



**LIBRARY SERVICES AND TECHNOLOGY
ACT(LSTA)**

**GRANTS TO STATES IMPLEMENTATION
AND EVALUATION
2018-2022**



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Evaluation Summary

Arkansas State Library fulfills a number of roles in its capacity as an information resource center for the state. Responsibilities of the Arkansas State Library include serving as an information resource center for state agencies, legislators, and legislative staff, providing guidance and support for the development of local public libraries, and providing the resources, services, and leadership necessary to meet the educational, informational, and cultural needs of the citizens of the state. Arkansas State Library receives funding from the Institute of Museum and Library Services through the Library Services and Technology Grants to States Program to support projects that serve all types of libraries in the state. ASL must provide matching funds in order to receive these funds and meet the requirements specified by IMLS. This report provides an independent evaluation of the Arkansas State Library 2018-2022 Library Services and Technology Act (LSTA) Grants to States Five-Year Plan. The intent of the evaluation is to determine how well Arkansas State Library has met the goals specified in its Five-Year Plan.

The 2018-2022 Five-Year Plan was developed by ASL staff after identifying five areas of need:

- 1) Communication
- 2) Information Access
- 3) Continuing Education
- 4) Targeted Services
- 5) Technology Support

This assessment was used to create four goals that addressed both these needs and LSTA priorities. Over thirty programs and activities were utilized to meet the goals. This summary presents a brief description of the goals and whether they have been achieved, partly achieved, or not achieved. The evaluation portion will provide details that support the realization of each goal by Arkansas State Library.

Retrospective Questions

A-1. To what extent did your Five-Year Plan activities make progress towards each goal? Where progress was not achieved as anticipated, discuss what factors contributed?

| Goal | Assessment |
|--|-----------------|
| <p>Goal 1: Enhance Access to Information for Lifelong Learning for all Arkansans. ASL supports lifelong learning for all Arkansans by expanding access to information resources of all types through digitization, preservation, maintenance of collections; and by maintaining, improving, and creating new models of access to those resources.</p> | ACHIEVED |
| <p>Goal 2: Provide Training and Professional Development to the State’s Library Workforce. ASL provides training and professional development, including continuing education, to improve skills, promote leadership, and enhance recruitment efforts with the profession, with an aim of advancing the delivery of library services.</p> | ACHIEVED |
| <p>Goal 3: Provide Programs and Services to Targeted Audiences. ASL strives to enrich the lives of Arkansans through programs and services that address the needs of targeted audiences with difficulties using a library.</p> | ACHIEVED |
| <p>Goal 4: Enhance the Technological Environment of Arkansas Libraries. ASL enhances the technological environment of Arkansas libraries by providing IT consultation services and facilitating opportunities for the testing/implementation of new and emerging technologies.</p> | ACHIEVED |

A-2. To what extent did your Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

| Measuring Success Focal Areas | 5-Year Plan Programs/Activities |
|---|---|
| <p>Lifelong Learning</p> | <p>Arkansas Center for the Book Summer Reading Program</p> |
| <p>Information Access</p> | <p>Collection Management Digital Services Information Services Traveler Statewide Database Program Library for the Blind and Print Disabled</p> |
| <p>Institutional Capacity</p> | <p>Youth Services Workshop Continuing Education Library Consulting E-Rate IT Support and Management</p> |
| <p>Economic & Employment Development</p> | <p>Patent and Trademark Resource Center</p> |
| <p>Civic Engagement</p> | <p>State Documents Depository State and Local Government Publication Clearinghouse Regional Federal Depository Library</p> |

A-3. Did any groups represent a substantial focus for your Five-Year Plan activities?

Four identified groups represented a substantial focus for Five-Year Plan activities. These groups were: Library Workforce, Individuals with Disabilities, Children (aged 0-5), and School-aged Youth (aged 6-17).

Process Questions

B-1. How have you used any data from the State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Arkansas State Library has used SPR data to conduct on-going evaluation of activities by measuring outcomes, outputs, quality, quantity, cost-effectiveness, and project impact.

B-2. Specify any modifications you made to the Five-Year Plan. What was the reason for this change?

No formal changes were made to the Five-Year Plan.

B-3. How and with whom have you shared data from the SPR and from other evaluation resources? How have you used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How have you used this information throughout this five-year cycle?

Elements of the information are shared quarterly with the Arkansas State Library Board to support progress of program activities towards the goals stated in the Five-Year Plan. SPR summary data and other evaluation resources have been shared with the general public on the ASL website.

Methodology Questions

C-1. Identify how you implemented an independent Five-Year Evaluation using the criteria described in the “Selection of an Independent Evaluator” of the guidance document.

Arkansas State Library worked with their parent agency, Arkansas Department of Education (ADE), to secure an independent evaluator with no oversight of the LSTA program within the state.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

The evaluation process for ASL relied on State Program Reports which were reviewed in detail, other relevant documents and statistics found on the ASL website, and a web-based survey conducted January 7 -27, 2022.

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

The evaluator worked directly with the ASL LSTA/Grants Coordinator over a five month period though multiple Zoom meetings and emails. The evaluator did not engage with any other stakeholders directly. A web-based survey was conducted that involved other stakeholders in January 2022.

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

The report will be publicly available on the ASL website as well as the IMLS website. ASL will alert the public of the availability of the report. Key findings and recommendations will be shared with various stakeholders through presentations at meetings and conferences.

Evaluation Report

This section of the evaluation addresses the key questions stated in the “Guidelines for IMLS Grants to States Five-Year Evaluation”. The Arkansas State Library 2018 – 2022 Five-Year Plan developed four goals to address the needs of Arkansas libraries and citizens.

A. Retrospective Questions

A-1. To what extent did your Five-Year Plan activities make progress towards each goal?

Where progress was not achieved as anticipated, discuss what factors contributed?

Goal 1: Enhance access to information for lifelong learning for all Arkansans.

Achieved

The Arkansas State Library supports lifelong learning for all Arkansans by expanding access to information resources of all types through digitization, preservation, maintenance of collections; and by maintaining, improving, and creating new models to access those resources.

The following projects addressed this goal:

- Arkansas Center for the Book
- Collection Management
- Digital Services
- Information Services
- Traveler Statewide Databases

Arkansas Center for the Book – A total of \$147,577 (2.7%) of LSTA funds were allocated towards programs and activities for FY2018-FY2020. The Arkansas Center for the Book encourages reading, writing, and literacy to Arkansas residents of all ages, stimulates public interest in books and literacy culture, and promotes the literary heritage of Arkansas through programs and activities such as Book Clubs, If All Arkansas Read the Same Book, Arkansas Gems, Letters About Literature, and Collaborations. LSTA funds were used to purchase book titles for public libraries and promotion materials for public and school libraries. Funds also went towards speaker fees and expenses. In 2019, the Library of Congress concluded the Letters

about Literature program. It was decided that collaborations would be developed with community organizations that concentrated on aspects of reading that were not as strongly addressed through other Arkansas Center for the Book activities. These areas included poetry, illustration, and book arts. In 2020, the Covid-19 pandemic created a number of challenges for the Arkansas Center for the Book. In-person attendance and book circulation levels dropped statewide. Some events for programs such as book clubs and IAARTSB had to be cancelled or reconfigured for the virtual environment. The creation of virtual events allowed the funding to be redirected to support other events due to a decrease in speaker fees. This also allowed more statewide access to events.

Collection Management – A total of \$446,954 (8.1%) of LSTA funds were allocated for FY2018-FY2020. The Collection Management division used funds to acquire, process, catalog, deliver, and maintain resources for Arkansas State Library’s digital and tangible collections with the intent to improve user ability to obtain and use information resources. Public visibility of acquired materials is provided through the ASL online catalog and OCLC WorldCat. The ASL website provides access to databases, periodicals, and other digital resources. The Covid-19 pandemic did not create any significant disruptions or changes for this project.

Digital Services – A total of \$450,634 (8.2%) of LSTA funds were allocated for FY2018 - FY2020. LSTA funds were used towards subscription services, supplies, and personnel. The Digital Services project provides freely accessible state and federal government documents to the general public, state government agencies, and libraries across the state. In 2019, a new digital preservation system, Preservica, was acquired to assist in long-term preservation and access to electronic state documents. Documentation was created to assist with moving materials from CONTENTdm to Preservica in order to help other libraries with migrating content. Additional equipment was also acquired to digitize audiovisual content from the State Documents collection. The Digital Services project experienced disruptions and changes due to staff shortages and the Covid-19 pandemic. In March of 2020, shipments of federal documents ceased due to the pandemic and did not resume until June of 2021, this along with a few staff vacancies in the Digital Services department helped to create a backlog of federal documents to process.

Information Services – A total of \$307,523 (5.6%) of LSTA funds were allocated for FY2018-FY2020. These funds were used towards supplies, equipment, services, and personnel. This project provides information services to government agencies, businesses, libraries, and the public. ASL provides the only U.S. Patent and Trademark Resource Center in Arkansas, and assistance with patent and trademark information was routinely given to inventors and small business owners. Inter-library loan (ILL) service was also provided to state employees for work related requests and on behalf of small, rural libraries that cannot afford OCLC subscriptions or were not staffed to process ILL requests. As a result of the Covid-19 pandemic, Zoom was added as a means of providing service in addition to telephone, email, fax, and in-person interactions.

Traveler Statewide Databases – A total of \$2,390,942 (43.7%) of LSTA funds were allocated for FY2018, FY2019, and FY2020. The funds were used for database subscriptions through three vendors, ProQuest, World Book, and Mango Languages. The Traveler databases are accessible from the ASL website and use geolocation authentication, so no additional login is required for remote access. All academic, school, and public libraries in the state can register their IP addresses with ASL to integrate Traveler resources with their own digital collections. Telephone and email consultation was provided to any library that needed assistance with Traveler resources. Tutorials, webinars, and LibGuides were also added to the ASL website to provide additional training resources. Due to the Covid-19 pandemic, schools had to provide online instruction and libraries had to expand their online program offerings. The Traveler resources ensured that every person in Arkansas had access to high quality learning and research materials.

Goal 2: Provide training and professional development to the state’s library workforce.

Achieved

The Arkansas State Library provides training and professional development, including continuing education, to improve skills, promote leadership, and enhance recruitment efforts within the profession, with an overall aim of advancing the delivery of library services.

The following projects addressed this goal:

- Children’s Services Workshop

- Continuing Education
- Library Consulting

Children's Services Workshop – A total of \$169,302 (3.1%) of LSTA funds were allocated for the FY2019 and FY2020. The funds were used for supplies, services, and speaker fees. Initially, the project focused only on services for children from pre-school to age 12. The project was expanded to include age groups from birth to late teens and the name was changed to Youth Services Workshop. The workshops are all day events that feature keynote sessions and multiple breakout sessions. The workshops have been held virtually after the start of the Covid-19 pandemic. ASL has also offered shorter workshops that target specific youth groups such as tweens and those in the LGBTQ+ community.

Continuing Education – A total of \$82,237(1.5%) LSTA funds were allocated for FY2018-FY2020. The funds were used to cover travel expenses and for supplies and services needed to create virtual training programs. This project supports professional development for Arkansas' library workforce through activities such as the Arkansas Library Leadership Institute (ALL-In), Library Juice Academy, and other workshops and trainings. Prior to 2020, most training sessions were in-person events and participants expressed this to be their preference. The Covid-19 pandemic significantly altered the way ASL was able to offer and deliver its continuing education activities. Most events were transitioned to the virtual environment via Zoom, and ASL anticipates that this will become a permanent part of the way activities are offered. The ALL-In program was created by ASL to develop leaders within the state's library community, as well as strengthen relationships among all types of librarians. The program is in its fifth year of being offered and participation and outcomes have been consistently strong. ASL also provides access to one course per month for any library worker employed in a library in the state through Library Juice Academy. These courses are taught asynchronously and involve reading assignments, activities, and class participation. This activity was initially supported with CARES funds but has been transitioned to ASL's regular continuing education offering due to the enthusiasm and support it received from the library community. Other workshops and training sessions offered by ASL are based on topics that many library workers experience on a daily basis. Examples of these include having Narcan available at public libraries due to

concerns about increasing overdose statistics, promoting and supporting the 2020 Census efforts in communities, and addressing emotional well-being of librarians.

Library Consulting – The LSTA expenditure for library consulting was \$96,905 (1.7%) for FY2018-2020. The funds were used for personnel, travel, supplies, and services. This project provides guidance and support for the development of public libraries and library services throughout Arkansas. Prior to the Covid-19 pandemic, the Manager of Library Development regularly conducted site visits to public libraries. This allowed the manager to become acquainted with the library community first-hand and also allowed the manager to physically view facilities and collections which helped to provide consulting that was specific to each library location. After the pandemic began, this activity was conducted entirely virtually. The consulting topics also shifted to focus more on things like safe materials handling and vaccine information. As the pandemic has progressed and libraries have become more comfortable with the adaptations that it has brought, consulting topics have shifted back to what they were before. On-site visits are cautiously being resumed. Also, Board of Trustee training has recently become an important area of focus. As a consequence of the pandemic, many library boards throughout the state have undergone significant turnover due to retirement or the challenges involved with participating in the virtual environment. Libraries are now requesting Board of Trustee training which has been provided virtually. ASL expects the requests to increase throughout the next year.

Goal 3: Provide programs and services to targeted audiences.

Achieved

The Arkansas State Library strives to enrich the lives of Arkansans through programs and services that address the needs of targeted audiences with difficulties using libraries.

The following projects addressed this goal:

- Library for the Blind and Print Disabled
- Summer Reading Program

Library for the Blind and Print Disabled – The LSTA expenditure for Library for the Blind and Print Disabled was \$423,797(7.8%) for FY2018-2020. The funds were used towards personnel, travel, supplies, and services. This project provided public library services to Arkansans who are unable to use standard print material due to visual, physical, or reading disabilities. Before the start of the Covid-19 pandemic, presentations were made to groups that represent or work with those who have visual, physical, or reading disabilities at community and senior health fairs, professional conferences, and association meetings. After the start of the pandemic, travel to promote services was halted. The quarterly newsletter, sent via the U.S. Postal Service, became an invaluable resource to get information to library patrons. Nearly 85% of patrons rely on direct mail-out of audio and braille library books. Only 25% of patrons were signed up for the National Library Service for the Blind’s BARD (Braille and Audio Reading Download) program prior to the pandemic. BARD usage has increased since the start of the pandemic to 37%. Circulation of materials continued as normal during the pandemic.

Summer Reading Program – The LSTA expenditure for the Summer Reading Program project was \$372,049(6.8%) for FY2018-FY2020. Funds were used for personnel, travel, supplies, and services. This project provided a statewide summer reading program through ASL’s membership in the Collaborative Summer Library Program, which is a consortium of public libraries that creates quality summer reading programs for children, teens, and adults. ASL provided manuals in print, flash drive, and digital access formats and purchased full color print materials for public library use. In 2020, public libraries changed their Summer Reading Programs from live and in-person to an online format due to the Covid-19 pandemic. ASL offered weekly zoom sessions for library programmers to help them connect, learn new skills, and adapt their Summer Reading programs. Registration numbers for Summer Reading also dropped after the start of the pandemic but there was still robust participation. Evaluation responses indicated that virtual burn out and connectivity challenges in rural areas were a cause for the decrease.

Goal 4: Enhance the technological environment of Arkansas libraries.

Achieved

The Arkansas State Library enhances the technological environment of Arkansas libraries by providing IT consultation services and facilitating opportunities for the testing/implementation of new and emerging technologies.

The following projects addressed this goal:

- E-Rate and Technology Support
- IT Support and Management
- Technology Support

E-Rate and Technology Support – The LSTA expenditure for the E-Rate Support project was \$31,300(.5%) for FY2018-2020. Funds were used for travel, supplies, and services. The E-Rate project assisted Arkansas public libraries with the acquisition of robust broadband internet access to support patron and staff technology use. The project also encourages libraries to stay abreast of new technology trends by providing information and training on emerging technologies.

Training and support for E-Rate was targeted at public library staff and trustees in areas such as E-Rate application process, program rules, Children’s Internet Protection Act (CIPA) compliance, and technology. This training was offered in-person and virtually. The Covid-19 pandemic increased the need for broadband speed and updating network equipment in public libraries. E-Rate has played a significant role in helping libraries to meet this need. In the 2018-2022 LSTA 5-year plan, ASL listed Technology Support as a separate project. The position for Technology Support became vacant at the end of 2017, after the 5-year plan was submitted and accepted. The vacant position was never filled, and the E-Rate Support project director took over the duties of Technology Support and the two project were combined in the SPR.

IT Support and Management – The LSTA expenditure for IT Support and Management was \$417,481(7.6%) for FY2018-2020. Funds were used for travel, supplies, and services. The IT Management and Support project provided IT infrastructure and services that are critical for the delivery of services and information to ASL staff, patrons, state employees, public libraries, and Arkansas citizens. This project worked with every LSTA funded project that is housed at ASL. The procurement of desktops, software, applications, backup, and upgrades increased support and production for all other LSTA programs. At the start of the Covid-19 pandemic, laptops were purchased and provided to those working from home, along with access to all files which allowed for the continued operation of ASL programs and services.

A-2. To what extent did your Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Lifelong Learning – Improve users’ general knowledge and skills

There are two ASL projects that primarily address the focal area of lifelong learning with the intent to improve users’ general knowledge and skills. One project, Arkansas Center for the Book, encourages reading, writing, and literacy among Arkansans of all ages through programs such as Arkansas Gems, book club lending, IAARTSB, and collaborations. Arkansas Gems is an annual publication that connects adults and students to current activities in literature that feature newly published works about Arkansas subjects or authors from the state. Book club lending encourages active reading and literacy and is utilized by public and school libraries throughout the state. IAARTSB is an annual community reading program designed to encourage the enjoyment of reading and promote book discussions in all types of libraries in the state. Previously, the selected book author was brought to Arkansas for a multi-day presentation tour at various venues. After the start of the Covid-19 pandemic, the author presentation was changed to a virtual format and two live events were held. Collaborative activities were developed by the Arkansas Center for the Book to replace the space left by the conclusion of the Letters About Literature. The collaborations included:

- “In Conversation with Jericho Brown”, with Arkansas Poet Laureate, Jo McDougall. The program was a live virtual event that was combination of poetry reading and discussion.
- The Mosaic Templars Cultural Center installation of the Smithsonian Institution Traveling Exhibition, “The Negro Motorist Green Book”. An in-person event was also hosted with Candacy Taylor, the installation’s curator and author of “The Overground Railroad”.
- The virtual Six Bridges Book Festival, held in Little Rock.

The other project addressing the focal area of lifelong learning is Summer Reading Program. ASL provides a statewide summer reading program through its membership in the Collaborative Summer Library Program (CSLP). This organization is a consortium of public libraries that creates quality summer library programs for children, teens, and adults. In addition to paying for membership, ASL also purchases manuals and promotional items and provides training and brainstorming sessions on how to implement successful Summer Reading programs. 88.5% of library survey respondents expressed that the SPR resources provided were helpful in assisting their libraries to develop their programs. In 2019, Arkansas public libraries reported

that more than 22,000 people registered to participate in their summer reading programs and over 124,000 people attended summer programming events held throughout the state. Due to the Covid-19 pandemic, public libraries were compelled to change their Summer Reading Programs from live events to online. Virtual training workshops were provided to assist with this change. ASL, in an effort to reduce the burden of content creation for overworked library staff, provided access to READSquared accounts for every public library branch. READSquared is an online platform that offers digital activities and incentives for all age groups during Summer Reading Program. This platform, along with Page Turner Adventures, allowed public libraries to provide at least four weeks of content for their summer reading program. Survey respondents stated that READSquared was a helpful resource and one that some libraries would not have been able to purchase on their own.

Information Access – Improve users’ ability to discover information resources

There are three ASL projects that primarily address the focal area of information access with the intent to improve users’ ability to discover information resources. Collection Management is one project in this category. This acquires, processes, catalogs, maintains, and delivers resources for ASL. These resources are visible to the citizens of Arkansas through the ASL online library catalog and through OCLC WorldCat. Remote access to digital subscription resources is available through the ASL website. This was supported through the maintenance and administration of SirsiDynix Symphony ILS, Ezprozy remote authentication, and Marcive and OCLC cataloging platforms. Another project, Digital Services, provides free access to state and federal government documents to the public, state government agencies, and libraries across Arkansas. All acquired documents were cataloged and made visible in the online catalog. ASL personnel also work to enhance electronic access, streamline internal workflows, and promote these materials to educators, as well as the general public. The last project that falls under this category is Information Services. This project provides reference and ILL service to federal, state, and local government agencies, businesses, libraries, and the general public. Despite restrictions due to the Covid-19 pandemic, reference and ILL services continued to be provided via telephone, fax, the ASL web page, and in person appointments. ILL services were also provided to small, rural Arkansas libraries that either could not afford OCLC subscription fees or were not adequately staffed to process ILL requests.

Information Access – Improve users’ ability to obtain and/or use information resources

The Traveler Statewide Databases project addresses the focal area of information access with the intent to improve users’ ability to obtain and /or use information resources by providing research databases to all types of libraries and all citizens of Arkansas through remote access. With the increase of virtual learning and instruction due to the Covid-19 pandemic, the databases provided through the Traveler project supported remote instruction by ensuring that every person in Arkansas had the same access to high quality research and learning materials. According to the ASL evaluation survey, many respondents stated that they considered the Traveler databases to be the most important program/service provided by ASL to their particular library, with just over 81% indicating that their library offered the Traveler databases to their users. 86% of respondents indicated that they were satisfied with the databases that were offered, with 35% being very satisfied. When asked how the availability of Traveler databases affected their library’s ability to serve patrons, over 58% of respondents indicated that it reduced the overall cost of services. Over 72% felt that the databases improved the quality of service provided and broadened the range of services and resources that libraries were able to offer.

The Library for the Blind and Print Disabled project addresses the focal area of information access with the intent to improve users’ ability to obtain and/or use information resources by providing non-print public library service directly to Arkansans who are unable to use standard print materials due to visual, physical, or reading disabilities. Users can receive books, magazines, and music materials in braille or audio format through free mail delivery or digital download. Library staff members assist patrons by researching and selecting resources and providing assistance with adaptive equipment and book downloads. The library provides all of its direct circulation of books by duplication on demand, which is a mode of service in which copies of requested books are created as required and the media is reused when circulation is complete. Duplication of books on demand made it possible to provide more books to patrons faster with less staff and without the need for a large amount of storage space. According to the ASL evaluation survey, 71% of respondents were familiar with the services offered by the Library for the Blind and Print Disabled. One respondent indicated that this service was most important to their library because they had seen an increase of users that were unable to read the smaller fonts found in most of its print materials, while another specified that their library did not

have enough materials at their library location to fulfill the needs of the visually disabled in their service area.

Institutional Capacity – Improve the library workforce

The Youth Services project addresses the focal area of institutional capacity with the intent to improve the library workforce. The Youth Services project provides services for library users in the age range of birth to late teens. In order to provide service to such a diverse group, library staff need training and resources. ASL provided a number of professional development and continuing education opportunities to help library staff improve their knowledge and skills in this area. Prior to March 2020, sessions were held in person, but after the start of the Covid-19 pandemic sessions were held virtually. Workshops and training sessions that were held included:

- Top Swap, in which programmers presented their best ideas for story time, library tours, bibliographic instruction and after school programs for library staff serving children ages 3-12.
- YA Gumbo, which focused on collection development, new technology, gaming, and programs that help teens transition from childhood to adult life.
- Youth Services Workshops, two all day virtual workshops that focused on storytime and general youth services topics. Sixteen unique breakout sessions were provided by public library and school staff from across the state.
- LGBTQ+U, focused on creating a safe space for LGBTQ+ patrons of all ages but for teens in particular.
- Transforming Teen Services, presented courses that focused on the concept of computational thinking and connected learning for youth.
- Weekly Programmer Zooms, the pandemic forced an immediate adaption of all services and programs. Weekly sessions were held for library programmers to share ideas, new skills, ask questions and receive help from ASL staff and peers in libraries across the state. 75 weekly zooms in total were held during the reporting period.

According to the ASL evaluation survey, over 52% of those that responded indicated that they had participated in youth services workshops. Also, several respondents listed Youth Services programs as the most important for their particular library. One respondent stated that youth services workshop helped by “keeping our programs new, inviting, and current”. Another

respondent mentioned that as a small library, they do not have a youth librarian so the training in this area is “a big help and greatly appreciated”.

The Continuing Education project also addresses the focal area of institutional capacity with intent to improve the library workforce. The Continuing Education project provides training and professional development to the library workforce of Arkansas that improve skills and foster leadership within the profession. The Covid-19 pandemic altered the way that project activities were delivered, going from in-person to primarily online. Continuing education activities included:

- Arkansas Library Leadership Institute (ALL-In), held every three years, provides an opportunity for learning and developing leadership skills that enhance the delivery of library services for all Arkansans. The program is a year-long for participants and is designed for all types of library workers from any type of library in the state.

- Workshops are offered throughout the year to address the learning needs of library workers across the state. Topics include safety, programming, emotional well-being, social issues, customer service, and many others.

- Library Juice Academy provided all library workers with access to one course per month that include topics such as cataloging, web design, digital preservation, and more.

According to the ASL evaluation survey, nearly 85% of respondents indicated that continuing education was important to them and almost 75% had participated in professional development activities offered by ASL. When asked if current continuing education opportunities provided by ASL met their needs, 90% of those who responded answered yes, and 78% indicated that they made changes in their library based on the training received. Also, 80% of respondents answered that continuing education opportunities offered by ASL had improved over the last three years.

The Library Consulting project addresses the focal area of institutional capacity with intent to improve the library workforce by providing guidance and support for the development of public libraries and services throughout the state of Arkansas. Consultation is available on issues such as library administration and management, policy development, building maintenance and construction, financial management, and more. Due to the Covid-19 pandemic, in-person consulting visits were transitioned to virtual. Many respondents of the ASL evaluation survey expressed the value and their appreciation of the consulting services provided by ASL.

Institutional Capacity – Improve library’s physical and technology infrastructure

The E-Rate and Technology Support project addresses the focal area of institutional capacity with the intent to improve libraries’ physical and technology infrastructure. The E-Rate and Technology Support project assisted Arkansas public libraries with the acquisition of robust internet access to support patron and staff technology use. Due to the Covid-19 pandemic, consultation and training on the E-Rate application process and timeline, program rules, CIPA compliance, and technology was offered virtually. The Manager of E-Rate Support also worked to encourage participation, provide training, and directly assist libraries. A number of respondents to the ASL evaluation survey listed E-Rate as one of the most important services for their library and provided the following comments:

- “Without E-Rate funding my library would not be able to afford technology upgrades that are available through this fund.
- “E-Rate saves us 80% of our internet costs & the filing is incredibly complex. The help was invaluable.”
- “E-Rate is very important to us as we would otherwise likely have to pay a consultant.”
- “E-Rate and Technology support is so helpful. The process of applying for E-Rate is complicated and confusing, but Amber makes it so easy. We might not apply if we didn’t have her to help through the process.”

The IT Support and Management project addresses the focal area of institutional capacity with the intent to improve library’s physical and technology infrastructure. The IT Support and Management project provided the IT infrastructure and services critical to the delivery of services and information to ASL patrons. Due to the Covid-19 pandemic, ASL needed to provide more of its services and programs virtually. Without the support of this project, this transition would not have happened in an effective way. Nearly 90% of respondents of the ASL evaluation survey indicated satisfaction with how well ASL adapted to delivering its programs and services due to the pandemic.

Economic and Employment Development – Improve users’ ability to use and apply business resources.

The Patent and Trademark Resource Center addresses the focal area of economic and employment development with the intent to improve users’ ability to use and apply business

resources. ASL is the only designated Patent and Trademark Resource Center for the state of Arkansas and regularly provides patent and trademark information to independent inventors and small business owners. PTRC staff work closely with the U.S. Small Business Administration, Arkansas Department of Commerce, and Arkansas Small Business and Technology Development Center to promote awareness of intellectual property rights and help facilitate entrepreneurship and small business development within the state.

Human Services

LSTA funds were not allocated in direct relation to this focal area.

Civic Engagement – Improve users’ ability to participate in their community

ASL serves as the official State Documents Depository, State and Local Government Publication Clearinghouse, and Regional Federal Depository Library. As such, it provides freely accessible government information to all citizens, libraries, and government entities in the state of Arkansas. Easy access to local and national government information supports and promotes civic literacy in communities. ASL state and federal documents staff have also worked to enhance access to these resources by creating teaching guides for using government documents in the classroom and presenting at Arkansas Department of Education’s annual summit.

A-3. Did any of the following groups represent a substantial focus for your Five-Year Plan activities? (Y/N)

| | |
|--|-----|
| Library Workforce (current and future) | YES |
| Individuals living below the poverty line | NO |
| Individuals that are unemployed/underemployed | NO |
| Ethnic or minority populations | NO |
| Immigrants/refugees | NO |
| Individuals with disabilities | YES |
| Individuals with limited functional literacy or information skills | NO |
| Families | NO |
| Children (aged 0-5) | YES |
| School-aged youth (aged 6-17) | YES |

The groups that represent a substantial focus of the ASL Five-Year Plan activities were the library workforce, individuals with disabilities, children, and school-aged youth. The Traveler Statewide Database project, which targets each of these groups, constitutes 42% of total LSTA expenditure alone. When combined with expenditures for each group through other projects such as Summer Reading program, continuing education and professional development, youth services, consulting, and LBPD, the 10% threshold of substantial contribution is met.

B. Process Questions

B-1. How have you used any data from the State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

The data from the SPR is regularly used by Arkansas State Library to modify and improve activities and make decisions involving achievement among projects. Examples of how ASL has used SPR data to conduct on-going evaluation of activities include measuring outcomes, outputs, quality, quantity, cost-effectiveness, and project impact.

B-2. Specify any modifications you made to the Five-Year Plan. What was the reason for this change?

No formal changes were made to the 2018-2022 Five-Year Plan. There were a couple of program name changes, but that did not change the intent of the original plan.

B-3. How and with whom have you shared data from the SPR and from other evaluation resources? How have you used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How have you used this information throughout this five-year cycle?

Elements of the information are shared quarterly with the Arkansas State Library Board to support progress of program activities towards the goals stated in the Five-Year Plan. SPR summary data and other evaluation resources have been shared with the general public on the ASL website. Access to SPR data has also been shared with the outside independent evaluator in order to conduct the LSTA Evaluation. SPR data can also be found on the IMLS website.

C. Methodology Questions

C-1. Identify how you implemented an independent Five-Year Evaluation using the criteria described in the “Selection of an Independent Evaluator” of the guidance document.

Arkansas State Library worked with their parent agency, Arkansas Department of Education (ADE), to secure an independent evaluator with no oversight of the LSTA program within the state. The ADE staff had prior knowledge of the professional competency of the selected evaluator to be able to rigorously conduct the evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

The evaluation process for ASL relied on State Program Reports which were reviewed in detail, along with other relevant documents, fliers, articles, usage statistics, social media, and the ASL website. A web-based survey was conducted January 7 -27, 2022.

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

Stakeholders for Five-Year Evaluation include the Arkansas State Library, the Arkansas State Library Board, Arkansas libraries, advisory committees, citizens of Arkansas, and the Institute of Museum and Library Services. The evaluator worked directly with one stakeholder from ASL, the LSTA/Grants Coordinator. This stakeholder provided all necessary documents and access to all necessary data. Several meetings were held via Zoom from November to March. Other stakeholders were engaged through a web-based survey conducted January 7-27, 2022.

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

The report will be publicly available on the ASL website as well as the IMLS website. ASL will alert the public of the availability of the report. Key findings and recommendations will be shared with various stakeholders through presentations at meetings and conferences, reports, press releases, direct emails, newsletters, listservs, and direct communication with government liaisons.

Recommendations

Based on the information gathered during this evaluation, future recommendations for Arkansas State Library LSTA programs should:

- Continue to improve and increase its communication to libraries and the general public by advertising programs on various social media platforms, churches, community centers, and schools.
- Continue to provide high quality professional development and continuing education opportunities for library workers in the state in a hybrid format. Many survey respondents were impressed with the opportunities provided and felt that the virtual environment made it easier to for them to participate. Future workshops and trainings could be provided with both in-person and virtual options. An archive of past virtual trainings could also be made available for a specified time period.
- Continue to help decrease the Digital Divide in the state by providing technology and skills to those that need it, especially the more rural areas.
- Develop more programs that promote cultural diversity and inclusion. Arkansas has a significant African-American population and a growing Latinx population, cultural and literary collaborations that include these groups can encourage better understanding and unity among citizens. Also, continue and spread the word about the youth services LGBTQ+ workshops provided by ASL.
- Form collaborative partnerships with other state government agencies to develop programs that focus on financial literacy, workforce development, and mental health to help address the national priority focal area of human services.

Appendices:

A. Acronyms

ADE – Arkansas Department of Education

ADLC – Arkansas Digital Library Consortium

ASL – Arkansas State Library

ALL-In – Arkansas Library Leadership Institute

BARD – Braille and Audio Book Download

CIPA – Children’s Internet Protection Act

CSLP – Collaborative Summer Library Program

IAARTSB – If All Arkansas Read the Same Book

ILL – Interlibrary Loan

ILS – Integrated Library System

IMLS – Institute of Museum and Library Services

LBPD – Library for the Blind and Print Disabled

LSTA – Library Services and Technology Act

NLS – National Library Service for the Blind

OCLC – Online Computer Library System

SPR – State Program Report

SRP – Summer Reading Program

B. Bibliography of All Documents Reviewed

- Arkansas State Library Board Meeting Packet, February 14, 2020
- Arkansas State Library Board Meeting Packet, May 1, 2020
- Arkansas State Library Board Meeting Packet, August 14, 2020
- Arkansas State Library Board Meeting Packet, November 13, 2020
- Arkansas State Library Board Meeting Packet, February 12, 2021
- Arkansas State Library LSTA Five Year Plan 2018-2022
- Arkansas State Library LSTA Five Year Plan Evaluation 2013-2017
- Arkansas State Library State Program Report 2018
- Arkansas State Library State Program Report 2019
- Arkansas State Library State Program Report 2020
- Arkansas State Library Website, <https://www.library.arkansas.gov>
- Guidelines For IMLS Grants to States Five-Year Evaluation, OMB Control Number 3137-0090

C. Survey Instrument

Arkansas State Library (LSTA Evaluation) Library Survey

* Required

1) Please select the type of library you represent. *

Mark only one oval.

- Academic (Community Colleges, 4-yr Colleges and Universities)
- Public
- School (K-12)
- Special
- Other: _____

2) Your library is located in which part of Arkansas? *

Mark only one oval.

- Northwest
- Northeast
- Central
- Southwest
- Southeast

3) Please select the job title that most closely describes your position: *

Mark only one oval.

- Administration (Dean, Director, Branch Manager)
- Librarian (Children's/Youth, Reference, Instruction, Technical Services, ILL)
- Library Paraprofessional
- Support Staff (IT, Public Relations, etc)
- Library Trustee
- Other: _____

4) How does your library learn about programs and services offered by ArkansasState Library? (Please select all that apply) *

Check all that apply.

- Arkansas State Library Website
- Direct Communication from Arkansas State Library
- Newsletters
- Conference/Workshops
- Listserv
- Library Association
- Other Libraries
- Poster/Flyers

Other: _____

5) The following programs/services are provided by Arkansas State Library with the help of LSTA (Library Services and Technology Act) funds. Are you aware of any of these? Please check all that apply. *

Check all that apply.

- Arkansas Center for the Book
- Arkansas Gems
- If All Arkansas Read the Same Book
- Library Book Clubs
- Youth Services Workshops
- Summer Reading
- Book Awards (Arkansas Teen, Charlie May Simon, Arkansas Diamond Primary)
- Library for the Blind and Print Disabled
- Arkansas Library Leadership Institute (ALL-In)E-
- Rate & Technology Support
- State Documents Depository
- Arkansas Documents Digital Collection
- Federal Depository Library Program
- Patent and Trademark Resource Center
- Library Consulting
- Arkansas Digital Library Consortium (ADLC)
- Traveler Statewide Digital Resources
- Professional Development (Library Juice Academy, WebJunction, Webinars) I
- am not aware of any of these programs/services

6) From the list above, please tell us which programs/services you think are most important to your library. Why? *

7) Please indicate your level of satisfaction with how well Arkansas State Library adapted to delivering its programs/services due to the pandemic. *

Mark only one oval.

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied
- No Opinion

8) How important is Professional Development/Continuing Education to you? *

Mark only one oval.

- Important
- Neutral
- Not Important

9) Have you ever participated in any professional development activities offered by Arkansas State Library? *

Mark only one oval.

- Yes *Skip to question 10*
- No *Skip to question 14*

Skip to question 14

9 b) Which Professional Development/Continuing Education activities did you participate in? Please check all that apply. *

Check all that apply.

- Consulting Services
- Arkansas Library Leadership Institute (ALL-In)
- Library Juice Academy
- Weekly Programmer Zooms
- LBGTQ + U
- Arkansas Student Choice Book Awards
- Transforming Teen Services
- Youth Services Workshop
- Reimagining School Readiness and Storytime in a Virtual Environment

Other: _____

9 c) Did you make any changes in your library based on the training you received? *

Mark only one oval.

Yes

No

9 d) Do the current Professional Development/Continuing Education opportunities provided by Arkansas State Library meet your needs? *

Mark only one oval.

Yes

No

9 e) Do you feel that Arkansas State Library Professional Development/Continuing Education opportunities have improved during the last 3 years? *

Mark only one oval.

- Improved
- Stayed the same
- No Improvement

10) Arkansas State Library provides a collection of digital resources for residents of Arkansas known as the Traveler Statewide Database Project. Does your library offer these databases to its users? *

Mark only one oval.

- Yes *Skip to question 15*
- No *Skip to question 18*
- Not Sure *Skip to question 18*

10 b) Please indicate your overall satisfaction with the databases offered by the Travelers Database Project. *

Mark only one oval.

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

10 c) How does the availability of these databases affect your ability to serve your patrons? (Please check all the apply) *

Check all that apply.

- Reduces the overall cost of services to patrons
- Improves the quality of service provided to patrons
- Broadens the range of services/resources our library can offer
- It does not affect our ability to serve patrons

Other: _____

10 d) Are there any databases that you wish were included that are currently not available?

11) Does your library offer a Summer Reading Program? *

Mark only one oval.

- Yes *Skip to question 19*
- No *Skip to question 21*
- Not Sure *Skip to question 21*

11 b) Arkansas State Library provides a program manual and virtual workshops for the Summer Reading Program. Were these resources helpful in assisting your library to develop its Summer Reading Program? *

Mark only one oval.

Yes

No

Other: _____

11 c) Are there any other resources/services that Arkansas State Library could provide that would help your library successfully offer a summer reading program in the future?

12) The Library for the Blind and Print Disabled at Arkansas State Library provides a number of services for those who are unable to use standard print material due to visual, physical, or reading disabilities. How familiar are you with services offered by the Library for the Blind and Print Disabled? *

Mark only one oval.

| | | | | | | |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------|
| | 1 | 2 | 3 | 4 | 5 | |
| Very Familiar | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Not Familiar |

12 b) What are some ways that Arkansas State Library could provide assistance in promoting these services to individuals in your community that may need them.

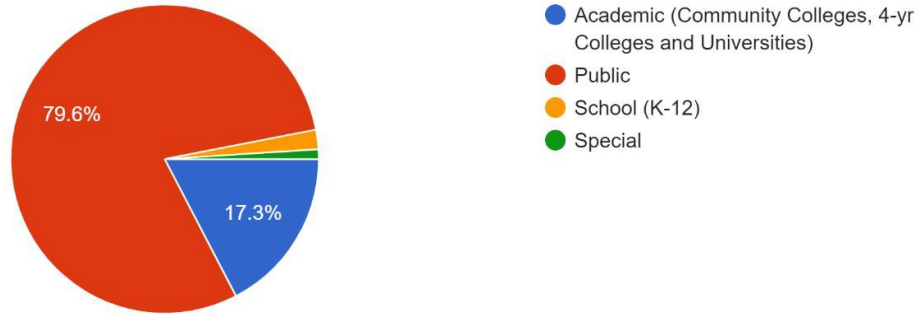
13) If you have any additional feedback or suggestions for Arkansas State Library, please provide it below.

14) Thank you taking this survey and helping to evaluate our services!!! If you would be interested in participating in a focus group to provide more in-depth information regarding programs/services at Arkansas State Library please provide your name, email or phone number and you will be contacted. (Please note that this information will not be tied to your survey responses in any way.)

D. Survey Results

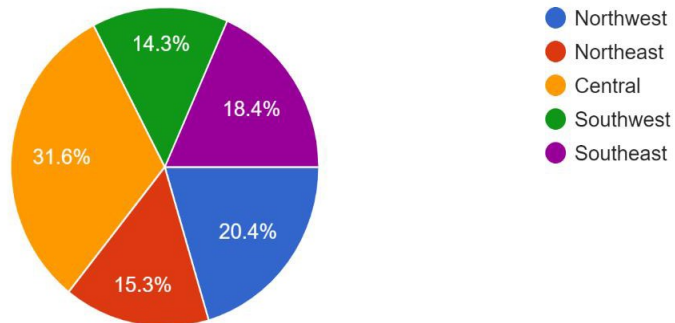
1) Please select the type of library you represent.

98 responses



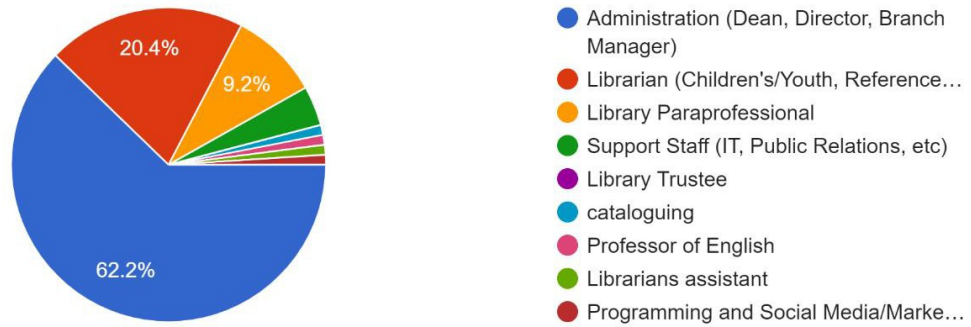
2) Your library is located in which part of Arkansas?

98 responses



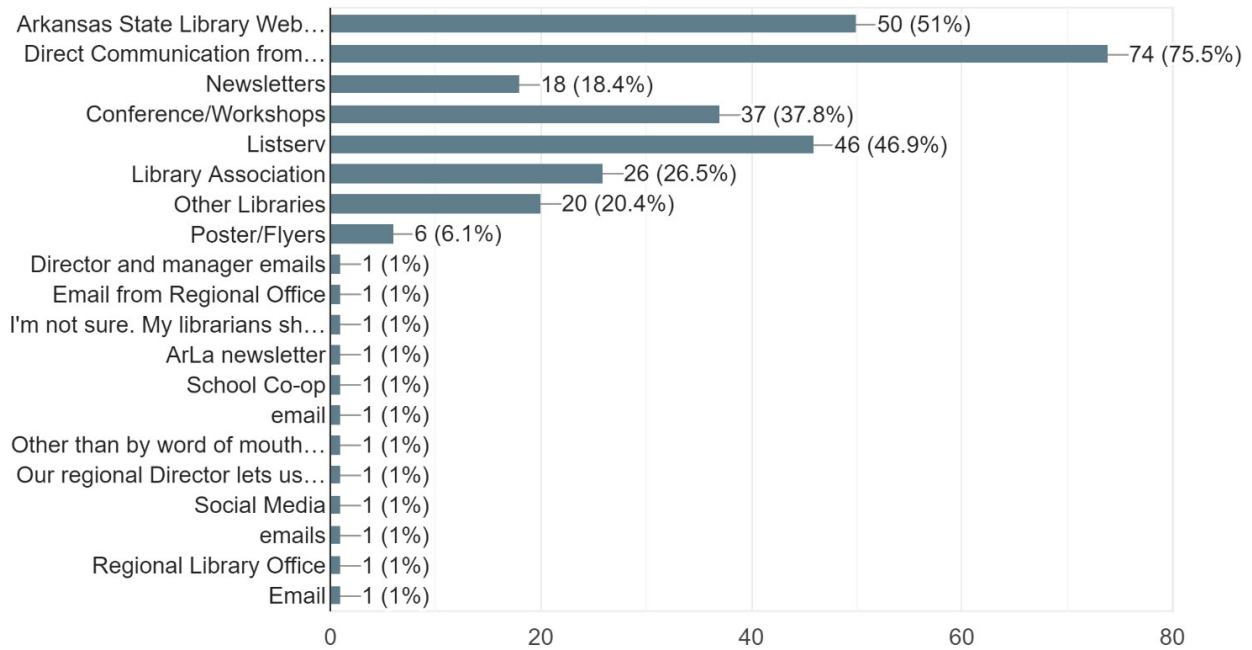
3) Please select the job title that most closely describes your position:

98 responses



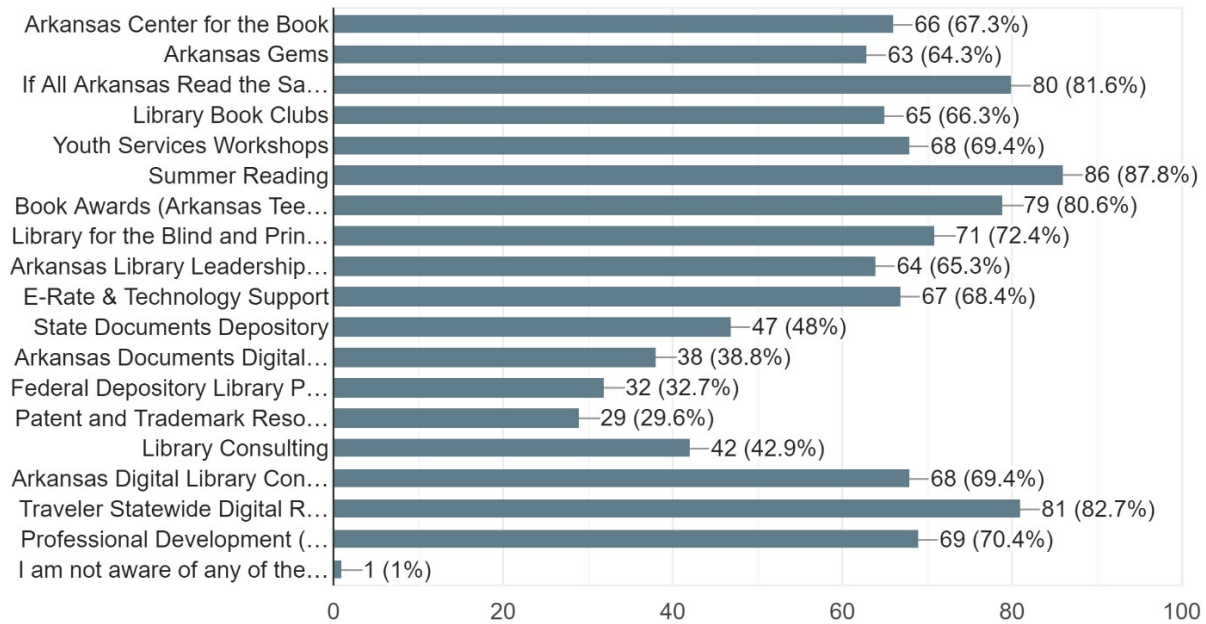
4) How does your library learn about programs and services offered by Arkansas State Library?
(Please select all that apply)

98 responses



5) The following programs/services are provided by Arkansas State Library with the help of LSTA(Library Services and Technology Act) funds. A...ware of any of these? Please check all that apply.

98 responses



6) From the list above, please tell us which programs/services you think are most important to your library. Why?

98 responses

| |
|--|
| Summer Reading |
| Erate for support and summer youth program/library for the blind/ADLC |
| eRate, library for the blind, all-in, adlc, professional development |
| Prof development |
| As an immediate service to our library patrons, we utilize Traveler Digital Resources the most from the supplied list. However, in the past year, all library staff have been encouraged by administration and boards to pursue additional training through Library Juice as well. |
| Summer Reading - draws community in, particularly patrons who might not normally know about the library |
| Traveler Statewide Digital Resources is #1 & Professional Development is #2 |
| It is hard to narrow down just one or two. We use so many of the programs and services you all provide and they are equally important to our library. |
| ADLC, Youth Services Workshops, Summer Reading assistance, and the Book Awards are the ones that I use information from almost every day. ALL-In participation was really important to my growth both as a director and as a person. |
| They are all important. |
| The State and Federal Documents programs provide a wonderful bank of resources as well as useful advice that we frequently rely on. |

| |
|--|
| I think especially in an ongoing pandemic the online materials offered with the ADLC are so important for accessibility and materials being offered to everyone. Such programs are really great to offer because it makes the library easy to access for everyone- audiobooks especially are so important because I have seen first hand how reluctant readers of all ages have rediscovered reading through audiobooks. As a patron and then as a library staff member, I use the ADLC frequently to keep reading and gain access to so many library materials. |
| Given my new role in gov't docs here at the Bowen Law Library, and our collaboration regarding FDLP, I would say the AR Docs Digital, State Docs Depository, and FDLP docs stewardship/access. |
| The first seven on the list & Erate. 1-4 has helped us connect with patrons by increasing our collection & enabling us to use materials that belong to the state library to offer services we could not otherwise (book clubs). Erate saves us 80% of our internet costs & the filing is incredibly complex. The help was invaluable. The SRP & other youth services is incredible. Everything I checked is of value to us. |
| E-Rate and Technology Support is much needed in this area providing access to internet for patrons. Arkansas Digital Library Consortium is another valued resource. |
| traveler and professional development |
| All |
| e-rate helps the library system |
| E-Rate & Technology Support: Amber's help is invaluable. I could learn to do it without her, but I would not have nearly as much confidence. With Amber's help, we have applied for and received E-Rate and ECF funding. Library Consulting: In a few recent weeks, I have spoken directly to or communicated in some way with multiple ASL staff, including Director Chilcoat, Amber Gregory, Jenn Wann, Janine Miller, and Karen O'Connell. Their advice/consulting is so helpful! |
| Summer Reading keeps children engaged on grade level and entertained through the summer month. Arkansas Digital Library Consortium allows patrons more flexible for their current reading wants and needs, that most public libraries can't afford in print only. |
| They are all very important as the ASL is a resource for anything I might need. Our library couldn't do what we do without e-rate and the ADLC has been a life-saver for us during the pandemic. |
| Conferences/workshops, because they keep our keep our skills and knowledge fresh and allow librarians across the state to network |
| My top three programs that are most important to my library are E-Rate, ADLC, Summer Reading. Without E-Rate funding most library would not be able to afford technology upgrade that are available through this fund. The ADLC has been an great asset for participating libraries throughout Arkansas. This service helps many libraries provide more content through an E-Resource than ever before. The summer reading programming is another service that helps many libraries with cost saving by using Read Square and material to help with outreach for the program. Many years in the past my library was paying for Beanstack and other similar products during summer reading. |
| ADLC is so important to our library due to people feeling uncomfortable coming in the building because of COVID-19. It has been so helpful being able to offer more to our patrons. |
| Traveler Statewide Digital Resources. Because I use it the most often when helping students. |
| Summer Reading - it effects our students directly. |
| Erate and Summer Reading Why-Erate the money it saves the library, and Summer Reading is one of the biggest events in the library. |
| E-Rate and Technology Support, Professional Development, Consulting, Summer Reading, Youth Services Workshops -- these are the services my library uses the most. |
| Book clubs, Youth Services, Summer Reading, E-Rate, Library consulting, and Professional Development. NOTE: I'm aware of the digital library consortium in Central Arkansas (I'm guessing that this is ADLC). Northwest Arkansas libraries participate in the Library 2 Go consortium. |
| ADLC--it is the only way we could afford Overdrive; Youth Services Workshops & Summer Reading--very important support to help with our youth programming; Erate support--Amber is so helpful with erate |

| |
|---|
| I'm not sure, but I'm especially glad about the Arkansas Center for the Book and the book awards. |
| Youth Services, E-Rate, Book Club... |
| Traveler for access to databases - and wish we could get access to even more for academic libraries! |
| ADLC Summer Reading, Erate, Professional Development, Consulting, Book Clubs Traveler |
| Traveler Statewide Digital Resources lots of vital information |
| Summer reading program. |
| E-rate because without it the library couldn't fund the Internet services at the level needed. |
| ADLC, summer reading |
| State Documents Depository, They have the state newspapers, including the smaller companies. Also use the digital consortium. |
| Traveler Statewide Digital Resources. As an academic library this is about all the state library has to offer us. The state library is mostly for public libraries. |
| Speaking as the coordinator of government information at UAM, everything pertaining to govdocs is of paramount importance. Both Wendy and Jennifer provide outstanding guidance and direction for any question I have pertaining to our repositories. |
| With the new world we live in, ADLC has increasingly become the program that is most utilized by my patrons. It is now essential to our library service. Previously, Summer Reading would have been the answer as we utilize this annually and it is the most impactful in-person programming we offer for our community; however, in-person programming has become more and more difficult to do. We refer to "If All Arkansas Read the Same Book" frequently in book recommendations. Most patrons have read a book off of this list unknowingly, so it is a quick promotional for the program as well as a recommendation for future reads. The Traveler Statewide Digital Resources have individual icons on all our public computers to try and increase their usage. We currently have a staff member who is enrolled in higher education who uses these resources regularly for her classes. As the library administrator, I regularly use the library consulting (most recently a board training) and AR Gems and Book Awards for collection development tools. |
| Summer reading |
| ADLC is enjoyed by many patrons who choose to stay home for various reasons. |
| Professional development as it allows us to learn about new things in the library world and adapt to an ever-changing environment. |
| Summer Reading Program |
| ADLC, as we are one of the larger libraries in the consortium, Traveler, because our users utilize that resource often, professional development, which really helps our staff keep their knowledge and skills up-to-date, e-rate, because it saves us a bunch of money, summer reading and youth services workshops. Those are the most important in no particular order, but we find value in all of the services selected. |
| Youth service workshops, erate, summer reading, professional development |
| Traveler Statewide Digital Resources, because with budget cuts and inevitable cuts to the databases we offer - we have some great ones for free from Traveler. |
| Traveler Statewide digital resources because we couldn't afford all of those databases without Traveler. |
| ADLC, summer reading, e-rate, prof. development |
| Traveler Databases and Summer Reading and webinars. The Traveler resources have Mango Languages and that is comparable to Rosetta Stone and Babel so that allows libraries to offer a free service instead of them having to pay for similar programs to learn new languages. Summer Reading offers libraries a chance to connect more with the community and children so that they will be able to continue reading and learning through the summer and with the state library supplying some materials it allows library's to have the funds available to pay for entertainers to come in and other supplies. Webinars, I am a director and I want to continue learning all aspects of our small library and the free webinars (we can't afford to pay for them) are very helpful with topics that I can learn from and use in my library. |
| Of course, E-rate, but also Library Juice Academy and Arkansas Center for the Book |
| Youth Services Workshops, Library Consulting, Professional Development |

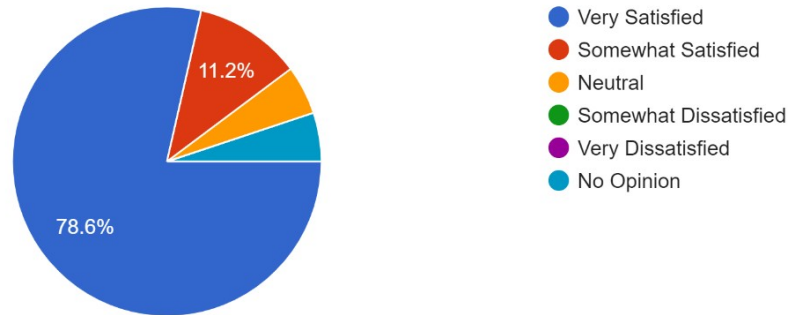
| |
|--|
| ADLC |
| The Federal Depository Library - because not all federal documents are digitized & online. We also use more general databases that are included in the Traveler group of resources. |
| Library Consulting, which means to me the ability to have a person I can call about anything I need answered. The other things wouldn't matter if you didn't have someone you could depend on to answer your questions. |
| Traveler All services to children and the blind/print handicapped Continuing education E-Rate Consulting Reasons should be apparent. |
| We use many of these. The top 3: Library consulting--provides invaluable advice and answers. Summer reading & youth services support--essential for preparing our programs. ADLC--access to a far better e-materials library than we could ever afford on our own. Traveler--gets an honorable mention because it gives access to more databases than we could ever have on our own. |
| E-Rate and Technology support is so helpful. The process of applying for E-Rate is complicated and confusing, but Amber makes it so easy. We might not apply if we didn't have her help through the process. |
| Erate, library consulting, summer reading, youth services workshop, professional development |
| My library values summer reading program most of all! It brings more children into the Library and creates a fun, safe environment for our community. However, I wish we focused more on professional development and offering services provided by the State Library to employees. |
| I would say that none of these are that important. I am aware of these programs and services, but do not utilize very much. |
| As a public school librarian the Traveler resources are very valuable. I have also participated in the "If all Arkansas read the same book." |
| My students and teachers depend on the Traveler resources for the school assignments. |
| ALL-In is a great community for several staff members (including myself). ADLC is the most amazing (and most important) for our patrons. I would also have to give a special thanks for professional development/LibraryJuice, because of the quality and depth of the webinars. |
| Honestly all the programs help but would say the summer reading program is the best due to the impact it makes in the community. |
| Youth services and Summer reading. With this we get wonderful ways to click with our youth. Library juice academy, because this allows people like me to get extra training to make me better at a job I love! |
| Book Clubs, Summer Reading, Consulting |
| e-Rate support, Traveler digital resources, summer reading resources |
| I don't honestly know what's most important to my library. I think the materials for the blind and the documents depository are most important to our patrons; we don't have enough materials of the former type ourselves to fulfill the needs of the blind in our service area, and state documents don't fall under our purview but are nonetheless important. I feel the professional development opportunities are important to our individual staff, and I have benefited from the state scholarship that helped me get my MLS as well as the ongoing LJA courses. I found out about the former through word of mouth, though, and the latter through the Arklib listserv. |
| Professional Development, E-rate support, Traveler |
| E-Rate, Bookclub, Library for the Blind are things we utilize heavily and have become part of our operations. |
| All of the above |
| First, the Travel Statewide Digital Resources program is very valuable to our campus community, particularly our students and faculty. The other programs provide guidance and an sense of a standard for our library to consider in our operations. |
| Arkansas Digital Library Consortium because we are a very small (2 rooms) rural library with few resources and this gives our readers a varied list to choose from. |
| Professional Development, Library Consulting, Traveler Statewide Digital Resources: These give our |

| |
|--|
| small town library access to resources that were previously out of our reach. |
| Summer Reading, Library Workshops, Youth Services Workshops, really any professional development. These pertain the most to my job and they make me feel better equipped to be an excellent librarian in Arkansas. |
| Programs that benefit our young readers |
| Traveler Statewide Digital Resources. It provides us with a good core of online databases for our students, faculty, and staff. |
| Youth Services Workshop: lots of great ideas and techniques to improve our services to children and teens. If All Arkansas Read the Same Book and Library Books Clubs: we really wouldn't be able to have Adult Book Club if it weren't for this program and getting copies of books really provides materials to our senior population. Library for the Blind and Print Disabled: we have seen an increase in those who cannot read the smaller font that a lot of our print materials have. Professional Development: this is always important to us as we love to learn and improve what we can provide to our community. |
| Summer Reading! To be able to learn and have fun at the same time. |
| Professional Development is so invaluable for us. We love the workshops and classes the State Library offers. |
| Professional Development. Keeps us up on our skills! |
| Anything that helps us add to our programming and gets patrons interested in reading is really important, especially when we also receive books, posters, flyers, etc. |
| E-rate is very important to us as we would otherwise likely have to pay a consultant. ADLC is incredibly important but I am unclear as to why that is listed as it was my understanding that that was not technically provided by ASL. |
| E-Rate, without it,internet usage is not affordable. Youth services workshops, keeping our programs new, inviting and current ADLC, this offers an expansion of material that otherwise is not available Summer Reading, This program is very important and anticipated for the children in the small towns and rural areas of our communities |
| ALL OF THEM ARE! |
| Youth services and summer reading, because paper is dying making going inside a library obsolete. Getting youth into a library is extremely important. |
| All of these programs are important to our library. We are a small library with a limited budget and could not serve our community to the capacity that we do without these programs. It allows us to provide access to materials, quality internet service, and extensive, quality research, that would, otherwise, never be available to the patrons of my county. Furthermore, the constant support I receive in training for myself and to train my staff are invaluable. All of these programs support our local libraries and consequently our communities by providing access and information we could not afford on our own. Thank you! |
| The ADLC gets a tremendous amount of usage by my county's patrons. I think it's the best use of state library resources I've seen in my 20 years here. The smaller Overdrive consortia weren't able to include every library or have extensive collections. Personally I think it reaches more people than the databases. It is a great model for other resource sharing that the ASL could manage for us. My staff has made very good usage of Library Juice Academy and thinks it is a great training resource. The consultants at the ASL are great to have on hand to help answer questions and do training--my library has used them several times. E-rate help is especially essential. We recommend the LBPD to patrons all the time. It's a great service. |
| Traveler, FDLP, AR Docs Digital, and State Docs because these offer resources for our patrons. ALL-In for professional development. Book awards for collection development |
| All are extremely important. |
| Youth Service Workshops, Summer Reading, ALL-IN, E-Rate Support, and free trainings are most important to our library. As a small library, we don't have a youth librarian or a big staff, and the training and support the State Library provides in these areas are a very big help and greatly appreciated. |
| ADLC, Traveler, Summer Reading, If All ARs Read the Same Book |

Library Consulting because everyone here is new in this area. Summer Reading & Book Awards because the children in our area are majority low income and need a safe and sound learning environment to keep their minds learning.

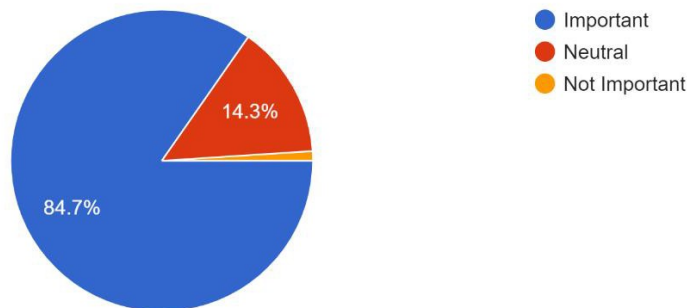
7) Please indicate your level of satisfaction with how well Arkansas State Library adapted to delivering its programs/services due to the pandemic.

98 responses



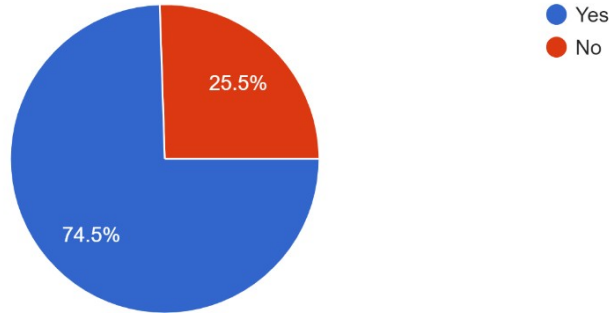
8) How important is Professional Development/Continuing Education to you?

98 responses



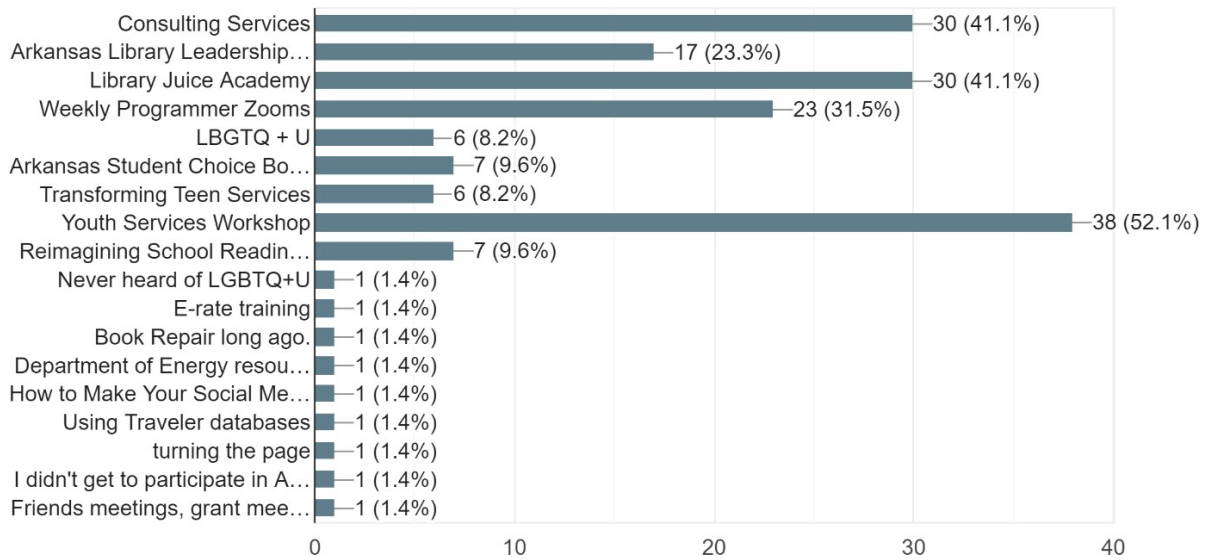
9) Have you ever participated in any professional development activities offered by Arkansas State Library?

98 responses



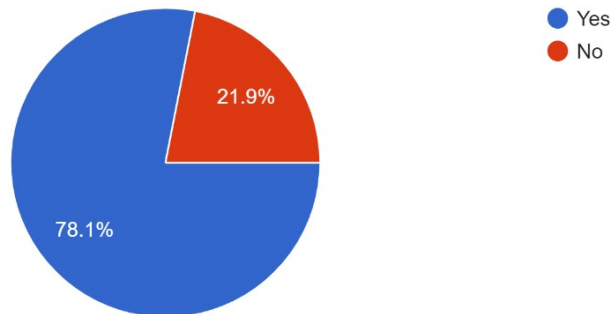
9 b) Which Professional Development/Continuing Education activities did you participate in? Please check all that apply.

73 responses



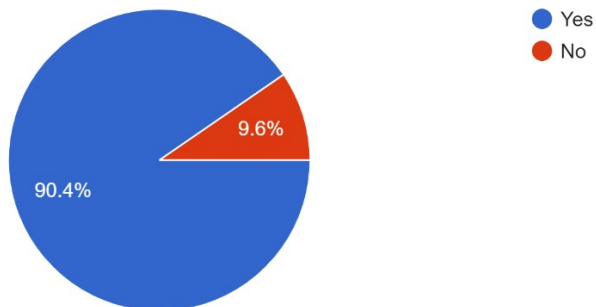
9 c) Did you make any changes in your library based on the training you received?

73 responses



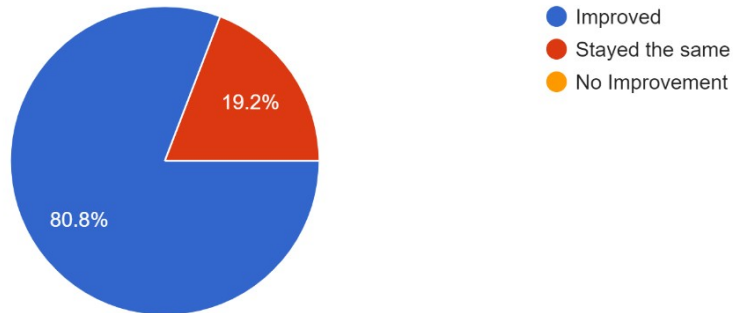
9 d) Do the current Professional Development/Continuing Education opportunities provided by Arkansas State Library meet your needs?

73 responses



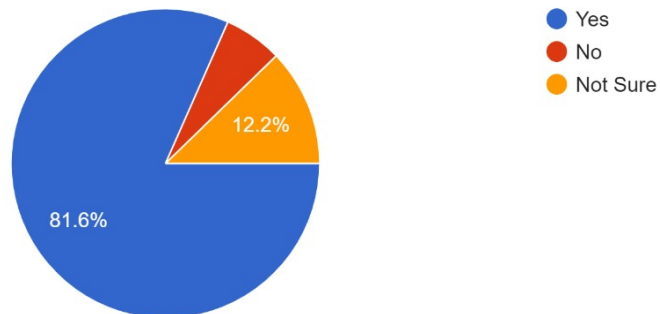
9 e) Do you feel that Arkansas State Library Professional Development/Continuing Education opportunities have improved during the last 3 years?

73 responses



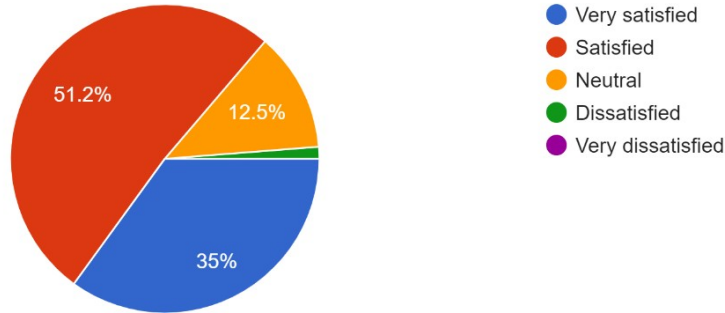
10) Arkansas State Library provides a collection of digital resources for residents of Arkansas known as the Traveler Statewide Database Project. ...s your library offer these databases to its users?

98 responses



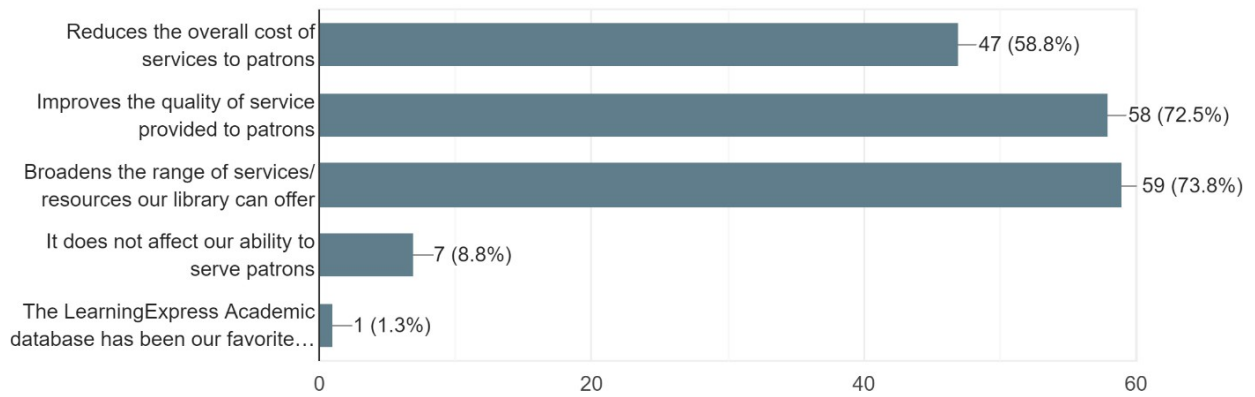
10 b) Please indicate your overall satisfaction with the databases offered by the Travelers Database Project.

80 responses



10 c) How does the availability of these databases affect your ability to serve your patrons? (Please check all the apply)

80 responses



10 d) Are there any databases that you wish were included that are currently not available?

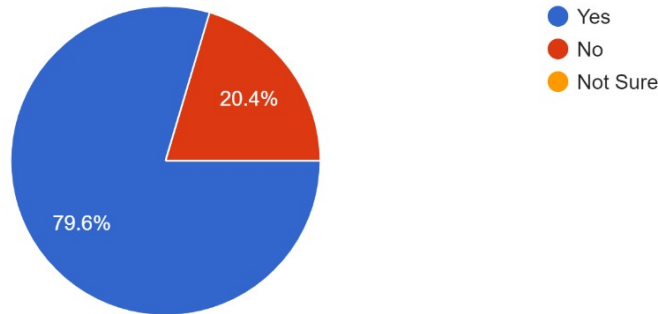
38 responses

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| no |
| N/A |
| https://library.cqpress.com/cqresearcher/ & https://www.jstor.org/ (new vendors) and from ProQuest - ProQuest One Academic; ProQuest One Business; |
| Many! But the State Library does the best it can with its shrinking budget. |
| Access to all the newspapers available to governmental employees would be great. |
| more/better streaming video content |
| NA |

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| Proquest Historical Newspapers sounds like a great resource! |
| No, you have the ones of most interest to patrons. |
| Selfishly, NoveList |
| No |
| Ancestry Library Edition, EBSCO's Legal Reference Center |
| None that I know of. |
| Yes - I know you're servicing public and school libraries, but for academics, especially the smaller ones, we're really hurting to keep up our subscriptions. It would really help if ASL could pick up some more databases focused at the higher ed level. Press Reader is one that has newspapers, including the AR Dem-Gaz - the entire state could benefit from having access to that resource and all the other newspapers. Access to streaming databases for videos would also hugely benefit libraries across the state. |
| Newsbank, Ancestry, Reference USA |
| Gale Legal Forms |
| The Public Library Streaming Video Collections |
| EBSCO |
| More Arkansas Newspapers |
| Opposing Viewpoints In Context |
| Not that I can think of |
| Ancestry, Sanborn maps, newspapers.com |
| NoveList Plus, Universal Class |
| Grants database |
| NoveList |
| My teachers like EBSCO |
| Not really databases but digital resources...Would prefer BeanStack instead of ReadSquared, and Brainfuse. |
| There used to be a database we would refer people to that contained tons of practice tests. |
| EBSCO research databases, such as Academic Search Complete |
| Can't think of any at the moment. |
| Since I haven't explored all of the databases, I am not sure if EBSCO is offered. If not, I think that it would be good to have. |
| unknown at this time |
| n/a |
| Don't know |

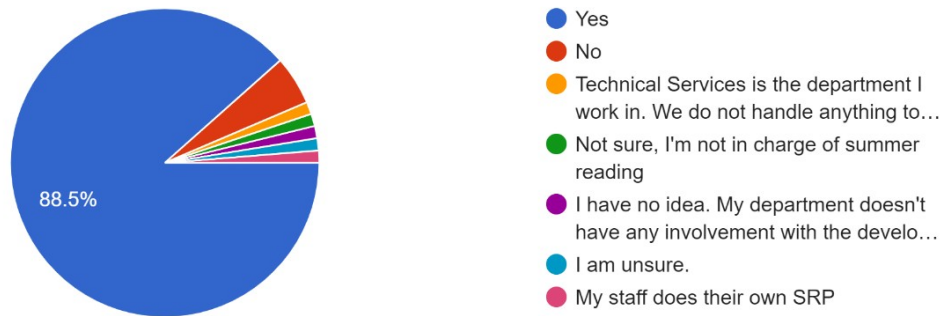
11) Does your library offer a Summer Reading Program?

98 responses



11 b) Arkansas State Library provides a program manual and virtual workshops for the Summer Reading Program. Were these resources helpful in ...r library to develop its Summer Reading Program?

78 responses



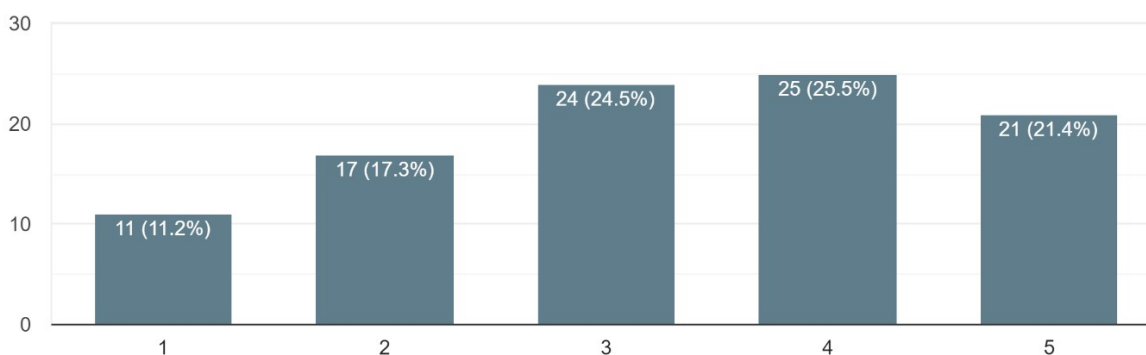
11 c) Are there any other resources/services that Arkansas State Library could provide that would help your library successfully offer a summer reading program in the future?

27 responses

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| N/A |
| Unknown at this time, will have to think about it. |
| No - the workshops and assistance are already awesome! |
| The resources we received have been a great help to us in our programming. |
| NA |
| unknown |
| I'm not sure. The pandemic really put a damper on our energy and efforts. I've missed some workshops that could have really helped. I need to keep up with them better. |
| Perhaps more assistance in doing Zoom, FaceBook, etc.offerings during the Covid season. |
| Ruth already helps a lot with this, but finding and coordinating presenters has been more of a challenge |

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| since the process was decentralized at our system. In the future, it's a personal goal to learn more about the Arkansas Humanities and Arts councils and learn more about scheduling programs through them. |
| no |
| READSquared has been very helpful during the pandemic. |
| n/a |
| It helped our small library when the State Library supplies summer reading posters, bookmarks and etc...I can't remember why they stopped. I think it was something about they were offering something else? |
| Unsure |
| I can not think of any. The State Library really does a fantastic job at getting the resources we need to do our Summer Reading Programs, |
| Continued showcase of presenters |
| I think that offering a matrices of Arkansas-based virtual and traveling programs that apply to the summer reading theme would be incredibly helpful! |
| Possibly! This is a question I'm not qualified to answer, though; see above. |
| Not that I know of. |
| It would be nice to have more CLSP gear purchased for us by the state library. Our SRP budget is tiny and purchasing CSLP gear eats a significant portion of our funds. |
| I would love it if the state library would continue to have virtual meetings and workshops. To me, that has been so helpful in reducing stress-related travel. |
| not at this time, just wish the COVID would go away |
| This seems to be year to year needs. Meaning, yes there are resources that our Library can use to make these programs better, but the amount and type would need to be visited each year. |
| I really appreciate having the ReadSquared database! Our library could not provide this service on it's own. |
| Continue the youth service workshop and weekly zooms, please! These services are fantastic! |
| Na |

12) The Library for the Blind and Print Disabled at Arkansas State Library provides a number of services for those who are unable to use standard p...d by the Library for the Blind and Print Disabled?
98 responses



12 b) What are some ways that Arkansas State Library could provide assistance in promoting these services to individuals in your community that may need them.

52 responses

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| Posters and send out flyers we can share and post on facebook and in the newspaper |
| provide updated pamphlets and/or training on the use of the service to staff so they can pass it on. |
| Much like the other training topics covered by the State Library, it would be nice to have a training for this service to better understand the materials available, qualifications necessary, and process for participation. |
| ADH and the Attorney General advertise on TV and radio. Can the State Library as well? In particular the LearningExpressLibrary as part of the Traveler databases could be so very useful! |
| Reaching out to the health clinics and pharmacy to help advertise the programs to those who may not know they exist. |
| Promote these services through those that provide other services to these people. |
| Perhaps more signage and marketing materials in the library. I'm sure that the main librarians know, the ones that interact with the public on a daily basis, but this isn't information that is widely circulated in the library staff. I can't remember ever seeing it offered as a service on the library website, so I'm not sure how easily available this is for patrons to discover on their own. |
| It is needed but I really don't know where to start. |
| publicity tools |
| Very pleased |
| emails or mail |
| Flyers or other promotional materials |
| Brochures, posters and more informaion in general to the local libraries. |
| The brochures and pamphlets I have are very wordy and not very attractive. If they were a bit "flashier" and in simpler terms, it might be received better. |
| provide a snazzy youtube video that we could re-post! And perhaps remind us of national days that would celebrate difference and remind us to be inclusive of disabilities: those would be especially good days to repost! |
| flyers, posters or bookmarks |
| Provide marketing materials |
| Are there any brochures in Braille that we can distribute at our library? |
| English teachers and professors need to be targeted with this information. I sometimes have sight impaired students who could benefit. Also, I suspect some of my world lit students who are simply poor readers might greatly improve their course grades if they too had such access. |
| Banner News - local newspaper; Magnolia Reporter - online newspaper |
| Contact the local Independence County Library |
| That is a tough question. The individuals you mention are very hard to identify and reach. |
| brochures |
| Ads - radio, tv |
| Not sure |
| Offer to libraries the ability to sign up to loan and display the devices that are sent to patrons. |
| Great marketing materials. Easy social media ads that we can just download and go |
| I'd like our faculty to know more about the services offered by ASL. Perhaps online orientations to all ASL services and how special libraries can partner with ASL. |
| Ads on social media |
| Promotional materials |
| More advertisement sent directly to Libraries or Library directors - posters, handouts, etc. |
| I think providing churches with the information of the types of help provided to older adults might be |

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| beneficial. |
| I'm not involved directly with this department, but from my perspective, the biggest hurdle is making sure that patrons know about this service in the first place. Anything that would help librarians who work directly with these patrons would be beneficial. |
| Flyers printed out that can be mailed or posted in town. |
| I've never seen any promotion of these services at my library, but I don't know whether the State Library or my library is responsible for that. We could probably use some fliers. Maybe our blog writer could interview someone at State about the service? |
| Flyers, bookmarks, in person training |
| More advertisement via listserv and conferences |
| I don't know. |
| Mailing out free posters or brochures would be amazing! |
| more education for librarians |
| Make us more aware of how to obtain these services |
| I think having training for librarians with these resources would be great. |
| Maybe fliers to put up in the library |
| promotional material, offering a guest speaker who could come and meet with patrons and share the resources. |
| Any promotional materials, anything that helps us do outreach. |
| Outreach may be beneficial, such as attending events with a booth. That being said, most of those I speak to who would benefit are familiar with the service. |
| A kiosk set up in the branch libraries specific for those with this need. |
| A short Zoom training or webinar about the service that my staff could attend would be helpful. |
| Don't know |
| Provide poster for us to advertise these services |
| send premade flyers & bookmarks. Any visual material would work. What about generic newspaper articles about these services for libraries to send to their local newspapers? |
| newsletter |

13) If you have any additional feedback or suggestions for Arkansas State Library, please provide it below.

32 responses

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| Specific training for board members and new managers, ideally to share relevant info on state laws and available resources in the state. |
| Services are very focused on public libraries. It would be nice to see more support for smaller academic libraries; it seems we are ignored because UA has all the resources, but teeny tinies do not. It is incredibly costly for academics to provide streaming media to patrons, but this is more and more what our faculty/students want/need. Finally, I think a lot more can and should be done to help Arkansans with disabilities find and use information and the libraries who serve them. |
| Y'all are all awesome and I'm so very grateful for all of your leadership, assistance, support, and dedication. |
| We have offered the service in the past, but we've had few opportunities recently. We will if the opportunity presents itself. |
| I have been really happy to see the Library Juice courses and more content for academic libraries. Please keep up the excellent work. |
| NA |
| none |

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| The Arkansas State Library is the most valuable organization that I collaborate with. I am so grateful for their assistance. The State Library empowers our county library to better serve our community with high-quality resources and more opportunities of all kinds. |
| I would love to see some of the "basic" workshops on a rotation. I need a disaster plan, a long-range plan, and who knows what other kind of plan for my library. Instruction on how to create my own would be beneficial rather than copying and editing another library's plan. Somehow, I've managed to miss these trainings and wish they were either available "at-will" or on a rotation I could plan around. |
| Thanks for all you do! |
| Massively improved over the past 12-24 months!!!! I would recommend a quarterly library directors meeting online with the state librarian just to keep us up-to-date, and to get input and feedback. This has been the practice in other states in which I have worked, and it helps keep everyone united. I continue to harp on the need for construction monies, yet no one seems to listen. |
| We appreciate the support of the excellent staff and the wonderful resources provided by the Arkansas State Library. |
| I think the idea of librarians working with English faculty is a natural fit and provides benefits in both directions (but my opinion on that might be a bit biased). |
| Would be great if the ASL could host more professional development aimed at academic library professionals - perhaps through a partnership with Amigos? Library directors are a niche group that needs more professional development on management and leadership in particular. And a statewide catalog and courier service, the former of which is in the works, I know! |
| The staff is very helpful. |
| Read Squared has not been received well by our patrons and participation is a struggle. I can not speak to other libraries around the state but thought I would share our experience. |
| The patron privacy training that was offered in 2021 from Jenn Wann through ArLA...Could that training be further developed with more specific examples and a power point made for training public library staff. It would be brilliant if it was developed in conjunction with varying perspectives and strategies in circulation desk work and/or reader's advisory work or reference work. How can I as a public servant communicate in a way that is inviting, caring and responsible? There was an article on bookriot titled Why Library Staff Don't (or Shouldn't) Comment on Your Library Checkouts that would make for a great discussion topic. Also, I would like more training into market research methods and how to build a vision and activities that supports ALL segments of our population served. How to find and meet the needs of every segment while prioritizing the most vulnerable people in my community. |
| I love that Libby provides quality marketing materials. I would love to see the AR State Library invest in that |
| There needs to be more room to maneuver when it comes to state aid. |
| The loss of face-to-face meeting and continuing education opportunities has been a real blow, but that has been unavoidable. We could really use these again, when conditions permit. ASL has done a fine job of continuing to provide needed services and resources under trying conditions over the past two years. In our experience, they have always been a model of a responsive and helpful state agency and professional resource. |
| Thank you for everything you do and always being so helpful. |
| As previously stated, I wish that my Library were more diligent about providing professional development opportunities to their staff. In the past 3 years, zero staff members have attended a professional development conference or ArLA event. I would also suggest that Library directors be better informed on the benefits of allowing their staff to partake in the Arkansas State Library Scholarship. It could truly benefit the employees here. |
| All of the staff at the Arkansas State Library have supported, encouraged, and kept us going. Thank you so much! |
| I love the support we receive from the Arkansas State Library. :) |
| N/A |

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| Thank you for your help |
| It is very easy to inundate us with emails. We get so many that often times I miss the important stuff. |
| I had not heard about the LGBT + U workshop and I wish I could have attended! |
| We appreciate all that you do, most of which is behind the scenes. We could not do what we do without the support you give. |
| Arkansas State Library is amazing! Thank you to the entire staff for ALL you do! |
| Anything you can do to promote resource sharing would be appreciated. Statewide delivery of our shared resources would be amazing! Also negotiating contracts and coordinating deals using economies of scale e.g. if 10 of us sign up for a service, we might get a better deal. |
| The Arkansas State Library is absolutely vital for my work at the library and does a great job! Can't thank all the staff at the State Library enough. Each and everyone is such an asset to our library community in the State! Keep going... You guys rock! |