An Independent Evaluation
of the
Pennsylvania Department of Education, Office of Commonwealth Libraries' Implementation of the Library Services and Technology Act Grants to States Program
2008 – 2012

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INTRODUCTION

The period of time covered by the evaluation of the Pennsylvania Office of Commonwealth Libraries' (OCL) implementation of the Library Services and Technology Act (LSTA) Grants to States program (2008 – 2012) marks what has been arguably the most volatile period in the history of libraries in the United States. The sharp economic downturn combined with rapid technological advances and exceptionally high customer demands presented all state library administrative agencies (SLAAs) with a daunting challenge in their efforts to make progress. As this evaluation documents, Pennsylvania has met most of its goals and has reached a majority of the objectives and evaluation measure targets that were outlined in its 2008 – 2012 LSTA Plan in spite of these difficult circumstances.

On October 9, 2007, just over one-week into Federal Fiscal Year (FFY) 2008, the Dow-Jones Industrial Average hit an all-time high of 14,164. By March of 2009, it had lost more than half of its value and closed at 6,547. As we all know, the factors leading to this collapse and the recession that followed have had profound and lasting effects on local, state and federal budgets.

The fiscal crisis has had a direct impact on OCL. At the time Pennsylvania's 2008 – 2012 LSTA Plan was written, OCL had 65 full-time-equivalent (FTE) staff positions that were filled. As this evaluation is being written, that number has been reduced to 36; a reduction of almost forty-five percent (44.62%). It is to the great credit of the OCL administration and staff that so much has been accomplished and that solid program evaluation has been ongoing in spite of a loss of capacity to serve at the SLAA.

As the economy was failing and OCL staff was being cut, libraries of all types were presented with amazing new opportunities. New technology products that directly impact the ways in which libraries deliver content to the public were bursting on the scene. Steve Jobs unveiled the first generation iPhone in January 2007 and the original Amazon Kindle was released in November of that year. The Barnes & Noble Nook was released in 2009; the original iPad went on sale in April 2010 and, in September 2011, the Nook broke the $100 price barrier.

Simultaneously, increasing unemployment and cuts to social service agencies drove record numbers of people into libraries seeking everything from job retraining to a place to escape the heat or cold. Library staff, often stretched even more thinly than before by local budget cuts, struggled to keep up with increased demands. It is within this environment that the Pennsylvania Office of Commonwealth Libraries and other SLAAs worked on realizing the goals they had set forth in their respective 2008 – 2012 LSTA Plans.

EXECUTIVE SUMMARY

Pennsylvania's 2008 – 2012 LSTA Plan was highly focused and included only two goals. They were:

Goal 1: ***Expand access to information resources for all Pennsylvania residents through infrastructure support and support for activities that enhance resource sharing.*** (Designed to address LSTA Priorities 2, 3 and 4,)

Goal 2: ***Pennsylvania libraries will expand services for learning and access to information and educational resources through improved resources and innovative programming.*** (Designed to address LSTA Priorities 1, 5 and 6)

At the time that Pennsylvania's 2008 – 2012 LSTA Plan was written, the LSTA Grants to States program had six stated priorities. Components of Office of Commonwealth Libraries' LSTA Plan address all six to some degree; however, Pennsylvania's 2008 – 2012 LSTA Plan placed the greatest emphasis on Priorities 1 and 2 based on the results of a needs assessment conducted prior to the development of the Plan. A short version of the LSTA Grants to States Priorities follows with the two emphasized priorities shown in **boldface italics**:

- ***Priority 1 – Expanding services for learning and access to information and educational resources,***
- ***Priority 2 – Developing services that provide access to information through state, regional, national and international networks,***
- Priority 3 – Providing electronic and other linkages among and between all types of libraries,
- Priority 4 – Developing public and private partnerships,
- Priority 5 – Targeting services to individuals of diverse geographic, cultural and socioeconomic backgrounds, to individuals with disabilities and to individuals with limited functional literacy or information skills and,
- Priority 6 – Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

The evaluators conducted a "self-assessment survey," which asked the Deputy Secretary of Education, (State Librarian) and the Contracting Manager (LSTA Administrator) to assess their progress toward the state-level goals from the LSTA Plan. Respondents could indicate "Little or No Progress Toward Goal," "Progressing Toward Goal," "Met Goal," or "Surpassed Goal." The Office of Commonwealth Libraries' administration indicated that they believed they were "Progressing Toward Goal" on both Goals 1 and 2. The evaluators agree with OCL's assessment. In fact, the evaluators are amazed that as much progress has been made in spite of incredibly difficult budgetary circumstances. Table 1 shown below summarizes the State's assessment of its own performance as well as the evaluator's assessment.

Goal	LSTA Priorities Addressed	OCL Self-Assessment	Evaluators' Assessment
Goal 1	2, 3 and 4	Progressing Toward Goal	Progressing Toward Goal
Goal 2	1, 5 and 6	Progressing Toward Goal	Progressing Toward Goal

Table 1
Commonwealth Libraries' Self-Assessment and Evaluators' Assessment of Progress on State-Level Goals

Pennsylvania has also been quite successful in addressing the two LSTA Grants to States Priorities that it emphasized in its Plan. While programs undertaken using LSTA funds have served to advance all six priorities, the evaluators see the greatest evidence of impact in regard to Priorities 1 and 2. Of particular note are efforts to address LSTA Priority 1 through programs related to emergent and family literacy (Family Place, One Book, Every Young Child, Preschool Connections, etc.) and efforts to address LSTA Priority 2 through the continuation of the Power Library program in the face of overwhelming odds. Specific programs address LSTA Priorities 3, 5 and 6. For example, the "Information Access" grants "provide electronic linkages among and between all types of libraries" (Priority 3). LSTA funds provided to the two Regional Libraries for the Blind and Physically Handicapped "target services to individuals with disabilities" (Priority 5). The "Outreach to Older Adults, Muticultural and Institution

Librarians" program also addresses Priority 5. Major components of the Services to Urban Population Grants "target underserved urban communities" and children from families with incomes below the poverty line" (Priority 6). Although LSTA Priority 4 (public and private partnerships) is addressed less directly than the other Grants to States Priorities, collaboration is infused throughout Pennsylvania's LSTA program. Some of the evidence that supports this claim is the sheer number of grants and amounts of money that have been invested in school and academic libraries as well as with organizations such as local historical societies on digitization grants. Partnership activity is also pervasive in LSTA-subsidized community-based initiatives such as the summer reading program and the One Book: Every Young Child program. A major program (Lifelong Learning at Public Libraries) that primarily addresses LSTA Priority 1 features a well-developed partnership with the Pennsylvania Humanities Council.

While the evaluators are concerned that OCL has increased its dependence on LSTA funds for services that appear to be more appropriately supported with State dollars, the ways in which LSTA funds are used internally are consistent with the 2008 – 2012 Plan. In short, the evaluators find that Pennsylvania's implementation of the LSTA Grants to States program has been successful in making measurable progress toward the state-level goals included in the 2008 – 2012 Plan and has been successful in addressing all six LSTA Grants to States Priorities.

EVALUATION REPORT

Background

Audiences*.* This report is intended for use by several audiences:

- The U.S. Institute of Museum and Library Services (IMLS). IMLS called for this evaluation as part of the reporting requirements when it awarded Library Services and Technology Act funding to the Pennsylvania Office of Commonwealth Libraries (OCL) as required by Section 9134 of IMLS's authorizing legislation. That legislation directs state library administrative agencies (SLAAs) to "independently evaluate, and report to the [IMLS] Director regarding, the activities assisted under this subchapter, prior to the end of the five-year plan."
- Commonwealth of Pennsylvania elected officials and policy makers.
- The Pennsylvania Office of Commonwealth Libraries, which requested the evaluation, in partial fulfillment of the requirements for receiving LSTA funding from IMLS.
- State Library Administrative Agency and local library staff, as well as state-level and local-level partners involved in designing, implementing, and assessing LSTA-supported projects.
- Recipients of services supported by LSTA funding at the state, regional, and local level. In Pennsylvania recipients included patrons of local libraries of all types, library employees, and partner agencies.

Key Evaluation Questions*.* This evaluation attempts to answer key evaluation questions outlined by IMLS that are designed to address effective past practices; identify processes at work in implementing the activities in the plan including the use of performance-based measurements in planning, policy making and administration; and, to develop findings and recommendations for inclusion in the next five-year planning cycle.

Retrospective questions include:

1. Did the activities undertaken through the state's LSTA plan achieve results related to priorities identified in the Act?
2. To what extent were these results due to choices made in the selection of strategies?
3. To what extent did these results relate to subsequent implementation?
4. To what extent did programs and services benefit targeted individuals and groups?

Process questions include:

1. Were modifications made to the OCL's plan? If so, please specify the modifications and if they were informed by outcomes-based data.
2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?
3. How have performance metrics been used to guide policy and managerial decisions affecting the OCL's LSTA -supported programs and services?
4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

Prospective questions include:

1. How does the OCL plan to share performance metrics and other evaluation-related information within and outside the agency to inform policy and administrative decisions over the next five years?
2. How can the performance data collected and analyzed to-date be used to identify benchmarks in the upcoming five-year plan?
3. What key lessons has the agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.

Optionally, IMLS asked states to address three additional prospective questions to assist the states in jump starting their five-year planning process:

1. What are the major challenges and opportunities that the OCL and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?
2. Based on the findings from the evaluation, what recommendations does OCL have for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan?
3. Based on the findings from the evaluation, what recommendations does OCL have for justifying potential cuts and/or elimination of programs in the next five-year plan?

Values and principles. As an evaluator, Himmel & Wilson, Library Consultants embraces the "Guiding Principles for Evaluators" – systematic inquiry, competence, integrity/honesty, respect for people, and responsibilities for general and public welfare – adopted by the American Evaluation Association.

Methodology

Himmel & Wilson employed a variety of different methods to assess the progress that Pennsylvania has made in pursuing its goals for the LSTA Grants to States program. The evaluation began with a reading of the State's 2008 – 2012 LSTA Plan and a review of the State Program Reports (SPRs) submitted to IMLS by OCL. An initial one-day site visit was made to the OCL offices in Harrisburg, Pennsylvania. During that visit, the evaluator reviewed the 2008 – 2012 LSTA Plan with Director of the Bureau of Library Development Susan Pannebaker and Grants and Contracting Manager and LSTA Administrator Constance Cardillo. A group interview was also conducted that included Bonnie Young, Head, Public

Libraries and Professional Development, and Sandra Edmunds, Division Chief, Grants and Subsidies and other staff during the site visit.   M. Clare Zales, the then Deputy Secretary Pennsylvania Department of Education, Commonwealth Libraries encountered a last minute scheduling conflict that prevented her from being interviewed during the evaluator's site-visit. Consequently, she was interviewed via telephone at a later date.

Himmel and Wilson also used a multifaceted research protocol, including interviews with library community leaders and a web-based survey that targeted the broader Pennsylvania library community. Individual tools are described below.

Himmel & Wilson did not conduct focus groups in Pennsylvania because several similar sessions had taken place in 2010. Those sessions were conducted by Leigh Estabrook and Jan O'Rourke, who had also been instrumental in the needs assessment process that informed the direction taken by the 2008 – 2012 LSTA Plan. The notes from those sessions are included in the appendices to this report and input received through those sessions was incorporated into the findings of the Himmel & Wilson assessment.

The strengths of the evaluation methodology derive from:

- Objective, external evaluators not associated with the Commonwealth in any official capacity.
- Varied approaches and tools, allowing analysis and comparison of program data collected by staff and quantitative survey results with comments from librarians and sometimes from end users.
- Credible data, including output and outcomes, thanks to strong efforts by the OCL to identify desired outcomes and design and implement ongoing data collection methods.

Methodological weaknesses are associated with several factors:

- Ex post facto evaluation design, which only allowed for review of program data after the fact, resulting in inconsistent data in some areas and sometimes unrecoverable gaps in information.
- Difficulty in identifying trends, with only two full years of data available at the time of this evaluation.
- The online survey dissemination method did not allow collection of responses from a random sample of library staff (it was a self-selected sample); consequently results are biased toward individuals most interested in LSTA.

Review of existing documents. The evaluators conducted a review of background documents, including the *LSTA Five-year Plan 2008-2012* and annual State Program Reports to IMLS for 2008 and 2009. (The 2010 SPR was not yet available at time most of the evaluation was taking place but was reviewed when it became available in December 2011.) The evaluators also mined multiple websites for information. Some of the print tools consulted are listed in the Bibliography (Appendix E) and in the List of Acronyms and Terms (Appendix D).

Interviews with key OCL personnel. Evaluator Bill Wilson visited OCL on September 20, 2011 and interviewed approximately eight OCL staff members either individually or in small groups. The agency head was interviewed via telephone on December 2, 2011. A list of individuals interviewed was provided above.

Web-based input on key questions from OCL personnel. Himmel & Wilson created a web-based tool to solicit comments from the state library agency head and the LSTA administrator regarding the SLAA's performance in implementing their plan. The web-survey asked the key OCL staff to provide a self-assessment of the agency's performance in pursuing each of the goals in their plan (little or no progress

toward goal, progressing toward goal, met goal, surpassed goal). Respondents were also asked to indicate why they believed that assessment was accurate.

Respondents were also asked to respond to each of the key questions posed by IMLS. While only general information could be offered on the optional prospective questions, substantive input was received on the other questions that were applicable.

Focus groups. Himmel & Wilson did not conduct focus groups in Pennsylvania because several similar sessions had taken place in 2010. Those sessions were conducted by Leigh Estabrook and Jan O'Rourke. Notes from those sessions are included with this report as Appendix C and input received through those sessions was incorporated into the findings of the Himmel & Wilson assessment.

Interviews with key stakeholders. Evaluators Ethel Himmel and Bill Wilson conducted telephone interviews with 21 Pennsylvania library leaders. Most of the interviews were conducted during the second week of December 2011. A summary of the interviews and a list of participants are attached as Appendix A; the interview guide for the interviews is included as part of Appendix G. Notes from interviews were analyzed using content analysis techniques recommended by Gibbs. Coding sheets are included in Appendix F.

Web-based survey. Himmel & Wilson hosted a web-based survey using SurveyGizmo. This software was selected because it is superior to SurveyMonkey both in its features and in its accessibility for individuals with special needs who may be using screen readers. An email containing an invitation to participate and a "hot-link" to the survey was distributed using existing library email lists and listservs. Survey results are provided in Appendix B.

Qualitative methods. Evaluators included two qualitative methods – individual interview and focus group – in order to gain a more in-depth understanding of the context and descriptions from stakeholders about successes and challenges related to the projects undertaken. Qualitative methods excel at providing detailed descriptions of how individuals use a product or service and add information that helps evaluators understand the quantitative data included in usage statistics, surveys, etc. Because these qualitative methods involve individuals, they are susceptible to bias in selection of participants, as well as in interpretation. In order to minimize bias in analysis, Himmel & Wilson carefully designed open-ended questions that would not lead participants in interviews and focus groups and used standard content analysis techniques to guide analysis.

Development of evaluation report. Evaluation team member Sara Laughlin analyzed notes from focus groups and personal interviews using content analysis techniques. Team members Ethel Himmel and Bill Wilson collated and analyzed results from the web-based survey.

Laughlin, Himmel and Wilson reviewed other documents (both print and web-based) and State Program Reports. Laughlin synthesized the data and information collected and created a draft report in the format provided by IMLS in the "Guidelines for Five-Year Evaluation Report" document. Himmel and Wilson revised and added content to the draft report and shared it with the Deputy Secretary M. Clare Zales and Grants and Contracting Manager and LSTA Administrator Constance Cardillo to make sure that it would fully meet the expectations of the OCL and comply with IMLS requirements. After incorporating feedback, they provided the resulting document to the OCL in print and digital formats. Finally, the evaluators submitted the evaluation report in a format suitable for forwarding to IMLS.

Findings

In this section of the report, findings are organized around each specific priority in the IMLS Grants to States authorization that are addressed under Pennsylvania's five-year plan. The organization by LSTA Priority is intended to offer insight into the ways in which OCL has addressed each Priority. While expenditures reported usually include three years of LSTA expenditures (FFY 2008, 2009 and 2010), program descriptions are primarily based on activities that took place using FFY 2008 and FFY 2009 LSTA funds. This is due to the fact that most of the evaluation was proceeding at a time when the FFY 2010 SPR data was not yet available.

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

The evaluators have identified three strategies that the Office of Commonwealth Libraries uses to address LSTA Priority 1. They are:

- Capacity Building Support
- Collection Development Assistance
- Programming that Supports Lifelong Learning

Capacity Building Support

The capacity building activities include much of the work of the Bureau of Library Development, staff development initiatives, data collection, coordination and analysis and efforts to improve the regional governance structure(s) used to support local libraries.

Using FFY 2008 – FFY 2010 LSTA funds, $3,152,758 or 17.07% of total LSTA funding for the three-year period was spent on Library Development/staff development activities.

Library Development Services (2008 - 2010: $2,326,331 or 12.6% of total LSTA expenditures for the three- year period) The Office of Commonwealth Libraries planned and implemented training events to help library staff provide services to individuals having difficulty using a library, coordinated work with Pennsylvania's two Libraries for the Blind and Physically Handicapped, and worked with 29 public library districts to support a connection to the state's 451 public libraries (636 facilities if branches and various state-aided outlets are considered). Office of Commonwealth Libraries' staff supported access to POWER Library, Access PA Database, and interlibrary loan, and implemented programs including One Book: Every Young Child, Outreach to an Aging Population, Preschool Connections, and statewide Summer Reading, discussed in more detail elsewhere. While many outputs are available for the umbrella Library Development effort, true "outcomes" are not reported.

Professional Development (2008 - 2010: $ 826,427 or 4.47% of total LSTA expenditures for the three-year period)   The Office of Commonwealth Libraries supported professional development for public librarians, public library trustees, and academic librarians *(see also School Library Services)*:

- Professional Development - Public Libraries (2008 - 2010: $493,631) In 2008, the Office supported professional development of public librarians and trustees through grants to 28 individuals to attend workshops, seminars and institutes other than those offered by the Office; three meetings attended by 300 Systems and District Library Center representatives; 10 multi-District workshops attended by 376 individuals; five "Technology Showcases" and "Soaring to Excellence" teleconferences from the College of DuPage and resulting DVDs. In 2009, 211 participants attended "Technology Showcase workshops; 81 attended District meeting; 82 attended a leadership workshop. Ten multi-District workshops attracted 497 attendees. 293 individuals registered for WebJunction online courses. Many individuals received $600 grants to attend professional development other than those offered by the Office. No outcomes were reported.

- Professional Development-Academic Librarians (2008 -2010: $72,000) The Pennsylvania Library Association's College and Research Division administered this project for the Office to enhance the knowledge and abilities of academic library staff to provide library services. In 2008, 2,074 individuals participated in 43 sessions – 30 chapter programs and 13 sessions at the Association conference. End-of-session surveys confirmed that participants expanded knowledge, offered opportunities to network and share information, and plan to use some techniques in their libraries. In 2009, 1,386 individuals participated in 25 programs – 11 chapter programs and 11 sessions at the PaLA Annual Conference. End-of-session evaluation forms measured knowledge changes.
- Professional Development-Trustees/Friends (2008 - 2010: $260,796) The Office provided a trustee certification program. In 2008, 500 trustees and Friends attended an institute and the Office updated the Commonwealth Libraries Trustee Manual and began creating trustee training on DVD. In 2009, 265 trustees and Friends attended an institute. Staff developed "Getting on Board: Tools for Board Development and Assessment," a training program with nine DVDs; 27 people attended a PaLA program introducing the training program. No outcomes were documented.

On the web survey, librarians ranked professional development fifth in impact on their libraries and the state (Appendix C). In interviews, librarians described the impact of professional development:

> "The continuing education that LSTA pays for is important too. There are no local resources available..."

> "… We followed the Preschool Connection model and had peer-to-peer training… It was wonderful continuing education."

> "We got continuing education funds at the regional level… It was very successful because we could tailor it to our local needs…"

> "… Change is rapid, so it's important to have new ideas coming in…"

> "We… need to continue to invest in finding and training good people in libraries..."

> "… we've received a grant for board training… At least ten of the [13] libraries would say it was a useful exercise."

Youth Services (2008 and 2009: $222,141, 1.8% of total spending) The Office of Commonwealth Libraries provided five professional development opportunities for 284 public librarians and volunteers serving children, teens, and families. In 2008, the Office distributed copies of the new "Guidelines for Youth Services in Pennsylvania's Public Libraries" to 630 library locations and made presentations to 425 at three Governor's Institutes for Early Childhood Education. In 2009, they handed out 1,000 copies of the bibliography "Informational Picture Books" to attendees at the state Early Childhood Education Summit. No outcomes were recorded.

A variety of other activities beyond traditional library development/staff development have taken place that support capacity building. Following are profiles of some of those programs.

Statistics and Analytical Tools (2008 - 2010: $768,417 or 4.16% of total LSTA expenditures for the three-year period) The Office of Commonwealth Libraries collected public library statistical data, as required by the Library Code of Pennsylvania and IMLS, and added them to its web site. Public library statistics were accessible to libraries and the public via the web and in print. The data were useful for administering a subsidy program; maps depicting data elements were also generated.

Planning Grants A number of planning grants have been awarded to a variety of types of library organizations. A few examples intended to show the range of these grants appear below.

- Free Library of Philadelphia (2008: $30,000; $20,074 matching funds) examined the feasibility of merging five public service units to strengthen services to non-traditional library users. Based on results of focus groups and surveys and a technology review by an expert, the library created a five-year implementation plan. As a result, the Assistive Technology program was incorporated into Library for the Blind and Physically

Handicapped; the library named an ADA Coordinator, and project staff members are creating an Access and Literacy Council.

- Indiana Free Library - Indiana County Library Development (2008: $30,000) studied issues of library development in a rural county with few resources and few libraries and created a report to inform stakeholders for future planning and development. Twenty community leaders analyzed strengths, weaknesses, opportunities, and threats, and conducted phone interviews with a representative sample of residents. The consultant prepared a report of study findings, which have been widely shared with elected officials and others in the county.
- Lackawanna County Library System - Strategic Plan (2009: $37,500, 0.3% of total spending for FFY 2009; $7,500 in matching funds) The Lackawanna County Library System hired a consultant to assist with development of a strategic plan. The consultant conducted 15 focus group sessions attended by 80 people, 14 board members, and 41 library staff members, and convened a "library summit." The consultant interviewed 26 community leaders, gathered 659 responses on a web-based survey and facilitated the development of a new strategic plan.

District Transitions (2008 and 2009: $159,166, 1.3% of total funding). Three sub-grants supported consultants to facilitate changes in District Library relationships with host libraries:

- Centre County District Pilot (2008 and 2009: $66,000) Centre County Library & Historical Museum prepared to move the District Library designation to Schlow Centre Region Library. At Centre County, circulation remained steady, fund raising increased, and locally-funded renovation is underway. The new DLC at Schlow implemented online databases and downloadable audiobooks.
- Lancaster Coordination (2008: $9,166) After a feasibility study, the Office of Commonwealth Libraries recommended to the Governor's Advisory Council that district consultant responsibilities be transferred to the Library System of Lancaster County for three years and evaluated every year.
- Monesson District Study and Transition. (2009: $84,000) A feasibility study and strategic planning process resulted in the Monesson Public Library becoming a local community library and district services being transferred to Westmoreland County Federated Library System.

School Library Services (2008 - 2010: $543,347 or 2.94% of total LSTA expenditures for the three-year period) The Office of Commonwealth Libraries provided professional development and consultation for school librarians and educators, and coordinated the Access Pennsylvania Database program and POWER Library program. During 2008, OCL staff exchanged more than 40,000 emails with representative of libraries, fielded over 2,500 phone calls, monitored eight listservs, and made 17 site visits. They approved 3,510 hours of Act 48 training for 1,000 school librarians. In 2009, four workshops for school librarians included 43 participants; 18 volunteers attended a train-the-trainer "Collection Development for the 21st Century" workshop and planned to take it to other locations in the state. No outcomes were documented.

Collection Development Assistance

Pennsylvania devotes a large portion of its LSTA funds to support the improvement of library collections. The Keystone State has many small and rural public libraries that receive only marginal support from governmental entities. Many collections in both school and public libraries are dated and lack depth. Multiple studies support the conclusion that Pennsylvania libraries need to improve their collections.

The Office of Commonwealth Libraries uses a variety of grant programs to infuse new life into old collections. The number of different programs used to accomplish this goal (which is consistent with LSTA Priority 1 – expanding access to information in a variety of formats) is lengthy and reporting on all projects would needlessly extend this report. The following provides a description of a sampling of these programs that benefit the users of all types of libraries. We have provided a list of recipients under the School Library Collection Development grants to allow the reader to appreciate the degree to

which LSTA funds reach into communities throughout the Commonwealth. Similarly long lists could have been provided for grants to public libraries.

Collection Development

School sub-grants included a number of common elements. The purchases supported particular subject areas judged to be out-of-date or undersized relative to curricular needs. Teachers, and in some instances students, were involved in identifying standards and curriculum where updated or expanded collections were needed, then the school media specialist purchased materials and promoted their use through a variety of techniques – displays, fairs, collaborative planning with teachers, family events.

Outputs and outcomes reported by the 59 individual schools in 28 districts suggest that the sub-grants had major impact in several areas:

- Allowed opportunities for the librarian to promote the materials and the library to a wide variety of stakeholders – school board members, administrators, teachers, parents, students, and the community, through a wide variety of presentations, workshops, press releases, and displays.
- Improved the average copyright date of the targeted collections substantially.
- Increased the number of titles at a variety of reading levels available to support assignments, freeing teachers to plan more challenging research assignments.
- Expanded teacher involvement with the librarian in collaborative lesson planning and assessment, giving the librarian a chance to introduce new materials and teach information literacy skills.
- Added excitement to the library that attracted students and increased their use of books for assignments and for leisure reading, resulting in dramatically improved circulation.

One typical report highlighted how librarians and teachers integrated academic content and information literacy standards that engaged students:

- Northampton Area School District/Moore Elementary School (2008: $4,500; 2009: $5,000) In 2008, the school purchased 282 non-fiction science books to encourage student reading. Thirty-four classes had assignments to read a science book; 12 research projects used science books. The average imprint date of the collection improved from 1992 to 1997, and circulation in the Dewey 500s classification increased 37%. In an annual survey, students reported increases in borrowing one (18%) or two (12%) science books in their last two library sessions. Those saying they borrow animal books once a month went up 20%.

Sub-grant recipients used a variety of approaches to measure outcomes. Among the most successful were the informal assessments held immediately after a unit was completed, where teachers, librarians, and students discussed the usefulness of the materials and the teaching strategies and made suggestions for improvement:

- Erie City School District/East High School (2008: $9,000) purchased science and technology materials and Wilson Middle School purchased history and geography materials. The library media specialists analyzed teacher and student surveys returned just after each research project. Teachers reported increased use, especially among lower-level readers, because books were new and attractive. Circulation increased 37% in the specified non-fiction areas. Librarians observed students verbalizing acquired information with each other. Teachers reported better grades on reports, compared with the same reports over the previous ten years. Students also scored better on the state achievement test than in recent years.

A third example shows the deeper impact of increasing the size and currency of collections – improvement in the number and quality of research opportunities that allow students to master higher order skills.

- Penn Manor School District/Manor Middle School (2008: $4,500) updated its collections in anticipation of science and technology being added to the Pennsylvania achievement test. All seventh grade students completed genetic disease reports and invasive species projects and eighth grade students used books for

chemical element projects. The average age of the collection improved from 1989 to 2001 in earth science and from 1989 to 2000 in economics. With adequate materials to support them, the librarian convinced teachers to re-add research projects to the curriculum and noted a "marked improvement" in the number and quality of research projects.

Other school projects receiving funding and their collection focus are listed below.

- Allentown City School District (2008: $18,000; 2009: $9,939)
  - Harrison Morton Middle School (2008: $4,500; 2009: $4,992) fiction and high-interest non-fiction books
  - Louis E. Dieruff High School (2009: $4,947) biography and literature sections
  - South Mountain Middle School (2008: $4,500) natural sciences/mathematics, geography/history, and biography
  - Trexler Middle School (2008: $4,500) science, geography, and travel
  - William Allen High School (2008: $4,500) literacy criticism
- Bradford Area School District (2008: $17,962) Four schools benefitted.
  - Bradford Area High School ($4,485) high-interest, low-reading-level books in a broad range of subjects, especially for those reading below the appropriate level
  - Floyd C. Fretz Middle School ($4,488) books about supernatural and paranormal phenomena and on skills and crafts
  - George G. Blaisdell Elementary School (2008: $4,500) shared reading series, books on fairy tales, and take-home books and materials for parents emphasizing reading with their children
  - School Street Elementary School ($4,489) natural sciences, mathematics, and arts to support its "enrichment model"
- Central Columbia School District (2009: $10,000)
  - Central Columbia High School (2009: $5,000) biographies
  - Central Columbia Middle School-R.A.I.S.E. (2008: $4,500) health, human body, cells, and diseases; ($5,000): geography and travel
- Erie City School District (2008: $9,000; 2009: $5,000)
  - *East High School (2008: See highlights above.*
  - Diehl Elementary School (2009: $5,000) non-fiction and biography books
- Fairfield Area School District (2008: $4,500) science materials
- Williams Valley School District-Geography Titles (2008: $4,500) geography books
- Gettysburg Area School District (2009: $15,000)
  - James Gettys Elementary ($5,000) K-3 science
  - Lincoln Elementary ($5,000) biographies
  - Gettysburg Area Middle School ($5,000) sports, dance, TV, movies, and music
- Lancaster School District (2008: $4,500; 2009: $4,600)
  - McCasky East High School (2008: $4,500) books appropriate for low-level readers
  - Fulton Elementary School (2009: $4,600) places and regions
- *Northampton Area School District (2008: $4,500; 2009: $5,000) See above.*
- Otto-Eldred School District (2008: $4,500) science and technology
- North Allegheny School District (2009: $25,000)
  - Ingomar Middle School (2009: $5,000) world geography, ancient history, and U.S. history
  - Marshall Elementary School (2009: $5,000) career education and work standards
  - Marshall Middle School (2009: $5,000) physical science and chemistry
  - McKnight Elementary (2009: $5,000) science and social studies topics
  - North Allegheny Intermediate High School (2009: $5,000) finance and economics
- North Lebanon School District-Book Backpacks (2009: $5,000) audio books and portable CD players
- Palisades School District (2008: $4,500) mathematics resources to support real-world application of concepts and integration into other content areas, skill building, and math theory and pedagogy
- Penn Manor School District (2008: $44,365) science materials for 10 schools
  - Central Manor Elementary School: backyard animals

- Conestoga Elementary School: global awareness
- Eshleman Elementary School: everyday animals and environmental awareness
- Hambright Elementary School: energy conservation and protecting the environment
- Letort Elementary School: animal books to complete their endangered species projects
- *Manor Middle School. See highlight above.*
- Martic Elementary School: endangered species projects.
- Marticville Middle School: space
- Penn Manor High School: earth science, volcanoes
- Pequea Elementary School: animal adaptations and planets
- Pennsbury School District (2008: $26,926; 2009: $14,996) Nine schools benefitted:
  - Afton Elementary School (2008: $4,480) supplemental social studies books and biographies
  - Charles Boehm Middle School (2009: $5,000) picture books and teacher resource books
  - Eleanor Roosevelt Elementary School (2009: $5,000) Dewey 300 and 900 books
  - Edgewood Elementary School (2008: $4,471) natural sciences/mathematics
  - Eleanor Roosevelt Elementary School (2008: $4,475) fiction
  - Manor Elementary School (2008: $4,500) natural and applied sciences
  - Oxford Valley Elementary School (2009: $4,996) social studies
  - Pennwood Middle School (2008: $4,500) fiction
  - Quarry Hill Elementary (2008: $4,500) social studies on various reading levels
- Philadelphia City School District/J. Hampton Moore Academics Plus School (2008: $4,500) multicultural picture books, fiction, and non-fiction
- Phoenixville Area Middle School (2009: $5,000) books to support English as a Second Language (SSL) and special education programs
- Pottsville Area High School (2008: $4,500) books to support reading, writing, speaking, listening
- Rose Tree Media School District (2009: $2,499) endangered species
- South Western School District (2009: $5,000) books for reading, writing, listening, and speaking
- St. Andrew School (2009: $5,250) science books
- West Allegheny School District/McKee Elementary School (2008: $4,499) history and biographies
- Williams Valley Junior/Senior High School (2008 and 2009: $9,500) countries (2008) and literature (2009)

Public library collection development sub-grants to 20 libraries also included a number of common elements. The purchases addressed a specific collection need or target audience based on data and community feedback. Weeding frequently accompanied the purchase of new materials. Librarians promoted the new materials in local newspapers, at community fairs and other events, and through the library's newsletters, websites and displays. Public libraries differed in their measurement and reporting of outputs and outcomes, but most reported circulation gains and improved levels of a patron satisfaction.

Two typical projects demonstrate the common elements:

- Business Resource Collection (2008: $10,000) Village Library of Morgantown created a business resource collection of 25 print resources, three periodicals, three electronic databases, and links to online resources in order to aid in start-up, growth, and expansion of businesses. The library promoted the collection through a variety of means; the library's Harvest Fest was co-sponsored by the Morgantown Area Business Association. Materials circulated 52 times. Library visits increased 40% over the year; the business computer accounted for 53% of increased computer use. The library completed an online survey, but results were not included in the 2008 state report.
- YA Playaways-Spring Township Library (2008: $2,700) purchased 54 Playaway audio books and formed a Teen Advisory Group to assist with selection. Circulation of teen materials increased 45.6%. In a final survey, 35% of teens in grades 7-9 visited the library during the previous summer, 27% visited during the school year, and 59% planned to use the library this summer. A surprising result was the diversity of the Teen Advisory Group,

about which one teen said, *"I would never have spoken with them at school if we weren't in the TAG. I can't believe we like the same books."*

On the web survey, respondents ranked collection development grants fifth for impact on local libraries and sixth for statewide impact (Appendix F). One respondent described the results in her school:

"This grant jump-started our fiction circulation and had a huge impact on the library's visibility within the school community… [and] on student literacy, as it enabled me to get current, high-quality books into their hands and keep them reading."

Numerous other sub-grant efforts supported collection development for specific purposes. Examples include building business collections, collections related to careers and employment, health and wellness collections, collections for 'tweens and teens and audiobook collections for seniors. Many of these program address LSTA Priorities 5 and 6 in addition to Priority 1

Programming that Supports Lifelong Learning

The third strategy employed by OCL to address LSTA Priority 1 is support for programs offered through local libraries that support lifelong learning. Some of these also address the emphasis that Pennsylvania's Plan places on emergent and family literacy. Others involve efforts to engage targeted populations such as teens and seniors with libraries by offering program content that is relevant to them.

Early/Emergent/Family Literacy (2008 - 2010: $1,079,157 or 5.84% of total LSTA expenditures for the three-year period. Note that this is only the amount spent on three programs; Family Place, One Book: Every Young Child, and Summer Reading.) The Office of Commonwealth Libraries funded approximately 100 individual sub-grants related to early/emergent/family literacy over the three-year period covered by this evaluation. Many of these programs have the strongest evaluation component observed among Pennsylvania's LSTA-funded programs. Although many different programs address emergent and family literacy needs, three "premiere" programs are highlighted below. They are "Family Place," "One Book: Every Young Child," and the statewide "Summer Reading" program.

- Family Place (2008 - 2010: $365,918 or 1.98% of the total LSTA funds for the three-year period) This project included support, training, and sub-grants from the Office of Commonwealth Libraries to 13 libraries, was designed to expand the traditional role of public libraries into community centers for early childhood information, parent education, socialization, emergent literacy, and family support. The program focused on the child as a part of a family unit and on parents/caregivers as a child's first teachers. The project funded parent/child workshops, resources for parents and children to support workshops, books for children and parents, and the training of staff.
    - Family Place Training (2008: $103,768; 2009: $68,385) The Office for Commonwealth Libraries held training for two staff members from six libraries each year and supported a listserv, ongoing communications, and participation in the Family Place Network.
    - Barrett Friendly Library (2009: $5,500) held 2 sessions for staff training; 21 participants attended the five-session series. Picture book circulation increased 30%.
    - Citizens Library (2009: $5,500) moved parenting materials to the children's area and to create an early childhood area. The first of five planned sessions attracted 24 attendees.
    - Degenstein Community Library (2009: $5,500) library reports many more families using the children's area for longer visits.
    - Guthrie Memorial Library (2008: $5,500) twelve families participated.
    - Hawley Public Library (2008: $5,500) conducted two sessions and plans more.
    - Horsham Township Library (2009: $5,500) sixty-five people attended the first session. Attendance at baby and toddler time increased 50% and at preschool story time 25%.

- Indian Valley Public Library (2008: $5,500) three sessions were held with 33 participants. Due to overwhelming success, the library has added three additional story times each week.
- Lilian S. Besore Memorial Library (2008: $3,000) added a new program for toddlers. Eight families attended one Parent/Child session. Families come and stay longer to socialize and play.
- Memorial Library of Nazareth & Vicinity (2008: $5,500) provided one session for 11 families. Circulation of parenting materials increased.
- Oakmont Carnegie Library (2009: $5,500) After the entire staff received training, the library held a Parent/Child workshop with 14 families; attendance at weekly story times increased 25%.
- Priestley Forsyth Memorial Library (2008: $5,500) held two sessions with 23 families; circulation of parenting materials increased four-fold since it moved to the children's room.
- Shaler North Hills Library (2008: $5,500) hosted two sessions and added five programs each week; attendance at pre-school programs doubled; circulation of parenting books increased.
- Valley Community Library (2009: $5,500) added a preschool component to its summer reading program and started a support group of parents of children with special needs. Thirty-one individuals attended the first session of the Parent/Child workshop. Families are staying longer and playing together. Registration for preschool programs increased.

In an open-ended response to the first question on the survey, one librarian described impact:

"…becoming a Family Place location has had the most impact on the library because it gave the library a new role in the community – with the Family Place program we were able to reposition the library in the eyes of patrons as less of a warehouse for books and more a community center for families."

- One Book Every Young Child (2008 and 2009: $340,650; no matching funding was recorded, but state program reports mention $40,000 Verizon Foundation grants both years) The Office of Commonwealth Libraries and museum partners developed 129 Traveling Trunks used in more than 1,000 locations by 8,000 children and adults. Each year, a book was selected and the author(s) presented programs. In 2008, Florence and Wendell Minor (*If You Were a Penguin)* presented 44 programs for 7,200 adults and children, who received 100,000 copies of the book. Forty-nine Department of Education and Public Welfare staff and 275 volunteers read to 889 adults and 6,980 children at 450 early learning sites. In 2009, Will Hillenbrand (*What a Treasure!)* presented 67 programs for 5,900 adults and children. Three-thousand copies of the book were distributed to libraries with LSTA funds. A total of more than 90,000 copies of the book were purchased with either local or LSTA funds. No outcomes were reported. One interviewee noted:

"One Book Every Young Child has had a real impact on our community."

One interviewee worried about ongoing impact:

"The [One Book Every] Young Child campaign was great, but it isn't sustainable."

In the web survey, when One Book Every Young Child and Family Place Grants ratings are combined, early literacy programs rated fourth in positive impact on individual libraries and statewide.

Summer Reading. (LSTA expenditures 2008 - 2010: $215,264 or 1.17% of total LSTA expenditures for the three-year period)

- The Office of Commonwealth Libraries (2008 and 2009 LSTA: $147,176) used the Collaborative Summer Reading Program national framework. Each year, more than 700 manuals as well as marketing materials were provided to public libraries and family literacy programs. The Office held 23 (2008) and 26 (2009) workshops for 702 library staff and volunteers. Evanced Solutions' Summer Reader software was adopted by 174 libraries (2008) and 254 (2009). Participation in the pre-school read-to-me program increased 5%; K-5 program participation increased 6%; and grade 6-8 participation increased 12%. No reports on participation or other outcomes were included.
- James V. Brown Library (2008 LSTA: $40,000, cash match: $10,000) sharing research documenting "summer slide" using a professionally-designed presentation and other media materials with 183 attendees at 3 school board meetings, Chamber of Commerce Education Committee, and with teachers and principals, and at two

PTO meetings programs for parents. One-hundred and forty-one people attended a two-day Youth Summit with a national expert speaker and three other programs; visits to school assemblies reached 3,583 students. Quality summer programming included a kick-off event with 500 in attendance and eight family nights with 68 participants. More than three-hundred (304 or 8.3%) of 3,690 children enrolled, a 3.5% increase over the previous year. Where there was support/involvement from schools, participation was higher.

In the web survey, the Summer Reading Program rated third in impact on the respondent's library and statewide (Appendix F). In interviews, it received the second-most nominations for greatest impact.

> *"The Summer Reading initiative is a smart program. Our staff finds it really helpful; great to have the manual. It has helped Pennsylvania libraries work together well."*

> *"Summer Reading has a profound impact. It reaches a huge number of kids…"*

> *"Summer Reading has built partnerships within the state departments – agriculture, banking, etc. They try to find things that relate to the theme."*

An urban library representative presented another viewpoint:

> *Summer Reading – we won't participate… It isn't on urban interests/topics, but it's good for the state."*

A variety of other LSTA-funded programs address early literacy. Among them are:

- Preschool Connections (2008 - 2010: $261,419 or 1.42% of LSTA expenditures for the three-year period) The Office of Commonwealth Libraries provided four days of professional development, supporting materials, and $2,500 grants for parent/child resources, programming support, and creating interactive spaces for children to sub-grantees (21 public libraries in 2008 and 24 in 2009. Additional libraries were involved in 2010.) after four days of professional development.

In 2008, a follow-up survey two months after the final program confirmed that 86% of libraries were using materials and seeing positive results; 10% were providing infant/toddler programs; 76% were offering more open-ended art activities. In the 2009 state report, no outcomes were reported, but individual libraries reported they made changes to improve service to preschool children and families:

> *"… the Preschool Connection grants were essential for our area. They found that youth services had tremendous gaps in the education of the staff on how to work with children… They looked at parenting collections… was seed money, but required the library person to attend training four times a year. There was a team visit and they looked at the space, the program, and the collection. It has changed our libraries. We get lots of thank yous! One of the requirements was a $500 match from the library. That forced local boards to look at how much they were putting into children's programs."*

- Early Literacy Stations (2008: $49,620 plus local match of $10,448) Berks County Public Libraries provided 23 developmentally-appropriate computers and school readiness activities to pre-school age children in every system member library. The System estimated 92,000 uses in ten months. In 700 surveys, 96.5% of children agreed "I really like it." Among adults, 93% agreed the computer was easy to use, 94% that it was helpful for their child's learning, 89% that it was fun for the child to use.
- Every Child Ready to Read (2008: $44,410) James V. Brown Library installed AWE early literacy workstations in 12 libraries and offered two train-the-trainer workshops and 12 follow-up intensive training sessions for staff. Among 432 parents/caregivers who attended 38 workshops, those sharing books with children rose from 25% to 85%; those talking to children every day about what's going on in their surroundings increased from 25% to 95%; those using library services weekly grew from 22% to 55%.

As implied by the term "lifelong learning," this pursuit isn't just for children. Pennsylvania supported lifelong learning opportunities for individuals of all ages with its LSTA funds.

Lifelong Learning at Public Libraries (2008 - 2010: $220,000 or 1.19% of total spending) The Office of Commonwealth Libraries provided adult programming in public libraries in partnership with the

Pennsylvania Humanities Council. Twenty-five Commonwealth Speakers presentations in 25 libraries were attended by 683 people in 2008. Librarians rated the quality high and agreed the programs contributed to their community's quality of life, felt confident about carrying out another presentation, and planned to host another Pennsylvania Humanities Council program. Nearly five-hundred (473) individuals attended 25 Let's Read About It! programs at 24 libraries in 2008 and 2009. End-of-session surveys showed that participating libraries increased their ability to be responsive to their communities. Read About It! libraries rated the programs' quality high. They gained experience with humanities programs and collaborating with humanities experts, were motivated to offer similar programs, and were confident conducting book discussion programs and collaborating with humanities experts. In 2009, the Office developed new book discussion programs for teens and 115 people attended Humanities on the Road programs at two libraries. Ninety-two percent of attendees were interested in attending other programs; Seventy-one percent were interested in volunteering or donating. Eighteen percent were infrequent library users and 32% had never attended a library program before.

Public Outreach (2008 - 2010: $170,000 or 0.92% of total spending) The Office of Commonwealth Libraries supported exemplary programs to showcase LSTA-funded lifelong learning programs in public libraries. Sponsors of LSTA-related marketing events included the County Commissioners Association, Township Supervisors Association, Boroughs Association, Farm Show, and Library Association conferences, where staff had booths with brochures and POWER Library demonstrations. In 2009, the Office also supported the Pennsylvania Library Association's initiative to increase awareness of 21st-century literacies – basic, health and wellness, information, financial, and civic literacy. No outcomes were documented.

Seniors (2008 and 2009: $101,937, 0.8% of total spending) Training and sub-grants to 10 public libraries supported programming aimed at seniors:

- American Album (2008: $10,500) Franklin County Library System offered book discussion programs causing social interaction and brain stimulation with 76 participants and created 115 book discussion totes for five main libraries, 21 of which have circulated. Patrons over age 54 increased 15.9%; circulation to library customers over age 54 grew 28.7%; and senior citizens attending outreach programs increased 100%. Participants found books and discussions very interesting; learned about themselves and about American history and life; and added information themselves.
- Senior Outreach (2008: $7,200) Womelsdorf Community Library provided 228 large print books to seniors at an income-based senior apartment building and at the library. Circulation of large print books at the library increased 152%; an additional 410 items circulated from the apartments. Ten seniors attended one program. No formal outcomes were presented.
- Senior Spaces: PA Style! (2009: $34,337) The Office of Commonwealth Libraries coordinated four workshops to introduce partner agencies – Regional Libraries for the Blind & Physically Handicapped, Department of Aging, Centers for Medicare and Medicaid, and AARP Pennsylvania – and a follow-up workshop. Seven public libraries received $4,000 sub-grants to create spaces for baby boomers, older retired adults, and the elderly. Participating libraries were: B. F. Jones Memorial Library, Clymer Library, Frackville Free Public Library, Mengle Memorial Library, Osterhout Free Library, Sayre Public Library, and Upper Darby Township & Sellers Memorial Free Public Library. No feedback was reported from target audience members, but libraries reported increased programming and program attendance and patrons using spaces to read and socialize.
- Seniors and Beyond (2008: $49,900) Blair County Library System partnered with local not-for-profit organizations and businesses to promote learning, community leadership and engagement within the boomer, recently retired, and older senior population through nine programs at eight libraries. One-hundred and fifty-seven individuals participated in 31 sessions. Pre- and post-tests revealed that participants enjoyed increased interaction with others and participating in a meaningful activity, and gained knowledge in program areas, including technology, health, art, and history.

In summary, Pennsylvania uses a multi-faceted approach to effectively address LSTA Priority 1. Programs and initiatives that can be categorized as "Capacity Building," " Collection Development" and "Lifelong Learning Support" all contribute to the Keystone State's success.

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

As was previously noted, Pennsylvania places emphasis on LSTA Priorities 1 and 2 in its LSTA program. In keeping with this emphasis, several major LSTA-funded programs fall into this category.

The evaluators make a distinction between LSTA Priorities 2 and 3 by separating programs that deliver content using electronic networks (Priority 2) from projects that create and support the infrastructure to support the sharing of content (Priority 3). If this definition is applied, Pennsylvania's LSTA program manages to effectively address both LSTA Priorities 2 and 3. We will present two major programs that address Priority 2.

POWER Library Support (2008 - 2010: $878,262 or 4.76% of total LSTA expenditures for the three-year period) Pennsylvania offers a suite of State-funded electronic databases on a statewide basis. In 2008, the grant supported responses to 1,867 requests for technical support from school and public libraries accessing the POWER Library databases. Staff worked with vendors to resolve problems and improve usability, including installing federated searching and finding ways for users to authenticate remotely. In 2008, there were 35,743,103 searches and 36,782,189 items were examined. In 2009, the grant supported 1,384 requests for technical assistance. In January 2010, 19 databases were removed, as a result of reduction in state funding. New procurement policies resulted in three new vendors for magazines, newspapers, and business resources. Use of POWER Libraries databases declined 45%, despite 19 presentations showcasing the databases. No outcomes were presented in the Office's state report, but many sub-grant recipients, especially those with information literacy focus, referenced POWER Library as an important resource.

In the web survey, librarians chose POWER Library as the program with second highest impact on their libraries and statewide (Appendix F), but their comments show they feel the value has been eroded by the reduction of databases (Appendix E). The program was also cited most frequently when respondents were asked to name the program contributing greatest value to their patrons (Appendix E). In interviews with Pennsylvania library leaders, POWER Library was most often referenced as the program having greatest impact, even though state funding was reduced (Appendix E). A public librarian noted:

> *"POWER Library is our only access for databases. It's less funded now. We can't afford to add other databases. POWER Library also does connect us to schools… The continuity of having the same databases in schools and at the public library is good."*

Academic libraries have not benefited as much or been impacted by cuts:

> *"POWER Library had a big impact on school and public libraries, but the funding has been reduced. Most academic libraries have their own databases."*

Commonwealth Libraries Research (2008 - 2010: $1,083,999 or 5.87% of total LSTA expenditures for the three-year period) In partnership with Department of Education and other state agencies, the Office purchased online databases to support research by State Government, school groups, and the public, and provided training to all types of users. In 2009, access improved for Departments of General

Services and Public Welfare, as they regularly search the Building and Fire Code databases added this year. When web addresses changed throughout state government in 2009, the Office received more than 50 e-mails a month from employees trying to find the databases and reiterating how important the material was.

It would also be perfectly legitimate to include a variety of digitization initiatives and sub-grants under this LSTA priority in that they expand access to learning resources. LSTA digitization efforts in Pennsylvania support both the process of digitizing and efforts to make digital content more widely available. Since more programs are currently concentrating on the *process* of digitizing the resources rather than on creating portals or websites to facilitate access, we have placed these programs under Priority 3. A strong case can also be made for placing digitization efforts under LSTA Priority 1.

The POWER Library program is one of the most important offered by the Keystone State and LSTA funds provide access to State-funded databases. Unfortunately, it has been heavily impacted by the State budget crisis and by an administrative decision (beyond the control of Commonwealth Libraries) that the State-funded database license program be opened to competing bids. What was not factored into this decision was the tremendous investment that OCL had made in training materials both librarians and end-users in using the EBSCO suite. The change of vendors has resulted in a tremendous drop in use that will probably take several years to reverse.

Nevertheless, the strategy of providing statewide access to quality electronic resources is a sound one and one that is supported by the Pennsylvania library community. Although POWER Library was seriously injured, it is expected to recover. This program and the support of additional electronic resources for Commonwealth employees effectively address LSTA Priority 2.

LSTA PRIORITY 3:   Providing electronic and other linkages among and between all types of libraries.

As the evaluator indicated previously, we look at Priority 3 as including efforts that support the sharing of resources. Most of this involves technology but some activities related to resource sharing are considerably less high-tech. Pennsylvania can provide examples at both ends of the scale.

Leadership and Services (2008 - 2010: $597,151 or 3.23% of total LSTA expenditures for the three-year period) The Office of Commonwealth Libraries addresses LSTA Priority 3 by handling interlibrary loan requests. Over the three-year period, staff of the Office of Commonwealth Libraries responded to 35,977 requests from in-state and out-of state libraries and was able to fill 22,409 of these. In addition, OCL staff filled several thousand requests from state institutions and directly from state agency employees. Many of the remaining unfilled requests were satisfied using information obtained from electronic databases.

Information Access. (2008 – 2009: $555,189 or 4.6 % of total spending for those two years) Six public libraries and 14 academic libraries received sub-grants to purchase integrated library systems (ILS). The Office of Commonwealth Libraries also planned for a statewide, open source integrated library system.

- Apollo Memorial Library (2008: $18,730) converted 20,700 items into machine-readable format. Patrons can now use the library's website to search the catalog. On a survey, 60% of patrons were pleased with technology at the library, 95% were pleased with the ILS, and 70% were pleased with availability of computers for catalog searches. Patron registration increased 60%.
- Bradford Area Public Library-One Screen McKean (2008: $55,572) purchased an ILS for five independent libraries in rural McKean County. During implementation, 13,688 patron records and 159,654 bibliographic records were created or migrated. On pre- and post-implementation surveys, intra-county loans increased

177%, while statewide library card use decreased 45%. Ninety-four percent of patrons found materials they sought; 94% found searching easy. Patrons preferred personal interaction with library staff members to self-directed discovery of materials.

- Clarion County Library System-Automation Update (2008: $70,125) connected five libraries in the county in a web-based ILS. Patrons now have access to materials in all five locations from wherever they are. No output nor outcome data were presented.
- Huntingdon County Library (2008: $58,000) installed an ILS and increased cataloging by 30% per day, reduced checkout time by 80%, and produced overdue notices in 15 minutes rather than an hour. Monthly statistics provide valuable information for decision making. Users can reserve and renew items online.
- Forest County Library Board-Improved Information Access (2009: $31,000) migrated 33,000 bibliographic records and 4,000 patron records to a shared ILS for easy interlibrary lending. Patrons' use of the catalog jumped from 10% to 49%, reducing dependence on staff members; 86% of respondents found locating materials to be easy.
- Manor Public Library (2009: $10,677) joined Westmoreland Information Network (WIN), adding 11,872 bibliographic records and 472 patron records. Users gained access to more than 500,000 records and no longer needed to rely of staff to mediate requests.
- Pennsylvania System of Higher Education-VuFind (2009: $33,395, $24,399 in matching funds) purchased VuFind software for the 14 libraries in the Keystone Library Network and added 8,000,000 bibliographic records into one shared catalog. No patron outcomes were reported.
- Office of Commonwealth Libraries-Innovative Services (2009: $125,643) supported the Integrated Library Service Task Force working on creating a statewide open-source ILS, researched the future capacity of the computer system used by the two Regional Libraries for the Blind and Physically Handicapped, and funded implementation of changes at both. No outcomes were reported.
- Content Management Technology (2009: $152,047, 1.3% of total spending) Office of Commonwealth Libraries became a WebJunction partner. In a typical month, 1,200 member librarians visited more than 2,000 times and viewed 14,000 pages. The Office developed a statewide integrated library system (ILS) using open-source products Evergreen and VuFind as a search overlay. By the end of the year, a task force had been formed to make recommendations about governance, delivery, finding, services, and software; a test system was up and running, servers had been purchased and plans made to bring on the first group of 50 libraries.

Self Checkout (2008 and 2009: $208,281, 1.7% of total spending; $15,000 in matching funds) Four libraries added self checkout capability:

- Adams County Library System (2009: $16,240) installed self-checkout machines and self pick-up of holds. In the first few months, self checkout rose to about 20% of total circulation activity.
- Pennsylvania Historic and Museum Commission (2008: $51,891) added radio-frequency identification (RFID) tags to their materials and installing an automated self checkout system. No outcomes were reported.
- Library System of Lancaster County (2008: $98,700) deployed self checkout stations in 16 library buildings. Early calculations showed the library had saved hours of staff time at checkout. Patrons commented positively about the ease and time-savings from self checkout. No formal outcomes were available.
- Dauphin County Library System (2008: $41,450 and $15,000 match) No outcomes were included.

Website Projects (2008 and 2009: $206,585, 1.7% of total funding) The Office of Commonwealth Libraries and two public library systems undertook web projects:

- Library Website Upgrades (2009: $99,750) The Office contracted with Evanced Solutions to create three web site templates using Drupal open-source software. No outputs or outcomes were reported.
- Web Design and Usability (2008: $90,000) Cumberland County Library System implemented a new user-focused web site. The library piggybacked on the County's CivicPlus content management system, added ecommerce functionality, transferred and developed new content for the site, and conducted extensive usability testing. Web page views increased 6%, with 48% of users new to the site.
- Web Feat (2008: $16,835) Dauphin County Library System attempted to implement a district-wide federated search engine to give patrons access to all library collections in the district and the POWER Library databases. Staff quickly realized that authentication would not be possible in the DCLS catalog nor in the smaller

independent library catalogs. None of the libraries had the IT staff capacity to enable them to set up the infrastructure required (one has since hired a web site manager); they were not willing to take the risks necessary to try out federated searching.

As was mentioned previously, Pennsylvania has supported many digitization projects. Elements of these projects address LSTA Priorities 1, 2 and 3. The evaluators have categorized them under LSTA Priority 3 because most of the grant support has been used in the process of digitization rather than for initiatives to make these resources widely available over the Internet. While there are certainly exceptions to this distinction, we have grouped the digitization projects together to demonstrate that support for these efforts is both significant and ongoing.

Digitization (2008 -2010: $576,189 or 3.12% of total LSTA expenditures for the three-year period) A total of twenty sub-grants were awarded to a wide variety of organizations including historical societies, public libraries and academic libraries to digitize and enhance access to locally-held information resources. A few examples that demonstrate the scope of these projects are provided below.

- Andrew Carnegie Collection Phase 2 (2008: $35,000) In phase two, Carnegie Mellon University Libraries and the Carnegie Public Library of Pittsburgh added a collection of correspondence pertaining to the building and creation of the Main Branch of the Carnegie Library of Pittsburgh. Over sixteen-thousand (16,055) pages were scanned and 2,499 records created. No outcomes were reported.
- Digitization-Scranton Public Library (2008: $30,000) collaborated with a museum, national historic site, historical society, and newspaper to assess historic collections and created two reports, "Digitization and Preservation Site Survey Report" and "Digitization Project Implementation Plan." Partner organizations proposed documenting the industrialization of the Scranton area, 1850-1865.
- Digitization of Lancaster City & County Directories, 1843-1900 (2009: $22,246) Lancaster County Historical Society scanned and uploaded city and county directories to the Access Pennsylvania Digital Repository, replaced worn paper copies with reproductions, and reported increased use.
- Digitization of Sunday Independent (2008 and 2009: $49,888) Osterhout Free Library and Luzerne County Historical Society contracted with OCLC Preservation Service Center to digitize 28,000 pages from microfilm of the Wilkes-Barre *Sunday Independent* newspaper and added them to the Access Pennsylvania Digital Repository. Now the paper is indexed and can be viewed 24 hours a day.
- Digitization of the *Examiner and Herald* Newspaper (2008: $10,081) As the sesquicentennial anniversary of the Civil War approaches, LancasterHistory.org digitized the Lancaster City newspaper, the *Examiner and Herald*, 1834-1872. OCLC Preservation Services contracted for the digitization and completed 9,712 pages, which are now available at http://www.accesspadr.org.
- Digitization Planning Grant (2008: $25,000) Oil Creek District Library Center undertook digitization planning with 14 member libraries. A consultant visited the sites and reported conditions, policies and practices at each site, inventoried collections and their condition, and recommended best practices for digitization and how to proceed. The District digitized 5,000 photographs related to the Pennsylvania oil and gas industry and exploring ways to fund large scale digitization.
- Dickinson College-Eli Slifer Collection (2008: $24,833) digitized and provided access to nearly 4,000 pages from Civil War era letters and books, including a regimental history and several works about Abraham Lincoln. The library scanned and transcribed 600 letters, then added images to the Their Own Words site. No outcomes were documented.
- Dickinson College-Slavery and Abolition in the U.S. (2009: $34,997) digitized 25 books and 18 pamphlets (10,172 pages) from 19th century print materials on slavery and abolition from the College and Millersville University. More than eight-thousand (8,250) individuals from 101 countries have visited the site.
- Haverford College-Quakers and Slavery Digitizing Project (2009: $30,919) digitized and cataloged 309 items (9,361 individual images). The companion site includes 17 scholarly articles, a glossary, a featured resources section, bibliography, and interactive timeline and map.
- Newspaper Digitization (2008: $24,940) Bloomsburg University of Pennsylvania digitized 19,000 pages of the only known copy of the first daily newspaper printed in Columbia County. From October 2008 through mid-April 2009, 1,755 unique viewers accessed the database 2,267 times.

- Plan for Digitization (2008: $30,000) Cabrini College hired a Palinet consultant to review two special collections and create a plan for digitizing unique materials about Mother Cabrini, Cabrini College, and the mass immigration of Italians to the U.S. in the early twentieth century.
- Lycoming County Women's History Project (2009: $34,955) digitized rare archival materials in the Lycoming College Archives, the James V. Brown Library, and Lycoming County Historical Society.   Staff digitized 8,804 pages, transcribed some documents, wrote nine background pieces to provide context, and created a web interface.   In the first months, there were 5,131 uses. Three additional institutions agreed to contribute materials during the next phase.
- Kutztown University of Pennsylvania-Patriot Digitization (2009: $11,982) digitized 4,576 issues (23,600 images) of the *Kutztown Patriot* newspaper from 1889 to 1977.
- Oakmont Carnegie Library-Photo Digitization (2009: $22,356) digitized 1,154 historical images held by the library and made them available through the University of Pittsburgh's Digital Research Library.

A host of other small projects ranging from Wi-Fi access to the purchase of Smart-boards were funded under LSTA PRIORITY 3.

The programs and services offered using LSTA funds directly support LSTA Priority 3 by linking libraries, resources and individuals and in building the technological infrastructure needed to deliver content to users.

LSTA PRIORITY 4:   Developing public and private partnerships with other agencies and community-based organizations.

No single program that was implemented was designed to directly address LSTA Priority 4. This is not at all unusual. The evaluators have seen this pattern in most of the states in which they have conducted similar evaluations. However, this does not mean that Pennsylvania is not addressing LSTA Priority 4. In fact, partnership and collaboration are alive and well in Pennsylvania. However, LSTA Priority 4 (public and private partnerships) is addressed indirectly rather than directly. Collaboration is infused throughout Pennsylvania's LSTA program. Some of the evidence that supports this claim is the sheer number of grants and amounts of money that have been invested in school and academic libraries as well as with organizations such as local historical societies on digitization grants. Other examples include grants awarded to other entities within State government (hospitals, correctional libraries), partnerships involving local historical societies and museums, and matching funds from private sources. Partnership activity is pervasive in LSTA-subsidized community-based initiatives such as the summer reading program and the One Book: Every Young Child program.

LSTA PRIORITY 5:   Targeting 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.

Pennsylvania's efforts to address LSTA Priority 5 fall into two categories: targeting services to individuals with disabilities and targeting individuals with limited information literacy skills. Examples of both types of programs are provided below.

Targeting Individuals with Disabilities

Transition to Digital Talking Books (2008 - 2010: $300,000 or 1.62% of total LSTA expenditures for the three-year period) In years 3, 4 and 5 of an ongoing project, the Office of Commonwealth Libraries focused on collection management, including digital talking book production and duplication hardware,

software, and equipment for centers in Pittsburgh and Philadelphia, and training for 96 staff members and volunteers. In 2009, the National Library Service began distributing digital talking books to Pennsylvania's two Regional Libraries for the Blind and Physically Handicapped.

Assistive Technology (2008 and 2009: $60,744 or 0.33% of total LSTA expenditures for the three year period) Three sub-grants supported acquisition of assistive technology, training in its use, and promotion:

- Assistive Technology-Robesonia Community Library (2008: $4,500) purchased a workstation, large-screen laptop, four big-key keyboards and limited mobility mice, and materials for seniors on computer-related topics, and promoted use. The library reported that people consistently request the assistive technology workstation. No data were available to determine outputs or outcomes.
- Assistive Technology-Gwynedd-Mercy College (2008: $35,000) purchased assistive technology equipment for patrons with vision impairments and trained students and staff in their use during nine sessions. No outputs nor outcomes were reported, but the 2008 state report includes a promising story about a student whose college success and career aspirations were improved through use of MyReader; she recently secured an internship at an Ivy League university.
- Library Technology Project-Lehigh Carbon Community College (2008: $21,274) Lehigh Carbon Community College improved accessibility to library electronic resources and services for students and community users with disabilities. The library recorded 49 uses of the computer workstations. No outcomes were reported.

Transforming Services to Persons with Impairments (2009: $27,000, 0.2% of total funding) The Office of Commonwealth Libraries/Bureau of Library Development contracted with a consultant to review the operating results, projections, and database files of the two Regional Libraries for the Blind and Physically Handicapped to identify efficiencies and cost savings.

Information Literacy

Information Literacy (2008 and 2009: $827,616, 6.8% of total spending) Through sub-grants, 21 K-12 schools, one university, and four public libraries purchased mobile, wireless laptops, carts and peripherals to support student achievement and address staff competencies. Librarians collaborated with teachers on projects that integrated content and information literacy standards. The Ephrata Area School District's activities and outcomes are typical:

- Ephrata Area School District-Going Global (2008: $30,000) added a laptop lab to support meeting social studies and information literacy standards for third grade students. Three third grade classrooms with 82 students learned about their state and country and were able to compare it with other countries. They used the POWER Library databases, selected Internet sites, Grolier's America the Beautiful database, Ben's Guide, Facts for Learning, Sirs Discoverer, and Culture Grams, then used Kidspiration software to create Venn diagrams to compare the U.S. and other countries.

A long list of schools carrying out similar projects has been reported.

Pennsylvania's LSTA program successfully addresses two of the areas covered by LSTA Priority 5; services to individuals with disabilities and individuals lacking information literacy skills. Programs in these areas have successfully addressed the needs of these targeted groups.

LSTA PRIORITY 6:   Targeting 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.

Many of Pennsylvania's LSTA-supported programs reach audiences that are targeted by LSTA Priority 6. Both the size and scope of Pennsylvania's sub-grant program means that it reaches into both urban and

rural communities and touches the lives of tens of thousands of individuals from families with incomes below the poverty line. Because many of these programs have a different primary purpose (emergent literacy, lifelong learning, health and wellness information, etc.), these programs have been listed in other areas of the evaluation document. We have selected a few programs to illustrate the reach of the Commonwealth's LSTA program.

Urban Services (2008 and 2009: $1,170,574 or 6.34% of total LSTA expenditures for the three-year period) Four Pennsylvania urban libraries received funding all three years for their initiatives:

- Allentown Public Library (2008 and 2009: $127,000) offered homework help every weekday afternoon, serving between 100 and 130 children per week, plus a Young Readers Book Discussion Group and summer reading program. Rotating police officers patrolled from 3:30 to 8 p.m. In 2009, 124 of 276 (44.9%) participants in summer reading were from Allentown city schools. The library presented 11 outreach programs at city playgrounds. Allentown School District teachers reported that their students with library cards consistently scored higher in reading and math. The library hosted 264 adults on 12 library tours and conducted 42 computer instruction classes for 465 adults in library and other community locations. Focus groups ranked basic computer classes for adults and online job searching among the best and most useful programs provided by the library.
- Carnegie Library of Pittsburgh (2008 and 2009: $207,000) Through its Job and Career and Educational Center, the library provided a unique web index of pre-screened web sites that address various stages of the job search process and added new print resources. The library reported increased use and satisfaction, but provided only anecdotal evidence.
- Erie County Public Library (2009: $112,000) introduced library services to children at two public housing complexes through increased programming. During 2008, the library offered 136 story times and special programs, with 1,469 participants, an 11% increase over the previous year. Circulation increased 55%. Nonfiction materials were especially popular. In 2009 the library presented 186 story times and special programs for 2,767 participants. With 530 children residing in two public housing facilities, that is an average of 5 programs per child. Therapy dogs visited the main library twice a month.
- Free Library of Philadelphia (2008 and 2009: $329,000) In 2008, year two of a five-year grant, use of the library's career- and business-related electronic resources increased 14% over the first year; 6,161 individuals participated in 437 free public introductory computer training sessions and 961 open-lab hours in four library locations, and the library created a dedicated space in the Parkway Central Library which was used by 108 senior citizens. In 2009, the library added Reference USA, Dun & Bradstreet's Million Dollar Database, and ebooks related to job and career searches. The Business, Science and Industry Department offered eight workshops attended by 85 participants, while computer lab trainers added 560 classes and 1,031 open hours in four computer labs, serving 7,407 patrons. Usage of career and business electronic resources increased by 37%; Reference USA usage jumped 60% and Dun & Bradstreet's usage went up 13%.

Bookmobile (2008 and 2009: $49,985 in 2008 or 0.03% of total LSTA expenditures for the three-year period) The Reading Public Library expanded bookmobile service to elderly people living in city high rises and apartments. The Bookmobile Outreach Coordinator selected materials based on surveys, conversations with users and activities directors, and patron requests for purchase, promoted the service, and added six new stops to the ten existing stops. During 886 patron visits, the bookmobile issued 102 cards, circulated 2,989 books, and placed 208 holds.

Outreach for Older Adults, Multicultural & Institutional Librarians (2008 and 2009: $193,377, 1.6% of total spending) The Office of Commonwealth Libraries supported outreach by training library staff members who provide service outside the traditional library setting. The Office worked with partners CMS, AARP, Social Security, Pennsylvania Insurance Department, and the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) to disseminate information on Medicare issues, identity theft, and health insurance options. Both years, AARP presented awards to three public libraries for

innovative programming for older adults. In 2008, 290 individuals participated in four workshops. Thirteen libraries invited the Pennsylvania Insurance Department for programs on health insurance options. Following the Senior Spaces workshop, 20 public libraries submitted proposals; seven were awarded funding. In 2009, the Innovative Services for an Aging Population Committee updated bookmarks with websites of interest to older adults and the booklet "Best Practices for Services to Older Adults in Pennsylvania," distributed to 721 public library facilities. Two-hundred and eighteen people participated in 7 professional development sessions; end-of-session evaluations confirmed they gained new knowledge; no figures were cited.

Pennsylvania indirectly addresses LSTA Priority 6 through a wide variety of programs that do reach targeted population. The Commonwealth has successfully addressed this Priority, albeit, somewhat indirectly.

SUMMATION

Pennsylvania has been quite successful in addressing the two LSTA Grants to States Priorities that it emphasized in its Plan. While programs undertaken using LSTA funds have served to advance all six priorities, the evaluators' see the greatest evidence of impact in regard to Priorities 1 and 2. Of particular note are efforts to address LSTA Priority 1 through programs related to emergent and family literacy (Family Place, One Book, Every Young Child, Preschool Connections, etc.) and efforts to address LSTA Priority 2 through the continuation of the Power Library program in the face of overwhelming odds.

Specific programs address LSTA Priorities 3, 5 and 6. For example, the "Information Access" grants "provide electronic linkages among and between all types of libraries" (Priority 3). LSTA funds provided to the two Regional Libraries for the Blind and Physically Handicapped "target services to individuals with disabilities" (Priority 5). The "Outreach to Older Adults, Multicultural and Institution Librarians" program also addresses Priority 5. Major components of the Services to Urban Population Grants "target underserved urban communities" and children from families with incomes below the poverty line" (Priority 6). Although LSTA Priority 4 (public and private partnerships) is addressed less directly than the other Grants to States Priorities, collaboration is infused throughout Pennsylvania's LSTA program. Some of the evidence that supports this claim is the sheer number of grants and amounts of money that have been invested in school and academic libraries as well as with organizations such as local historical societies on digitization grants. Partnership activity is also pervasive in LSTA-subsidized community-based initiatives such as the summer reading program and the One Book: Every Young Child program.

While the evaluators are concerned that OCL has increased its dependence on LSTA funds for services that appear to be more appropriately supported with State dollars, the ways in which LSTA funds are used internally are consistent with the 2008 – 2012 Plan.   In short, the evaluators find that Pennsylvania's implementation of the LSTA Grants to States program has been successful in making measurable progress toward the state-level goals included in the 2008 – 2012 Plan and has been successful in addressing all six LSTA Grants to States Priorities.

RESPONSES TO QUESTIONS POSED BY THE
INSTITUTE OF MUSEUM AND LIBRARY SERVICES

IMLS Retrospective Questions

1. *Did the activities undertaken through Pennsylvania's LSTA plan achieve results, as outlined below in sections related to priorities identified in the Library Services and Technology Act?*

The evaluators believe that Pennsylvania's LSTA program has achieved results and that these results do address all six LSTA Priorities. Measuring these results is an enormous task given the size and complexity of the Commonwealth's sub-grant program. The staff of OCL has focused on trying to instill a culture of evaluation among sub-grantees and it has, to some extent, been successful in getting sub-grantees to perform both output-based, and in some cases outcome-based assessment. Ironically, OCL has not done as good a job identifying either outcome or outputs for most of its internal programs. The Office of Commonwealth Libraries has recognized this shortcoming and has embarked on a path using an outside evaluator to review its program annually and to assist in the development of significant outcome measures.

Nevertheless, Pennsylvania's LSTA program is successful and demonstrates a high degree of connection to local libraries.

2. *To what extent were these results due to choices made in the selection of strategies?*

Pennsylvania concentrated its efforts on the first two LSTA PRIORITIES. Its strategies included:

Statewide initiatives. State funding provided substantial support for POWER Library, Access Pennsylvania, statewide courier delivery, and Libraries for the Blind and Physically Handicapped, although state funding was reduced during this period. Statewide initiatives including Library Development Services, POWER Library Support, Commonwealth Libraries Research, Professional Development, Statistics and Analytical Tools, LSTA Administration accounted for $6,242,426 or 33.80% of total LSTA expenditures for the three-year period. Some other programs, such as the Summer Reading Program are "statewide" but are delivered at the local level. If initiatives like this are included, the percentage expended for statewide projects is approximately 50% of the total LSTA allotment.

Sub-grants. Sub-grants accounted for $7.5 million or more than 40% of the total for FFY 2008 and FFY 2009. Notably, LSTA funding supported sub-grants to individual public libraries, academic libraries, school districts, or other types of organizations.

Professional development. In addition to programs included in the Library Development Services project, training and professional development were included in a variety of statewide projects for trustees and public, academic, school, and other librarians. Professional development strategies were fairly traditional, consisting mostly of workshops, but some reported peer-to-peer or train-the-trainer approaches. Because it was embedded in a variety of projects, it was impossible to determine the actual LSTA funding allocated for this strategy.

Educational support. Unlike other states reviewed by these evaluators, Pennsylvania spent a substantial portion of LSTA funding – approximately 20% – on programs benefiting services for preschool and school aged children in schools and public libraries, including sub-grants for early literacy, collection development, information literacy, and summer reading. Statewide school library and youth services programs added another 4.6% of total funding dedicated to educational support.

Technology infrastructure, including integrated library systems, web development, assistive technology, digitization, and mobile laptop labs, among others, was also a focus during the two years reviewed. During 2008 and 2009, the Office of Commonwealth Libraries spent $403,142 on seven local ILS initial installations or upgrades and $152,147 on planning for a statewide open source catalog based on Evergreen.

3. To what extent did these results relate to subsequent implementation?

Statewide initiatives. Large projects administered directly by the Office of Commonwealth Libraries reported no outputs or different types of outputs from one year to the next, as well as no patron outcomes. POWER Library ranked high in survey responses for impact, and comments in interviews suggest that some librarians support statewide efforts, while others feel local efforts are more worthwhile:

> *"Statewide projects and initiatives are more important than the competitive grants."*

> *"It's hard for the state to do the collaborations statewide, so local collaborations are especially important."*

Sub-grants to individual libraries. This strategy was most successful when there was significant state involvement in design of the projects (e.g., Collection Development, Family Place, Preschool Connections) so that the proposal process required local needs assessment, review of existing collections/services/spaces, significant promotion, collaboration within schools or communities, reporting of specific outputs such as collection age, circulation, and collaboration; and creative and authentic methods of assessment such as observation, rubrics, surveys before and after projects, and stories that demonstrate changes. These designs resulted in outputs that were more or less comparable from one locality to another and documented positive outcomes for children, families, teachers, and other audiences, as well as demonstrating new roles for school and public libraries.

In interviews, sub-grants rated third in impact.

> *"Competitive grants – that's the only place small libraries can fund trying innovation."*

> *"Assessment of our library's needs (grant funded) pulled together information from school districts that we wouldn't have had if not for the assessment effort."*

On the other hand, the sub-grant programs initiated many other time-consuming processes for the Office of Commonwealth Libraries: issuing requests for proposal, training and supporting proposers, reviewing and awarding grants, monitoring spending, collecting and reviewing progress and final reports, and reporting outcomes, and for recipients which also invested a significant amount of non-productive time in completing contracts, managing funding, and reporting. Some felt that money spent on competitive sub-grants should be redirected to other purposes:

> *"Every library needs help, but… An LSTA grant targeted at a single library is not as effective as those that are statewide or region-wide. Those have a greater impact."*

Some interviewees were critical of various sub-grant processes. Some libraries and schools did not have adequate staff capacity to apply and were therefore left out. Those who had received awards said they needed more time to plan and to implement. They wanted assurance that grant funding would not be cut after it was awarded. One complained about grant administration:

> *"Could we find a better way to administer the grants? It's done through the Department of Education Comptroller and it's a nightmare. I can't tell when and how much money is coming."*

Two of 20 interviewees responded they were not aware of or had not written grants.

Professional development. Because professional development was diffused through statewide initiatives and many sub-grants, it was impossible to ascertain exactly how many individuals participated. Where available, outcomes were almost exclusively derived from end-of-session evaluations measuring attitude or knowledge, and not the longer-term outcomes of skill, behavior, or condition, although comments by interviewees and in the web survey suggest that professional development was an essential component in initiating new services and improving existing ones.

> *"The professional development training and workshops [have] opened up new windows to learning things like Lib Guides and have changed the way we offer services to our students."*

> *"I have personally completed some online training dealing with Access PA and POWER Library, which were very useful to me as I began my career a year and a half ago."*

> *"I have participated in at least three… train-the-trainer workshops that I have used right away in my instruction."*

Educational support. Even though sub-grant programs were designed and implemented locally and resulted in primarily local impact, they benefited from more focused outcome evaluation planning and support. Reports suggest that the grants improved, at least temporarily, collections in school and public libraries. With no matching funding or ongoing maintenance of effort, it's hard to imagine how this infusion of materials can be sustained. More lasting outcomes related to capacity building were also reported:

- Increased involvement of school librarians co-planning and co-teaching standards-based units, through collection development and information literacy grants.
- New audiences for school and public libraries, including parents, teachers, school administrators and board members, and other community partners.
- Opportunities to demonstrate new roles as leaders in their schools and communities.

Technology infrastructure. The Office invested in statewide ILS development and in a number of sub-grant efforts, including mobile laptops for schools, public libraries, and colleges; web development; local ILS upgrades; and digitization.

In interviews, librarians ranked the initiative for a statewide ILS fourth in priority, based on its "potential for having a big impact." It's clear from their comments that they are waiting to assess return of investment:

> *"Promoting efforts for a statewide catalog… would help. Our library would participate if money were available."*

> *"We don't need open source here… but there's a place for that in creating equitable access."*

4. To what extent did programs and services benefit targeted individuals and groups?

Pennsylvania faces geographic and demographic challenges in delivering contemporary library services. The state's urban libraries serve high-minority, high-poverty audiences, while rural areas are losing population, and serve residents with lower average incomes, less access to education and less access to broadband technology connections. The information presented under LSTA Priorities 5 and 6 suggests that Pennsylvania does a reasonably good job of reaching targeted populations *but that it often accomplishes this in an indirect way.*

IMLS Process Questions

1. Were modifications made to the Pennsylvania State Library's plan? If so, please specify the modifications and if they were informed by outcomes-based data.

The Pennsylvania Office of Commonwealth Libraries 2008 – 2012 Plan was not modified.

2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?

Because no modifications were made to the Plan, this question does not apply.

3. How have performance metrics been used to guide policy and managerial decisions affecting Pennsylvania's LSTA -supported programs and services?

The types of grants offered as sub-awards were modified throughout the Five-Year period based upon their evaluations of individual projects, and also upon an annual evaluation of the overall program. This annual evaluation was done by outside outcome based evaluation consultants. The annual evaluation included input from the field and a study of the projects in our annual State Programs Report to IMLS.

4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

The complexity of Pennsylvania's LSTA program presents a gargantuan challenge to an agency that has limited staff resources (given the size of the state, the number of libraries and the fact that OCL deals with public, school and academic libraries, as well as state hospital, correctional and other special collection libraries). The Commonwealth Libraries staff understands outcome based assessment and has been rather successful in getting sub-grantees to adopt basic OBE principles. However, as the evaluators can attest, the quantity of data is simply overwhelming.

It is probably wise for Pennsylvania to adopt a "less is more" strategy in regard to its assessment practices. Identifying a few key data elements and pursuing them on a longitudinal basis will generate better information that can be used for decision making than unsuccessfully attempting to collect massive quantities of data and doing so inconsistently.

IMLS Prospective Questions

1. How does the State Library Agency plan to share performance metrics and other evaluation-related information within and outside the Agency to inform policy and administrative decisions over the next five years?

It is hoped that the annual "reality check" with an outside evaluator will raise awareness of the benefit of a robust system of program assessment. If the agency is successful in raising the level of awareness, it will greatly increase interest in the value of performance metrics. Target audiences for sharing this information include the Pennsylvania Department of Education, the Governor's Advisory Council on Library Development, the Pennsylvania Library Association and the greater Pennsylvania library community.

2. How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming five-year plan?

In their self-assessment, the LSTA Coordinator responded to this question by saying, "Those projects that realized little or no benefit to residents of the Commonwealth will need either to be changed or eliminated, especially in view of the fact that new ones may need to be implemented. We will also need

to continue with an annual assessment to make sure we are on target in meeting the needs of our communities that are in line with the LSTA priorities." The combination of mining the information provided in this general evaluation of the LSTA program (including the web-survey results) and the annual assessment should yield some baseline data that can be used to set benchmarks. For example, the responses from the web survey rating each of a variety of services could be replicated annually to discern whether major programs are shifting in their importance to the library community.

3. What key lessons has the Agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.

In response to the self-assessment survey, the LSTA Coordinator said that she had found that "OBE is not applicable to some projects, such as strategic planning, at least not within the fiscal year that it was funded. Therefore, there needs to be another method for determining its success, at least in the short term. It has also been a challenge to teach OBE to some librarians, and a more aggressive training program is in order. When OBE is implemented successfully, we and the libraries are more aware of what it did right!"

The response indicates a real commitment to OBE, which is not always present within state library agencies. The evaluators believe that Pennsylvania is on the right track to improve their internal assessment in a significant way.

4. What are the major challenges and opportunities that the State Library Agency and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?

- Design evaluation protocols for statewide and sub-grant projects, building on results from coordinated efforts such as the collection development, early literacy, and information literacy projects, perhaps with assistance from trained evaluators, to assure evaluation instruments are put in place during the next round of sub-grants, so that comparable data can be collected at each site and event every year.
- Add assessments of individual and organizational capacity. To assess individual capacity, extend evaluation of professional development activities – across projects – to measure longer-term results, rather than end-of-session attitudes and knowledge. Study results to make modifications in professional development design to better support implementation. To assess organizational capacity, evaluate the extent to which sub-grantees are able to sustain improvements following the end of grant support. Findings may help the Office strengthen project design and supporting activities to achieve enduring results.
- Increase focus on end-user outcome assessment.
- Study the newly available rubrics to find ways to evaluate large statewide initiatives such as POWER Library and Library Development Services.
- Gather and report matching state and local funding, to accurately reflect the total cost of initiatives and demonstrate for local, state, and national stakeholders that LSTA funding is leveraging significant additional investment.

5. Based on the findings from the evaluation, include recommendations for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan.

The evaluators offer a few observations:

- Attempt to find a way to restore State funding for core POWER Library databases and, if possible, include some EBSCO databases so that the investment in training librarians and patrons is not lost.

Investigate matching funds from local libraries and school districts, since it is clear they place a high value on this statewide service.

- Continue focused, state-coordinated sub-grant programs like the early literacy, summer reading, and senior spaces programs. Require local matching funds and incorporate the aspects of best practice proven in previous grants, including community needs assessment and planning, partnerships, promotion to local stakeholders and media, and defined output and outcome reporting. Requiring significant matching funds in regard to collection development grants may stimulate local funding.
- Continue development of the statewide open source ILS.
- Strengthen the Office's evaluation design capacity, so that individual outcomes reported by sub-grantees can be integrated to create a larger picture of results related to the state goals included in the plan.

6. Based on the findings from the evaluation, include recommendations for justifying potential cuts and/or elimination of programs in the next five-year plan.

The evaluators' observations here closely coincide with those of the LSTA Coordinator as reported above in question 2.

- Discontinue expenditures on stand-alone projects that do not support state priorities or do not have demonstrated impact.
- Seek opportunities to improve efficiency and effectiveness of library development functions and to "unbundle" services to better identify the costs and impact of consulting, planning, professional development, administration, evaluation, and other functions. Perhaps a program budget that allocates Office efforts involved in summer reading to that program, for example, would lead to discovery of ways to streamline tasks or save money. Another consideration is whether the process of managing one-year sub-grants is the most effective way to accomplish desired outcomes, or whether different processes might reduce Office and local overhead.

COSTS ASSOCIATED WITH THIS EVALUATION

- Cost of contract with evaluator $ 19,200
- Internal (SLAA) cost estimate $ 2,740
  - Estimated Total $ 21,940

Appendix A: Personal Interview Summary

Twenty-one individuals identified by Office of Commonwealth Libraries staff were interviewed via telephone. The purpose of the interviews was to provide background information for the consultants and to gain the perspectives of Pennsylvania librarians and supporters regarding the impact of LSTA funding in Pennsylvania. A list of those interviewed follows the comments made in those interviews.

Which of the LSTA funded programs/initiatives have had the greatest impact since 2008 in Pennsylvania?

Statewide—Summer Reading club is very important. Most of our libraries depend on that for binders and resources. It's from the national cooperative. Many libraries are without a children's librarian. POWER Library, again, we couldn't provide that depth of databases. Most of our libraries have just popular periodicals and have scaled back on their purchases.
Local impact—several libraries used to submit grants; haven't done so recently. We got $90,000 to integrate our ILS for the county. It cost more than that, actually cost half a million to do it. Three libraries didn't do it then, but later each got $10,000 to join the ILS.

The Summer Reading initiative is a smart program. Our staff finds that really helpful; great to have the manual. It has helped all PA libraries work together well.
Urban Services grants—we've gotten those all 21 years that I've been here. Early on we used them as collection development; more recently we've been doing outreach. Gary Wolfe (former state librarian) suggested we hire a person to do outreach. Over the years the amount of money in that grant has been reduced and we had to reduce her hours, but she still does visits and programs.

I'm not excited about the ILS (open source) unless the state has serious money to put in it.

POWER Library had a big impact on school and public libraries, but the funding has been reduced. Most academic libraries have their own databases. We received a grant for continuing education for academic librarians. That has raised the level of awareness of academic librarians (their awareness of the state library and the college and research division of PaLA). Some academic librarians think it's not as good as going to continuing education at ALA. The grant let us bring in speakers like Megan Oakleaf, who wrote the Value Report. She's a speaker with national recognition. The report just came out and Megan is cutting edge in what she says. Eighty-seven people attended! The Executive Director of PaLA attended and thought the session was wonderful.
The continuing education funding is an annual event. For the first grant we tried to provide enough programs to use all the grant money. In recent years we've invited other divisions if they're having a program we might be interested in and we give them some of our money. For example, Patron-driven Acquisitions was also well attended. Another example— a local academic institution brought in a speaker on copyright, and another program on re-engineering the academic library for digital natives. This last year—PA information literacy learning community—academic mostly, but also public and school librarians were interested. We supported bring the speaker in. The collaboration between high schools and academic librarians is really starting to take off.

In our area/district, the Pre School Connection Grants were essential. Here a rural library director can be without library education. They found that youth services statewide had tremendous gaps in the

education of the staff on how to work with children; the connections with children just weren't there. Every library that qualified got $2,500. They needed to do a two page application and to connect it to early literacy to benefit ages 0-5 and their parents. It looked at parenting collections, etc. Was seed money, but required the library person to attend training four times/year. There has a team visit; they looked at the space, the program and the collection, did peer to peer training. State library representative came back to see what progress had been made. It has changed our libraries. We get lots of thank yous!! One of the requirements was a $500 match from the library. That forced local boards to look at how much they were putting into children's programs.

POWER Library is essential; there is no way libraries could fund databases. It has been cut dramatically, however.
Bibliostat is less romantic, but good as a planning tool.
Summer Reading—funds for training for Summer Reading. We followed the PreSchool Connection Model and had peer to peer training. There were 44 libraries over eleven counties in the district that participated. It was wonderful continuing education.
One Book was essential. It brings in daycares; kids can't get to the library on their own. The daycares received one paperback for each child; the paperbacks were from outstanding PA writers. It let the librarians get into the daycares; also celebrated literacy statewide.
The statewide ILS is still in progress; can't see the results of that yet.
Competitive grants—that's the only place small libraries can fund trying innovation, for example, marketing—get a professional to come in to help us move forward.
We did a district wide grant for AWE computers (early literacy tools). Each library got $4,500 for the AWE computer and Every Child Ready to Read training workshop. Our small libraries couldn't have afforded those AWE computers. At these computers a parent and child have to work together.
We've also built collections with LSTA funds.
This year we're looking at the direct needs of our communities, have an outside consultant to help us do that planning. We're going to do a community calendar from that.

Statewide impact—POWER Library is only access for databases; less funded now; we can't afford to add other databases. POWER Library also does connect us to schools; helps build connection to schools. Continuity is good.

We applied for an LSTA grant for study/assessment. Yes, we benefit from Library Development Bureau, especially children's services. The continuing education/staff development is well received. We take advantage as much as possible; it's the only source for some people.

First would be library development staff. If they weren't there, nothing would happen. Second would be the continuing education for library staff. Third would be the statewide databases and electronic resources.
We get competitive grants; they have helped us start new ideas, experiment. Family Place grants are great; started us on significant things, health information grants too.
Are using PA Forward too; it's a strategic initiative started by PaLA. Rethinking how to talk about and think about libraries. I like the framework. It looks at five literacies: basic, health, civic, financial, and information. Libraries are one part of the framework.

I haven't written a grant, but we couldn't live without POWER Library, Access PA, and ILL. I could afford a few databases from a vendor, but I rely on the State library for basic resources. The kids are on EBSCO all the time, AP photo archives, consumer databases.
Instead of a just in case collection, we do resource sharing. We have the best ILL in the nation.
My seniors rely on ILL; they are looking at long tail topics. ILL is quick and effective for the kids.
If I were in a poorer library the databases and online resources would be the only resource I'd have.
This year we've developed our ability to curate. Libraries used grant money to show how to create digital collections across the state. We created a libguide (public and school libraries did it using train the trainer approach) working together. Many librarians hadn't had web skills before this project. The first three created are the most popular. The top one had 14,000 views already this year.

The technology related initiatives…Several libraries in the system went together to test self check machines. It was successful. Some libraries have also purchased additional units.
POWER Library resources save us money locally. We pool local money to buy additional ones.
The negotiation shifts are a bit problematic. We never know what's in the state package in advance. Sometimes vendors are open to our changing our order if there is duplication. We couldn't afford them without LSTA.
Money has gone into developing the ILS system in smaller libraries. We don't need Open Source here, but there's a place for that in creating equitable access.

Several: POWER Library certainly, especially since the state cut funding, LSTA went to cover that.
Summer Reading is crucial, has a broad based impact.
The grants to individual libraries: we got self check machines along with other libraries. Also with other libraries got large print, digitization of historical photos and Homework Resource Centers.
We also benefit from LSTA funds that pay staff at the development bureau. We have so many rural libraries and less affluent libraries that have no other support or help like they get from library development staff. That's a critical use of LSTA funds. Library development is important for board training and continuing education for library staff. That's critical in Pennsylvania. The state has 3 parts: Pittsburgh, Philadelphia and Alabama in between.

LSTA gives libraries the ability to go beyond their budgets. It's a wonderful vehicle to have programs you couldn't afford locally, Summer Reading for example. We had a trustee workshop through Alleghany. It's wonderful to bring in speakers; there's ongoing continuing education. Change is rapid so it's important to have new ideas coming in.
At Carnegie we expanded the sorter ($90,000) for materials handling. The regional assets tax gave us the money to start the sorter. There were 15 libraries on it initially. The $90,000 from LSTA let us add more libraries. We're up to 59 now. It has helped turn things around more quickly. eiNetwork—70 locations in the county.
The programs are wonderful too.

Locally—keeping current with technology, especially the big ticket items; it's also nice to have money to plan, but that hasn't been supported recently. MLS program support (maybe that's Laura Bush funds?)
Statewide—ILS development is a good thing. Anything for POWER Library is good; that's immensely important to libraries.
Programs that are important: One Book, One Child, Summer Reading, Bringing Teens into libraries gives people the opportunity to learn (Teen Reading Program). Professional development has been very important.

In Blair County LSTA has been useful in the 5 year planning and in implementing programs and collections. In the first plan we planned target demographics and then we held a workshop about that target group, than applied for the grants. In the last 2 years, Commonwealth Libraries changed it; they limited the collection grants and announce the topic only when the grant cycle begins. The grants are good, but we need more time to plan. The change has thrown off our planning cycle. $5,000 isn't enough for an eight library system like Blair County. We'd go for the Try Grants, but the timing is wrong for us.

Preschool Connections is a good project; it has helped libraries a lot. Summer Reading is good, but the state is cutting back on that.
The ILS Open Source project needs to be funded. The Millennium libraries are the ones migrating to it right now; there should be 39 by the end of next June.

In 2008 the Family Place grants were really beneficial. I'm very proud that the Office of Commonwealth Libraries has placed such emphasis on that. We were able to help three other libraries in the district become Family Place libraries. Others would also if they had more staff.
About a year ago we received a grant for Tutor.com. There's a Career Builder site in it. $10,000 covered the cost of the database programs for interviewing and career focus. The intention was positive, but it was too quick and last for only one year. Maybe that should have been in POWER Library.
The statewide ILS isn't impacting us. Our own consortium works well. I respect the idea about it's being statewide, but I'm concerned that PA is big and diverse. We've heard about it for years, but it doesn't seem to be going anywhere.

The library development office is important; it provides us with expertise at the state level. I feel good about the progress we've made with the preschool connection grants. We brought in Virginia Walter to do the evaluation; there weren't any surprises.
POWER Library is important; provides equitable access throughout the state. The state funds for that were cut.
We've also received some LSTA grants. Did Super Science at Your library and are currently doing a DVD for parents…putting rhyme cards on a DVD; there will be 2 sets each for 3 groups (babies, toddlers, and preschoolers). They're for parents and child care providers. Nationally states have put them on their websites.

POWER Library is a disaster, both in terms of the cuts and in the way the contract is done.
Library development needs to be reorganized; it isn't effective. The way Commonwealth Libraries handles LSTA, reporting doesn't get to outcomes, replicable, sustainability. The money doesn't come at a time that lets us report outcomes.

Commonwealth Libraries is geared to the library world of 30 years ago, not the future. What do we want libraries to look like? How do we make that happen? Paying for staff is a terrible use of LSTA. It puts development in a flimsy position; makes Commonwealth Libraries look temporary.

Urban services grants: we use the money for target audiences; develop collections and innovative programs geared to urban issues. We model things for other libraries. Job Seekers—online databases; we started it as a print collection; use it in new hot spots—community areas.

All of the databases that we buy with state funds are open to the entire state.

Senior Centers—LSTA Special Project funds let them try new gadgets. Computer assistance; we developed those through hot spots and then made available statewide.

Forty percent of our population is without computer access. The project gave them an opportunity to try things, new gadgets.

We watch what's usable, adaptable, etc. Job Centers—we used things at lower reading levels than at other places because that was what was needed here. We negotiated the necessary databases ourselves.

Knowing that LSTA funds were there for digitization, the curators and archivists roundtable in Lancaster County was formed to discuss issues related to special collections in our area. It's a benefit to us all; especially related to digitization of records, newspapers, etc. None of the digitization done singly would have had the impact, either in getting funds or in getting the digitization done. We wrote a collaborative proposal and have gotten money annually for programs. The college and university in the area have done theirs already.

Thirty-nine libraries are migrating from Millennium to Evergreen. Should be done by mid 2012. Are talking with additional libraries. Funding is LSTA dollars that go to the PaLA to facilitate the project. PaLA is a 501c3. The grant ends in 2012. It's possible that it might go into 2013. We have had a big learning curve; only two on the board had been involved with open source. Three board members are at the libraries that are migrating now.

I've always been a fan of POWER Library and Access PA.

Several projects are important: Summer Reading has a profound impact; reaches a huge number of kids; could be more if there were more money.

POWER Library—I'm a passionate advocate; it has been diminished because of cuts in state funds; it just isn't what it was, but we're trying to rebuild on that backbone. Many local libraries would not have databases on their own. PA is fragmented, diverse, large, but providing statewide services is a really excellent use of resources.

The open source project has great potential, but it has many miles to go before it's fruitful. Philadelphia wants a solution that's not yet ready for them. It's difficult, but there are dynamic people on the board. I think it will take off, if they can keep it together. They're struggling now to be sure the foundation is strong enough rather than getting lots of libraries involved. Part of the issue (with people being critical) is that the project hasn't communicated much about what's going on.

POWER Library project impacts schools greatly. It's the only online resource for many schools. The reduction in funding for that has impacted schools heavily. For 250+ schools that is the only online resource. For school libraries without book budgets, the online resource is the only current resource.

I like the statewide initiatives; PA One Book has been phenomenal.

POWER is next to nothing right now; are working on that. We didn't have a lot of databases; we cut one to make room for OverDrive.

Anything statewide levels the playing field and helps rural libraries offer quality services.

We've had a Preschool Connections project aimed at rural and small libraries that enabled us to do things. The directors couldn't do children's services well, but the grants forced library boards to do things. Many libraries didn't even have a preschool collection before the grant.
Senior Spaces is a bit different; it's aimed at senior populations, not necessarily rural.
Best practices are helpful to us all; no need to discover the wheel over and over.

If I had to rank…it would be Summer reading, the new ILS, and the competitive grants. Summer Reading—you can see true outcomes with that program. With the competitive grants we're weak in our training and we don't have the tools to measure outcomes. Teen program is an example.
We know, studies have shown, the benefit of summer reading. There are measurable, demonstrable community impacts with summer reading and we can show cost savings.
ILS—task force just completed its work and now there's a new organization—PAILSC, the Pennsylvania ILS Consortium. We're using LSTA funds to get the first wave of libraries onto Evergreen. Also using LSTA funds to hire a part time staff person for the project. We'll be transitioning from LSTA support to member fees.

Have specific improvements or advances in library services taken place in the last five years that are largely attributable to the availability of LSTA funding?

Yes, in our county it helped us to implement the ILS. That was huge. I think the statewide ILS is a good idea, although Evergreen needs work. The continuing education that LSTA pays for is important too; there are no local resources available for continuing education.

Absolutely! Everything Commonwealth Libraries does! Electronic resources are the biggest. That took a big hit in recent years, but we're still able to offer electronic resources we couldn't do on our own.
I like that the Commonwealth Libraries negotiates the contracts even if they don't pay for them.

The statewide ILS (open source) is an example. One library is on it now. It has potential for having a big impact.
LSTA is important in mitigating the cuts by the state legislature—databases, Access PA, etc. Those programs would have been decimated without LSTA. There's LSTA funding involved in how we're moving away from districts and developing regions.

Absolutely. Without LSTA funds we would have lost Access PA. This program on curation is huge.

Library development initiatives—there wouldn't be the Open Source investing opportunity for small libraries to automate.
The LSTA base is shrinking. The consequence is confusing—what are library development objectives? We aren't sure where it's going. The move toward regionalization is also a question. Will that require restructuring relationships?
We got continuing education funds at the regional level, i.e., the trustee institute moved from state responsibility to regional responsibility. It was very successful because we could tailor it to our local needs. But we became the fiscal agent for it and we weren't compensated for that. My point is, what's the objective of these changes? The staff at Commonwealth Libraries is shrinking. Is this change short term or long term? All the regions got funds to do the Institute for Friends and trustees, a program that Commonwealth Libraries used to do.

POWER Library is important for public libraries and schools. For 400 schools POWER was their only electronic access. A school librarian who visited last week said when they lost POWER Library their PTA bought one database that was suitable for elementary students. But, it's not nearly as good.

LSTA has also been used for funding for collections in specific areas.
POWER Library, the ILS development, Access PA—that's been around since 1985, but the state cut the funds for it, very detrimental. There have been local, regional and statewide impacts from those.
People like the Magazine Index and Novelist; they had to do without those databases or get them from other sources.

Funding is a problem for all libraries; there have been advances in programs that our staff can offer.
Teen Reading hooked up children's librarians with the community teen workers (not teens, but people who work with teens) to show them how.
One Book Every Young Child has raised the profile of libraries and started new connections and partners.

LSTA funds have helped some libraries move forward in technology, libraries that didn't have money to do that. We haven't needed those funds. One library in the district used LSTA funds for portable laptops because they didn't have space in their library for computers.

It's hard to know. We've had major cuts in state funding. Things haven't looked the same, hiring takes longer. Pittsburgh also lost money and had staff cuts. We can pay for van services only in the county with money from state aid.

When we apply for a digitization grant, we know others in the group are not doing that. So there's no duplication. We know what's available and we link to others so the user can access them all. At our institution we focus on records to get the heaviest use, i.e. city directories…they're great for genealogy. Having them digitized means there's rapid access via the Internet. We are building a digital library, but we wouldn't be where we are without LSTA.

Since 2008 we've received a grant for board training. The board president and I met with all 13 library boards one on one. At least 10 of the libraries would say it was a useful exercise. We have recently formed another group to do leadership training.

Yes—professional development for school libraries comes through LSTA. There are a limited number of librarians within a school district. The PA guidelines for school libraries were updated. We're currently working on digital collection development for school libraries guidelines—digitization and access.

Because of Govern Rendell…library development staff is paid with LSTA funds. Library development staff are crucial to us; they mean we aren't out here on our own. Times are tough, so they're even more important.

The mini Try It grants are easier and specific. Many libraries didn't apply for grants before because they were too time consuming. With the mini grants, my libraries have begun to do the applications. Those grants broaden the spectrum of libraries applying.

Are there specific changes in how LSTA funds are expended that you think are appropriate given the overall reduction in funding for libraries?

We had a director get a Laura Bush grant for pursuing the MLS. That will have a significant impact. We have "old" MLS people and we lack fresh faces and ideas. The person who got an MLS after 15 years of working in a library came back to the library all excited about the work.

I'd like a closer relationship between the library schools and practicing librarians.

Libraries in PA don't waste money! The Commonwealth Libraries (CL) has tried to balance keeping their (development) office intact with state projects. They are striving for a balance; we benefit from the staff at CL.

I think CL maximizes the funds they receive. Our grant has been reduced, but they haven't cut out anyone. The hit that POWER Library took has been devastating. Those libraries can't really afford to buy databases on their own. Summer Reading has been a big item; before each library had to do their own; now it's statewide. Preschool Connection Grants-- The state partnered with PaLA for an Early Reading program; they give an annual award for the best program.

No, because the state and local funds are used for operating expenses, so LSTA shouldn't do that. We should be building local support, not shifting funds to cover that.
A shift from competitive grants to statewide projects would hurt us, but if it could move into an ILS for all the small libraries, that would benefit us all.
If a library uses LSTA funds for staff to pull off something, that's OK for a temporary showcase, but not for permanent funding.

Promoting the efforts for a statewide catalog within PA libraries would help. Our library would participate if money was available. Programs offered by Commonwealth Libraries (Summer Reading, Family Place) add to our resources.

Yes, good for doing things at the statewide level, supporting statewide resources. We've had to pick up some at the local level when state funds were cut. It's an issue of economies of scale.

Yes, for me it's about electronic resources. I would hate to lose more databases. I was able to replace some of those lost, but some libraries couldn't do that.

Every library needs help, but an LSTA grant targeted at a single library is not as effective as those that are statewide or region wide. Those have a greater impact.

Technology affords us opportunities; libraries are not in silos any more. People everywhere expect a certain level of service everywhere.

I'm not familiar with the rules on using LSTA; I am concerned that today it's the electronic environment and things that were not envisioned when LSTA was established are now very important. Maybe there should be more support for digital things. It's important that access be equal across the state.

The State could provide leadership in innovative projects. In the last two years competitive grants for innovation have not been successful.
Statewide the ILS Open Source has wonderful potential. Statewide projects and initiatives are more important than the competitive grants. We also need to continue to invest in finding and training good people in libraries, i.e., the education of current workers.

We should move toward more statewide initiatives. Libraries need to see the benefit of that; Commonwealth Libraries needs to be real plain (and up front) about that.
The emphasis on Summer Reading and Children is valuable, but there isn't enough money put into adult and senior programs.
Children's librarians go to the State library annually for a meeting; the same thing should happen for seniors. Put some LSTA funds into that.

Sometimes LSTA is too big picture. It might be more practical sometimes for some small libraries. Big libraries have money to do things. The movers and shakers need to remember to share the wealth.

It's good that the large systems have the opportunity to develop programs. We develop model programs based on research. The Super Science program for example…we developed kits. Other libraries/smaller ones asked for a copy of our grant so they could do it too. One thing LSTA does is let large systems develop replicable programs.
Sustainability is important—you get LSTA funds for a year. Then we got ALCOA to fund the continuation regionally. It's ongoing. Another funder interested in Super Science is providing funds for the rest of the system. Another is interested as well; I'm excited about that. It's $10,000-$15,000/year. So LSTA as seed money is very important.
LSTA lets us get presenters, develop kits, etc.

If innovation is to happen, it'll have to be LSTA. We need a fund for innovation; it isn't used that way in PA.
LSTA should be used for digital collections, not print collections.
On the positive side, you can't get LSTA funds unless you meet certain standards. Stop funding libraries not doing a good job; they'll close, and then they can consolidate the funding and use LSTA for good projects.

The Young Child campaign was great, but it isn't sustainable. The quality varied so much across the state; it is a waste of LSTA dollars. Family Place is a great project although we don't get money for it.
I had high hopes for the Open Source project. The plan was that we'd go on it in 5 years. But there isn't enough money in it; it won't become a statewide ILS; it's bogged down.

Question is, what's most important to the library community? Commonwealth Libraries would have to decide. There are strong feelings for statewide and for competitive grants. The biggest bang comes with statewide initiatives. Access to electronic resource is a critical component of that. Economies of scale are important in sharing electronic resources.

My instinct is that there's great leadership at Commonwealth Libraries so I don't feel constrained in what can be done with LSTA funds. State funding has impacted things; the state should be covering some things that LSTA covers now, but with latitude at IMLS and Claire's leadership, it will be OK.

Funding process—the application, people are willing to do the paperwork for grants, but there's a match requirement. I would hope they could look at it differently, have some alternative method of distribution based on need, circumstances. Some schools are without a librarian and can't apply for LSTA grants. The state conference offers workshops on how to write grants; we always offer an LSTA grant writing workshop at the annual school library conference. Within the three hour program time, people can get most of the application done.

They are putting lots of money into a statewide ILS; I'm doubtful that it will be successful. There are so many libraries in PA. I'm not sure it's the direction to take right now; and it's taking so long.

It seems as though many libraries are struggling, but LSTA needs to maintain and advance libraries. Given the state aid cuts, I don't know what we'd have done without LSTA. The ILS is critical for little libraries. I'm very excited about it.
Overall LSTA is essential to maintaining library service. We got an LSTA competitive grant last year and are buying e-readers. We'll investigate whether filling ILLs is cheaper using e-readers (avoids the handling and postage costs). We'll do the project for 6 months and see the financial impact.

To what extent do you believe Pennsylvania's implementation of the LSTA program has furthered the purposes of improving access to library services, increasing resource sharing, reaching out to individuals with special needs, and building strategic partnerships?

Access—have done good job; POWER Library was a good use of LSTA; also continuing education to help practice using the databases.
Resource sharing—have done that too. Access to databases (statewide catalog; do ILL through that). It worked better in the early years. It's hard to get things updated now and that hampers resource sharing. I know that Evergreen is a step in that direction, but we haven't heard how ILL will work through Evergreen. The goal is OK, but we don't know how it will work.
Don't know about special needs or strategic partnerships. The consultants are useful.

Access—ILS project is important (even if not for us) to the libraries in the state.
Resource sharing—all the electronic resources to all our users, ASK HERE PA, for example.
Special needs—Get Real Project (Recovery money and LSTA)—some libraries were identified and money was made available for them to have closed circuit TV; we took a small one on the bookmobile.
Adaptive technology, i.e., magnifiers, have made a big difference. When we built this building we talked with servers of the visually impaired. They couldn't agree among themselves. They gave us Braille and it just sat here. Aged people don't want to learn Braille!! The devices we got with the grant are fast and are being used.

When the grant category of services to special populations changed to outreach, we looked at mobile services, especially inner city populations and went to community centers to talk to people. We found interest was in the immigrant populations, especially Eastern European groups. So, we are working with the International Institute doing Cross Cultural conversations. That has had an impact on different populations.

Strategic Partnerships—we are working with a number of community organizations, but it ebbs and flows. We're all struggling for the same funds. We have a list of 40 partners we regularly partner with for LSTA dollars. Their contribution is staff time usually.

Access—that's an overreaching purpose; is broad enough to move competitive grants…we do that well. Resource sharing—we do that on a system and district level. Each library specializes in an area; then all have a shared collection. It gets us all to share. We haven't achieved sharing on a statewide level outside of Access PA.
Special needs—there's been less of that in the last 12 years.
Partnerships—that's an essential element in the competitive grants; i.e., local health community (packs of things to distribute, etc.) When you reach out, it's wonderful to have the seed money available to make things work.

Partnerships/collaboration—did an assessment of our libraries' needs; pulled together information from school districts. Summer Reading, Family Place—our library, preschools, and Headstarts, especially with Family Place
Summer Reading for all ages now, adult too
One Book, One Community has impact on our community.
Special Needs—impacts not specifically in our community. We do some, but not much impact for us though LSTA. Senior services—don't have much, but it is a big need.

Access—State does that through the library development office and staff; makes sure statewide projects happen. Libraries can build on that. Provides centralized resource.
Resource sharing—yes, the statewide ILS will be about resource sharing. LSTA goes to IDS too (delivery contract); and the Access PA catalog.
My concern is that we rely too much on ILL and don't develop our own collections.
Special needs—they do a fairly good job. Libraries can do competitive grants to do things.
Library development staff and LBPH address this too.
Strategic partnerships—have started PA Forward, building partnerships with banks, etc. for financial literacy. That effort could be increased.

Access—to a great degree that's happening. Some projects like automated systems, Open Source, etc. The ultimate result is more is available.
Resource sharing—given technology, you can have almost immediate access to anybody's collections…systems are connected.
Special needs—don't have a sense of how extensive that is. Locally we've worked with visually impaired. Not sure of activity at the state level. There have been collection development grants for targeted populations. It seems piecemeal.
Strategic partnerships—not sure what that entails. There has been crosspollination with PaLA and in the area of advocacy.

Access—yes, that has made a difference. Way back to the early 1990s it got us computers and email accounts. Libraries would have postponed doing that without LSTA support.
Resource sharing—helps us with ILL and IDS; electronic resources; there's a huge benefit to school and public libraries. With the state funding cuts the databases are less valuable than before.

Special needs—have done some; I don't have much experience with that. Family Place—children and parents benefit. There has been some technology money for assistive devices; but there hasn't been much emphasis there.

Strategic partnerships—have seen some progress at the state level there have been several partnerships because of the One Book Every Young Child program.

Also the use of program and planning money at the local level has increased the partnerships.

Access—Summer Reading has built partnerships within the state departments—agriculture, banking, etc. They try to find things that relate to the theme. One Book One child is a perfect example. Every department in the state is involved: early childhood, department of welfare, department of education, others as well—public TV, literacy, head starts. It's hard for the state to do the collaborations statewide, so local collaborations are especially important.

Resource sharing—POWER Library is ideal. We have money and could buy databases, but we too have to decide which ones. POWER Library provides a strong basis for what we provide.

Delaware County developed a program 5-7 years ago with early intervention groups in the county and did a presentation at PaLA; others have replicated that project.

Special needs—LBPH regional site is here in Carnegie. We're responsible for the western half of the state. Some of the branches have assistive devices. Most customers have materials mailed to them.

Access—doing a good job!! The statewide initiatives: POWER and Access PA. I believe libraries will be about delivering digital content in the future.

Resource sharing—again, good job, e.g., Access PA. Prior to the current five year plan, the state use of LSTA funds let us build the wide area network. It was a competitive grant. It led to a tremendous increase in our ILL.

Special needs—less familiar with that.

Strategic partnerships—those are important here. We're always looking to do that with organizations having a similar mission—hospitals, schools. However, that has been funded mostly locally in the last 5 years, not with LSTA.

Access—use of LSTA at the state level on programs that provide stronger libraries. Strengthening the infrastructure improves access. POWER Library is a classic example.

Resource sharing—same concept—Open Source will be another strong example. We will use LSTA funds that will reinforce and strengthen local libraries.

When people know where stuff is, they use it; it has and will happen. It's a priority for Commonwealth Libraries.

Special needs—there are lots of ways to look at this. PA has done pretty well with LBPH. LSTA funds are involved in the conversion to digital format. The state reaches out to special needs; e.g., injured war veterans.

Strategic partnerships—Open Source!! It's a classic case. At a recent meeting the board was discussing reaching out, building bridges to the IDS Board and others not involved before. There will be cross fertilization. LSTA is making that happen.

Access—State has done that…access to resources: Access PA, POWER Library, and ASK HERE PA

Resource sharing—Access PA, library card, ILL, networking between public and school libraries in many areas.

Special needs—is becoming more important; we're doing a workshop on new assistive technologies in April.

Strategic partnerships—we're working together (the association and Commonwealth Libraries) to get a school library consultant back at Commonwealth Libraries.

Access—A-OK! Everything—all the purposes improve access.
Resource sharing—definitely—POWER Library is wonderful example of that, along with the Evergreen ILS.
Special needs—don't know about that. It may be fine; I'm not knowledgeable about the service.
Strategic partnerships—Have accomplished that goal. Statewide ILS is about partnering. Continuing education funds spent to get librarians working with other agencies is a good use of the money too.

Anything else? Any other comments you'd like to share?

We were relieved we got a waiver to receive LSTA funds (MOE issue). Without that the state library and all of us would be much poorer. Strategic planning is important. I haven't seen anything coming out of the Office of Commonwealth Libraries that drives innovation. Maybe Open Source fits as innovation. But we seem to be bypassing e-books and social media.

If our funding had been totally cut, we would have been devastated (IMLS threat to deny LSTA funds because of the lack of MOE). People depend on the LSTA funds. It lets us bring in outside people to do continuing education and we can support programs/speakers at PaLA conferences.

LSTA is a wonderful way to augment and support libraries. Any cut in LSTA affects all of us.

Commonwealth Libraries has done a good job with LSTA. Unfortunately, they have eliminated the funding for planning; planning for strategic initiatives could be in the competitive grants category. We're thinking about how we serve our libraries. Maybe we shouldn't treat all our libraries the same. Maybe not all libraries need twice daily delivery.

I'm really grateful for the LSTA funds. Kids would have no access at all without that support. There are school libraries with no funds for collections.

I'm concerned about the impact of losing LSTA funds—the impact of losing Office of Commonwealth Libraries staff. Diminished numbers means they can't respond to needs.

Not sure what's supported by LSTA across the state; however it's important not to lose LSTA.

Overall we may need to do fewer competitive grants and more statewide ones. The financial picture is so bad right now; the statewide project (ILS) is a way to show leadership.

The compendium/e-newsletter that Commonwealth Libraries is putting out is good. I think LSTA is paying for the two meetings of directors, that's leadership work and it's good. There used to be four of those meetings each year.

Summer Reading provides a standard program. It's important to be a part of the collaborative. People move and it's good that there's standardization. Being a part of the collaborative makes it easier too; you get a menu to choose from.

LSTA is exciting—putting money into Bibliostat is a waste; it's a terrible product.

We're giving the state access to our databases; POWER Library is no longer good.

The whole issue is that it's a different world. We should have had a statewide Civil War digitization program. Next will be WWI (digitization); that's a great place to put LSTA funds. It has the potential to be used by everyone.

The urban populations is a wonderful grant; Summer Reading…we won't participate; we use the materials, but not the other things. It isn't an urban project. It isn't on urban interests/topics, but it's good for the state. LSTA is so important for the state, for libraries across the state.

They should make library development on a firmer base, not LSTA funds.

Don't give out competitive grants and then cut the amounts after the grant has been given. That's discouraging.

LSTA grants are extremely important; I like that schools are included. I would like to share e-books at the state level; that would be much cheaper and would address literacy issues, etc.

Could we find a better way to administer the grants? It's done through the Department of Education Comptroller and it's a nightmare. I can't tell when and how much money is coming. Commonwealth Libraries is moving everything to Web Junction because you can't find anything on the State website (Department of Education).

Why isn't there more transparency in who gets grants and what the outcomes were? I would like to see a list of the winners, how much they got, etc. You can't get that information. I've asked for the information in the past, but Commonwealth Libraries is overworked. There are lots of LSTA competitive grants we never hear about. I promise that everyone will know how our grant about ILL via e-readers turns out.

Interviewees

Cathy Alloway, Director, Schlow Centre Region Library, State College
David Belanger, Administrator, Delaware County Library System
Georgene DeFlippo, Coordinator Children's Services, Carnegie Library of Pittsburgh
Mary Garm, Administrator, Lackawanna County Library System
Kate Geiger, Director, Indiana Public Library
Marilyn Jenkins, Administrator, Allegheny county Library Association
Eileen Kern, President-elect, PA School Library Association
Tina LaMark, ILL Coordinator, Carnegie Library of Pittsburgh
Barbara McGary, Director, James V. Brown Library
Glenn Miller, Executive Director, Pennsylvania Library Association
Bonnie Oldham, Board Chair, College and Research Division of PaLA
and Information Literacy Coordinator, University of Scranton
Hedra Packman, Director of Library Services, Free Library of Philadelphia
Cynthia Rickey, Director, Mt. Lebanon Public Library
and Governor's Advisory Council Chair
Tom Ryan, President, Lancaster Historical Society
Tim Salony, Administrator, Blair County Library System

Bill Schell, President, Martin Library Association
Margaret Steward, Executive Director, Erie County Public Library
Denise Sticha, Westmoreland County Library System
Jennifer Stocker, Director, Easton Public Library
Melinda Tanner, District Consultant, Citizens Library
Joyce Valenza, Director, Springfield Township High School Library

Appendix B – Web-Based Survey Summary

1. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services in YOUR library. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

	0 - Don't Know/Can't Rate	1 - No/Very Low Impact	2	3 - Moderate Impact	4	5 - Very High Impact	Total
POWER Library	4.0% 16	7.2% 29	4.0% 16	18.5% 74	17.7% 71	48.6% 195	100% 401
Summer Reading Program	17.0% 68	17.3% 69	3.5% 14	8.8% 35	13.0% 52	40.4% 161	100% 399
Statewide Integrated Library System Project	30.9% 124	13.7% 55	8.0% 32	10.7% 43	16.2% 65	20.4% 82	100% 401
One Book Every Young Child	22.5% 90	21.5% 86	8.8% 35	14.8% 59	16.8% 67	15.8% 63	100% 400
Interlibrary Loan Services	3.5% 14	5.3% 21	4.3% 17	10.8% 43	19.8% 79	56.5% 226	100% 400
Consulting Assistance from Commonwealth Libraries	28.3% 113	18.8% 75	10.8% 43	21.0% 84	13.5% 54	7.8% 31	100% 400
Urban Services Grants	55.4% 221	28.6% 114	4.8% 19	4.8% 19	3.8% 15	2.8% 11	100% 399
Family Place Grants	50.5% 200	23.0% 91	4.8% 19	6.1% 24	5.3% 21	10.4% 41	100% 396
Professional Development Training & Workshops	9.0% 36	5.2% 21	11.9% 48	21.4% 86	28.1% 113	24.4% 98	100% 402
Services to the Blind and Physically Handicapped	37.3% 149	23.3% 93	13.8% 55	11.5% 46	7.8% 31	6.5% 26	100% 400
Digitization & Preservation Grants	40.4% 162	23.4% 94	12.5% 50	10.7% 43	7.2% 29	5.7% 23	100% 401
Collection Development Grants	27.0% 108	12.8% 51	10.0% 40	10.8% 43	14.0% 56	25.5% 102	100% 400

2. Briefly tell us about the impact that your highest ranked service or services has had in YOUR library.

Count	Response
1	Access Pa very useful... Power Library used to be used a lot, but not much remains of it now
1	Access PA
1	All of us have attended workshops and conferences that were partially funded by LSTA grants.
1	Allows us to satisfy the more academic, nostalgic or esoteric information needs of our patrons.
1	Becoming a Family Place Library has helped to turn us into a destination rather than an errand.
1	Being a small, rural library we are very dependent on ILL and the Power library services.
1	Expansion of the collection
1	Great feedback in every regard.
1	Have allowed our library to stay current and improve in bad economic times
1	I don't buy books so I need the library to search for books for me.
1	ILL gives patrons access to more materials.
1	ILL's are a high priority for our patrons.
1	Inter library loan is crucial for smaller libraries
1	Interlibrary Loan Services are part of the basic services we offer to our patrons.
1	Interlibrary loan is used often at my library for research papers, both receiving and sending...
1	It provides a resource that we cannot afford ourselves.
1	Many customers use the POWER library resources for research.
1	My budget is being cut every year - what would I do without PowerLibrary and Access PA?
1	My students use Power Library for many research projects.
1	NA
1	POWER Library is a wonderful resource and a much needed tool in our library.
1	POWER Library is needed to supplement database resources for research.
1	POWER Library provides the databases I can't afford in my budget.
1	POWER Library was for many years our only source for databases.
1	POWER library had hundreds of thousands of users before it was cut.

Count	Response
1	POWER library has been essential in helping our middle school students complete their research.
1	POWER library is used throughout the building - and is an extremely valuable resource!!
1	Power Library because there is no money for online resources.
1	Power Library before all the services were taken away.
1	Power Library enables the students to access information quickly.
1	Power Library is invaluable. We would not be able to afford periodical access otherwise.
1	Power Library resources are used by students to further their research
1	PowerLibrary supports research in all content areas.
1	Resources, such as POWER Library, aid the students in their academic success.
1	Summer Reading keeps the children reading and close the learning gap
1	The Power Library databases have provided resources for many research projects.
1	The Summer Reading Program is a sure hit, year after year.
1	We are a grade 7-12 library and depend on PowerLibrary for access to databases.
1	We are a small rural library and we could not exist without the interlibrary loan service.
1	We are net borrowers on Interlibrary loan and greatly count on our colleagues in the state.
1	We borrow and supply many titles.
1	We can't afford many databases, so we depend on Power Library.
1	We have a limited book budget and being able to borrow from other schools is very helpful.
1	We rely very heavily in Interlibrary Loan.
1	We were able to become a Family Place library and it has been a big plus for us!
1	none
1	professional development opportunities
1	summer reading goes right to the reason for our existence - education
1	without POWER Library we wouldn't be able to make databases for our patrons
1	ILL very important to our patrons, since we are a rural county but serving a population used to urban libraries & collections. They can still get what they want even though we don't have it in our collection. We were also devastated at the cuts in POWER Library, since we cannot afford to replace those resources. We are looking forward to statewide ILS as a way to save $$ on ILS licensing and enable patrons greater and easier access.
1	We invite our local public library children's librarian to come to our school to talk about

Count	Response
	the summer library program with our first grade students. She's great. She leads the students in crafts, sings songs with the students, and talks about information related to the summer library theme and program. (We used to actually visit the local public library as a "field trip," but now the children's librarian comes to visit US! The other item is ILL books and materials. Our local public library acquires many books and materials for my library from their library or libraries in our county and state.
1	The Summer Reading Program, the One Book Every Young Child and the Urban Services Grants have made a major impact on our ability to provide services to children throughout the County. We have brought authors to inner city kindergartens and to our depository libraries in public housing day care facilities. They children are so excited to experience a book with the person who wrote it. The Summer Reading Program helps us by providing the manual for ideas, a plan and motivation to help children maintain their reading skills over the summer and become lifelong learners. Our weekly storytimes in the housing authority classrooms brings the library and books to children who do not have many books in their lives.
1	From a youth service's perspective...Summer Reading has a huge impact. We see increases in the number of people applying for cards, visiting the library, attending programs and borrowing materials.
1	Without Power Library my student would have limited access to online databases due to budget restraints in my district.
1	POWER Library provides needed resources for research. The professional development offerings help to provide additional services or improve existing services.
1	We are able to borrow books for student projects. We have received computer equipment to enable us to have two classes at a time on computers in the library.
1	The Collection Development grants allowed me to weed out materials that were no longer useful in out library and provide funding to enable our library to purchase updated books and other materials. This is an invaluable service to public school libraries.
1	The SRP reaches a very high number of patrons, and having the materials provided on a cohesive theme has made it easier for our staff to produce a consistently interesting program.
1	Love being able to share books with all libraries across the state. I haven't really requested any books for my patrons but usually have 1-2 go out per week.
1	PowerLibrary gives our students experience in using databases and provides a wide range of information sources for them -- sources we could never afford on our own. It very much supports our curriculum and the research projects our students are required to complete.
1	The Power Library database Novelist, has been a great help in collection development and recommending titles for students. Miss it very much!
1	Summer reading programs help students keep reading through the summer when schools are not in session.
1	Interlibrary loan services allow users in other parts of the country (and world) to gain

Count	Response
	access to some of our special collections materials, which are otherwise only available onsite.
1	Power Library has "virtually" replaced our reference collection. Without access to databases, we are sunk to provide information to the public as our resources are no longer up to date. When the budget was cut and Power Library was cut, we really felt like we were not able to provide these services to our patrons - and we could not respond quickly to replace them as our budget does not provide enough funds to purchase these databases directly.
1	Summer Reading highest impact but NOT DUE TO any state funding as only provided with a small voucher to use toward summer reading give-away items; Our Summer Reading program DOES NOT use the materials provided each year, monies to make these would be better spent in vouchers to help us provide prizes/incentives. Our program reaches all grades K-12 & promotes independent reading. Each year participation increases; Interlibrary loan services are vital for our rural library to better serve our patron's needs
1	Recommended students to take advantage of Power Library databases. Many students used their public library's Power Library databases and print collections in addition to our databases and print collection.
1	Interlibrary loan services allow this library to serve our library users by obtaining items that we do not have in our collection. Some are older materials others are research materials that are deeper than our general collection.
1	Our Summer Reading program reaches out to every socio economic group within our community, draws new patrons, fills activity needs of youth and adults, promotes reading for entire family throughout the months when schools are closed. It is essential to our community.
1	Power Library and ACCESS PA have helped our library to grow tremendously. However, our administration now has me, the full-time Librarian, in the Library one period of the day. The remainder of that day is spent teaching English. The result of this is that these two programs which have had tremendous impact on our Library are no longer as strong as they were when I was the full-time Librarian.
1	Students have the ability to research using POWER Library on each project. SIRS Discoverer allows students to obtain facts without having to use Google.
1	We live in a very rural area and our library is geographically distant from any other public or academic libraries. We cannot afford to provide all the materials that our patrons want and need to be successful. The Access PA ILL program allows us to borrow items that patrons request. This is very helpful for patrons and for our collection budgets.
1	Since my high school is a rural high school the tool of POWER LIBRARY is used regularly for research and just plain old wonderings. It is excellent to use as an alternative to general searches. It also helps with teaching database resources.
1	My students use POWER library for their research projects. It was very unsettling when POWER was stripped of its databases. We miss having all the databases we used to have.

Count	Response
1	Power library is essential to providing databases to our students. The professional development training and workshops has opened up new windows to learning things like Lib Guides and has changed the way we offer services to our students.
1	Our elementary buildings do not have any database except for those provided through POWER libraries. At the high school they supplement our holdings and allow us to spend money in other areas because our students have access to these databases.
1	We were a Family Place grant recipient and that grant and subsequent programs helped us to develop an addition focusing on the Family Place concept and most of our early education program focuses on these Family Place facilities. Summer Reading has a huge impact on our library and our District - as we are the district center. The opportunity to utilize the electronic tracking system provided has made gathering data very easy and has shown areas that we excel in and areas for improvement. The One Book program has brought us author visits, connections to local agencies and businesses, and the childcare community that have helped us to build our profile locally and develop new donors.
1	Interlibrary loan services are a critical part of our library. As you know, every library has a limited number of books, but interlibrary loan allows us to have access to an incredible amount of materials.
1	It has helped us continue serving a probably under-served, neglected community in PA. So many blind and/or visually impaired people depend on books being mailed to their house. Despite the changing generations to more computer friendly/savvy generations, there will always be people who cannot afford or have the skills to be proficient in these computer technologies.
1	Power Library is a VITAL service that provides information to our students that our District could not afford to provide.
1	Funding for summer reading, PA One Book, and Family Place has enabled our library system to get age-appropriate quality books into the hands of thousands of children and parents, and to help them discover how books and reading benefit their education and lives as a whole.
1	I believe the Summer Reading program to be crucial to our young people. Children need to develop the love of reading at an early age.
1	we have been able to loan books from across the state and have things for our patrons that otherwise would not be available.
1	Our school libraries had $0 budget for this school year (2011-2012) and are facing the prospect of a $0 budget for next year, as well. Interlibrary Loan and POWER Library help provide us with resources for our students that they may otherwise have to do without.
1	POWER Library and Interlibrary loan services are integral parts of the research process for our students. We use them both frequently.
1	POWER Library provides access to many quality resources that would not otherwise be available to our patrons. We received a Family Place Grant several years ago and it has been very useful in aiding us to become a more family friendly library and instrumental in

Count	Response
	our provision of Parent /Child workshops. Interlibrary Loan continues to be a much demanded service here.
1	POWER Library once was a superior resource providing a wide variety of databases for school and public libraries. Lately it is a sorry image of its former self. I use the Career Library, Associated Press, and Sirs most often. It was a great supplement to a print collection. I cannot afford to subscribe to the databases that were once present and my students miss the valuable resources. Now Career Library will be gone. More databases for high school are needed.
1	Being able to borrow books from other libraries is a tremendous help to students doing research/projects on non-curriculum topics that we would not have the funds to purchase for just one student.
1	POWER Library resources are tremendously valuable to my library, and the libraries throughout my district. Students enter 9th grade knowing the resources, and knowing that they can rely upon them; they know that they can find them in the public library as well. The consistent availability of these resources helps me teach students wisdom in finding information.in a digital format.
1	We received a few years ago a collection development grant to enhance our economic section of the library to get with a new course offering. It was very beneficial to our library
1	Power Library several years ago had the BIGGEST impact. Now, it is rather embarrassing to show patrons what is available. So since Power Library is no longer a big player. I would say Summer Reading is our best service provided. It offers programming for all age levels and promotes reading (our overall mission).
1	I am always looking for more professional development opportunities. Also, I wish that I could rank POWER Library at a higher level but I'm an elementary librarian and the limited services in POWER Library are too advanced for my level.
1	Summer reading impacts us the most. Our numbers sky-rocket over the summer as families look for ways to entertain their children in smart, fun ways.
1	As a school library (high school level) the power library resources are the most important thing that is provided by the state to us. We could not afford the services that are present in the PL.
1	The loss of Power Library has been a severe blow both to students of all ages and librarians, who have lost the ability to access valuable sites such as Novelist. We are also in DIRE need of grants to effectively assist non-computer literate adults in their often fruitless job searches. We need to be able to offer BASIC Internet use classes to adults; this is EXTREMELY important. At present, cutbacks in staff and services make this impossible.
1	The Summer Reading Program is the most attended program we have in our library. The supplies that are provided save us money. The Interlibrary Loan program allows our patron to borrow books that are not available at our library or in our county.
1	Power Library has greatly extended our research support to the business and education communities we serve.

Count	Response
1	Being a small rural library, we need the resources from Power Library. And, we are a Millennium, so we are switching to Evergreen.
1	The LSTA Grant we received to develop our Homeschool and Educational Resources Collection has had a profound effect on our library. Our patrons now rely heavily on this collection. We are a small library so the Interlibrary Loan System sustains us since we cannot house all the materials our patrons request.
1	The LSTA collection development grant that my library received provided vital informational resources for specific assignments that directly impacted student research and student achievement. In a time of limited district provided funds for resources, the statewide database and ILL allow students to acquire resources from other libraries to meet research needs and fulfill recreational reading interests. The POWER library provides databases that would be prohibitive in cost to individual school libraries - especially the comprehensive periodical, career, and health information databases.
1	Whenever students come into the library to complete research, we always direct them to POWER Library (among other databases), and this provides them with sound research on their topics. We also have students and teachers who often request books from other libraries via Interlibrary Loan. I have personally completed some online training dealing with Access PA and POWER Library, which were very useful to me as I began my career a year and a half ago.
1	Power Library was a great resource to Elementary or low income libraries that did not or do not have access to other databases. Unfortunately with the elimination of some of the data bases it is not as useful as it once was.
1	Power Library provides access to important databases for a variety of our patrons from school age to college to adults researching on their own. Essential. Summer Reading allows us to reach students during the summer so that they keep up their reading skills.
1	We have Power Library in our school which I appreciate because we have no budget at all in our school for newspapers, magazines, or even books. I also appreciate getting help in the past from Access PA and the service where you can ask questions of a librarian online, because they really helped me when I was new here and trying to figure things out.
1	POWER Library allows our patrons to have online resources from authoritative sources and not just search Google. If it was not for POWER Library we would not be able to offer newspapers, magazines, business information that is up to date or any of the other resources. We would not be able to pay for these expensive resources and they would be greatly missed. We are being priced out of the online catalog by predatory pricing from vendors wanting to charge more to make up for libraries going to open source products. We need a state wide catalog in order to be able to afford purchasing materials for our users. If we are forced to keep paying ever higher yearly maintenance fees for the OPAC and ILS then other areas such as staff and materials will need to be cut. A state wide ILS that is priced lower than what private vendors are offering is an absolute necessity. Family Place grants enable us to reach out to our community and have sorely needed programs for families and children. These programs are highly sought after and well attended. Family Place grants enable us to make a real impact providing a service to young mothers and fathers with educational programs that

Count	Response
	encourage strong families and early literacy.
1	Our library is very program driven. As a recipient of a Family Place grant, our library was able to offer experiences for young children and their parents. Furthermore, we were able to offer early intervention for some special needs children in a community known for its special education program in the school district. Our summer reading program is very popular with high participation rates. The community looks forward to it every year.
1	Collection development at the early childhood level added over $1000 and enabled expansion of books about disabilities, other cultures, and curriculum support materials.
1	Since our libraries are small, both Interlibrary Loan and PowerLibrary provide access to critical resources for patrons and staff. Sadly, PowerLibrary has become less useful since so many databases have been cut.
1	The Power Library allowed us to spend less money on reference materials - materials that are not used enough in a small library to warrant the very high cost. The materials are best purchased at the state level and shared by many libraries.
1	Family Place has had a tremendous impact in our Library. A great program and I think it is great that these sites are continuously funded in the area.
1	Power Library has provided access to our elementary students that would not have been available otherwise. The collection development grants allowed us to purchase science books when our collection was outdated.
1	Power Library used to be a wonderful resource. With budget cuts, some of the resources are no longer available. This has been a big problem for my library, in that they cannot afford to replace these resources for library patrons.
1	Power Library has brought resources to our students that we could never afford from our school budget. ACCESS PA has also brought a tremendous amount of materials for our students that we would never have access to acquire without its service. We really rely on both of these services to provide resources for our high school students.
1	Lack of funding of Power Library and the interlibrary loan program has made it difficult for small school libraries to have access to information and materials for our students.
1	We received a $20,000 grant for Job Services, which enabled us to provide much-needed resources to our community at a time when they were most needed.
1	I use Power Library with my students (K-5) frequently for research projects. Although the scope of resources appropriate for elementary students has dwindled with the funding cuts over the last four years, there are still excellent resources on Power Library for my students. We cannot afford our own database subscriptions, so having Power Library available to us is crucial.
1	POWER Library is used in lessons and for research by students. We do miss some of the databases we had previously very much!
1	As an elementary school library, having access to POWER Library is an important resource that we wouldn't have the funding for otherwise. We use SIRS Discoverer and AP Images a lot.

Count	Response
1	The reduction in funding to loser Power Library databases was a disaster as it increased the needs for print resources but greatly reduced home access for databases for the public to use.
1	We would love to have POWER Library fully funded again. Our students depend on it for reliable research databases. As a broke urban district we don't have any other databases for our students. Although the library where I am currently has not had a collection development grant recently but I have seen how great the impact of the collection development grants can be. Students excited about reading because now they have new an up to date materials. The return on dollars for library grants is better than anywhere else - it all goes to help our children learn.
1	We have never received grants for any of these activities. As a small, special collections library, do we even qualify?
1	In the 2010-2011 school year, my library received a $4500 LSTA Collection Development grant. This grant jump-started our fiction circulation and had a huge impact on the library's visibility within the school community. This grant had a very real impact on student literacy, as it enabled me to get current, high-quality books into their hands and keep them reading.
1	Summer reading programs are very successful with the children of Clinton County including a high number of youth from low-income groups such as Head Start; The number of interlibrary loans we lend has become greater than what we borrow (the opposite was in effect the last 3 years) Our elderly use the materials from the Blind & Handicapped. Just today an elderly man came in and said what a great service it was; We were able to fill in various areas of the collection when we received collection development grants both directly and through the district.
1	Need collection development grants to constantly update our children's section and adult nonfiction sections due to cuts in our state and county funding. Also need to continue professional development to keep abreast of new trends in the field of library science to run our library efficiently.
1	Being very rural, the ILL services are invaluable to our patrons. The Summer Reading Program is probably our most far-reaching program, attracting, and helping, the largest number of participants of all our programs.
1	The Summer Reading Program helps to increase the number of program participants as well as our circulation for the summer months.
1	As a junior high and senior high librarian, I do not know how we would be able to effectively teach our students research skills without Power Library!
1	The Summer Reading Program brings a lot of people to the library in the summer and helps kids keep their reading skills fresh when they're not in school.
1	The funding of professional development training & workshops, particularly partnering with WebJunction to provide affordable, on-topic continuing education that library staff can access without costly travel, has been a HUGE boon when library continuing education budgets have been slashed but state continuing education requirements for staff have not. I completed six hours of CE credits last year this way. I know several of

Count	Response
	my coworkers also took online WebJunction courses for $5 each, enabling us to meet our CE requirements. POWER Library has the ability to have a huge impact on library services. It used to, but when the funding for it was cut and the database choices changed, it lost its good general interest database (MasterFile Premier) and instead went with one that is much cheaper but unfortunately seems useless to our public library patrons.
1	The LSTA grant allowed us to purchase many new materials. I like the professional development workshops. I used POWER Library more before the cuts.
1	In a small library with limit resources the information available at POWER Library in absolutely invaluable. Summer Reading is THE event in Farrell. We have had 26 sleepovers in the library. And reading during the summer is so important to present learning loss
1	Due to education cuts, my library can no longer purchase all of the necessary databases for student research. POWER Library allows students to still access valid, reliable, current, and accurate sources, even though the district cannot afford all of the databases. In the past few years though, with the loss of many POWER Library sources, my students are not getting nearly the exposure to proper research because we cannot afford the databases that POWER Library once supplied.
1	The Summer Reading is so important in our area. Our small town has very few activities in the summer for our youths and summer reading is one activity they can count on and enjoy.
1	Interlibrary loan services are very important to the academic community and are valuable resources for students and faculty.
1	Urban Services grants have allowed us to pilot new innovative services, such as providing multiple language and culture trainings to make staff feel more comfortable and competent serving non-English speaking patrons/ international adults. Another urban services grant provided funding for a college prep program in 5 libraries offering training, testing, and individual coaching to prepare high school seniors and juniors for the college application process. Another longer running urban grant has funded computer training assistants in 4 libraries; they are able to provide group instruction, as well as individual help for people new to using computers and the Internet.
1	In our rural community, the library is a destination place for families. Support for Summer Reading and other children's programs are essential for us to serve families in our area. We have benefited recently from a CD grant for medical materials for our system and in the past we have had support for technology. We are heavy users of ILL as well as regular responders. This is especially true of materials in our extensive Large Print collection, which we are happy to share with other libraries. ILL is critical to provide access to a broader range of titles than our collections can support. My greatest concern about PA libraries is the deterioration of the AccessPA system. Since 2009, Brodart has not loaded annual updates from libraries. This is a twofold problem. Titles are not showing up on AccessPA or titles show only a few library's holdings when, in fact, the title is far more readily available. As a result, libraries who have the Millennium System or who have vendor records that are being loaded are being hammered with requests.

Count	Response
1	Inter-library loan and summer reading programs have been widely popular at our library. Patrons love all of the activities surrounding summer reading and are very grateful to receive library materials quickly through ILL. The One Book Every Young Child has been a springboard for outreach to families with young children. We have developed a number of reading programs around it. The Power Library was popular but less so since so many databases were cut. It is still important as a reference source
1	A Family Place grant enabled our library to establish a successful Family Place program which enhances our services to families with pre-school age children.
1	We are a very rural library, so Interlibrary Loan service is very, very important to our community!!!!
1	Power Library is a resource that my faculty and students use every day. They count on having valid and reliable sources at their fingertips.
1	POWER Library provides a wealth of resources that are beyond the means of our library if we had to purchase them ourselves. We have a very active Summer Reading Program and use the resources provided by the state to support and enhance the program. Professional development workshops are useful and necessary as a means of fulfilling the state's CE requirements for staff.
1	ILL services are an essential supplement to our collection. ILL allows us to offer much more to our patrons.
1	We do a fair amount of interlibrary loan and some of our patrons rely on this service for the items they need.
1	The Summer Reading program draws the most interest from our patrons. Despite all the other offerings for children that are available, we continue to have a great turn-out for the program each year.
1	We are a school library on a limited budget. The PowerLibrary databases provide our students an authoritative research source. We are missing the many wonderful databases that we had several years ago, before the budget cuts. What is currently available is the bare minimum but even so, we would not be able to make these resources available to our students on our budget. Also, the interlibrary loan program has allowed our students to access materials that we do not have in our collection, and this has proven to be extremely important for research assignments such as History Day. We lend as many as we borrow and we are happy to be able to do so.
1	The Summer Reading Club has had great enrollment over the years. Bringing in many children and adults that don't use the library over the winter months. At our library we have childrens', teen, and adult reading club. All have had increasing enrollment over the last several years. As to our Interlibrary Loan program, our customers love this feature. It's a very good service to be able to search the state for a certain item when you district no longer carries it.
1	Power Library has been a tool used by my junior high/middle school students for years. It was the 1st stop for reference and easy to teach to my students. NovelList was used on a regular basis by staff and students. We miss the databases that were available at one time, but are very happy to still have SIRS and the other databases that are still

Count	Response
	available.
1	We are a small, rural, poor school district. Due to last year's budget cuts from the state, our district had to eliminate many things including the money for library purchases (but at least they kept the library open). I rely very heavily on POWER library and Access PA for resources. POWER library is my only online data base resource.
1	PowerLibrary is an amazing resource for students and teachers at all grade levels. It was sad when some well-used resources were cut.
1	OBEYC gets age appropriate books into the hands of many, many preschoolers. The Traveling Trunks and suggested at home and in school activities enhance the enjoyment of the books and encourage parent interaction. Many families are made aware of other services and programs that we have to offer during our promotion of OBEYC.
1	As a school librarian, my students make use of the databases provided through POWER Library. We are in a very small school and there is no way that we would have these resources available to us without the state program.
1	We provide LBPH Services so we know how important it is to our users and beyond. Support for collections, through grants, providing resources (e.g. Power Library), preservation, or general grant programs are important
1	We use the ILL system to get resources for our students when they are doing special one-time projects for which we don't have materials.
1	I am a new librarian (3rd week!) at our library so my measure of impact is not as concise, but through the LSTA grants, we were able to develop an Autism resource center. I have a friend with a son that has recently been diagnosed with Autism and it makes me feel good that I can guide her to organized resources so she may be empowered by the information, instead of overwhelmed by the diagnosis. Without the funding from the LSTA grant, this wouldn't have been possible.
1	Without AccessPA, POWERLibrary, and statewide borrowing, patrons would not be able to get what they need to improve their lives.
1	The Summer Reading program has a huge community outreach and alerts many in the community as to library needs and programs. Use of the SRC materials has provided a quality program on a consistent basis. OBEYC has given the library the ability to enter many facilities and form partnerships with other organizations and business in the child care market. The most visited organization has been the local Head Start program as I introduce a traveling trunk for a unit in cooperation with their Paths curriculum. We have used (and will continue to use) trunks in conjunction with Whose Shoes; Splendid Friend, Indeed; and Up, Down and Around.
1	Interlibrary Loan is a priceless service that allows me to meet the very specific needs of certain patrons that would never have checked out a book from the library otherwise. For example, we have a student that is very interested in computer programming, and we are constantly borrowing very expensive and topic specific materials for him from colleges and universities.
1	With both services, we are able to give children books that we couldn't without aid. And to encourage reading and have programs that without help we could not afford.

Count	Response
1	POWER Library is a superlative service. It expands the resources our library has and makes a significant impact on the community. Coordination of continuing education helps staff stay current. The children's programs provide critical support for our early literacy efforts that we would be unable to afford on our own. Our community is 19% over age 65 and services for older adults provided by the state library staff are important to us. Expertise is valuable, too.
1	We have benefitted from ContentDM; if this service was not free, we would not be able to digitize as many materials as we do.
1	Power Library services allow this library to offer a broader array of electronic databases and materials than we could ever afford to offer through our small library budget. It provides resources and reference services that our patrons use regularly to supplement what we cannot provide in person or in print. Summer Reading programs have consistently helped us provide programming and materials which draw children and families to the library throughout the summer. Summer Reading has given us a great platform for networking and collaborating with other community entities as well as providing us avenues for drawing students to the library to encourage reading and preventing summer slide.
1	Power Library is used by our students for research and for information gathering on a daily basis.
1	POWER Library has been essential in providing electronic information not affordable in most libraries. The selections that have been cut must be restored to accommodate the information needs of school libraries. In most school libraries these are the only electronic reference sources available. The professional development and training workshops have been indispensable in providing information and services on current trends in libraries. The training methods have proven to be cost-effective in reaching a large number of librarians. Interlibrary Loan services have provided students and citizens alike with materials and information that their local libraries cannot provide for the one-time use. The value in high school students being able to use information from academic libraries bolsters their achievement in learning. I depended on ILL to provide materials for our honors and advanced placement courses.
1	POWER Library"s databases give our students access to quality databases that our district could not afford otherwise.
1	Power Library had been are main research database for many years. Now that the services it provided have decreased, I must consider buying other online databases. This will be a substantial piece of my budget.
1	As a recipient of a collection development grant several years ago I was able to update my science and applied science sections (500's-600's) of my library; bringing the average age of these sections up 20+ years. Considering current breakthroughs and changing technologies this was a huge improvement. It also allowed me to purchase materials for a wider range of learning levels, helping my slow and reluctant readers and ELL students tremendously.
1	Interlibrary Loan and collection gran developments have helped our rural 9-12 high school provide materials to our students in areas of study (particularly the arts) which

Count	Response
	would be unavailable under current budget constraints.
1	Since this is a library in a financially disadvantaged, rural area, I cannot afford subscriptions for the resources provided by POWER Library. This enables me to offer elementary students reliable on-line sources.
1	POWER Library provides needed research resources and helps staff educate the public about evaluating the quality of online sources. Summer Reading Club provides incentives and activities for young readers, reaching a new cohort each summer.
1	Inter-library loans are very important to our library. We live in a very rural area and our book budget is not very large, so we use ILLs frequently.
1	Since our district has a library budget of $800, if we didn't have POWER Library we would have nothing.
1	Interlibrary loan is a high impact service for us since we are a small library, yet many of our patrons have interests that take them beyond our collection or in fact our system's collection. These patrons are highly appreciative of the ability of the state libraries to share resources. The summer reading program and one child/one book are also programs that have a high impact on our ability to provide excellent programming options for our community's children.
1	These services have a direct impact to our customers. The Collection Development grant enabled us to update and weed our collection. The Power Library provides reference service for our customers and the Summer Reading Program provides a summer educational experience for our young customers.
1	Power Library has made it possible to service a broader community a within a 24/7 time frame. Digitization/Preservation has made it possible to have digitized materials available to a wider audience and preserved materials that would have been lost or at best very limited availability.
1	ILL services allow us to offer members access to a large variety of materials not available in our economically-depressed, rural community. If is valued and used by many of our patrons.
1	Power Library is something I use CONSTANTLY to teach my students about databases, trustworthy information, and for general research needs for both teachers and students. I do not know what we would do without it.
1	Being a rural library, we often borrow books from other sources. Summer reading programs enable us to provide a service to young people.
1	The availability of integrated services is felt throughout the integrated communities, with families taking advantage of materials and services in neighboring libraries while working with intergenerational households. These encompass the family place, summer reading, urban services, POWER Library, preservation and Collection development grants. these combine to offer a myriad of materials and services that allow parents, grandparents and children to share books, periodicals and electronic media, in households that may not afford the services and materials otherwise. Keeping the librarians and staff updated with training is key to supplemental services, allowing seamless integration of all elements at the point of service, at the best of times for patron and library.

Count	Response
1	Especially in the current economic climate, we depend on the resources of POWER Library and ACCESS PA to supplement our library's collection. The availability of databases is imperative for our younger students and provides reliable information for our older students to use before they move to the web and other resources that may not be filtered or correct.
1	Both Power Library and ILL provide patrons with broad-based services which we could not supply without the state.
1	POWER Library was an excellent service that helped libraries with highly variable resources provide high-quality on-line databases and resources to their customers. It meant that we had a core collection of virtual materials, which were also available (and taught) in the schools, with which to make our website a branch library accessible from home. With the gutting of POWER Library that branch has very little to offer our customers.
1	Power Library and ILL help get best information to patrons, not just what you can "Google." Family Place and One Book Every Young Child help support efforts to support emergent literacy skills in our pre-schooler population - they really help parents/caregivers. Staff development is critical in our area because we have so few professional librarians.
1	This is my first year in a new school district and unfortunately our collection does not reflect the reading interests of our K-5 student body; therefore, interlibrary loan has been a huge asset in providing reading materials my students want to read. In addition, I have a been able to request a multitude of resources that aid in my curriculum and lesson delivery.
1	Through the award of several LSTA Collection Development grants, we have been able to maintain the currency of materials in our library and greatly expand what we are able to offer to our students for research.
1	Summer Reading doubles our book circulation in juvenile and teen. It is by far our busiest and most rewarding time of the year. Encouraging kids to read and use the library should be part of every library's mission. Summer Reading is the most effective vehicle for doing this.
1	As the children's librarian, I am aware of the great impact of both the One Book Every Young Child program and the Summer Reading Program. Our patrons benefit from their involvement with these programs very much.
1	Library having to cut hours had a major effect on the people and the children in Danville. Hours should be the last thing to be cut.
1	POWER Library had a tremendous amount of information available. It has actually negatively impacted my budget since Ebscohost has been taken off of there.
1	For school libraries struggling with very limited budgets, Power Library, collection development grants and statewide professional development are vital. They provide our students with resources and services that local libraries cannot fund.
1	Providing funding for all youth services programs is very important to our library. The future of libraries depending, in part, on getting families into libraries. Summer Reading

Count	Response
	Clubs, One Book Programs, and training workshops all help.
1	Being a small library, it is very important to have interlibrary loan access. My library cannot afford everything but we try to keep a good selection. Summer reading is also important as the library is the only thing available for the children.
1	POWER Library provided outstanding databases for students and staff members to use. Lesson on search strategies and reliable resources were taught to students consistently.
1	The Summer Reading program has a great impact on getting children to read and visit the library regularly over the summer month. It affords us the opportunity to have new and innovative programs of interest to all school age children and now to the adults who participate in the adult reading program as well. One Book allows us to order books at a minimal cost, thereby giving the opportunity for us to give more children a book to keep. We visit local preschools in addition to having programs in the library.
1	The district has slashed school library funding, including 17 librarian positions. Without POWER Library, we would have only one online resource to use for research. I was able to attend the local Libguides training only because it was free.
1	The Summer Reading Programs are great successes. Many, many families participate. The associated programs are also very well attended.
1	Summer reading, the transition to Evergreen, and collection development grants in the areas of teen programming and health & wellness have very positively aided libraries in Bradford County.
1	Power Library is a valuable tool for students in grades K-12. These resources provide students with access to information that they could not find otherwise. We also make use of the Interlibrary Loan system.
1	The summer reading program has brought more school age children and their parents into the library.
1	Power Library has had the most impact in my high school library. These free databases give students access to pertinent, usable, authentic and reliable information. For the college bound students, it allows them to become familiar with database usage. And it alleviates a financial burden from the high school library.
1	Although the POWER Library databases had at one time provided invaluable first rate resources, the reductions in funding have gutted the collection and reduced its usefulness considerably, so now the highest ranked service for this library is the continued high quality of the Summer Reading Program materials and training. Considerable development time is saved for the Youth Services staff as it prepares for our large array of summer reading support activities.
1	The POWER library and Interlibrary loan has given students access to materials that would not be normally housed in a school library. The budgets do not allow libraries together everything, but with these programs, my library has access to them all without the major budget allocations.
1	Every year, the summer reading program brings literacy to children who might otherwise go from June to September without any sort of educational instruction or play.

Count	Response
1	I have been the LMS in my library for the last 6 years. In the first three years, circulation tripled. The LSTA grant that I was awarded during my second year helped achieve that.
1	We serve many families through our summer reading program each year. The program helps the children keep their reading skills sharp during the school vacation months so they are ready to move ahead when they go back to school.
1	PA Power Library has been the most important service for our library and for the state's population. Access to quality resources is what a library provides and this is essential.
1	We have a strong children's program for summer reading and feel it is very important. We are a small library so inter library loan is very important to our patrons.
1	We depend heavily upon other libraries in Pennsylvania for interlibrary loans to supplement our collection.
1	We are a 7-12 - Jr/Sr high school. We have done a lot of interlibrary loans within the past year, especially because our budget has been cut significantly. It allows us to get both fiction and nonfiction for our students and has been extremely important in connecting our students with the books that they want to read. We were awarded a LSTA collection development grant within the past year which has also helped us to provide important nonfiction materials to our students. The grant amount was equal to our entire print material budget. We also use the POWER Library a lot. We do have other databases that we subscribe to independently, but they do not access the same things that the POWER Library provides to us. In particular, the extensive access to periodicals is something that we cannot match with our other databases. Without it, we would need to consider dropping other important databases to ensure our access to periodicals.
1	POWER Library is the most important service. It provides information about materials held in public libraries. Our students can get cards to borrow more popular materials. The program also provides access to databases that we don't have available on campus.
1	We have a huge summer reading program that makes a difference in helping children retain skills over the summer. Our Family Place programs are very popular and well attended. Power Library used to have a huge impact before it was decimated by funding cuts.
1	The POWER Library (before most of the databases were cut) was an extremely valuable and much-used tool. It is still used by many students and staff.
1	"Collection Development Grants" enable rural libraries to fill in the inevitable gaps that develop due to a lack of funding.
1	My students use POWER LIBRARY to help them find relevant and recent information about a subject that interests them. They also use this to help them do classroom projects.
1	Summer Reading materials are very valuable in serving the children of the community. Circulation doubles during the program
1	The Preschool Grant gave us the opportunity to create a contemporary childrens' room and add new materials to that collection. It was new and fresh providing us with

Count	Response
	permanent improvement. Please do something like this again. The grant was given to all who would participate. Good idea for the use of funds.
1	Interlibrary Loan, both between the libraries and throughout the state has made a huge impact on the materials that are available to patrons in our library. In these times of budget cuts, it's phenomenal to know that patrons can still get quality materials, because we are able to freely share with each other.
1	Summer Reading brings many kids into the library. We have done the Family Place program for many years - very successful.
1	I use Sirs Discoverer often when my students do research projects. I am sorry to see so many parts of POWER Library being discontinued and would hope to keep SIRS Discoverer at least into the future. It is a wonderful, reliable tool for research.
1	I believe becoming a Family Place location has had the most impact on the library because it gave the library a new role in the community--with the Family Place program we were able to reposition the library in the eyes of patrons as less of a warehouse for books and more a community center for families.
1	Summer reading activities are implemented by the librarians at the elementary level; we are partially responsible for the selection of titles and completely responsible for explaining the assignment requirements to students. Because the elementary level resources have been dropped from POWER Library, we must use budget money to purchase licenses to these sites now.
1	POWER library databases reduce local costs for databases and provide services to the public. The summer reading program is a signature program for our library system, but I'm not certain that state funding plays a big role in this as much as local funding does. Interlibrary delivery services (which I assume are part of ILL services) provide materials from libraries around the state to our customers.
1	We use the CSRP information to plan and present our Summer Reading Program and the One Book materials for Story Hour, Toddler Time and Head Start visits. We requested 241 Ill items for patrons last year. Over the past 5 year we have shared in System wide Juvenile, How-to and Consumer Health Collection Development Grants. Currently we are relying on Commonwealth Consultants to mediate a concern in our County System.
1	As a school library, I don't directly see any impact because my funding is done solely by the school district. The local library in town is a big factor for our community. The students and adults depend on this resource because we are an isolated, rural community.
1	Due to our low yearly budget, PowerLibrary is the only access we have to databases. I cannot imagine my library instruction without it.
1	The professional development programs funded through LSTA are fantastic. They would be very difficult to live without.
1	POWER Library is very important because it provides the resources I need to teach students how to use a database to locate information. This helps them to understand that Google is not the only way to locate information on the Internet. Access PA is

Count	Response
	especially important, because it allows library users to access books that may not be held at a local library.
1	Integrated Library System is vital to the daily operation of the public library. Summer Reading is the driving force of our service almost year round, preparing, evaluating and planning for next year.
1	We are working with a number of local agencies to insure that all pre-schoolers are kindergarten ready. Summer reading, OBEYC and our urban services grant are all helping us achieve that goal.
1	So many are of high importance to my students! I teach in a k-6 elementary school library. We absolutely need PowerLibrary for research! My budget was cut the last 2 years by 67%! So I cannot afford to buy any databases. Our students also make use of the summer reading programs, as our public library has a book mobile and 2 branches (recently reduced from 3 branches!) Our students need these services during the summer months! It helps to keep their reading skills up. Our kindergarten teachers also participate in transitioning preschool children to kindergarten. We need all of these services!
1	I have received both a collection development grant and a grant to purchase a computer cart with 25 computers. Both grants supplied my elementary school library with needed materials and equipment that we would not have had otherwise.
1	We have greatly benefited from the Preschool Connection Grant, a collection development grant, and a computer lab project grant. All have been widely used, and without the grant we would not have had the resources to do them.
1	The services that I believe have the highest impact involve children. There is no better cause served than money aimed at development of children's programming. In that same vein, I believe that money spent on staff development benefits the library and community. ILL services are another worthwhile benefit for all Pennsylvanians.
1	Power Library can be an invaluable resource for students to access databases. The budget cuts since 2010 have seriously impacted the availability of databases for elementary aged students. Would very much like to see increased funding. As a school librarian, I regularly use Access Pa to locate materials and for cataloging materials in my library.
1	We received a collection development grant, which enabled us to update books that were horribly out of date. We also use Power Library, Interlibrary Loan, and services for the blind frequently.
1	The Summer Reading program is always a big success in our library. The Collection Development Grants have also helped us a great deal and our patrons appreciate the boost to the collection.
1	My students and teachers depend on POWER Library and Inter-Library Loan to support their research and learning!
1	Summer Reading Club for all ages continues to have significant impact on our community. Through this program, the library is able to help children maintain literacy levels when they are not in school, and to instill a continuing love of reading and libraries

Count	Response
	in those who participate.
1	The budget in my elementary and high school libraries has been cut so drastically. Power Library general reference, business and newspaper databases are VITAL to the academic success of our students.
1	We use the Power Library resources for research with many classes including the Consumer Health Complete, GreenFile, Infostand and the Omni File Select. I miss the EBSCO education-oriented databases and the Biography Reference Bank. We are more of a lender than a borrower, but the we do get books for our students with the Statewide database. I have also been able to check holdings and send students to a nearby public library. I also use the Access PA database to get some MARC records for new books. This is very helpful!
1	The Summer Reading Program brings children in to our library on a daily basis. It helps children keep literate throughout the summer. We not only offer programs, but Young Writer's classes, and other activities for all ages. Being able to get items that we could not otherwise obtain for our patrons is huge for us as a small library as well, allowing access to otherwise non-obtaining materials for those in our community. It's a wonderful program for us.
1	on-line databases are essential for student learning and research. When EBSCO contract was eliminated, I had to cut from other budget areas to provide students with this resource.
1	Power library was very popular, especially the magazine articles and Chilton's. Very sad when they disappeared
1	LSTA funds have provided laptop computers for us to create a portable classroom and funds to become a Family Place Library. This year we plan to apply for a digitization grant for local history collected by an area historian. Our reference staff regularly use Power Library with patrons and encourage remote use. Also, our librarians provide demonstrations to the teachers and librarians at the area school district. We use the webinars for staff training from WebJunction and participate in the state-wide summer reading program.
1	The grant to fund the District Summer Reading Workshop and to make the manual available to each library has a great impact on helping to provide a high quality summer reading program.
1	Summer Reading Program is always well-received. Families and schools count on us to make reading fun in the summer.
1	The Pre-school Connection Grants (mini-Family Place Grants) have transformed the rural libraries in my district. Families are flocking to these libraries now and are staying IN the library and enjoying the wealth of opportunities that are now available. In addition, youth services staff are now incorporating parent education into their storytimes. This is an enormously positive impact given that many of these communities are cutting Kindergarten programs due to budget cuts.
1	The library received a Family Place Grant. The tools, training and resources provided throughout the grant has enhanced all aspects of programming and established

Count	Response
	collaborative relationships with local early childhood agencies. One Book: We have been able to provide books and collaborated with local agencies to enhance the love of literature and learning in our community.
1	We now purchase EbscoHost because the Wilson database was not what our students needed. I really miss the variety of databases that used to be in Power Library.
1	The professional development workshops I have attended and sent my staff to have greatly improved the level of service that my library is able to offer directly to patrons.
1	The support for the statewide database program (Access Pa databases) is essential for libraries to compete in the current and future information delivery landscape. Support for ILL and for delivery statewide has allowed legacy print collections to be available to Pa citizens and needs to be funded ongoing. Cuts in funding which have resulted in fewer online resources or reduction in ILL/delivery should have been avoided and in the next plan should be a priority.. Use of LSTA funds to pay state library salaries is in my mind a misuse of funds but I understand that this is necessary given state funding problems.. We have successfully applied for several LSTA funded projects under the current plan. These have allowed us to expand services and provide local access to needed materials. Keeping at least part of the annual LSTA program available to local individual libraries is needed--since local libraries are the backbone of any statewide initiative. The statewide ILS initiative is a joke without adequate statewide free delivery.
1	My highest ranked item would be Power Library. I have used this extensively in the past and would love to have this restored to previous levels so that my students could fully benefit.
1	Reaching children and getting them into the library is crucial to developing readers and a love of books. The Summer Program is an excellent venue for accomplishing that task. Even attracting one child is a positive step in that direction and this program continues to grow and succeed.
1	Power Library is essential to today's library service. Small libraries cannot afford these databases on their own.
1	The Summer Reading Program brings in many of the elementary school age children who would not be reading in the summer otherwise.
1	My students use the POWER Library databases as quality online resources. I would love to see POWER library restored to its previous level.
1	Adamstown Elementary received a LSTA Collection Grant for updating and improving our biography collection. Had tremendous impact on increasing the circulation of our biographies which helped to update and support our classroom curriculum.
1	Power Library databases provide a wealth of information that our small rural libraries could not otherwise afford. Summer Reading Program reaches hundreds of children and keeps them reading throughout the summer. Family Place is a very popular program which brings children and families together with area professionals. Collection Development grants allow us to keep up with important areas of the collection which we could not otherwise afford to do.
1	We received a preschool connections grant the enabled our library to revamp our

Count	Response
	children's section as well as increase attendance at not just programs but also library visits by families with young children. Interlibrary Loan services continue to impress our patrons with the availability of materials.
1	Being able to use the ILL service has allowed me to provide materials not owned by our library to our students.
1	POWER Library is especially important to our school-aged users and we refer them to several of the databases on a regular basis. The summer reading program is essential to helping public libraries provide a structure for children's continued reading (and learning) once the schools close their doors for the summer. Professional development programs, especially recent ones in the areas of LibGuides and Family Place, have been very helpful to staff in expanding/enriching these services to our customers. We continue to hold three series of Family Place programs each year which are well attended and provide important information and training to parents with young children and an opportunity for them to meet other members in the community with young children. Two recent collection development grants have allowed us to markedly update and expand our selection of important informational resources in the subject areas targeted by the grants.
1	Power Library is a tool that has been highly used by our teachers and students. The few resources that remain, while helpful, are such a small remainder of this awesome program that we can't find much of what we need using them.
1	Power library used to have the greatest impact, but with the recent budget cuts in the state, Power Library does not have the resources it once had.
1	One Book, Every Child Impact-purchasing the books at the very reasonable price has allowed us to present the program and give books to all-preschool groups, story hour group and private day cares.
1	Summer reading is extremely important. It is a huge factor in the children returning to school ready to learn. Because we are a small library, interlibrary loans connect us to the resources in other, better equipped libraries. Power Library is an incredible resource. Everything at your fingertips! It would be extremely difficult for us to maintain our collection without help.
1	This is my second year as an elementary librarian in the state of PA. It may be that some of the above have had an impact on our library in the past, but the science and math books that we received as a LSTA grant was the most positive impact that I have seen so far.
1	Power Library and Interlibrary Loan Services are heavily relied upon and used within this public library. Power Library itself through book searches and the research databases provide the services that all residents utilize each and every day. The ability to borrow books throughout the state is important for those doing research for school papers, etc. The Summer Reading Club Program infuses kids with learning power through reading during the months when they are not in school and, in turn, keeps them motivated all year.
1	Summer reading is exciting and having the curriculum put together is a big bonus. We received a small Family Place grant call preschool connections. It has added

Count	Response
	immeasurably to library. Collection development grants have played a huge part in building our collection over the years. Interlibrary loan brings the world to our door for our patrons. Services for the Blind and Physically Handicapped are valuable to the person who has the disability and the family. It keeps the handicapped person able to stay in touch with the world in a more independent way. One book every young child is used through us all over the community. We had an author last spring and had our library filled with young children who were introduced to the possibilities life has to offer.
1	The Collection Development grants have put up-to-date information on shelves, exactly what the small under-funded library needs. This library received a Pre-School Connection grant which brought many worthwhile books to the Children's collection as well as books for parents. It also made our building a destination for families as they came in to let the children play with the Thomas the Train table. Summer Reading programs are very important when talking to municipalities about funding.
1	Just today a student asked me to help him find information about a ceramic artist, for a paper he was writing. I immediately showed him how to log onto Omni File and found more than 2 full text articles in less than 5 minutes. He was so impressed and gratified...he had spent hours on Google and found nothing of relevance. This is ONE example of how the POWER library resources are valuable assets.
1	POWER library provides an opportunity for students to learn about online databases and to actually use one for research purposes. Many youth think browsing the web is the way to find what they want, and are unaware of online databases and their reliable material. Search techniques are taught, students find valuable information and pictures they are able to use for reports, projects or research. SIRSDiscoverer is what we use the most for elementary, but I really miss having Facts for Learning.
1	Without these services, our library would not stand out to the community and we would not be able to offer access to the high volume of services and resources.
1	grant money to buy new books, professional development to keep abreast of latest methods, sharing/obtaining information from other PA libraries to solve problems and increase productivity, summer book selections to offer students
1	Our budget is so small that without the substantial subsidies on Summer Reading materials, we could not afford to do much at all.
1	Power Library is a valuable resource because my district does not have the funding to purchase databases on its own. We need to continue to fund this resource and try to get it back to the level of quality that was present when I started as a library teacher 8 years ago.
1	Summer reading has formed the basis for partnerships with the school district and area businesses.
1	Eight years ago, our elementary school library received a grant for 30 mobile wireless laptops through an integrated curriculum project. These laptop computers have been used extensively throughout all grade levels to teach computer literacy skills and the strategies to access reliable sources for online information, mainly using Power Library. The library curriculum was the only place these important skills were taught and connected to the curriculum. Without funding, I have watched the effectiveness of

Count	Response
	teaching these skills go downhill. The laptops, now slow, in need of repair, and unreliable cannot be replaced by our district which had a $14 million dollar deficit last year due to cuts in funding although our district tech support is maintained. The Power Library databases have been cut/discontinued and Power Library no longer offers the many previously excellent elementary level databases e.g., Searchasaurus. The laptops need to be replaced. Our students need to be taught online information literacy skills along with the regular curriculum early and progressively in school. The impressive information literacy gains made over the last 10 years is not happening in schools, like ours, that cannot keep their equipment and databases up-to-date with global learning standards. Funding cuts directly affected our school where many students still do not have computers at home. In addition, this year, there is no Library Budget for any new collection purchases. The collection is also used by students and staff extensively; school libraries in poor districts need help through funding. Please consider the large number of students reached through school libraries and increase funding to help schools maintain teaching information literacy skills that will insure our future citizens are responsible, informed citizens armed with the means to get accurate information to make the important decisions for our U.S. future.
1	I no longer work in a public library so I do not have the best insight on the current use of these services but from my experience having access to the limited resources (now further reduced) on power library was very important. Also the workshops on computer skills, job skills, resume building etc. were well attended and very appreciated. We regularly recommend the local library's professional development and training programs to several of our patrons at the college and they have all come back with wonderful things to say about these programs
1	Statewide contracts for digital services are critical and even out the quality of service across the state a bit. Children's services are also critical and need statewide coordination and support.
1	The kids use Power Library almost every day. Because of budget cuts, we rely on PL for magazine articles.
1	It has significantly enhanced the online services and the breadth of the collection available to our students
1	The LSTA Urban Services grant has had a profound impact on the target audience: children who live in two public housing projects in this city. The children are becoming more familiar with books and reading. They actually look forward to going to the library to participate in programs. Plus, the storytimes that are done with the preschool-age children are introducing these children to reading and vital school readiness skills. Our city has a very high poverty rate. This grant is making a difference.
1	Interlibrary loan is a life saver to me because there is no way that I could purchase all of the materials that my students want to read. By being able to use interlibrary loan, I am better able to supply my students with materials they want to read.
1	Power Library is perhaps the one most important resources provided to a public school library in the last decade. Its use is not only for instruction but to expand options and access to resources that would be far outside the possible purchase with limited local funds.

Count	Response
1	As a university library, ILL is essential for acquiring needed information for faculty research and student projects. Use is very high.
1	Power Library at its fullest was used in our library especially for our animal reports at all levels. I also used the younger Novelist tools. At this time with the cutbacks I do not use it in my teaching because there is little at the level I need.
1	POWER Library. Even with the number databases having been cut back in recent years, our patrons want reliable, easily accessible information. And, they want it now. POWER Library, with both in-library use and remote access from home provides this.
1	Power Library is a resource that we use extensively. It has been a struggle since so many of the stronger databases have been discontinued.
1	The interlibrary loan program at our library is excellent and greatly used. The summer reading program has always been quite successful with many children from the community attending, and also receiving a free book. We have been trying to upgrade our computer system and provide more availability to the community.
1	When POWER Library had the full amount of resources available the students used them extensively. Now with the meager budget of the library I have had to buy electronic resources to replace what was once on POWER Library.
1	Students use the Power library databases for research projects. We send and receive books throughout the school year from libraries throughout the state. Training sessions for school librarians are always been very enlightening in helping me to better serve the students and teachers who use the library.
1	Access PA ILL services help my students and colleagues greatly. Often someone wants a book that I can't justify purchasing. Borrowing from other libraries helps a great deal.
1	As a youth services District Consultant I have seen the SRC manual used widely among my children's librarians. The initiative has had an impact by saving staff time and making the programs much more creative and interesting for children. The One Book program's greatest impact is that it allows you to partner with different child care organizations and other agencies in your service area to promote books for the youngest of children.
1	SRC goes almost without saying--Kids and parents love it! Gives them opp. for free programs and incentives to keep reading. ILL--we are a tiny library so our patrons really benefit from access to materials they want/need beyond our library system. Coll. Dev.-- recent grants updated our medical/consumer health resources & business/personal finance resources; money we DON'T have to spend because of state/local funding cuts.
1	Power Library and Interlibrary loan services are basic to our library. These services enable us to help every age in the community we serve providing answers and resources to support all types of reference questions and research.
1	Commonwealth library support of interlibrary loan services supports academic libraries as well as public and school libraries. Withdrawal of LSTA funds supporting the IDS system and the Commonwealth Libraries' role as an ILL resource center would drastically restrict interlibrary loan at my library and at ALL libraries across the Commonwealth.

Count	Response
1	Power Library and AccessPA are the ONLY reliable resources we subscribe to and rely on for research K-12. When this was cut back last year, it was a great detriment within our district. We are still using the services it provides but not to the same degree as the information is not as readily available as needed.
1	Our library has received LSTA grant money for a Family Place and a Senior Space. Both initiatives have been extremely successful. Our Senior Space, our Second Chapter Cafe, serves as a program space and a general gathering focal point in the library. It has also lead to important community partnerships. Our Family Place grant has transformed our Children's Library and our Parent/Child workshop has been very successful, and an important contribution to our youngest patron's early literacy development.
1	Digitization funding has allowed me to make available materials to the public from an archive that is only accessible to serious researchers. I also use interlibrary loan to borrow materials from libraries in PA who are often the only holders of that information.
1	During the summer months, the Summer Reading Program and affiliated activities brought more than 1,600 children into the Library during the months of June, July and August. Our participants who counted books read a total of approximately 2,400 books. The older children counted minutes instead of books. They read for a total of approximately 23,000 minutes.
1	Funding has been incredibly low and my elementary school's library program has been devastated this year. (although thankfully it still exists)
1	Access PA is our primary source for high quality databases for students. The cut in funding several years ago was devastating in terms of the Access PA databases that were available. Pennsylvania schools need Access PA to be funded at a higher level so that the resources such as NoveList K-12 will be available again. We also need funding for LibGuides for the upcoming year.
1	As a school librarian I used POWER Library everyday with my students as a source that I could teach them about in school and then they could use at home through their public library (card), but the losses of those resources was devastating to the resources my students had available to them. I have participated in at least 3 of the train the trainer workshops that I have used right away with my instruction - the LibGuide resource is beyond fabulous - but I doubt with the severe budget cuts I will be able to continue it. Parents of my 4-6th graders have raved about the content on the building's LibGuide. I used collection development grants in a previous school district where my building budgets were literally $200.00, so without these funds students would never see new materials in the collection and the collection would not be able to meet the needs of the students and demands of the curriculum.
1	Summer Reading Program and One Book Every Young Child are two of our most popular programs. The customers look forward to them each year, and appreciate the books and other materials they receive connected with these programs.
1	Professional development on Access PA, Power Library, LibGuides, etc. has been very helpful to running a successful library program.
1	We have a very successful Family Place program, our Summer Reading Clubs are huge, and before it was cut so badly, the POWER Library was used extensively (now,

Count	Response
	not as much).
1	I believe one of the best uses for Commonwealth Libraries funding is the investment of funds in databases that (could) reside on the PowerLibrary. When you consider that all public libraries and all school libraries could benefit in this investment, the return on this investment probably more than any other investment. Having databases on a variety of subject areas that span children, young adult, and adult content is a valuable resource that is sorely missed. Subscribing to these databases for broad use is also an extremely cost effective way to spend scarce tax dollars. In the school environment alone, when you consider that each of the 500 school districts in PA could benefit in a centralized investment of these online resources. The cost savings to PA tax payers is enormous when you consider the duplication of expense if each District licensed even one of these databases. Now, add on the public libraries and other state institutions....it's a NO BRAINER!!!! Funding collection development in our schools and public libraries is also a good investment. In school districts, statewide, library budgets have suffered more than any other part of a school district's annual budget. With ample research available that shows the impact of adequately funded school libraries on student achievement and PSSA scores.(see Keith Curry Lance studies for further information) the impact of improving aging school library collections to complement K-12 curriculum will do much to enhance student learning and improve the access to quality and up to date resources. The third area that is my highest rated service is the value that accessible professional development for librarians and library personnel has and can have on the programs and services possibilities for patrons. The availability to programs that will keep those assisting and teaching learners of all age groups will help to ensure that the investment in patron resources are used to the maximum. Once library personnel is trained on new technologies, new resources....they, in turn, can help to train patrons to effectively and efficiently use new technologies and resources.... a huge return on investments.
1	As an elementary school librarian, I use POWER Library with my students in grades 4, 5, and 6 regularly.
1	We received a collection development grant that has been wonderful Staff loves the workshops & wants more (YA)
1	At the high school level, resources for research are very expensive. Our students rely heavily on Power Library and the inter library loan system.
1	The collection development grants have helped me keep the library current on health, business, and other nonfiction topics.
1	The summer reading program is very important to our library and probably the activity that brings the most people into our library. I'm not sure what percentage of our summer reading program relies on LSTA grants.
1	Interlibrary Loan- great service in these times of economic downturn. Summer reading and Family Place - lots of urban kids in the area that are encouraged to sharpen reading skills in summer reading and developmental skills in family place
1	Library could not function without Interlibrary Loan, and collection development grants have plugged gaps in our collection.
1	Our Interlibrary Loan Department is a very integral part of our academic library

Count	Response
	considering our small size. It allows our students to access materials they would not normally have.
1	Our library uses the Interlibrary Loan system very heavily, and it is the major way that our small, limited-resource library can provide a way array or materials to our patrons.
1	My libraries (4 elementary schools) do not have access to databases apart from the POWER Library. We don't use it often at the primary level, but I reference it when the 4th & 5th graders are doing research work. I've also shared it with the teachers letting them know about the availability of using it from home with family members.
1	The funding for the Library for the Blind and Physically Handicapped is critical for serving this population throughout the Commonwealth. Without adequate funding, based on region and population, this group of people and institutions would not receive any support to access information of all types.
1	Using the state-wide integrated library system, I have easy and efficient access to all the resources in other PA libraries.
1	POWER Library and interlibrary loan services allow us to extend our local services as our budgets shrink.
1	Lack of transportation to a library is a problem for rural students. POWER Library allows students to access materials found in libraries without having to travel to a library building. POWER Library also allows students to access library materials beyond library hours.
1	Family Place Grants -- all 3 of my branch libraries qualified for and participated in the preschool connections grants with great success. With this money, the children's spaces were transformed and more importantly, the trainings and workshops really helped my non-professional staff to see the importance of the work we are doing.
1	Students would use EBSCOhost on a daily basis to do research projects before it was cancelled. Now they are using OmniFile but do not find it as useful. The in-person training sessions were much better than the online training.
1	The Power Library/ACCESS PA and the summer reading programs help the students and teachers in my three elementary schools.
1	With the OBEYC we get the opportunity to bring reading and promoting the library to agencies that are close to the library and be a presence in the school. We got a Preschool Connections grant and with the new materials we have received as well as the training have allowed us to showcase the collection and make better play spaces. The impact is more enjoyment from children and tears when they have to leave.
1	Summer Reading is our most popular program. It brings whole families into the library when they need us the most.
1	I love that the Library has people who can assist you in whatever you need. I admit I don't know enough about my Library and take it for granted that it will always be there when I need it. I learned to love books at an early age and that was because of reading programs,

Count	Response
1	Without POWER Library and the services that Commonwealth Libraries provides via professional development training, our students would have very little in the way of access to databases and services.
1	The highest ranked services are those that affect the delivery information literacy and literature appreciation instruction for the student body.
1	We love interlibrary loan and are huge participants in this project! It allows our staff and students to access the resources that they otherwise could not utilize in this high school setting. Additionally, Power Library is a key component to our research process. I would like to see Ebsco returned to it however.
1	Attended quite a few workshops to enrich different patron groups from children through adults. I had found all of them to be outstanding. The most recent one is Pre-School Connects. Loved it.
1	The POWERLibrary is just such an important resource, or it was until it was decimated by budget cuts.
1	IPL and POWERLibrary are important components in every Catholic, charter school, Christian school, and homeschool program. They level the playing field between the have and have not schools and are an excellent investment in the future of our students. They allow us, specifically, to continue to offer cost effective alternative education to our students and their families and help ameliorate the problems of students struggling in public school systems. The cuts in products offered the last 3 or so years has negatively impacted our program here as we cannot afford to replace them. We are lean, mean, and green!
1	We use the ILL system to obtain books for our readers. We receive the One Book, Every Young child book and activities to use with the kindergarten students.
1	Our library likes using the features of Power Library, particularly Kids Discover. We do not have any other database that allows students, K-6, to search for reliable factual information.
1	The inter-library loan service allows my students access to a greater variety of books. Some of my students would never be able to complete their high level research projects without ILL. Using ILL gets them ready for college, too!
1	Our students routinely take advantage of access to database info via Power Library and borrow material from other schools via Access PA. We have a strong collaboration with our public library for the summer reading program. Our district is involved in pre-school reading initiatives that bring community in for activities in the elementary libraries.
1	I work for an academic library that uses ILL frequently. This has allowed us to better serve our students and is an important function of the wider library community.
1	We have used the Interlibrary Loan service to obtain materials that we are unable to carry. It has been invaluable.
1	Summer Reading Program remains very popular in our community and is well attended every year. It strongly impacts use of the facility and collection during the summer months.

Count	Response
1	Our Summer Reading Program has the highest impact in our library. The number of children and adults that it brings in and keeps bringing in is very apparent in our circulation statistics. It is also great community involvement and publicity. We receive lots of positive feedback.
1	My library heavily utilizes the interlibrary loan services as we are a small rural library. We highly value the state-wide connection for the Summer Reading Club program which keeps the children in our community reading and learning over the summer!
1	Using the databases through Power Library has been of great assistance to me and my library. Without them, we would not have any access to research through this medium. Also Interlibrary loan is most helpful. I don't have to worry if I do not have a book. I can borrow from a participating library.
1	Under the EBSCO Host driven Power Library we had many great resources that really helped us decrease the cost of periodicals, biographies and other serials. It would be better if it was easier to use, but it had a high value for us. The Wilson one not so much. The Summer Reading Program is a huge item for us. As a smaller library we could not participate in the consolidated format without the help of the State supported SRP. The value of the binder, art work, training opportunities and even the purchasing stipends means a great deal to us as we strive to meet the needs of the community.
1	Power Library has had a tremendous impact on our library, particularly since local funding has been cut. It was necessary to discontinue many of our databases, and have come to strongly rely on Power Library for online resources.
1	Interlibrary loan has been a very valuable resource. The library is unable to buy and store as many books as all patrons would like, so sharing resources makes sense from a both financial and space view.
1	POWER Library is the only access to databases that my students have. If it weren't for POWER Library, they would have little access to credible, reliable sources for research.
1	We have benefited by applying and receiving funding to carry out mass digitization of books no one else in the country has. The nearly 200 books /serials were downloaded 3600 times in the first 6 months that they were available and we routinely use the digital versions in reference work. Additionally, we use the POWER library services -- access to databases and the statewide AccessPA database -- routinely in reference work -- I just wish it covered *more* databases available such as JSTOR for example. We have a collection of images on the AccessPA digital repository that, again, we routinely use in reference work. I cannot praise these services highly enough -- they should get more funding support.
1	Summer reading is still growing and having the support through LSTA helps us provide better services to our families in the summer.
1	Our Patrons really like that we can get them books to read from other libraries when we do not have them available at our own library. This is nice for school students who have projects to do.
1	Power Library provides access to electronic resources that would not be affordable for small rural public and school libraries. We have lost valuable resources with cuts to this

Count	Response
	program. Programs like this help equalize access to information for all.
1	I usually attend a professional development conference once a year that gives me new ideas of technology and programs to implement in my library.
1	POWER Library has been an excellent tool for our junior high school students and staff. It provides them with reliable databases and resources we would not have funds to purchase.
1	Our Summer Reading Program has been a catalyst for incredible growth here at our library. In 2003 we had just 12 children participate in SRP- in 2012 we had 217 children participate! Additionally, in that same time period, overall patron usage has grown by 214% and total circulations by 290% Much of this overall growth can be attributed to the Summer Reading Program.
1	We have as many as 100 children and their families participating in the Summer Reading Program every year, Interlibrary loans go in and out of our library every single day. Collection development grants are very important with our very limited budget.
1	Summer Reading Club impacts every library family in our service area. Although not every family registered for SRC they are able to participate in programs and utilize library resources all summer. Power Libraries is a key component in the electronic resources offered to our customers. The loss of many highly utilized resources has left us scrambling to replace them with limited financial resources.
1	We are in an area of low literacy and few jobs. Summer Reading is huge here, and we try to reach as many children as possible. Interlibrary loan is extremely important, as no library can meet all the reading needs of its community. We are also a well-known research and genealogy center and should be digitizing our Pennsylvania Room collection.
1	They are all very important. Without the LSTA grant money we could not do much at all. The Summer Reading Program funds help us train the children's staff with the manual and gives them help and tips for having a better summer Reading Program in their own libraries. With the cuts in library budgets, ILL services are very important. Libraries can't afford to buy everything they did even 5 years ago so being able to borrow titles that you can't afford to buy helps extend your collection and help your patrons get the books they want or need. POWER Library when it was POWER library was very important to researchers and school students. We need EBSCO Host back. The way it is now doesn't do much for researchers or students. The digitization and collections development grants are important in that they help libraries do some things that they couldn't afford to do on their own. They help small libraries update various subject areas in their collection. The LSTA funds are vital to the Northeast District and its libraries.
1	Collection Development grants are necessary to update our present preschool to adult nonfiction collections. Local and State funding are not adequate to maintain current collections.
1	The most tangible aspect of LSTA funds for us supports interlibrary loan activity. Maintaining the Access PA database, providing for regular holdings updates and helping to underwrite the IDS delivery is of highest priority.

Count	Response
1	Students are very happy that even if we do not own a specific title in our library's collection, I can usually borrow it from another library in the state. I do not want to disappoint a student by not being able to fulfill a request. Students love inter-library loan!
1	Collection development grants help our library because when we had to cut our budget the money for the collection was one of the first items to be cut in half.

3. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services on a STATEWIDE basis. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

	0 - Don't Know/Can't Rate	1 - No/Very Low Impact	2	3 - Moderate Impact	4	5 - Very High Impact	Total
POWER Library	10.8% 43	1.8% 7	1.8% 7	9.0% 36	14.0% 56	62.7% 250	100% 399
Summer Reading Program	18.9% 75	1.8% 7	3.5% 14	10.1% 40	22.5% 89	43.2% 171	100% 396
Statewide Integrated Library System Project	37.9% 151	3.0% 12	5.0% 20	12.6% 50	14.6% 58	26.9% 107	100% 398
One Book Every Young Child	25.5% 101	4.3% 17	8.8% 35	19.2% 76	20.2% 80	22.0% 87	100% 396
Interlibrary Loan Services	8.1% 32	0.3% 1	1.5% 6	6.3% 25	17.4% 69	66.4% 263	100% 396
Consulting Assistance from Commonwealth Libraries	41.5% 164	3.5% 14	9.4% 37	14.9% 59	16.7% 66	13.9% 55	100% 395
Urban Services Grants	68.8% 271	2.8% 11	7.9% 31	8.4% 33	5.8% 23	6.3% 25	100% 394
Family Place Grants	56.9% 224	3.0% 12	7.1% 28	12.9% 51	9.9% 39	10.2% 40	100% 394
Professional Development Training & Workshops	18.0% 71	1.5% 6	6.3% 25	20.3% 80	23.0% 91	30.9% 122	100% 395
Services to the Blind and Physically Handicapped	40.6% 161	3.5% 14	7.8% 31	13.4% 53	16.6% 66	18.1% 72	100% 397
Digitization & Preservation Grants	43.5% 171	3.6% 14	9.4% 37	16.8% 66	14.5% 57	12.2% 48	100% 393
Collection Development Grants	31.7% 124	1.5% 6	7.7% 30	15.1% 59	15.9% 62	28.1% 110	100% 391

4. Briefly tell us about the impact that you think your highest ranked service or services has had on a STATEWIDE basis.

Count	Response
1	A reliable database is important while researching.
1	Access to databases and additional resources is very important to my school library.
1	Again I would chose summer reading for the reasons I stated in the last bubble.
1	All of these services are needed to meet the needs of people in our state.
1	Digitization is imperative for preserving information that is no longer available.
1	Education of students using Power Library and faculty using Access PA
1	Enjoy being able to share the books back and forth whenever needed.
1	Every library does it!
1	I also use Power Library for my own personal reference needs as well as for others I know.
1	I am not knowledgeable of the impact statewide.
1	I am uncertain of the impact on a statewide basis.
1	I feel programs serving the young and elderly have had the highest impact on the State.
1	I know interlibrary loan and POWER Library are two of the services I hear mentioned most.
1	I love to read!!!! I don't buy books.
1	I only know the local impact, not statewide.
1	I really don't have the information to answer these questions.
1	I think it has been great for many Pa libraries to become part of the Family Place libraries.
1	I think that POWER Library is an important statewide program, as is the summer reading program.
1	I think the Summer Reading program keeps kids connected and helps maintain academic achievement.
1	I would think that all of these services are a positive for customer service to our communities.
1	ILL allows us to better share resources
1	ILL gives patrons access to more materials.
1	ILL provides materials to all libraries; with budget cuts this is very important.
1	Inter library loan
1	Interlibrary Loan Services help keep costs down, and access up.

Count	Response
1	Interlibrary Loan Services links our patrons to books state wide they love the option
1	Interlibrary loan helps everyone in the state.
1	Interlibrary loan makes the reach of our library extend throughout the state.
1	Interlibrary loan services are of great help to our college students and to our local authors.
1	It increases the number of library users.
1	It is important to share resources, so interlibrary loan is extremely valuable.
1	Many libraries were affected by the sharp reduction in POWER Library databases.
1	Most useful at the statewide level are services that help share resources.
1	NA
1	Our Library has a wonderful large ramp for wheelchairs - walkers and has an elevator!
1	Our students use Power Library for research. WE use the One Book with our kindergarten students.
1	POWER Library assures that every library, statewide, has resources they can access.
1	POWER Library is an enormous benefit to PA.
1	POWER is a great resource for our students in the schools.
1	POWERLibrary just helps all libraries have access to good reference databases.
1	Please see previous comment.
1	Power Library allows access to information unavailable in many communities.
1	Power Library and Interlibrary Loan especially are crucial for all residents of the state.
1	Power Library databases/ACCESS PA
1	Power Library has a bit of something for everyone, from young children to adults.
1	Power Library has provided databases most libraries cannot afford on their own.
1	Power Library offers quality databases to all state libraries.
1	Power Library provides databases for libraries that cannot afford this otherwise.
1	Power library and ACCESS PA made the library visible to all the residents of the state.
1	Professional workshops keep us and our employees current.
1	Provides us with resources we would not otherwise have
1	Provides valuable services available to all statewide.
1	Reading education for children, students and adults.
1	Shared resources

Count	Response
1	Sorry, I just don't know the statewide impact of these services.
1	Statewide Integrated Library System Program is the most important.
1	Summer reading program is something most libraries participate in.
1	The Collection Development grants help to bring a library much needed up to date materials.
1	The several highest ranked services bring about services to increase the public's literacy.
1	There is a database in Power Library for every patron in Pennsylvania.
1	These services help areas that have little funding to provide them on their own.
1	Unable to answer this. I can't rate Statewide impact.
1	Unsure of intent
1	We have been asked for books from libraries within our state constantly.
1	Cutting hours has affected everyone but children mostly.
1	Kept the State competitive
1	professional development interlibrary loan
1	Summer Reading Club's strong tradition of encouraging reading especially when school libraries may be closed to students is so important to keep children motivated and excited about reading and library use itself.
1	I know that services are provided to so many places for so many people, I couldn't begin to say which service was the most important or had the most impact.
1	Overall, providing services that benefit society and improve the quality of life should not be denied.
1	Again, POWERLIbrary and Interlibrary loan are essential components of research. Services to the Blind and Physically Handicapped are also good.
1	Interlibrary loan services are important on the state and local levels to provide our patrons access to books that our local libraries cannot afford to purchase.
1	Maintaining access to information and sharing resources is required to support and develop global citizenship and lifelong learners.
1	The summer reading program at our local public library helps to supply books and book-related experiences to students over the summer months, so that it diminishes the summer "gap" in learning and reading.
1	Programs that target children's services are also those that appeal to patrons and citizens. The statewide ILS will enable all libraries to be on a level playing field.
1	It is good to know that there is level programming across the state when it comes to programs for children in the summer. The public expects quality materials and professional service when it enters a Library for information. Collection Development

Count	Response
	grants help the smaller libraries immensely.
1	Power Library is a wonderful collection of resources that libraries use to enhance their current collections...without Power Library several libraries would have no real resources to speak of
1	Access to expensive data bases that provide clear and reliable information to rural areas cannot be over-rated!
1	POWER library provides information for businesses and community patrons. Access to business databases, genealogy resources, comprehensive periodical databases, and health information allows public libraries to serve well the citizens of Pennsylvania. Summer reading programs and One Book Every Young Child addresses the reading needs of the youngest library patrons.
1	POWER library is the only digital collection most libraries I have worked with have. As far as research goes, it is crucial to have access to these materials.
1	POWERLibrary and III + the online catalog play a major role in leveling the playing field for all students in the state.
1	I know many school librarians that utilize POWER Library due to lack of funding to purchase databases through the district, but it's disappointing how the sources available through POWER Library have been reduced.
1	I think that everyone benefits from Interlibrary Loan. We all are facing the same budget issues and collection development limitations, so it ensures we do not have to try to get everything and have the opportunity to meet the needs of our patrons. For services to the Blind and Physically Disabled, there aren't any alternatives for those patrons so I feel it is a critical need. The Summer Reading Program is important in helping to educate children across the state. It helps maintain or improve their literacy as well as their learning skills.
1	POWER Library when it was fully funded had a tremendous impact on school libraries state wide. I hear when I go to conferences that other school librarians in our state are missing the databases that had to be cut because our short- sighted state legislators cut library funding.
1	I feel that a new integrated ILS system will impact all PA Libraries in a positive way. It is my hope that with a new ILS system that costs will come down with the economy of scale, etc. Also, I think it would be much easier for the state to gather needed statistics if every library was on the same system, etc.
1	I can't be sure of the impact across the state, but see the great marketing value of Summer Reading and One Book programs.
1	Access PA and interlibrary loan services are heavily used to supplement our resources and give cardholders the opportunity to use materials from other libraries.
1	One Book Every Young Child is a fabulous program which helps to promote the importance of reading for families in all economic and social groups. This focus on early literacy is a very important program.

Count	Response
1	Summer reading programs keep students' minds active the summer. Every public library should have them.
1	This support is especially important for small and rural libraries. They can't make up the shortfall if these grants do not come through.
1	With limited budgets, POWER Library is sometimes the only online database a library will have to offer to patrons and unfortunately the funding for this and consequently the available resources for this has been decreasing over the last few years.
1	Power Library because of the high cost of purchasing electronic resources and databases. In fact, we would appreciate more state funding to support these increasing important resources.
1	POWER Library provides access to search services and full-text materials that individual school and public libraries could not afford individually. It especially helps rural and poor areas to have equal access.
1	Power Library databases are an important resource for students and adults. By providing access to full text journal articles in a number of subject areas, the Power Library expands the resources available in our public and school libraries. Power Library's availability 24/7 from any internet connection allows card holders to use Library resources as needed, and not be limited by the hours of operation of an individual library.
1	The One Book program, the Summer Reading program and Family Place have allowed PA to become frontrunners in service to children across the state. We are recognized for our creativity and implementation of new ideas. We have won national awards and recognition for these programs. As for Power Libraries - the outcry from across the state was very loud when the legislators cut the funding and many realized what a huge benefit the program is.
1	The Power Library levels the playing field so that libraries of all sizes and sized of budget can provide licensed database information to their users.
1	POWER Library is very important, as it provides costly but very necessary databases. It is very hard for individual libraries, and even library systems, to provide these databases on their own. Having them at the state level allows greater access for patrons without the financial burden for individual libraries.
1	Interlibrary loan system allows patrons to have access to books that they would not normally have. Important for those doing research as well as for lovers of literature. Power Library provides patrons with Access PA and databases, both of which are utilized by those in school libraries, public libraries, and in libraries at the college/university level.
1	All of these services are so important in different ways for all people of our state. Each one cannot be judged separately because they touch everyone and their individual needs.
1	Interlibrary Loan services - economic downturn restricts buying of material. Nice to have a service that allows patrons access to a greater variety of materials. Consulting Assistance - an essential back-up for questions/problems encountered by the district

Count	Response
	libraries.
1	POWER Library opens up new sources for research using current, reliable, accurate, and relevant resources that may not be as accessible doing a regular Internet search.
1	ILL services are advantageous for all libraries involved. It provides a means of sharing resources and allows libraries to offer materials that are not part of an individual library's collection.
1	I think POWER Library has helped all districts in our state teach our students how to research effectively and efficiently, without relying just on Wikipedia or other websites that give false information. It has given all districts the chance to have resources that they possibly could not afford to buy themselves.
1	Statewide having the Power Library available for areas that have extremely limited resources made it possible to equalize services to PA citizens.
1	With the loss of many of the programs in POWER LIBRARY, students have not been able to find the information needed as quickly and accurately as before.
1	Due to the lack of total funding, many libraries rely on help of any kind from the state. Some of the libraries don't even have a librarian anymore to take advantage of these services.
1	Many areas of PA are very rural. Without the above mentioned services and grants, small libraries could not exist.
1	With the use of inter library loan and Access PA Many more resources are available for me through my local library. With budget cuts small local libraries are not able to purchase as much. With Access PA, I can check to see if the books I want to read are available from other libraries. The inter library loan services help libraries afford the cost of sharing materials statewide.
1	POWER Library, Summer Reading, and ILL are used by all or most libraries in the state. Having statewide access to POWER databases gives all libraries a basic collection of reference and online magazine resources, equalizing libraries regardless of size and financial ability. Services to blind and handicapped are important and they are something that are beyond the ability of many local libraries to provide.
1	We send out Ill items all over the state so a lot of libraries must use the system. We'd be at a disadvantage without it.
1	Provided reliable databases/resources to patrons at school and home regardless of wealth of school district.
1	PowerLibrary and Interlibrary loan services are a powerful way in which libraries across the state are connected and provided with equal services.
1	POWER Library was used a lot before budget cuts gutted the online databases provided. EBSCOhost was very beneficial but now too expensive to provide to our students and staff.
1	Assisting with training helped librarians to stay current on various topics of importance in the library profession.

Count	Response
1	Since the budget cuts were felt across the state, I can only assume that others rely on these services as much as I do. As a new librarian, there are services that I am not familiar with.
1	POWER library databases help many customers throughout the state, especially students. With school districts now in crisis mode, databases they purchased previously are gone and students will be even more dependent on POWER library resources.
1	It's great to see the libraries united across the state with the same summer reading theme and databases. Sharing materials between colleges and public libraries is vital to save collection development dollars. No one library can afford to efficiently provide services to the blind and handicapped or digitize historic information.
1	I know that other libraries in our county rely heavily on the Interlibrary Loan System and that other libraries throughout the state regularly borrow our materials.
1	POWER library databases provide a consistent level of service from both school and public libraries.
1	POWER Library provides equal access to quality resources for all state residents. Summer Reading Club encourages literacy and community for the next generation, which is invaluable to the community at large.
1	Power Library is extremely important for low-budget and rural libraries to be able to offer information to their patrons that would otherwise be unaffordable.
1	Summer Reading is a powerful and well thought out program. Professional workshops have all been outstanding. Services to the Blind & Physically Handicapped offer "lifesaving" services to aging individuals (once active readers) who eyesight is failing them. My mother, 84 years old, a voracious reader, and who lives in a different service area from where I work, became depressed when she could no longer turn to a book for entertainment. I recommended this department and they are literally a life saver. They fulfill her requests for audio books cheerfully, make suggestions, and remind her when she's already listened to a selection.
1	ILL -- Allows for libraries to meet patrons' info needs more consistently, judging from the amount of activity in AccessPA and on the OCLC network. Children's Services are always valuable.
1	Offering these statewide services has a great impact on all libraries and need to be available for those libraries where they are in a more depressed environment.
1	I don't have a lot of imagination, so forgive me, but I don't see an impact on a STATEWIDE basis.
1	SRC: Fabulous opportunities for children/families to attend free programs and keep reading. POWER Lib: We can't afford all online resources at the system level, and especially at our tiny library level; crucial for homework/research help. ILL: PA has a great reputation for resource-sharing; a boon to our patrons when our local system can't supply. Professional Training/Workshops: Local/regional training invaluable to library staff who can't travel to state/national conferences. Keeps our minds open and ideas flowing! Collection Development: State/local funding cuts have cut budgets to bare minimums in many locales. LSTA funds are vital to keeping areas of our collections

Count	Response
	current and fresh.
1	Power Library and interlibrary loan services enable us to provide research resources and books that we could not purchase due to our limited financial resources.
1	I believe that offering the services is the most cost-effective way to reach the entire state of library users and is reflected in the way it is used in my individual library.
1	POWERLibrary was a model for the country, now it is just a means to exchange books with other libraries.
1	The POWER Library programs assure that every citizen in the state of PA receives a basic level of service regardless of the level of support given to libraries at the local level.
1	Power Library, Summer Reading, and ILL, from my perspective, are supported and taken advantage of by a great swath of library patrons.
1	Power Library and the ability to interlibrary loan books puts poorer areas more even with richer. If we all have the same resources available then we can all learn from those same resources
1	These answers are chiefly based on the impact that I perceived in the local public library, where library services have definitely diminished.
1	I can't honestly say I know enough to say on many of these, but I see POWER library and interlibrary loan services as valuable tools statewide.
1	I don't know how libraries are affected across the state on most of these points, but I know Access PA ILL requests come to me regularly from a great many libraries.
1	Statewide, I would say that the ILIS project will have the most impact on library services this year.
1	Interlibrary loan services ensure that every Pennsylvania library patron has access to quality materials, no matter how big or small their library is.
1	Rural libraries are the life line for so many people. Without this funding they would not be able to provide the encouragement to reading during the summer when my school library is closed.
1	Students can access database information from home or from the public library after school hours.
1	I think libraries are an important link in reading and literacy education. They need as much support as they can get.
1	Keeping the statewide system intact in an era of economic insecurity is most important to the general public. Library use is at its highest, as more families depend on the library to supplement their educational base. The public library is one of the few places where all types of abilities find access to all types of materials. State support helps to keep all parts of the state current in new technologies, too.
1	Again, I would say the PowerLibrary has the greatest impact statewide especially for financially struggling schools. The PowerLibrary gives school libraries more bang for

Count	Response
	their buck.
1	POWER Library has long been the envy of every other state out there. Although it's taken an incredible hit and reduction in offerings, it still enables many schools and public libraries that cannot individually pay for databases the opportunity to conduct valid academic research through its offerings.
1	Consulation services by Commonwealth Libraries is useless. Statewise, strategic plans for the other high impact services provide an integrated system that all libraries can participate in.
1	Power Library has a broad reaching impact. It can be used by children, teens and adults. It provides a broad range of topics of assistance. Can be used from the library or from home.
1	All of the above services have had an impact statewide. Libraries vary so much in Pennsylvania, I can't imagine that a majority of libraries could do without any of these services.
1	Power Library allows us to keep more funds available in our specific districts and share the resource cost.
1	Again, Power Library had the biggest impact and opportunity to reach so many people. But it has fizzled out.
1	POWER Library is a wonderful resource. I have used it in the past, but have been reluctant to use it recently because the databases that are available keep changing. It is very sad to see the number of databases offered is so much fewer than what it was only a few years ago.
1	Continuation of work on the Statewide ILS is one of the most important together with ILL and the POWER Library. We must provide our customers with the materials they need while not duplicating expensive items or services.
1	I worked with a committee that was writing a LSTA grant so I know it is quite important services and well needed, especially when local funding is being cut.
1	Same reason as before, small schools can benefit by being able to share from bigger schools with more resources.
1	Power Library resources puts every school district/students, regardless of size and tax base, on the same playing field.
1	Interlibrary loan -- having access to knowledge and information regardless of whether I live in a poor area or a wealthy one -- is vital.
1	Power Library was so successful and brought together schools and public libraries. It's a huge failure that funding was cut so drastically.
1	I work in a special library so I am not aware of the impact statewide in the way that someone in a public library system would be aware. But I certainly value these services and tell individuals about the ones I know about.
1	The summer reading services helps libraries all over the state and is very visible in the

Count	Response
	communities.
1	Knowing the status of public libraries in PA I can't image how services like collection development, statewide databases, or interlibrary loan would function without the support of Commonwealth Libraries. A loss of any of these services to the general public would have long-term detrimental effects on access to information by the general public.
1	POWER library provides essential resources for all libraries--from the smallest and most remote to those in urban areas, as well as to PA schools. The children's programs have a significant impact on the state's mission to increase early literacy skills and promote library use. ILL allows for equitable resource sharing. The continuing education opportunities allow staff in all libraries to keep skills sharp, learn new technologies, and improve library services in the 21st century. The Statewide ILS will be a boon to all libraries when it is implemented statewide. The cost benefits will be significant and a seamless system for statewide information access and resource sharing will be enormously beneficial.
1	POWER Library is essential to allow patrons in areas where libraries are not supported to have access to these types of resources.
1	I believe that Power Library has affected the state the most. It was such a great loss when the budget was cut and we lost access to many different databases. Libraries need to provide more access to research information not take it away.
1	Basically the same reasons stated on the previous page. Libraries may come in all sizes but serve communities of people. The programs that have a direct impact on patrons and the people in a community are the most valuable.
1	Through the Interlibrary Loan project, many libraries have access to materials which they could never afford. Collection Development can be done by even the smallest library, knowing that additional resources are always available from the POWER Library or through the ACCESS PA database.
1	I think providing electronic resources through POWER Library has the greatest impact on the most citizens of PA. Since it's available in every public library, often from any Internet-accessible device, it is particularly useful.
1	See early comments. When Power Library was more robust, it would have ranked higher. The fewer databases that are offered, the less use we are seeing. The teach-to-the-test attitude and the reduction of school librarians across the state are also affecting Power Library usage.
1	The summer reading program allows all types of libraries to have programs for the children in their communities without having to spend a lot of money on supplies.
1	Economic hardships have increased our library usage. Our older patrons benefit from services from the Carnegie Library for the Blind that we could not provide for them. Keeping collection development current keeps us intellectually appealing to all
1	I feel that all of the services have a significant impact on a statewide basis. I may not use the services, but we all know that the services are important to all of our library patrons.
1	Power Library and inter-library loan services allow libraries to share resources.

Count	Response
	Collection Development grants also allow libraries to keep collections up to date.
1	Professional development and training makes for a higher level of professionalism across the state.
1	Local collection development is an essential support for any statewide sharing of resources--if no one has it, it can't be shared. So without that component--and without statewide free delivery--other resource sharing falls apart.
1	POWER Library and the services of Commonwealth Libraries greatly assists those districts that have very little in the way of library services. POWER library not only helps students at the school level, but provides access through the local public library. Without these services, many residents of PA would not have access to materials to provide lifelong learning and many of the services provided through the state literacy programs.
1	Libraries have been significantly impacted by the elimination of resources in Power Library. I'm not sure who would serve libraries on a consultative basis as we have almost non-existent representation within the department of ed.
1	Preservation of records is something that will be of value to PA today and in the future so that our history is preserved. I am a family research specialist, and find this service most useful
1	The Power Library has given access to online databases to school districts that cannot afford to subscribe to them
1	I know we receive a lot of Interlibrary Loan requests from other libraries. I have also heard great things from other librarians about POWER Library and grants, and ways in which they are using these things in their schools.
1	I am most familiar with the impact of the services for the blind. The tapes/cd available to them at the public library level is extraordinary. Without the program, the blind would have little opportunity to appreciate books.
1	These programs enable the libraries in Pennsylvania to meet the needs of their patrons, which is paramount to library services
1	Those areas that I have rated highly allow libraries across the state to work together for the common good of Pennsylvanians and allow us to collaborate on various projects. We are sharing resources for the common good and being good stewards of materials and money!
1	Interlibrary loan allows us to share resources when a patron wants a book that is not required by all of our patrons.
1	Statewide ILS has the potential to provide much greater efficiency to the patron and alleviate undue burdens on poorly funded libraries and systems
1	The POWER Library network has traditionally made Pennsylvania one of the most "connected" states in the nation. Sadly, decreases in funding have negatively impacted this resource at a time when more and more Pennsylvanians need to make use of the public library and services it offers.
1	Summer Reading is extremely important throughout the State, particularly in more

Count	Response
	depressed and rural areas where resources may not be available.
1	Power Library & Summer Reading. There for all who take the initiative to participate. Necessary components.
1	Our library, like many across the state, is in a rural area. Interlibrary loan services make so many more resources available to my students; it's a tremendous boost to our library and our overall learning community.
1	Among the many positive benefits of the POWER Library, exposing students to these credible online resources for finding information are essential to helping PA's students prepare for college and real-life work situations.
1	Once again Power Library tops my list as I know it is used in elementary libraries like mine, middle and high school libraries and then students can continue to use it as adults through their public library for general research, research for employment or their job, even college research.
1	Again, resources and collections are the backbone of library service; support to ensure availability and access is a key service of the state
1	The Summer Reading and ILL programs are critical to keeping students focused and motivated on reading by preventing the summer dip, allowing them to explore reading, author and topics outside the realm of school. With the current state of diminishing budgets ILL means the difference between students and teachers having or not having access to needed research and reading titles.
1	In my opinion, POWER Library has had the greatest impact on statewide library service. It has allowed libraries, regardless of size and wealth, to provide online services to patrons; there is less of a digital divide.
1	For many school libraries the only way students have access to databases are through Power Library. I know that many students benefit from summer reading programs. At the public school level, sometimes it is pretty hard to offer reading programs and incentives for financial reasons and this allows libraries to provide that service.
1	Customers of libraries of all sizes use interlibrary loan services. Our county system could not survive without our interlibrary loan service that includes daily van delivery of loan materials to member libraries.
1	Purchasing power of the statewide procurement process enables poorly funded local libraries to offer patrons the benefits of on-line resources that might not otherwise be available. Offering a the same resources statewide gives citizens more uniform access to information and minimizes differences in access between affluent and economically depressed communities.
1	Commonwealth library support of interlibrary loan services supports academic libraries as well as public and school libraries. Withdrawal of LSTA funds supporting the IDS system and the Commonwealth Libraries' role as an ILL resource center would drastically restrict interlibrary loan at my library and at ALL libraries across the Commonwealth. I doubt PowerLibrary services could be supported at the smaller public libraries. Services to the Blind are irreplaceable.

Count	Response
1	The summer reading programs are invaluable at keeping students reading over the summer. Our school district summer library program was eliminated last year, so our students depend on the public library programs over the summer.
1	It is much more cost effective to provide services on a statewide basis than forcing each school district to try to provide services. Most simply cannot, which means that children suffer.
1	POWER Library lost many valuable resources when funding was cut and continues to lose sources. The impact has snowballed into schools not being able to support curriculum with valuable and safe resources once used which has then cut into their budgets if funding was available to supply sources to replace those that were unfunded through POWER Library.
1	Having a database of resources available that offers quality information without having to spend money to gain access is helpful for those wanting to read consumer reports for research. I have pointed to Power Library site for Car Repair numerous times and these people are very grateful to have that available. Summer Reading Program materials that are avail help libraries plan entertaining programs. They can be done on a budget as well
1	The Statewide Integrated Library System Project has the potential to impact every library in the State in a positive manner.
1	Funding for and to help maintain Power Library, Integrated Library Systems Projects, and Collection Development Grants has had the highest impact in the past but is currently failing. Cuts in this funding adversely affect the poorer school districts statewide because of their financial status; wealthier schools will still have community financial backing and have the status to still receive state grants. Also, some grant specifications and expectations last year and this year limit the poorer school districts ability to receive grant money from the state.
1	With budgets being cut on every front, the provision of databases to schools and libraries for education and research is essential. Individual libraries simply cannot provide these services without state help.
1	Interlibrary loan provides all patrons in the state to have access to books and other resources which they might not normally have because all libraries cannot and do not have the room to provide for their patrons.
1	Across the state of Pennsylvania school districts have had funding reduces. This makes POWER Library very important to all of us who are members of Access PA. It provides the resources we can't afford to buy as individuals. The state wide integrated library project increases access to more books even if someone uses a small community library.
1	Power Library was once again the program that provided the most impact and losing EBSCOHost was an extreme loss along with Biography Reference Bank, just to name two. We truly hope these services return.
1	Particularly at a time of decreasing budgets all of the highest ranked services are necessary to keep our library programs functioning to provide the citizens of this state

Count	Response
	with needed information services.
1	Statewide services should support those constituencies who transcend local area - people with disabilities, genealogy, preservation of resources that pertain to the growth and development of Pennsylvania, the development of standards within public and school libraries operate.
1	Obviously, you can underestimate the importance of the state-wide summer reading program, or any service related to early literacy efforts. Additionally, I would rate POWER Library and ILL service as critical, particularly to our student population.
1	The cooperation between library systems for the summer reading clubs has had a tremendous impact on programs held. The resources themselves have helped broaden the range of programming able to be held.
1	all the above helps to increase reading among patrons by providing current, innovative ways to obtain/distribute/mentor the love of books
1	I believe the Power Library remains an excellent resource that is an important part of all libraries across the state. Collection development grants are also important to ensure that collections remain current and relevant.
1	Cutting of district funds for school libraries has been drastic, and we still are able to access resources for our schools with a reasonable cost when we purchase as a large group!
1	Power Library is often the only access to databases libraries have. It is key to providing service to patrons statewide. The summer reading program is important because it helps children retain their reading skills over the summer months. The statewide ILS project will help with consistency and cost containment throughout the state. ILL is important for sharing resources and reducing duplication of resources, thus allowing much needed funds to go to direct patron services. Professional development is needed for all professionals and paraprofessionals. Done on a statewide level it demonstrates economy of scale and cost savings. Services for the Blind and Physically handicapped is a service that is necessary to serve that population.
1	The Statewide Integrated Library System Project seeks to move Pennsylvania beyond its groundbreaking ACCESS PA databases. As one of the country's first statewide union catalogs and accompanying interlibrary loan systems, the new Evergreen initiative will not only provide both those functions but will also provide a less expensive alternative to the present commercial ILS and give real time info about availability of materials. Wow!
1	With Access PA once being the largest database in the country to now very small, it has left a big hole in our library network. Many districts are restricting the PD and training workshops because of funding.
1	That we have state provided resources to assist our patrons in research and reading materials we don't have in our collections.
1	Again, POWER Library is an important resource for all students, and library users in all libraries who have access.
1	I believe that interlibrary loan assists all libraries, regardless of size, to provide their

Count	Response
	users with as much information as possible.
1	As school district budgets are cut, school libraries depend even more on state support for important library resources. Examples being the Power library databases and the ability to borrow books from other libraries.
1	Summer reading and PA One Book funding has enabled ALL PA public libraries to improve services and make wonderful new connections with other important agencies.
1	POWER Library is very important statewide to researchers and students. We need to get EBSCOHost back. POWER Library used to be a great resource, but now a lot of people don't even bother to use it.
1	Interlibrary loan practices give the patron an opportunity to get materials not available locally. I have seen how many we order and the number of materials that we have sent out. Without that ability, our readers would have to either purchase materials, or not have the privilege to read materials that interest them.
1	Access PA is a vital part of librarianship in our state. Not only does it allow for resource sharing, but the database is also a useful tool for collection development, cataloging, and identifying resources only vaguely remembered by patrons seeking items they've used in the past.
1	Again, the "power" of POWER library to small libraries is off the charts. It should be enhanced to its former state. I also believe the summer reading program is essential to our young patrons -it promotes a lifetime activity; aids in their educational progress.
1	Since library budgets have been frozen or cut statewide, libraries can't buy the same number of resources as they previously had. As materials wear out or are lost, they may not be able to be replaced due to lack of funding. Therefore, there is more reliance on resource sharing than may have taken place in the past.
1	Being able to borrow books for pleasure or for necessary study or school projects is a great feature for any library. It's a very nice feature to have when your own library may have limited or no resources on a subject.
1	Before the devastating cuts, I would have said Power Library. It was an invaluable resource before it was decimated. Second in line would be the sharing of materials through interlibrary loan. It would be so much more powerful if we were able to update holdings.
1	Many urban areas do get other assistance through various means, and I believe it is the rural libraries that suffer due to the funds going more to the urban areas - the smaller libraries are just as important.
1	PowerLibrary and the Summer Reading program affect the entire state because PowerLibrary provides access to databases that all students and citizens can use, and the summer reading program encourages reading and learning throughout the summer. I think my local library has summer reading for adults too.
1	Again POWER Library helps to level the playing field, especially for small and underfunded libraries.

Count	Response
1	Interlibrary loan services puts books in the hands of students who need them. Power Library also gives access to numerous citizens, and is a unique service that PA provides its residents.
1	PowerLibrary has been a great equalizer to all libraries. Collection development helps local libraries focus on need and provide expanded collections to minority users.
1	Once again, interlibrary loan allows libraries to share materials and utilize their budget more effectively because they do not have to pay $20.00 for a book that is only going to be used once, they only have to pay for postage.
1	I'm torn between POWER Library, ILL services, the Summer Reading Program, and One Book Every Young Child. The first two are key to offering adults access to an expanded range of resources. The second two are key to supporting literacy and education.
1	Local libraries also have a need to archive special, local collections...some of which, like ours (the Levittown Room,) are visited regularly by both American and international scholars.
1	Every library has different needs, and I feel that each one of these services is the heartbeat of many different libraries across the state.
1	Every high school library in the Can-Do region uses Power Library databases on a daily basis. I'm sure this holds true across the state.
1	These programs foster resource sharing and a love of reading in our children. The professional services assist libraries seeking grant money. The summer reading programs keep literacy alive for our students during the summer. The public libraries do an awesome job! State support is always helpful. Holding sessions that offer Act 48 time is critical for educators.
1	Interlibrary loan has been a wonderful service that permits the population to access information that is not in their local library. The Professional Development training has been most helpful. The most recent workshop I attended was for the LibGuides. It was wonderful to be able to learn about and then create something so useful.
1	Interlibrary loan services are needed for rural libraries in particular as our resources are too limited to be able to afford to purchase the more "obscure" books that might be requested by a patron & only read once.
1	Loss of services to students! 34% of our students qualify for free or reduced lunches, they cannot afford to buy books. Many have no means of transportation.
1	In many Districts (particularly rural and inner-city) Power Library is the ONLY source for database research. In these instances it is a critical component for teaching lifelong learning and 21st Century skills. [And with the insanity going on with budget cuts and lack of funding for education more and more Districts will find themselves unable to provide any additional databases.]
1	Power Library can be a great resource for schools that can't afford any databases. It allows access to a great variety of information that can be really helpful. In recent years the cutbacks have hurt everyone terribly.

Count	Response
1	I think that Power Library and interlibrary loan services have a high impact throughout the state from what I hear from other librarians. I also used to work for the Free Library of Philadelphia, and they had a library for the blind and physically handicapped that I think provided a very important service for the people who needed it.
1	They provide services to all libraries, large and small. Without these resources being provided statewide at a reasonable cost, the small libraries could not afford to offer them.
1	Interlibrary loan statewide is valuable for resources. Power library enables us to know what is needed.
1	I think Early Childhood programs have been enhanced and improved by Family Place and One Book. Summer Reading allows multiple libraries from multiple states to share ideas, experience and statistics which help justify the program when seeking funding assistance
1	The Statewide Integrated Library System Project and the Interlibrary Loan Services are some of the moist important and impactful things that come out of state funding, because they unify libraries and help us all achieve the goals of providing the best resources and services to our patrons.
1	Power Library is critical to struggling public and school libraries and may be the only exposure students have to any databases.
1	I believe the two that I ranked as the highest statewide impact (power library and Interlibrary loan) have had an impact because I do not believe that smaller libraries would be able to handle these tasks on their own and need a unifying state system with everyone working together to provide the most needed services. I see Power Library being used in public libraries and school libraries everywhere I go. I think between the two, PowerLibrary has probably had the most impact because the patrons are using it on a daily basis and getting the word out, whereas interlibrary loan is behind the scenes as doesn't do as much to promote library services.
1	Without a statewide effort many of these resources would not be available to some PA libraries, especially the smaller rural libraries.
1	The Summer Reading Program is vital to all children in the state and it needs to be supported so that even the smallest library can encourage summer reading.
1	Power Library...same statement as the last section. Huge impact, highest value, economy of scale on a state investment vs. individual libraries licensing databases for individual libraries and state institutions. It's a no brainer. Integrated library and interlibrary loan provides information access to all...no matter what community within the Commonwealth. Collection development grants help resource/ information currency that would not be possible without the funding. Outdated misinformation does nothing to support learning.
1	With all the cutting of budgets, the sharing of resources has allowed libraries to continue to offer materials that meet the patron's needs. POWER Library and Access PA ILL have been the best thing for libraries and their patrons.
1	POWER Library is an absolutely invaluable resource that makes a range of magazines,

Count	Response
	newspapers, reference materials (among other sources) available to the citizens of Pennsylvania. It makes these resources available to students and adults who cannot afford or choose not to subscribe to print editions of these sources. Unfortunately, the resource does not have the depth that it used to, due to budget cuts, but I remain hopeful that it will bounce back in the future.
1	I think that POWER Library's quality and scope has declined over the last 4 or 5 years, but even so, it is still the first place that patrons go to find information on topics where they need current information or scholarly information.
1	On a statewide basis, the most important service is the Summer Reading Program. It bridges the gap during the months when public schools are not in session. It offers children free entertainment while insuring that the kids don't slide backwards in their reading skills.
1	Many school library's are underfunded and POWER Library and ILL allow school library's access to quality materials that their students would be denied.
1	I think the Summer Reading program has the greatest impact statewide because it reaches so many young readers.
1	POWERLibrary provides invaluable databases to children and adults who would otherwise never have access to the databases.
1	The three highest rated services Power Library, Summer Reading Program and Interlibrary Loan enable libraries to free up resources to expand other more user specific services. These allow all citizens to access to the bear minimal resources.
1	These programs bring a sort of uniformity to Libraries in PA and without them we would not have one voice through these services.
1	Libraries are essential for an educated public. Access to quality resources impacts the quality of our state. Without reliable materials, we are nothing more than an undernourished population.
1	ACCESS PA and ILL services allow for our small, rural community library to procure materials that cannot be purchased or housed in our facility.
1	For POWER and ILL, same as previous question - for OBEYC, I have a 3 year old who has benefited from it, so I know first-hand the huge impact it has had!
1	Integrated System has enabled the statewide system to operate successfully with the limited supplies available to small or rural libraries - all libraries can adequately serve their patrons thanks to Power Library, the Integrated System and ILL (all 3 are equally vital across the state).
1	The POWER library helps my public library offer resources it otherwise couldn't. Summer reading programs help kids not lose progress in their cognitive skills over the summer--recent research shows this.
1	Although the statewide ILS hasn't had impact yet, I think it has the greatest potential to streamline borrowing, save $$ statewide, and make it easier for patrons who do use libraries in multiple counties.

Count	Response
1	Power Library & ILL services bring a full complement of library resources to remote and underfunded areas of the Commonwealth. They are of great significance to residents throughout the state.
1	It is important that libraries play a major role in early learning and these programs contribute to that goal.
1	The use of Power Library for research in high school and public libraries I feel is extensive. It needs to be maintained and restored as possible
1	Every library I've ever interacted with in the state runs a summer reading program for children. We have many handicapped patrons using our library and tend to recommend many other libraries to them for further help.
1	With budget cuts, the LSTA grants were extremely helpful. They also gave us the ability to analyze collections.
1	I feel Power Library and interlibrary loan are the services that have impacted the public and school libraries I have worked at the most. Thank you for these services.
1	I think the cut in funding to Access PA has had the highest impact on library services on a statewide basis. The quality databases we used to have, such as NoveList and NoveList K-12 are no longer available. Also, EBSCOhost databases were much more user-friendly than Wilson Web databases. Elementary content on Access PA needs to be funded and restored to the level it was several years ago.
1	Summer Reading and Collection Development Grants have had the highest impact on library service Statewide. Those programs have created a measurable positive impact that everyday library users can reap the benefit of. The POWER Library is a gutted and mostly useless collection of tripe. The Statewide ILS is a giant boondoggle that will take years and years and years to come to fruition...if it ever does.
1	POWER Library is extremely important because it provides databases & resources that some districts may not be able to afford. Summer reading keeps students reading even when they are not in school, preventing declines in reading abilities over summer vacation. Interlibrary loans ensure that students can borrow a book even if their local library does not have it.
1	Urban Services Grant has provided library services to underserved populations such as seniors and the digitally challenged citizens of the state of Pennsylvania
1	POWER Library levels the information access playing field. Regardless of the ability of a school district to invest in information databases, the POWER Library is available to anyone with a library card. Summer reading programs help provide public libraries with a structure with which to encourage the essential summer reading that children must engage in to avoid summer slide. ILL services expand each library's collection by providing access to unique information resources needed by our customers that individual libraries generally have neither the budget nor the space to purchase and store. Collection development grants allow for significant and targeted improvement of specific subject collections for the benefit of local users, as well as other system member libraries (where applicable) and through ILL.
1	I think Summer reading is important to keep children reading throughout the year. It has

Count	Response
	been proven if a child reads over the summer, they maintain a higher level of education than those who do not.
1	We are a community college library. Most grants are beneficial to public libraries. We do use ILL and Power Library.

5. In your opinion, which of the services or initiatives that have been identified as being supported with LSTA funds offers the greatest VALUE to the customers/end users of libraries? Why did you select this service?

Count	Response
1	ACCESS PA because no one library can have all the materials their patrons need.
1	Access Power Library- is a major aspect of the school curriculum
1	Acquisition of new technology to support special populations (e.g. seniors)
1	Because it provides services or resources that we would otherwise not have
1	Book grants that update collections.
1	Collection Development grant for the reasons I mentioned in the last questions.
1	Collection Development--when the priorities are of interest to our end users.
1	Collection development grants--we all need more money for our collections!
1	Collection grants help keep our nonfiction relevant.
1	Collections, digitization, technology either on a local level, system level, or state level.
1	Computer access - poverty in my community makes this service essential.
1	Educational programs
1	I can't choose just one.
1	I think that Power Library reaches the greatest number of users in the state.
1	I would have to say that Power Library offers services to users of libraries .
1	I would say Power library - it is something we use everyday.
1	I'm focused on children and youth services, so I would have to say summer reading club.
1	ILL - WE CAN"T LIVE WITHOUT IT!!
1	ILL because it helps when we share resources.
1	ILL services are widely used.
1	ILL services facilitate valuable resource sharing.
1	ILL so you can get books from anywhere in the state.

Count	Response
1	ILLs. This is the service we use the most.
1	Integrated catalog, online books, AccessPA
1	Interlibrary Loan offers patrons access to all books/materials across PA.
1	Interactive usage
1	Interlibrary Loan Services because it helps patrons gain access to the works they want/need.
1	Interlibrary Loan makes books available to library users from any library in the State.
1	Interlibrary Loan. Opens a world of materials at no cost to the consumer.
1	Interlibrary loan
1	Interlibrary loan makes materials available -- more bang for the bucks
1	Interlibrary loan services
1	Interlibrary loan services.
1	Interlibrary loan services. They help us satisfy patrons when we can't on our own.
1	Interlibrary loan to provide resources for research and specific items not in our library.
1	Interlibrary loan.
1	Interlibrary loan....offers all books in the state system to all patrons
1	Interlibrary loans
1	Kids programs i have 3 kids and they like story time and summer reading programs.
1	Laptops. Access to online info and productivity tools
1	New technology
1	Not sure
1	PA Power Library. Access!
1	POWER Libraries because patrons need access to reliable information now more than ever.
2	POWER Library
1	POWER Library -- information at your fingertips
1	POWER Library I think I already stated my case.
1	POWER Library & Interlibrary Loan
1	POWER Library (already responded why) Interlibrary Loan Services
1	POWER Library - because I help students with research.
1	POWER Library - for many people this is their only venue for quality online research.

Count	Response
1	POWER Library -- many libraries do not have the budget to afford their own research databases.
1	POWER Library -- see previous comment.
1	POWER Library although the resources available through PL has been cut back.
1	POWER Library and ACCESS PA - suitable for all ages and supports school libraries
1	POWER Library and Collection Development.
1	POWER Library and ILL
1	POWER Library as it is now a skeleton of what it once used to be and was used by many.
1	POWER Library because of its many resources covering all ages and needs.
1	POWER Library because this one is used by nearly all libraries.
1	POWER Library has the most potential to do assist the most people.
1	POWER Library offers the most service to the greatest number of people. ILL does the same.
1	POWER Library since many libraries cannot afford to purchase individual or multiple databases.
1	POWER Library, although it should be made to resemble its offerings from 5 years ago.
1	POWER Library--everyone has it, uses it, and many could not afford the resources on their own.
1	POWER Library-evens the playing field for students throughout the state.
1	POWER Library. Allows all libraries access to online resources.
1	POWER Library. Equality.
1	POWER Library...because it helps so many.
1	POWER Library; indispensable
1	POWER library - because of the variety of services provided to all age and interest levels.
1	POWER library and AskHerePA as that creates an even playing field for all PA citizens
1	POWER library databases allow libraries to obtain services via group pricing.
1	POWER library in its old day, because it offered resources to schools with limited funds.
1	POWER library reaches the most people and equalizes all size libraries,
1	POWER library resources because it is available statewide to all customers.
1	POWER library--because it has the greatest impact on all ages and types of patrons
1	POWER library. It covers a large age span - from children to adults.

Count	Response
1	Power Library - if has an impact on every user in every part of the state.
1	Power Libraries--quality information at no cost to customers.
5	Power Library
1	Power Library - available to all residents of the state - no discrimination.
1	Power Library - for reasons stated above
1	Power Library - see previous answer
1	Power Library - there is something there for everyone.
1	Power Library and Interlibrary loan because every library has equal access to these services.
1	Power Library and Interlibrary loan...provides access to costly services
1	Power Library because it can service more of the population then some of the other services.
1	Power Library because it equalizes services for all PA citizens.
1	Power Library because it expands our collection.
1	Power Library because it provides so many resources at once.
1	Power Library because of its widespread appeal and use.
1	Power Library because these databases would be inexorbitantly expensive for individual libraries.
1	Power Library databases and inter-library loan. In my rural school I absolutely rely on these.
1	Power Library has good resources for students.
1	Power Library is a great resource.
1	Power Library makes so much good information available to such a large population.
1	Power Library provides databases that would otherwise be unavailable to many users.
1	Power Library. It give access to information to all residents of PA.
1	Power Library. It reaches everyone in the state who has a library card.
1	Power Library......Research projects
1	Power library - ability to purchase multiple databases for the entire state.
1	Power library - it offers library users so much vetted information
1	Power library because of the expense of the resources individually.
1	PowerLibrary
1	PowerLibrary and AccessPA

Count	Response
1	PowerLibrary because it expands our access to information from many sources.
1	PowerLibrary-most used by my buildings
1	Professional Development Training & Workshops
1	Resources--Power Library and interlibrary loan.
1	See previous answer
1	Services to the Blind and Physically Handicapped.
1	Summer Reading Clubs and Family Place - because of their impact on children of the community.
1	Summer Reading Program
1	Summer Reading Program as it brings many patrons into our branch.
1	Summer Reading Program, POWER Library, Interlibrary Loan Services
1	Summer Reading Program. All children need to be encouraged to read.
1	Summer Reading Programs, because they positively affect so many children.
1	Summer Reading program and Power Libraries are paramount
1	Summer Reading...because more people participate in this program than any of the others listed.
1	Summer reading because I experience the impact first hand.
1	Summer reading because that affects children's lifelong education.
1	Summer reading program. Young readers are the future of keeping the library alive.
1	Summer reading, because it actually benefits all ages of library users, online and off.
1	Summer reading. (See answer to previous question).
1	Technology for libraries that may not be able to afford it otherwise.
1	The Power Library because so many libraries have access to these wonderful databases.
1	The PowerLibrary provides access to a wide variety of information both in the library and at home.
1	The Summer Reading Program and the One Book Every Young Child are of great value to our patrons.
1	The greatest value comes from the Access PA databases. It's what I use my public library for.
1	The services for the blind, handicapped and urban services have the greatest impact.
1	Urban storytelling and inner city library facilities, Summer Reading, One Book
1	collection development, ILL services, Power Library

Count	Response
1	Interlibrary loan service Reason - more patrons will have access to these resources.
1	interlibrary loan through ACCESS PA
1	It's a high quality service that all patrons can benefit from
1	no idea
1	not sure
1	Power Library
1	Power Library because it helps schools that can't afford databases
1	Professional development to obtain and share ideas for improving the overall system
1	Union catalog--both cataloging and copies (through ILL) at fingertips
1	POWER Library - databases that individuals wouldn't have the ability to access otherwise Summer Library programs that help the individual libraries not to have to come up with their own programs and resources can be shared!
1	PowerLibrary. It can be used by students and adults for school, professional, and personal services.
1	POWER LIbrary. Many schools cannot afford to have the wide selection of electronic resources that this once provided.
1	The LSTA funds have been used to provide speakers and programs to all ages using our library. Without this support, we would not be able to provide these services.
1	Summer Reading Program In my library it has the most impact because many people in my community only come to the library during the summer. The summer reading program reaches the most people.
1	The Preschool Connection grant is the initiative I am most familiar with. It is very valuable for libraries and patrons interested in promoting literacy among young citizens and their families.
1	Power Library is a wonderful resource because it levels the playing field for all Pennsylvanians. There is not a school or library that does not have the ability to search on the same databases making information available to all users.
1	Collection Development Grants - with our budget being constantly being reduced, this is an excellent resource for all libraries to acquire the extra funds that they need.
1	As a new Director, I am not aware of the LSTA funds; however, I suspect that any monies to improve technology would be greatly welcomed and needed especially in our county.
1	Summer Reading Program It helps to provide the library with users and it all comes down to numbers, doesn't it?
1	Power Library--making available databases and resources for children through seniors. Whether it is a school/research paper, job hunting or educational/informational needs, these databases are critical in our digital age.

Count	Response
1	POWERLibrary offers the same services to all of the members. This helps to provide an even playing field for all libraries to serve their community members.
1	Interlibrary loan and Power Library Both of these services allow for all customers to receive the information and recreation they need.
1	POWER Library offers the greatest value, because it provides resources that individual libraries simply could not support on their own, either financially or technologically.
1	Resource provision and resource sharing, Power Library and ILL Enables access to resources state-wide
1	Power Library- Especially for public schools. With the budget cuts we cannot afford to buy these databases ourselves. Many libraries are staffed with para-professionals without library background. The databases helped to ensure that quality information is available.
1	POWER LIBRARY as it is a program that all students have access to and help all levels of education.
1	Trainings have the highest value, because without well trained librarians other services do not matter.
1	Collection Development, POWER library and Summer Reading offer the greatest value to the customer. These impact our customers directly by providing materials, reference information and educational opportunities for our youth.
1	POWER Library - users of all backgrounds and ages need access to good quality electronic resources
1	Interlibrary loan services, POWER Library and Summer Reading Club: these services and programs are highly utilized by our patrons and those in our county's library system.
1	Interlibrary Loan has the greatest impact on the most libraries, both public and academic, across the state. It expands all of our collections and enables us to meet a broad range of cardholder requests.
1	ILL. Sharing, rather than duplicating lower use resources offers a cost-effective way to build collections.
1	ILL and the ability to share resources; Power Library for its access to quality reference for our students and public; Summer Reading Programs for their ability to engage our children during the summer months.
1	Power Library because many students benefit by it and ILL's because we can obtain materials not available in our library.
1	Collection Development Grants & Summer Reading Program both. Summer Reading reaches the young readers and we've used our collection development grants to boost the adult collections.
1	Laptop lab for libraries. Without this lab, I would not have been able to engage students in 21st century skills and information literacy during library instruction. Students learn by doing and the LSTA grant made a computer available for each student. Without the

Count	Response
	grant, my district would not have been able to afford this technology.
1	Because I am a youth services person I believe that Summer Reading makes the biggest long term difference. The programs that encourage children to keep up their reading skills all year will impact the future of the whole state.
1	Hands down, Power Library is the most important service to our junior high library. Students need to learn that there are electronic resources beyond internet sites and Power Library is the only way that some of us poorly funded libraries can expose our students to this.
1	Education empowers anyone to dream big. Providing current resources encourages patrons to use the library on a regular basis. Valuing reading can be passed down to many generations. The payoff is huge..
1	Summer Reading definitely has an impact in both rural and urban areas since it continues reading throughout the period when school is not in session and when children tend to lose their skills.
1	Power Library is the only resource that I have ever used....most of the other resources are more public library based
1	Again, the POWER Library databases have the potential for again providing the greatest value to library users, because the LSTA and state funds were able to supply what individual libraries could not afford to provide. I cannot emphasize enough the value to everyone of those databases. When the Master File Premier index and full-text periodicals database subscription was not renewed for PA libraries, our users lost a great deal. Please channel funds that direction for the future.
1	POWER Library and ILL, because both put more information/access in the hands of end users, especially for end users in rural, underfunded service areas.
1	POWER Library--from talking to other librarians, I feel that this gets the most use by students, librarians and teachers alike on a daily basis.
1	At the moment, I would identify the summer reading program as the one that offers the greatest value to the customers/end users of the libraries. It is hugely popular with both adults and children, encourages both to continue reading over the summer, and allows them electronic interaction regarding books they've read that they might not otherwise get.
1	Integrated System along with ILL. Services reach all customers and everyone has equal chance of accessing library products/books/AV.
1	Power Library, Statewide Interlibrary systems and resource access, Collection Development, Funding for Professional Development. I selected these because I believe these investments will have the largest return on taxpayer investment.
1	I think Power Library offers the best services because it is something that all citizens of PA can have access to reliable resources.
1	POWER Library gives access to all residents of PA to databases for research that they cannot individually afford and which the libraries cannot afford on their own.

Count	Response
1	Power Library. The vast array of materials and services offered through Power Library are invaluable and individual ROI leaves no question of how important the services are.
1	Summer Reading and support for children's programming. Children's programs are a doorway to the library. Many caregivers have never used the library before or had gotten out of the library habit. Children's programs are our best PR, a bonus in addition to their educational purpose.
1	Power Library is an essential offering, although it's not nearly as good as it was before funding was cut. Libraries on their own cannot usually afford these resources.
1	Power Library: individual patrons cannot routinely subscribe to the databases found in Power Library. Subscriptions to such are not within the average householder's capability. By using the resources of Power Library, patrons can access reliable information in an efficient manner rather than sifting through the results found when searching with a search engine such as Google or Bing.
1	Collection Development Grants because they aid one of the most basic needs of a library...having materials available for their patrons.
1	The Summer Reading Program offers a great value to our customers. Families return every summer to participate and, as a result, boost the statistics of the member libraries.
1	POWER Library - often the only databases available in a library; necessary for providing reference service to patrons.
1	Our library received a collection grant several years ago, greatly helped us offer young adults books. In the future our library would like to avail ourselves of the digitation services.
1	Interlibrary Loan is the most powerful thing that libraries can offer their patrons. It expands the resources that are available to them.
1	Interlibrary Loan is the most important because it enables us to get just about any resource our patron requests and this is one of the number one priorities of libraries.
1	Interlibrary loan would be my top contender of those listed, but AccessPA is right up there with it. I may have marked it as having low impact, only because it has been cut so drastically the last few years.
1	POWER Library again...I believe it can reach the most patrons/clients and the Interlibrary Loan aspect of it is phenomenal!
1	Power Library offers the best value because it gives students and residents access to informational databases they would not be able to obtain otherwise.
1	Inter Library Loan - all libraries cannot carry everything and being able to get something from another library is extremely valuable.
1	POWER Library services is a valuable asset to students in schools where funding is not available for electronic resources. These students benefit from having the opportunity to learn 21st Century skills they might not learn otherwise due to budget constraints.
1	Power Library - because it impacts the most schools and other libraries in the state. Its

Count	Response
	resources cannot be duplicated with local funds or in current collections.
1	Power Library/ACCESS PA because they bring resources to people that libraries could not afford to provide individually.
1	Summer reading. I choose summer reading because it is a free resource for families to maintain a means of educating their children over the summer.
1	Summer Reading Club provides families and children with vital learning and reading opportunities throughout the summer and prepares them to use the library for all their information and recreational needs.
1	Inter-library loans ensure that patrons can read a book, even if their local library does not have it.
1	POWER Library, because in general patrons do not have access to the types of information available in the subscription databases provided by Power Library.
1	Summer Reading. Has community impact and lasting memories for the children. Also helps combat "summer slide" for students.
1	Our laptop computer labs are constantly used by teachers and students for research, testing, etc. They have been invaluable in or school.
1	POWER library because it meets the needs of all library patrons and helps to level the playing field for school districts with less than adequate budgets that can not afford databases that more affluent districts take for granted.
1	Collection Development grants, since they help to address the biggest problem of funding for library materials.
1	SRC, POWER Library, Collection Development, ILL. We can't support these programs with local funding and need the LSTA funding support. LSTA funding also funds technology innovation (under collection development?) another area we need to be current and relevant in our communities.
1	Interlibrary loan is an incredibly valuable resource to extend our collections by making resources available statewide. Our patrons value this service and it is equally available throughout the state.
1	Summer Reading and One Book programs to keep libraries in the news about great resources that are available.
1	At its height, POWER Library offered incredible value, making resources available to even the smallest libraries. It is unfortunate that POWER Library has suffered so many cuts.
1	Power Library as explained before has broad appeal and could include many valuable databases that our smaller libraries could not acquire on their own.
1	ACCESS PA / POWER Library - It is available and has features that can be used by all library patrons (public, private, school.) Many of the other services are limited to specific audiences.
1	I choose the Summer Reading Program. It helps build a foundation for early literacy and

Count	Response
	lifelong learning.
1	Professional development and training for professional staff and trustees. This is effective to provide at a statewide level to educate the leaders of libraries so they can effectively build libraries that serve the community.
1	I think professional development has the best value. Without a well-trained and engaged library base, the quality of service in the state wouldn't be the same.
1	Power Library to offer sites with reliable resources that are too costly for declining school library budgets. This would include Access PA to borrow and lend materials that each individual school cannot possibly afford.
1	Power Library has the most potential for impact. Can be used by all ages. Should be made as strong as possible.
1	Summer Reading - this program impacts the most people and has the most demonstrable effect on children's reading skills.
1	I really think it is providing services - meaning, branches open and available. No reduction in librarians, branches, hours of operation, support staff!
1	Our Senior Center initiative has been wildly successful. The rate of use has increased since the opening date and the center is now full all of the hours it is open. Staff has worked to identify and initiate a wide range of services such as computer tutoring, Medicare assistance and cultural programming of interest to seniors.
1	Collection Development grants because they impact the most students. Technology grants are fine for those schools that have individuals who can teach technology.
1	Power Library is used by students and adults of all ages in all types of libraries. It is crucial to the ability of every citizen to do research and access reference information.
1	Power Library - because it provides patrons with the resources to search for information independently.
1	I think they all have great value to library patrons--it would be impossible to just single out one service or initiative that hasn't helped us improve our services to patrons.
1	Prior to the time I became the Librarian at Mount Union Area High School, the previous librarian received an LSTA grant. As of right now, there are no longer any computers or software available in the library. When I was hired nine years ago, we used the computers and the software tremendously. Our school was remodeled within the last three years, and everything disappeared.
1	In the past this library has purchased computers through the LSTA grants. We would definitely look to this again, as our computers are aging.
1	POWER Library is the greatest value. It offers a multitude of information access points at a relatively low cost to the library. In addition, buying databases in bulk is much cheaper than individual libraries purchasing those databases.
1	Power Library (including ILL) - there is no possible way that a small public library or a school library could afford to offer such great resources for $250.00 a year. By

Count	Response
	negotiating the contract at the state level there are enormous savings, and the resources are ideal for everyone. It levels the playing field for citizens of the Commonwealth when a patron at a small rural High School (graduating 50 students or less) can have access to the same information as a patron of the Carnegie Library in Oakland.
1	POWER Library because of the breadth and content available, and also because such a service provides equal access to ALL.
1	I think both POWER Library and ACCESS PA have the most value because they offer equal access to a variety of database and print resources to anyone in PA.
1	POWER Library offers equitable library access for those who have difficulty getting to a traditional library and for schools with limited budgets.
1	Why do you keep asking the same question over and over? Summer Reading is probably the best use of LSTA funds. Followed by Collection Development Grants and Consulting Services.
1	Family Place. I don't believe the library would have initiated this program without the support, both through financial and consulting assistance.
1	POWER Library is a crucial program that when fully funded was extremely important to both school and public libraries.
1	Power Library -- Even small libraries in the northcentral part of the state can have access to these databases. Everyone needs access to quality databases. Let's face it - the Internet isn't always the answer. This provided equal access. You know that everyone in the state can utilize these resources. It benefits all library types - school, public, academic, etc.
1	Power Library. I wish it was used more in our library. Additional collections in Power Library would be helpful
1	Summer Reading- large #s of children signed up for this so interest remains high for parents and children. Great way to introduce children to the local public library.
1	Power Library and Ill services provide the greatest value and are the most cost-effective way to provide services.
1	PowerLibrary. In rural areas, the money simply is not there to provide so much database material.
1	Interlibrary loan enables our reading to meet their educational and recreational needs. This service was selected due to limited funding at our small library.
1	Interlibrary loan. I chose this because it greatly enlarges access to books and knowledge and helps to educate and promote enjoyment of reading.
1	I feel ILL or Youth programs (family place, preschool connections) offer the greatest value. ILL allows patrons to reach beyond our limited budget to obtain the materials they require. Youth programs not only help the kids. They give us the opportunity to affect the entire family with tips and adult interaction for the adults as well as fun programs to further their social, educational, and emotional development.

Count	Response
1	Power Library, reasons already stated. It is invaluable! Our district could never afford to purchase that number of quality resources on their own.
1	Commonwealth library support of interlibrary loan services supports ALL libraries in the Commonwealth. No other service is extended to ALL libraries.
1	Power Library. The amount of information available is a tremendous asset. Libraries need not spend a small fortune on reference materials that are available through this format; freeing up that money to be spent on other resources.
1	Family Place Grants: Ability to transform libraries and educate staff to directly impact the public.
1	Power Library and interlibrary loans, narrows search parameters into targeted goals, and expands choices
1	Power Library is a consortium of services paid by the State and passes on to school at a price we can afford across the state that we would not be able to afford otherwise. We could not afford to purchase one database let only all the ones that Power Library houses.
1	The collection development grants are essential to the smaller libraries because we can develop the areas of interest for our local patrons.
1	POWER Library, collection development grants, and the summer reading program seem to result in high usage by our customers and allow us to focus our local resources on other aspects of our array of services.
1	The Interlibrary Loan program provides the greatest value because our patrons can borrow books that are not available in our library or in any of our county libraries.
1	Automation upgrades and technology should be a priority to help small libraries that are not part of consortiums
1	Interlibrary loan allows customers of the library to access all types of materials that their local library may not be able to afford. It also allows for better collection management.
1	Digitalization of primary resources is one item of value in order to have these items available to all. Technology and collection development also play important roles and we need to keep current with what is out there to provide a great library experience.
1	PowerLibrary. Because of the many resources it offers to all sorts of users - young and old - as well as to professional staff. PowerLibrary is SORELY missed by the Bucks County Free Library system.
1	Interlibrary loan. Resource sharing extends local collections beyond budget limitations. The Power Library databases meet some of this need, however interlibrary loan services allow library customers to utilize a much broader range of materials that are housed in a single library or from
1	The Power Library program- this offers everyone- school children, college students the average user etc. the opportunity to access a myriad of information for free. This is one thing that can cut the digital divide across PA.

Count	Response
1	Collection development keeps library collections relevant. Many or most libraries are seeing their own budgets dwindle. This is a way to keep up to date materials.
1	POWER Library makes thousands of dollars' worth of resources available to the citizens of Pennsylvania.
1	Interlibrary Loan - even though we are gradually moving into more digital and electronic resources, the fact that any local library can almost always can a requested title of a book is the most valuable service we provide.
1	POWERLibrary, though it could be improved substantially. It is the only service I have first-hand experience with.
1	POWER Library - the databases provided since information can be used by both public library patrons of all ages and school students. Although the cost of the databases may be high, the per user cost, when divided by the number of potential users (all Pennsylvania residents can have a library card), is pennies per user.
1	Power Library. This service allows libraries to offer citizens a wide variety of online resources.
1	ILL -- I don't know how people would be able to view or listen for free to some of the material that I see requested, without this service. They wouldn't know where to begin to look. People are saving much money by not having to order through Amazon or an out of print book seller.
1	Collection Development -- library users see and use the end result. I'd like to see this collection development grant change its focus from print to e-materials, since so many libraries struggle with taking this leap.
1	Laptop grants because it really helps struggling school libraries that might not have the chance to provide computers to students.
1	Power Library because it can be used both in schools and public libraries as well at the homes of anyone who possesses a public library card.
1	Power Library. No library has been able to purchase Ebsco Masterfile on its own. We lost so many databases that were extremely useful.
1	As far as encouraging lifelong learning, Summer Reading and the OBEYC programs begin the process and allow for participation through Summer Reading programs offered from 3 years to adults. As far as library services, ACCESS PA and ILL increase the base of materials that enable our patrons to continue the pursuit of lifelong learning. Both lifelong learning and library services are part of the mission statement of our library.
1	Access PA and POWER library both offer resources to all library patrons equally. They enable those who do not have local access to some information or reading material the ability to get it.
1	My elementary students are better able to meet the 21Century learner standards because of the Power Library databases. This year they loved using the SIRS DISCOVERER databases for their curricular and pleasure learning topics.
1	POWER Library provides free, quality online resources to the public that they would not

Count	Response
	otherwise be able to access despite its reduction due to funding cuts.
1	I know that services offered in conjunction with schools are very important in supporting our students in the local schools.
1	Summer Reading -- In essence, summer reading is the public school of the state of Pennsylvania, the three months of the year in which children are not served by the traditional school system.
1	Power library databases because you can't get to this valuable info any other way, unless you are a college student and have access to a college or university library resources.
1	POWER Library because of it's database offerings (at least when it used to have a lot). It helped better teach students research and sources and provided them with access to the best sources. As it has dwindled, we've lost many of the sources, but still have some access for teaching students research.
1	POWER Library. The many databases and the inter-library loan program provide the patrons with such a vast array of resources that so many of the libraries could not offer to the patrons. It levels the playing field for poor areas by providing excellent resources generally associated with richer areas.
1	Access Pennsylvania and Interlibrary loan have the greatest impact and value to my student users. They broaden the amount of available resources.
1	I would imagine Power Library and Access PA offer the greatest value to the customer and end users of the libraries. Power Library provides them with access to databases which libraries may not have otherwise been able to afford. Access PA provides users with access to all libraries' holdings across the state.
1	I think the POWER Library offers the greatest value; the currency and accuracy of the resources in the database is so hard for many libraries to provide on their own, it's a fabulous shared resource.
1	It's really a toss-up between the POWER Library and the Access PA Database and its Interlibrary Loan capability. Both provide resources to libraries who could never afford these services on their own. The patrons benefit from increased access to resources.
1	Power Library provides databases individual libraries will never be able to afford for their service area residents.
1	POWER Library was a valuable collection of online resources for my students. Unfortunately, it has been severely cut in recent years.
1	Family Place- we need the public to have these programs available to keep them coming back to the libraries so the children become lifelong learners.
1	POWER library contracting for on-line resources. This program has the broadest impact on the population as a whole. Economies of scale accomplished by contracting on a state-wide level allows electronic resources to be purchased at the lowest unit cost per resident.
1	Power Library reaches patrons of all kinds, from school students to adults, in rural,

Count	Response
	suburban and urban settings. It has something for everyone.
1	POWER library because it would be impossible for each library and school to purchase the databases on their own and the resources are of critical importance to our populations. SUMMER READING & ONE BOOK EVERY YOUNG CHILD because each library couldn't provide such programs and have the same impact as a statewide program with all the materials, shared planning, and statewide publicity; early literacy and maintaining reading skills over the summer are crucial to PA residents.
1	Professional development opportunities so librarians can serve their communities better. POWER library for offering resources to users.
1	(1) Interlibrary Loan service is most important and can more quickly affect a greater number of individuals; (2) Summer Reading COULD BE of great value-- if restructured (3) Power Library Services - NOT INCLUDING AskPa have broad potential regarding search sites, etc. (4) Digitalization - would be an asset for rural libraries, but cost, times, and resources to utilize these grants can be a major hindrance for rural libraries who are already struggling and short-staffed
1	Professional Development. There are sources of funding locally for just about everything else but few recognize the impact of training the people in the library.
1	Statewide integrated library systems and collection development that include technology. Americans need to know information literacy skills and libraries promote responsible use of technology.
1	POWER Library is a resource we need restored because of the importance to students and researchers.
1	I believe the Powerlibrary's ability to offer resources that would be too expensive for individual libraries is very important.
1	In my Library the children's programming (One Book Every Young Child and Summer Reading) offer value to the greatest number of local residents. Our events are always packed. Families come from local communities and the outlying townships to participate.
1	POWER Library. Without it my elementary students would have zero exposure to quality online databases.
1	I would have to say two programs are vitally important. Collection development is very important given the limited budget our rural public libraries have, and the summer reading program encourages our students to maintain their reading skills.
1	Both POWER LIBRARY and Summer Reading are equally important, in my mind. We need to provide online access to information of all kinds and encourage patrons to read. They complement one another.
1	Power Library, because the databases are expensive, often too much money for an individual library to carry, but is an essential thing to offer to patrons these days. Helps to keep the libraries relevant in the modern age.
1	Having access to grants for books is very valuable to me, as well as access to online encyclopedias or databases elementary students could use.

Count	Response
1	Family Place - Fostering intergenerational services gives a strong background for growing supporters of the library.
1	ILL Services provide quick access for all kinds of materials to our patrons. It is an amazing way to share resources in a community. The summer reading program also helps prevent summer slide for our grade school children
1	The Collection Development Grant - because the contact person can tailor this grant to meet the needs of their community and specifically target areas of the collection that are most in need of attention.
1	POWER Library has the greatest value to library users. I know that I could not afford the resources provided by POWER Library on the library budget for my school.
1	I think POWER Library is a wonderful tool for all libraries. It offers them the opportunity to use these information rich databases and allows school librarians to show students the difference between these sources and Wikipedia and Google searches. The nice thing about POWER Library, as well, is that all state libraries have it, so patrons can see it at all libraries.
1	Power Library because it provides access to materials in electronic format to both public and school libraries that neither would be able to afford alone.
1	Literature should be free to the public----you need an educated people to have a democracy. Please continue inter library loan.
1	Power Libraries - it provides an equal playing field for students in impoverished districts and it helps bridge the digital divide between haves and have-nots.
1	I would say Interlibrary Loan. To be able to have such a vast collection of materials at your fingertips has helped many a customer through the years. Whether it was pleasure reading or material need for a school project.
1	Power Library. Do we really want people to think that all research can be done by using Google? Don't we owe it to patrons to offer them the best resources available?
1	POWER Library -- excellent resources that individual libraries could not afford to purchase for their customers
1	POWER Library and the databases it provides (provided when fully funded). With these databases the playing field is leveled between the haves and have-nots. Necessary for a well-functioning democracy. Everyone needs to be educated and have access to information.
1	Summer Reading--because of the number of people it benefits. Plus the benefit of encouraging lifetime library users.
1	Summer reading, One Book Every Young Child, Family Place and Pre-school Connection all reach out to the youth in the State. Getting the youth to value libraries at a young age will help keep libraries in the forefront whatever format libraries become in the future.
1	The Interlibrary Loan Service and the POWER Library are of huge value to customers and patrons because they provide something that their individual local library may not

Count	Response
	always be able to provide - an almost inexhaustible amount of resources, materials, and information.
1	Power Library--everything is getting cut from my budget so having this as a resource our students can use is greatly appreciated.
1	I feel Power Library and Access PA. We use these services almost daily in the school library/classrooms and it is a great tool for public libraries.
1	Workshops that educate librarians on presenting particular types of services to particular audiences. We all need to stay current on so many subjects but who has time? This is an efficient delivery method, and ensures we are offering relevant services in the best possible manner to our clientele.
1	POWERLibrary - because it offers a wide variety of sources that most people/libraries could not otherwise access.
1	POWER library - Having researched the reference collections of many libraries across the state, I came to realize that many libraries had not maintained a good reference collection. Access to databases for reference interviews, education and research can be achieved with the POWER library.
1	Power Library With statewide purchasing power, the cost for the databases is less than individual libraries would have to pay.
1	Interlibrary Loan---we can never all own the same books. This allows us to provide to our patrons what they want, even if we don't own it.
1	POWER Library expands availability of reputable, quality resources regardless of library size, budget or location.
1	Power library would have the highest value if it were easier to use and better marketed so everyone could make use of the service.
1	All initiatives and programs that help the smaller public libraries to do more, to be more, do the most good.
1	Summer Reading Program. The program gives us a way to get children into the library and hopefully keep them coming. We can show them the importance of the library and all of its benefits. Children reading turn into adults reading.
1	Power Library because of the amount of materials that are available to anyone who has a library card. I am under the assumption that at least 85% of the Pennsylvania population has free access to a library.
1	Interlibrary loans, collection development grants. An LSTA grant helped our district libraries establish teen spaces which has made an impact for that audience. Cannot speak to impact on Family Place/One child
1	POWER Library, because it gives all students the ability to use reliable databases that cost money and that their schools might not be able to afford.
1	POWER Library because of the quality of the databases that are provided to school students and the citizens of PA.

Count	Response
1	Libraries are about access to information. ILL, integrated systems, PowerLibrary, digitization, and collection development all either support the building of collections and/or making them broadly accessible.
1	The Urban Services grants provide value to an underserved population and a segment of the population that has no voice. In order to help alleviate profound poverty levels, something needs to be done to help the youngsters to insure that they don't repeat the poverty cycle. What better way than with library services which promote literacy?
1	POWER Library -- many schools cannot afford additional databases because of budget cuts, and they are CRUCIAL for preparing students for college and careers.
1	POWER libraries but only if the contents are improved. Add online services such as tutor.com or other service. Focus it more directly on homework help like the NYPL homework help. Hone in on a k-12 market.
1	I have been very fortunate to receive LSTA grants for library technology two times in the past 15 years. Receiving these grants has helped the library and entire district to move forward.
1	Power Library and Interlibrary Loan Services: Reaches the most people for the value. In some situations, these services are the only way the information is available to school students and rural libraries.
1	One for books, summer reading. Getting reading materials into the hands of those who can't get them themselves will help them to achieve their academic goals.
1	Library for the Blind and Physically Handicapped. Selected because the services would not otherwise be provided if LSTA funds were not allocated.
1	Power library databases and statewide delivery (which I noticed is NOT specifically listed) interesting......
1	I had two thoughts. Power library helps school students, so I respect PA's decision to put money in that direction. LBPH funding is important because so many lives depend on service. PA has one of the oldest populations in the USA. I predict strong demand for audio books in an accessible way for years to come
1	Digitization funding: because the future of libraries is very much connected to digitization; and the POWER library databases because residents of Pennsylvania need access to professionally produced information resources such as the ones available via POWER library. I *need* free access to the historical files of the New York Times and other information that documents our past and present.

6. In your opinion, which of the services or initiatives that have been identified as being supported with LSTA funds has the greatest potential for improving library services in Pennsylvania?

Count	Response
1	"One Book" certainly has the potential to increase reading in the child/youth demographic
1	A statewide ILS. A statewide CMS would be nice too.
1	ACCESS PA and interlibrary loan
1	ACCESS PA database and the collection development grants
1	ACCESS and Power Library, if they are funded.
1	ACCESS/POWER - For the same reasons stated above.
1	Access PA
1	AccessPA
1	Again, Power library
1	Again, anything technology related.
1	All of the above.
1	All of the services provide a needed service to the libraries of Pennsylvania
1	All of them have the potential. Funding should not be cut in this area.
1	Anything with technology upgrades and collection development.
1	Collection Development Grants
1	Collection Development Grant because, again, it meets the most basic need of a library.
1	Collection Development Grants help underfunded schools to update collections such as science.
1	Collection Development Grants.
1	Collection Development and workshops
1	Collection Development--when the priorities are of interest to our end users.
1	Collection development grants.
1	Collection development grants
1	Collection development and hardware/software grants
1	Collection development grants.
1	Collection development is invaluable. Without help all our materials would be outdated.
1	Digitalizing materials that could be lost.
2	Digitization

Count	Response
1	Digitization
1	Ditto
1	Don't know.
1	EbscoHost or Omnifile databases
1	Family Place Grants
1	Family Place grants.
1	For improving services to patrons: Interlibrary Loan, PowerLibrary, and Digitalization
1	Funds for the Blind and Collection Development grants.
1	Grants
1	Grants - for schools with little or no funding.
1	Grants for collection development with the budget cuts.
1	Grants for the purchase of library materials.
1	I believe a statewide ILS would make library services in Pennsylvania much more effective.
1	I believe the integrated library systems and the PowerLibrary provide the most state-wide impact.
1	I don't have needed information to answer this.
1	I don't know enough about each program to answer fairly.
1	I don't know enough about the whole array of services to answer this question.
2	I don't know.
1	I don't really know because I don't use a lot of the services that seem to be very helpful.
1	I think grants have the greatest potential for improving library services in PA.
1	I will say again Power Library
1	I'm not sure.
2	ILL
1	ILL and Statewide Integrated Library System Project
1	ILL and Power Library
1	ILL services and POWER Library
1	ILL- the ability to retrieve an item from another library is important to our patrons.
1	ILL....patrons love that we can fill a need even if we do not have the item.
1	ILLs

Count	Response
1	ILS
1	Improving the Power Library choices. There is no substitute for good information.
1	In my experience, Interlibrary loan and One Book Every Young Child.
1	Integrated ILS
1	Integrated Library Systems--cost effective and patron-friendly
1	Integrated catalog, online books, AccessPA
1	Interlibrary Loan--helps offset materials that cannot be purchased by smaller libraries.
1	Interlibrary loan
1	Interlibrary loan because it enhances a library with a limited collection
1	LSTA Grants could provide a huge impact if the funds were more widespread throughout the state.
1	Library Development, training efforts, and consulting with Commonwealth Libraries staff.
1	Major innovation grants, they appear to have the most impact in improving services.
1	More statewide access to digital resources.
1	New technology
1	Not sure
1	Not sure
1	Not sure.
1	One Book Every Young Child
1	Online databases and e-books- technology major role in the way in which motivates students
1	POWER LIBRARY again makes the library more visible to all the residents of the state.
5	POWER Library
1	POWER Library -- more users come to PA libraries.
1	POWER Library and Access PA
1	POWER Library can reach the masses.
1	POWER Library used to have the most impact but it is not very useful right now.
1	POWER Library, ILL, grants to libraries.
1	POWER Library--let's get it beefed up again!
1	POWER Library. Same reasons as those given in #5.
2	POWER library

Count	Response
1	POWERLIbrary
1	POWERLibrary.
1	Please just loan books!!
1	Power Library to move state libraries into the future
1	Power Libraries
9	Power Library
1	Power Library Service ILL
1	Power Library and AccessPA
1	Power Library and interlibrary loan
1	Power Library and services for the Blind and Handicapped.
1	Power Library because it provides 21st century tools for all ages.
1	Power Library for the above reason.
1	Power Library has the greatest potential to provide increased services to databases statewide.
1	Power Library or possible the Statewide Integrated Library System Project.
1	Power Library without a doubt
1	Power Library, ILL services and collection development
1	Power Library, if it goes back to its full funding.
1	Power Library.
1	Power Library/ACCESS PA.
1	Power libraries. Useful online database for the cost of logging on from anywhere for anyone.
1	Power library and collection development grants
1	Power library and collection development.
1	Power library because of the information for all levels of education in the community.
1	Power library coming back to what it once was offers the greatest opportunities.
1	Power library.
1	PowerLibrary
1	PowerLibrary, ILL, and integrated systems.
1	Probably the Statewide Library Initiative because it will impact every library user.
1	Professional Development and Training.

Count	Response
1	Professional Development
1	Professional Development-teach one librarian, and he/she can share with hundreds more!
2	Professional Development.
1	Professional workshops help us learn to be more efficient and effective.
1	Put back full hours at all libraries.
1	Resource sharing and resource provision, again, ensures equity of access.
1	Restored POWER library databases
1	Returning funding to the above + funds to rebuild services lost is essential.
1	SAA
1	SEE ABOVE.
1	Same as above
1	Same as above plus the Unified Catalog, which will enhance our ability to share resources.
1	Same as above.
1	See #5
1	Staff Development
1	Staff development programs
3	Statewide ILS
1	Statewide ILS has great potential to help local libraries and better integrate them together.
1	Statewide Integrated Library System Project
1	Statewide card
1	Summer Reading Program
1	Summer Reading Programs
1	Summer reading really helps kids transition from one grade to the next.
1	Support for ILL which enables us to share our resources
1	Supported library programs and initiatives.
1	Technology development and collection development.
1	Technology grants
1	The Integrated Library System initiative (PAILS) to switch to Evergreen.
1	The collection development and digitization grants.

Count	Response
1	The integrated library system.
1	The interlibrary loan services provide access for library users.
1	The new ILS service
1	They are all important!
1	This question is unclear.
1	Training and Development of staff has to have a direct positive effect in every library.
1	Training and collection development
1	Training opportunities & grants to do independent projects
1	Training would help libraries greatly in these trying times
1	Trainings and Collection Development Grants
1	A state wide online catalog that allows patrons to renew a book online in any library.
1	collection development grants
1	family place, one book every young child and training workshops
1	Grants
1	grants and PD
1	Interlibrary loan.
1	interlibrary loans
1	no idea
1	not sure
1	power
2	power library
2	same as above
1	services for the handicapped
1	strategic partnerships
1	union catalog and ILL--blind and handicapped absolutely necessary
1	unsure
1	Training and workshops to give librarians the tools to develop creative programs to reach out into the community.
1	Professional development would have the greatest potential for the improvement of library services. As librarians become more familiar with new or newer technology/resources, they are better equipped to help their patrons.
1	Anything to do with technology keeps us up to date with the rest of the country. Inner

Count	Response
	library loans let people find the info the seek.
1	The Statewide Integrated Library System Project brings the potential for much improved sharing, unity, and collaboration between libraries; as well as the potential for great cost savings to local libraries.
1	Training librarians is one of the most important factors for improving library services. I wish that they could go back to the way it was in that we could have face to face consortium meetings.
1	Both Power Library and the investment in the Evergreen statewide online catalog have the potential to greatly impact library services statewide. Evergreen COULD eventually save libraries lots of money if we are no longer tied to expensive proprietary systems that limit our ability to serve our patrons -- and if we are on one system - sharing would be cheaper and easier.
1	Continual interconnection between libraries. Our Westmoreland Library Network system expands our collection to thousands more materials and resources than we would have working as in individual library. Let's keep it going!
1	ILL. See my earlier comments. Resource sharing is essential; this includes access to digitized materials.
1	The Urban Populations grant has potential due to the economic down turn in the state. Many potential users will be able to obtain services for their needs
1	Interlibrary loan. Due to funding cuts we have little or no budget to purchase needed print, media, etc.; therefore, we can still design new lessons and utilize current titles even if we cannot purchase such items for our library.
1	Collection development remains high on my list, because maintaining current and relevant collections in today's economy is difficult at best.
1	Support for Professional Development could have the greatest impact, if it would focus on more connectivity between school - public and academic libraries.
1	State consultants with continuing education events and programs to keep librarians up to date on the future of libraries.
1	PowerLibrary - because these resources have been cut so drastically, yet if this program were re-invested in, would cost so much less that the individual investment of libraries and statewide agencies across the Commonwealth. Statewide Interlibrary Loan of Materials Collection Development Grants
1	I would say let's get the funding formula updated--that's more important than how LSTA gets parceled out at this point.
1	Integrated Library System project. If successful, could potentially save millions of dollars for providing service.
1	POWER library for the reasons stated above. Statewide ILS, for reasons stated above, Continuing Education, for reasons stated above. ILL for reasons stated above.
1	The POWER Library (especially with restored and expanded databases) has the

Count	Response
	greatest potential to help libraries lead their communities in the digital age.
1	I think that supporting salaries of Commonwealth Libraries employees has the greatest potential for improving library services in PA.
1	I believe there is great potential in collection development, specifically in regards to e-readers.
1	POWER Library could have a greater impact if we could return to the original funding levels and restore some of the lost resources
1	Possibly the statewide integrated library service, as it will provide an alternative to costly ILS systems and would free up a library's funds to be used in another area.
1	The LSTA grant for computers is terrific. Power Library and ACCESS PA are both terrific programs.
1	Good professional development, because the effects can be felt in all of the different areas listed.
1	The POWER Library provides access to online resources, enabling member libraries to improve reference service, without a huge additional cost. The Collection Development and Digital Collection grants provide greater access to resources to help libraries meet 21st century needs.
1	POWER library. Sharing reference materials frees up funds for other materials at the individual library level.
1	Collection development grants and money for technology. Patrons deserve the best and most up-to-date resources available. Patrons need access to technology.
1	The Summer Reading Program is the public library's chance to meet the needs of the children of the community without the competition of the school library. Unfortunately, I find that apparently school libraries are doing their own SRP which cuts into our attendance. I hope they are not being support through funds that should go to the PUBLIC libraries.
1	The collection development grants have the greatest impact in schools, but the digital preservation for the public libraries has the greatest impact in the local communities.
1	POWER library on-line resources contracts. The fact that these resources can be offered statewide makes it possible for smaller and/or poorly funded libraries to offer access equal to those found at larger libraries and those serving more affluent communities. More information equity.
1	Almost all of the services in the survey have the potential for improving library service. Whether it does, or does not, lies in the hands of all the librarians in PA. We must care enough to promote these services to our end users.
1	Perhaps collection development comes to my mind because funding is so tight but I will say training and workshops. Without continued education the potential for stagnation is increasingly threatening.
1	Because of budget cuts, libraries have less funding to purchase new materials. For this

Count	Response
	reason, I believe that Interlibrary Loans are very important to the success of library services in Pennsylvania.
1	Services that support our local communities have great potential for improving library services in PA and helping people through technology becomes increasingly necessary.
1	Anything that would help local libraries purchase materials or keep their doors open and the library staffed would be a potential for improving the services. In tough economic times, people are relying more and more on libraries - and libraries are feeling the crunch so that they are limiting staff and hours and are unable to purchase materials.
1	With budgets decreasing--I think collection development grants may play a larger role-- and maybe even moving towards more digital books.
1	I don't believe this has actually been a service or initiative on a statewide level, but using LSTA funds to improve and enhance the technology infrastructure in our libraries would have the greatest potential for improving library services for Commonwealth residents. This needs to be done on several levels: at the high end, there needs to be a funding for libraries to spearhead cutting edge technology implementations, and at the low end, there needs to be support for the smallest community libraries to replace outdated hardware and software and improve connectivity speed.
1	Now that we've lived without some of the better Power Library databases, we may appreciate them more as they return.
1	They are all important but I think that an increased Power Library program can really improve access to information for users in various libraries across the commonwealth.
1	The Statewide ILS Project has great potential, depending of course on how well it is implemented. More user-friendly patron access to libraries could help libraries compete with web-based content providers and remain relevant to users.
1	Probably the integrated catalog, though it would have to cost $10,000 or less per year for our district to opt into it, despite the advantages.
1	Professional Development The training and workshops provided by the state help all library employees to learn about new resources and developments. The workshops help staff in even the smallest libraries to be up to date in their training.
1	Power Library at its best is a powerful and valuable tool for all ages. When the best databases and online resources are part of this, it is great to use.
1	The databases offered in Power Library have phenomenal potential to provide library services to patrons 24/7.
1	The collection development grants because of the new electronic collections we now have to build while still keeping books, etc. on our shelves.
1	Statewide integrated library system. This will help libraries do more with less by working cooperatively.
1	I think all of the grant programs are very important, especially in these very economically difficult times. Many libraries are the first places cuts are made, and without grant money, libraries cannot continue to function. So many studies have shown that in touch

Count	Response
	financial times, libraries are used more often. So they are most in danger when they are needed the most.
1	Professional development as well as collection development helps to keep staff prepared to serve their patrons. The ILS has great potential to help libraries work together and provide equal access to all PA residents
1	Summer reading program encourages children to use the library and continue to read during the summer.
1	ACCESS PA - because patrons throughout the state are given access to print materials that may not be available via any other method.
1	The ACCESS PA database has started to become neglected. We can no longer send our records in once a year for a collection update and, due to shortages in staff and the slow speed of the website itself, it has become very difficult to update our records when we have acquisitions or weed our collection. I have spoken to other school librarians in my area and they are in the same situation.
1	Summer Reading, individual grants to libraries to fund local projects that impact the needs of each community.
1	In my opinion, the best way to improve library services in Pennsylvania is to fully fund the PowerLIbrary resources and re-subscribe to the education database that was dropped.
1	The grants for digitization and collection development--they will help all school libraries obtain current materials and technology so that our students are better prepared for the world in which we live.
1	Anything that will support library services with overall technology initiatives such as improving websites and increasing bandwidth.
1	Without ILL some libraries couldn't function. They need ILL to keep their patrons happy and provide them with the materials they need. The think Evergreen is going to prove very important but we have to get all the libraries on board with it first.
1	Statewide ILS. It is important that we be able to share materials in a more efficient manner. Our customers will be the beneficiaries of this service. It will improve our ILL delivery.
1	Statewide ILS. A strong ILS platform for each library with smaller libraries being pushed via the ILS to offer more flexibility and opportunity to their patrons.
1	Any service that puts content in the hands of patrons in a timely fashion has the greatest potential for improving services. I think more libraries could use funds that provide digital content in remote settings, particularly e-books.
1	I think the Professional development services have the best potential for improving library services because it provides librarian with much needed training that they in turn can take back to their patrons.
1	Technology continues to grow and our libraries must keep up. Having computers readily available for patrons to use is necessary.

Count	Response
1	The Summer Reading Program, because it reaches a huge population, who will also one day be future library users and supports.
1	The Urban Services grants allow us to try new programs and services, while demonstrating their value and effectiveness under LSTA funding. It becomes easier to get local funding for a proven success of a program or service.
1	POWER Library and statewide ILS. POWER Library because it leveraged statewide resources/bargaining to get us more bang for our buck. I think it could be greatly improved as to search capabilities and marketing, but it had the potential to reach end users where they were, home, office, etc. through remote access. Statewide ILS I can only hope has the potential to streamline what we do and again put ILL search capabilities in the hands of our end users.
1	Assuming Collection Development would include Weeding encouragement and guidelines, I'd say this one would generally improve library services.
1	Would like to see more coordinated funding for digitization with other digitization efforts such as Lyrasis's mass digitization project. Additionally, funding cycles of one year are challenging to complete the digitization projects. Would like to see expansion of POWER library to include open and free access to JSTOR
1	The Power Library has amazing potential if patrons had fully taken advantage it prior to the cuts. The training offered through LSTA grants also can really raise the level of services provided by libraries throughout the state. Different initiatives such as the One Book, the Family Place Grant etc. have enlarged the view of what librarians see as their roles in the community. This has made a difference in program offerings and outlook.
1	I think they all have merit and feel the funding should be available for all to continue and grow.
1	POWER Library. If we expand database offerings, we offer universal access to quality content for K-12 and adults.
1	ACCESS PA and ILL together allow for the sharing of records and materials that have the potential for reaching all citizens in the state.
1	Power Library. When all libraries have access to a wider variety of online resources it levels the playing field for all students no matter who they are or where they come from.
1	I feel if Power Library was to add the databases it was forced to cut due to budget cuts the library services for all PA residents would be enhanced.
1	Given the variable use of library use by our customers, this is hard to answer. How quickly will e-readers proliferate and will libraries have enough resources to serve both the paper and the electronic demand for materials? LSTA funding should be flexible to adapt to changes in the market for providing and accessing content.
1	Laptop grants because it really helps struggling school libraries that might not have the chance to provide computers to students.
1	POWER Library used to be the envy of other states when I would go to conferences -- it increases our collection through these resources that take us beyond the books.

Count	Response
1	The digitization projects that are now getting under way have great promise for making generally available to everyone the rare and/or fragile materials that are currently quietly archived in PA libraries. Both preserving the materials for the future and increasing availability are major pluses for the future
1	Interlibrary Loan services open the collections of all libraries to patrons who might reside in areas where resources in their own public libraries are very limited.
1	Commonwealth Libraries is very informative in sharing information around the state. Library educational programs has been extremely helpful in bringing libraries up to date in technology
1	Power library and ILL have impacted my library - where I don't have the funds to get these resources for my library - I can still get them through these services. Again I can't be sure which services would help the most Pennsylvanians - I just know my patrons.
1	POWER Library and digitization. More of our patrons rely on the Internet for information; we need to give them authentic sources.
1	Collection Development grants. With funding cuts, many libraries are unable to purchase needed materials.
1	The statewide integrated library system has the greatest potential for providing a consistent, good customer library experience across Pennsylvania.
1	Access Pennsylvania and Interlibrary loan have the greatest impact and value to my student users. They broaden the amount of available resources.
1	POWER Library - this program cemented public and school library services - it lost so much of its strength, with the loss of the top grade programs - can upgrades be added for stronger research?
1	I think the LSTA K-12 Information Literacy (when it existed) and Collection Development grant programs and the "try-it" grant programs for public libraries offer the most value because they offer the opportunity to fund programs and resources for librarians who take the initiative to write them. It offers tremendous potential to improve libraries with librarian effort and collaboration.
1	If the purpose of libraries is to provide access to quality information in a format that is convenient for users to access I would have to say that again it would be Power Library. Power Library databases provide access to information that students in elementary school through college and the general public can use...it has broad appeal.
1	The ILS system- having 1 system serving every library in the state would be amazing- for ease of access, sharing resources and connecting us. This could offer us the opportunity to grow our service immeasurably and offer cutting edge access to everyone.
1	Professional development has the greatest potential for improving library services in PA as the field of librarianship in changing with such rapid speed and in such dramatic ways that veteran and newbie librarians need a way to stay in touch, learn from one another, and stay on top of the up and coming changes in practical application.

Count	Response
1	POWER Library being restored to its earlier levels would be a great use of funding since it would provide access to schools and the public equally.
1	I think the statewide integrated library system project has the greatest potential to improve services in PA.
1	Hard to say. We've had so many, many services cut back or done away with that the patrons don't even know what they are missing. This is EXTREMELY frustrating as a professional reference librarian. There are NO other options for these people, and that hurts everyone. If pressed, I would choose PowerLibrary as well as grants both to educate people in basic computer use and grants to archive local collections (which are heavily used.)
1	POWER - It was once great, now it's not so great, but we still need it. Please restore to former glory!
1	Power Library seems to be the most encompassing program with the ability to expand and still reach all people.
1	Individual grants to libraries. We were very appreciative of the LSTA grant in 2003 for automation.
1	Funding for updating and maintaining technology grants and funding for improved collections because libraries are a vehicle for teaching society how to be responsible users of technology i.e. copyright, evaluation of sources.
1	POWERLibrary offerings do need to improve. With budget cuts, heavily used databases, like Novelist, have been cut.
1	Collection development. As readership and technology change, it is essential to have materials available in updated collections in a variety of formats.
1	Professional workshops give the library staff the opportunity to learn new and innovative things, as well as, sharing successes and failures with library personnel from around the state. The interlibrary loan program again gives our patrons a wider range of materials that can be accessed for their education and pleasure.
1	Continuing Education Workshops for library staffs to keep them abreast of current library trends and standards to operate their individual libraries efficiently.
1	Digitizing collections opens up wealth of info to all patrons - college libraries, newspapers, archives are literally opened up to every citizen.
1	I think the Summer Reading program may have the greatest potential for improving library services throughout Pennsylvania. The enthusiasm for reading and library visitation generated from these summer programs results in youngsters becoming quite familiar with their neighborhood libraries. They then become regular patrons, develop relationships with their library, increase circulation, and eventually become supporters of public libraries.
1	See above, POWER Library suffered greatly at the hands of the state budget cuts, it would be wonderful to see more databases restored.
1	Integrated Library System Project. This would be so much better than having multiple

Count	Response
	cards at multiple libraries -- we need to think towards ease of use and accessibility for our users!
1	Power Library with Access PA enables the patrons of all Pennsylvania libraries to do research and also to find books to meet their individual needs.
1	Consulting Assistance from Commonwealth Libraries, Professional Development Training & Workshops. In my experience most professional training is not very practical or usable.
1	Anything to do with literacy...getting books into pre-schoolers hands; providing a family place; developing collections.
1	Continuation of the Summer Reading and Collection Development Grants have the greatest potential to improve library service and programs statewide. POWER Library is a giant waste of money...there is nothing there. Propping up IDS is a huge waste of money too...so few libraries can afford to be members anymore, even with a subsidy from LSTA that is supposed to reduce membership costs. And the Statewide ILS...what a joke!
1	It's hard for me to understand what is most important in the community library programs, but providing information and resources seems the most important.
1	PowerLibrary and all the grants that are offered. With budget cuts everywhere, grants and PowerLibrary have the most impact.
1	The grants that are supported with LSTA funds have the greatest potential to improve library services by providing better collection development.
1	ILL, Integrated systems, professional development and training support, One Book and Summer Reading.
1	POWER Library resources are used by us all. Funding needs to be boosted so we can once again use the resources which were available. Many schools do not have the budgets to fund an alternative.
1	With the emergence of e-readers, Power Library could have an enormous impact if materials were made for e-readers.
1	Power library databases and statewide delivery (which I noticed is NOT specifically listed) interesting
1	Both the funds to provide speakers and programs, as well as funds to continue providing interlibrary books to our patrons. At one time we were receiving DVD's throughout our region. This has since been stopped due to lack of funding. We have many patron who asked about this service.
1	PowerLibrary has potential, but its content is being lost left and right: I've supplemented the lost databases with subscriptions from my own budget at great expense. These losses are very disappointing.
1	POWER Library provides subscription services to small and otherwise financially strapped libraries which have no other means to access these resources.

Count	Response
1	Power Library has the greatest potential from improving library services because it offers resources that many libraries, especially small rural facilities, cannot afford.
1	Continue to operate POWER library with the current infrastructure at least, or restore some features that were dropped due to budget cuts in the past few years. Students in schools with few resources need this resource in order to prepare them for college-level research. Please don't let Wikipedia be the alternative.
1	To continue subscriptions to programs such as Career Cruising, World Book On-line, etc. Also to continue to update school library collections.
1	POWER Library expands availability of reputable, quality resources regardless of library size, budget or location.
1	I would love to see a statewide library card. Thus all resources were being shared by everyone. Or a statewide automation system - - yet, at this point I don't see that being accomplished soon.
1	I think POWER school could do more if it were brought back to its former width and depth of resources.
1	Digitization projects will go a long way toward making resources available to remote areas. Through this initiative materials will be preserved and easily referenced for the good of the public at large.
1	The Collection Development Grant - because the contact person can tailor this grant to meet the needs of their community and specifically target areas of the collection that are most in need of attention. For example, if I received a LSTA Collection Development Grant to update my library's history section, this section could once again be seen as a worthy, up-to-date resource instead of a dusty mausoleum.
1	Professional development for librarians has great potential to improve libraries accross the state. Local libraries cannot provide this service effectively.
1	Collection Development. Funding cuts have cut library budgets so they cannot spend as much on their collections. Supporting collection development enables a library to meet the special needs of its specific community.
1	POWER Library databases used to have more resources available. I would promote it to my students as a "one stop shop." The amount of databases has been reduced lately. Providing accurate, reliable, trustworthy information is important to teachers and students alike.
1	I think POWER library has the potential to grow library service IF it too expands and sustains its offerings - the budget hits and loss of databases has hurt its use.
1	Interlibrary loan is especially important in a time of tight budgets as it allows us to share materials, keeping patrons satisfied and happy.
1	More funding for Access PA will have the greatest potential for improving library services because it provides both interlibrary loans and digitized resources & databases for everyone in the state.
1	Access PA with its state-wide catalog and ILL services makes the materials of many

Count	Response
1	I think POWER Library has the greatest potential, but it is currently underfunded and trying to purchase databases to cover both school and public library audiences and failing miserably.
1	POWER Library -- many schools cannot afford additional databases because of budget cuts, and they are CRUCIAL for preparing students for college and careers.

7. Among the LSTA Grants to States program priorities are encouraging resource sharing, fostering strategic partnerships and serving individuals who find it difficult to use traditional library services. Please share any examples that you have that indicate that these kinds of activities are resulting from the services/initiatives that Commonwealth Libraries has undertaken using LSTA funds.

Count	Response
1	Readers that can no longer physically use the library building can read borrowed e-books.
1	Access to Internet services for everyone seems particularly important.
1	Again, power library and inter library loans are examples
1	Any links between school and public libraries improves services to the general public.
1	Ask here PA
1	At this time we do not have these services
1	Can't think of any.
1	Certainly Access Pa and Power Library are examples of this.
1	Cooperation with academic libraries and having access to their resources
1	Don't have enough information to comment on this.
1	Family services
1	I am not aware of this library using these resources.
1	I am not sure about this one since I am a school Library.
1	I am sure that there are some, but I'm not aware of what they are.
1	I am unable to provide any examples.
1	I cannot comment.
1	I cannot speak to this topic.
1	I cannot speak to this.
2	I don't know

Count	Response
1	I don't know.
1	I have no examples at this time.
1	I have no examples.
1	I use the Interlibrary loan services. They are great!
1	I would say the AccessPA resource sharing process is a prime example.
1	ILL has helped my students with resources they need for research on an occasional basis.
1	ILL is a perfect example of resource sharing
1	ILL services are one way that Pennsylvania libraries encourage resource sharing via Access PA.
1	ILL, Power library, Statewide system.
1	Interlibrary loan
1	Interlibrary loan and summer reading services.
1	Internet access to all individuals is a key result of LSTA Funding
1	Just loan books
1	Library for the Blind and Physically Handicapped.
1	Matching public computers.
1	N/A
1	N/A at my school library.
1	N/a
2	NA
1	No specific projects come to mind.
1	None
1	None to share
1	Not able to answer at this time.
1	Not known
1	Not sure
1	Nothing to report.
1	PA Power Library serves all ages and is the most widely available library service.
1	Power Library can be accessed remotely and this is useful for those who cannot visit a library.
1	Power Library clearly serves a very useful purpose in this regard.

Count	Response
1	Power Library is used as an additional resource that students can use at school or at home
1	Power Library brings a wealth of information into the home of every library card holder.
1	See above
1	See above.
1	Services for the Blind.... need to continue to fund the Philadelphia Library!
1	Services to the Blind and Handicapped allows for all to use our library services.
1	Services to the Blind/Handicapped, Power Library, and Statewide ILS.
1	The interlibrary loan has allowed everyone access to books they want to read.
1	There has definitely been a great deal of resource sharing through the Interlibrary Loan program.
1	Use of Power Library databases from a remote location other than the physical library.
1	We certainly interlibrary loan enough books for our patrons.
1	We had a blind student and the services provided were invaluable
1	We have connected customers with Library for the Blind and they praise the service
1	We work very closely with the local public libraries.
4	n/a
1	no examples at this time
1	no idea
1	none
1	none in my community
1	not sure
1	resource sharing in difficult budget times
1	thorough grant funded workshops, training has helps us identity services for our patrons
1	tuition reimbursement to Drexel librarian school
1	I am aware of several people in our community who depend upon the Library Services to the Blind and Physically Handicapped for reading materials. This service enriches their lives immeasurably. The Interlibrary Loan program enables us to share our resources with people across the state and to offer our users access to a larger collection than we can house on site.
1	ACCESS PA, ASK Here PA, and POWER Library are wonderful resources for resources sharing and reaching those who cannot reach traditional libraries and with text to speech add-ons and other technology, these services can be made available to those who have needs.

Count	Response
1	Our LSTA health and wellness collection development grant is allowing us to serve not only the information needs of our local service area, but through our shared county-wide system catalog, with all of the public library users in our county. ILL services make these resources even more widely available. This access to valuable current information at each level (local, county, state and beyond) epitomizes the high return on investment that library resource sharing enables.
1	We have used the interlibrary loan program to get books for patrons that we would otherwise not be able to provide.
1	We had a consortium created to utilize professional training and services with public, school and academic libraries.
1	This library routes the ONE BOOK, EVERY CHILD trunks to the surrounding libraries. Sure, there are lots of requests for the newest trunk at the same time. Still, this is one way to cut costs and share.
1	Our library received a collection development grant for health wellness, this allowed us the opportunity to partner with several area agencies for program development and providing promotional materials about library service
1	Downloadable Books, WB District with the Philadelphia library system due to the ability to get another library card as long as the state ACCESS PA sticker is on the primary card.
1	Resource sharing and providing better services to individuals with difficulty using traditional library services are both improved through the interlibrary loan program and the POWER library resources, especially in rural areas with limited financial resources.
1	The Mahanoy City Public Library and the Mahanoy Area School District Libraries share their resources in a Summer Required Reading Program. We both purchase books for their students to read during their summer vacation.
1	Because of my role as the children's librarian, (we are now a Family Place library) I have started many partnerships with the professional people that help with my workshops.
1	Inter Library Loan is one of the most fantastic services available. Part of the fun is seeing where the book is being loaned from. But it is nice to know that when I need a book that I have a whole state full of resources to pull from.
1	I don't know how Access PA DOESN'T fall under "resource sharing." To me that is the most visible and obvious example of using LSTA funds for what they are intended.
1	Our library uses the ILL system heavily and would find our services deeply impacted if this cooperation was degraded.
1	The special collections available through ACCESS, the sharing of books among all types of state libraries, the ability to access these materials by computer - all of these demonstrate the resource sharing, partnerships and service to individuals who find it difficult to use traditional library services.
1	Our grants have fostered relationships with health, literacy, juvenile, and many other service agencies, who work together with us now on programs and activities. Our LSTA-

Count	Response
	inspired work in the area of early learning has connected us with special needs and other at-risk children. The online summer reading registration and other online initiatives enable us to connect with people of all ages who cannot physically get inside a library facility. One of our favorite partners is the Kindly Canine therapy dog program that does Project READS with us. That grew from a collection develop grant for a satellite collection at a Boys and Girls Club.
1	Services to the Blind and Physically Handicapped is vitally important to all the public libraries, as few of us are able to do more than the very most basic things for these special needs patrons.
1	I just found out that the Free Library of Philadelphia is making its library card available through the mail to anyone who has an Access PA blue sticker on their local library card. This means they are providing services to people across the state who do not have ready access to libraries or cannot find the media downloads they desire at their local libraries. This is a fabulous example of resource sharing and fostering strategic partnerships.
1	Our library is more aware of ways we can serve patrons with disabilities including autism, visual impairments etc. as a result of training we have received.
1	Our district completed a grant on Career materials. This grant opened up our library sharing resources with such groups as Cooperative Extension PSU and CareerLink who held workshops for the public on such topics as resume writing and job interviews.
1	I would say LBPH, ILL and Power Library best represent these services. Not sure how specific the examples should be but these are the areas.
1	We have been purchasing many books on CD, which are used by patron with eye or physical handicaps. Also, with an aging population, many patrons like to have the use of large print books.
1	In our District, we have spent the past year looking to the future of libraries and how they need to adapt to thrive in an electronic environment to meet the needs of tomorrow's patrons. Individual libraries have been asked to examine their strengths and how they can share them with the other libraries in the District.
1	I've used LSTA grants I've applied for and that my district has applied for to foster better working relationships with local businesses and other nonprofits. When I had an LSTA collection development grant to purchase new health & wellness materials I took recommendations from the staff of the local hospital, and when my district had a grant to purchase books for small business owners I spoke to the local Rotary Club about the books. I think the grants have given us additional exposure in the community.
1	Making it possible for rural areas to create local collections of essential and regional materials means that local and rural users can have access to quality material for their edification and their research needs. The rural areas often do not qualify for many of the foundation grants because the percentage of minority population is too small or because there is not locally situated factory/store/retailer with the foundation name. It's tough for rural libraries to compete for these grants.
1	As I mentioned, the Statewide database allows me to refer to a student to a nearby

Count	Response
	public library for a specific title. The interlibrary loan system is also crucial. You can use the Power Library from home with a public library card. Many of my students go there to get the card. What a nice way to get them to find their local public library.
1	A cost effective way to fund inter library loan. Small schools and districts cannot afford the cost to send materials on their own.
1	We frequently send and receive ILL requests and having online access to services like POWER Library allows access to materials to patrons at home 24/7.
1	We use Access PA to borrow books from other libraries. We work in cooperation with our local community library to borrow books for students. We ask that all of our students get a public library card so that they can access PA databases at home.
1	Interlibrary loan encourages resource sharing. Power Library is available from any computer, making library services available to people who have difficulty traveling to a Library.
1	Resource sharing - My library is a small, rural library that has limited space. Yet our patrons need to access information beyond our storage capabilities. We are able to do so because of this resource sharing. A young gentleman studying to become a professional engineer, a nurse, and the daughter of a legally blind, elderly parent are examples of people who really appreciated our help in providing them with the materials and information that they needed.
1	Encourage resource sharing -- databases are purchased on the district level that otherwise individual libraries would not be able to afford.
1	Our urban services grant has resulted in children bringing their parent(s) to the public library, after attending programs at the depository libraries created through this grant. These are people who would not normally use the library, yet, because of this grant, they now find themselves utilizing services that they didn't know existed.
1	In our rural district where poverty is high, the ability to share resources helps our community to have access to materials without having to leave the community (something that they often cannot do financially) and enables them to provide educational materials to their children.
1	POWER Library and AccessPA both enable users to have access to items that may not be available in their local library.
1	With our LSTA grant--we were able to build up our teen e-book collection with books that in some areas get stolen due to language or content. In this instance--these books will always be available to the district wide teen users and not be stolen by some misguided community member or teen.
1	The ILL service, in my school alone, is heavily used. We borrow materials from and lend them to libraries across the state. It is a wonderful feeling to know that just because you don't have a particular item in your library for a patron, you can still meet their needs.
1	We have been able to service students that were homebound due to chemo treatments and other serious illnesses by using state resources.

Count	Response
1	AccessPA has provided my students access to college level materials that they would not have had access to otherwise.
1	The kindergarten students in my school district love the public librarian reading the One Book Every Young Child selection and they are provided FREE books for each Kindergarten student. Thank You!
1	Urban grant I think has a great impact. Instead of closing the cities libraries they should be expanding their services. Children need the library programs!!!
1	With limited resources and strained budgets, inter-library loan and any other resource-sharing programs help all libraries to serve their communities to the best of their abilities. Especially for customers with unusual and esoteric interests and hobbies, inter-library loan is invaluable. An integrated system would assist with resource-sharing and possible free up monies being spent on on-line system for other priorities. Finally, the Library for the Blind and Physically Handicapped provides materials for users least likely to be well served by a local library.
1	Resource sharing is made possible through inter-library loans. Students are always pleased that I can borrow a requested title from another library, even if my library does not have it.
1	Access PA and the POWER LIBRARY program is the "POSTER CHILD" for fostering/encouraging resource sharing and serving individuals who find it difficult to use traditional library services. Access to databases from any Internet connected device 24/7 provides access to information to all.
1	Our county libraries (5) joined together to have one common circulation system and our patrons enjoy borrowing from the other libraries in our system.
1	It is through LSTA funding of public libraries that I stay current with technologies and services for my physically handicapped and mentally challenged students. At the annual consortium meetings (which have been cut because of funding) there was always valuable information shared concerning materials and services that are available for these target populations.
1	Resource sharing has provided my students with the benefits of obtaining information that they could not get locally.
1	LSTA Grant to Chester County has allowed introduction of e-Readers by all the system libraries, not just the largest and richest members of the county system.
1	Summer Reading helps our library to foster partnerships with other community organizations. We utilized their talents to provide programming and information. ACCESS PA - allows us to easily search the state for resources.
1	Resource sharing is very critical for all libraries and for all patrons who select materials from home.
1	Power Library has provided all public and school libraries with an online database which many libraries could not afford. If a patron has a library card at their public library this can be accessed from their home if they cannot physically get to a library. E-books are now available through district library centers for those who cannot access local libraries

Count	Response
	or their library service hours have been cut do to funding cuts.
1	Fully funded ACCESS PA - allowing libraries to afford to be able to serve everyone. We do it now as an unfunded mandate and it is hurting us by giving the impression that this service is free.
1	The patrons of our small, limited-resource library are very fortunate that they can use the library in a way that goes above and beyond traditional library services, thanks to LSTA funding. It allows them to receive the benefits of a broad array of materials and services from across the state, including print resources and digital resources and access to the newest trends and developments.
1	Our library has referred several patrons to the Library for the Blind and Physically Handicapped. These patrons would not otherwise be able to utilize library services.
1	With our depository libraries located in housing authority complexes, children who could not find transportation to any branch library are able to go to library programs and read books, which are frequently available in their homes.
1	Although it does not affect my library, I have seen a partnership develop between public and elementary libraries through the One Book program.
1	The interlibrary loan part of POWER Library --- ACCESS Pennsylvania is such a powerful program of resource sharing for the Commonwealth of PA.
1	Over the past few years we have partnered with two other library districts to conduct workshops and share practices and programming with our colleagues in neighboring districts. This has been a huge success among library staff, and it enables us to make our program new and vibrant
1	I am excited that our town library is going to remodel to allow greater access for people with handicaps. Our community is so proud of the efforts of so many to accomplish this goal.
1	Our circulation has exploded because of the resource sharing among Westmoreland County libraries. People love the expanded materials and services available to them. There really is strength in numbers. We want to develop literacy in our communities so that every person has access to educational and recreational reading materials.
1	This does not pertain to school libraries in my mind except in the interlibrary loans. We borrow books from other libraries for students to use for research or leisure reading when we don't have what they need in our district libraries.
1	While in the public library system I was proud to see the services offered to the young people, the blind, the handicapped and the elderly.
1	The programs that the LSTA funding supports helps libraries feel connected throughout the state because our basic services are the same. It helps even the economic disadvantages that less funded areas have and helps the people who use those libraries have access to services that those libraries would not be able to fund on their own.
1	I'm not really sure that fits the answer you are looking for and I also understand that the LSTA grant no longer funds laptops for school libraries. I can tell you that it has made a

Count	Response
	huge impact on teaching 21st century skills to my students. Without receiving the LSTA funding I would not have enough laptops for an entire class of students to use, nor would I be able to have more than one class in the library at a time. These laptops provide invaluable service to my students.
1	Seniors have flocked to use computer services and they have made use of our services and skills in helping them to expand their knowledge base in this area
1	I am not sure if I am correct in this, but we may have gotten LSTA funds to help put an elevator in the library making it more accessible to the elderly, the wheelchair bound, and parents with children in strollers (especially those with twins and triplets).
1	Any program that bridges the gap between public and school libraries/librarians help to serve a generation of citizens in the best way possible by preparing them to be curious, creative, and responsible creators of the future through information literacy.
1	Our LSTA grants at the LBPH helped us get closer to book duplication on demand. Although that ideal is not achievable, I have personally been able to make a number of Pennsylvanians lives a little more pleasant by providing books they have eagerly been waiting to receive. Thank you for your LSTA fund support, helping make it possible!
1	Interlibrary loan certainly fosters partnerships and serves individuals. I'm sure that the other services are wonderful but do not use many because they are geared more for the public library.
1	ILL resource sharing through Access PA has given our students access to materials in academic and public libraries throughout the state and greatly improved the level of their research.
1	I think that in many communities, public libraries and school libraries do their best to work together. They are excellent resources for each other, and they both serve the same patrons. It only makes sense for those libraries to work together to provide similar resources and services.
1	In Philadelphia there are very often no funds for print materials or online services in our schools. Thanks to this funding our students have access.
1	Being able to get Power Library by using a citizen's library card and accessing the Power Library databases from home. Adults use Power Library to find information on cancer, college and high school students use it to do research, elementary students use it to learn computer terms, how to search, learn how to do research, and to learn. Kindergarten is where it all starts. Any funding that enables school libraries or public libraries to promote the connection of Kindles or Nooks to free resources is a priority.
1	Supplying adaptive use products to libraries allowed the organization to serve people who would find it difficult to use traditional services and building layouts. This initiative was not supported well enough to make a difference. (Chester County LSTA grant in early 2000)
1	In 2004 our school was awarded a LSTA grant to purchase laptops and online resources. This allowed, for the first time, an entire class to conduct research projects in the library. This increased collaboration between the librarian and teachers tremendously.

Count	Response
1	The LSTA Grant we received to purchase Homeschool and Educational resources enables our families, most of whom cannot afford to purchase their own materials, to have access to resources to educate their children. These resources will enable them to develop necessary skills to succeed as responsible members of our society.
1	In the past year I have assisted a patron in obtaining a PhD from Trinity College in Dublin by utilizing ILL services. I have also - with great difficulty, and often on my own time - helped several people to find jobs. To do this, I personally had to teach them to use a pc, establish an email account, create a resume, upload/post that resume, etc. We REALLY need help in this area. Other than ILL services, to which we still have access, the state is doing nothing to help us. I don't know if this is because our library system has decided not to fund the services, or if they are unavailable for another reason. We are hurting out here.
1	LSTA fund were used to allow delivery of library materials to the homebound who could not visit a library.
1	I was introducing a group of state forest personnel (about 20 persons) to the library resources at 9 am. Continuing Education is required for them & they needed the credits. They were not interested in fiction or nonfiction books, but when I explained the POWER library databases, they started asking questions. I showed them various technical, informational, consumer and children's databases - but when I hit the automobile and medical information they were sold. The group was permitted to leave immediately after my presentation. When I left work at 4:00, many were still using the computers. Since that date, I have seen at least 1/2 of them in the Library weekly. They never used the Library prior to that time.
1	One Book Every Young Child traveling trunks and other children's materials are being delivered to the homes Child Daycare providers via a partnership with the Luthercare Mentoring Van. Many Home Daycare providers are not able to leave their homes to get to the library during traditional hours. They watch children from early in the morning to late at night. They sometimes have children in their care 24 hours a day, seven days a week. Having library materials delivered to their door is a valuable way for quality educational materials to get into the hands of people who work with children every day.
1	If Power library was truly the best it could be this would be a great resource for those with vision and reading issues.
1	Our recent CD grant for medical materials taught us the value of seeing our materials collections as a system collection not as collections for individual libraries (We are a federated system.) This idea of system resources continues to inform our collection decisions. During the grant period, we formed partnerships with area health providers, both traditional and complimentary/alternative. A committee of library staff from each of our libraries, along with staff from two major hospitals, Area Agency on Aging and Penn State Extension office, continue to meet to plan programs for each of the libraries. Programs have been offered for all ages - preschool to seniors. A health fair is being planned for next spring. We are especially proud of all the programs that have been offered about complimentary/alternative health options (with the support of the traditional medical folks). Two ongoing support groups for brain health and for caregivers are now meeting at the library as an outgrowth of the LSTA project.

Count	Response
1	Libraries for the Blind and Physically Handicapped reach out to the Commonwealth as a whole, but funds should be provided without micro-management and interference by Commonwealth Libraries.
1	Our library has served several blind students in the course of the last 20 years. Resources available for those students have multiplied, and I have been able to provide much more to these students.
1	I was to a workshop that informed me of what the Commonwealth Library has to offer....more information like the workshops allows public school libraries to share resources that the Commonwealth has in their system/files.
1	We received LSTA funding to do a digitization project and we have been making books / serials in the public domain available by putting them up on Internet Archive via Lyrasis's mass digitization project. We are making historical material available to independent scholars who do not have access or connections to an academic library. In my special library I encounter many writers, researchers and practitioners in my field who need open access to this material and who are not affiliated with academia (so lack access to academic libraries and all of their resources)
1	Providing new materials for education and job research in this current economic dilemma. Providing quality early childhood programming to families who do not or cannot enroll their children into private and expensive programs and with the collaborative partnerships with local agencies offer these families opportunities for developmental screenings or intervention. Putting books into the hands of children who don't have any.
1	To name a few: POWER library is a primary example of such success--helping with access to valid, authoritative information for independent learning, curricular support. Digital and technology grants allow libraries to develop content that can be accessed in libraries or remotely (e.g. digitized historical photographs, documents, and the like, of interest to PA residents). Family Place grants allow the formation of strategic partnerships with community organizations that have an impact on early learning, parenting, and other aspects of a quality life.
1	The book mobile in our area comes to our school after hours, 2 times a month. Children can walk here, and borrow books. This gives them access that they otherwise do not have!
1	We recently received the preschool grant and the parents of young children have had very positive comments about what that money provided for their children.
1	ILL: our library, tiny as it is, has patrons who need resources beyond our federated system. There are some patrons who need MOD services and many others who need access to technology resources--PCs, printers, internet.
1	POWER Library services were important elements of research by school students in libraries where funding was low or nonexistent as cuts become deeper and deeper. As each database was dropped, librarians scrambled to find two or more alternatives that could measure up. There were painful retraining and last minute teacher/librarian planning sessions to revamp a productive program.
1	Our shared OPAC and delivery services make it easy for residents to share the

Count	Response
	resources of all the public libraries in our county, and the local community college as well. The District Interlibrary Loan program is also used heavily, We have referred people to the Library for the Handicapped and the Blind, and helped with the return of borrowed materials, so I know this important services is well-used..
1	Many nursing homes and senior citizen centers in our area provide a means for their residents to borrow from the Blind and Physically handicapped libraries.
1	I use PowerLIbrary with my students who have learning difficulty. It helped them with career planning.
1	As I stated earlier - the ILL gives our staff and students access to a rich variety of resources that otherwise they would be unable to utilize.
1	I know the services to the blind are very important. I have encountered several people who use these services. This service allows the person to maintain some independence, if they can get books recorded for use by the blind. It opens up their world. This is a service that should be supported always.
1	Our Senior Spaces grant, which lead to the library's creation and promotion of its Second Chapter Cafe has led directly to an ongoing partnership with a local group called Senior Services Connect. They are an umbrella organization comprised of a wide variety of senior services. Their mission is to provide outreach programs within their service area, and they have agreed to host year-long programs within our Cafe. Everything from fitness to gardening, cooking, and other life-long learning initiatives. This has increased our attendance, reached many of our seniors, and has cost us nothing!
1	Power Library is available to library patrons from their homes. Patrons can do research from home 24/7.
1	Again, statewide delivery is not listed--yet it is critical for resource sharing and any shared ILS (catalog. circulation system).
1	Partnerships with our local public and school libraries. Though we may not be able to have face to face meetings, we do keep in touch via email and elluminate sessions, allowing us to share ideas and projects.
1	We improved services to new Amercians/international language speakers by instituting staff language and culture trainings. We improved service to the low-literacy, no-computer literacy adults with computer assistants offer 1 to 1 help. We improved the chances of high school seniors to get accepted into college by providing guidance on the whole application process, when a majority of our high school seniors' parents did not go to college.
1	ACCESS PA has provided my students with materials I did not have; I also have sent numerous books to other libraries.
1	Interlibrary Loan runs very smoothly I believe. And Power Library is a dwindling but still very useful resource, it just needs to be marketed better.
1	Our district has had good luck sharing summer reading workshop trainings and other type of continuing education with neighboring districts.

Count	Response
1	Serving everyone who loves to read. Encouraging young readers and helping the handicapped have access so they are not excluded.
1	Resource sharing/ILL is important at our school library. We could never purchase all of the print titles that our students want to read or need for research projects. The ability to borrow these items from other libraries - public, school and college is very useful for us.
1	Inter Library Loan is resource sharing at its greatest. It is so helpful to be able to have access to other schools' collections as well as some university collections.
1	I recently had the opportunity service patrons who find it difficult to use traditional library services. Sharing resources for this type of patron is critical to giving them access to a wider range of library resources.
1	I know a lot of individuals who are amazed that they can borrow books from other libraries in PA for free.
1	I attended a program on school-academic collaboration that was very informative for everyone involved. The group is still active online.
1	The amount of people that use POWER library or digitized services and never come into the library.
1	All of the child focused programs do this- SRC, Family Place and One Book offer children the opportunity to grow in Basic Literacy and to help their parents in a variety of ways- from learning about basic reading skills to health issues to whatever may be a concern. These programs build community partnerships because business wants to partner with successful enterprises. One library in PA after winning a Best Practices award and the Early Learning Forum/One Book kick-off parlayed that into a community connection that helped them get a new library. Others have taken the SRC and connected to businesses or schools that have underwritten these programs. In my own library - our partnerships for the SRC have brought over $70,000 in sponsorship money to us in the last 2 years and we are looking at $75,000 for this year if we get the grant we requested from a new partner. Families who don't speak English as a first language have benefitted from Family Place as a way to connect to community services for issues they may have with their children. The One Book program has brought Verizon to the table and made them heavy contributors to PA programming. We continue to look at other large companies to partner with as we grow the ILS system and we look at resource sharing across the state.
1	Preschool Connection Grant ease of application, training, and resource acquisition has made a huge impact in this library's ability to provide resources for young children and families. It has also been instrumental in this library facilitating outreach programs to Head Start.
1	Our county used LSTA funds to teach 55+ library users how to use gadgets such as iPads and how to use Facebook and other social networking sites. This was extremely popular and people loved it. We partnered with our local Area Agency on Aging and senior centers to make it happen.
1	Of all the services to special populations probably the Libraries for the Blind has had the greatest impact, it truly helps people who have no other access to books and other

Count	Response
	library materials. The Urban Grants, what a waste, all they do is prop up decaying edifices that have no local support for their operations and whose patron base is shrinking if not nonexistent.
1	Just with POWER library I've had colleagues in need of materials for their graduate work that I could only find on POWER library. I also use Access PA about two times a week for students and colleagues.

8. If you could improve the LSTA program in Pennsylvania in any way, what would that change be? What program or programs would you prioritize?

Count	Response
1	!. POWER Library databases 2Collection development grants
1	1. POWER Library 2. Summer Reading 3. Interlibrary Loan
1	1. Power Library 2. Digital projects
1	?
1	Add additional resources to the Power library
1	Add back the deleted programs on Power Library...such as Novelist K-8
1	Add back the missing databases to PowerLibrary.
1	Add databases
1	Additional monies to restore POWER Library to the premier service it was.
1	Again I say Power Library
1	Again I would prioritize programs to get materials into the hands of our patrons.
1	All of the programs are important. I don't know what I'd change.
1	Allow institutions with a lower poverty level to qualify for the grants.
1	As a small library, we need grants in allowing us to market ourselves.
1	Assisting schools with further collection development and technology grants.
1	Bring Power Library back.
1	Clarity. Professional development/Power Library
1	Collection Development for all libraries.
1	Collection Development.
1	Collection Development. Electronic books.
1	Collection Development/Technology Professional Development ILL/AskHere

Count	Response
1	Collection development and resource sharing
1	Direct additional funds to POWERLibrary.
1	Don't know
1	Easier to apply for grants.
1	Easier user interface for PowerLibrary
1	Ebscohost, interlibrary loan services, blind services
1	Emerging Technology Support with a simple application process. Example: E-Reader Starter Kits
1	Expand POWER Library. That would be a priority.
1	Expand Power Library databases. Biography Reference Bank is a database I really miss.
1	Funding, funding, funding.
1	Help libraries make technology upgrades
1	I can't think of anything I would change.
1	I do not feel qualified to answer.
1	I don't feel I have enough knowledge of the entire process to offer suggestions.
2	I don't know
1	I don't know enough about the overall LSTA program to answer fairly.
1	I really don't know...
1	I would add more resources in POWER Library. They have decreased in recent years.
1	I would add to PowerLibrary and give more grants.
1	I would allow LSTA money to be used to purchase electronic material and databases.
1	I would get more money to put back into the program. Otherwise everything is fine with me.
1	I would increase funding and require feedback on denied grant applications.
1	I would increase the breadth and scope of the Power Library databases.
1	I would love to see a program/grant through LSTA for e-reader devices.
1	I would prioritize Power Library and Access PA interlibrary loan services.
1	I would prioritize Power Library.
1	I would prioritize Summer Reading; even though I feel that it is currently very well set up.
1	I would prioritize the Power Library databases and the ACCESS PA.
1	I would prioritize those I already discussed.

Count	Response
1	I would put youth/caregiver and resource-sharing (ILL) programs at the top of my list.
1	I would restore cuts to POWER Library and market its use more effectively.
1	I'm not 100% familiar with LSTA program, so I can't make any real recommendations at this time.
1	I'm not sure.
1	Improve POWER Library!
1	Improve/restore POWER Library.
1	Increase funding for POWER library to restore services lost due to budget cuts.
1	Inter library loan Power Library Collection grants
1	Just loan books
1	Less cumbersome administrative tasks. The integrated library system.
1	Local grants, Summer Reading
1	Mandatory funding for the restoration of PowerLibrary.
1	Many school library collections are very old - they need to be up-dated.
1	More data bases supported by Power Library, we are going to miss the Career services
1	More databases available in Power Library
1	More dollars are essential for all libraries.
1	More funds for computer training
1	More grants for innovation/digital libraries/ebooks
1	More information given to each library.
1	More professional Development programs.
1	More support for POWER Library.
1	N/A
1	No funding cuts so that we can provide the services that we have.
1	No suggestions at this point in my career at this library.
1	Not qualified to make a state-wide judgment
1	Not sure
2	Not sure.
1	Once again, funding to support the smaller/rural libraries is needed
1	POWER
1	POWER LIBRARY!

Count	Response
3	POWER Library
1	POWER Library is an indispensable resource that is in dire need of more funding.
1	POWER Library needs better databases such as the ones we had several years ago.
1	POWER Library should be returned to its "glory days" with expanded database resources
1	POWER Library then ACCESS PA Interlibrary Loans.
1	POWER Library with the addition of more databases on a wider variety of subjects.
1	POWER Library, Interlibrary Loan, Summer Reading, Books for the Blind
1	Power Library
1	Power Library!
1	Power Library, ACCESS and ILL.
1	PowerLibrary, grants to increase PC literacy among adults.
1	Priorities should be POWER Library, Interlibrary Loan, and Collection Development Grants.
1	Prioritize Collection Development, Power Libraries, Integrated Library Systems
1	Prioritize Summer Reading and Collection Development Grants
1	Prioritize: PowerLibrary Interlibrary Loan Commonwealth Libraries support
1	Provide better training for library staff - upgrade for teens -
1	Provide laptop labs to school libraries.
1	Provide more funding for Power Library and Access PA.
1	Providing additional resources/funding for 21st century technology services in public libraries.
1	Providing databases should be a priority.
1	Put Ebsco back into POWER library
1	Reporting requirements, though important, are often onerous and very time consuming.
1	Restore the grants to purchase technology, like laptops, to the LSTA program.
1	See above
1	Simplify, simplify, simplify!!!
1	Sorry, I really don't know.
1	Summer Reading Program
1	Summer Reading a priority Power Library a priority
1	Summer reading new computers that work together. putting back reg. hours.

Count	Response
1	Summer reading with more support and interlibrary loans with paid postage.
1	Supporting local public and school libraries in the face of cuts from local budgets.
1	Technology.
1	Technology and software upgrading
1	The laptop carts are extremely useful.
1	The need for technology is school libraries is terms of equipment (laptops, iPads, Kindles, etc.
1	Two application cycles for smallest grants (under $2,000).
1	add more for secondary school libraries
1	I would keep funding programs that helps the family as a whole
1	Keeping the a branch of the library for the blind and visually handicap here in Philadelphia.
1	more money for all and increased services
1	more money for books
1	no idea
1	no suggestions
1	not sure
1	offering more webcast PDs
1	preservation, PowerLibrary and AccessPA
1	statewide access to digital resources and the programs benefiting children
1	unsure
1	The circulation of children's materials continues to grow in our library while our adult circulation decreases. Provide resources and services to meet the demands of parents and families. Continue to support ILL services, access to e-books and training to increase the professionalism of the people who serve in our libraries.
1	The recent Digital Collection Development Workshops have been outstanding in terms of making more digital resources available to patrons of Pennsylvania libraries. I would prioritize providing access to the Lib Guides for additional years. The workshops are very valuable, but many libraries will not be able to afford the cost of the Lib Guides when the grant runs out.
1	I would make sure there is a good balance that supports the greater good vs cutting edge ideas that moves libraries forward
1	I would prioritize POWER Library, summer reading, ILL, and affordable online professional development opportunities for library staff.
1	More funding for programs for the children as well as adults. More availability of

Count	Response
	computers for public use, books on CD as well as large print books. More availability of e-books to borrow and well as e-book readers for our patron to use.
1	State-wide funding for Overdrive would be of great benefit. Collection development grants greatly enhance small rural libraries' holdings.
1	Improve name recognition of a program. Preschool Grant is a Family Place Grant. I answered accordingly- I hope so. Excess verbiage serves no one well.
1	The paperwork to receive these grants must be made simpler to complete. They are very time consuming when you have a very limited library staff. Collection Development Grants - They should be available on a annual basis for libraries with very low incomes and budgets to improve different sections of their libraries.
1	Statewide ILS Commonwealth Library Consulting Strategic Planning for Individual Libraries Staff Training and Development
1	I would prioritize the POWER Library, including as many high-quality resources as possible, and making the interface more user-friendly. I would also like to see the statewide ILS program move forward, for the reasons mentioned previously. These two programs offer technological resources that otherwise are beyond the reach of most individual libraries.
1	School librarians are scheduled heavily during the day which does not allow time to prepare grants. Any streamlining of the grant application process would be beneficial.
1	I would prioritize programs for children and youth and the handicapped, which I think Commonwealth Libraries has already done.
1	Help small and rural libraries meet technology needs - we don't have the resources to expand our services in this area. E-books would be my priority.
1	I think LSTA does a great job with the funding that it has - the obvious answer would be to secure more funding. Perhaps using some funds for a state-wide publicity campaign such as Wisconsin's would draw positive attention. Not sure if PA Forward is moving in that direction, but if they are, great - it is needed.
1	I would love to see the previous POWER Library Resources reinstated. That was such a powerful resource for schools that cannot afford their own databases, newspapers, magazines, new books, etc. It provided a place for every student in PA to have access to a 21st Century research tool.
1	Make funding stable. Statewide initiatives that benefit a wide variety of libraries like Power Library and Access PA
1	I would make sure that the successful programs continue to be funded- Power Libraries and the Youth Services initiatives first- they have proven that they have a great return on investment. Looking at using LSTA dollars for the big projects that benefit everyone is the way to go. Making grants to individual libraries or systems should be done in conjunction with an innovative idea- one that the state can then replicate to the benefit of all- but it should be a unique program.
1	E-books and e-services, plus promotion, advertising, and information distribution to each

Count	Response
	citizen in the state, so citizens know what's available to them!
1	I would put the resource sharing at the top. (Powerlibrary and ILL) I would put OBEYC and other early literacy programs in the middle. I would delete summer reading, or move it very low on the list. I don't think that it is worth whatever money is spent to receive a manual that has very little use. A statewide summer reading theme and artwork would be enough. I think that Family Place is a great idea, but only serves libraries that have adequate programming space. My county does not (cannot) benefit from this program. I would put collection development and other grants that serve only the library receiving the money at the bottom. Those types of funds should come from local government support.
1	I would like to see Access Pa continue, expand Power Library services and continue offering In-service programs for libraries, especially in the use of technology.
1	I would continue to provide a high level of support to the Access PA database until the state-wide ILS can replace it, particularly with timely holdings updates and the improvement of bibliographic records.. Underwriting delivery has to remain a priority to support resource sharing.
1	I would prioritize ILL and summer reading. I would try to digitize more items but incorporate the newspapers into investing in with it. We are paying to have their items digitized. The newspaper companies would be out of their minds not to let us pay to have their items digitized. We should incorporate some type of financial support from them.
1	Of course, we would all like more $$ for our summer programs, but we need to at least have the materials manuals available for the staff so that we can do our best to serve the public. Interlibrary loan is also of great importance to our patrons, as it gives them the wider range of materials.
1	Continue grant funding for purchase of hardware /software in support of effective / integrated info skill instruction
1	As part of AccessPA, require updating of records thru Add/Delete/Change so the database is current
1	Better funding! Continue with Summer reading, One Book Every Young Child, Family Place and Pre-school Connection grants.
1	I would give more funding to Urban Services grants as pilot projects & Power Library for more resources.
1	I would prioritize programs that have the greatest impact on library patrons, such as ILLs and summer reading programs. I would also make sure that libraries know how LSTA is supporting these programs (what they specifically do) I would also be more specific with requirements for applying for LSTA grants.
1	More localized meetings for everyone in the state in a variety of locations. Librarians are willing to gather to share ideas but we are no longer permitted to leave school for them. I believe that having sessions that would allow us to simply gather for project sharing is a great thing.

Count	Response
1	Focus on what makes the greatest impact. LSTA funds for training and skills building are important but sometimes don't have a discernible impact.
1	Continue all aspects of library development, especially collection development, databases, Interlibrary loan, and programs for children. The support of all of these items is critical to the survival of all libraries, but especially the small one. Survival depends on libraries helping libraries.
1	Provide a level of funding between mini and major in the innovation grant. It is very difficult to find an idea that someone has not tried...have a grant that address the specific need of the individual library. Have general collection development grants that do not specify an area but can be used as the requesting library needs.
1	Arrange more funding for LSTA services and programs and return all of the removed data bases to POWER Library.
1	Libraries must be able to provide databases for research located in websites that can handle the traffic generated by the users. In addition, access to technology (tablets, e-readers, etc.) is a growing need. Allowing for collection development to include such technology is vital.
1	Commit to resources and initiatives and then stay with them for longer periods of time. If you are going to train librarians on database and provide them, keep the funding stream strong. Once you take things away, the program/initiative does not seem as useful and librarians stop using the tools and look for others. This is the same with the programs. If the One Book program can keep providing bookmarks, posters, low-cost books, etc, then it will be expanded and relied on in the library community. Once you take parts of it away, the enthusiasm for the program dies and then it is not sustainable.
1	The programs that foster use and appreciation of the library in order to promote future usage of the library. That would be the children's programs.
1	Collection Development for preschool to adults, because too many small libraries like us do not have sufficient funding to update and improve are current resources and services, and to expand new services to our current patrons.
1	I would like to see more opportunities for small libraries. It is not always possible to achieve LSTA goals and specifications on the current desired levels of expectation.
1	I would prioritize funding to the libraries for digital resources, including funding for the computers needed to access this digital media.
1	I hate to be negative, but I am very, very wary of the ILS initiative. I saw Marshall Breeding talk about the ILS field in PA at last year's conference and I think the state would be better served by supporting an existing open-source option rather than inventing wheel number 56. Seems like a huge investment for very little gain.
1	I think funding should be available to engage consultants to support strategic planning in districts, systems and regions.
1	Make it easier to apply for grants. Those that improve access for the patrons in all areas, especially e-books and downloadable audio books since that seems to be the way the world is going.

Count	Response
1	It is a really slow process. Grantees apply a year in advance, and I think the turnaround time could be streamlined so that grants could be awarded more quickly and put into the hands of patrons in a more timely fashion.
1	Check usage statistics of things such as Power Library, One Book, Every Child programs. Cut what's not being used, and increase funding opportunities for what is really needed.
1	I appreciated the mini-innovation grants that were offered. They allowed libraries who had a need for funding that did not fit exactly in the grant categories specified to be able to apply for funds to improve service in their library. My library received a mini-innovation grant for a self-checkout station to improve efficiency and customer/reference service.
1	Programing for young children that encourages them to love books and reading. The One Book Every Child program is a start.
1	Power Library would be where I would like improvement. This may be from a budget standpoint as to why we've lost so many reference programs from Power Library. But we've lost EBSCO and that was a vital tool used by many. As I said I don't know if we've lost it just due to budget cuts in our library system or if this was a statewide problem.
1	The priority would be for programs that make the most difference in the lives of the children of the Commonwealth. Library programming and "One Book" initiatives would be at the top.
1	I would prioritize the programs that reach the largest number of Pennsylvania residents, make the best use of available funds, and foster cooperation among libraries of all types.
1	One category that is more "open". I often have a project I'd like to undertake for my library, but it doesn't fit the established priorities or categories. The mini-grants have opened this up somewhat.
1	Cooperative ventures More education More databases More monies for grants - it's too much work for small grants for individual libraries.
1	Less evaluative paperwork and more user friendly terminology to fill it out. I would prioritize basic library services since these are being affected by budget cuts. Basic collection development and access to collections throughout the state are critical.
1	I would prioritize POWER Library and integrated ILS because they will have an impact on the greatest number of patrons.
1	I wish the Library for the Blind and Physically Handicapped could serve a greater population. Not all students that have learning disabilities or temporary medical conditions such as concussions qualify for services.
1	Stabilize funding. Priorities 1. Support for Interlibrary Loan 2. Services to the Blind. etc/ 3. PowerLibrary 4. Integrated Library System
1	I think money would be the biggest improvement to reinstate what has had to be cut from the programs. In this respect I am thinking of POWER Library.
1	EBSCO Host, SIRS Discoverer, Biography Reference Bank in Power Library and AccessPA would be my top choices

Count	Response
1	Collection development grants so libraries have the resources to keep their collections relevant and up to date. Also, library services for the blind, due to their potential for improving the quality of life for blind people who take pleasure in books and reading.
1	LSTA grants give libraries an opportunity for funding outside their operational income. There is a definite value in the programs. However, it seems some programs never have follow-through. For example, a local library might receive a collection development grant - - then they don't get the collection up to date.
1	I believe the libraries do a wonderful job with the little bit of money that they get. They are up against a lot of competition. Everyone is looking for the FREEBIE. Libraries do not have the money to give out free items and food. I believe all the children's programs are extremely valuable. I especially like the ONE BOOK, EVERY CHILD program. I have already mentioned that this library attempts to present the program to all the children in the area and give a book. A real treat is the visitation of the author. Libraries, at least ours, cannot afford to pay for an author visit. This helps to put us on the map.
1	Make the application process simpler, clearer. Programs to prioritize are the integrated system, Power Library, Interlibrary loan (ILL) and digitizing collections.
1	Mainly the form we complete. In todays times of furloughs and budget cuts, we need to take into consideration that there may only be an aide or single library per school or district to operate the library. I have been frustrated in the past because of the wording of information needed to complete the form(s).
1	All of them are important so it's very hard to choose. We need them all for different reasons, but we really need POWER Library restored. Libraries have taken a hit for losing what we had. We had a great database, and it can't be replaced easily.
1	POWER Library would be better funded and more databases would be included than are currently available.
1	POWER Library's content has been reduced. I think building the databases back up should be a priority. It helps level the playing field for schools and families that cannot afford to purchase individual databases and resources.
1	The requirement that grant proposals be written for something innovative forces the requesting Library to request something that may not be their greatest need. I would suggest that libraries be allowed to request funding for products that are in greatest demand from their constituencies.
1	I think perhaps a directive for the present situation would be to make it easier for libraries to receive funds for new technology. Libraries have very few funding sources and it is essential that they have the necessary technology to serve patrons -- sometimes projects don't always need to be "trend setting" they need to satisfy a need.
1	Foster more cooperation among all types of libraries - bring academic and public libraries together to benefit all patrons.
1	Summer reading, One book, One Child and Power Library expansion would be my top three programs to increase funding.
1	School librarians are under EXTREME pressure and as districts short-sightedly cut

Count	Response
	these positions we need up having highly skilled professional trying to impossible jobs of covering multiple buildings (I did 6 buildings myself so I know). These professionals need a stronger voice speaking for those students who without any or quality information literacy skills instruction will be inadequately prepared to compete against students who lived in a district that didn't cut these positions and therefore the opportunity to learn these skills. School librarians need stronger support and fewer hoops to jump through to use many of these tools. They see that the tools may meet a need, but they simply cannot add one more thing to do for their plate.
1	I think POWER LIbrary and ACCESS PA should be priorities because many schools and public libraries benefit.
1	I think I would try to expand Power Library to offer creation type services, like Glogster or Animoto to librarians. I think it is important to offer these quality creation tools so that students can valuable technology skills.
1	Those that facilitate collection development and resource sharing; those that support partnerships between library educators and practitioners.
1	I would prioritize family programs and training for library staff. I would love to see state sponsored continuing education and professional development programs offered/available for library staff.
1	Again, POWER Library should be a high priority, but state funding will probably not help the situation in the near future.
1	Include all stakeholders in strategic planning for all LSTA program. Prioritize programs that reach out to children and individuals with disabilities of all ages. Prioritize partnerships with non-traditional entities to expand the reach of LSTA funds. Be more innovative and proactive with new technologies for patrons that need access through different avenues.
1	Offer more trainings/ webinars especially for new Directors to let them know about programs. Also, try to make less overwhelming and time consuming when applying for programs.
1	I believe the POWER school program needs to be brought back to its former width and depth of resources.
1	See my answer for #6. Would like to see POWER library offerings expanded. Would like to see more coordinated efforts with digitization efforts -- if the mass digitization going on at Lyrasis was subsidized with digitization funding than the per item cost to do the digitization could be reduced -- more of an incentive for libraries to participate.
1	Anything that makes it easier for end users to use library resources, whether remote access, easier search engines, broader range of resources.
1	Increase funding for all programs but especially bring back more of the Power Library databases! As a school librarian, I know that these resources are needed both in our campus and through the public library portals for family research.
1	increased services and materials for middle & high school students, and increased advertising to get those groups into the libraries instead of just using the internet

Count	Response
1	It would be nice if Power Library had more databases. I would prioritize Power Library and the grants for digitization and collection development.
1	I would enhance POWER Library. It should be easier to use, available to as broad a swath of the community as possible and provide access on as many types of e-readers as feasible. More eBooks to include the Classics, biographies and genealogies to include significant quantities of material available to e-readers. Make it better at the exclusion of other resources, then MARKET + MARKET + MARKET!
1	Broaden the access and information on the programs. Add resources back into AccessPA that are no longer available and provide some new ones as well.
1	Increased funds for interlibrary cooperation, more informational databases, better support for interlibrary loan.
1	Prioritize better--take the shared ILS (catalog and circulation system) off the table until delivery is resolved. PLEASE do not do this and then put the burden on local libraries to pay for interlibrary delivery or explain to users why they can't actually get the items they see in the catalog.
1	I'm not sure why LSTA funds are used to pay for staff at the state library. I think they funds could be better utilized in other ways.
1	In my experience, staff at PA's rural libraries, in particular, need to be better trained on electronic resources, answering basic technology questions, and should also offer technology and 21st century research training for local community members.
1	Since funding is limited, I would focus on programs that provide the most information and materials to most people at one time. For instance, Power Library and the grants for digitization of materials. Both of these services provide a product that small, public libraries or schools can provide on their own and which elevate the availability of materials for everyone.
1	How difficult - none of the programs would have been established without a clear and definite need. One of the strongest sources for strength and validity in the library concept and the electronic media database anchor was POWER Library. It gave public and school libraries a recognizable link that spanned all ages. We were able to give students a concrete reason to link to a library, and they could share the resources among community members. It was our best publicity vehicle.
1	I would like to see Power Library receive increased funds to return it to the level it maintained 3-4 years ago. LSTA offers grants for technology in the library. The recent state budget cuts in funds for education have seriously impacted libraries. Expanding such grants could benefit libraries that now have no budgets for technology in the library.
1	I truly believe that POWER Library is the biggest bang for the buck. Adding resources so libraries can stretch their budget dollars would be a huge help.
1	If I had to prioritize the programs it promotes, it would be POWER Library, interlibrary loan services, One for Books and interlibrary loan services.
1	If I could improve the program, I would provide additional databases through Power Library for elementary students.

Count	Response
1	Less paperwork. I would prioritize POWER library and digital projects. Most libraries need help getting started with digitizing, and that's one of the strengths we need to build on--the unique collections at each library.
1	I don't know enough about my Library to say what should be the priority. I always take it for granted that it will always be there. So for me the priority is staying open, so whatever that includes would be my first priority
1	It is probably time to consider e-book collection development grants. Some libraries still do not have the resources to offer enough computer workstations with internet access to meet the needs of their service areas. Sometimes it seems that LSTA favors the most innovative services over the funding of basic services that are already in high demand.
1	I would prioritize POWER Library and try to regain the lost databases and bring it back to its "glory days" from a few years ago.
1	Strengthen delivery. Also, the statewide ILS needs strong leadership from C.L. if it is to succeed, not a volunteer board.
1	Allocate more funding to POWER Library to bring it back to what it was before the 73% funding cut was made.
1	I love Summer Reading so I would put that first. Collection development would rank second. Power libraries and staff education through workshops are third.
1	I certainly would put summer reading, PA One Book, and innovative program grants at the top of the list. The Access PA database needs to be updated annually, too, to keep ILL flowing through the state. I believe that the statewide initiatives are very important today, and that competitive grants should probably be reserved for only innovative pilot projects that could benefit many other libraries.
1	I would put more money into POWER Library to try and restore some of the databases that have been lost.
1	Hard choices. Resource sharing has got to be a higher priority. Funding for technology - we should all be getting on the large bandwidth band wagon. Children's programming. Collection support. Training and consulting. My priorities first to last.
1	Power Library in my opinion affects all types of libraries whereas the other initiatives are more limiting to who they are used for
1	POWER Library, Collection Development/Technology Innovation/Improvement, Training/Workshops. But don't cut others!
1	#1 Summer Reading #2 Collection Development Grants #3 Family Place #4 Consulting Service (of course many of Commonwealth Libraries staff couldn't find their way out of a paper sack) #5 Libraries for the Blind Eliminate entirely: Urban Grants, POWER Library, Subsidies for IDS, and the worst boondoggle of them all the Statewide ILS.
1	Instead of having the same school districts always awarded the technology grants, other schools should be given an opportunity. When a district has been awarded grants in technology, they should then wait until other districts or libraries have had an opportunity to receive a grant.

Count	Response
1	While literacy is critical to preschoolers and their families, it seems like older children - especially teens - are often overlooked. It is difficult to put together meaningful and attractive programs for this group with limited funds and training. Initiatives to bring creative programs to young adults and preteens would be welcome. I would make funding summer programs for older children a priority.
1	I would grant more funding for POWERLibrary, keeping a few databases for the younger elementary grades (grade 2 to 5). Thank you
1	It is hard to prioritize because they are each important and touch so many people with the needs that they have at the time they are needed. I would hope that we can keep all of these services at least at the level at which they are currently or improve them. Hopefully, we will not need to ever decrease these services.
1	POWERLibray - expand databases to include EBSCOhost… interlibrary loan - improve borrowing and streamline database… Library for Blind and Physically Impaired - increase funding and to PR to make more people aware of it.
1	I would increase the databases through Power Library and reinstate at least quarterly face to face training opportunities.
1	I would like to see a grant created specifically aimed at helping school libraries, which are facing huge problems and money issues. Perhaps collection development grants specifically for school libraries with highly aged collections.
1	Recharge the POWER Library. Restore the databases that were cut, and add other innovative, engaging resources. The POWER library is a showcase resource for Pennsylvania that used to set a standard for excellence and equality. What remains is good, but it should be great again.
1	Making grants more easily accessible to small libraries - less paperwork, application time, etc. Training and funding for collaborative programming among libraries and other community entities.
1	Programs that would help small libraries with limited funding and old buildings build / acquire new buildings.
1	Priority number one would be to keep and upgrade Power Library. Second would be to provide more professional development to help keep everyone informed and up to date on materials and services for special target populations. And third, it is my opinion that more should be done to foster cooperation and teamwork between school, public and academic libraries.
1	I feel that often money is budgeted toward the larger libraries who are not experiencing the results of the economic downturn as dramatically as mid-sized libraries . As with everything, by the time any funds trickle down to these libraries they are so diminished funding is not effective. Perhaps a technology update grant for small to mid-sized libraries would be of great benefit. The Gates grants tried to address this but left out the small rural libraries whose communities might not have met the multicultural requirements.
1	I would prioritize help for library systems that use good collection development techniques on a systemwide level. With revenues constantly getting smaller it makes

Count	Response
	sense to develop a great collection on the system level; then all library patrons have access to a great collection and not just a few patrons in a specific area.
1	Add more databases to POWER library, while maintaining the current databases. If there wasn't POWER library - I don't know what I would do - because I couldn't afford one of the databases let alone all of them.
1	It is hard for me to say which are the "best" - they all help the libraries to be "The" place for people to come and get info they need or places for families to come and learn or have fun together.
1	Please see comments from question 2 regarding Summer Reading program and areas for change. IN question 5 programs were prioritized and commented upon
1	Improve the ability for poorer school district school libraries to receive grant money for new equipment, replacement of outdated equipment, and for collection development (books/ebooks are still very important to learning to read!). Provide Power Library Databases that give free reliable resources for all grade/age levels.
1	POWER LIBRARY - rebuild the breadth of databases available....both subject areas as well as the patron age appropriate mix!!!!! INTERLIBRARY SYSTEMS - partnering with PA Intermediate Units to collaborate on initiatives. Link into the PAIUNet to collaborate on learning initiatives that could be accessed thru this high speed network (i.e. streaming author visits or other learning opportunities that could be offered on-line either @ a library, or from a patron's home via Internet Access. Funding for collection development...books, ebooks and online accessible resources. Funding for regional consortiums of public librarians & school librarians to collaborate and share resources
1	More funding for LSTA would be essential. We contact our legislators all the time about that. Top priorities would be: POWER library, children's programs (Summer reading, One Book, Family Place), Statewide ILS and ILL, Commonwealth libraries staff to bring Continuing Education opportunities to libraries and provide consulting services for all the PA libraries that need them, technology and digitization grants.
1	Commonwealth Libraries uses our LSTA funds to provide better library services throughout the state. The initiatives for youth help us on the front line to provide more consistent programs for children and teen no matter where they happen to live. I think, though, that some of the grant programs for "innovative" programs are a waste of money and know for a fact that libraries bend themselves into pretzels to come up with an "innovative" idea just to get the money. I think if you have to think that hard you really don't need the service or the money.
1	I wish the support was still there to continue many of the databases that were eliminated from POWER, but given the financial realities, I think that a good balance has been achieved among the programs that use LSTA funds
1	Bring back the Information Literacy (laptop lab) grant for K-12 libraries! It is much cheaper to buy mini laptops or netbooks now, and I feel it was well worth the hassle of working with school districts. I know when I applied and won that grant, my district and I had some issues to work through, but it was WELL worth the time and effort I put into it. The mini laptops are getting older and slower, however, and my district can't replace them. When they die, my library will go back several steps in our level of access and use

Count	Response
	of digital resources.
1	I would continue work on a statewide catalog with access to databases and electronic books in a variety of forms.
1	Allow for innovative risk-taking projects. Foster partnerships between libraries and other learning oriented institutions such as schools, museums, etc.
1	In recent years it seems that the subject areas for collection development grants have been prescribed by the State Library. This means that libraries that have a need to improve collections in non-targeted subject areas have no opportunity to do so using an LSTA grant unless they are willing to put off implementation of a project until the State Library targets the subject(s) that match their collection's weaknesses. More local libraries might undertake collection improvement projects if they had more flexibility in targeting subject areas meaningful to their communities, identified through grassroots needs assessment rather than top-down priority setting.
1	I think we need to be thinking out of the box and funding new initiatives especially as related to technology changes and future possibilities for libraries.
1	Bring back certain POWER Library resources for early childhood and elementary level students and library patrons such as EBSCO's Searchaurus or add a general encyclopedia like World Book.
1	I wish that the LSTA program would actually reach out to special collections libraries, especially in digital preservation and collection development. Smaller, more specialized libraries serve a large clientele of researchers of all sorts, either in face-to-face or electronic exchanges; that contribution should be encouraged and recognized.
1	Increase collection development grants. They could made in smaller monetary amounts to spread the funding

9. The category that most closely describes my role/responsibilities in the library community is:

Value	Count	Percent %
Library Director	152	38.1%
Manager/Head of a "one-person library	46	11.5%
Children's/Youth Services Librarian	47	11.8%
Reference/Information Librarian	20	5%
Interlibrary Loan or Technical Services Librarian	3	0.8%
Library Technology Specialist	10	2.5%
Other Library Staff	14	3.5%

	Library Friend or Library Trustee	7	1.8%
	Other (Please specify.)	100	25.1%
	Manager/Head of a "one-person" library	0	0%

If you selected "other," please specify here.

Count	Response
1	Adult Services Manager
1	Assistant Director and Branch Coordinator
1	Assistant director of a central library
1	Asst. Director
1	Branch Manager
1	Digital and Print Resource Specialist
5	District Consultant
1	Elementary Librarian
3	Elementary School Librarian
1	Elementary School Librarian / Information and Research Specialist
1	Elementary School library Media
1	Elementary Teacher Librarian
1	Elementary Teacher-Librarian
1	Elementary school librarian
1	HS Librarian
1	Head Librarian
1	Head, Children's Services
3	High School Librarian
1	High School Librarian (many of the descriptions above apply!)
1	High School Library/Media Specialist
1	High School librarian
2	High school librarian
1	I am ALL of those people. I am an elementary school librarian.
1	I have now been reduced to a one period Librarian; therefore, I cannot answer this any other way.

Count	Response
1	K-12 Library Media Specialist
1	Librarian
1	Librarian of an elementary school
1	Librarian, High School Library
1	Library Media Specialist
1	Library Media Specialist Middle School
1	Library Media Teacher
1	Library Teacher- K-3
1	Library teacher in K-6 school
1	Library/Media Specialist
1	Middle School Librarian
1	One of 2 librarians on staff at high school library
1	Public school librarian/teacher
1	Reference and ILL Administrator
1	Retired HS librarian
1	Retired long-time library secretary
1	Retired school librarian and grandparent
16	School Librarian
1	School Librarian & Technology Integrator
1	School Librarian, District Coordinator
1	School Librarians
2	School Library Media Specialist
1	School Library Teacher
1	School Teacher-Librarian
7	School librarian
1	School librarian - public school
1	School librarian - why isn't this listed?
2	School library media specialist
1	School librarian
1	Sole Librarian and staff for School District, two libraries

Count	Response
1	System Administrator
1	Teacher Librarian
1	Teacher Librarian (elementary /middle school)
1	Teacher Librarian (school library)
1	Teacher librarian
1	Technology Coordinator
1	Teen/Reference Librarian
1	University professor
1	community outreach
1	consultant
1	consumer
1	elementary library 3 buildings + FOL president ACLS
1	elementary school librarian
2	high school librarian
1	library administration in a larger library
1	library school faculty
1	lover of reading
1	public school librarian
1	retired school librarian
8	school librarian
1	school library media specialist

10. Please complete the following sentence. I work in or am most closely associated with:

Value	Count	Percent %
a public library	188	47.2%
an academic library	32	8%
a school library	172	43.2%
a special library	5	1.3%
something other than those in the list (Please specify.)	1	0.3%

If you selected "other," please specify here.

Count	Response
1	11 below should say libraries – many, many school librarians are now covering more than one school
1	Retired HS librarian

11. Please indicate the size of the community or the student body of the library in which you work.

Value	Count	Percent %
Fewer than 250	3	0.8%
250 - 499	34	8.5%
500 - 2,499	149	37.3%
2,500 - 9,999	75	18.8%
10,000 - 49,999	87	21.8%
50,000 - 99,999	16	4%
100,000 - 499,999	27	6.8%
500,000 or more	8	2%

12. Please estimate the overall annual operating budget of the library in which you work or with which you are associated.

Value	Count	Percent %
Less than $10,000	86	21.7%
$10,000 - $49,999	89	22.4%
$50,000 - $99,999	24	6%
$100,000 - $249,999	60	15.1%
$250,000 - $499,999	28	7.1%
$500,000 - $999,999	26	6.5%
$1 million or more	50	12.6%
Don't Know/Not Sure	34	8.6%

13. Has your library received an LSTA grant through Commonwealth Libraries in the last three years?

Value	Count	Percent %
Yes	143	36.7%
No	247	63.3%

Appendix C: Focus Group Summaries (Conducted by Estabrook and O'Rourke)

Note: Himmel & Wilson did not conduct focus groups in Pennsylvania because several similar sessions had taken place in 2010. The sessions were conducted by Leigh Estabrook and Jan O'Rourke. Following are the notes from those sessions. Input received through these sessions was incorporated into the findings of the Himmel & Wilson assessment.

Summary of meetings with Commonwealth Libraries' staff and a focus group held with PA district consultants and administrators on March 17, 18, 2010.
Leigh Estabrook and Jan O'Rourke

The following report assesses the extent to which Commonwealth Libraries Bureau of Library Development is meeting its goals for the 2008-2012 Library Services and Technology Act [LSTA] funding. The assessment is based on group and individual interviews with staff at the Bureau of Library Development and District Library Consultant/System meeting held in March and early April of 2010.

We note at the outset that the Commonwealth of Pennsylvania libraries are particularly challenged at this time because of deep cuts in funding at the state and, in some instances, the local level. Most notable are the cuts to POWER Library for which LSTA funds provided much of the infrastructure; but the loss of state funding has much broader ramifications. Of greatest concern is the likelihood that the Commonwealth will fail to provide funding at the level required by LSTA to maintain LSTA's funding.

It is fortunate that the goals set out in Commonwealth Library's five-year plan were focused. This will make it easier for the Bureau to apply thoughtfully its use of LSTA funds and to be clear to sub-grantees, indeed all Pennsylvania libraries, and the reasons for its approach.

Goal 1: Expand access to information resources for all Pennsylvania residents through infrastructure support and support for activities that enhance resource sharing.

Original focus:

- *POWER Library infrastructure support;*
- *ASKHERE PA, a virtual reference resource, support;*
- *Technology support and upgrades including assistive technology;*
- *Digitization/preservation of local history, unique collections, and materials in danger of deteriorating,*

Progress in meeting goal thus far:

Despite its challenges, the Bureau is involved in several important activities related to infrastructure and resource sharing. It is making significant investments in technology support and upgrades in libraries with a major focus on building an integrated library system intended to improve inter-library loan and resource sharing.

The Bureau has also subscribed to WebJunction to support professional development and continuing education. In our interviews, people commented with hope on the possibilities of WebJunction.

Through grants to individual libraries, the Bureau is supporting important efforts in digitization and preservation of local history, unique collections and materials in danger of deteriorating.

Challenges:

Librarians at the DLC/System meeting raised a number of issues that challenge them. Among them are the following:

- Creating an integrated system "in practice"
- Increasing even more technology upgrades
- Providing more technology training—with assessment and evaluation of success of these efforts
- Preparing librarians for the FCC broadband initiative;
- They were naturally concerned about the restoration of the POWER Library resources. Its loss is particularly felt in curricula developed to use these resources

Goal 2: Pennsylvania libraries will expand services for learning and access to information and educational resources through improved resources and innovative programming.

Original focus:

- *Collection development in all formats to update seriously aging collections;*
- *Projects to encourage emergent and family literacy;*
- *Continuation of the award winning One Book Every Young Child program to encourage intergenerational state-wide reading of a selected children's book*
- *Continuation of the statewide summer reading program for children and youth;*
- *Library initiated "innovative" programs to expand services and initiate new approaches to library services;*
- *Professional development, both state directed and locally conducted, to improve services for individuals of all ages, backgrounds and abilities to use libraries*

Progress in meeting goal thus far:

- To meet the objective to update seriously aging collections, collection development grants, being made in targeted areas, now require weeding by the sub-grantee library as a condition of the grant.

- The major project to encourage emergent and family literacy has been Family Place, reviewed in depth for the last five-year LSTA grant. Family Place is ongoing and except for 2 libraries is self-sustaining. Six new libraries are added annually. We were told that 90% of Family Place libraries are doing well (but we have no formal evaluation to support this statement). In some libraries the Family Place model has been used to add a component for four to five year old children. Susan Pannebaker's inclusion on the board of Special Quest (early intervention) has the added benefit of broadening awareness of the role libraries play in early education with programs such as Family Place.

   LSTA funds also support Pre-school Connections by providing $2500.00 to rural libraries to replicate the fundamentals of Family Place. Three training sessions are held annually.

- The One Book Every Young Child program to encourage intergenerational statewide reading of a selected children's book continues. We were informed that the number of non-libraries (pre-school, daycares, school districts, etc.) that are getting library materials into the hands of children has increased as well as the use of resources posted at the One Book website.

- So, too does the statewide summer reading program for children and youth. With the help of WebJunction the Summer Reading Program has incorporated online registration. In addition to providing better statistics about participation, the website allows participants to write online reviews. BLD staff feel these will provide a way to demonstrate, or not, an increase in literacy skills, although it is not clear what measures will be used.

- The BLD has continued its commitment to library initiated "innovative" programs to expand services and initiate new approaches to library services. One example is the Senior Spaces initiative.

Challenges:

- Pennsylvania librarians are anxious about funding and about needed changes. As one example, with school libraries removed from the BLD, staff has been reduced and the Resource Center has been closed. In response, we heard concern about the real need for early childhood education and a need to help caregivers create a learning environment.

- The need for the new integrated system was evident in comments that sharing resources is not easy because there is no compatibility between

systems. At the same time, librarians note that LSTA funds can build an infrastructure but not sustain it.

- Sustainability came up again and again. Among the challenges are the risks involved in undertaking and sustaining an innovative project; and adapting to the present environment library where priorities may change but a library might be required to keep the project going. Staff attrition can add to the challenge.

- DLC members in one focus group suggested that the best use of LSTA would be statewide initiatives such as open-source ILS and restoration of POWER Library. They felt these projects might be more sustainable and that, instead of benefiting only one or a few libraries, would benefit all.

- Once again we heard of the challenges to small and rural libraries when it comes to applying for a grant: either the library has no one able to write a grant or to run the project should a grant be awarded.

Outcome Based Evaluation:

In reading the applications and reports of sub-grantees, we have noticed improvement in the application of OBE to project evaluation. Nevertheless, we come out of our interviews with several concerns. First, not all projects of CL are being evaluated. One example of this is the Trustee Institute. Second, some librarians still reported feeling overwhelmed by OBE and want it simplified—or at least demystified. They asked for examples of what OBE should look like for a particular project. Third, librarians wanted to find ways to evaluate projects after the end of a project when there would be time to measure real effect. [We did not have time or opportunity to get into a discussion about outcomes and impact and the importance of evaluation, even continually, in a project.] And finally what can be done to push Pennsylvania librarians to consider expected outcomes at the beginning of the project?

We received several suggestions for helping improve the application of OBE. These included (1) adding one half hour to the LSTA grant writing workshops to describe OBE; (2) providing links on the application form to WebJunction and IMLS explanations of OBE; (3) having BLD supply examples of projects on OBE that have been done well, explanations of how others can be improved, and an example of the tools used; and (4) providing OBE FAQs such as is done with Keystone grants. We note also the expectation that WebJunction might provide data for the Summer Reading Program evaluation.

Can customized outcome evaluations be devised for major projects such as One Book Every Young Child, Family Place, Pre-school Connections, Summer Reading Program, Senior Spaces? To what extent can the Bureau of Library Development set a model for stating expected/desired outcomes of projects they fund and providing information about the results of evaluation?

Concluding comments:

We hope it is helpful to note several ancillary issues that emerged in these interviews. First is the issue of equity. As mentioned, some district consultants argue that in the current economic environment more resources should be allocated to state initiated projects. To what extent, though, might this choice hurt rural libraries either in building capacity or innovating? Second, while collection development grants are beginning to address the problem of aging collections, we heard little about other strategies that might also help such as adding materials for smart phones and e- readers like Kindle.

The sustainability of LSTA funded projects is a real concern for many and uncertainty makes it difficult for the BLD to add work to a reduced staff. We commend the continued focus on the objectives of the 2007-2012 plan and hope with the BLD that issues with money make it possible to do so.

Summary of a focus group held with PA district consultants and administrators on October 20, 2010.
Leigh Estabrook and Jan O'Rourke

On 10/20/11 the consultants met with a group of district library consultants and administrators to determine how well Pennsylvania's Commonwealth Libraries, Bureau of Library Development was meeting the needs of state-wide libraries in terms of meeting the goals of the 2008-2012 Five Year Plan. We should note the large attendance—at least 25 or 30—even though the meeting was held immediately after a large dinner.

Our questions centered on the original goals of the 2007-2012 plan and the perceived role of Commonwealth Libraries in both leading and supporting the work of the DLC consultants and administrators.

How has Family Place and Pre-school Connections impacted you library?

The group was initially quiet as we began our meeting. Instead of beginning with broad questions, we switched to the more concrete ones, to which the group immediately responded. The group became engaged, deeply interested and passionate about the issues.

It is clear that Family Place and Pre-School connections are favorites with great enthusiasm about the way they have not only affected uses of the libraries, but also built significant relationships with partners in their communities. Comments noted the following:

- It is one of our most popular programs, the single most empowering and game changing program we've had. We went from just books and space to a new philosophy of serving families.

- Pre-school Connections fosters the development of relationships between cohorts.

- Family Place gave the library a uniform vocabulary that made it easier to get the message (emergent and family literacy and libraries) out to the public.

- In one community, representatives from the local United Way went to the host library seeking a partnership with the Family Place program.

- In another county local officials, aware of the impact of the program, wrote the library and Family Place into its service plan for youth.

- A number of District Library Consultants asked that funding for these valuable programs be expanded.

Has access to Webjunction been useful for you?

Overall attendees expressed a sense that the possibilities of Webjunction exceed their ability to take advantage of its offerings. They agreed that Webjunction has rich content and that some library trainers love it for its great informational resources. Librarians use the site widely, they report, to find state library documents.

Unfortunately both technical and logistical issues are limiting the impact of Webjunction on training. Staff members who are interested find that many classes are in the afternoon when they must work or during the time of peak library usage. Attendees reported trouble logging in and difficulty navigating the usage agreement. For some staff it is difficult to access Webjunction content because of limited bandwidth. For those who can navigate these challenges, they may find no private space in which to take a class with no interruption. Finally some attendees feel the tool has not fulfilled its potential as a social networking resource.

Should competitive grants be dropped?

This topic generated an energetic discussion around issues of equity, differential needs and the possibilities of change. As in our discussions last year, the attendees saw many benefits in greater centralization. This year, they were subtler in their analysis as they considered the advantages and disadvantages of changing the state-wide funding model.

A majority of those who spoke indicated a preference for more centralized funding. At the same time, several commented that they feel that sheer politics would make a shift difficult. One person said that Bureau of Library Development (BLD) is organized in a manner that supports the concept of competitive grants; that to convert to a centralized model of state-initiated projects would require a reorganization of the BLD. Another felt it would It was also dangerous politically to change the model: that local government officials are pleased when their library is recognized with a grant. Finally, several recognized that a more centralized model of funding might eliminate the possibility of innovative programs such as those out of the Free Library of Philadelphia and the Carnegie Library of Pittsburg.

Among the reasons people expressed for supporting changing the funding model was the feeling that there are insufficient funds to make a major impact in the Commonwealth. With competitive grants the level of funding forces libraries to complete a project with less money than necessary for success. Among the examples given were collection development grants and digitization.

Several focus group participants expressed the opinion that competitive grants are not applied equally. Libraries with grant writers fare far better than those without, they feel. Rural and small libraries are at a disadvantage because of a lack of staff versed in grant writing. Several people, including one who wrote to us after the meeting, said they don't even apply because they think their library won't get a grant anyway.

One final note were comments that the reviewing process of competitive grants needs to be revised, particularly the scoring chart matrix.

What should be the role of Commonwealth Libraries in the distribution of LSTA funds?
What do you want from Commonwealth Libraries?

Further emphasizing the value of statewide programs were comments about the different uses of LSTA funds.   Comments from the group indicated they received the greatest value from centralized, state-driven LSTA projects including statewide ILS, the statewide delivery system, POWER Library resources, and e-books, and support for Family Place and Pre-school Connections. The group was divided in its assessment of the One Book Every Young Child program (with some feeling it is not worth the investment); but they general supported other programs for youth including acquisition of Tutor.com or Brainfuse.com, subscription to Tumbl.com books, support for technology equipment, support for youth services – birth to age 18, continuation of the summer reading program.

The consultants to this group were surprised at the attendees' willingness to stay and keep talking about the various issues. Among the topics put on the table by various participants were the following:

- o How can libraries understand better what LSTA will fund?
- o Can the state report be revised to reflect current reality of staff and funding?
- o Can Commonwealth Libraries develop and evolve?
- o Would it be useful to adopt the five literacies in approaching library development?
- o Can Commonwealth Libraries better explain its rationale of adopting a regional approach?
- o Can the state move forward more quickly with statewide ILS?
- o Can the online LSTA application be made more user-friendly?

The current economic situation imposes severe restrictions on library services. But, it also offers an opportunity to think differently, to create new models, to redesign priorities, to think innovatively. Are the ways for LSTA funding to afford this opportunity?

APPENDIX D - List of Acronyms and Terms

Access PA   Access Pennsylvania, the statewide resource sharing network, which supports open access and interlibrary loan

BLD   Bureau of Library Development. A unit of the Office of Commonwealth Libraries

FFY   Federal Fiscal Year

ILL   Interlibrary Loan

ILS   Integrated Library System

IMLS   Institute of Museum and Library Services   http://www.imls.gov

LBPH   Library for the Blind and Physically Handicapped – General name applied to state-level outlets of the National Library Service programs. West Virginia's LBPH operates as a branch of the Maryland Division of Library Development and is known as the Maryland State Library for the Blind and Physically Handicapped.   http://www.lbph.lib.md.us/

LSTA   Library Services and Technology Act - LSTA is part of the Museum and Library Services Act, which created the Institute of Museum and Library Services (IMLS) and established federal programs to help libraries and museums serve the public. The LSTA sets out three overall purposes:

- Promote improvements in library services in all types of libraries in order to better serve the people of the United States.
- Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry; and
- Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public.

      The LSTA Grants to States program is a federal-state partnership. The Program provides funds using a population-based formula, described in the LSTA, to each state and the territories through State Library Administrative Agencies (SLAAs).

OCL   Pennsylvania Office of Commonwealt Libraries

POWER Library   Pennsylvania's suite of online databases http://www.powerlibrary.org/

SLAA   State Library Administrative Agency

SPR   State Program Report. An annual report filed by the SLAA with IMLS describing activities under the LSTA Grants to States program.

Appendix E - Bibliography of Documents Reviewed

American Evaluation Association, "Guiding Principles for Evaluators," 2004.

Gibbs, Graham. *Analyzing Qualitative Data* (Los Angeles: SAGE Publications, 2007)

Manjarrez, C., L. Langa, K. Miller. (2009). *A Catalyst for Change: LSTA Grants to States Program: Activities and the Transformation of Library Services to the Public.* (IMLS-2009-RES-01). Institute of Museum and Library Services. Washington, D.C.

Miller, K., Swan, D., Craig, T., Dorinski, S., Freeman, M., Isaac, N., O'Shea, P., Schilling, P., Scotto, J., (2011). *Public Libraries Survey: Fiscal Year 2009* (IMLS-2011–PLS-02). Institute of Museum and Library Services. Washington, DC

Pennsylvania. Department of Education. Office of Commonwealth Libraries. *LSTA Five-Year State Plan 2008-2012*.

U.S. Institute of Museum and Library Services. Guidelines for Five-Year Evaluation.

See also Appendix D (List of Acronyms and Terms) for links to websites reviewed.

APPENDIX F - Summary of Coding Used in Qualitative Analyses

	Library Leader Interviews		Q 1: Survey Value to Library		Q5: Survey: Value to Customers	
Descriptive Codes	**+**	**-**	**+**	**-**	**+**	**-**
POWER Library	15	2	68	23	131	
Integrated Library Systems, including Evergreen	12	2	2			
Professional Development	11		22		8	
Children's Services, including Summer Reading Program	10		54	1	31	
Early Literacy Programs	9		31		8	
Consulting	6	1	1	1	1	
Strategic Planning	4					
Technology Initiatives (Self Checkout, Digitization)	4		5		8	
Services to Seniors	3					
Resource Sharing/Interlibrary Loan	3		80		45	
Collection Development	3	1	27		18	
Urban Services	2		2		1	
Special Needs/Disability Services	1		5		4	
Marketing	1					
Information Literacy	1				2	
Statistics	1					
Strategies	**+**	**-**	**+**	**-**	**+**	**-**
Sub-grants to Libraries and Other Organizations	11	3	47	1		
Statewide Services	5		4			
Partnerships	3					
Innovation	1					

APPENDIX G – Research Instruments

Pennsylvania LSTA Interviews

Himmel & Wilson is working with Pennsylvania Commonwealth Libraries to conduct an evaluation of the State's implementation of the Federal Library Services and Technology Act (LSTA) "Grants to States" program. The "Grants to States" program is a population-based formula driven program intended to fulfill specific purposes outlined in the Museum and Library Services Act. Under the Act, each state is required to conduct an evaluation of the program every five years. The current evaluation covers activities conducted under the State's approved LSTA plan for the period between FY 2008 and FY 2012.

Major programs and initiatives that have recently (2009) received LSTA funds in Pennsylvania are: Library Development services (staffing) -- $862,000; Community Libraries Research databases and training --$524,000; support for Power Libraries --$319,000; Statistics and tools (including Bibliostat) -- $296,500; Urban services grants to urban libraries--$421,500; and statewide projects such as the summer reading program, school library services, innovation task force for developing the open source ILS for small libraries, professional development in the technology showcase workshops, preschool connections, and outreach. There were also numerous competitive grants given to school districts and public libraries/districts in the Commonwealth.

LSTA "Grants to States" funding for Pennsylvania has decreased from over $6.19 million in FY 2010 to just over $5.6 million in FY2011 as total Federal funding for the program has been reduced and as Pennsylvania's population percentage of the total U.S. population has declined.

1. In your opinion, which of the LSTA funded programs/initiatives have had the greatest impact since FY 2008 in PA? Can you give me an example or examples to illustrate your answer?

2. Almost all of Pennsylvania's "public library development" activity is dependent on LSTA funding. Have specific improvements or advances in library services taken place in the last five years that you believe are largely attributable to the availability of LSTA funding? What are the most important things that would NOT have been accomplished if LSTA funding had not been provided?

3. As you are aware, state funding for some library initiatives has fallen in recent years. While LSTA dollars can only be used for the specific purposes outlined under the Museum and Library Services Act and are not intended to supplant state funds, are there specific changes in how LSTA funds are expended that you think are appropriate given the overall reduction in funding for libraries?

4. The LSTA "Grants to States" program purposes highlight activities that improve access to library services, increase resource sharing activity, reach out to individuals with special needs and build strategic partnerships. To what extent do you believe Pennsylvania's implementation of the program has furthered these purposes?