



Georgia Public Library Service
Evaluation Report on Five-Year LSTA Plan 2008-2012

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SECTION I: EVALUATION SUMMARY

The LSTA plan evaluated in this report covers the five-year period of October 2007 through September 2012. The Georgia Public Library Service (GPLS) designed and implemented the plan to provide programs and services that support and enhance those provided by public libraries in the state, leveraging economies of scale to accomplish more for the group than could otherwise be accomplished individually. LSTA programs are fully integrated into the GPLS Strategic Plan under the mission of “Empowering libraries to improve the lives of Georgians.”

GPLS strategically allocated LSTA funds to support the foundational services most needed and desired by public libraries in Georgia. Administrators invested LSTA resources primarily in “on-behalf” services that level the field for Georgia’s many and diverse public libraries, offering significantly greater value and impact than could be achieved by individual libraries working independently. Julie Ingalls, lead consultant on a 2012 study of state library agencies funded by the Bill & Melinda Gates Foundation, stated: “GPLS’s model of using the entirety of its LSTA grant funding for statewide services ..., instead of for grants to individual libraries, allows the agency to effectively leverage its scale. The LSTA money used in this way benefits a broad set of libraries and arguably goes farther than does distributing small sums to individual recipients.”¹ Feedback collected during this assessment and through other sources continues to reinforce the conclusion that investments in PINES, GALILEO, technology infrastructures, children’s and youth programming, GLASS, and other on-behalf, LSTA-supported initiatives are desired and highly valued by Georgia’s libraries and their patrons.

The GPLS LSTA plan has four goals – (1) information access, (2) electronic linkages, (3) children’s and family literacy, and (4) serving people with disabilities – which seek to address the following six LSTA defined purposes:

- A. 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 (supported by goals 1, 2, 3 and 4).

GPLS addressed this through participation in the statewide electronic resource network, GALILEO; digitization of unique and historical collections at libraries through Georgia HomePLACE; support of statewide resource sharing through PINES and GOLD; provision of a shared technology infrastructure to facilitate access to and delivery of information for patrons; promotion of reading and literacy through summer reading programs and the PRIME TIME Family Reading Time® program; and improved access to GLASS and its services for the blind and physically handicapped.

- B. Develop public and private partnerships with other agencies and community-based organizations (supported by goals 1, 2, 3 and 4)

Partnerships were key to the success of many GPLS LSTA initiatives. GALILEO and Georgia HomePLACE are partnerships with the University System of Georgia and other academic and K-12 libraries in the state. The Collaborative Summer Library Program, PRIME TIME, and GLASS are partnerships with national organizations. GPLS also developed and implemented a series of strategic partnerships with other government and community-based organizations to promote public libraries statewide, including the Georgia Department of Natural Resources, Zoo Atlanta, Georgia Environmental Facilities Authority, High Museum of Art, Atlanta Hawks professional basketball team, Atlanta Thrashers

¹ Julie Ingalls, the Parthenon Group, to Julie Walker, GPLS, via email on March 9, 2012, 3:11 pm.

professional hockey team, Georgia Center for the Book, the Georgia Commission on the Holocaust, and VSA Arts of Georgia.

- C. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks (supported by goals 1 and 2).

PINES and GALILEO are key statewide electronic networks supported by GPLS that provide an infrastructure and electronic resources to improve patron access to information. In addition, GOLD links Georgia's libraries to others worldwide in support of resource sharing. The technology infrastructure provided by GPLS for the state's public libraries supports internet access, telecommunications, website hosting, and email for libraries, improving access to resources and information for patrons.

- D. 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 (supported by goals 1 and 3).

PINES, GALILEO, and the shared IT infrastructure provide an array of services to rural as well as urban libraries, ensuring ready access to the same information resources for all Georgians. PINES has created a statewide "borderless" library with its shared library card, expanding access to collections for rural communities. The Collaborative Summer Library Programs reach every public library and community in the state. PRIME TIME targets children from families with low incomes. And GLASS ensures easy access to library services and resources for individuals with disabilities.

- E. Provide electronic and other linkages among and between types of libraries (supported by goal 2).

PINES and the GPLS Technology Management Services provide the base networks for electronic linkages among and between libraries in Georgia. The state wide area network makes all electronic library services possible, and connects Georgia's libraries and their patrons to the rest of the world.

- F. 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 (supported by goal 4).

PRIME TIME is a key GPLS-supported program to target library services to individuals with diverse backgrounds. In addition, expansion of resources in GALILEO has increased availability of electronic information in languages other than English. GLASS coordinates and ensures services for individuals with disabilities. Improvements in GLASS during the LSTA period have significantly improved accessibility to those services.

All of the above purposes are supported by other GPLS programs to: provide training for library staff that ensures effective service; increase access to professional resources for staff development; compile statistics to highlight issues, identify needs, and promote the value of library services; and provide communications and strategic partnerships that promote libraries and increase awareness of library services.

Individual programs and initiatives cited above were evaluated for GPLS by contracted consultants at LYRASIS. Major questions addressed during the evaluation include:

- How does each LSTA-funded program work for library staff and/or users? Who does it serve and for what purposes?
- Which individuals/groups is the program most effective at reaching?
- How satisfied are library users and staff with the program? How does the program benefit library users/staff (including cost savings if relevant)?
- What has been the impact of the program on library staff and users? How effective is it?
- Were program modifications made in the five-year plan? If so, why were they made?
- Were programs successful at meeting the goals and outcomes defined in the five-year plan?
- How was outcome-based evaluation used in relationship to the LSTA-funded programs?
- Can data collected about the LSTA-funded programs be used to identify benchmarks for the next five-year plan?

LYRASIS consultants reviewed documents from a variety of sources, including publicly available reports, drafts, internal working documents, program reports, and survey results collected for various initiatives. GPLS staff members with significant engagement and oversight in LSTA-funded programs were interviewed. Finally, a survey of primarily public library staff was conducted in late 2011 and early 2012, to collect their observations, feedback, and interests. Key findings included in the report are:

1. The goals of the LSTA plan were met through a variety of successful programs. State Librarian Dr. Lamar Veatch notes that three programs are foundational for Georgia's public libraries, providing core services that support other LSTA and public library services: PINES (Public Information Network for Electronic Services), Information Technology Management Services, and GALILEO (Georgia Library Learning Online).

GOAL: Georgia library users of all ages will have increased access to library resources in a variety of formats for their information needs.

- GALILEO increased access to information resources for Georgians of all ages during the LSTA evaluation period by providing more electronic resources for public libraries and expanding non-English holdings. Usage of GALILEO resources has more than doubled during the LSTA evaluation period.
- GOLD and PINES support active resource-sharing among libraries with interlibrary loan programs. PINES loans have increased 55% during the evaluation period.
- Professional Collection usage has increased during the LSTA period, supporting library staff and trustees in the improvement of services. The shared collection and reference resources promote improved access to information for library development. Loans from the Collection increased 159% and reference queries increased 158% during the evaluation period.
- Georgia HomePLACE has digitized and provided online access to more than 325,000 pages from local newspapers and 48,000 pages/images of special collections, increasing access to unique and valuable local history collections. Usage of Georgia HomePLACE collections increased during the period, 86% based on links chosen and 91% based on pages viewed. Throughout the evaluation period, there has been ongoing recognition within the library and archival community of the value of these collections to researchers, students, and the public.
- Production of annual statistical reports improved access to information about libraries within the library community and among elected officials and government agencies. The statistics tracked for the period evaluated show a 15% increase in public library reference transactions, 10% increase in public library visits, 16% increase in circulation, and 21% increase in the number of patrons registered.

- Communication programs increased access to information about Georgia's public libraries and about GPLS. Partnerships with several local and state agencies, such as the Georgia Department of Natural Resources, High Art Museum, and Zoo Atlanta, provided popular programs to public library patrons, expanding access to information and cultural resources beyond library walls. These partnerships are valued at \$3.8 million over the past seven years and have provided hundreds of hours of free programming in public libraries.

GOAL: Georgia library users will have expanded access to information resources through electronic linkages between and among libraries of all types.

- PINES provides a statewide integrated library system and patron database, creating a "borderless library" throughout Georgia that allows registered users to easily borrow materials from nearly any public library collection in the state. PINES is popular with both libraries and the public, with registered cardholders increasing each year of the LSTA period. Nearly 24% of Georgians have a PINES card. It would cost \$20 million to replace PINES with individual automation systems for libraries and approximately \$5 million per year to maintain those systems over time, compared to PINES current annual operational cost of less than \$2 million. Over the ten years of PINES existence, it has saved Georgia libraries \$11 million in one-time costs and nearly \$61.5 million in ongoing operating costs.
- Information Technology Management programs link key infrastructure systems in Georgia libraries, ensuring public internet access for library patrons, supporting the PINES library technology structure, providing key website and email hosting services where needed for public libraries, and providing libraries with technical support in managing their local technology systems.

GOAL: Georgia libraries will foster the development and improvement of family literacy skills, with emphasis on children, teens, and family groups.

- GPLS supports statewide participation in the Collaborative Summer Library Program, providing programming for children and teens to strengthen reading skills. Registration for these programs at libraries has increased 22% among children and 100% among teens during the LSTA period. Programs offered have also increased, 21% for children and 43% for teens. Attendance at summer reading programs increased 12% among children and 15% among teens. Program completion rates also increased, 114% for children and 41% for teens.
- Georgia participates in the PRIME TIME Family Reading Time® program to foster family literacy skills. The multi-week sessions have been highly effective at increasing family reading and library use, especially among non-English speaking families. Among participants in several 2011 PRIME TIME programs, there was a 21% increase in daily reading by parents to children, 43% increase in weekly library visits by children, and 33% increase in weekly library visits by parents.

GOAL: Georgians with disabilities will be aware of and be able to effectively use library resources.

- Georgia Library for Accessible Services (GLASS) has undergone re-assessment, developed a new strategic planning, and improved facilities during the LSTA period. The Atlanta Metro Library for Accessible Services (AMLAS) moved to a new walk-in location in downtown Atlanta, with easy access to public transportation. Distribution activities have been centralized, to open capacity in regional Talking Book Centers for additional outreach and

- patron service. A new Recording Booth will enable GLASS to expand collections. Registered users, circulation, and deposit collection sites have all increased during the LSTA period.
2. Few modifications were made to the LSTA plan. Those that were made were primarily the result of decreased funding at GPLS and/or public libraries. Total state funds to public libraries, including GPLS operating funds, have experienced an approximate 25% reduction since 2008. Changes in the LSTA plan were made with advice from the Regents Public Library Advisory Council, to minimize impact. New options are under consideration for training and conferences, to improve attendance in the future and reduce travel costs for attendees.
 3. Outcome-based evaluation was used for some LSTA-supported programs, although establishing effective evaluation strategies has been challenging given the broad scope of defined outcomes in the GPLS LSTA plan and lack of baseline benchmarks. Significant output data is available for use in establishing relevant benchmarks and potential outcomes or outputs for the next five-year LSTA plan.

SECTION II: EVALUATION REPORT

II.A. Background

This report evaluates the statewide programs and services developed and delivered as part of Georgia's Library Services and Technology Act (LSTA) Plan for 2008-2012. The goals of the evaluation are to:

- Determine the progress GPLS has made toward the goals of the five-year plan;
- Demonstrate the impact of LSTA funding on the clients and staff of libraries within the state;
- Provide a communication tool for Georgia's library community; and
- Assist with the development of the next five-year LSTA state plan.

The report is intended for the use of GPLS, the Board of Regents of the University System of Georgia, and the Institute of Museum and Library Services (IMLS) to assess impact and effectiveness of past and current LSTA-funded programs and services, and to provide input for development of a new five-year LSTA plan for Georgia. It is intended also for the use of public libraries in Georgia (staff, Boards of Trustees, and other community stakeholders) for similar purposes. In addition, data from the report can be used to communicate with Georgians and legislators about the importance of LSTA-funding as a source of support for valued library services and programs.

In assessment of each of the LSTA-funded programs, the consultants considered the following questions.

- How does the LSTA-funded program work for library staff and/or users? Who does it serve and for what purposes?
- Which individuals/groups is the program most effective at reaching?
- How satisfied are library users and staff with the program? How does the program benefit library users/staff (including cost savings if relevant)?
- What has been the impact of the program on library staff and users? How effective is it?
- Were program modifications made in the five-year plan? If so, why were they made?
- Were programs successful at meeting the goals and outcomes defined in the five-year plan?
- How was outcome-based evaluation used in relationship to the LSTA-funded programs? What were the challenges to program evaluation? What worked, what should be changed, and what lessons were learned about outcome-based evaluation that can be used/shared for the future?
- Can data collected about the LSTA programs be used to identify benchmarks for the next plan?

LYRASIS was selected by GPLS to conduct the evaluation following an open bid process. The LYRASIS staff consultants, Sandra Nyberg and Caroline Shepard, have no personal connection to GPLS or the Board of Regents that would represent a potential conflict of interest. LYRASIS consulting service values include: confidentiality; transparency throughout the organization during the consulting engagement; tackling, rather than skirting around, hard issues; seeking and providing constant and honest feedback throughout the consulting process; and provision of the right expertise for the project. Ms. Shepard (Regional Director at LYRASIS through January 2012 and, as of February 2012, State Librarian of North Carolina) has experience in LSTA plan development, evaluation, and program management. Ms. Nyberg (Grants Officer at LYRASIS) provided expertise in research and data analysis, survey design and administration, outcome-based evaluation, and program/project assessment.

II.B. Methodology

Consultants began the evaluation by reviewing the IMLS “Guidelines for Five-Year Evaluation Report,” LSTA program information, GPLS’s Five-Year LSTA plan, public information on LSTA-funded programs available on the GPLS website, and completed annual reports for plan period. Interviews with GPLS staff took place on November 1 and 3, 2011. A list of interviewees is provided in Appendix F. Individuals were invited for interviews based on their level of oversight or engagement in specific LSTA-funded programs. Additional data and reports were provided to consultants after the interviews, and consultants conducted research into non-GPLS sources of data, such as GALILEO. Appendix G includes a bibliography of resources used during the evaluation.

Following compilation of research, consultants identified data gaps and needs. A survey was conducted to address these gaps and gather input from the public library community. The online survey, provided in Appendix D, was designed for library staff, primarily public library staff. The survey was announced at the Georgia Public Library Directors’ Meeting on December 8, 2011, by Deputy State Librarian Julie Walker as part of an update on the evaluation process. State Librarian Dr. Lamar Veatch distributed the survey link in announcements posted on several GPLS listservs on December 14, 2011, including those for public library directors, reference, children’s and youth services, and business managers. All listservs posted a reminder on January 4, 2012. The survey closed on January 11, 2012. Survey results for the 366 respondents are provided in Appendix C. Survey respondents represented all areas of library service, with the most from administration (26%) and circulation (25%).

GPLS and its partners have solid data on program outputs and performance, and several programs have instituted annual user surveys to collect information on value, impact, and satisfaction. The data is generally consistent from year-to-year, although it has been challenging in some cases to compare numbers from multiple sources since reports often are produced based on different funding or fiscal periods (October through September or July through June are most common). Data tables for all programs are provided in Appendix A, with sources and reporting periods noted.

II.C. Program Evaluation

The GPLS LSTA plan covers the five-year period of October 2007 through September 2012. This report reviews activities in the first four years of the plan.² GPLS’s approach in designing and implementing the plan is to provide programs that support core services for all public libraries, leveraging economies of scale to accomplish more for the group than could otherwise be accomplished individually. The GPLS LSTA plan has four goals – (1) information access, (2) electronic linkages, (3) children’s and family literacy, and (4) serving people with disabilities – to address the following six LSTA defined purposes:

- A. 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 (supported by goals 1, 2, 3 and 4).
- B. Develop public and private partnerships with other agencies and community-based organizations (supported by goals 1, 2, 3 and 4)
- C. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks (supported by goals 1 and 2).

² In some cases, data reported matches the LSTA plan fiscal/funding year, in other cases it matches the State of Georgia fiscal/funding year (July through June). Unless the annual timeframe is critical to interpretation of the data cited in Section II, the term “fiscal year” will be used interchangeably for both.

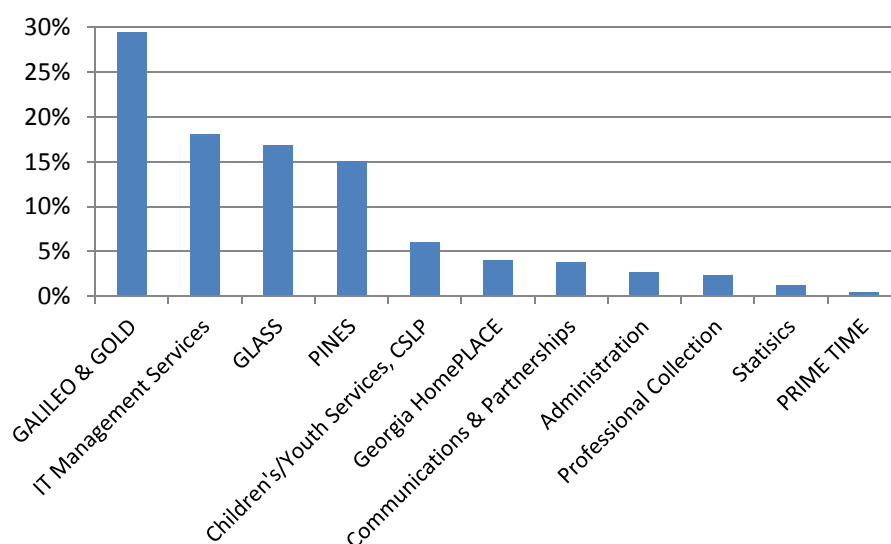
- D. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line (supported by goals 1 and 3).
- E. Provide electronic and other linkages among and between types of libraries (supported by goal 2).
- F. 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 (supported by goal 4).

Each of the four goals will be described below in terms of the programs implemented in support of them. Each program will be described in terms of how it works, who it serves, performance, benefits, satisfaction, impact, modifications made in planned activities, and outcomes. A summary assessment at the end of each goal will discuss how well the GPLS programs met the goal and identified outcomes. Goals and key programs are organized as follows:

- 1. Information Access
 - a. Resource sharing (GALILEO and GOLD)
 - b. Professional Collection
 - c. Georgia HomePLACE
 - d. Statistics, Evaluation, and Research
 - e. Communications and Partnerships
- 2. Electronic Linkages
 - a. PINES
 - b. Information Technology Management
- 3. Children's and Family Literacy
 - a. Collaborative Summer Library Program
 - b. PRIME TIME Family Reading Time
- 4. Serving People with Disabilities
 - a. GLASS

Use of LSTA funds by program over the first four years is summarized in Chart II.A. Total LSTA funding for FY2007-2010 is \$19,188,413. Table A.18 in Appendix A provides detailed funding by year.

Chart II.A. Summary Funding Percentage by Program FY2007-FY2010 LSTA Periods



II.C.1. GOAL ONE: INFORMATION ACCESS

The GPLS goal is: *“Georgia library users of all ages will have increased access to library resources in a variety of formats for their information needs.”* Five programs were implemented to address this goal:

- a) Resource sharing through Georgia Library Learning Online (GALILEO) and Georgia Online Database (GOLD);
- b) Provision of professional collections for library staff, trustees, and Friends;
- c) Georgia HomePLACE (Providing Library and Archives Collections Electronically);
- d) Statistics, evaluation, and research; and
- e) Communications and partnerships.

Forty-one percent of LSTA funds in FY2007 through FY2010 supported the Information Access Goal. GPLS spent most of their funds under this goal for programs (a) and (c), both of which directly served library users. Programs (b), (d), and (e) served libraries directly through the provision of information for use in library planning, outreach, and development, and through statewide initiatives to foster understanding of and support for public libraries among Georgians. The Information Access Goal sought to achieve several LSTA defined purposes, including expansion of services for learning and access to information, development of services to provide access to information through electronic networks, development of partnerships, and targeting library services to underserved populations.

Program (a) Resource Sharing through GALILEO and GOLD

Resource sharing supports information access by using collaboration to expand availability of information resources for library users. GALILEO does this through provision of shared electronic collections. GOLD does this through support of a national interlibrary loan network. Overall, 29.5% of FY2007 through FY2010 LSTA funding was spent on GALILEO and GOLD, putting it at the top of the list of GPLS's LSTA program expenditures (Appendix A.18). GALILEO and GOLD are key components of the Georgia public library infrastructure, ensuring equal access to rich and diverse resources for all Georgians.

GALILEO

GALILEO is a statewide virtual library of licensed databases and selected free web-based resources. It provides access to thousands of full-text magazines, journals, encyclopedias, government publications, and e-books through more than 2,000 Georgia libraries in 383 participating institutions, including the University System of Georgia, public libraries, public and private K-12 schools, technical colleges, and a group of private academic colleges and universities. Public libraries have a customized portal to GALILEO, providing access to databases purchased only for public libraries as well as databases shared with other library groups. GALILEO celebrated its 15th anniversary in 2010. LSTA funds contribute toward acquisition of public library resources for GALILEO, including partial funding of some databases shared statewide or with other selected groups of libraries. In FY2011, GALILEO provided 140 subscription databases for public libraries, up slightly from previous years. GALILEO also provided access to 116 free databases, such as government publications, at the Digital Library of Georgia, and to GeorgiaCat, an online union catalog of OCLC holdings for all Georgia public libraries.

GALILEO is used by residents of all ages for a variety of purposes. Public library use represents 13.5% of all searches and 8.5% of all article views in FY2011.³ Among the communities tracked by GALILEO,

³ GALILEO usage statistics are reported annually at http://about.galileo.usg.edu/statistics/usage_reports/. Statistics include locally collected data and vendor reported data. Not all vendors record and provide usage data, so searches and article views are at best a good estimate of actual usage for subscription resources.

public libraries have been the third most frequent user group based on searches, behind the University of Georgia (first) and public K-12 schools (second). Public library usage doubled between FY2009 and FY2010, and has remained steady for FY2011. This is part of an overall increase seen in GALILEO usage between 2009 and 2010. In addition, 60% of surveyed public library GALILEO users in FY2010 indicated they used GALILEO daily or weekly. See Appendices A.1, A.1.a, and A.2 for performance and user survey data tables.

Usage is distributed across all age groups except very young children. Observations reported by library staff responding to the 2011/12 GPLS LSTA survey (Appendix C) indicate that persons 18-30 years old are the most frequent users of GALILEO at public libraries, estimated at about 40.3% of those patrons, followed by students in grades 6-12, at 37% of those patrons. The most common observed uses were in support of post-secondary education, genealogy, and K-12 education. 41% of survey respondents used GALILEO once or more per week to assist patrons, and 26% use it once or more per day. 80% consider GALILEO to be important or very important to patrons. Library satisfaction with GALILEO rated “good” at 4.1 on a scale of 5, with 5 as excellent. Observed patron satisfaction was level at 4.0. Survey respondents strongly agreed that without GALILEO, “we couldn’t offer the equivalent information resources to our patrons.”

GALILEO conducts an annual user survey to assess satisfaction. While levels of satisfaction expressed by public library GALILEO users have always been above 80%, and frequently in the 90% range, there has been a slight decline from FY2007 through FY2010 (Appendix A.2): agreement or strong agreement with ease of use from 89.4% to 83.4%; with value of GALILEO from 99.1% to 94.8%, and with meeting the users’ information needs from 96.2% to 87.9%. Nonetheless, in FY2010, nearly 95% of GALILEO public library user survey respondents would recommend GALILEO to a friend, and more than half described themselves as long-time users, indicating a high frequency of repeated use.

GALILEO activities detailed in the LSTA plan were met: resources were expanded (from 80 to 140 public library subscription databases and from 92 to 116 free Digital Library of Georgia databases); user interfaces were enhanced; and non-English databases were added, most often in Spanish. Databases are selected by a GALILEO Steering Committee that includes public librarians. Subscriptions are balanced to address common needs among all libraries with a set of core resources (currently 53) available to all participants; additional resources are available to specific groups of libraries to meet their patrons’ needs. GALILEO is currently conducting a survey of public libraries to gather input for future selection decisions.

GALILEO provides a broader array of information for public library users than could otherwise be provided on a library-by-library basis. GALILEO estimates it would cost \$22,871,532 to duplicate its resources for all institutions individually for one year. On a statewide level, the cost of downloading an article from GALILEO is \$0.14; it would cost a minimum of \$5.25 to download the least expensive article if done outside of GALILEO.

GOLD

GOLD is the OCLC-based interlibrary lending and union listing system used throughout Georgia. It includes public, academic, school, special, and technical college libraries as members. GOLD participants can search records in OCLC’s WorldCat and request loans from other GOLD members, regional groups, or directly from other OCLC members. Until December 2010, GOLD provided reimbursement for lending libraries to offset the costs associated with ILL at \$1.50 per item loaned. In conjunction with GALILEO, it also sponsored an annual conference and provided training programs related to OCLC

resource-sharing. In support of both GALILEO and GOLD, GPLS funds access to OCLC for all public libraries in the state for cataloging, interlibrary loan, and union listing.

GOLD usage has been declining since FY2007, from 156,784 items loaned to 135,624 in FY2011 (13.5% decline), and from 112,814 items borrowed to 94,649 in FY2011 (16.1% decline). Growth in lending through PINES, which increased 55% during the period, may be part of the reason, with GOLD usage primarily directed from non-PINES libraries and those borrowing or lending outside of the state. As library travel budgets have been cut, attendance at the GOLD/GALILEO annual conference has declined as well during the evaluation period by 17.6%.

While the training and incentive activities described in the LSTA plan have been implemented, GOLD is currently undergoing a process of reassessment. Reimbursements for loans ended in December 2010, after assessment indicated that they were not a significant incentive to participation in GOLD. The vast majority of the reimbursements went to the University of Georgia. In addition to their limitations as an incentive, the reimbursements were costly to manage and did not cover the full cost of the ILL transaction. Loans through PINES are handled by statewide courier system.

The GOLD/GALILEO conference also is being reassessed, with the last one hosted in 2010. GPLS plans to reconfigure the content of this conference and present it through the annual meeting of the Council of Media Organizations (COMO) in the future, the Georgia statewide library association meeting. This event attracts a wide audience and presenting the future GOLD/GALILEO conferences in conjunction will allow libraries to save on travel expenses, since they would be attending one instead of two (or more) conferences. Other training programs related to OCLC and resource-sharing are offered through the state's membership in WebJunction.

Resource Sharing Outcomes

The specific outcomes identified in the LSTA plan for the Resource Sharing Program were partially met. The first outcome is: *"Partnerships between and among libraries of all types will be strengthened through collaboration and shared access."* The collaborative planning, funding, and support for GALILEO are models of partnership between libraries and institutions of different types and sizes. GALILEO clearly demonstrates the economic value of partnering for shared information access. The second outcome is: *"Users will receive a higher percentage of titles requested through interlibrary loan as a result of GOLD collaboration, training and increased awareness."* As noted above, GOLD usage has declined during the LSTA period, and the entire program is undergoing re-evaluation to plan for the future. However, loans through PINES have increased as reported below in II.C.2. The third outcome is: *"Awareness of GOLD and its benefits will be increased among library staff."* Awareness of GOLD appears to have remained steady during the reporting period, although declining usage has led to a re-evaluation, in process, of the GOLD program for the future. On a related note, usage of GALILEO has increased during the LSTA plan period within public libraries, indicating increased awareness.

Program (b) Professional Collection

The Professional Collection at GPLS supports information access by providing a shared resource for librarians, trustees, and library staff to use in assessing, developing, and improving library services. The shared collection saves money at individual libraries, allowing them to target limited local collection development budgets toward users. Overall, 2.4% of FY2007-2010 LSTA funds went towards support of the Professional Collection program (Appendix A.18).

The Professional Collection includes more than 15,800 items, with books, microforms, DVDs, videos, audio books, and periodicals. Bi-monthly lists of “new items” are posted to promote the collection to the library community. The collection also is used in the creation and maintenance of bibliographies on a variety of library subjects. Bibliographies are posted on the GPLS website and distributed through library discussion lists. This program also supports two discussion lists for Georgia library staff, one focused on Reference and ILL, the other on Cataloging. Finally, the Professional Collection supports reference services for staff, trustees, and friends of public libraries in the state, and occasionally for residents in the state. No modifications were made to activities defined in the LSTA plan.

Loans from the Professional Collection have increased during FY2007 through FY2010 by 159.1%. Growth was in in-state loans (179.8%); out-of-state loans declined by 28.6%. In-state loans are made through the PINES network and have more than tripled in the plan period. Reference queries also have increased by 157.6% from FY2007 to FY2010.

Forty-three percent of respondents to the 2011/12 GPLS LSTA survey indicated that they had used the Professional Collection at GPLS. Satisfaction among users was good, at 4.1 on a scale of 5, with 5 as highly satisfied. Sixty percent of the users found the resources provided to be very valuable, with an overall rating of 2.6 on a scale of 3, 3 being “very valuable.” The most common reason for not using the Professional Collection is lack of knowledge (50% of respondents). Survey participants were only moderately informed about this program, rating awareness at 2.4 on a scale of 4, with 4 being well informed. See Appendix C for all survey results.

The defined outcome in the LSTA plan for this program is: “*Use of the state library’s professional collection by library staff, trustees, Friends, and others will significantly increase.*” The statistics noted above demonstrate that this outcome has been achieved.

Program (c) Georgia HomePLACE

Georgia HomePLACE supports information access by providing a collaborative model for digitizing primary source collections on local history from public libraries and related institutions. Digitized collections include archives, manuscripts, photographs, maps, and historic newspapers. Georgia HomePLACE is a collaboration with the Digital Library of Georgia (DLG), an initiative of GALILEO. Collections digitized through Georgia HomePLACE are freely available through the DLG (<http://dlg.galileo.usg.edu>). The DLG and Georgia HomePLACE provide a centralized technical structure for conversion, access, and preservation in collaboration with distributed historical content expertise at local public libraries. The DLG includes a million digital objects in more than 100 collections from 65 libraries and institutions and 100 government agencies. Georgia HomePLACE has 18 individual library collections, six historic newspaper collections with multiple titles in each, and two statewide collections (*Vanishing Georgia* from the holdings of the Georgia Archives and *Sanborn Fire Insurance Maps®* for Georgia towns and cities from 1884-1922). Overall, 4% of LSTA funds from FY2007-2010 supported Georgia HomePLACE.

GPLS supports Georgia HomePLACE with funding for staff, outreach, digitization, and technology upgrades when needed. Site visits to public libraries build awareness, identify historical resources for digitization, and provide logistical support during digitization projects. Collections are selected for digitization based in part on the results of a 2003 survey; new guidelines are under development for selection of newspaper collections. A 2010 survey of academic libraries has identified additional collections for future digitization (35 collections in 13 institutions from 12 counties). Georgia HomePLACE supports the extensive digitization and encoding executed at DLG for selected collections and provides necessary, up-to-date computer and imaging equipment and related software. Georgia

HomePLACE staff also assists in the development of contextual information and provides training and publicity to promote the collections.

During the four years under evaluation, Georgia HomePLACE digitized more than 325,000 page images from 6 newspaper collections including 38 titles, and nearly 48,000 items plus film clips, finding aids, and transcripts for 7 library projects (Gordon County Obituaries, Hall County Historical Photograph and Black History Society Photograph Collections, Augusta-Richmond County African-American Funeral Programs, Georgia State Fair Collection from Middle Georgia Archives, finding aids for the Hosea Williams and Dr. Alton Hornsby Collections at the Auburn Avenue Research Library, Columbus Library Association Minutes, and online exhibit for the Hall County 1936 Gainesville Tornado collection). A total of 23 presentations were reported for state library, education, and genealogy conferences, local history and genealogical society meetings, and university public history programs. Upgrades were made to archival storage systems, scanners, file servers, and software for OCR and cropping. A usability study was conducted and improvements were made to the online interface for newspapers. Georgia HomePLACE also participated in usage analysis and planning for redesign of GeorgiaInfo and implemented an improved interface for *Vanishing Georgia*. No modifications were made in the LSTA plan and all activities identified were implemented. Funding was the only limitation to doing more.

Usage has increased each year, with links chosen nearly doubling in the four years from FY2007 to FY2010. Links chosen is the only measure reported for all collections, totaling 30,804 in FY2010, an increase of 85.8% from FY2007. Other measures – keyword searches, browse searches, and pages viewed – are reported in Appendices A.5 and A.6. The most heavily used collection in all years was *Vanishing Georgia*. Respondents to the 2011/12 GPLS LSTA survey indicated usage of Georgia HomePLACE among all age groups except the very young, with most frequent use reported among the age 30-60 group, at an estimated 33% of those patrons, followed by the age 18-30 group at 32% and the 60+ group at 28%. The most frequent purpose cited for patron use is genealogy, followed by personal research and education (both K-12 and post-secondary).

Library satisfaction with Georgia HomePLACE is good, rating 4.1 on a scale of 5, with 5 as excellent. Survey respondents also indicate that patron satisfaction is good, at 3.8 on the same scale. HomePLACE users frequently provide online feedback with additional information about photographs, requests to use images, and offers to donate resources to add to the collections. A University of Georgia professor and graduate student complemented Georgia HomePLACE in an email on 7/1/2010: “To have primary and secondary sources in one place is very helpful, and the variety of documents saved us several weeks of legwork.” And from a participant in a usability study on 6/10/2008: “It seems each time you share something with us about the work that you’re doing, you touch my family’s life.... Thanks again for bring Georgia history (and my history) to life.”

Publicity for Georgia HomePLACE has included a radio interview in 2011 (WREK in Atlanta), press notices, and citations from web-based publications. A Georgia HomePLACE collection, the African-American Funeral Programs, received an award for Excellence in Documenting Georgia’s History Award from the Georgia Historical Records Advisory Board in 2010, and the Georgia Newspaper Digitization team, which includes Georgia HomePLACE, received the Gold Improvement Initiative Award in FY2009 as part of the University System of Georgia Chancellor’s Customer Service Recognition Award program. Many local newspapers/websites/blogs have provided stories on Georgia HomePLACE, including the Athens Banner-Herald, Atlanta Journal Constitution, Columbus Ledger-Enquirer, Gainesville Times, GenealogyBlog (<http://www.genealogyblog.com>), Georgia Genealogical Society Quarterly, and National Genealogical Society blog (<http://upfront.ngsgenealogy.org>). Sample comments from the press are highlighted in the annual LSTA reports.

The outcomes noted in the LSTA plan for Georgia HomePLACE are: “*Georgians will expand their knowledge of Georgia history through access to collections newly available through the Digital Library of Georgia,*” and “*Partnership between and among libraries of all types will be strengthened through collaboration and shared access.*” Although difficult to measure, indicators of use, comments from users and reviewers, and growth in participation among diverse libraries, as noted above, imply that the outcomes have been achieved.

Program (d) Statistics, Evaluation, and Research

The Statistics program at GPLS supports information access by collecting and sharing data related to Georgia’s public libraries. This data is valuable information for library managers, trustees, county and regional funding authorities, and local and state elected officials. The Statistics program produces an annual statewide report, *Current Look*, for community leaders and legislators. Other statistical reports are produced upon request for local libraries, and staff provides training in statistics and use of the statewide Bibliostat software for annual collection of library statistics. Overall, 1.2% of FY2007-2010 LSTA funding supported the Statistics program.

Eighteen percent of respondents to the 2011/12 GPLS LSTA survey (Appendix C) indicated that they used *Current Look*, with 79% of those sharing the report with other library staff, 62% with trustees, 45% with city/county elected officials, 30% with staff in other government agencies, and 23% with local news media. In addition, 57% of the survey’s *Current Look* users used information from the report in library publicity materials. The primary users of *Current Look* among survey respondents are administrators. Within that group, 42% reported using the report. Of those administrators who did not use *Current Look*, 41% indicated they did not know about it. Among all survey respondents, the greatest value perceived in the annual statistics report was in communicating the importance of library services, rated at 2.3 on a scale of 3, with 3 as high value, closely followed by raising awareness of the library’s needs and issues.

In addition to this statewide publication, the Statistics Program produced 45 to 70 individual statistical reports each year of the LSTA plan. Training at libraries during the LSTA period has remained relatively stable, primarily focused on completing the annual statistical reports in Bibliostat. While the Statistics program implemented most activities defined in the LSTA plan, it did not conduct a Return on Investment (ROI) study on the cost effectiveness of LSTA supported services in Georgia. Budget and staffing limitations were the primary reasons for eliminating the report. GPLS does, however, offer a “Value of Library Services Calculator” on its website for libraries and others to use in estimating local return on investment (<http://www.georgialibraries.org/lib/advocacy/calculator.php>).

One of the outcomes for the Statistics Program is: “*Georgians will expand their knowledge of access to information that is available through public libraries.*” While this outcome is difficult to measure, information resources that will help expand knowledge of public libraries are certainly available through the Statistics program. A second outcome for this part of the LSTA plan is: “*Georgians will use public library information resources more, as defined by increased reference transactions, library visits, and ‘virtual library’ visits.*” Appendix A.7 contains a summary of relevant library usages statistics for FY2007 through FY2010. There was a 14.9% increase in reference transactions, 10.3% increase in library visits, and 15.5% increase in total circulation from FY2007 through FY2010. The number of patrons registered in Georgia’s public libraries increased by 21.4% during the same four years. Collection of data on virtual library visits did not begin until 2011, so no data can be reported on that aspect of library usage. However, overall, the numbers cited and in Appendix A.7 indicate a positive trend of increased use, clearly meeting the second outcome defined for the Statistics program in the LSTA plan.

Program (e) Communications and Partnerships

The Communications and Partnerships program supports information access by raising awareness about and building support for Georgia's libraries, sharing information about libraries and the services they provide. Communications address a statewide and national audience, and seek to supplement, enhance, and improve existing programs of communications in Georgia's public library systems. Partnerships are addressed in many other sections of this report. Here the evaluation focuses on strategic partnerships that promote library services in general and connect libraries to other community-based organizations. LSTA funding from FY2007 through FY2010 represented 3.8% of all GPLS LSTA funding.

The Communications program provides a bimonthly newsletter, *GPLS News*, in print and electronic format. The print run has remained steady throughout the LSTA period at 4,000 copies. 58% are distributed by mail and the rest are distributed at conferences, Library Day with state legislators, Georgia Municipal Association Meetings, Association of County Commissioners Georgia annual meeting, and other events. Subscriptions to the *GPLS News* increased 24% in the past two years. The Communications program also manages the GPLS website, producing project and program specific news, flyers, documents, information sheets, and Fact Sheets. In addition, the program manages multi-page sub-sites for PINES, GLASS, Youth Services, IT Services, and Communications. The GPLS website contains 2,312 unique URLs, and had 941,183 visits and 17,342,399 hits in the past year.⁴ Visits to the GPLS website have increased by 65% in the past two years and hits by 77%. The most popular page on the website throughout the LSTA period is "Jobs in Libraries." Use of this page has quadrupled between 2008 and 2011, and increased 118% in the past two years. A Facebook fan page was established in 2009, to further reach Georgians and Georgia libraries. Total post views for the past year are 235,568, and the page currently has 365 followers. In addition to ongoing publications and maintenance of web-based resources, the Communications program issues press releases (about 15 per year) and exhibits at selected state conferences (about 5 per year), which includes description of LSTA-funded library programs. GPLS revamped its press release distribution list in August 2011, updating all contacts and increasing online, television, and radio contacts. Appendix table A.8 summarizes current Communications statistics.

The 2011/12 GPLS LSTA survey asked respondents to indicate how well-informed they are about the LSTA-funded programs at GPLS. The table below summarizes their responses.

Table II.1: Informed Ratings for Selected GPLS Programs

Subject	Rating (4 is well-informed, 1 is not informed)
PINES	3.34
GALILEO	3.23
Summer Library Program	2.90
GPLS training opportunities	2.60
State of Georgia's libraries	2.41
GLASS	2.39
GPLS professional resource collection	2.39
GPLS technology help desk	2.21
E-rate applications	1.72
PRIME TIME	1.67
Georgia HomePLACE	1.57

⁴ Hits and visits are reported only for the GPLS website. They do not include library websites hosted at GPLS or non-GPLS hosted sites, such as Friends of Georgia Libraries.

The programs about which respondents were most informed were those which more libraries and library staff reported using. For example, while technology services and e-rate funding affect the entire library, often only a few staff within the system interact with GPLS in those areas to support their local services. Twelve of Georgia's 61 library systems were involved in PRIME TIME. And while many library staff may use the resources in Georgia HomePLACE, there was some confusion expressed in survey comments about its relationship to the Digital Library of Georgia, and only a few libraries have digitized collections for it.

Partnerships are strategic initiatives designed to promote library services through new venues, in partnership with other community-based organizations. Appendix table A.9 summarizes partnership statistics. Several partnerships provide passes or equipment for circulation through the library, including the Georgia State Parks and Historic Sites ParkPass offered in partnership with the Georgia Department of Natural Resources (DNR), the Zoo Atlanta Family Pass program, the Georgia Environmental Facilities Authority Kill-a-Watt Loan Program (which loans energy meters through libraries), and the soon-to-come Statewide Go Fish Georgia Education Center Pass program with the Georgia DNR. The oldest of these programs is the ParkPass circulation, which has doubled since its first full year in FY2008 through FY2011 (currently 9,928 circulations in FY2011). These programs are valued at approximately \$978,000 in passes and equipment since each of the three existing programs began.

Two partnerships support summer reading programs in libraries. The Atlanta Hawks (basketball) and Atlanta Thrashers (hockey) support the Check-It-Out Reading Program, which has had more than 60,000 participants since it began in 2005, and awarded approximately 74,000 free tickets with a total estimated retail value of \$2,756,500. The Path2College 529 college savings program awards prize money to children for college savings and to library systems for children's materials budgets. The prize money is from state funds administered by another agency; it is not from LSTA funds. In the two years that Georgia libraries have been involved with Path2College, there have been 11,240 participants. Other partnerships support programming at libraries, with speakers and programs offered by the High Museum of Art, Georgia Center for the Book, and Georgia Commission on the Holocaust. Zoo Atlanta offers its Zoomobile for library visits (up to 10/year, within a defined proximity to Atlanta if animals are included). A new partnership with the Georgia Council for the Arts will be added in 2012. And a recent partnership with VSA Arts of Georgia will provide art by people with disabilities for the Atlanta Metro Library for Accessible Services.

Respondents to the 2011/12 GPLS LSTA survey indicate a high level of satisfaction with the partnerships (see Table II.3 below). The comments to the survey do indicate some administrative challenges, however. Popularity of the programs with library patrons would make it worth the effort to improve ease of program management and expand access. GPLS estimates the value of its strategic partnership programs at approximately \$3,756,446 for Georgians over the past seven years, not including the hundreds of hours of free programs they have provided through public libraries across the state.

Table II.2: Partnership Satisfaction Levels (5 is excellent, 1 is poor)

Partnership	Library Satisfaction	Patron Satisfaction
ParkPass Program	4.51	4.57
Zoo Atlanta Family Pass Program	3.88	4.00
Atlanta Hawks/Thrashers Check-It-Out Reading Program	3.70	3.70
GEFA Kill-A-Watt Loan Program	3.16	3.03
Path2College 529 Program	3.73	3.61
Speakers programs (High Museum of Art, GA Center for the Book, GA Commission on the Holocaust)	4.31	4.33

Two activities under the Communications section of the LSTA plan were not implemented. One was to provide mini-grants for Georgia libraries to offer creative services targeted at non-users. This activity was not implemented in order to focus the limited funding available on programs that would benefit all libraries through service delivery and economies of scale. The second activity was to establish an LSTA Advisory Committee with broad-based representation from the library community and stakeholders. An independent committee was deemed unnecessary, because the Regents Public Library Advisory Committee (RPLAC) provides an ongoing advisory function. RPLAC consists of peer-elected public library directors representing various segments of Georgia's public library community (e.g., rural, urban, single- and multi-county systems, etc.). In addition, GPLS receives input from all public library directors through regular statewide meetings.

Outcomes in the LSTA plan for Communications are: *"Georgians will have the opportunity to participate in the planning of statewide library services,"* and *"Georgians will be regularly informed about the direction and progress of state library initiatives."* It is not possible to measure the exact impact of these outcomes among the entire population of the state. However, the provision of information through GPLS publications and websites is one means to inform the public of state library plans and activities. In addition, input from users is often collected within the context of specific GPLS activities, such as GALILEO and PINES annual user surveys and public forums conducted during the assessment of GLASS. GPLS has determined that at this time, it is most effective to seek public input on specific programs given the nature of library use, in which Georgians tend to find some services more relevant than others based on their individual needs.

II.C.2. GOAL TWO: ELECTRONIC LINKAGES

The GPLS goal is: *"Georgia library users will have expanded access to information resources through electronic linkages between and among libraries of all types."* Two GPLS programs address and support this goal:

- a) Public Information Network for Electronic Services (PINES), and
- b) Information Technology Management.

Thirty-three percent of FY2007-FY2010 funding was used in support of Goal 2, Electronic Linkages. GPLS spent most of their funds under this goal for program (b), which provided infrastructure and services to help individual public libraries access and manage technology (18% of LSTA funds FY2007-FY2010). Program (a), PINES, directly served both libraries and library users with a unified catalog, patron database, patron-initiated interlibrary loan and statewide courier services. 15.1% of LSTA FY2007-FY2010 funds supported PINES. The Electronic Linkages Goal sought to achieve four LSTA defined purposes, including expansion of services for learning and access to information, development of services to provide access to information through electronic networks, provision of electronic linkages among and between libraries, and development of partnerships.

Program (a) PINES

PINES supports electronic linkages by providing a shared integrated library system and patron database for most Georgia public libraries and a courier-based in-state interlibrary lending network for all public libraries. PINES is a statewide "borderless library" that provides registered patrons with access to materials beyond what is available in their local library. It is a flagship program begun ten years ago to bring small libraries into a compliant integrated library system. Most of the initial PINES libraries would never have been able to purchase and support such a system on their own. The ability of PINES' patrons to use their library cards at any participating library to check out materials was popular, so larger systems

joined the network. Currently, 285 public libraries participate in the PINES consortium, which has service outlets in 143 of Georgia's 159 counties. Residents in all Georgia counties may register and participate in PINES. The statewide collection represented by PINES now includes more than 10.4 million books that can be borrowed directly by patrons and that are delivered free to the patron's home headquarters library through a statewide courier system. GPLS estimates that it would cost \$20 million to replace PINES with individual automation systems for current member libraries and approximately \$5 million per year to maintain the distributed system. Current PINES costs are \$2 million per year. The value of PINES for Georgia's libraries is estimated at more than \$11 million in one-time costs and, exclusive of personnel, nearly \$61.5 million in ongoing costs over the ten years of PINES' existence.

GPLS developed the open source Evergreen Integrated Library System in 2004 specifically for PINES. Evergreen allows PINES to grow without software limitations, working through a cost-effective hardware cluster. PINES staff members are contacted frequently by state, regional, and local library systems outside of Georgia for information about not only the Evergreen software but also the full PINES model. Currently more than 1,000 libraries outside of Georgia are using Evergreen.

PINES is supported by both LSTA and state funding. The LSTA funds provide for staff to centrally manage bibliographic and patron databases on behalf of participating libraries, upgrades to expand system capacity, coordinated courier services to regional system headquarters, overdue notice services for patrons, and training for PINES libraries. During the period under evaluation, training has been provided during the annual PINES meetings, through a 2011 Cataloging Boot Camp, and to individual library systems upon request. PINES is supported through a centralized PINES/IT Help Desk described in program (b) below. In addition, PINES staff moderate several email discussion groups as a way to disseminate information rapidly to member libraries and encourage informal discussion among library staffs (see Appendix table A.10.a)

PINES is used by Georgia residents of all ages. Respondents to the 2011/12 GPLS LSTA survey report that an average of 61% of their patrons age 30-60 use PINES, and 55% of their patrons over 60, followed by 54% of patrons age 18-30. Younger patrons were observed to use PINES somewhat less frequently: 49% for grades 6-12 and 46% for grades K-6. Registered PINES cardholders have increased during each year of the LSTA plan period, to a current level of 2.6 million cards. Nearly 24% of Georgians have a PINES card. Of Georgia's 61 public library systems, 51 currently participate in PINES. Reasons for not participating in PINES vary by county/system, but in the case of the larger non-participants, such as the Atlanta-Fulton County Library System and Gwinnett County Library System, the primary reasons are technical (for example, lack of an integrated acquisitions module) or insufficient staffing. When resources are available to increase staffing and resolve technical issues, most non-participating counties will be able to join PINES. Residents of non-participating counties can register to use PINES at any participating county system. More than 46,000 cards (2%) are held by residents of the 16 counties not currently participating in PINES.

Interlibrary lending through PINES has increased by 55% during the four years under evaluation. Among respondents to the 2011/12 GPLS LSTA survey, 84% report using PINES multiple times a day to assist patrons, and 98% see it as an essential service for patrons. They also report good overall satisfaction rates for PINES, at 4.04 for the library and 3.98 for patrons on a scale of 5, with 5 as excellent.

For the past seven years, PINES has conducted an annual survey to assess user satisfaction and identify potential issues that need to be addressed. Averaging the results from FY2007 through FY2011:

- 91.4% are satisfied with the PINES system;
- 89.9% of respondents agreed or strongly agreed that PINES is easy to use;

- 92.4% typically find what they are looking for using the PINES catalog;
- 89% agree or strongly agree that it is easy to determine if their library owns a particular item;
- 82.2% agree or strongly agree that if their local library does not have an item, it is easy to find and obtain the item through PINES;
- 92.7% agree or strongly agree that it is easy to renew materials through PINES; and
- 94.3% would recommend PINES to a friend.

Reports for individual years of the PINES user survey are presented Appendix B. From FY2007 through FY2011, overall agreement with user survey statements has increased or, in the case of ease of use, generally remained the same. The most significant improvement over the years has been in the area of ease of finding and obtaining items through PINES that are not owned locally. Agreement with this statement was only at 66.5% in FY2007 and had risen to 88.5% by FY2011. PINES user survey respondents most frequently reported that they used PINES on a weekly basis. The most common use over the years has consistently been to place a hold (94.5% in FY2011) and renew books (93% in FY2011), followed by seeing what items the user had checked out (85.5%) and checking on fines (65.3%). Over the years, responses to the PINES user surveys have helped PINES staff improve interfaces and help screens.

Other recent activities highlighted in LSTA annual reports strengthened PINES. A year-long database clean-up project in 2011 allowed for de-duplication of the PINES bibliographic database and subsequent overlay of OCLC records. Database migration issues, lack of adherence to cataloging standards by local libraries prior to PINES, and limitations of previous ILS systems created multiple records for the same titles in the PINES database. Some records were low quality and lacked complete MARC data. As a result, users had difficulty sometimes finding the item they needed. The clean-up was subcontracted to Backstage Library Works following an RFP process. Before clean-up, 39% of the database consisted of OCLC records; following clean-up, 75%. Clean-up activities will continue, with the next step focused on an authority control update.

A Cataloging Boot Camp focused on Resource Description and Access (RDA) was presented in 2011 for 65 catalogers from 50 public library systems. Based on post-event participant surveys, 91% of respondents found value in discussions, peer interactions, and learning activities at the Cataloging Boot Camp, 89% found the content relevant to their job, and 83% felt the content reinforced or advanced their knowledge. One attendee commented: "I am actually shocked by how much I learned, after looking through the RDA material before and not really understanding a single thing about it, then leaving feeling excited about the new system, and feeling like I would be able to master it..." See Appendix table A.13 for participant survey data. In coordination with the Cataloging Boot Camp, PINES purchased 63 sets of the RDA toolkit for distribution to all Georgia public library systems. The toolkits will assist local catalogers in maintaining standards as libraries transition from Anglo-American Cataloging Rules to RDA in the coming years.

Program (b) Information Technology Management

Information Technology (IT) Management services support electronic linkages by providing a statewide network for public library user access to the internet, along with website hosting, email, and other services that enable libraries to link electronically to each other and their patrons. The largest allocation within the IT program provides the statewide network that supports public internet access via wired library workstations and wireless networks. GPLS prepares a statewide e-rate application to fund the network and provides all associated services to maintain, configure, filter, and continually monitor the network, enabling significantly higher levels of service than most libraries could afford individually. The GPLS statewide network also is the foundation upon which PINES operates. Through PINES, the

network supports essential library functions such as circulation, cataloging, and resource-sharing. Specific IT Management services include:

- Maintenance of a statewide wide-area network (WAN) for all 384 public libraries. The statewide network is a foundational service for Georgia's public libraries which, through economies of scale, represents significant savings over individual contracts for each library system. GPLS monitors the network 24/7 and provides quality assessment and traffic shaping to ensure minimal downtime for prioritized library uses. Evergreen traffic is prioritized for PINES libraries, and all patron and transactional data are managed by GPLS via a statewide intranet to provide the most secure environment possible. In 2010/11, GPLS conducted a six-month, statewide upgrade for 54% of Georgia's public libraries to support increased use of public access computers and Wi-Fi by library patrons. The upgrade resulted in a significant increase in bandwidth.
- Maintenance of hardware and provision of support for statewide Children's Internet Protection Act (CIPA) filtering, configurable at the statewide and local levels, for 60 library systems. A statewide upgrade in 2011/12 replaced the decade-old filtering appliances used by Georgia's public libraries, to maintain compliance with the CIPA. The upgrade also resulted in more efficient use of bandwidth resources through mitigation of non-compliant traffic.
- Preparation and management of statewide e-rate program for the statewide telecommunications network, as well as provision of assistance and training for local libraries in e-rate applications. GPLS applies for the e-rate discounts on managed telecomm services on behalf of all regional libraries except two, totaling 362 libraries. GPLS often assists local libraries with e-rate applications. In the 2010 funding year, 208 e-rate applications were funded for Georgia libraries.
- Provision of a help desk for library technology and PINES support. In the most recent year, the help desk closed more than 1,700 library staff initiated IT inquiries. Approximately 75% were PINES related. Of the remaining 25%, the majority were network related issues.
- Technical support, maintenance, and hosting of websites for 23 library systems on an Apache server. GPLS has a resident webmaster who assists libraries with website design and set-up. Once established, libraries can create and maintain their own pages on the hosted website.
- Maintenance and support for servers hosting centralized email and SPAM filtering for 48 libraries without local capability. GPLS hosts multiple email domains in a secure data center. Libraries administer their own user accounts via a web interface.
- Outreach and education. Several training initiatives took place during the LSTA period in support of technology management at Georgia's public libraries. The major event was a 2011 IT Boot Camp, bringing together IT professionals from public libraries to share experiences and ideas, and to explore opportunities made possible by emerging technologies. The Boot Camp helped forge stronger relationships between GPLS and participants, who especially appreciated the opportunities provided for networking among library IT staff. The Boot Camp had 62 participants representing two-thirds of Georgia's library systems. An IT Forum was established following the IT Boot Camp, as participants requested a "clearinghouse" for information sharing and maintaining connections. It has 31 active discussions and more than 70 members. In addition to the IT Boot Camp, on-demand training and consulting is provided as requested (2-3 times per month). Thirty classes were reported in the FY2010 LSTA annual report. As a state community partner in WebJunction, GPLS also provides 800 units of self-paced online courses for employees of Georgia libraries each year, at no charge. The WebJunction course catalog includes many classes on technology, technology planning and management, and e-rate. In the first year of the LSTA period, GPLS supported local participation in web classes by distributing 400 headsets to Georgia library systems.
- Assisted in implementing logistical changes in GLASS, including establishment of the central warehouse and AMLAS facility.

- In addition, Information Technology Management supports the GPLS website and technology infrastructure, and maintains servers for PINES.

During the LSTA period under evaluation, Information Technology Management chartered a Baseline Project to provide public libraries with IT base standards for equipment and networks; reconfigured data lines for multiple Local Access Transport Areas (LATAs) to improve capacity and bandwidth; created an internal GPLS technology inventory with a replacement cycle plan; and implemented Numara Software to manage help desk communications, create a knowledgebase for common IT problems and solutions, and establish a portal for shared IT data.

Information Technology Services are used by all Georgia public libraries. Library satisfaction levels for IT Services are in the good to excellent range based on the results of the 2011/12 GPLS LSTA survey, with email and web hosting at the top at 4.1 on a scale of 5, with 5 being excellent. E-rate application assistance and help desk assistance followed closely behind at 4.0, CIPA filtering at 3.9, and the IT Forum at 3.8. Capacity of the WAN was rated average at 3.5 by survey respondents on a scale of 5, with 5 as excellent. A recent assessment of the WAN found that after 2010-2011 upgrades, 36% of Georgia's public libraries would not be offering the baseline service that the FCC defines for broadband (4Mbps). Planning is in process for upgrades to increase capacity and bandwidth.

Among respondents to the 2011/12 GPLS LSTA survey, 62% participated in GPLS sponsored training or conferences. Although not IT specific, WebJunction courses were the most popular, attended by 59% of those who indicated they attended training, closely followed by PINES at 57%. Technology management and e-rate training were lower, at 6% and 9% respectively. While not indicative of actual attendance, the percentages are a reflective comparison. Overall 97% of those attending training indicated that it helped them improve delivery of library resources and services to patrons.

Modifications and Outcomes for Goal Two: Electronic Linkages

There were no modifications in this goal area of the LSTA plan. Target outcomes were: *"Library customers will access and use information resources through library computers seamlessly,"* and *"Georgia's libraries will participate in group purchases of electronic resources to provide consistent levels of service throughout the state."* PINES is a means for providing seamless access to library resources statewide. Centralized purchasing and management of the WAN, CIPA filtering, website and email hosting, and PINES offer economies of scale as well as consistent access for patrons. As noted above, replacing PINES with individual automation systems for participating libraries would cost an estimated \$20 million, more than ten times the annual cost of PINES. Separate automation systems also would collectively cost about \$5 million per year for support and maintenance. The shared PINES network and GPLS-supported electronic systems are cost effective and provide consistent, seamless access to library resources and the internet for Georgians.

II.C.3. GOAL THREE: CHILDREN'S AND FAMILY LITERACY

The GPLS goal is: *"Georgia libraries will foster the development and improvement of family literacy skills, with emphasis on children, teens, and family groups."* Three programs were implemented to address this goal:

- a) Collaborative Summer Library Program,
- b) PRIME TIME Family Reading Time Program®, and
- c) Continuing education programming.

Both programs (a) and (b) directly served library users. Program (c) served libraries and library staff. Overall, 6.4% of LSTA funds in the period supported the Children's and Family Literacy Goal. The Goal sought to achieve three LSTA defined purposes, including expansion of services for learning and access to information, development of partnerships, and targeting library services to persons having difficulty using a library, underserved populations and families with incomes below the poverty line.

Program (a) Collaborative Summer Library Program

The Collaborative Summer Library Program (CSLP) supports Children's and Family Literacy by providing support to every public library in the state for hosting summer reading programs for children and teens. GPLS joined the national CSLP in 2007. In the early years of the LSTA period, funds were distributed to public libraries through mini-grants to engage professional literature and humanities artists, and to purchase public collection, professional, and storytelling materials to encourage reading development and stimulate interest in reading and library collections. In 2010 and 2011, funds were managed centrally to ensure program effectiveness and achieve economies of scale in support of the CSLP for all Georgia libraries.

The CSLP focuses on children and teens. Statistics on registrations, attendance, programs, and reading volume are detailed in Appendix A.14. Overall, registration for the children's summer reading program increased 21.6% between FY2007 and FY2010, and registration for the teen's program increased by 100%. The number of programs offered for children increased by 20.7% and programs for teens by 43%. Attendance at children's programs increased by 11.8% and at teen programs by 14.9%. The number of books read by children increased by 22.7%, and among teens, by 67.6%. Finally, the completion rate on summer reading program activities by children increased by 113.9% and for teens by 40.5%. These consistent increases in summer reading activity are likely the result of multiple factors, including the LSTA support that has been used to improve programming, outreach, and promotion. The increases are noteworthy especially in regard to an overall 9.1% decrease in public library budgets for summer reading programs from FY2007 through FY2010.

The split in program attendance between children and teens has remained consistent throughout the four-year period, at 4% to 5% teen and 95% to 96% children. The average attendance per program has declined slightly over the period, from 52.6 to 47.7. Attendance at children's programs is consistently three to four times higher than at teen's programs over the period, averaging 52.9 and 16.6 respectively in the most recent year reported. And although the number of registrants and program completions has increased as noted above, the completion rates for children's program as a percent of registrations has steadily increased over the period, from 35.7% in FY2007 to 62.9% in FY2010, while it has decreased for the teen program registrants, from 81.8% in FY07 to 57.4% in FY10.

Respondents to the 2011/12 GPLS LSTA survey highly value the summer reading program, rating it at 3.7 on a scale of 4 with 4 being very important to their patrons. Overall satisfaction rates for both library staff and patrons are observed at very good, rated 4.4 for both on a scale of 5, with 5 as excellent. Respondents also reported that the reading programs increased use of the library among both children and adults, with 65% reporting a large increase in use among children (3.5 on a scale of 4 with 4 as large) and 43% reporting a moderate increase among adults (2.6 on a scale of 4 with 4 as large). 99% of respondents felt that the CSLP helps participants maintain or improve their reading skills and 98% feel that the program increases interest in reading among participants.

The impact of summer reading programs on reading development and skills is difficult to measure, in part because library staffs do not have the resources to measure participant reading levels before and after programming. Anecdotal evidence, as cited in annual LSTA reports, indicates value on an individual

basis, such as the mother at the Statesboro Regional Library who reported that she was “amazed” at her son’s excitement about the library and that she “had never seen him so involved in reading as he was that summer.” A librarian at the Piedmont Regional Library System reported about a young, single mother who read more than 60 books to her six-month old child during the summer reading program. Other library systems reported how special bilingual programs attracted Hispanic families and evening programs brought in parents to participate with their children. One father in Roddenbery Memorial Library System expressed appreciation for evening and weekend programs so that “as a working parent, he could attend the program with his son.”

Program (b) PRIME TIME Family Reading Time® Program

PRIME TIME supports Children’s and Family Literacy by providing a multi-week program that involves all family members in reading and libraries. Created by the Louisiana Endowment for the Humanities, PRIME TIME is a reading, discussion, and storytelling series based on illustrated children’s books. It is designed for economically and educationally vulnerable families with children ages 6-10. It involves all children and parents, with pre-reading activities available for preschool siblings. A bilingual PRIME TIME program was offered in several Georgia communities. The full program lasts six to eight weeks, with a discussion leader and storyteller at each 90-minute session. The storyteller demonstrates effective read-aloud techniques, and the discussion leader, often a university professor, leads discussion about the texts centered on humanities themes. Translators and team members (community organizers, program coordinators, and preschool coordinators) help with the discussion at both English and bilingual programs. Each session also includes information about the resources and services available at the library, such as other books, homework aids, and English-as-a-Second-Language (ESL) and GED materials for parents. Funding for PRIME TIME programs includes: stipends for scholars, storytellers, community organizers and preschool coordinators; transportation for participating families; and food and supplies for program sessions. Every effort is made to reduce barriers to family participation.

Between FY2008 and FY2012, LSTA funding was used by Georgia libraries to provide 42 PRIME TIME programs in 25 individual library facilities within 12 library systems. Each year has included three bilingual programs. The 2010/11 programs included 1,944 registered families and 5,667 participants. 581 new library cards were issued to participants that year. Based on pre- and post-program interviews with parents at two 2011 bilingual sites, there was an overall increase in library visits by parents and children, and reading by parents to children, as a result of PRIME TIME. 47.6% of parents reported reading to their children daily at the beginning of the program, and 68.4% by the end. 57.1% of parents and 33.3% of children visited the library weekly at the beginning of the program; 90.5% of parents and 76.2% of children visited the library weekly at the end of the program. 95% of parents said that PRIME TIME changed the way they and their children discuss books, and 100% said that PRIME TIME changed their or their children’s attitude toward the library. Appendix A, table A.15 provides data on these entry and exit interviews. Parents’ comments in the exit interviews included:

- “My child has more interest in reading and in books. (PRIME TIME) helps in the sense of learning how to interpret characters in stories.”
- “My child wants to come and check out books all the time. We talk more about the meaning and give examples.”
- “Now we are more interested in participating in these types of programs. One has learned to focus more on the plots one reads about in the books.”
- “My children are more motivated to read. It showed me how my children learn, pay attention.”
- “They are excited the day they go to the library, anticipating the stories told and the puppets used to tell the stories.”

PRIME TIME program leaders also witnessed improvements during and after the programs. Surveys have been conducted of program coordinators, scholars and storytellers, community organizers, and preschool coordinators since fall 2010. Results are summarized in table A.16 in Appendix A. 90% of scholars and storytellers observed improvement in critical thinking skills, 34.1% at a high level; 93.3% observed improvement in participants' attitudes toward reading, 63.1% with a high level of improvement; and 84.3% observed increased positive family interaction during PRIME TIME, 53.6% at a high level. Among program coordinators, 94.4% observed an increased level of comfort in the library among participants, 73.3% at a high level; 92.3% observed enhancement of parents' awareness of their role as educator, 45.6% at a high level; and 90% observed increased awareness of library resources and services, 52.2% at a high level. 80.3% of preschool coordinators observed improved listening and verbal skills among preschoolers as a result of PRIME TIME. In addition to these impacts on participants, 85.6% of program coordinators reported stronger partnerships with other organizations as a result of PRIME TIME, and 94.5% report improvement in the library's relationship with the target population for the program.

Since only twelve of Georgia's library systems were able to participate in PRIME TIME, fewer respondents to the 2011/12 GPLS LSTA survey indicated knowledge of the program (11%). Those who did know of it were highly satisfied, rating it at 4.7 on a scale of 5 with 5 as excellent. They also considered it very important to their patrons, at 3.5 on a scale of 4 with 4 as very important. 96% indicated that PRIME TIME was a critical part of their library's outreach to non-English speaking residents.

Program (c) Continuing Education

The Children's and Youth Services program at GPLS provided an array of continuing education opportunities for library staff throughout the state, primarily through site visits and workshops. For example, two Storytelling workshops in March 2011 attracted 167 participants. The Director of Youth Services traveled to Georgia public libraries in April 2011 in support of "Clifford's Tour de Georgia," and in July 2011 to teach special bi-lingual "Madeline" programs. Larger events were an annual Children's Services Conference (through February 2009) and Teen Services Conference (through December 2008). These annual conferences were discontinued at the times noted due to declining attendance and limited funding for conference events and travel. As with the GOLD/GALILEO conference noted above, GPLS plans to move training provided through these conferences to the annual Council of Media Organizations (COMO) meeting, the Georgia statewide library conference.

In addition to these events, GPLS provided \$1,000 mini-grants to youth service librarians in Georgia to attend the national institute of the Association of Library Services for Children, which was held in the state in 2010. Evaluations from the final Children's Services and Teen Services conferences indicated that participants found most sessions useful and that presentations generally met expectations. Mini-grant recipients filed reports after their participation in the national institute. Those reviewed expressed appreciation and a positive impact. One attendee said: "I came away with new insights on children's programming, community partnerships, and smart acquisition and marketing skills." Another reported that a presenter's "concise explanations of pre-literacy skill provided me with the tools to clearly communicate to caregivers about the simple, day-to-day activities they can do with their child to help him or her gain valuable pre-literacy skills." A third said: "Attending the institute was enlightening and confirming.... I met and spoke with many other librarians from places such as Michigan, Arizona, California, Tennessee, and Canada. We shared our hardships as well as our happiness. We all love being children's librarians and this conference just made that love deeper and stronger."

Modifications and Outcomes

Several activities listed in the original LSTA plan were not implemented, all due to funding limitations at GPLS and local libraries. These were participation in the ALA-sponsored “Every Child Ready to Read” initiative, implementation of an early literacy program for infants and toddlers, and exploration of cooperative possibilities related to adult literacy programs in the state. Some of these activities have been pursued on the local level in individual library systems, and PRIME TIME has included outreach to local adult literacy organizations at the community organizer stage.

Target outcomes for Goal 3 on Children’s and Family Literacy were: “*Children and their families will grow in literacy skills and ability to use libraries effectively,*” and “*Children and families who are non-native English speakers will be able to successfully use library resources and program.*” The assessments above of both the Collaborative Summer Library Program and PRIME TIME indicate the outcomes were met, with increases in library use as well as ability and interest in use. Anecdotal and observational evidence also indicates increases in literacy skills. Note that these skills are more difficult to measure in libraries, in part due to the limited ability of library staff to implement effective reading level tests. In addition, public library staff have expressed valid concerns related to the impact of such testing on library programs (that is, it would make them less appealing to participants). In addition, there are concerns about privacy and confidentiality related to testing.

II.C.4. GOAL FOUR: SERVING PEOPLE WITH DISABILITIES

The GPLS goal is: “*Georgians with disabilities will be aware of and be able to effectively use library resources.*” One primary program addresses this goal: Georgia Library for Accessible Services (GLASS). GLASS serves libraries, and its network of sub-regional Talking Book Centers serves library users. The Serving People with Disabilities Goal sought to achieve three LSTA defined purposes, including expansion of services for learning and access to information, targeting library services to individuals of diverse backgrounds with disabilities and/or limited functional literacy or information skills, and developing partnerships. LSTA funding for GLASS from FY2007 through FY2010 represented 16.9% of all GPLS LSTA funding during the period.

GLASS is Georgia’s Regional Library for the Blind and Physically Handicapped. Through its cooperating network of 9 subregional local libraries, Georgians have access to a free national library program that offers eligible persons books and magazines on cassette and in digital and Braille formats, along with corresponding playback equipment. GLASS works with the National Library Service for the Blind and Physically Handicapped (NLS) at the Library of Congress to provide resources to Georgians with visual or physical disabilities. LSTA funds support the GLASS network, its central warehouse in Morrow, Georgia, and a portion of the Atlanta Metro Library for Accessible Services (AMLAS).

Active users of GLASS services have grown modestly during the years of the LSTA plan period, to a current level of 14,190 (registered users exceed 26,000). NLS estimates that there are approximately 123,000 Georgians eligible for GLASS, indicating a usage rate by 12% of the target audience. New users are added at a modestly increasing rate each year, with 1,382 in 2011. Circulation also has grown modestly each year, to 416,536 in 2011. GLASS maintains a network of deposit collections throughout the state, such as at local assisted living facilities. These deposit collections have grown modestly in number each year, to 1,955 in 2011. More than 800 outreach programs are provided each year by GLASS and staff at the subregionals, to statewide organizations such as the Georgia Chapter of the National Federation of the Blind, Georgia Council of the Blind, and Georgia Vision Instructors, as well as to public schools, local and state service clubs, assisted living facilities, and colleges and universities. Data tables for GLASS are in Appendix A.17.

GLASS has been focused on assessment, planning, and facilities during the LSTA period. The goal has been to increase outreach and services to patrons by streamlining back-office operations and improving facilities. AMLAS moved to a better location at the Atlanta-Fulton County Public Library System's headquarters in downtown Atlanta in 2010-11. It has been established as a walk-in library and resource center, with easy access to public transportation. Partnerships with AFPL staff will facilitate access to GED and ESL services, computer classes, and job seeking classes for people with disabilities. The new AMLAS facility also includes a dedicated area for children with a fully interactive activity wall. A recent partnership with VSA Arts of Georgia will establish an art gallery at AMLAS exhibiting works by artists with visual impairments and disabilities. Like the interactive wall already in place, the VSA collection will often feature objects that can be touched. In addition to the AMLAS move, the Distribution Center was moved to a centralized location rented from the Georgia Archives; it will eventually handle all mailing services, which used to be done at the subregionals.

A Talking Book Recording Booth was installed at AMLAS in September 2011. It is not completely operational at the time of this report, but will provide additional recordings for GLASS patrons of books and magazines of local interest that have not been recorded by NLS. A second Talking Book Recording Booth exists in Columbus (established November 2010; not funded by LSTA). Together, the two recording studios can produce about 150 titles per year.

In addition to these physical changes, GLASS updated its strategic plan in 2009. A report was issued in September 2009 (see bibliography), with the strategic plan attached. It focused on communication and information sharing between the regional and subregional libraries, evaluating models for optimal allocation of resources and delivery of services, and developing statewide standards for service. A planning team was established in 2009 to assess strengths and weaknesses of GLASS and develop a plan for providing GLASS services statewide in the future. The team held 12 public forums and conducted a survey to gather community and stakeholder input. A 2011 report (also posted on the GPLS website, see bibliography) recommended consolidation of subregionals (reduced from 13 to 9 during the LSTA period), centralization of mailing and delivery services (hence the move of the Distribution Center noted above), and transformation of subregionals into outreach and advisory centers. The latter recommendation is completed, as mailing services transitioned to the central Distribution Center throughout 2011. One outcome of this process has been the implementation of additional public awareness campaigns (including branding of the GLASS network) and training programs for library staff. The Director of GLASS estimates that outreach and programming has tripled since consolidation of delivery services through the Distribution Center began. Nonetheless, additional training and outreach would benefit the Georgia library community and ultimately disabled patrons, as only 27% of respondents to the 2011/12 GPLS LSTA survey attended an outreach program or training related to GLASS in the past two years, and 56% indicate that they have not received information about providing services to people with disabilities.

Although GLASS and the subregionals continue to undergo changes, the results of 2010 public forums and survey noted above did provide several messages from GLASS patrons. One is the high value they place on readers advisory services. Another is that the location of collections did not matter (as there are few browsers), but mail delivery needs to be fast. A third message is that outreach should be local. GLASS survey respondents included comments such as:

- "I couldn't live without talking books. They are a very important part of my life. My local librarian is a very important connection between myself and any issues."
- The Talking Book Center staff members "are a great help and are very responsive to my requests for talking books. They keep me well supplied with the books that I enjoy listening to."

- “If a person is mobile and can easily get to a local library, it would be important for them to have a library to visit. This encourages a person to travel independently, and helps keep them mobile.... I would hate to see all of the library services for the blind removed from a local level.”
- “The current staff has been a tremendous help for me.”
- “I enjoy using the digital talking book machine. It is lightweight and the audio sound is great!”
- “I have been well pleased with my providers. Everyone has been extremely polite, knowledgeable, and interested in fulfilling my needs.”

The only modification made in this section of the LSTA plan was elimination of a proposed program of mini-grants for libraries to acquire basic adaptive equipment or specialized materials for people with disabilities. This cut was made due to funding limitations, and the strategic focus at GPLS on economies of scale service with LSTA funding.

The outcomes for Goal 4 (Serving People with Disabilities) were: “*Georgians with disabilities will effectively use library resources in greater numbers;*” “*Georgians with disabilities will have increased access to library materials and equipment;*” and “*People with disabilities in the Atlanta subregional area will use walk-in subregional services in increased numbers.*” Usage has grown during the LSTA period, and access has improved as noted above. It is too soon to compare current use of the Atlanta subregional with previous use, since that facility is new to operation.

SECTION III: CONCLUDING COMMENTS

III.A. Outcome-Based Evaluation

As noted throughout section II, most of the outcomes in the GPLS LSTA 2008-2012 plan have been met if assessed through the scope of funded activities and outputs. Outcome-based evaluation was effectively used in a few areas, most successfully in the PRIME TIME programs. Some outcomes in the GPLS LSTA plan were measured best through outputs, such the outcome defined for the Statistics, Research, and Evaluation program: *“Georgians will use public library information resources more, as defined by increased reference transactions, library visits, and ‘virtual library’ visits.”*

In some cases, the outcomes as written in the GPLS LSTA plan are difficult to measure, such as *“Georgians will expand their knowledge of Georgia history through access to collections newly available through the Digital Library of Georgia,”* or *“Georgians will expand their knowledge of access to information that is available through public libraries.”* Even if one could measure “expanded knowledge of Georgia history” or “expanded knowledge of access to information,” it would be difficult to attribute specifically to Georgia HomePLACE or the Statistics, Research, and Evaluation program, respectively. As a result, use of outcome-based evaluation has been hampered by the broad scope of many defined outcomes and a corresponding lack of baseline measures against which to track progress.

Nonetheless, in all areas GPLS has successfully measured relevant outputs and in several areas has implemented and/or supported user assessments, such as for PINES, GALILEO, and PRIME TIME. The latter, in particular, is a model for GPLS in measuring impact and change through entry and exit interviews with participants, demonstrating a method for showing that specific program outcomes have been met (in this case, increasing use and frequency of use of the library). As noted throughout section II, user survey results and performance metrics have often guided managerial decisions, such as setting priorities for system development in PINES or changing strategies for delivery of conferences.

While the biggest challenge to use of outcome-based evaluation in the GPLS 2008-2012 LSTA plan has been clarity in definition and limited baseline benchmarks, there are real barriers to outcome-based evaluation that will need consideration in development of the next LSTA plan. For example, testing of program participants is often used as a means of assessing both pre- and post-program ability, skill, and/or knowledge. Testing or surveying users of public libraries can hamper program participation; some individuals will elect not to participate if they have to fill out a form or take a test to establish current levels of knowledge, skill or ability. Even if tests or surveys are selected as an approach for establishing benchmarks and tracking outcomes, library staff members may not be qualified to design or conduct testing. For example, in measuring reading skill levels for the CSLP, public library staff are not equipped to conduct the assessments. In addition, there is concern about confidentiality, privacy, and participant rights, especially with children’s programming, where both the children and parents’ permission would be needed for assessing program participants. Finally, outcome-based evaluation can only be successful if it is considered before a project begins and integrated into program activities.

GPLS staff have become more knowledgeable about outcome-based evaluation during the past year. They have begun to use a logic model for program planning (see Appendix H). The model is a useful tool for clearly defining measurable outputs and outcomes for specific activities, and tying them to the desired impact in the community. It can also provide a solid template and consistent methodology for communicating with others about program performance, both within and outside GPLS. The consultants recommend careful definition of outcomes and goals in the creation of a new LSTA plan, and use of benchmark data and models identified throughout this report for setting baselines for future activity.

III.B. The Next Five-Year Plan

The 2011/12 GPLS LSTA survey asked respondents to rank programs in order of priority for the next five-year LSTA plan. The results are presented in Table III.1 below, from highest priority to lowest for all survey respondents. Administrator overall rankings parallel those of all survey respondents.

Table III.1: Program Priorities for Next LSTA Plan

Program	Raning (1 = highest, 10 = lowest	
	All Survey Respondents	Administrators Only
PINES	2.63	2.51
Collaborative Summer Library Program	2.90	2.84
GALILEO	3.09	3.36
IT Management	5.05	4.92
Partnerships	5.89	6.00
GLASS	6.54	5.99
PRIME TIME	6.77	6.92
Statistics	7.24	7.52
Georgia HomePLACE	7.69	7.52

In March 2012, GPLS received a report from the Parthenon Group, which had conducted a survey of Georgia public library directors as part of a nationwide “Assessment of Strategic Direction” for state library agencies funded by the Bill & Melinda Gates Foundation. Thirty-seven Georgia public library directors responded to the survey. Table III.2 below provides their rankings of importance for the current LSTA-funded programs. Note that the Parthenon survey split activities into more detail than the 2011/12 GPLS LSTA survey. Only those that are funded in part by LSTA are listed below, with the relevant LSTA funded program in brackets if not obvious.

Table III.2: Importance Rankings from the Parthenon Group Study

Program	Importance Ranking (1 = not, 7 = most)
GPLS provided courier service [PINES]	6.19
OCLC group services (ILL, cataloging) [GOLD]	6.06
Summer reading club program [CSLP]	6.00
GALILEO databases	5.70
PINES	5.63
Statistical information analysis	5.53
Cataloging assistance [PINES, IT Management]	5.03
Technical assistance – WiFi and internet [IT Management]	4.85
Technical assistance – hardware [IT Management]	4.81
Technical assistance – software [IT Management]	4.76
E-rate assistance [IT Management]	4.74
Assistance setting up partnerships and participating in	4.32
Advice about children’s/teen/adult programming [partially Youth Services]	4.3
Assistance on hosting of library website [IT Management]	4.24
Assistance with public relations, marketing [Communications]	4.21
Use of the agency’s professional library [Professional Collection]	3.81
Use of HomePLACE digitized collections	3.62
PRIME TIME	3.43

Top programs are the same from the two surveys: PINES, GALILEO, CSLP. GOLD was not included in the 2011/12 GPLS LSTA survey because it is undergoing re-assessment. IT Management and Partnerships ranked next in both surveys, although the directors in the Parthenon Group study ranked statistics programs at a higher level, which is logical given that the directors tend to use the statistical reports and services more frequently than other library staff members. Programs with more limited reach, such as PRIME TIME and Georgia HomePLACE, ranked lower in both surveys.

The 2011/12 GPLS LSTA survey also asked respondents to indicate, for some programs, what level of funding they should receive in a future LSTA plan. The choices were more, about the same, less, or none. Table III.3 provides rankings for the programs where this question was asked. Only with PINES did more respondents indicate “more funding” (50%) than “about the same” (46%). In the other three cases, “about the same” was the most frequent choice.

Table III.3: Program Funding for Next LSTA Plan

Program	Ranking (4 = more, 3 = about the same 2 = less, 1 = none)
PINES	3.5
GALILEO	3.3
PRIME TIME	3.1
Georgia HomePLACE	3.2

It is not a surprise that highly visible, heavily used programs like PINES, summer reading, and GALILEO receive the most support for a future LSTA plan. The IT Management Service, while separate for evaluation purposes, supports the PINES infrastructure and facilitates access to the GALILEO shared repository, and hence is a priority for successful implementation of other programs. Partnerships provide popular services to the public, such as passes to state parks and Zoo Atlanta. GLASS and PRIME TIME serve very targeted audiences not otherwise served by other programs (the disabled and non-English speaking populations). The Statistics program and Georgia HomePLACE would both benefit from additional communication and outreach within the library community to increase their visibility and promote their value.

As GPLS begins development of its next five-year LSTA plan, it can take pride in the many successful accomplishments of the current LSTA-funded programs. Performance data in nearly every program area can form the basis of clear benchmarks for the next plan. In forming future goals and the programs that will be implemented to meet them, the audience should be clearly identified (is it library staff, library patrons, elected officials, all Georgians). In addition, success should be articulated in a measureable way, with a clear baseline from which to advance. In some cases the success can be defined as an outcome (changes in knowledge, skills, abilities, or behaviors), in other cases outputs may be better measures (direct results of activities). In either case, the objective should be clear, specific, observable, and measureable.

Appendices

- A. Statistical Tables of Performance and Usage Data
- B. PINES User Survey Results, 2007 through 2011
- C. 2011/12 GPLS LSTA Survey Results
- D. 2011/12 GPLS LSTA Survey Form
- E. Acronyms
- F. People Interviewed
- G. Bibliography of Documents Reviewed
- H. GPLS Logic Model Template and Sample

Appendix A: Statistical Tables of Performance and Usage Data

A.1. GALILEO Databases and Usage

Sources for all data in tables A.1 and A.1.a are the GALILEO FY2007 through FY2011 annual usage spreadsheets for public and other libraries posted at http://about.galileo.usg.edu/statistics_reports/. Fiscal year reported is July through June (e.g., FY11 is July 2010 through June 2011). Note that while searches, full text article views, and links chosen (links to databases through GALILEO) are reported for many databases, they are not all reported consistently by all vendors for all databases. Usage includes databases available through the Digital Library of Georgia (DLG) and Georgia HomePLACE.

	<i>FY11</i>	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>
Number subscription databases provided through GPLS	140	138	125	135	81
Number of DLG and free databases	116	100	87	92	N/A
Total databases for public libraries	256	238	212	227	N/A
# of searches for public libraries	9,685,654	9,708,799	4,334,846	4,324,508	4,738,852
# of searches reported for all libraries	71,619,813	66,419,420	54,639,214	51,484,583	49,966,761
% public library searches of all	13.5%	14.6%	7.9%	8.4%	9.5%
# full text article views for public libraries	916,634	5,123,009	1,925,724	595,192	562,403
# full text article views for all libraries	16,971,959	65,262,765	23,862,580	12,156,157	16,421,788
% public library full text article views	5.4%	7.9%	8.1%	4.9%	3.4%
# links chosen by public libraries	269,068	288,700	305,232	353,071	325,388
# links chosen by all libraries	3,169,672	3,573,023	3,039,390	3,730,297	4,016,082
% public library links chosen of all	8.5%	8.1%	10.0%	9.5%	8.1%
Public/DLG databases – searches	31,846	7,981	17,728	38,523	36,898
Public/DLG databases – views of full text	18,474	5,576	11,905	19,691	16,879
Public/DLG databases – links chosen	16,448	17,040	14,750	27,141	10,534

A.1.a. GALILEO Usage by Community

	Searches	Full Text	Links Chosen
FY2011			
Atlanta Metro Private Academics (AMPALS)	4,751,488	1,334,843	207,072
Other Georgia Private Academics (GPALS)	3,544,475	845,664	248,119
Public K-12	10,447,828	4,621,963	796,641
Private K-12	435,492	132,798	24,021
Public Libraries	9,685,654	916,634	269,068
Technical Colleges	5,389,859	896,660	167,614
University System of Georgia	37,365,017	8,223,397	1,457,137
2011 TOTAL	71,619,813	16,971,959	3,169,672

	Searches	Full Text	Links Chosen
FY2010			
Atlanta Metro Private Academics (AMPALS)	3,835,164	2,235,142	220,022
Other Georgia Private Academics (GPALS)	5,361,657	2,384,444	242,792
Public K-12	13,100,865	27,823,049	974,777
Private K-12	539,915	1,327,537	28,889
Public Libraries	9,708,799	5,123,009	288,700
Technical Colleges	3,785,942	4,716,404	142,826
University System of Georgia	30,087,078	21,653,180	1,675,017
2010 TOTAL	66,419,420	65,262,765	3,573,023
FY2009			
Atlanta Metro Private Academics (AMPALS)	3,925,305	1,348,988	193,070
Other Georgia Private Academics (GPALS)	4,623,503	1,170,131	205,024
Public K-12	11,851,923	8,432,807	870,540
Private K-12	585,082	428,423	42,740
Public Libraries	4,334,846	1,925,724	305,232
Technical Colleges	2,684,252	1,765,671	115,821
University System of Georgia	26,634,303	8,790,836	1,306,963
2009 TOTAL	54,639,214	23,862,580	3,039,390
FY2008			
Atlanta Metro Private Academics (AMPALS)	4,089,155	1,129,880	245,466
Other Georgia Private Academics (GPALS)	3,200,710	759,930	232,821
Public K-12	11,028,537	3,797,928	1,057,933
Private K-12	382,034	97,229	48,240
Public Libraries	4,324,508	595,192	353,071
Technical Colleges	3,244,969	485,004	154,668
University System of Georgia	25,214,670	5,290,994	1,638,098
2008 TOTAL	51,484,583	12,156,157	3,730,297

A.2. GALILEO Public Library User Survey Results

Sources for the data in Table A.2 are the annual users survey reports for the fiscal years noted below, posted by GALILEO at http://about.galileo.usg.edu/assessment/annual_user_surveys/. This table reports only responses from the public library community. Surveys were conducted for one week in early November for each of the years included in the table. GALILEO includes the Digital Library of Georgia and Georgia HomePLACE databases. User assessment of those resources cannot be separated from user assessment of subscription databases in GALILEO.

<i>Percent Agreeing or Strongly Agreeing</i>	<i>2010</i>	<i>2009</i>	<i>2008</i>	<i>2007</i>
I found it easy to use GALILEO	83.4%	82.7%	84.8%	89.4%
Using GALILEO databases saved me time	81.4%	85.4%	90.8%	91.3%
I think GALILEO is a valuable service	94.8%	100.0%	98.4%	99.1%
I think GALILEO response time is acceptable	86.6%	86.6%	92.2%	98.0%
GALILEO met my information needs	87.9%	94.2%	93.9%	96.2%
I would recommend GALILEO to a friend	94.8%	98.0%	96.9%	99.0%
Percent using GALILEO daily or weekly	60.0%	86.6%	75.7%	82.7%
Percent indicating they are long-time users of GALILEO	50.3%	60.6%	56.1%	N/A

A.3. GOLD Data

Data in Table A.3 is from annual reports to GPLS from OCLC, provided by Alan Harkness. The fiscal year reported is July through June; FY11 is July 2010 through June 2011.

	<i>FY11</i>	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>% change</i>
Number items loaned	135,624	145,520	160,323	167,164	156,784	-13.5%
Number items borrowed	94,849	104,038	114,103	118,975	112,814	-15.9%
Total reimbursements for ILLs (Reimbursements ended 12/2010)	\$37,310	\$82,647	\$81,078	\$93,500	\$98,885	-62.3%
Number attendees at annual conference	---	---	299	310	363	-17.6%

A.4. Professional Collection

Data in Table A.4 is from the annual reports to IMLS from GPLS for the LSTA program. The fiscal year reported is the LSTA report year.

	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>% change</i>
Holdings State Library Collection	7,900+ titles 15,800+ vols.	7,100 titles 15,600+ vols.	6,700+ titles 13,100+ vols.	6,500+ titles 13,100+ vols.	N/A
Number loans made	2,928	1,961	2,206	1,130	159.1%
Number in-state loans made	2,848	1,850	2,094	1,018	179.8%
Number out-of-state loans made	80	111	112	112	-28.6%
Number loans made through PINES	2,742	1,761	1,929	855	220.7%
Number reference queries addressed	662	723	597	257	157.6%

A.5. Georgia HomePLACE Overall Usage

Data in Table A.5 is from the annual reports to IMLS from GPLS for the LSTA program. The fiscal year heading is the year of the LSTA report. Data is by July through June fiscal year, with FY10 representing activity from July 2010 through June 2011.

	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>% change</i>
Links chosen	30,804	25,698	19,415	16,583	85.8%
Keyword searches*	289,502	446,984	186,633	262,294	10.4%
Browse searches*	15,271	11,668	18,694	38,580	-61.1%
Pages viewed*	2,356,514	2,363,383	1,343,985	1,234,052	91.0%
Number presentations	7	5	6	5	40%

(*) not reported for all HomePLACE collections

A.6. Georgia HomePLACE Links Chosen by Collection

Data in Table A.5 is from the annual reports to IMLS from GPLS for the LSTA program. It provides details on links chosen by collection, in correlation to totals reported in Table A.5 above.

<i>Collection</i>	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>
Vanishing Georgia	7,358	5,825	7,243	5,628
Cyrus F. Jenkins Civil War Diary	686	601	770	738
Samuel Hugh Hawkins Diary	346	332	467	321
Thar's Gold in Them Thar Hills	960	1,007	1,061	862
Community Art in Atlanta	685	682	794	697
Auburn Avenue Research Library Finding Aids	943	1,073	1,288	1,756
Ships for Victory	1,190	1,051	1,041	654
Picturing Augusta	474	535	676	455
Blues, Black Vaudeville, & the Silver Screen	544	515	479	610
Beauty in Stone	406	406	407	428
For Our Mutual Benefit	283	256	228	297
Sanborn Fire Insurance Maps	748	644	715	822
1936 Gainesville Tornado	2,215	2,191	2,354	3,315
Columbus Public Library Association Minutes	245	202	231	--
Macon Telegraph Archive	2,065	2,242	1,661	--
Georgia State Fair	344	378	--	--
African American Funeral Programs	1,649	1,780	--	--
Columbus Enquirer Archive	1,484	1,960	--	--
Milledgeville Historic Newspapers Archive	1,471	2,292	--	--
Atlanta Historic Newspapers Archive	5,525	1,726	--	--
Athens Historic Newspapers Archive	1,183	--	--	--
<i>Total Links Chosen</i>	<i>30,804</i>	<i>25,698</i>	<i>19,415</i>	<i>16,583</i>

A.7. Selected Public Library Statistics for Georgia

Data for Table A.7 comes from annual reports collected by GPLS from all public libraries in the state. It was provided to the consultants in spreadsheets created and maintained by Diana Very. Fiscal year reported is July through June; Fiscal Year 2010 is July 2009 through June 2010.

	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>Percent change FY07 to FY10</i>
# of reference transactions	9,513,049	8,734,545	7,994,164	8,275,923	14.9%
# of library visits	39,392,010	40,852,165	36,979,778	35,703,912	10.3%
Total circulation	47,155,895	47,811,748	43,663,621	40,816,975	15.5%
Total children's circulation	18,099,063	18,777,888	17,947,160	16,706,382	8.3%
# of library programs	59,211	60,049	57,682	55,608	6.5%
Program attendees	1,777,754	1,753,132	1,710,336	1,678,127	5.9%
# of children's programs	42,963	45,195	41,379	42,115	2.0%
Children's program attendees	1,472,212	1,485,192	1,455,226	1,477,126	-0.3%
# of internet computers	7,599	6,471	6,328	5,953	27.6%
# of user sessions	13,508,851	15,018,105	14,054,682	13,360,702	1.1%
Patrons registered	4,357,422	4,158,485	3,735,470	3,589,158	21.4%

A.8. Communications

Data for Table A.8 comes from statistics provided by David Baker and Darin Givens at GPLS.

	<i>November 2010 – October 2011</i>
GPLS News Subscriptions	2,311
Press releases	10
Fact sheet titles / printed copies	12 / 500
Unique URLs within GPLS website	2,312
GPLS website visits	941,183
GPLS website hits	17,342,399
Most popular pages	1. Jobs in Libraries 2. Events
"Jobs in Libraries" monthly visits (October)	21,235
Facebook Fan Page post views	235,568
Facebook followers as of 2/20/12	365

A.9. Strategic Partnerships for Georgia Libraries

Data provided by David Baker. Fiscal year in partnerships table is July through June (i.e., Fiscal Year 2011 is July 2010 through June 2011).

<i>Partnership</i>	<i>Dates</i>	<i>FY11</i>	<i>FY10</i>	<i>6/08-FY09</i>	<i>Total</i>	<i>Savings</i>
GA State Parks & Historic Sites ParkPass circulations	6/08 on	9,928	6,021	5,321	21,270	\$63,810
Zoo Atlanta Family Pass circulations	2/11 on	10,978	--	--	10,978	\$878,236
GEFA Kill-a-Watt meter loan program	12/09 – 11/10	375	1,061	--	1,436	\$35,900
Atlanta Hawks & Thrashers Check-It-Out Reading Program	6/05 on	--	--	--	60,000 participants, 74,000 free tickets	\$2,756,500
Path2College 529 Plan program	5/10 on	6,142	5,098	--	11,240	\$11,058 awarded to participants, \$8,645 to libraries

A.10. PINES Participation and Usage

Data for Table A.10 was provided by Julie Walker on 3/22/2012. The fiscal year reported is July through June. In the November 1, 2011, interview, Elizabeth McKinney provided the following data: 46,262 of current PINES library cards are held by Georgia residents in non-PINES library systems.

	<i>FY11</i>	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>% change FY07-11</i>
# libraries participating	285	285	282	280	275	3.6%
# counties participating	143	143	139	140	133	7.5%
# PINES library cards in use	2,609,210	2,398,559	2,177,689	2,049,755	1,700,000	53.5%
% of Georgians with PINES cards	23.8%	--	--	--	--	--
# circulations	19,100,000	19,073,207	18,548,830	15,664,780	--	21.9% FY08-11
# loans	707,694	670,041	592,048	480,075	456,452	55.04%

A.10.a. PINES Discussion Lists

Date for table A.10.a is provided by Elizabeth McKinney via an email dated March 12, 2012. Membership is as of 3/2012; post counts are for the period April 2011 through March 2012.

	<i>Membership</i>	<i>Post Counts</i>
Acquisitions acq-l	54	
Cataloging cat-l	168	572
Circulation circ-l	410	21
Local operations managers opsmgr-l	90	195
PINES Executive Committee PINESd9-l	14	95
PINES development pines-dev	123	2
PINES Directors pines-directors	60	355
PINES general membership pines-l	719	919
PINES testing pines-testing-l	48	117
Reports discussion reports-l	75	42
Subcommittee discussion group subcom-l	81	7
<i>Totals</i>	<i>Counts</i>	
Members	256	
Posts	1,482	
Topics	265	

A.11. PINES User Survey Results

Detailed survey results are provided in Appendix B. Each survey was conducted for one week in April of the cited year. The table below summarizes percent of respondents agreeing or strongly agreeing with the statements presented, or percent using specific features of PINES.

Survey Year	<i>Percent of Respondents Agreeing or Strongly Agreeing with the Statement</i>							<i>Percent of Respondents Using the Cited Feature of PINES</i>							
	It is easy to use the PINES online catalog	I typically find what I'm looking for using the PINES online catalog	It is easy to determine if my library owns a particular item	If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system	It is easy to renew my own materials through the PINES online catalog	I would recommend the PINES system to my friends	I am satisfied with the PINES Statewide Library Card system	Renew books online	Place a hold on a book	Check on fines	See what I have checked out	Item reviews	Item table of contents	Creating online bookbags	Access to GALILEO
2011	89.2%	94.3%	89.3%	88.5%	94.5%	95.2%	92.2%	93.0%	94.5%	65.3%	85.5%	29.9%	15.1%	20.4%	14.3%
2010	90.7%	94.0%	91.3%	87.3%	93.4%	95.9%	93.0%	92.5%	94.5%	65.4%	87.2%	30.6%	15.3%	19.4%	14.0%
2009	93.3%	91.8%	90.3%	87.0%	95.1%	95.6%	93.3%	90.9%	93.5%	70.2%	87.4%	29.0%	14.2%	17.9%	12.5%
2008	89.9%	93.1%	89.4%	81.5%	94.4%	94.6%	90.1%	87.8%	88.5%	69.1%	83.9%	29.2%	14.5%	18.9%	12.8%
2007	86.4%	88.7%	84.5%	66.5%	86.3%	90.0%	88.3%	82.1%	84.0%	63.2%	80.9%	29.4%	15.5%	17.4%	12.1%
<i>Average</i>	<i>89.9%</i>	<i>92.4%</i>	<i>89.0%</i>	<i>82.2%</i>	<i>92.7%</i>	<i>94.3%</i>	<i>91.4%</i>	<i>89.3%</i>	<i>91.0%</i>	<i>66.6%</i>	<i>85.0%</i>	<i>29.6%</i>	<i>14.9%</i>	<i>18.8%</i>	<i>13.1%</i>

A.12. Information Technology Management Services

Data is from the LSTA annual reports and, for FY10, as reported by Emily Almond. The fiscal year reported is the LSTA funding year (October through September); FY10 is October 2009 through September 2010.

	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>
# WAN libraries		384	353	356
# Help Desk tickets (requests), including PINES	1,700+	1,100+	3,229	3,229
# systems with GPLS CIPA filtering	60	N/A	59	56
# library system websites hosted	23	N/A	25	21
# library system email hosted	48	N/A	45	46

A.13. Cataloging Boot Camp Participant Evaluations

Data in Table A.13 is from post-event evaluations for the August 2011 Boot Camp. The summary was provided by Elizabeth McKinney.

<i>Survey Statement</i>	<i>% Agree</i>	<i>% Strongly Agree</i>	<i>% Agree or Strongly Agree</i>
The content reinforced or advanced my knowledge	20.0%	73.3%	83.3%
The content was relevant to my job or professional goals	17.8%	71.1%	88.9%
I found value in the discussions, peer interactions, and/or learning activities	26.7%	64.4%	91.1%
The instructor demonstrated knowledge of the content	8.9%	88.9%	97.8%
The instructor invited participation	26.7%	60.0%	86.7%
The instructor was a skilled presenter	24.4%	71.1%	95.5%
The instructor was a skilled user of his/her equipment, tools, and/or resources	36.4%	56.8%	93.2%
The instructor showed interest in the participants	24.4%	66.7%	91.1%
The instructor answered my questions thoughtfully	15.6%	64.4%	80.0%
I would recommend this workshop to others	13.3%	73.3%	86.6%

A.14. Collaborative Summer Library Program

Data for Table A.7 comes from annual reports collected by GPLS from all public libraries in the state. It was provided to the consultants in spreadsheets created and maintained by Diana Very. Fiscal year reported is July through June; Fiscal Year 2010 is July 2009 through June 2010.

	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>% change FY07 to FY10</i>
Collaborative Summer Library Program					
# children registered in CSLP	257,302	228,497	226,353	211,664	21.6%
# children's program in CSLP	8,010	7,761	7,751	6,638	20.7%
# attendees at children's CSLP	423,362	421,273	410,673	378,598	11.8%
# books read by children in CSLP	2,286,296	2,029,514	1,973,554	1,863,238	22.7%
# hours read by children in CSLP	446,263	521,472	392,378	483,271	-7.7%
# children completing CSLP activities	161,739	126,842	116,845	75,628	113.9%
% children completing of those registered	62.9%	55.5%	51.6%	35.7%	75.9%
# teen registered in CSLP	30,441	31,925	17,301	15,205	100.2%
# teen's programs in CSLP	1,316	1,448	1,146	920	43.0%
# attendees at teen's CSLP	21,788	19,293	16,592	18,959	14.9%
# books read by teens in CSLP	178,738	125,871	81,998	106,631	67.6%
# hours read by teens in CSLP	100,065	107,317	119,456	89,779	11.5%
# teens completing CSLP activities	17,465	12,426	12,580	12,433	40.5%
% teens completing of those registered	57.4%	38.9%	72.7%	81.8%	-29.8%
Total # CSLP participants registered	287,743	260,422	243,654	226,869	26.8%
Total # CSLP programs	9,333	9,209	8,897	7,558	23.5%
Total # attendees at CSLP	445,151	440,566	427,265	397,557	12.0%
Total # books read in CSLP	2,465,034	2,155,385	2,055,552	1,969,869	25.1%
Total # hours read in CSLP	546,328	628,789	511,834	573,049	-4.7%
Total # completing CSLP activities	179,204	139,268	129,425	88,061	103.5%
% all completing of those registered	62.3%	53.5%	53.1%	38.8%	60.4%
% of CSLP program attendees that are children	95.1%	95.6%	96.1%	95.2%	-0.1%
% of CSLP program attendees that are teens	4.9%	4.4%	3.9%	4.8%	2.6%
Average # of CSLP attendees/program total	47.7	47.8	48.0	52.6	-9.3%
Average # of children per CSLP program	52.9	54.3	53.0	57.0	-7.3%
Average number of teens per CSLP program	16.6	13.3	14.5	20.6	-19.7%
Ratio of children to teens based on average attendance at CSLP programs	3.2:1	4.1:1	3.7:1	2.8:1	15.3%
Other Children's Library Statistics					
Total # of children's program	42,963	45,195	41,379	42,115	2.0%
Total # attendees at children's programs	1,472,212	1,485,192	1,455,226	1,477,126	-0.3%
# of children's circulations	18,099,063	18,777,888	17,947,160	16,706,382	8.3%

A.15. PRIME TIME Participant Entry and Exit Interviews

Data for Table A.15 is from entry (initial program) and exit (final program) interviews of families attending the PRIME TIME program at two locations (Norcross and Vidalia) in fall 2008. Completed survey forms were provided for 21 families with 36 children. All programs were bilingual.

	<i>Upon Entry</i>	<i>Upon Exit</i>
% of participants reading to their children daily	47.6%	68.4%
% of parents who used the library in the past month	66.7%	95.2%
% of parents who used the library in the past week	57.1%	90.5%
% of children who used the library in the past month	61.9%	85.7%
% of children who used the library in the past week	33.3%	76.2%
% indicating that PRIME TIME changed their or their children's attitudes toward the library	N/A	100%
% indicating that PRIME TIME changed the way they or their children discuss books	N/A	95%

Table A.16. PRIME TIME Host Survey Results

Data for Table A.16 is from the community organizers, program coordinators, scholars/storytellers, and preschool coordinators for events held in fall 2010, spring 2011, and part of fall 2011. The survey is conducted nationally by the Louisiana Endowment for the Humanities for all PRIME TIME sponsors. Surveys are completed at the end of the program. Data reported below is for Georgia's programs only. It was provided by Elaine Black from national level reports sent to her by Shantrell R. Adams, Associate Director, PRIME TIME Family Reading Time, Louisiana Endowment for the Humanities.

	<i>#</i>	<i>Percent</i>
Community Organizers		
Where did you recruit participating families?		
Nearby schools	51	73.9%
Even Start programs	10	14.5%
Adult education/literacy programs	15	21.7%
English-as-a-second-language classes	13	18.8%
Local housing developments	17	24.6%
Local community centers	17	24.6%
Churches	21	30.4%
Other	35	50.7%
Total # respondents who answered this question	69	---
Total # Recruited Families	1,546	---
Total # Recruited Individuals	4,387	---
Average number of individuals/family	2.84	---
Program Coordinator		
# of program coordinator survey responses	90	---
# Pre-registered families	2,110	---
# Pre-registered participants	5,991	---

	#	Percent
Average # of participants/family	2.84	---
Were library cards offered to all participants?		
Yes	80	88.9%
No	10	11.1%
Number of issued cards	619	---
Percent of pre-registered participants issued cards	---	10.3%
Frequency with which post-program participants visited library after PRIME TIME ended		
Very frequently (11 or more visits)	20	22.2%
Somewhat frequently (6-10 visits)	34	37.8%
Not very frequently (1-5 visits)	13	14.4%
Never	1	1.1%
Don't know	22	24.4%
Level at which participants exhibited improved awareness of resources, services, opportunities available to them as result of session "library" commercials		
High increase in awareness	47	52.2%
Some increase in awareness	34	37.8%
Low increase in awareness	3	3.3%
No increased awareness observed	2	2.2%
Don't know	4	4.4%
Level at which parents demonstrated enhanced sense of their roles as educators		
High level of enhancement	41	45.6%
Some enhancement	42	46.7%
Low level of enhancement	3	3.3%
No enhancement observed	2	2.2%
Don't know	2	2.2%
Level at which participants demonstrated increased comfort in library over program		
High increase in comfort	66	73.3%
Some increase in comfort	19	21.1%
Low increase in comfort	1	1.1%
No increase in comfort observed	2	2.2%
Don't know	2	2.2%
Level at which library's relationship with target population improved as result of PT		
High improvement	52	57.8%
Some improvement	33	36.7%
Low improvement	3	3.3%
No improvement observed	2	2.2%
Did the sponsoring agency (library) strengthen partnerships with others as a result of PT?		
Yes	77	85.6%
No	13	14.4%

	#	Percent
Did the sponsoring agency (library) receive any media coverage as a result of PRIME TIME?		
Yes	41	45.6%
No	49	54.4%
Scholars/Storytellers		
Number of scholar/storyteller survey respondents	179	--
Level at which participants demonstrated improved critical thinking skills over the course of the program		
High level of improvement	61	34.1%
Moderate level of improvement	100	55.9%
Low level of improvement	7	3.9%
No observed improvement	11	6.1%
Level at which participants demonstrated improved attitude toward reading & learning		
High level of improvement	113	63.1%
Moderate level of improvement	54	30.2%
Low level of improvement	6	3.4%
No observed improvement	6	3.4%
Level at which participants demonstrated increased positive family interaction		
High level of increased interaction	96	53.6%
Moderate level of increased interaction	55	30.7%
Low level of increased interaction	18	10.1%
No observed increase	10	5.6%
PreSchool Coordinators		
# of preschool coordinator survey responses	76	---
Did preschoolers demonstrate improved listening & verbal skills during PRIME TIME?		
Yes	61	80.3%
No	5	6.6%
Somewhat	10	13.2%

A.17. GLASS

Data in Table A.17 was provided by Stella Cone at the 1 November 2011 interview. Numbers reported were for the federal fiscal year of October through September (FY10 is October 2009 through September 2010). Data includes GLASS, AMLAS, and all subregional centers. Items with an asterick (*) came from the 2009 "State of Glass Report." Items with a cross (‡) report for the state fiscal year (July through June).

	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>
# active individual patrons	14,190	13,376	13,099	13,327*
Total circulation	416,536	413,277	402,954	713,796*‡
# persons establishing service	1,382	1,276	1,092	N/A
# persons discontinuing service	1,417	896	1,417	N/A
# active deposit collections	1,955	1,908	1,883	1,662*
# outreach programs	N/A	795*‡	1,034*‡	907*‡

A.18 Distribution of LSTA Money by Year and Program

Funding reported in Table A.18 is from the LSTA program annual reports. Fiscal year is the federal fiscal year (FY10 is October 2009 through September 2010).

<i>Program</i>	<i>FY10</i>	<i>FY09</i>	<i>FY08</i>	<i>FY07</i>	<i>Total</i>
Administration	\$78,403	\$190,249	\$155,265	\$91,444	\$515,361
GALILEO & GOLD	\$1,163,652	\$1,545,051	\$1,419,770	\$1,523,446	\$5,651,919
Professional Collection	\$94,089	\$87,112	\$89,174	\$185,075	\$455,450
Georgia HomePLACE	\$276,718	\$99,102	\$199,566	\$200,440	\$775,826
Statistics	\$50,596	\$66,866	\$48,303	\$60,833	\$226,598
Communications & Strategic Partnerships	\$188,886	\$188,171	\$174,807	\$176,191	\$728,055
IT Management (with Numara, IT Boot Camps, & CIPA filtering upgrade)	\$1,074,728	\$798,714	\$724,091	\$864,273	\$3,461,806
PINES (with Catalogers' Boot Camp, database clean-up, & RDA toolkits)	\$1,159,918	\$776,221	\$615,936	\$341,120	\$2,893,195
Children's & Youth Services, including Collaborative Summer Library Program	\$207,698	\$356,081	\$197,206	\$399,107	\$1,160,092
PRIME TIME	\$28,105	\$14,047	\$8,750	\$26,907	\$77,809
GLASS	\$741,642	\$789,113	\$989,447	\$722,100	\$3,242,302
Total	\$5,064,435	\$4,910,727	\$4,622,315	\$4,590,936	\$19,188,413
Funding Split for GOLD & GALILEO					
GALILEO databases LSTA money	\$600,000	\$980,890	\$948,337	\$881,212	
OCLC (GOLD) LSTA money	\$425,869	\$425,869	\$219,815	\$413,458	
GALILEO state money	\$542,670	\$522,167	\$847,511	N/A	

<i>Program</i>	<i>% of FY10</i>	<i>% of FY09</i>	<i>% of FY08</i>	<i>% of FY07</i>	<i>% Overall</i>
Administration	1.5%	3.9%	3.4%	2.0%	2.7%
GALILEO & GOLD	23.0%	31.5%	30.7%	33.2%	29.5%
Professional Collection	1.9%	1.8%	1.9%	4.0%	2.4%
Georgia HomePLACE	5.5%	2.0%	4.3%	4.4%	4.0%
Statistics	1.0%	1.4%	1.0%	1.3%	1.2%
Communications & Strategic Partnerships	3.7%	3.8%	3.8%	3.8%	3.8%
IT Management	21.2%	16.3%	15.7%	18.8%	18.0%
PINES	22.9%	15.8%	13.3%	7.4%	15.1%
Children's & Youth Services with Collaborative Summer Library Program	4.1%	7.3%	4.3%	8.7%	6.0%
PRIME TIME	0.6%	0.3%	0.2%	0.6%	0.4%
GLASS	14.6%	16.1%	21.4%	15.7%	16.9%

Appendix B: PINES User Survey Reports, 2007 through 2011



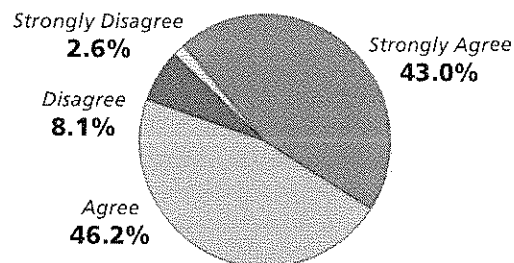
PINES 2011 Annual Patron Satisfaction Survey

The seventh annual PINES User Satisfaction Survey was conducted between April 4-11, 2011. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the survey during this time. In seven days, more than 1,400 users answered our questions. Once again, the overwhelming majority of respondents

indicated a high level of satisfaction with the PINES system. User suggestions for improving PINES service indicate a strong desire for: full statewide access to materials (up from the current 52 of 61 library systems); enhanced access to GALILEO databases, including metasearches across PINES and GALILEO; and statewide access to electronic and audiovisual materials.

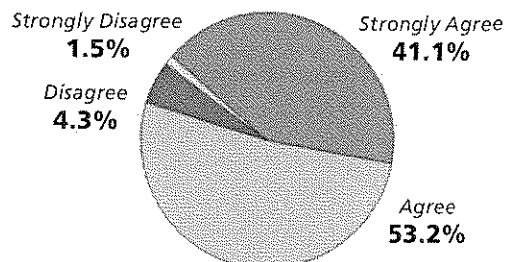
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	621	43.0%
Agree	667	46.2%
Disagree	117	8.1%
Strongly Disagree	30	2.6%
Total	1,443	



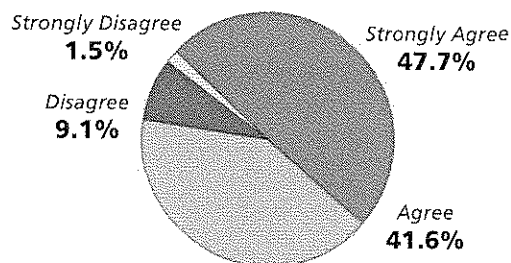
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	593	41.1%
Agree	768	53.2%
Disagree	62	4.3%
Strongly Disagree	21	1.5%
Total	1,444	



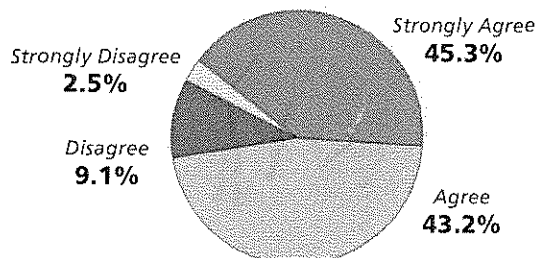
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	684	47.7%
Agree	596	41.6%
Disagree	131	9.1%
Strongly Disagree	23	1.5%
Total	1,434	



If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system.

	Count	% Sample Answered
Strongly Agree	646	45.3%
Agree	616	43.2%
Disagree	130	9.1%
Strongly Disagree	35	2.5%
Total	1,427	

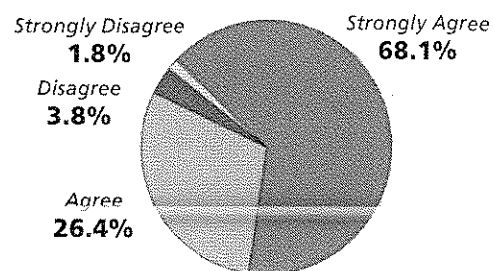


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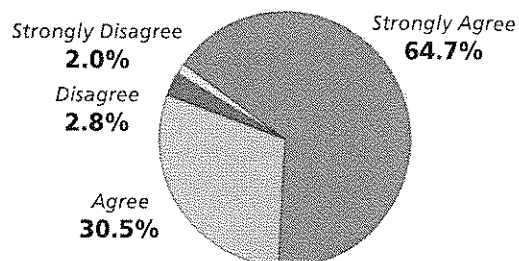
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	971	68.1%
Agree	376	26.4%
Disagree	54	3.8%
Strongly Disagree	25	1.8%
Total	1,426	



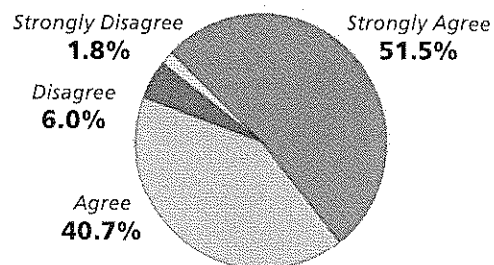
I would recommend the PINES system to my friends.

	Count	% Sample Answered
Strongly Agree	918	64.7%
Agree	432	30.5%
Disagree	40	2.8%
Strongly Disagree	28	2.0%
Total	1,418	



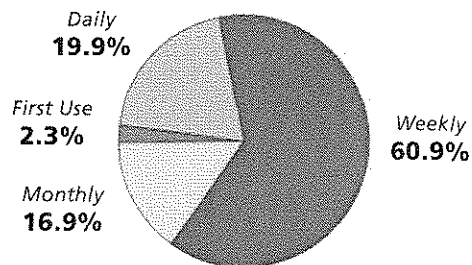
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	733	51.5%
Agree	580	40.7%
Disagree	85	6.0%
Strongly Disagree	26	1.8%
Total	1,424	



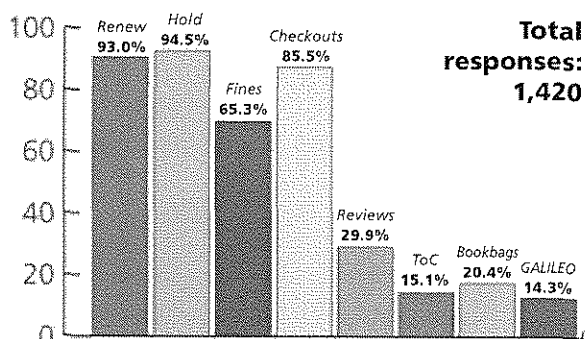
How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	33	2.3%
Daily	286	19.9%
Weekly	874	60.9%
Monthly	242	16.9%
Total	1,435	



Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	1,320	93.0%
Place a hold on a book	1,342	94.5%
Check on fines	927	65.3%
See what I have checked out	1,214	85.5%
Item reviews	425	29.9%
Item table of contents	215	15.1%
Creating online bookbags	289	20.4%
Access to GALILEO	203	14.3%



PINES 2000 2010

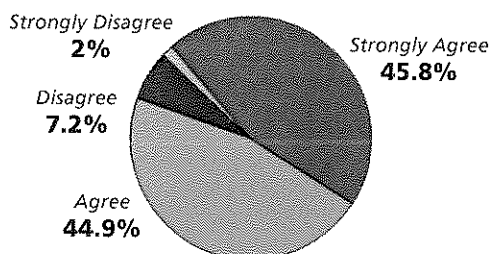
PINES Annual Patron Satisfaction Survey

The sixth annual PINES User Satisfaction Survey was conducted between April 19-25, 2010. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the survey during this time. In seven days, nearly 1,500 users answered our questions. Once again, the overwhelming majority of respondents

indicated a high level of satisfaction with the PINES system. User suggestions for improving PINES service indicate a strong desire for: full statewide access to materials (up from the current 51 of 61 library systems); enhanced access to GALILEO databases, including metasearches across PINES and GALILEO; and statewide access to electronic and audiovisual materials.

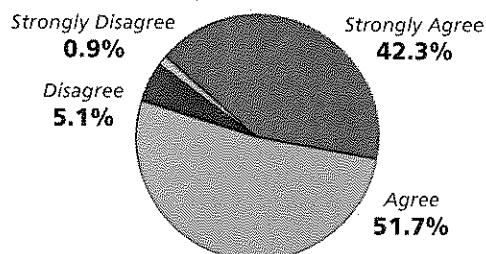
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	680	45.8%
Agree	667	44.9%
Disagree	107	7.2%
Strongly Disagree	30	2.0%
Total	1,484	



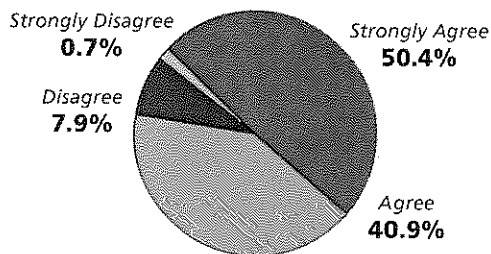
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	628	42.3%
Agree	768	51.7%
Disagree	75	5.1%
Strongly Disagree	14	0.9%
Total	1,485	



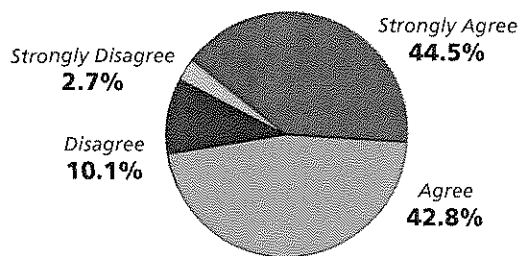
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	743	50.4%
Agree	603	40.9%
Disagree	116	7.9%
Strongly Disagree	11	0.7%
Total	1,473	



If my local library does not have an item I need, it is easy to find and obtain the item through the PINES system.

	Count	% Sample Answered
Strongly Agree	654	44.5%
Agree	629	42.8%
Disagree	149	10.1%
Strongly Disagree	39	2.7%
Total	1,471	



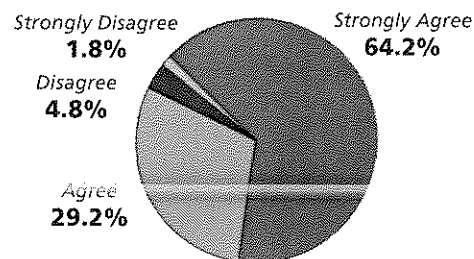
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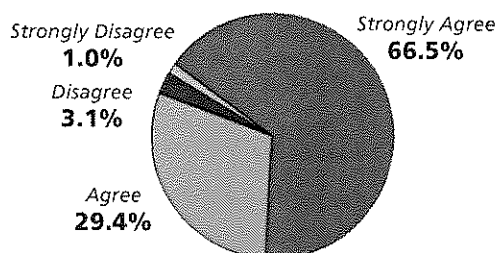
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	942	64.2%
Agree	429	29.2%
Disagree	70	4.8%
Strongly Disagree	27	1.8%
Total	1,468	



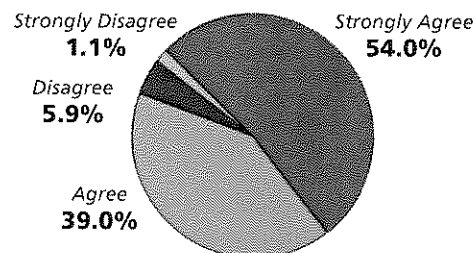
I would recommend the PINES system to my friends.

	Count	% Sample Answered
Strongly Agree	973	66.5%
Agree	430	29.4%
Disagree	45	3.1%
Strongly Disagree	15	1.0%
Total	1,463	



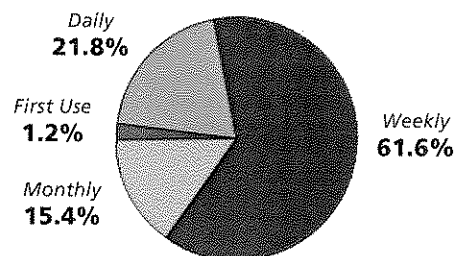
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	793	54.0%
Agree	572	39.0%
Disagree	87	5.9%
Strongly Disagree	16	1.1%
Total	1,468	



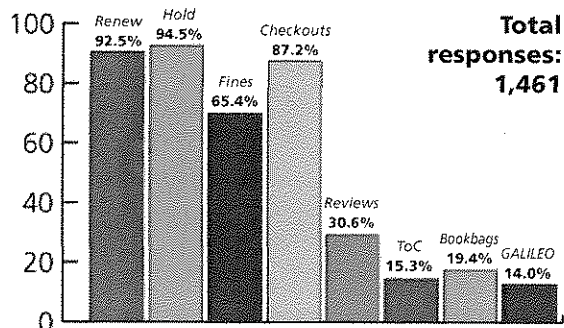
How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	18	1.2%
Daily	320	21.8%
Weekly	905	61.6%
Monthly	226	15.4%
Total	1,469	

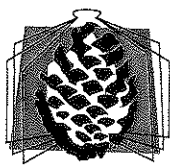


Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	1,351	92.5%
Place a hold on a book	1,381	94.5%
Check on fines	955	65.4%
See what I have checked out	1,274	87.2%
Item reviews	447	30.6%
Item table of contents	224	15.3%
Creating online bookbags	283	19.4%
Access to GALILEO	205	14.0%



For additional information about PINES, please visit www.gapines.org.



PINESTM

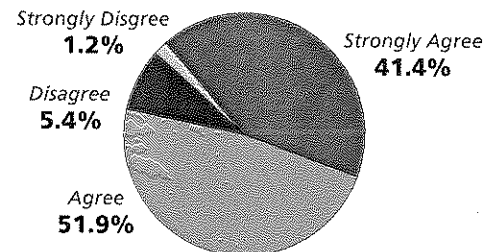
PINES Annual Patron Satisfaction Survey 2009

The fifth annual PINES User Satisfaction Survey was conducted between April 19-25, 2009. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the survey during this time. In seven days, more than 2,000 users — double the respondents from 2007 — answered our questions. Once again, the overwhelming majority of respondents indicated a high

level of satisfaction with the PINES system. User suggestions for improving PINES service indicate a strong desire for: full statewide access to materials (up from the current 51 of 61 library systems); enhanced access to GALILEO databases, including metasearches across PINES and GALILEO; and statewide access to electronic and audiovisual materials.

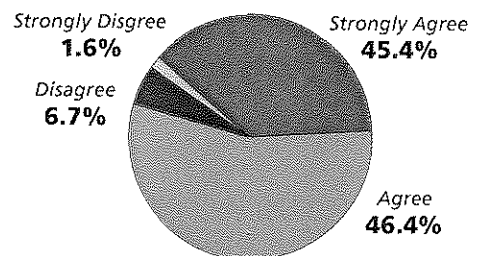
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	845	41.4%
Agree	1,059	51.9%
Disagree	111	5.4%
Strongly Disagree	24	1.2%
Total	2,039	



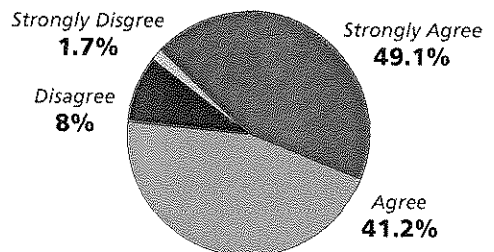
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	921	45.4%
Agree	942	46.4%
Disagree	135	6.7%
Strongly Disagree	32	1.6%
Total	2,030	



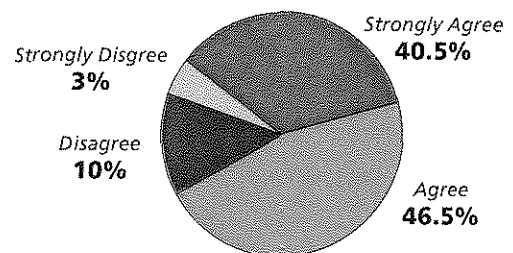
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	994	49.1%
Agree	833	41.2%
Disagree	162	8.0%
Strongly Disagree	35	1.7%
Total	2,024	



If my local library does not have an item I need, it is easy to find and obtain the item through the PINES System.

	Count	% Sample Answered
Strongly Agree	814	40.5%
Agree	934	46.5%
Disagree	202	10.0%
Strongly Disagree	60	3.0%
Total	2,010	



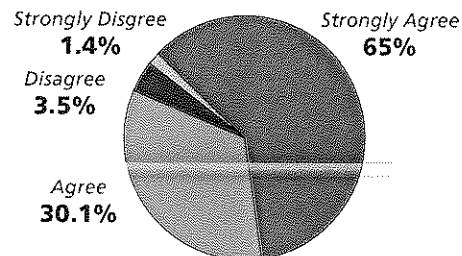
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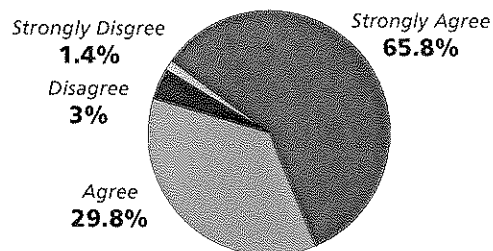
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	1,302	65.0%
Agree	603	30.1%
Disagree	71	3.5%
Strongly Disagree	28	1.4%
Total	2,004	



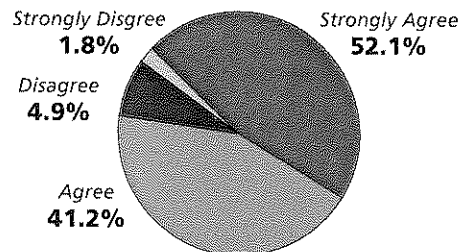
I would recommend the PINES System to my friends.

	Count	% Sample Answered
Strongly Agree	1,318	65.8%
Agree	596	29.8%
Disagree	60	3.0%
Strongly Disagree	29	1.4%
Total	2,003	



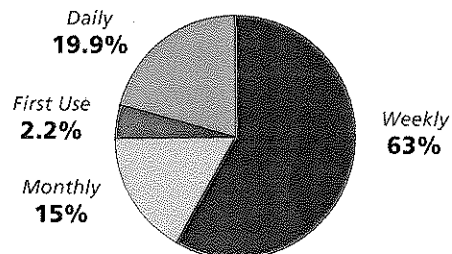
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	1,045	52.1%
Agree	827	41.2%
Disagree	98	4.9%
Strongly Disagree	37	1.8%
Total	2,007	



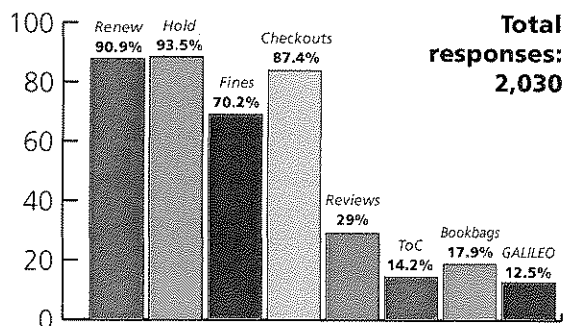
How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	44	2.2%
Daily	403	19.9%
Weekly	1,279	63.0%
Monthly	304	15.0%
Total	2,030	

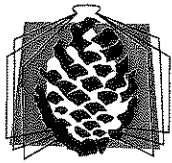


Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	1,821	90.9%
Place a hold on a book	1,872	93.5%
Check on fines	1,406	70.2%
See what I have checked out	1,751	87.4%
Item reviews	581	29.0%
Item table of contents	284	14.2%
Creating online bookbags	359	17.9%
Access to GALILEO	251	12.5%



For additional information about PINES, please visit www.gapines.org.



PINES™

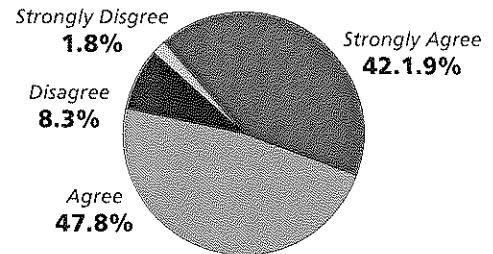
PINES Annual Patron Satisfaction Survey 2008

The fourth annual PINES User Satisfaction Survey was conducted between April 21-27, 2008. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the survey

during this time. In seven days, almost 1,800 users — an increase of more than 70 percent from 2007 — answered our questions. Once again, the overwhelming majority of respondents indicated a high level of satisfaction with the PINES system.

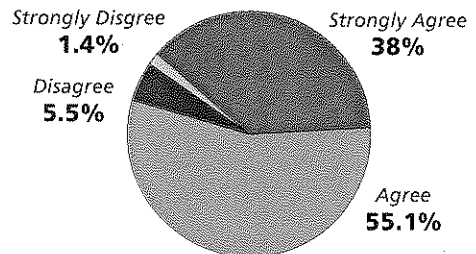
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	742	42.1%
Agree	842	47.8%
Disagree	147	8.3%
Strongly Disagree	32	1.8%
Total	1763	



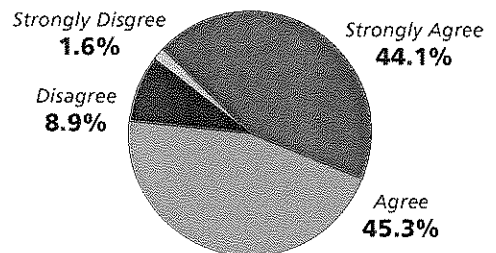
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	672	38.0%
Agree	974	55.1%
Disagree	98	5.5%
Strongly Disagree	24	1.4%
Total	1768	



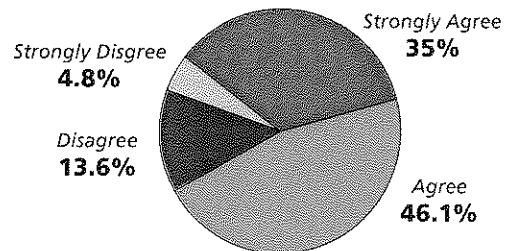
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	778	44.1%
Agree	799	45.3%
Disagree	157	8.9%
Strongly Disagree	29	1.6%
Total	1763	



If my local library does not have an item I need, it is easy to find and obtain the item through the PINES System.

	Count	% Sample Answered
Strongly Agree	614	35.4%
Agree	800	46.1%
Disagree	236	13.6%
Strongly Disagree	84	4.8%
Total	1734	

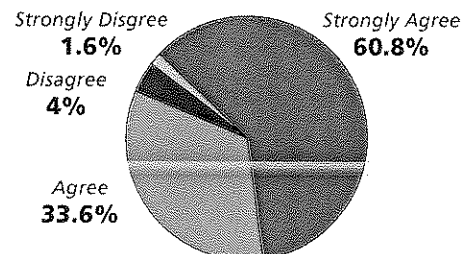


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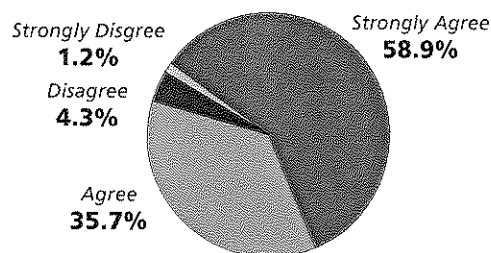
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	1056	60.8%
Agree	584	33.6%
Disagree	69	4.0%
Strongly Disagree	27	1.6%
Total	1736	



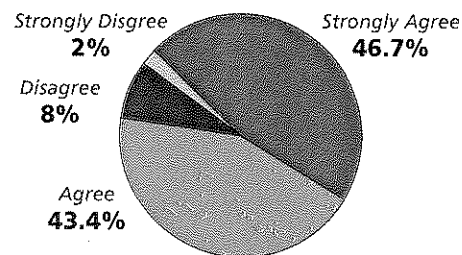
I would recommend the PINES System to my friends.

	Count	% Sample Answered
Strongly Agree	1010	58.9%
Agree	613	35.7%
Disagree	73	4.3%
Strongly Disagree	20	1.2%
Total	1716	



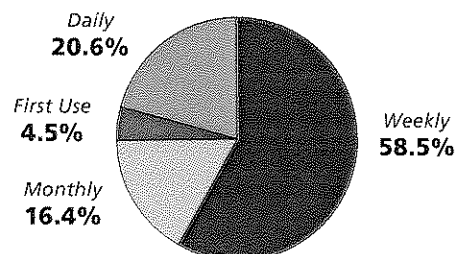
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	811	46.7%
Agree	754	43.4%
Disagree	139	8.0%
Strongly Disagree	34	2.0%
Total	1738	



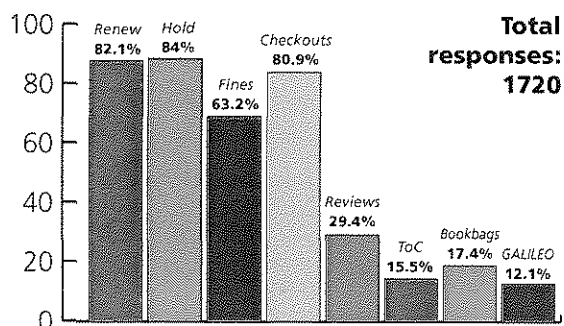
How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	78	4.5%
Daily	357	20.6%
Weekly	1017	58.5%
Monthly	285	16.4%
Total	1737	

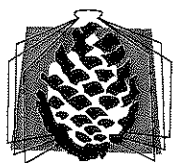


Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	1510	87.8%
Place a hold on a book	1523	88.5%
Check on fines	1189	69.1%
See what I have checked out	1443	83.9%
Item reviews	502	29.2%
Item table of contents	250	14.5%
Creating online bookbags	325	18.9%
Access to GALILEO	220	12.8%



For additional information about PINES, please visit www.gapines.org.



PINES™

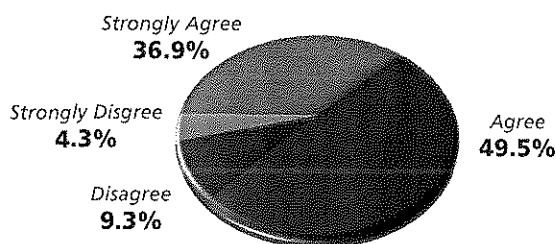
PINES Annual Patron Satisfaction Survey 2007

The fourth annual PINES User Satisfaction Survey was conducted between March 27 and April 2, 2007. Users entering the PINES online catalog, whether at a library workstation or from a remote home or office computer, had the opportunity to complete the

survey during this time. In seven days, more than 1,000 users answered our questions and, once again, the overwhelming majority of respondents indicated a high level of satisfaction with the PINES system.

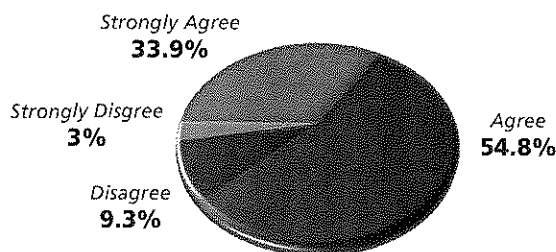
It is easy to use the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	383	36.9%
Agree	513	49.5%
Disagree	96	9.3%
Strongly Disagree	44	4.3%
Total	1036	



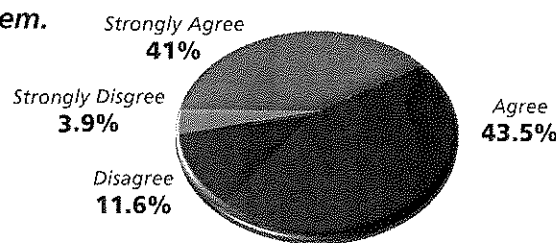
I typically find what I am looking for using the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	348	33.9%
Agree	553	54.8%
Disagree	96	9.3%
Strongly Disagree	31	3.0%
Total	1028	



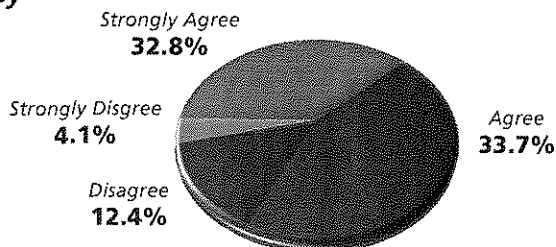
It is easy to determine if my library owns a particular item.

	Count	% Sample Answered
Strongly Agree	420	41.0%
Agree	445	43.5%
Disagree	119	11.6%
Strongly Disagree	40	3.9%
Total	1024	



If my local library does not have an item I need, it is easy to find and obtain the item through the PINES System.

	Count	% Sample Answered
Strongly Agree	381	32.8%
Agree	441	33.7%
Disagree	144	12.4%
Strongly Disagree	40	4.1%
Total	1006	



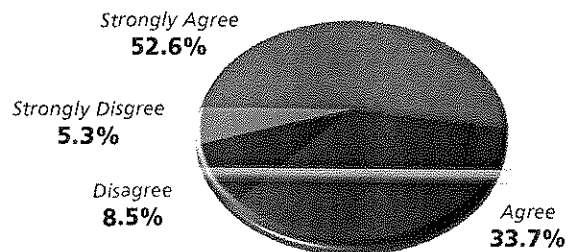
GEORGIA PUBLIC
LIBRARY SERVICE

A unit of the University System of Georgia

5/1/2007

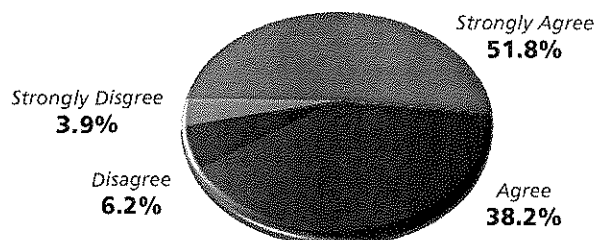
It is easy to renew my own materials through the PINES online catalog.

	Count	% Sample Answered
Strongly Agree	528	52.6%
Agree	338	33.7%
Disagree	85	8.5%
Strongly Disagree	53	5.3%
Total	1004	



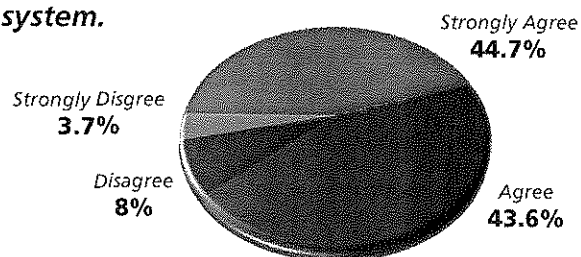
I would recommend the PINES System to my friends.

	Count	% Sample Answered
Strongly Agree	518	51.8%
Agree	382	38.2%
Disagree	62	6.2%
Strongly Disagree	39	3.9%
Total	1001	



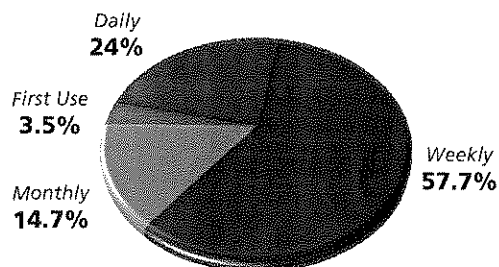
I am satisfied with the PINES Statewide Library Card system.

	Count	% Sample Answered
Strongly Agree	454	44.7%
Agree	442	43.6%
Disagree	81	8.0%
Strongly Disagree	38	3.7%
Total	1015	



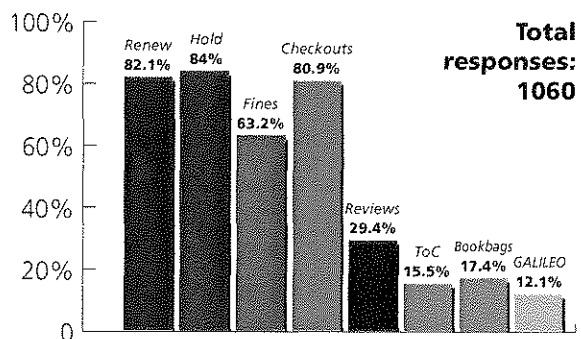
How often do you use the PINES catalog?

	Count	% Sample Answered
First Use	36	3.5%
Daily	245	24.0%
Weekly	588	57.7%
Monthly	150	14.7%
Total	1019	



Which of the features of the PINES online catalog have you used in the past? (check all that apply)

	Count	% Sample Answered
Renew books online	870	82.1%
Place a hold on a book	890	84.0%
Check on fines	670	63.2%
See what I have checked out	858	80.9%
Item reviews	312	29.4%
Item table of contents	164	15.5%
Creating online bookbags	184	17.4%
Access to GALILEO	128	12.1%



For additional information about PINES, please visit www.gapines.org.

Appendix C: 2011/12 GPLS LSTA Survey Results

Zoomerang Survey Results

GPLS LSTA Evaluation Survey of Library Staff

Use your browser back arrow key to return to the previous screen.

Response Status: Completes | Partial

Filter: No filter applied

Jan 12, 2012 1:17 PM PST

1. In which area of the library do you work? Please select the area where you spend most of your time.

Administration	96	26%
Technical Services	21	6%
Circulation	91	25%
Reference	47	13%
Children's & Youth Services	56	15%
Technology Services	16	4%
Other	39	11%
Total	366	100%

2. Is your library a member of PINES?

Yes	281	77%
No	85	23%
Total	366	100%

3. Do you use PINES for your job?

Yes	270	74%
No	96	26%
Total	366	100%

4. Estimate what percentage of your library's patrons in each group use PINES?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A	Sum # without N/A	# times % for all by N/A	Average %
	0	1	2	3	4	5	6	7	8	9	10	N/A			
K-6th grade	21 10%	15 7%	12 6%	8 4%	11 5%	19 9%	21 10%	25 12%	37 18%	28 13%	4 2%	9 4%	201	91.9	45.72%
6th 12th grades	20 10%	18 9%	13 6%	18 9%	8 4%	23 11%	15 7%	19 9%	36 17%	27 13%	2 1%	9 4%	199	97.1	48.79%
Ages 18-30	22 11%	17 8%	22 11%	13 6%	18 9%	23 11%	17 8%	20 10%	27 13%	18 9%	1 0%	7 3%	198	106.3	53.69%
Ages 30-60	24 11%	27 13%	31 15%	19 9%	22 10%	11 5%	15 7%	28 13%	18 9%	8 4%	0 0%	8 4%	203	123.9	61.03%
Ages 60 and over	22 10%	23 11%	21 10%	17 8%	21 10%	15 7%	17 8%	22 10%	24 11%	18 9%	1 0%	10 5%	201	111.5	55.47%

5. How often do you use PINES to assist patrons?

Multiple times a day	195	84%
Once per day	2	1%
Several times each week	21	9%
Once per week	0	0%
Several times each month	5	2%
Once per month	3	1%
A few times a year	5	2%
Never	2	1%
Total	233	100%

6. How often do you use PINES for your personal use?

Multiple times a day	85	37%
Once per day	20	9%
Several times each week	75	32%
Once per week	11	5%
Several times each month	20	9%
Once per month	9	4%
A few times a year	7	3%
Never	4	2%
Total	231	100%

7. How important is PINES to your library's patrons?

Very important	190	80%
Important	36	15%
Somewhat important	11	5%
Not important	1	0%
Total	238	100%

Rating	Total	Average w/ 4 as very important
4	760	
3	108	
2	22	
1	1	
	891	3.74

8. Rate your library's satisfaction with PINES.

Excellent	66	28%
Good	135	57%
Average	24	10%
Fair	7	3%
Poor	6	3%
Total	238	100%

Rating	Total	Average w/ 5 as excellent
5	330	
4	540	
3	72	
2	14	
1	6	
	962	4.04

9. Rate your patron's satisfaction with PINES.

Excellent	48	20%
Good	150	63%
Average	29	12%
Fair	10	4%
Poor	1	0%
Total	238	100%

Rating	Total	Average w/ 5 as excellent
5	240	
4	600	
3	87	
2	20	
1	1	
	948	3.98

10. For PINES, indicate the level of your agreement to the following statements.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Disagree	Strongly Disagree
	4r	3r	2r	1r
Use of my library's collection has increased because of PINES.	111 49%	105 46%	10 4%	2 1%
If my library did not have a PINES courier, we could not participate at the same level in interlibrary lending within the state.	162 71%	59 26%	5 2%	3 1%
PINES is an essential service for my library's patrons.	152 67%	70 31%	5 2%	1 0%
GPLS should continue to support courier services.	185 82%	40 18%	1 0%	0 0%

Total # in Row	Average rank (1= disagree, 4= agree)
228	3.43
229	3.66
228	3.64
226	3.81

11. Should GPLS continue to use LSTA funds to support PINES?

More	119	50%
About the same	110	46%
Less	8	3%
No	1	0%
Total	238	100%

Rank	Total based on resp. #	Average w/ 4 as more
4	476	
3	330	
2	16	
1	1	
	823	3.46

12. Do you use GALILEO for your job?

Yes	246	74%
No	87	26%
Total	333	100%

13. Estimate what percentage of your library's patrons in each group use GALILEO.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A	Sum # without N/A	# times for all by N/A	Average %
	0	1	2	3	4	5	6	7	8	9	10	N/A			
K-6th grade	3 2%	5 3%	4 2%	5 2%	6 3%	15 8%	14 7%	23 12%	31 16%	63 32%	18 9%	12 6%	185	48.9	26.43%
6th 12th grades	3 2%	6 3%	12 6%	8 4%	11 6%	27 14%	20 10%	24 12%	30 15%	40 20%	5 3%	11 6%	186	68.9	37.04%
Ages 18-30	2 1%	3 2%	11 6%	14 7%	15 8%	33 17%	18 9%	26 13%	41 21%	17 9%	3 2%	15 8%	183	73.7	40.27%
Ages 30-60	3 2%	1 1%	12 6%	7 4%	13 7%	23 12%	15 8%	22 11%	45 23%	38 19%	4 2%	15 8%	183	63.1	34.48%
Ages 60 and over	2 1%	2 1%	4 2%	2 1%	5 3%	18 9%	11 6%	14 7%	35 18%	62 32%	23 12%	16 8%	178	42.2	23.71%

14. Patrons use GALILEO resources for many reasons. To the best of your knowledge, RANK the following purposes for which your patrons use GALILEO resources in order of most frequent to least frequent.

Top number is the count of respondents selecting the option. Bottom % is percent of the respondents ranking in order column.

	1	2	3	4	5	6	Average Rank with 1 as	Total # resp. on row
K-12 education	68 31%	42 20%	51 25%	27 14%	13 7%	4 2%	2.45	205
Post-Secondary Education	73 34%	55 26%	34 17%	18 9%	13 7%	9 5%	2.36	202
Genealogy	52 24%	59 28%	44 22%	23 12%	17 9%	9 5%	2.61	204
Business research	12 6%	24 11%	22 11%	56 28%	56 30%	21 12%	3.96	191
Personal research	12 6%	28 13%	48 24%	58 29%	61 32%	2 1%	3.64	209
Recreation	0 0%	5 2%	4 2%	15 8%	29 15%	136 75%	5.52	189
# Sum	217	213	203	197	189	181		

15. How often do you use GALILEO to assist patrons?

Multiple times a day	41	18%
Once per day	18	8%
Several times each week	71	32%
Once per week	20	9%
Several times each month	36	16%
Once per month	13	6%
A few times a year	22	10%
Never	1	0%
Total	222	100%

16. How often do you use GALILEO for your personal use?

Multiple times a day	18	8%
Once per day	7	3%
Several times each week	48	22%
Once per week	30	14%
Several times each month	47	21%
Once per month	22	10%
A few times a year	41	18%
Never	9	4%
Total	222	100%

17. How important is GALILEO to your library's patrons?

Very important	86	38%
Important	94	42%
Somewhat important	43	19%
Not important	3	1%
Total	226	100%

Scale level	Total Value on Rank	Average w/ 4 as very important
4	344	
3	282	
2	86	
1	3	
	715	3.16

18. Rate your library's satisfaction with GALILEO.

Excellent	72	32%
Good	122	54%
Average	25	11%
Fair	6	3%
Poor	1	0%
Total	226	100%

Scale level	Total Value on Rank	Average w/ 5 as excellent
5	360	
4	488	
3	75	
2	12	
1	1	
	936	4.14

19. Rate your patron's satisfaction with GALILEO.

Excellent	57	25%
Good	117	52%
Average	42	19%
Fair	9	4%
Poor	1	0%
Total	226	100%

Scale level	Total Value on Rank	Average w/ 5 as excellent
5	285	
4	468	
3	126	
2	18	
1	1	
	898	3.97

20. For GALILEO, indicate the level of your agreement to the following statements.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Disagree	Strongly Disagree	Total # in Row	Average rank (1= disagree, 4= agree)
	4r	3r	2r	1r		
My library receives more use, both virtually and in person, because of GALILEO.	44 20%	137 62%	34 15%	5 2%	220	3.00
My library has saved money on print subscriptions and books because of GALILEO.	116 53%	88 40%	13 6%	3 1%	220	3.44
If my library did not have GALILEO, we couldn't offer the equivalent information resources to our patrons.	135 62%	76 35%	6 3%	2 1%	219	3.57
If my library did not have GALILEO, my patrons would not have other means to access similar resources.	122 55%	74 34%	20 9%	4 2%	220	3.43
GALILEO databases are an essential part of my library's services.	120 55%	86 39%	11 5%	3 1%	220	3.47

21. Should GPLS continue to use LSTA funds to support GALILEO?

		Total based on resp. #	Average w/ 4 as more
More	84 37%	4	336
About the same	132 58%	3	396
Less	9 4%	2	18
No	1 0%	1	1
Total	226 100%	751	3.32

22. Do you use Georgia HomePLACE for your job?

Yes	42 13%
No	270 87%
Total	312 100%

23. Estimate what percentage of your library's patrons in each group use HomePLACE.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
	0	1	2	3	4	5	6	7	8	9	10	N/A
K-5th grade	2 6%	0 0%	1 3%	0 0%	1 3%	2 6%	1 3%	2 6%	1 3%	11 35%	7 23%	3 10%
6th-12th grades	2 6%	0 0%	1 3%	0 0%	2 6%	2 6%	1 3%	3 9%	2 6%	13 41%	4 12%	2 6%
Ages 18-30	1 3%	1 3%	1 3%	1 3%	3 10%	2 7%	2 7%	1 3%	5 17%	11 37%	1 3%	1 3%
Ages 30-60	0 0%	3 9%	1 3%	0 0%	2 6%	3 9%	2 6%	4 12%	6 18%	11 33%	0 0%	1 3%
Ages 60 and over	0 0%	1 3%	1 3%	1 3%	0 0%	4 12%	2 6%	5 16%	5 16%	10 31%	2 6%	1 3%

Sum # without N/A	# times for all by N/A	Average %
28	6.7	23.93%
30	8	26.67%
29	9.4	32.41%
32	10.5	32.81%
31	8.7	28.06%

24. Patrons use HomePLACE resources for many reasons. To the best of your knowledge, RANK the following purposes for which your patrons use HomePLACE resources in order of most frequent to least frequent.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents in the ranking column.	1	2	3	4	5	6	Average Rank with 1 as	Total # resp. on row
K-12 education	3 9%	3 9%	8 27%	10 33%	3 11%	2 8%	3.45	29
Post-Secondary Education	3 9%	5 15%	8 27%	6 27%	2 7%	1 4%	3.11	28
Genealogy	23 68%	2 6%	2 7%	3 10%	2 7%	0 0%	1.72	32
Business research	0 0%	3 9%	3 10%	2 7%	6 21%	13 50%	4.85	27
Personal research	4 12%	16 50%	3 10%	3 10%	6 21%	1 4%	2.82	33
Recreation	1 3%	2 6%	6 20%	4 13%	9 32%	9 35%	4.45	31
# Sum	34	32	30	30	28	26		

25. How often do you use HomePLACE to assist patrons?

Multiple times a day	2	6%
Once per day	3	9%
Several times each week	6	17%
Once per week	2	6%
Several times each month	6	17%
Once per month	6	17%
A few times a year	10	29%
Never	0	0%
Total	35	100%

26. How often do you use HomePLACE for your personal use?

Multiple times a day	2	6%
Once per day	2	6%
Several times each week	5	15%
Once per week	1	3%
Several times each month	8	24%
Once per month	3	9%
A few times a year	12	35%
Never	1	3%
Total	34	100%

27. How important is HomePLACE to your library's patrons?

Very important	6	16%
Important	15	39%
Somewhat important	16	42%
Not important	1	3%
Total	38	100%

Scale level	Total Value on Rank	Average w/ 4 as very important
4	24	
3	45	
2	32	
1	1	
	102	2.68

28. Rate your library's satisfaction with HomePLACE:

Excellent	13	34%
Good	18	47%
Average	5	13%
Fair	2	5%
Poor	0	0%
Total	38	100%

Scale level	Total Value on Rank	Average w/ 5 as excellent
5	65	
4	72	
3	15	
2	4	
1	0	
	156	4.11

29. Rate your patron's satisfaction with HomePLACE:

Excellent	6	16%
Good	21	55%
Average	8	21%
Fair	3	8%
Poor	0	0%
Total	38	100%

Scale level	Total Value on Rank	Average w/ 5 as excellent
5	30	
4	84	
3	24	
2	6	
1	0	
	144	3.79

30. Does your library have collections it would like to digitize and include in HomePLACE?

Yes	13	35%
No	3	8%
I don't know	21	57%
Total	37	100%

31. Should GPLS continue to use LSTA funds to support HomePLACE?

More	14	37%
About the same	20	53%
Less	3	8%
No	1	3%
Total	38	100%

Rank	Total based on resp. #	Average w/ 4 as more
4	56	
3	60	
2	6	
1	1	
	123	3.24

32. Do you have knowledge of your library's Collaborative Summer Reading Program?

Yes	276	90%
No	31	10%
Total	307	100%

33. How important are Collaborative Summer Reading Programs to your patrons?

Very important	213	79%
Important	45	17%
Somewhat important	11	4%
Not important	1	0%
Total	270	100%

Rank	Total based on resp. #	Average w/ 4 as very important
4	852	
3	135	
2	22	
1	1	
	1010	3.74

34. Rate your library's satisfaction with the CSRP.

Excellent	128	47%
Good	125	46%
Average	14	5%
Fair	3	1%
Poor	0	0%
Total	270	100%

Rank	Total based on resp. #	Average w/ 5 as excellent
5	640	
4	500	
3	42	
2	6	
1	0	
	1188	4.40

35. Rate your patron's satisfaction with the CSRP.

Excellent	140	52%
Good	111	41%
Average	15	6%
Fair	4	1%
Poor	0	0%
Total	270	100%

Rank	Total based on resp. #	Average w/ 5 as excellent
5	700	
4	444	
3	45	
2	8	
1	0	
	1197	4.43

36. How much does the CSRP increase use of your library among children?

No increase	8	3%
Small increase	19	7%
Moderate increase	56	21%
Large increase	175	65%
Don't know	12	4%
Total	270	100%

Rank	Total based on resp. #	Average w/ 4 as large increase
1	8	
2	38	
3	168	
4	700	
	914	3.54

37. How much does the CSRP increase use of your library among adults?

No increase	18	7%
Small increase	79	29%
Moderate increase	115	43%
Large increase	23	9%
Don't know	35	13%
Total	270	100%

Rank	Total based on resp. #	Average w/ 4 as large increase
1	18	
2	158	
3	345	
4	92	
	613	2.61

38. If GPLS did not offer a CSRP, your library would:

Not have a summer reading program	19	7%
Decrease the length or scope of our summer reading program	110	41%
Develop our own summer reading program	120	44%
Continue it on the same level	21	8%
Total	270	100%

39. Indicate the level of your agreement to the following statements about the CSRP:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly agree	Agree	Disagree	Strongly disagree	Total # in Row	Average rank (1= disagree, 4= agree)
	4r	3r	2r	1r		
CSRP participants maintain or improve their reading skills.	149 56%	113 43%	2 1%	0 0%	264	3.56
Teachers appreciate the CSRP.	128 49%	118 45%	14 5%	1 0%	261	3.43
CSRPs increase interest in reading among the children who participate.	148 56%	109 42%	5 2%	0 0%	262	3.55
CSRP themes are appealing and entertaining for children in my community.	120 46%	131 50%	7 3%	5 2%	263	3.39

40. Did your library participate in the PRIME TIME Family Literacy Program?

Yes	37	12%
No	134	45%
Don't Know	130	43%
Total	301	100%

41. Are you familiar with the PRIME TIME program?

Yes	33	89%
No	4	11%
Total	37	100%

42. Was your program bilingual?

Yes	23	70%
No	10	30%
Total	33	100%

43. How important was this program to your patrons?

Very important	21	64%
Important	8	24%
Somewhat important	3	9%
Not important	1	3%
Total	33	100%

Rank	Total based on resp. #	Average w/ 4 as very important
4	84	
3	24	
2	6	
1	1	
	115	3.48

44. Rate your library's satisfaction with the PT program.

Excellent	22	67%
Good	11	33%
Average	0	0%
Fair	0	0%
Poor	0	0%
Total	33	100%

Rank	Total based on resp. #	Average w/ 5 as excellent
5	110	
4	44	
3	0	
2	0	
1	0	
	154	4.67

45. Rate PRIME TIME participants' satisfaction with the program.

Excellent	24	73%
Good	9	27%
Average	0	0%
Fair	0	0%
Poor	0	0%
Total	33	100%

Rank	Total based on resp. #	Average w/ 5 as excellent
5	120	
4	36	
3	0	
2	0	
1	0	
	156	4.73

46. Did PT increase use of library resources and materials among participants?

No increase	0	0%
Small increase	9	27%
Moderate increase	15	45%
Large increase	5	15%
Don't know	4	12%
Total	33	100%

Rank	Total based on resp. #	Average w/ 4 as large increase
1	0	
2	18	
3	45	
4	20	
	83	2.86

47. Should GPLS continue to use LSTA funds to support PRIME TIME?

More	6	18%
About the same	26	79%
Less	0	0%
No	1	3%
Total	33	100%

Rank	Total based on resp. #	Average w/ 4 as more
4	24	
3	78	
2	0	
1	1	
	103	3.12

48. Indicate the level of your agreement to the following statements about PRIME TIME:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly agree	Agree	Disagree	Strongly disagree
	1	2	3	4
PT has trengthened the library's partnerships with other organizations, such as schools and ESL programs.	15 48%	14 45%	2 6%	0 0%
For libraries hosting bilingual PT programs, the sessions have increased library usage among Spanish-speaking residents.	12 44%	13 48%	2 7%	0 0%
For libraries hosting bilingual PT programs, PT is a critical part of library's outreach to non-English speaking residents.	14 54%	11 42%	1 4%	0 0%
If GPLS did not offer PT, the library would not have the resources to offer a similar family literacy program.	16 52%	14 45%	1 3%	0 0%

Total # in Row	Average rank (1= disagree, 4= agree)
31	3.42
27	3.37
26	3.50
31	3.48

49. Does your library host a Talking Book Center or Library (subregional library for the blind and physically handicapped)?

Yes	95	32%
No	201	68%
Total	296	100%

50. Have you referred patrons to a nearby Talking Book Center or Library in the past year?

Yes	184	62%
No	112	38%
Total	296	100%

51. Have you attended an outreach program or staff day presentation related to GLASS or the Talking Book Libraries in the past 2 years?

Yes	79	27%
No	217	73%
Total	296	100%

52. Have you received information or participated in training about providing services to people with disabilities, such as adapting existing library programs/services to accommodate people with disabilities or etiquette for interacting with people with disabilities?

Yes	131	44%
No	165	56%
Total	296	100%

53. How informed are you about GLASS and Georgia's Talking Book Libraries?

Well informed	39	13%
Informed	62	21%
Somewhat informed	134	45%
Uninformed	61	21%
Total	296	100%

Rank	Total based on Average w/ 4 as well resp. #	informed
4	156	
3	186	
2	268	
1	61	
	671	2.27

54. Do you use Current Look, GPLS's annual statistical publication on the state of libraries in Georgia?

Yes	53	18%
No	242	82%
Total	295	100%

55. If NO, why not? Choose all that apply.

Don't know about it	173	72%
Too long	4	2%
Too complicated	4	2%
Not relevant to my job	74	31%
Other, Please specify in the comment box at the end of the survey.	5	2%

56. Who do you share Current Look with? Choose all that apply.

Other library staff	42	79%
Trustees	33	62%
Staff in county agencies	16	30%
City or County elected officials	24	45%
State legislators	16	30%
Local news media	12	23%
Didn't share	4	8%
Other, please specify	3	6%

57. Did you use any of the Current Look report's information in library publicity materials?

Yes	30	57%
No	23	43%
Total	53	100%

58. Indicate the value of Current Look in assisting your library to:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Low	Moderate	High	Total # in row	Average rating with 3=high
	1	2	3		
Raise awareness of the library's needs and issues	4 8%	28 56%	18 36%	50	2.28
Communicate the importance of library services	4 8%	27 54%	19 38%	50	2.3
Increase support for the library in my community	3 6%	33 66%	14 28%	50	2.22
Increase funding for the library in my community	6 12%	31 62%	13 26%	50	2.14

59. The following provides a list of Information Technology Services from GPLS. Indicate your library's level of satisfaction with the services it uses:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Low	Poor	Average	Good	Excellent	Don't Use	Don't Know	Total # 1-5 only	Average Rating (1=low, 5=high)
	1	2	3	4	5	6	7		
Email hosting	1 0%	3 1%	32 11%	66 23%	57 20%	36 13%	87 31%	159	4.10
Website hosting	1 0%	3 1%	25 9%	47 17%	45 16%	57 20%	104 37%	121	4.09
CIPA filtering	2 1%	5 2%	42 15%	56 20%	46 16%	14 5%	117 41%	151	3.92
e-rate application assistance	1 0%	0 0%	28 10%	28 10%	34 12%	34 12%	157 56%	91	4.03
Help Desk assistance	7 2%	5 2%	27 10%	68 24%	53 19%	19 7%	103 37%	160	3.97
IT Forum discussion lists	7 2%	1 0%	29 10%	54 19%	25 9%	27 10%	139 49%	116	3.77

60. For IT services on the above list that your library DOES NOT use, indicate why it does not use them. Choose all that apply.

Don't know about it	73	26%
Obtain from another source	40	14%
Don't need it	22	8%
Tried in the past and it wasn't effective	5	2%
Don't know	137	49%
Other, please specify	31	11%

61. Rate the capacity provided by GPLS's Wide Area Network for your library services.

Excellent	30	11%
Good	80	28%
Average	43	15%
Poor	8	3%
Inadequate	22	8%
Don't know	99	35%
Total	282	100%

Rank	Total based on resp. #	Average w/ 5 as excellent
5	150	
4	320	
3	129	
2	16	
1	22	
	637	3.48

62. How well informed are you about the following programs (services, status, new developments, etc.)?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Well informed	Informed	Somewhat informed	Uninformed
	4r	3r	2r	1r
PINES	153 54%	81 29%	39 14%	9 3%
GALILEO	118 42%	114 40%	46 16%	4 1%
GA HomePLACE	14 5%	35 12%	49 17%	184 65%
CSRP	130 46%	58 21%	29 10%	65 23%
PRIME TIME	23 8%	38 13%	44 16%	177 63%
GLASS and Talking Book Libraries	43 15%	75 27%	112 40%	52 18%
GPLS technology help desk	37 13%	75 27%	80 28%	90 32%
e-rate applications	23 8%	38 13%	59 21%	162 57%
State of Georgia's libraries	44 16%	89 32%	87 31%	62 22%
GPLS training opportunities	57 20%	99 35%	82 29%	44 16%
GPLS professional resource collection	50 18%	86 30%	71 25%	75 27%

Total # in Row	Average rank (1=not, 4=well)
282	3.34
282	3.23
282	1.57
282	2.90
282	1.67
282	2.39
282	2.21
282	1.72
282	2.41
282	2.60
282	2.39

63. Has your library participated in or used any of the following partnership programs.a. GA State Parks and Historic Sites ParkPass loan program

Yes	273	97%
No	9	3%
Total	282	100%

64. If NO, why not? Choose all that apply.

Wasn't aware of program	5	56%
Wasn't relevant	1	11%
Wasn't of interest to patrons	2	22%
Didn't serve my community	0	0%
Other. Please specify in the comment box at the end of the survey.	1	11%

65. If yes,

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Average	Fair	Poor
	5r	4r	3r	2r	1r
Rate the library's satisfaction with the program.	168 62%	87 32%	10 4%	5 2%	3 1%
Rate the patron's satisfaction with the program.	173 63%	88 32%	8 3%	3 1%	1 0%

Total # Ave. (1 poor, 5 excellent)

273 4.51

273 4.57

66. Has your library participated in or used any of the following partnership programs.b. Zoo Atlanta Family Pass loan program

Yes	273	97%
No	9	3%
Total	282	100%

67. If NO, why not? Choose all that apply.

Wasn't aware of program	6	67%
Wasn't relevant	1	11%
Wasn't of interest to patrons	0	0%
Didn't Serve my community	2	22%
Other. Please specify in the comment box at the end of the survey.	1	11%

68. If yes,

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Average	Fair	Poor
	5r	4r	3r	2r	1r
Rate the library's satisfaction with the program.	110 40%	86 32%	30 11%	25 9%	21 8%
Rate the patron's satisfaction with the program.	116 43%	91 33%	27 10%	24 9%	14 5%

Total # Ave. (1 poor, 5 excellent)

272 3.88

272 4.00

69. Has your library participated in or used any of the following partnership programs.c. Atlanta Hawks or Thrashers Check-It-Out Reading Program

Yes	123	44%
No	157	56%
Total	280	100%

70. If NO, why not? Choose all that apply.

Wasn't aware of program	61	39%
Wasn't relevant	11	7%
Wasn't of interest to patrons	19	12%
Didn't Serve my community	64	41%
Other, Please specify in the comment box at the end of the survey.	12	8%

71. If yes,

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Average	Fair	Poor
	5r	4r	3r	2r	1r
Rate the library's satisfaction with the program	35 26%	47 35%	33 25%	12 9%	6 5%
Rate the patron's satisfaction with the program.	32 24%	54 41%	30 23%	9 7%	8 6%

Total # Ave. (1 poor, 5 excellent)

133 3.70

133 3.70

72. Has your library participated in or used any of the following partnership programs.d. GEFA Kill-a-watt loan program

Yes	210	75%
No	70	25%
Total	280	100%

73. if NO, why not? Choose all that apply.

Wasn't aware of program	55	79%
Wasn't relevant	2	3%
Wasn't of interest to patrons	5	7%
Didn't Serve my community	4	6%
Other. Please specify in the comment box at the end of the survey	7	10%

74. If yes,

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Average	Fair	Poor
	5r	4r	3r	2r	1r
Rate the library's satisfaction with the program.	30	57	62	36	24
	14%	27%	30%	17%	11%
Rate the patron's satisfaction with the program.	27	57	64	37	34
	13%	27%	26%	18%	16%

Total # Ave. (1 poor, 5 excellent)

209 3.16

209 3.03

75. Has your library participated in or used any of the following partnership programs.e. Path2College Plan program

Yes	198	71%
No	80	29%
Total	278	100%

76. If NO, why not? Choose all that apply.

Wasn't aware of program	62	78%
Wasn't relevant	3	4%
Wasn't of interest to patrons	4	5%
Didn't Serve my community	4	5%
Other. Please specify in the comment box at the end of the survey	8	10%

77. If yes,

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Average	Fair	Poor
	5r	4r	3r	2r	1r
Rate the library's satisfaction with the program.	54	68	50	21	5
	27%	34%	25%	11%	3%
Rate the patron's satisfaction with the program.	47	63	58	24	6
	24%	32%	29%	12%	3%

Total # Ave. (1 poor, 5 excellent)

198 3.73
198 3.61

78. Has your library participated in or used any of the following partnership programs.f. High Museum of Art Speakers Bureau, Georgia Center for the Book Author Toursh. GA Commission on the Holocaust program

Yes	56	20%
No	222	80%
Total	278	100%

79. If NO, why not? Choose all that apply.

Wasn't aware of program	150	68%
Wasn't relevant	6	3%
Wasn't of interest to patrons	15	7%
Didn't Serve my community	38	17%
Other. Please specify in the comment box at the end of the survey	22	10%

80. If yes,

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Average	Fair	Poor
	5r	4r	3r	2r	1r
Rate the library's satisfaction with the program.	28 51%	17 31%	9 16%	1 2%	0 0%
Rate the patron's satisfaction with the program.	29 53%	18 33%	6 11%	1 2%	1 2%

Total # Average rating
(1=poor, 5=excellent)

55 4.31

55 4.33

81. Have you used the professional resources collection and/or reference services at GPLS?

Yes	118	43%
No	159	57%
Total	277	100%

82. If NO, why not? Choose all that apply.

Didn't know about it	80	50%
Don't need it	53	33%
Doesn't have what I need	6	4%
Other. Please specify in the comment box at the end of the survey	21	13%

83. If YES

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	High Satisfaction	Above Average	Average	Low	Dissatisfied
	5r	4r	3r	2r	1r
Rate your satisfaction level with the service and collection	39	52	25	2	0
	33%	44%	21%	2%	0%

Total # Ave. (1 not, 5 high)
118 4.08

84. If YES

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very valuable	Some value	Limited value
	3r	2r	1r
Rate the value of the resource(s) provided in helping you improve services at your library	71	46	1
	60%	39%	1%

Total # Average rating (3 = very, 1 = limited)

118 2.59

85. Have you taken training or attended conference from GPLS in the past 4 years?

Yes	172	62%
No	105	38%
Total	277	100%

86. If NO, why not? Choose all that apply.

Didn't know about the programs	27	26%
Didn't have time	16	15%
Didn't need the training	6	6%
Wasn't invited	19	18%
Wasn't relevant to my job	18	17%
Someone else from my library attended	44	42%
Other: Please specify in the comment box at the end of the survey	13	12%

87. Indicate the subjects/types of training or conferences you attended in the past 4 years:

PINES or Evergreen	97	57%
Cataloging Boot Camp	22	13%
GALILEO or the Digital Library of Georgia	54	32%
GOLD/GALILEO conferences	45	26%
Children's services	66	39%
Youth Services	48	28%
Technology management	10	6%
IT Boot Camp	19	11%
E-rate applications	16	9%
Statistics	10	6%
Communications	4	2%
Serving people with disabilities	23	13%
Webjunction courses	101	59%

88. Rate your overall satisfaction with the training.

Excellent	72	42%
Good	83	49%
Average	15	9%
Fair	1	1%
Poor	0	0%
Total	171	100%

Rank	Total based on # of resp.	Average w/ 5 as excellent
5	360	
4	332	
3	45	
2	2	
1	0	
	739	4.32

89. Indicate your level of agreement with the following statements (select only those relevant to the type of training you attended). GPLS training programs or conferences helped me to:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly agree	Agree	Disagree	Strongly Disagree	Total #	Average rating (4=agree, 1=not)
	4r	3r	2r	1r		
Improve delivery of library resources and services to patrons	53 34%	98 63%	5 3%	0 0%	156	3.31
Increase access to library resources in a variety of formats	39 25%	101 66%	14 9%	0 0%	154	3.16
Develop partnerships with other agencies and community-based organizations	31 21%	82 57%	30 21%	2 1%	145	2.98
Strengthen my library's planning and development of new or expanded services	39 26%	94 63%	15 10%	1 1%	149	3.15
Improve family literacy skills	28 20%	76 55%	34 24%	1 1%	139	2.94
Improve library services to persons having difficulty using a library	26 18%	89 63%	26 18%	0 0%	141	3.00
Improve library library services to underserved populations	28 20%	85 61%	24 17%	3 2%	140	2.99
Improve library services to non-English speaking residents	14 11%	68 52%	43 33%	6 5%	131	2.69
Improve library services to children and youth	54 36%	81 55%	11 7%	2 1%	148	3.26
Make my library easier to use	43 29%	87 60%	15 10%	1 1%	146	3.18
Make my library more efficient and effective	49 32%	95 61%	10 6%	1 1%	155	3.24

90. If GPLS did not offer these programs, I would not have been able to obtain this training.

Strongly agree	71	42%	Rank	Total based on resp. #	Average w/ 4 as strong agree
Agree	84	49%	4	284	
Disagree	16	9%	3	252	
Strongly disagree	0	0%	2	32	
Total	171	100%	1	0	
				568	3.32

91. The following programs are currently sponsored by GPLS with LSTA funds. RANK them in priority from high (1) to low (10) for YOUR LIBRARY for the NEXT LSTA plan.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents ranking in column.

	1	2	3	4	5	6	7	8	9	10
PINES	177 65%	25 9%	11 4%	9 3%	5 2%	3 1%	5 2%	7 3%	8 3%	21 8%
GALILEO	42 15%	88 32%	61 23%	32 12%	18 7%	12 4%	7 3%	4 1%	4 1%	3 1%
Georgia HomePLACE	1 0%	1 0%	10 4%	15 6%	17 6%	20 7%	41 15%	48 18%	65 24%	53 20%
Collaborative Summer Reading Program	33 12%	98 36%	74 27%	31 11%	19 7%	5 2%	5 2%	4 1%	2 1%	0 0%
PRIME TIME Family Reading Time Program	0 0%	4 1%	15 6%	32 12%	25 9%	44 16%	32 12%	54 20%	41 15%	24 9%
GLASS	2 1%	9 3%	13 5%	36 13%	28 10%	40 15%	42 15%	40 15%	34 13%	27 10%
Talking Books Recording Booth	1 0%	3 1%	12 4%	23 8%	28 10%	32 12%	39 14%	42 15%	33 12%	58 21%
Information Technology Management	11 4%	34 13%	34 13%	38 14%	49 18%	31 11%	23 8%	22 8%	23 8%	6 2%
Public & private partnerships between GA libraries & other agencies	0 0%	6 2%	30 11%	44 16%	51 19%	44 16%	34 13%	16 6%	28 10%	18 7%
Provision of statistical resources for stakeholders to assess community needs	4 1%	3 1%	11 4%	11 4%	31 11%	40 15%	43 16%	34 13%	33 12%	61 23%
	271	271	271	271	271	271	271	271	271	271

Average Rank
1=high,
10=low
Total #

271 2.63
271 3.09
271 7.69
271 2.90
271 6.77
271 6.54
271 7.21
271 5.05
271 5.89
271 7.24

Appendix D: 2011/12 GPLS LSTA Survey Form

GPLS LSTA Evaluation Survey of Library Staff888

Created: December 06 2011, 7:36 AM
 Last Modified: December 06 2011, 7:40 AM
 Design Theme: Clean
 Language: English
 Button Options: Custom: Start Survey: "Start Survey!" Submit: "Submit"
 Disable Browser "Back" Button: False

GPLS LSTA Evaluation Survey of Library Staff Use your browser back arrow key to return to the previous screen.

Page 1 - Question 1 - Choice - One Answer (Bullets) [Mandatory]

In which area of the library do you work? Please select the area where you spend most of your time.

- ☐ Administration
- ☐ Technical Services
- ☐ Circulation
- ☐ Reference
- ☐ Children's & Youth Services
- ☐ Technology Services
- ☐ Other

Page 1 - Question 2 - Choice - One Answer (Bullets) [Mandatory]

Is your library a member of PINES?

- ☐ Yes
- ☐ No

Page 1 - Question 3 - Choice - One Answer (Bullets) [Mandatory] [Up To 2 Answers]

Do you use PINES for your job?

- ☐ Yes [Skip to 2]
- ☐ No [Skip to 3]

Page 2 - Question 4 - Rating Scale - Matrix

Estimate what percentage of your library's patrons in each group use PINES?

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
K-6th grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th 12th grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 18-30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 30-60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 60 and over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 2 - Question 5 - Choice - One Answer (Bullets)

How often do you use PINES to assist patrons?

- ☐ Multiple times a day
- ☐ Once per day
- ☐ Several times each week

- ☐ Once per week
- ☐ Several times each month
- ☐ Once per month
- ☐ A few times a year
- ☐ Never

Page 2 - Question 6 - Choice - One Answer (Bullets)

How often do you use PINES for your personal use?

- ☐ Multiple times a day
- ☐ Once per day
- ☐ Several times each week
- ☐ Once per week
- ☐ Several times each month
- ☐ Once per month
- ☐ A few times a year
- ☐ Never

Page 2 - Question 7 - Choice - One Answer (Bullets)

[Mandatory]

How important is PINES to your library's patrons?

- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not important

Page 2 - Question 8 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with PINES.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Page 2 - Question 9 - Choice - One Answer (Bullets)

[Mandatory]

Rate you patron's satisfaction with PINES.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Page 2 - Question 10 - Rating Scale - Matrix

For PINES, indicate the level of your agreement to the following statements.

Use of my library's collection has increased because of PINES.

If my library did not have a PINES courier, we could not participate at the same level in interlibrary lending within the service area.

PINES is an essential service for my library's patrons.

GPLS should continue to support courier services.

Page 2 - Question 11 - Choice - One Answer (Bullets)

[Mandatory]

Should GPLS continue to use LSTA funds to support PINES?

- ☐ More
- ☐ About the same
- ☐ Less
- ☐ No

Page 3 - Question 12 - Choice - One Answer (Bullets)

[Mandatory]

Do you use GALILEO for your job?

- ☐ Yes [Skip to 4]
- ☐ No [Skip to 5]

Page 4 - Question 13 - Rating Scale - Matrix

Estimate what percentage of your library's patrons in each group use GALILEO.

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
K-6th grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th 12th grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 18-30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 30-60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 60 and over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 4 - Question 14 - Ranking Question

Patrons use GALILEO resources for many reasons. To the best of your knowledge, RANK the following purposes for which your patrons use GALILEO resources in order of most frequent to least frequent.

K-12 education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Secondary Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genealogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 4 - Question 15 - Choice - One Answer (Bullets)

How often do you use GALILEO to assist patrons?

- ☐ Multiple times a day
- ☐ Once per day
- ☐ Several times each week
- ☐ Once per week
- ☐ Several times each month
- ☐ Once per month
- ☐ A few times a year
- ☐ Never

How often do you use GALILEO for your personal use?

- ☐ Multiple times a day
- ☐ Once per day
- ☐ Several times each week
- ☐ Once per week
- ☐ Several times each month
- ☐ Once per month
- ☐ A few times a year
- ☐ Never

How important is GALILEO to your library's patrons?

- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not important

Rate your library's satisfaction with GALILEO.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Rate your patron's satisfaction with GALILEO.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

For GALILEO, indicate the level of your agreement to the following statements.

	Strongly Agree
My library receives more use, both virtually and in person, because of GALILEO.	<input type="radio"/>
My library has saved money on print subscriptions and books because of GALILEO.	<input type="radio"/>
If my library did not have GALILEO, we couldn't offer the equivalent information resources to our patrons.	<input type="radio"/>
If my library did not have GALILEO, my patrons would not have other means to access similar resources.	<input type="radio"/>
GALILEO databases are an essential part of my library's services.	<input type="radio"/>

Should GPLS continue to use LSTA funds to support GALILEO?

- ☐ More
- ☐ About the same
- ☐ Less
- ☐ No

Page 5 - Question 22 - Choice - One Answer (Bullets)

[Mandatory]

Do you use Georgia HomePLACE for your job?

- ☐ Yes [Skip to 6]
- ☐ No [Skip to 7]

Page 6 - Question 23 - Rating Scale - Matrix

Estimate what percentage of your library's patrons in each group use HomePLACE.

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
K-6th grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th 12th grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 18-30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 30-60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 60 and over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 6 - Question 24 - Ranking Question

Patrons use HomePLACE resources for many reasons. To the best of your knowledge, RANK the following purposes for which your patrons use HomePLACE resources in order of most frequent to least frequent.

K-12 education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Secondary Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genealogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 6 - Question 25 - Choice - One Answer (Bullets)

[Up To 2 Answers]

How often do you use HomePLACE to assist patrons?

- ☐ Multiple times a day
- ☐ Once per day
- ☐ Several times each week
- ☐ Once per week
- ☐ Several times each month
- ☐ Once per month
- ☐ A few times a year
- ☐ Never

Page 6 - Question 26 - Choice - One Answer (Bullets)

How often do you use HomePLACE for your personal use?

- ☐ Multiple times a day
- ☐ Once per day
- ☐ Several times each week
- ☐ Once per week

- ☐ Several times each month
- ☐ Once per month
- ☐ A few times a year
- ☐ Never

Page 6 - Question 27 - Choice - One Answer (Bullets)

[Mandatory]

How important is HomePLACE to your library's patrons?

- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not important

Page 6 - Question 28 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with HomePLACE:

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Page 6 - Question 29 - Choice - One Answer (Bullets)

[Mandatory]

Rate your patron's satisfaction with HomePLACE:

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Page 6 - Question 30 - Choice - One Answer (Bullets)

[Up To 2 Answers]

Does your library have collections it would like to digitize and include in HomePLACE?

- ☐ Yes
- ☐ No
- ☐ I don't know

Page 6 - Question 31 - Choice - One Answer (Bullets)

[Mandatory]

Should GPLS continue to use LSTA funds to support HomePLACE?

- ☐ More
- ☐ About the same
- ☐ Less
- ☐ No

Page 7 - Question 32 - Choice - One Answer (Bullets)

[Mandatory]

Do you have knowledge of your library's Collaborative Summer Reading Program?

- ☐ Yes **[Skip to 8]**

☐ No [Skip to 9]

Page 8 - Question 33 - Choice - One Answer (Bullets)

[Mandatory]

How important are Collaborative Summer Reading Programs to your patrons?

- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not important

Page 8 - Question 34 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with the CSRP.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Page 8 - Question 35 - Choice - One Answer (Bullets)

[Mandatory]

Rate your patron's satisfaction with the CSRP.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Page 8 - Question 36 - Choice - One Answer (Bullets)

[Mandatory]

How much does the CSRP increase use of your library among children?

- ☐ No increase
- ☐ Small increase
- ☐ Moderate increase
- ☐ Large increase
- ☐ Don't know

Page 8 - Question 37 - Choice - One Answer (Bullets)

[Mandatory]

How much does the CSRP increase use of your library among adults?

- ☐ No increase
- ☐ Small increase
- ☐ Moderate increase
- ☐ Large increase
- ☐ Don't know

Page 8 - Question 38 - Choice - One Answer (Bullets)

[Mandatory]

If GPLS did not offer a CSRP, your library would:

- ☐ Not have a summer reading program

- ☐ Decrease the length or scope of our summer reading program
- ☐ Develop our own summer reading program
- ☐ Continue it on the same level

Page 8 - Question 39 - Rating Scale - Matrix

Indicate the level of your agreement to the following statements about the CSRP:

	Strongly agree	Agree	Disagree	Strongly disagree
CSRP participants maintain or improve their reading skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teachers appreciate the CSRP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSRPs increase interest in reading among the children who participate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSRP themes are appealing and entertaining for children in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 9 - Question 40 - Choice - One Answer (Bullets)

[Mandatory]

Did your library participate in the PRIME TIME Family Literacy Program?

- ☐ Yes [Skip to 10]
- ☐ No [Skip to 12]
- ☐ Don't Know [Skip to 12]

Page 10 - Question 41 - Choice - One Answer (Bullets)

[Mandatory]

Are you familiar with the PRIME TIME program?

- ☐ Yes [Skip to 11]
- ☐ No [Skip to 12]

Page 11 - Question 42 - Choice - One Answer (Bullets)

[Mandatory]

Was your program bilingual?

- ☐ Yes
- ☐ No

Page 11 - Question 43 - Choice - One Answer (Bullets)

[Mandatory]

How important was this program to your patrons?

- ☐ Very important
- ☐ Important
- ☐ Somewhat important
- ☐ Not important

Page 11 - Question 44 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with the PT program.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Rate PRIME TIME participants' satisfaction with the program.

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

Did PT increase use of library resources and materials among participants?

- ☐ No increase
- ☐ Small increase
- ☐ Moderate increase
- ☐ Large increase
- ☐ Don't know

Should GPLS continue to use LSTA funds to support PRIME TIME?

- ☐ More
- ☐ About the same
- ☐ Less
- ☐ No

Indicate the level of your agreement to the following statements about PRIME TIME:

PT has trengthened the library's partnerships with other organizations, such as schools and ESL programs.
For libraries hosting bilingual PT programs, the sessions have increased library usage among Spanish-speaking residents.
For libraries hosting bilingual PT programs, PT is a critical part of library's outreach to non-English speaking residents.
If GPLS did not offer PT, the library would not have the resources to offer a similar family literacy program.

Does your library host a Talking Book Center or Library (subregional library for the blind and physically handicapped)?

- ☐ Yes
- ☐ No

Have you referred patrons to a nearby Talking Book Center or Library in the past year?

- ☐ Yes
- ☐ No

Have you attended an outreach program or staff day presentation related to GLASS or the Talking Book Libraries in the past 2 years?

- ☐ Yes
- ☐ No

Have you received information or participated in training about providing services to people with disabilities, such as adapting existing library programs/services to accommodate people with disabilities or etiquette for interacting with people with disabilities?

- ☐ Yes
- ☐ No

How informed are you about GLASS and Georgia's Talking Book Libraries?

- ☐ Well informed
- ☐ Informed
- ☐ Somewhat informed
- ☐ Uninformed

Do you use Current Look, GPLS's annual statistical publication on the state of libraries in Georgia?

- ☐ Yes [Skip to 15]
- ☐ No [Skip to 14]

If NO, why not? Choose all that apply.

- ☐ Don't know about it [Skip to 16]
- ☐ Too long [Skip to 16]
- ☐ Too complicated [Skip to 16]
- ☐ Not relevant to my job [Skip to 16]
- ☐ Other. Please specify in the comment box at the end of the survey. [Skip to 16]

Who do you share Current Look with? Choose all that apply.

- ☐ Other library staff
 - ☐ Trustees
 - ☐ Staff in county agencies
 - ☐ City or County elected officials
 - ☐ State legislators
 - ☐ Local news media
 - ☐ Didn't share
 - ☐ Other, please specify
-

Did you use any of the Current Look report's information in library publicity materials?

- ☐ Yes
☐ No

Indicate the value of Current Look in assisting your library to:

	Low	Moderate	High
Raise awareness of the library's needs and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate the importance of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase support for the library in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase funding for the library in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The following provides a list of Information Technology Services from GPLS. Indicate your library's level of satisfaction with the services it uses:

	Low	Poor	Average	Good	Excellent	Don't Use	Don't Know
Email hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CIPA filtering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-rate application assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help Desk assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Forum discussion lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For IT services on the above list that your library DOES NOT use, indicate why it does not use them. Choose all that apply.

- ☐ Don't know about it
☐ Obtain from another source
☐ Don't need it
☐ Tried in the past and it wasn't effective
☐ Don't know
☐ Other, please specify
-

Rate the capacity provided by GPLS's Wide Area Network for your library services.

- ☐ Excellent
☐ Good
☐ Average
☐ Poor
☐ Inadequate
☐ Don't know

How well informed are you about the following programs (services, status, new developments, etc.)?

	Well informed	Informed	Somewhat informed	Uninformed
PINES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GALILEO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GA HomePLACE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSRP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRIME TIME	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLASS and Talking Book Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPLS technology help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-rate applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State of Georgia's libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPLS training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPLS professional resource collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.a. GA State Parks and Historic Sites ParkPass loan program

- ☐ Yes [Skip to 19]
☐ No [Skip to 18]

If NO, why not? Choose all that apply.

- ☐ Wasn't aware of program [Skip to 20]
☐ Wasn't relevant [Skip to 20]
☐ Wasn't of interest to patrons [Skip to 20]
☐ Didn't serve my community [Skip to 20]
☐ Other. Please specify in the comment box at the end of the survey. [Skip to 20]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.b. Zoo Atlanta Family Pass loan program

- ☐ Yes [Skip to 22]
☐ No [Skip to 21]

If NO, why not? Choose all that apply.

- ☐ Wasn't aware of program [Skip to 23]
☐ Wasn't relevant [Skip to 23]

- ☐ Wasn't of interest to patrons [\[Skip to 23\]](#)
- ☐ Didn't Serve my community [\[Skip to 23\]](#)
- ☐ Other. Please specify in the comment box at the end of the survey. [\[Skip to 23\]](#)

Page 22 - Question 68 - Rating Scale - Matrix

[Mandatory]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 23 - Question 69 - Choice - One Answer (Bullets)

[Mandatory]

Has your library participated in or used any of the following partnership programs.c. Atlanta Hawks or Thrashers Check-It-Out Reading Program

- ☐ Yes [\[Skip to 25\]](#)
- ☐ No [\[Skip to 24\]](#)

Page 24 - Question 70 - Choice - Multiple Answers (Bullets)

[Mandatory]

If NO, why not? Choose all that apply.

- ☐ Wasn't aware of program [\[Skip to 26\]](#)
- ☐ Wasn't relevant [\[Skip to 26\]](#)
- ☐ Wasn't of interest to patrons [\[Skip to 26\]](#)
- ☐ Didn't Serve my community [\[Skip to 26\]](#)
- ☐ Other. Please specify in the comment box at the end of the survey.

Page 25 - Question 71 - Rating Scale - Matrix

[Mandatory]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 26 - Question 72 - Choice - One Answer (Bullets)

[Mandatory]

Has your library participated in or used any of the following partnership programs.d. GEFA Kill-a-watt loan program

- ☐ Yes [\[Skip to 28\]](#)
- ☐ No [\[Skip to 27\]](#)

Page 27 - Question 73 - Choice - Multiple Answers (Bullets)

[Mandatory]

If NO, why not? Choose all that apply.

- ☐ Wasn't aware of program [\[Skip to 29\]](#)
- ☐ Wasn't relevant [\[Skip to 29\]](#)
- ☐ Wasn't of interest to patrons [\[Skip to 29\]](#)
- ☐ Didn't Serve my community [\[Skip to 29\]](#)
- ☐ Other. Please specify in the comment box at the end of the survey [\[Skip to 29\]](#)

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.e. Path2College Plan program

- ☐ Yes [\[Skip to 31\]](#)
☐ No [\[Skip to 30\]](#)

If NO, why not? Choose all that apply.

- ☐ Wasn't aware of program [\[Skip to 32\]](#)
☐ Wasn't relevant [\[Skip to 32\]](#)
☐ Wasn't of interest to patrons [\[Skip to 32\]](#)
☐ Didn't Serve my community [\[Skip to 32\]](#)
☐ Other. Please specify in the comment box at the end of the survey [\[Skip to 32\]](#)

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.f. High Museum of Art Speakers Bureau. Georgia Center for the Book Author Toursh. GA Commission on the Holocaust program

- ☐ Yes [\[Skip to 34\]](#)
☐ No [\[Skip to 33\]](#)

If NO, why not? Choose all that apply.

- ☐ Wasn't aware of program [\[Skip to 35\]](#)
☐ Wasn't relevant [\[Skip to 35\]](#)
☐ Wasn't of interest to patrons [\[Skip to 35\]](#)
☐ Didn't Serve my community [\[Skip to 35\]](#)
☐ Other. Please specify in the comment box at the end of the survey [\[Skip to 35\]](#)

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you used the professional resources collection and/or reference services at GPLS?

- ☐ Yes [Skip to 37]
☐ No [Skip to 36]

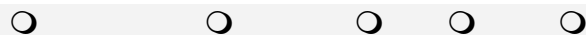
If NO, why not? Choose all that apply.

- ☐ Didn't know about it [Skip to 38]
☐ Don't need it [Skip to 38]
☐ Doesn't have what I need [Skip to 38]
☐ Other. Please specify in the comment box at the end of the survey [Skip to 38]

If YES

High Satisfaction Above Average Average Low Dissatisfied

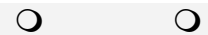
Rate your satisfaction level with the service and collection



If YES

Very valuable Some value Limited value

Rate the value of the resource(s) provided in helping you improve services at your library



Have you taken training or attended conference from GPLS in the past 4 years?

- ☐ Yes [Skip to 40]
☐ No [Skip to 39]

If NO, why not? Choose all that apply.

- ☐ Didn't know about the programs [Skip to 41]
☐ Didn't have time [Skip to 41]
☐ Didn't need the training [Skip to 41]
☐ Wasn't invited [Skip to 41]
☐ Wasn't relevant to my job [Skip to 41]
☐ Someone else from my library attended [Skip to 41]
☐ Other. Please specify in the comment box at the end of the survey [Skip to 41]

Indicate the subjects/types of training or conferences you attended in the past 4 years:

- ☐ PINES or Evergreen
☐ Cataloging Boot Camp
☐ GALILEO or the Digital Library of Georgia
☐ GOLD/GALILEO conferences
☐ Children's services

- Page 40 - Question 88 - Choice - One Answer (Bullets) [Mandatory]

Rate your overall satisfaction with the training.

- Page 40 - Question 89 - Rating Scale - Matrix
- Indicate your level of agreement with the following statements (select only those relevant to the type of training you attended). GPLS training programs or conferences helped me to:

Page 40 - Question 90 - Choice - One Answer (Bullets) [Mandatory]

If GPLS did not offer these programs, I would not have been able to obtain this training.

- Page 41 - Question 91 - Ranking Question [Mandatory]

The following programs are currently sponsored by GPLS with LSTA funds. RANK them in priority from high (1) to low (10) for YOUR LIBRARY for the NEXT LSTA plan.

PINES	○	○	○	○	○	○	○	○
GALILEO	○	○	○	○	○	○	○	○
Georgia HomePLACE	○	○	○	○	○	○	○	○
Collaborative Summer Reading Program	○	○	○	○	○	○	○	○

PRIME TIME Family Reading Time Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLASS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking Books Recording Booth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public & private partnerships between GA libraries & other agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of statistical resources for stakeholders to assess community needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 41 - Question 92 - Open Ended - Comments Box

Please share any comments or stories you may have about the LSTA programs sponsored by GPLS.

Thank You Page

Standard

Screen Out Page

Standard

Over Quota Page

Standard

Survey Closed Page

Standard

Appendix E: Acronyms

- AMLAS: Atlanta Metropolitan Library for Accessible Services
- BOR: Board of Regents
- COMO: Council of Media Organizations
- CSLP: Collaborative Summer Library Program
- DLG: Digital Library of Georgia
- FCC: Federal Communications Commission
- GALILEO: Georgia Library Learning Online
- GEFA: Georgia Environmental Facilities Authority
- GLASS: Georgia Library for Accessible Statewide Services
- GOLD: Georgia Online Database
- GPLS: Georgia Public Library Service
- ILL: Interlibrary loan or lending
- IMLS: Institute of Museum and Library Services
- LSTA: Library Services and Technology Act
- Mbps: Megabits per second
- OCLC: Online Computer Library Center
- PINES: Public Information Network for Electronic Services
- RDA: Resource Description and Access
- RPLAC: Regents Public Library Advisory Committee
- WAN: Wide Area Network

Appendix F: Interviews

Dates of face-to-face interviews are noted below. Email communications with most interviews occurred throughout the course of the assessment.

Emily Almond, Director, Information Technology, GPLS, on 11/1/11

David Baker, Director, Communications and Strategic Partnerships, GPLS, on 11/1/11

Elaine Black, Director, Youth Services, GPLS, on 11/1/11

Richard Brock, E-rate Program Director, GPLS, by email on 11/9/11

Peggy Chambliss, Library Services Specialist, GPLS, on 11/1/11

Stella Cone, Director, GLASS, on 11/1/11

Darin Givens, Webmaster and Communications Specialist, GPLS, on 11/1/11

Alan Harkness, Assistant State Librarian for Library Development, GPLS, on 11/1/11 and 3/12/12

Nicol Lewis, IT Helpdesk Manager, GPLS, on 11/1/11

Elizabeth McKinney, PINES Program Director, GPLS, on 11/1/11

Dr. Lamar Veatch, State Librarian, GPLS, on 11/3/11 and 3/12/12

Diana Very, Director of LSTA, Research, and Statistics, GPLS, on 10/25/11 and 11/1/11

Julie Walker, Deputy State Librarian, GPLS, on 11/1/11 and 3/12/12

Appendix G: Bibliography of Documents Reviewed

General

Georgia Public Library Service News, issue 8:6 (June 2010), issue 9:1 (August 2011), and issue 9:2 (October 2011). Copies provided by David Baker at 11/1/11 interview. Also available at <http://www.georgialibraries.org/news/>.

Georgia Public Library Service Website (<http://www.georgialibraries.org>). All documents/pages retrieved at URLs noted on 10/18/11.

- “About Us,” 1/18/11, available at http://www.georgialibraries.org/gpls/about_us.pdf.
- “By the Numbers,” 1/18/11 version and 1/18/12 version, available at <http://www.georgialibraries.org/statelibrarian/bythenumbers.pdf>.
- “A Current Look at Georgia’s Public Libraries and GPLS: Report for Fiscal Year July 1, 2009 to June 30, 2010,” February 2011, PDF available in five parts at <http://www.georgialibraries.org/lib/publiclibinfo/>.
- “Did You Know? Facts About Our Public Libraries,” 2009-2010, available at http://www.georgialibraries.org/statelibrarian/DidYouKnow_2010.pdf.
- “Georgia Library Services Using LSTA,” 3/1/11 (PDF available at http://www.georgialibraries.org/lib/advocacy/lsta_fact_sheet2011.pdf
- “Georgia Public Library Service Strategic Plan: Approved by the Strategic Planning Team December 10, 2007,” available at http://www.georgialibraries.org/gpls/strategic_plan/GPLSStrategicPlanFINAL.pdf.
- “Value of Library Services Calculator.” Retrieved 10/28/11 at <http://www.georgialibraries.org/lib/advocacy/calculator.php>.

Georgia Public Library Surveys, spreadsheets of data collected annually by GPLS from all Georgia public libraries, provided by Diana Very for the following fiscal years:

- 2010 (July 2009 through June 2010)
- 2009 (July 2008 through June 2009)
- 2008 (July 2007 through June 2008)
- 2007 (July 2006 through June 2007)
- 2006 (July 2005 through June 2006)

“GPLS Assessment of Strategic Direction, March 2012” slide presentation produced by the Parthenon Group for GPLS and the Bill & Melinda Gates Foundation. Provided by Julie Walker on 3/12/12.

Institute of Museum and Library Services documents/webpages:

- “Guidelines for Five-Year Evaluation Report,” provided by GPLS
- “State Program,” <http://www.ims.gov/programs/default.aspx> retrieved on 10/11/11

Library Services & Technology Act Five-Year Plan for Georgia’s Libraries 2008 to 2012, Georgia Public Library Service. Submitted July 9, 2007. Revised July 30, 2007. Retrieved 10/18/11 from http://www.georgialibraries.org/lib/lsta/5yr_plan2008_12.pdf.

LSTA program annual reports, all provided to consultants by Diana Very:

- “Georgia State Program Report Summary” Fiscal Year 2007, version 2
- “Georgia State Program Report Summary” Fiscal Year 2008, version 2

- “Georgia State Program Report Summary” Fiscal Year 2009, version 2
- “Georgia State Program Report Summary” Fiscal Year 2010, version 1

Communications and Strategic Partnerships

Data reports provided on 11/1/11 by David Baker and Darin Givens for:

- Website pages and traffic
- Facebook fan page
- Newsletter subscriptions and distribution
- Face sheets
- Press releases
- Georgia State Parks and Historic Sites ParkPass
- Zoo Atlanta Family Pass
- Georgia Environmental Facilities Authority Kill-a-Watt Loan Program
- Atlanta Hawks/Thrashers Check-It-Out Reading Program
- Path2College 529 Plan
- Programming partnerships with the High Museum of Art Speakers Bureau, Zoo Atlanta Zoomobile, Georgia Commission on the Holocaust, VSA Arts of Georgia

GALILEO

“Annual User Surveys.” Spreadsheet files retrieved on 11/6/11 from http://about.galileo.usg.edu/assessment/annual_user_surveys/ were:

- GALILEO User Survey 2010
- GALILEO User Survey 2009
- GALILEO User Survey 2008
- GALILEO User Survey 2007

“Facts and Figures for Marketing GALILEO.” Retrieved 11/4/11 from http://about.galileo.usg.edu/galileo_facts_and_figures_for_marketing.

“GALILEO Usage Statistics.” Spreadsheet files retrieved 11/6/11 from <http://about.galileo.usg.edu/statistics/> for Public Libraries, Atlanta Metropolitan Private Academic Libraries (AMPALS), Georgia Private Academic Libraries (GPLAS), Public K-12 libraries, Private K-12 libraries, Technical Colleges, and the University System of Georgia for the following fiscal years:

- 2011
- 2010
- 2009
- 2008
- 2007; FY2007 also included a “Summary Database Usage” report for all communities.

“Georgia’s Virtual Library GALILEO: 2010-2011 Fact Sheet.” Retrieved 11/4/11 from http://about.galileo.usg.edu/docs/materials_docs/GALILEOFactSheet_030711_1.pdf.

“GALILEO: Georgia’s Virtual Library for the 21st Century.” Facts from OITT, Office of Information and Instructional Technology, University System of Georgia, 3/09. Retrieved 11/4/11 from <http://www.usg.edu/oit/about/factsheets/galileo.pdf>.

Georgia HomePLACE

“Digital Library of Georgia: Facts from OIIT.” Office of Information and Instructional Technology, University System of Georgia, 3/09. Retrieved 11/6/11 from http://about.galileo.usg.edu/docs/materials_docs/dlgfactsheet_03_13_09.pdf.

“Georgia HomePLACE.” Retrieved on 11/6/11 from <http://dlg.galileo.usg.edu/AboutDLG/HomePLACE.html>.

See also the GALILEO section for references to annual usage statistics.

GLASS

“Georgia Libraries for Accessible Statewide Services,” 1/18/11, available at http://www.georgialibraries.org/glass/GLASS_facts.pdf.

“GLASS” webpage, retrieved 10/18/11 from <http://www.georgialibraries.org/glass/>.

Hopper, Lyn. *Georgia Libraries for Accessible Statewide Services (GLASS): Review and Recommendations*. GPLS, July 22, 2011. Retrieved 10/18/11 from <http://www.georgialibraries.org/glass/2011-review-recommendations-glass.pdf>.

HourGLASS, Georgia Public Library Service, September 2011 issue.

State of GLASS Report, September 1, 2009. Retrieved 10/18/11 from http://www.georgialibraries.org/glass/state_of_glass0909.pdf.

GOLD

“Georgia Online Database.” GPLS, 2/7/11. Retrieved 10/28/11 from http://www.georgialibraries.org/lib/gold/GOLD_facts.pdf.

“GOLD.” Retrieved 10/28/11 from <http://www.georgialibraries.org/lib/gold/>.

“GOLD Loans & Borrows FY2010,” “Non-GOLD Loans & Borrows FY2010,” “GOLD Loans and Borrows FY2011,” and “Non-GOLD Loans and Borrows FY2011,” spreadsheets provided by Alan Harkness on 3/12/12. The reports can also be retrieved from <http://www.georgialibraries.org/lib/gold/statistics>.

Information Technology Management Services

2011 GPLS Technology Boot Camp Conference documents. Provided by Emily Almond on 11/1/11:

- Agenda
- Attendees List
- Project Report 10/25/10

“Beyond Branches: Re-Architecting Georgia’s Public Library Network.” N.D. Provided by Emily Almond on 11/1/11.

Georgia Libraries Tech Center website at <http://galibtech.org/>. Accessed on 10/28/11.

“GPLS Hosting Services.” 10/31/11. Provided by Emily Almond on 11/1/11. Lists library systems for which GPLS provides hosted email, URL filtering, and/or websites.

“GPLS IT Server Overview.” 10/27/11. Provided by Emily Almond on 11/1/11.

“GPLS Ticket Response Procedures.” Provided by Emily Almond on 11/1/11.

“Numara Software Implementation Report,” 10/25/10. Provided by Emily Almond on 11/1/11.

“Replacement of URL Filtering Equipment Used by Georgia’s Public Libraries.” May 12, 2011. Provided by Emily Almond on 11/1/11.

PINES

Cataloging Summit Evaluation Survey Results, August 2011. SurveyMonkey Report provided by Elizabeth McKinney on 11/1/11.

PINES website, homepage at <http://pines.georgialibraries.org/>.

PINES Annual Surveys

- PINES 2011: Annual Patron Satisfaction Survey, 4/26/11. Provided by Elizabeth McKinney on 11/1/11.
- PINES 2010: Annual Patron Satisfaction Survey, 4/30/10. Retrieved 10/28/11 from http://georgialibraries.org/lib/pines/user_survey/PINES_Survey_10.pdf.
- PINES Annual Patron Satisfaction Survey 2009, 4/30/09. Provided by Elizabeth McKinney on 11/1/11.
- PINES Annual Patron Satisfaction Survey 2008, 5/5/08. Provided by Elizabeth McKinney on 11/1/11.
- PINES Annual Patron Satisfaction Survey 2007, 5/1/07. Provided by Elizabeth McKinney on 11/1/11.
- PINES Annual Patron Satisfaction Survey 2006, 4/28/06. Provided by Elizabeth McKinney on 11/1/11.

“PINES: Georgia’s Statewide Library Card,” 1/24/12. Retrieved 3/19/12 from http://georgialibraries.org/lib/pines/PINESfacts_0212.pdf

PINES Help Desk Workflow. Provided by Elizabeth McKinney on 11/1/11.

Professional Collection

“The State Library Collection,” 1/18/11. Retrieved 10/28/11 from http://www.georgialibraries.org/statelibrarian/State_Lib_Coll.pdf.

Youth Services

Barr, James E. “Stemming the Tide of Intergenerational Illiteracy: A Ten-Year Impact Study of PRIME TIME Family Reading Time®: Executive Summary.” Louisiana Endowment for the Humanities, 2011.

“Children’s Services Annual Conference 2009 Evaluation Survey Results.” SurveyMonkey report provided by Elaine Black, 11/9/11.

Grantee Reports for the 2010 ALSC Institute, all provided by Elaine Black:

- Allison Grant, 9/30/10
- Jessie Johnson, 10/1/10
- Norma McKellar, 9/28/10

PRIME TIME “Entry Survey” and “Completion Survey” results for Norcross and Vidalia sites, August through October 2008. Copies of completed survey forms provided by Elaine Black on 11/3/11.

PRIME TIME Family Reading Time Survey Results from Community Organizers, Program Coordinators, Preschool Coordinators, and Scholars/Storytellers. SurveyMonkey Reports for Georgia libraries provided by Elaine Black on 11/3/11, obtained from the Louisiana Endowment for the Humanities. Separate reports were provided for stakeholder group for:

- Fall 2010 (results for 7 sites)
- Spring 2011 (results for 2 sites)
- Fall 2011 (results for 5 sites)

“Teen Services Annual Conference 2008 Evaluation Survey Results.” SurveyMonkey report provided by Elaine Black, 11/3/11.

“Youth Services,” 2/7/11, PDF available at <http://www.georgialibraries.org/lib/child/>. Retrieved on 10/28/11.

Appendix H: GPLS Logic Model Template and Sample

Logic Model Template				
Project Title			Grant Period	
Project Description				
Resources	Activities/Methods	Outputs	Outcomes	Impacts
In order to accomplish set of activities, we will need the following:	In order to address our problem we will conduct the following activities:	We expect that these activities will produce the following evidence of service delivery	We expect changes in attitudes, behaviors, knowledge, skills resulted from this project	Organizational, community or procedural level changes resulted from this project.
Name of resources	Name of activities	Number of items	Increased number Percentage Increase	Increased Number Percentage increase
Other Results				
Anecdotal Information				
Exemplary Reason				

Youth Services LSTA 120					
Project Title		Summer Reading		Grant Period	7/10 - 6/11
Project Description The Georgia Public Library Service coordinates the annual statewide Summer Reading Program that encourages children and families to read for fun during school vacations through the CSLP. Family literacy activities are highlighted and parents are encouraged to participate in the program with their children. Reading logs, bookmarks, posters, stickers are designed to help promote the program in each of the 394 library facilities in Georgia for children from birth to 17 yrs					
Resources	Activities/Methods	Outputs	Outcomes	Impacts	
In order to accomplish set of activities, we will need the following:	In order to address our problem we will conduct the following activities:	We expect that these activities will produce the following evidence of service delivery	We expect changes in attitudes, behaviors, knowledge, skills resulted from this project	Organizational, community or procedural level changes resulted from this project.	
Elaine, Diana, GPLS staff	CSLP Annual Meeting	Number of humanites/arts programs	Increased program attendance	8% door count increase over last year	
CSLP materials	LSTA subgrants to libraries	Attendance at programs	Increased Media attention	7% circulation increase statewide	
61 GA library systems	Purchase materials for libraries (kid and teen)	Number of materials purchased	More families joined SRP		
	Local programming	Number of storytime aids purchased	Increased Circulation		
Other Results					
Anecdotal Information					
Exemplary Reason					