Resource Library Directors,

Cecily Stern and I are under contract with ASL to evaluate the Library Services Technology Act Five Year Plan for Alaska. As we read grant reports and review materials related to the LSTA program in Alaska some patterns are emerging on which we would like to gather additional input.

The following questions relate to two of those patterns: 1) the decentralized method of management of some of the large statewide programs (SLED, Alaska Digital Pipeline and Alaska's Digital Archives to be specific) and 2) the role that you, your staff, and your libraries play in monitoring trends and then initiating and leading statewide projects. Since these large projects and other smaller ones are funded by LSTA grants we would appreciate your responses to the following questions to help us gain a clearer understanding:

1. In your opinion what are the pros and cons of the de-centralized method of managing statewide projects like SLED, the Alaska Digital Pipeline, and Alaska's Digital Archives? How does the de-centralized management technique impact the implementation of these LSTA funded projects?
2. What are the benefits and challenges to your library of its role as an initiator and leader of statewide projects?
3. What opportunities do you see or concerns do you have regarding your library continuing to play this statewide leadership role?

Thank you in advance for your response. We appreciate your time in helping us gain a better understanding of these issues.

Annex D5: Interview Outline for use with Alaska State Library Staff

Four Alaska State Library (ASL) staff members were assigned to be ASL's liaison with the consultants for the LSTA five-year evaluations process. Each staff member was responsible for discussing a specific goal and sharing information and their thoughts on that goal during a phone interview.

Staff members were given the following list of interview topics prior to the interview:

GOAL: *(Specific to each ASL staff member)*

Start with a review of the background and importance of the goal being discussed.

Discuss each activity to share your thoughts:

- What stood out as positive progress toward the plan goal?
- What were some of the effective strategies employed in the projects?
- Did you notice any trends with the grants that were funded in this area AND/OR the grant applications that ASL received but was unable to fund?
- Did specific needs come to light during the review and/or implementation of these projects?
- Did you notice any patterns or themes from the projects that are important to note?

We will briefly review the projects we are planning to highlight to hear your comments and thoughts.

Specific and important to goal #:

(Specific information related to the goal being discussed was inserted here.)

Any thoughts or comments at this time on the LSTA grant process?

Annex E: LSTA and State Funded Grants by Goal

Library Services and Technology Act Alaska State Plan 2008 – 2012

**Including FY2008 – FY2011 Interlibrary Cooperation Grants -- Original Award Amounts
Sorted under Goals, Objectives, and Activities
(FY2012 Grants through July 2011)**

Goal 1: Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats.

Objective: Alaskan libraries will provide and promote resources in all formats to meet the informational needs of Alaskans.

Activity 1.1: Support SLED, the Statewide Library Electronic Doorway.

FY2008 Statewide Library Electronic Doorway (SLED) to UAF Library \$10,227 (State Grant Funds)
FY2009 Statewide Library Electronic Doorway (SLED) to UAF Library \$7,380
FY2009 SLED Servers to UAF Library \$5,822
FY2010 Statewide Library Electronic Doorway (SLED) to UAF Library \$11,000
FY2011 Statewide Library Electronic Doorway (SLED) to UAF Library \$12,653
FY2012 Statewide Library Electronic Doorway (SLED) to UAF Library \$13,711

Activity 1.2: Provide assistance in identifying, evaluating, negotiating, purchasing, and managing regional and statewide licensing agreements for electronic resources.

FY2008 Alaska Library Network Digital Pipeline to UAA Library \$87,442
(Supplemented with \$30,187 in State grant funds)
FY2008 Alaska Library Network Digital Pipeline Addendum to UAA Library \$16,108
(Supplemented with \$143,976 in State grant funds)
FY2008 Listen Alaska Phase 3 to State Library \$15,000
FY2009 Alaska Library Network Digital Pipeline to UAA Library \$15,488
(Supplemented with \$98,106 in State grant funds)
FY2009 Marketing Alaska Digital Pipeline resources to High School Freshmen to State Library \$4,594
FY2010 Alaska Library Network Digital Pipeline to UAA Library \$84,829
FY2011 Alaska Library Network Digital Pipeline to UAA Library \$78,250 (State grant funds)
FY2011 Alaska Library Network Digital Pipeline to UAA Library \$85,028
FY2011 Listen Alaska Enhancement Program Phase 3 to ALN, \$38,680
FY2012 Alaska Library Network Digital Pipeline to UAA Library \$108,936 (State grant funds)
FY2012 Alaska Library Network Digital Pipeline to UAA Library \$87,840
FY2012 New eResources for Alaska Digital Pipeline to ALN, \$25,000

Activity 1.3: Provide training opportunities for library staff to learn how to teach patrons the effective use of new technologies for reference, research, and access to resources.

FY2008 Gates Technology Training for Alaska Libraries to AkLA \$28,479 (Gates Foundation \$)
FY2008 Alaska Raven About 2.0 to AkASL \$2,000 (State grant funds)
FY2010 Alaska Raven About 2.0 to AkASL \$1,500

Activity 1.4: Support development of local, regional, or statewide integrated library systems.

FY2008 Advancing Toward Automation to Gustavus \$6,000
FY2008 First City Library Catalog Conversion Phase 2 to Ketchikan \$50,000
FY2008 Destiny (Automation System) for Nenana to Nenana \$11,397
FY2008 OCLC Group Services Agreement Supplemental to State Library \$11,731
FY2009 Finalizing Automation Project to Gustavus \$5,328
FY2009 Improving Access: Evergreen System Installation to Haines \$11,200
FY2009 CCL Authority Control Project to UAS Library \$5,514 (State grant funds)
FY2010 Follett Upgrade to Destiny to Seward \$4,300
FY2010 Collection Improvement Phase 2 to Eagle, \$8,035 (State grant funds)
FY2012 Follett Upgrade to Destiny Web Base to Glennallen, \$3,419
FY2012 Library Access Project to Wrangell, \$20,000

Objective: Alaskan libraries will provide access to the unique resources of Alaska.

Activity 1.5: Provide consultation and training to libraries in assessing and evaluating unique local collections for inclusion in OCLC and other informational databases.

FY2010 Survey of Cataloging Needs in Alaska to UAA Library \$15,028
FY2011 Digital Collection Cataloging, Anchorage Museum Library, \$18,840
FY2011 Saving the Legacy of Sheldon Jackson College to Sitka, \$6,500

Activity 1.6: Develop the Alaska Digital Archives by supporting local digitization and oral history projects.

FY2009 Glenn Collection Project to UAA Library \$6,750
FY2009 Digital Archives Planning Meeting to AkLA \$1,646 (State grant funds)
FY2010 Sharing Alaska's Past: Alaska's Digital Archives Operating Funds through ALN, \$50,092
FY2011 Alaska Digital Archives Operating Funds through ALN, \$36,277
FY2011 Lawrence Eastman Photographs Digitization Evaluation Project, UAA, \$10,212
FY2011 Alaska Digital Archives Content DM, UAF, \$16,640
FY2011 Alaska Digital Archives Web Page Redesign, ALN, \$5,875
FY2012 Alaska Digital Archives 2012 to ALN, \$38,679

Activity 1.7: Support creation of regional and statewide information resources unique to Alaska, in areas such as business, genealogy, and local history.

FY2009 Aeronauts: Pioneering Aviators of Alaska to UAF Library \$30,672
FY2009 Senator Stevens Exit Interviews to UAF Library \$5,694
FY2010 Alan May Aleutian Expedition Photographs to UAA Library \$6,000
FY2010 Railroads and Their Communities to UAF Library \$30,610
FY2010 Story Corps to Petersburg \$10,000 (State grant funds)
FY2010 Resource Rescue to Sitka \$17,452 (State grant funds)
FY2011 Susitna Hydro Project Reports: Additional Scanning, \$6,950
FY2011 Dog Mushing and Its Impact on Alaska History to UAF, \$38,960
FY2011 Alaska Legal Community Oral History Digitization Project to AK Court Law Library, \$1,034
FY2012 Harold and Roxolana Pomeroy Papers Access Project to UAA, \$13,145
FY2012 The Judges: An Oral History Project to UAF, \$29,907

Activity 1.8: Support creation of informational resources that document Alaska Native history and people in a culturally responsible and appropriate manner.

Objective: Alaskan libraries will expand knowledge and enhance lives by offering a range of library programs and services.

Activity 1.9: Support reference service through the existing 800# reference and ILL backup service and by exploring new technological means of providing reference.

FY2008 800#/ILL Backup and Reference Service to Anchorage \$65,392

FY2009 800#/ILL Backup and Reference Service to Anchorage \$64,957

FY2010 800#/ILL Backup and Reference Service to Anchorage \$83,966

FY2011 800#/ILL Backup and Reference Service to Anchorage \$80,942

FY2012 800#/ILL Backup and Reference Service to Anchorage \$82,426

Activity 1.10: Support and enhance services that deliver library materials electronically.

FY2012 E-readers Pilot Project to Wasilla, \$3,600 (Also under 3.8)

Activity 1.11: Support training opportunities for the public designed to promote effective use of electronic and other resources and emerging technologies.

FY2009 Alaska Internet Circle of Safety to AkLA \$19,552

FY2010 Teen/Senior PSP Project to Willow \$1,500 (State grant funds)

Activity 1.12: Support the development of lifelong learning programs designed for adults.

FY2009 Alaska at the National Book Fest to AK Center for the Book \$600 (State grant funds)

FY2010 Alaska at the National Book Fest to AK Center for the Book \$900 (State grant funds)

Goal 2: Alaskan libraries will improve services to people of diverse backgrounds and to underserved populations.

Objective: Alaska libraries will design services and programs that target individuals of diverse geographic, cultural, socioeconomic backgrounds, special needs, and other underserved populations.

Activity 2.1: Meet the needs of people who are disabled, elderly, or who have special needs through a comprehensive assessment process, stakeholder meetings, and the development and promotion of targeted programs to fill service gaps.

FY2011 Bridging the Gap to Sitka, \$22,318 (State grant funds)

FY2011 Enhancing Services to Talking Book Center Patrons, \$12,000 estimated

Activity 2.2: Support improved library service and accessibility of cultural resources for Alaska Natives through partnerships and the creation of a strategic plan.

FY2008 Alaska Native Summit Planning Meeting to AkLA \$1,258

FY2009 Alaska Native Summit Planning Meeting to AkLA \$2,020 (State grant funds)

FY2010 Alaska Native Summit Phase 2 to AkLA \$15,538

FY2011 Alaska Native Summit to ASL \$48,500 (State grant funds)

Activity 2.3: Assist libraries in determining and meeting the needs of non-English speaking populations in their communities.

FY2008 Improving Service to Russian and Spanish Speaking Residents to Kenai \$7,000

Activity 2.4: Encourage libraries to learn about the information needs of people of diverse and underserved populations and to actively collaborate to meet those needs.

Objective: Alaska libraries will support learning and literacy programs.

Activity 2.5: Support the statewide summer reading program and other reading promotion and literacy programs sponsored by libraries of all types for Alaskans of all ages.

FY2008 Alaska Cooperative Summer Reading Program to AkLA \$4,432
FY2008 Battle of the Books Leadership Program to AkASL \$3,500 (State Grant Funds)
FY2008 Guys Read Manual to Fairbanks \$5,000
FY2009 Summer Storytelling in Southeast Alaska to Petersburg \$6,700
FY2009 MatSu Reads to Succeed: Family Reading Program to Sutton \$8,220
FY2009 Guys Read Project Phase 2 to Fairbanks \$10,000
FY2009 Alaska Writer Laureate Programs in Southeast Alaska to Petersburg \$983
FY2009 Battle of the Books Leadership Program to AkASL \$3,950 (State Grant Funds)
FY2009 Alaska Cooperative Summer Reading Program to AkLA \$12,018 (State Grant Funds)
FY2010 Battle of the Books Leadership Program to AkASL \$4,900 (State Grant Funds)
FY2010 Alaska Cooperative Summer Reading Program to AkLA \$7,498 (State Grant funds)
FY2010 Guys Read to Fairbanks \$6,500
FY2010 Guys Read Efficacy Programs to Fairbanks, \$2,320
FY2010 Bruce Hale Author Tour to Ketchikan, \$6,000
FY2010 Mr. Billy's Summer Reading Program Bash to Wasilla, \$6,005
FY2011 Battle of the Books Leadership Program to AkASL \$5,000
FY2011 Alaska Cooperative Summer Reading Program to AkLA \$9,911
FY2011 Juvenile Book Club in a Bag to Trapper Creek, \$2,620
FY2012 Battle of the Books Leadership Program to AkASL \$7,023
FY2012 Sharing Our Stories: Inspiring Readers in Railbelt Communities to Healy, \$11,650

Activity 2.6: Develop and publicize the early childhood resource center and train librarians and other service providers who work with children from birth to age 4 in appropriate program techniques.

FY2008 Ready to Read Resource Center Phase 2 to APL \$56,884
FY2008 Read-Create-Extend (Judy Freeman workshop) to Palmer \$7,170
FY2009 Ready to Read Resource Center Year 3 to APL \$54,697
FY2010 Ready to Read Resource Center 2010 to APL \$85,972
FY2011 Ready to Read Resource Center 2011 to APL \$77,081
FY2012 Ready to Read Resource Center 2012 to APL \$78,752

Activity 2.7: Formulate strategies and develop programs that serve teens.

FY2009 Alaska Spirit of Reading to AkASL \$13,457
FY2010 Alaska Spirit of Reading to AkASL \$13,998
FY2011 Alaska Spirit of Reading to AkASL \$12,714
FY2012 Alaska Spirit of Reading to AkASL, \$18,720

Objective: Alaskans in unserved rural communities will receive library service.

Activity 2.8: Provide services to people with no access to a local library and explore and develop new methods of delivering these services in remote areas.

FY2008 Regional Services Books by Mail to Fairbanks \$133,000
FY2008 Regional Services Books by Mail to Juneau \$107,000
FY2009 Regional Services Books by Mail to Fairbanks \$100,000
FY2009 Regional Services Books by Mail to Juneau \$87,300
FY2010 Regional Services Books by Mail to Fairbanks \$110,208
FY2010 Regional Services Books by Mail to Juneau \$93,600
FY2011 Regional Services Books by Mail to Fairbanks \$127,930
FY2011 Regional Services Books by Mail to Juneau \$94,750
FY2012 Regional Services Books by Mail to Fairbanks \$130,000
FY2012 Regional Services Books by Mail to Juneau \$96,200

Activity 2.9: Compile information about Alaska’s library landscape, including school and tribal libraries, and design and support service alternatives that meet the needs of those communities.

FY2009 State Library staff gathered precertification forms from school libraries for collection development grant program

FY2009 State Library staff gathered information about libraries, archives, and museums in Alaska Native communities as part of planning process for 2011 summit

Activity 2.10: Formulate strategies for serving communities that do not have public libraries to determine if any type of local library service is feasible or wanted and to devise and publicize appropriate alternatives.

FY2008 Copper Valley Bookmobile Service to Glennallen \$4,500

FY2009 MatSu Reads to Succeed Bookmobile Feasibility Study to Talkeetna \$11,999

FY2009 Books by Mail Service Pilot Project for FNSB to Fairbanks \$16,470

Goal 3: Alaskans will have increasingly equitable access to information through an enhanced technological infrastructure.

Objective: Alaskans will have access to low-cost, high-speed telecommunications in rural and urban libraries and communities.

Activity 3.1: Document and publicize dominant and alternative communications links to libraries in remote areas of Alaska.

FY2008 UA/ASL Shared Telecommunications Position to UA \$78,800

(Listed under activities 3.1 through 3.5) (State Grant Funds)

FY2009 Technology Plan Advanced Broadband Services to Rural Libraries to AkLA \$27,508

FY2009 UA/ASL Shared Telecommunications Position to UA \$89,465

(Listed under activities 3.1 through 3.5)

FY2010 UA/ASL Shared Telecommunications Position to UA \$90,682

(Listed under activities 3.1 through 3.5)

FY2011 UA/ASL Shared Telecommunications Position to UA \$49,057

(Listed under activities 3.1 through 3.5)

FY2012 UA/ASL Shared Telecommunications Position to UA \$82,850

(Listed under activities 3.1 through 3.5)

Activity 3.2: Collaborate with telecommunications providers to expand low-cost, high-speed access to communities in rural Alaska.

FY2008 UA/ASL Shared Telecommunications Position to UA \$78,800

(Listed under activities 3.1 through 3.5) (State Grant Funds)
FY2009 UA/ASL Shared Telecommunications Position to UA \$89,465
(Listed under activities 3.1 through 3.5)
FY2010 UA/ASL Shared Telecommunications Position to UA \$90,682
(Listed under activities 3.1 through 3.5)
FY2011 UA/ASL Shared Telecommunications Position to UA \$49,057
(Listed under activities 3.1 through 3.5)
FY2012 BTOP Matching Grant to ASL, \$125,000 (State grant funds)
Listed under activities 3.2 and 3.4)
FY2012 UA/ASL Shared Telecommunications Position to UA \$82,850
(Listed under activities 3.1 through 3.5)

Activity 3.3: Participate in Federal Communications Commission, Regulatory Commission of Alaska, and other entities' processes which impact communications access for libraries.

FY2008 UA/ASL Shared Telecommunications Position to UA \$78,800
(Listed under activities 3.1 through 3.5) (State Grant Funds)
FY2009 UA/ASL Shared Telecommunications Position to UA \$89,465
(Listed under activities 3.1 through 3.5)
FY2010 UA/ASL Shared Telecommunications Position to UA \$90,682
(Listed under activities 3.1 through 3.5)
FY2011 UA/ASL Shared Telecommunications Position to UA \$49,057
(Listed under activities 3.1 through 3.5)
FY2012 UA/ASL Shared Telecommunications Position to UA \$82,850
(Listed under activities 3.1 through 3.5)

Activity 3.4: Collaborate with statewide groups and consortiums to build a technological infrastructure to expand access to Alaska's online electronic resources and services.

FY2008 UA/ASL Shared Telecommunications Position to UA \$78,800
(Listed under activities 3.1 through 3.5) (State Grant Funds)
FY2008 OCLC Group Service Agreement License Supplemental Payment to ASL \$15,641
FY2009 UA/ASL Shared Telecommunications Position to UA \$89,465
(Listed under activities 3.1 through 3.5)
FY2010 UA/ASL Shared Telecommunications Position to UA \$90,682
(Listed under activities 3.1 through 3.5)
FY2011 UA/ASL Shared Telecommunications Position to UA \$49,057
(Listed under activities 3.1 through 3.5)
FY2012 BTOP Matching Grant to ASL, \$125,000 (State grant funds)
Listed under activities 3.2 and 3.4
FY2012 UA/ASL Shared Telecommunications Position to UA \$82,850
(Listed under activities 3.1 through 3.5)

Activity 3.5: Monitor and share information collected by other entities regarding telecommunications connectivity in Alaska.

FY2008 UA/ASL Shared Telecommunications Position to UA \$78,800
(Listed under activities 3.1 through 3.5) (State Grant Funds)
FY2009 UA/ASL Shared Telecommunications Position to UA \$89,465
(Listed under activities 3.1 through 3.5)
FY2010 UA/ASL Shared Telecommunications Position to UA \$90,682

(Listed under activities 3.1 through 3.5)
FY2011 UA/ASL Shared Telecommunications Position to UA \$49,057
(Listed under activities 3.1 through 3.5)
FY2012 UA/ASL Shared Telecommunications Position to UA \$82,850
(Listed under activities 3.1 through 3.5)

Objective: Alaskans will have access to high-quality technology and public computing equipment and services in their local libraries.

Activity 3.6: Assist libraries in identifying and evaluating their technology needs and in developing strategies to meet those needs.

FY2009 USF Document Retention Project to AkLA \$1,664 (State grant funds)
FY2009 Using Technology for Creative Expression to Kenai \$4,796

Activity 3.7: Assist libraries in acquiring the hardware and software upgrades and replacements necessary to support public access to high-quality technology.

FY2009 Seward Community Library Network Server to Seward \$2,553 (State grant funds)
FY2010 Patron Computer Acquisition to Moose Pass \$1,000 (State grant funds)
FY2011 Patron Computer to Koyuk, \$1,500
FY2011 Patron Computers to Tok, \$2,000 (State grant funds)
FY2011 Library Network Server to Dillingham, \$3,000
FY2011 Updating Computers to Thorne Bay, \$2,400 (State grant funds)

Objective: Alaskan libraries will employ new technologies to deliver library resources and services.

Activity 3.8: Provide support for integrating emerging technologies into library services.

FY2008 Public Library Techline Support Desk Service to UA Library \$55,000 (Gates Foundation Funds)
FY2010 PL Techline Continuation to ALN \$4,000
FY2011 Electronic Resources Librarian Workshop to AkLA, \$11,937
FY2012 E-readers Pilot Project to Wasilla, \$3,600 (Also under 1.10)

Activity 3.9: Support school libraries in incorporating technology into school curricula.

FY2008 School Library Handbook Online to AkASL, \$12,740 (State grant funds)

Activity 3.10: Assist libraries in establishing and expanding network connections.

FY2008-FY2009 State Library staff worked with BCR on Gates Opportunity Grants for Alaska libraries

Goal 4: Alaskan libraries will actively participate in networks, partnerships, and collaborative activities.

Objective: The Alaska Library Network will strengthen Alaska's libraries through effective coordination of cooperative services and programs.

Activity 4.1: The Alaska Library Network will coordinate access and licensing of digital content.

FY2008 Alaska Library Network Year Two (Kerri Canepa and ALN operating costs) to ASL \$87,100
(Listed under activities 4.1 through 4.3)

FY2009 Alaska Library Network Year Three (Kerri Canepa and ALN operating costs) to ASL \$93,500

(Listed under activities 4.1 through 4.3)

FY2010 Alaska Library Network Year Four (Kerri Canepa and ALN operating costs) to ASL \$66,500

(Listed under activities 4.1 through 4.3)

FY2011 Alaska Library Network Year Five (ALN operating costs) to UAA \$53,334

(Listed under activities 4.1 through 4.3)

FY2012 Alaska Library Network 2012 (ALN operating costs) to UAA \$82,291

(Listed under activities 4.1 through 4.3)

Activity 4.2: The Alaska Library Network will investigate and coordinate group contracts on behalf of Alaska's libraries.

FY2008 Alaska Library Network Year Two (Kerri Canepa and ALN operating costs) to ASL \$87,100

(Listed under activities 4.1 through 4.3)

FY2008 ALN PlayAway Audiobook Pilot Project to AkLA \$2,916

FY2009 Alaska Library Network Year Three (Kerri Canepa and ALN operating costs) to ASL \$93,500

(Listed under activities 4.1 through 4.3)

FY2010 Alaska Library Network Year Four (Kerri Canepa and ALN operating costs) to ASL \$66,500

(Listed under activities 4.1 through 4.3)

FY2011 Alaska Library Network Year Five (ALN operating costs) to UAA \$53,334

(Listed under activities 4.1 through 4.3)

FY2012 Alaska Library Network 2012 (ALN operating costs) to UAA \$82,291

(Listed under activities 4.1 through 4.3)

Activity 4.3: The Alaska Library Network will monitor and promote statewide collaborative services and programs.

FY2008 Alaska Library Network Year Two (Kerri Canepa and ALN operating costs) to ASL \$87,100

(Listed under activities 4.1 through 4.3)

FY2008 ALN Planning Project to AkLA \$5,926 (State Grant Funds)

FY2008 ALN Business Planning Training to AkLA \$1,177

FY2008 ALN Work Camp to AkLA \$9,984

FY2009 ALN Planning and Governance Grant to AkLA \$1,500 (State Grant Funds)

FY2009 Alaska Library Network Year Three (Kerri Canepa and ALN operating costs) to ASL \$93,500

(Listed under activities 4.1 through 4.3)

FY2010 Alaska Library Network Year Four (Kerri Canepa and ALN operating costs) to ASL \$66,500

(Listed under activities 4.1 through 4.3)

FY2011 Alaska Library Network Year Five (ALN operating costs) to UAA \$53,334

(Listed under activities 4.1 through 4.3)

FY2012 Alaska Library Network 2012 (ALN operating costs) to UAA \$82,291

(Listed under activities 4.1 through 4.3)

Objective: Alaskan libraries will have mutually beneficial partnerships with community, regional and statewide organizations.

Activity 4.4: Encourage libraries to learn about the benefits of partnering and how to form partnerships with non-library entities to meet community needs and improve services to patrons.

FY2011 Building Partnerships for New Libraries to AkLA, \$11,294

Objective: Alaskan libraries of all types will participate in collaborative activities and agreements to improve library service on the local, regional and statewide level.

Activity 4.5: Encourage development of regional and borough-wide library service.

FY2009, Sitka Library Network Strategic Service Enhancement to Sitka School District \$5,037

Activity 4.6: Encourage libraries to form partnerships with other libraries to meet shared needs.

FY2008 Research & Resource Library Directors' Meetings to AkLA \$1,924

FY2009 Research & Resource Library Directors' Meetings to AkLA \$3,120

FY2009 PNLA Leadership Institute to AkLA \$12,630 (State grant funds)

FY2010 Research & Resource Library Directors' Meetings to AkLA \$1,664

FY2011 PNLA Leadership Institute to AkLA \$10,315

FY2011 Research & Resource Library Directors' Meetings to AkLA \$1,872

Activity 4.7: Investigate and support methods for delivering library services on a statewide level.

FY2008 Netlender Reimbursement Grants to 6 libraries, \$26,970 (State Grant Funds)

FY2009 Netlender Reimbursement Grants to 7 libraries, \$27,924 (State Grant Funds)

FY2010 Netlender Reimbursement Grants to 6 libraries, \$25,992 (State Grant Funds)

FY2011 Netlender Reimbursement Grants to 4 libraries, \$26,646 (State Grant Funds)

Goal 5: Alaskan libraries will improve their capacity to provide library services that address the six priorities laid out in the Library Services & Technology Act.

Objective: Alaskan librarians will pursue the knowledge and skills to offer the highest levels of customer service.

Activity 5.1: Support training programs targeted toward the basic skills and professional development needs of both Alaska Native and rural library staff so that these librarians may more effectively serve underserved Alaskans.

FY2008 Small Library Institute for Management (SLIM) to AkLA \$24,865

FY2008 ASRL Conference Travel to AkLA \$11,960

FY2009 Small Library Institute for Management (SLIM) to AkLA \$23,670
(Includes \$4,000 in LSTA and the rest in State grant funds)

FY2010 Small Library Institute for Management (SLIM) to AkLA \$22,000

FY2011 ASRL Conference Travel to AkLA \$15,600

Activity 5.2: Provide education opportunities to assist library staff with strengthening traditional library service and operational skills, developing knowledge and skills in new service areas, and giving exceptional customer service.

FY2008 AkLA Conference Grant to AkLA, \$10,000

FY2008 Professional Education Support/Scholarships to AkLA \$8,000
(Supplemented with \$8,000 in State grant funds)

FY2008 School Library Staff Conference and Travel Grant Program to AkASL \$31,200

FY2008 First-Time Attendees to the Public Library Association Conference Project to 7 libraries \$10,500

FY2008 Continuing Education Grants to 37 libraries \$33,483

FY2008 MARC of Quality Cataloging Workshops to AkLA \$19,072
 FY2009 AkLA Conference Grant to AkLA \$10,205
 FY2009 Professional Education Support/Scholarships to AkLA \$8,000
 (Three additional scholarships funded with State grant funds \$12,000)
 FY2009 AkASL Professional Development Travel Grant Program to AkASL \$22,880
 FY2009 Continuing Education Grant Fund to AkLA, \$1,975
 FY2009 Continuing Education Grants to 38 libraries \$38,000 est.
 FY2010 AkASL Professional Development Scholarship Grants to AkASL \$25,000
 FY2010 AkLA Conference Grant to AkLA, \$10,000
 FY2010 Basic and Advanced Serial Cataloging Workshop to AkLA \$7,286
 FY2010 Professional Education Support/Scholarships to AkLA \$16,000 (State grant funds)
 FY2010 Continuing Education Grant Fund to AkLA, \$2,958
 FY2010 First-Time Attendees and Middle Kingdom Attendees to the Public Library Association
 Conference Project to 17 libraries \$45,331
 FY2010 Continuing Education Grants to 50 libraries, \$44,331
 FY2010 Academic Roundtable Speaker Support for 2010 AkLA Conference to AkLA, \$675 (State
 grant funds)
 FY2011 AkASL Professional Development Scholarship Grants to AkASL \$20,000
 FY2011 AkLA Conference Grant to AkLA, \$8,000
 FY2011 Continuing Education Grant Fund to AkLA, \$3,120
 FY2011 Continuing Education Grants to 42 libraries, \$40,410
 FY2011 Dewey Classification and MARC Coding Workshops to AkLA, \$18,000
 FY2011 Professional Education Support/Scholarships to AkLA \$24,000
 FY2012 AkASL Professional Development Scholarship Grants to AkASL \$30,000
 FY2012 Book Repair Academy to AkLA, \$12,376
 FY2012 Professional Education Support/Scholarships to AkLA \$8,000
 FY2012 Taking the Fear Out of Reader's Advisory to Kenai, \$1,666

Activity 5.3: Provide training in grant writing so that librarians may improve their grant applications for LSTA-funded projects.

FY2008 AkLA Conference Grant to AkLA \$10,000 (Also listed under activity 5.2)
 (Includes Stephanie Gerding grant writing preconference)

Activity 5.4: Provide leadership and management training programs for Alaskan library leaders so that they may more effectively meet the information needs of all Alaskans.

FY2008 Public Library Director's Training/DirLead to AkLA \$27,092
 FY2008 ALA Emerging Leaders Initiative Project to Barrow \$1,500
 FY2008 School Librarians Leadership Academy to AkASL \$21,698
 FY2009 School Librarians Leadership Academy to AkASL \$11,430
 FY2009 Public Library Director's Training/DirLead to AkLA \$23,660 (State grant funds)
 FY2010 Public Library Director's Training/DirLead to AkLA \$30,342 (State grant funds)
 FY2011 Public Library Director's Training/DirLead to AkLA \$30,000 (State grant funds)
 FY2012 Public Library Director's Training/DirLead to AkLA \$24,440 (State grant funds)

Objective: Alaskan librarians will be actively engaged in and relevant to the communities they serve.

Activity 5.5: Provide training in community needs assessment and library program evaluation.

Activity 5.6: Develop and communicate strategies for increasing community involvement, presence and relevance.

FY2009 Gary Hartzell Workshops Phase 2 to AkASL \$8,939 (State grant funds)

Activity 5.7: Strengthen the role of library boards, friends groups and volunteer programs in promoting and developing LSTA priorities.

FY2009 Visioning Workshop for Haines Borough Library Board to Haines \$3,040

Activity 5.8: Provide training in marketing library services and programs supported by the Library Services and Technology Act.

FY2008 Local Library Publicity Contest to AkLA \$2,080 (State Grant Funds)

FY2008 Digital Pipeline for All Alaskans Marketing Stickers to AkLA \$1,782

FY2009 Local Library Publicity Contest to AkLA \$2,184 (State Grant Funds)

FY2010 Library Publicity Contest and Marketing Activities to AkLA \$12,584 (State Grant Funds)

FY2011 Publicity Activities Grant to AkLA \$10,400 (State Grant Funds rolled forward from FY2010)

Objective: Alaskan librarians will evaluate and design programs that keep pace with customer expectations and the changing role of libraries.

Activity 5.9: Provide training in performance measurement and project management of LSTA-funded programs.

Activity 5.10: Strengthen strategic, operational and future planning processes in libraries.

FY2008 Small Libraries, Big Projects: Planning for Success to Petersburg \$15,445

Activity 5.11: Assist libraries in designing and developing needed programs, staffing, and service changes.

FY2008 Revitalizing Kuspuk SD Libraries to Kuspuk SD \$4,630 (State Grant Funds)

FY2008 Haines Borough SD Library Assessment to Haines SD \$4,900 (State Grant Funds)

Activity 5.12: Assist libraries in developing customer satisfaction, service effectiveness, and outcome standards and measures.

FY2009 Interlibrary Customer Service Training to Anchorage \$1,670

FY2010 Customers 1st for the 21st Century to Kenai \$5,907

Annex F: Stakeholder Input Chart

Libraries responding to Surveys 1 and 2 represented all areas of the state and served communities with populations ranging from under 500 to more than 250,000. Surveys were received from a total of 73 libraries. In addition, staff from the Alaska State Library, statewide entities, and larger public and academic libraries were contacted for input by email or phone. The following chart details the responses by type of library and by population. When a library indicated it was a combined academic/community, school/tribal, or school/community library, it was counted in the academic or school/community category.

Region of the State	Public Library	School Library	Academic	Special Libraries or Statewide Entities	School/Community Library	Alaska State Library		Population		
								<4,999	5,000 to 10,000	Over 10,000
Southeast	5	1	2	0	4	4		8	0	8
South central	8	18	3	3	1	4		17	5	15
Southwest	4	1	1		1			6	1	
Aleutians/Pribilofs	2				1			2		1
Interior	9	5		2	3			12	1	6
Far north	1		2					1	2	
Totals	29	25	8	5	10	8		46	9	30

Annex G: Acronyms

ADA	Alaska Digital Archives
ADP	Alaska Digital Pipeline
ALN	Alaska Library Network
AkASL	Alaska Association of School Librarians
AkLA	Alaska Library Association
APL	Anchorage Public Library
ANLAMs	Alaska Native Libraries, Archives and Museums Summit
ASL	Alaska State Library
ASP	Alaska State Library Plan
ASRL	Association of Small Rural Libraries
CE	Continuing Education
DirLead	Public Libraries Directors' Leadership Group
ERMA	Electronic Resources Materials in Alaska
FOL	Friends of the Library
FNSBL	Fairbanks North Star Borough Library
GAC	Governor's Advisory Council on Libraries
ILC	Interlibrary Cooperation Grant
ILL	Interlibrary loan
ILS	Integrated Library System
IMLS	Institute of Museum and Library Services
IRS	Internal Revenue Service
IT	Information Technology
JPL	Juneau Public Libraries
MARC	MAchine-Readable Cataloging
OCLC	nonprofit, membership, computer library service and research organization
R & R	Research and Resource Directors Group
RRRC	Ready to Read Resource Center
PNLA	Pacific Northwest Library Association
SLIM	Small Library Institute for Management
TBC	Talking Book Center
TERC	Gale Testing and Education Resource Center
UA	University of Alaska
UAA	University of Alaska, Anchorage (Consortium Library)
UAF	University of Alaska, Fairbanks (Elmer E. Rasmuson Library)
UAS	University of Alaska, Southeast (Egan Library)
21st CS	21st Century and Library Skills Sheet

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