



**EVALUATION OF USE OF**

**LIBRARY SERVICES AND TECHNOLOGY ACT**  
**(INSTITUTE OF MUSEUM AND LIBRARY SERVICES)**

**FUNDING IN CALIFORNIA**

**2002/03 – 2006/07**

Prepared for

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March 30, 2007

Ladies and gentlemen of the Institute of Museum and Library Services:

On behalf of the California State Library, I am pleased to submit this Evaluation of Use of Library Services and Technology Act (Institute of Museum and Library Services) Funding in California, (2002/03 – 2006/07) describing the major impact of those Federal funds on Californians of all ages as served by their 8,000 libraries of all types. The Act has stimulated excellence and supported and promoted widespread access to learning opportunities and information resources.

It has been a privilege and a pleasure to work with the Institute during the second five years of the Act, thus assuring that the program responded to the Federal intent within the context of the library-related needs and priorities of the people of our State. I think that the additional language included in the reauthorization further enhanced our ability to meet the needs of our very large and diverse population.

We at the California State Library look forward to working with the Institute of Museum and Library Services during the next five years in improving library services through technology and through programs targeted for special populations.

Yours truly,

A handwritten signature in cursive script that reads "Susan Hildreth".

Susan Hildreth  
State Librarian of California

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## **I. INTRODUCTORY STATEMENT AND SUMMARY IMPACT OF IMLS FUNDS TO SUPPORT STATE LIBRARY SERVICES**

The Library Services and Technology Act (LSTA), enacted by Congress and the President in 1996 and reauthorized six years later, was a major stimulus for library development in California during LSTA's second five-year period (2002/03 – 2006/07). Many LSTA-supported demonstration projects have been continued by other funding sources at the close of the grant period. LSTA provided "seed" money for service initiatives that are now being maintained locally. LSTA allowed California libraries to fieldtest new approaches to service delivery, especially through technology, and to re-define local services to better respond to the needs of their rapidly-changing communities. The Five-Year State Plan for California reflected the technology focus of the Act while recognizing that services to special populations are a major priority for the State; the Act's flexibility in encouraging State-based plans was a critical factor in the successful investment of taxpayer dollars.

The Five-Year State Plan for California's use of LSTA funding, 2002/03 – 2006/07, was an ambitious and multi-faceted one. Within the five Goals, there were 23 objectives and 19 outcome measures (all with targets) that identified measurable steps and progress during the five-year period. There were changes in emphasis and focus of the objectives during that time, reflecting changes in the State's socioeconomic and library funding patterns.

The broad Goals for California's Plan can be summarized as follows: to achieve equitable access to lifelong learning for all Californians; to expand the use of technology to deliver and create electronic resources; to foster the availability of a trained and efficient library workforce now and into the future; to improve library services for people with disabilities; and to assist libraries in reviewing and revising their services in response to the changing demographics and needs of their local communities.

California met 15 of its 23 objectives and met 11 of its 19 outcome measures in making progress towards those Goals. Although none of the five Goals was met in total, there was substantial progress toward each. The greatest use of LSTA funds was toward assuring widespread access to information resources, especially those in electronic format, and on improving services to underserved populations. Major accomplishments included projects related to positioning libraries to be able to take advantage of technological advancements, supporting the development of new information tools and resources, assisting libraries serving people in rural areas, aiding libraries in the provision of after-school homework help, building private-public partnerships, and stimulating services for children, non-English speaking residents, and people with disabilities. Training and recruitment for librarians was another major thrust during the five-year period. Many of the projects initiated under LSTA became ongoing services through a combination of local funds and private-public partnerships.

Outcome measures that were not met usually were the long-term ones that stretch years into the future without currently producing the data to evaluate them, such as those involving expanding and improving the California library workforce. Some objectives and outcomes could not be achieved because of changes in California law and/or funding; some were not achieved because the initial strategy for doing so did not work well in the initial fieldtest, making it undesirable to

expand the program to other areas. More work remains to be done in serving people with disabilities and youth; more collaborative partnerships are still desirable; and the rapidly-changing technology and the State's equally rapidly-changing demographics made several of the Goals moving targets. The lack of school library participation was a disappointment. While much progress was made toward improving library services in rural communities, the libraries in those areas are still the least likely to become involved with projects related to technology, collaborative partnerships, and services for people with disabilities.

Urban libraries received 33% of the direct LSTA-funded grants (\$17,106,544), mostly urban libraries received 2% (\$1,150,671), rural libraries received 7% (\$3,410,417), mostly rural libraries received 4% (\$2,148,935), and regional/statewide library organizations – which serve multiple libraries – received 55% (\$28,628,167). By type of library institution, regional/statewide library organizations received 55% of the direct LSTA-funded grants, public libraries received 31%, academic libraries received 8%, and special libraries received 5%. It was disappointing that no school libraries received direct funds; however, there were collaborative projects that included school libraries and they were also participants in many of the projects conducted by regional/statewide library organizations.

Two of the major statewide accomplishments achieved during this five-year period that are directly credited to LSTA seed money and demonstration projects were changes in California law for its State-funded library literacy program; a second one was that the National Endowment for the Humanities (NEH) awarded a multi-year grant to the LSTA-initiated California Preservation Program to expand it to the other western states and territories that have been unserved by the preservation programs that NEH has established in the other portions of the country. Individual libraries, of course, gained much through their improved services and collaborations with private partners.

The second five years of the Library Services and Technology Act stimulated excellence and innovation in library services throughout California and resulted in long-term improvements. As California's demographics continue to change, and as technology continues to advance, the third five years of this flexible and responsive Act will continue to make a difference for millions of Californians statewide. These are the most important beneficiaries.

## II. OVERALL REPORT OF RESULTS IN ACHIEVING GOALS AND OBJECTIVES BASED ON THE FIVE-YEAR PLAN

California's five-year plan for the expenditure of Library Services and Technology Act funds in 2002/03 – 2006/07, to stimulate excellence in library services and promote access to library resources through technology and services to special populations, was an ambitious and multi-faceted one. Within the five goal areas, there were 42 objectives/ outcomes with targets and 24 strategies (the Program Portfolio) toward meeting the broad Goals. There were some shifts in emphasis and focus during the five-year period, reflecting changes in the state's socioeconomic conditions and the success or failure of some of those strategies that occurred during that time.

Several interpretive notes on this portion of the report:

- Each project was assigned to a single strategy, although some of them could have qualified under more than one strategy.
- Statewide projects sometimes resulted in indirect funding for multiple libraries, such as subscription databases or online services, and these breakdowns are not reflected in the number of projects, the type of library figures, or the geographic locations of grant beneficiaries. Only the direct funding awards are singled out for those compilations.
- Since California expends LSTA funds in the second year after the Federal budget is passed, information on the current 2006/07 projects is less detailed because it will not be available until the end of the fiscal year.
- A portion of the statewide successes in meeting outcomes and outputs is due to the expenditure of local, State, and other funds as well as LSTA support.
- Although a number of the LSTA-supported projects involve outcome measures, many of them are long-term and the results are not yet available.
- Statewide projects administered directly by the California State Library, such as services provided by the Braille and Talking Book Library (Northern California) and the Braille Institute for the Blind (Southern California), are not included in this report.
- Since the California State Library awarded 892 individual LSTA grants during the five-year period, this evaluation focuses on those affecting the most people (i.e., multiple or very large libraries) and/or those with the most significant impact as contrasted with every grant awarded.
- All the goals and projected objectives (outputs) and outcome measures, as well as the strategies for achieving them ("Program Portfolio"), are quoted directly from the California State Library's original submission of the Statewide Plan for Use of Library Services and Technology Act funds, 2002/03 – 2006/07. Please note that the data collection and evaluation of the objectives and outcomes for the goals did not always occur in the manner

anticipated in the plan due to budget and time constraints or lack of resources. When a different method was used, the data quoted is current as of 2007.

Of the 892 individual grants awarded, academic libraries received 8%, public libraries received 31%, special libraries received 5%, and cooperative library systems and organizations received 56% of the direct LSTA funding. Although there were no individual grants to school libraries, a number of them participated in collaborative projects, which were most often initiated by regional/statewide library organizations and individual public libraries.

In terms of populations served, rural libraries received 7%, mostly rural libraries received 4%, urban libraries received 33%, and mostly urban libraries received 2% of the direct LSTA funds. The remaining 55% was directed toward regional/statewide projects for which rural/urban breakdowns are inapplicable because multiple libraries were involved in them.

Appendix A lists all the individual LSTA grants awarded to libraries and regional/statewide library organizations between 2002/03 and 2006/07.

**LSTA GOAL #1: Enable libraries to provide their clientele with equitable access to lifelong education through development of children, youth, adult, and family literacy services; after-school programs for children and youth; innovative or enhanced school library programs; distance or online learning; and other educational resources so that all Californians can improve their education and achieve their life goals as lifelong learners, workers, family members and members of society.**

### **Progress Towards Goal:**

The largest proportion of LSTA funding for individual grants (\$16,678,522 or 32% of the total) was expended toward this Goal, with the bulk of the funds going to public libraries and regional/statewide library organizations.

Libraries in rural areas received \$845,127 (approximately 5%) of the funding, those in mostly rural libraries received \$339,335 (approximately 2%), those in urban areas received \$4,639,610 (approximately 28%), those in mostly urban areas received \$301,033 (approximately 2%), and regional/statewide library organizations received \$10,553,417 (approximately 63%) of the LSTA funds directed for this Goal. Public libraries and regional/statewide library organizations received the highest amount of the LSTA funds under this Goal.

Overall, progress was made towards this goal. However, the need in public libraries is so great that little was accomplished with regard to literacy services in other types of libraries.

### **. Key Objectives to Be Measured, with Targets:**

- *By 2007, 1,000,000 California library users will have attended some form of lifelong learning event in a library or provided by a library. Data Collection Method and Schedule: Annual survey of California libraries re their event records.*



Public libraries provided the most lifelong learning events (92% provided them), academic libraries were the next higher providers (64%), and special libraries were also major providers (60%). Even among just the libraries who responded to the survey, there were 1,228,087 Californians who attended the events (public libraries: 1,172,852; academic libraries: 5,930; special libraries: 49,305). The target was met.

- *By 2007, 50% of California public library outlets will provide training on the public library's resources to staff in local community schools. Data Collection Method and Schedule: Collection and aggregation of results of California public library training records re the topic in 2004/05 and 2006/07.*

Of the reporting libraries, 178 public library outlets provided this training. Given that California has over 1,000 public library main and branch libraries, if the percentage is applied to the full group, the target was met.

- *By 2007, 90% of public libraries will provide homework assistance for children/youth in grades 4 to12 during after-school hours. Data Collection Method and Schedule: Beginning in 2003/04, ongoing tally of public libraries re their service records.*

Sixty-four percent (64%) of the reporting public libraries said that they provided such assistance. However, since 102 of the state's 181 public library jurisdictions participate in AskNow - a 24/7 interactive online reference service – this actual percentage may be higher than reported if online assistance is considered. The target was not met.

- *By 2005/06, at least 50 innovative literacy projects will be developed and tested in California libraries. Data Collection Method and Schedule: Annual, specialized survey of California libraries re their literacy programs.*

There were 78 innovative literacy projects conducted by public libraries during this five year period, one of which, the English Language Literacy Intensive Transition Grant, resulted in changes in existing State law to incorporate the grant program into the State's literacy funding support. The target was met.

The projects were:

<b>Project Title</b>	<b>Library Name</b>	<b>Fiscal Year</b>	<b>Project Description</b>
Speaking of Reading: Adult Learner Book Discussion	29 individual libraries participated	2003/04	To create library literacy programming that brings adult learners together in book discussion groups.
Reach Out and Read	24 individual libraries participated during 3 fiscal years	2003/04 2004/05 2005/06	Pediatric literacy program which partnered library literacy programs with health clinics to provide early literacy services to families with children under age 5.
English Language Literacy Intensive Transition Grant	5 participating libraries	2003/04	Allowed completion of projects aimed at English language learners in partner elementary schools.
Prime Time Family Reading Time	5 participating libraries	2004/05	In collaboration with the Louisiana Endowment for the Humanities, train parents and children to bond around the act of reading.
Project Money: Access to Financial Education	Bay Area Library and Information System (BALIS)	2003/04	Creation of financial education aimed at reading level appropriate for entry level adult learners in library literacy programs.
Project Money: Access to Financial Education	Bay Area Library and Information System (BALIS)	2005/06	Creation of new tools and outreach to help integrate Project Money into library tutor training and learner programming.
Library, Literacy & Lap Tops for Learners	Butte County Library	2002/03	Mobile library literacy services to low-income, hard to reach children and families.
Partners and Learners	Butte County Library	2005/06	Literacy-based services for at-risk elementary school aged children in low literacy/high poverty communities.
Writers' Workshop	Bruggemeyer Memorial Library, Monterey Park	2003/04	Writing workshops to teach English writing skills to English language learners.
California Voices and Easy Voter Guide Project	National City Public Library	2004/05	To motivate and empower adult learners in California Library Literacy Services programs to actively engage in their roles as community members.
Easy Voter Guide Project	National City Public Library	2005/06	Create reliable nonpartisan voter information in accessible language for adult learners.

<b>Project Title</b>	<b>Library Name</b>	<b>Fiscal Year</b>	<b>Project Description</b>
FULFILL -- Families Utilizing Libraries For Improving Life-long Learning	National City Public Library	2002/03	Longitudinal research on families involved in library Family Literacy programs.
Artists for Literacy Strategic Planning Initiative	Peninsula Library System	2002/03	Assist Artists for Literacy in assessing how it will best serve the literacy community.
Leer Es Triunfar (Reading is Succeeding)	Riverside County Library System	2004/05	Created a model for outreach to Latino populations.
By the People	Solano County Library	2002/03	Utilized the National Issues Forum in collaboration with public television to introduce a dialogue with low literacy adults on “America’s Role in the World.”
Adult Learners Helping Learners	South San Francisco Public Library	2005/06	Create a series or workshops delivered by veteran adult learners to new learners on pre-learning skills to help ensure their success with adult literacy tutoring.
ALL Online: Adult Literacy & Libraries Online	South San Francisco Public Library	2003/04	To provide educational opportunities for California Library Literacy Services program staff, volunteer tutors and adult learners through distance learning options.
Tuolumne County Mobile Library and Literacy Lab	Tuolumne County library	2002/03	To assist in providing mobile library and literacy services to the rural residents of Tuolumne County.
Library Literacy and Books Services – LLABS	Woodland Public Library	2002/03	To assist in providing mobile library and literacy services to rural communities in Yolo County.

- *By 2005, at least 80% of Library of California (LoC) member libraries in each LoC region will provide access to distance education and/or online learning for staff training/continuing education. Data Collection Method and Schedule: Annual survey of LoC Regions re their distance education and online learning programs.*

This objective is not applicable because the Library of California Act (LoC) lost its State funding several years ago and the LoC regional groups no longer exist statewide. While some of them

are still functioning from the individual contributions of time from member libraries, the most populous area of the State (Los Angeles and Orange Counties) have nothing remaining.

- *By 2007, 75% of public libraries in California will review their library service policies to assess their position on providing their patrons with access to distance education and/or online learning curricula and/or resources. Data Collection Method and Schedule: Surveys, in 2004/05 and 2006/07 of public libraries re their policies, with focus on changes in this area.*

Forty-one percent (41%) of the reporting public libraries did conduct such a review, and it resulted in changes in their service policies for 71% of them. However, the target was not met because a lower number of public library jurisdictions conducted such a review.

- *By 2007, 100 California public school outlets will enhance their library services. Data Collection Method and Schedule: Survey of public school libraries in 2004/05 and 2006/07 to determine this number.*

Although the California State Department of Education was unable to complete this survey in time for this report, officials believe that the target was met.

- *By 2007, 100 California public school libraries will provide access to library tools on their websites. Data Collection Method and Schedule: Survey of public school libraries in 2004/05 and 2006/07 to determine this number.*

The California State Department of Education reports that 45% of the school libraries are providing this service. Since more than 1,000 libraries responded to the survey, the target was met.

## **B. Key Outcomes to Be Measured, with Targets and Data Collection Information:**

- *By 2007, 50% of local community school staff will report that they have benefited from the use of public library resources. Data Collection Method and Schedule: Interviews with a sample of local community school staff at least twice throughout plan's life. Biennial review of results of pre- post- tests conducted by libraries.*

The California State Department of Education did not conduct the survey within this timeframe, and the results are unknown at this time.

- *By 2007, 50% of students who participate in homework assistance programs will increase the amount of time spent using their local public library. Data Collection Method and Schedule: Annual survey of public libraries re their observations of participants, beginning in 2003/04. Interviews with a sample of students.*

The primary evaluative vehicle was voluntary responses from students using the online services (Live Homework Help and AskNow) and it is noted that Live Homework Help tutoring sessions

were used 71,825 times in 2005/06 alone. Most students that did respond indicated that they are more confident doing their homework as a result of the tutoring sessions, and most say they will recommend the service to their friends – high praise from young adults. From the feedback received, it was determined that the observations of public librarians and the interviews with students were unnecessary since enough data was available to assess the program as successful. The target was met.

- *By 2005/6, 70% of community members who participate in library literacy services in California will demonstrate both their ability to read more difficult material than they could before and their progress toward achieving their personal literacy goals. Data Collection Method and Schedule: Annual compilation of literacy participant records provided by project grant libraries.*

California Library Literacy Services are now provided by 103 public library jurisdictions with literacy outlets in 780 California communities. These critical services help English-speaking adults improve their reading and writing skills so they can reach their potential as workers, parents, community members and life-long learners. These are not English as a Second language programs; they are designed instead for adults who speak English but somehow fell through the cracks of the educational system and did not acquire the basic reading and writing skills required to function to their full potential.

Outcome measure reporting was introduced to library literacy services during this five-year period. The process collects the personal literacy goals set by adult learners and measures the number who achieves their goals during the year. The most recent data show that the programs are having an impact on the lives of the adults they serve.

For 2005/06, library literacy programs provided outcome measures data on 65% of the adult learners served (11,444 out of 17,704). Broken down by goals set and met by learners, here are sample results:

- 81% of those who set the goal learned the alphabet.
- 70% of those who set the goal were able to read street/traffic signs.
- 66% of those who set the goal were able to share a book with their child for the first time
- 58% of those who set the goal were able to pay their own bills for the first time
- 46% of those who set the goal were able to vote for the first time
- Of those who set the goal, 45% were able to complete a job application, 36% were able to write a resume, 44% interviewed for a job, and 29% actually secured a job or were promoted at work.
- 53% of those who set the goal were able to read a newspaper or magazine for the first time.

The English Language Literacy Intensive (ELLI) program was created to provide innovative, library-based, English-language instruction for targeted English language learning school-age children. ELLI is currently being reviewed by an outside evaluator, MGT of America. To date, MGT has submitted four reports as part of their evaluation. Their latest report provides a comparison of 2003/04 ELLI participants' CELDT (California English Language Development

Test) scores compared to those of their peers, using benchmarks of English proficiency levels provided by the California Department of Education.

Key findings of this report include the following:

- ELLI students on average gained eleven scale points against their English Language learning peers for the Listening/Speaking subtest of the CELDT, and gained seven scale points on the Reading subtest.
- At least 15% of each grade of ELLI students attained Fluent English Proficiency by 2004.

The target was met.

- *By 2007, 100% of California children in grades K-6 in schools where LSTA funds were used to enhance the school library program will report using their school library. Data Collection Method and Schedule: Beginning in 2003/04, biennial aggregation and analysis of school library usage records and review of results of project surveys of students.*

This outcome measure is not applicable, since no school libraries received direct funding from LSTA – although a number of them participated in regional/statewide LSTA-supported programs.

- *By 2007, 5,000 library staff statewide in all types of libraries will have participated in at least one training event locally, via distance education, and/or via online learning and will indicate their intent to participate in another such event. Data Collection Method and Schedule: Compilation of training records and participant surveys supplied by projects. Aggregation and analysis at least every two years.*

Well over 5,000 library staff members participated in distance learning and online learning through the Infopeople program, with that many participating in the past year alone. Most of them are repeat users from previous years, a direct indication of their intent to continue. The target was met.

- *By 2007, patrons will have access to distance education and/or online learning curricula and/or resources in at least 50% of public libraries in California. Data Collection Method and Schedule: Use public library annual report to obtain information on availability of distance education and/or online learning curricula and/or resources, at least in 2003/04 and 2005/06. Aggregate and analyze statewide.*

Sixty-one percent (61%) of the reporting public libraries now provide this service. The target was met.

### **C. Strategies, Services, and Activities:**

**1. Functional Literacy Attainment:** Initially focus on testing and demonstration of techniques to improve adult and family literacy skills through public libraries, but program will move beyond that in years three to five to focus such literacy services through libraries of all types, as appropriate to their own clientele.

Twenty-six percent (26%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

In 2003/04, twenty-seven (27) public library jurisdictions used a book discussion group model for adult learners in adult literacy programs. Each library selected its own book discussion series, with titles ranging from “Dear Abby” (Santa Clara County Library) and “Charlotte’s Web” by E. B. White (Corona Public Library), the streamlined version of Shakespeare’s “The Taming of the Shrew” (Santa Clara City Library), “Puddin’ Head Wilson” by Mark Twain (San Francisco Public Library), and “Emma” by Jane Austen (Chula Vista Public Library). A total of 182 books were discussed in 385 book discussion programs involving 2,041 adult learners. Ninety-six percent (96 %) of the new readers responded to a post-study that the book discussion group was a positive experience and that they recommended it to other students; 46% of the participants reported that their public speaking ability had improved; and 80% said that they could express opinions better because of their participation. According to the post-survey, the adult learners agreed or strongly agreed that they experienced improvement in the following areas: 77% reading, 95% vocabulary, 81% spelling, and 85% reading in a group.

The Bay Area Library and Information System (BALIS) serves its member public libraries in San Francisco and the East Bay area. An LSTA grant created a pilot program, “Project Money,” focused on adult learners teaching other adult learners through financial education workshops on topics such as savings and credit. In 2005/06, the successful program was integrated into the State-funded tutor training and learning program of the California Library Literacy Service program. In a similar educational initiative, Solano County Library partnered with a local public broadcasting television – KVIE in Sacramento – to create a local version of PBS’s National Issues Convention that met in Philadelphia in 2003 to introduce a national dialogue on the topic of “America’s Role in the World.” Fifteen original projects focused on such topics as the future of the world’s food. Besides increasing community awareness of the National Issues Forum, the LSTA-supported portion of the program emphasized involving adult literacy learners in the discussion and training them to be NIF moderators.

Tuolumne County Library used LSTA funds to create a mobile library and literacy service program focused upon preschool children and families which were high-risk literacy challenges. Based on survey results, 25% of the residents who used the services more than once reported a greater sense of community as a direct result of using the mobile library service; at least 50 library cards were issued to families with preschoolers who lived five or more miles from the Marin Public Library in this rural county; and at least 25% of the parents and/or caregivers using the mobile library said that their attitudes had changed toward reading with children. The local Rotary Club purchased the vehicle for the program, and other local contributions from

organizations and individuals totaled over \$290,000. Several other public libraries also used LSTA grants as seed money for similar projects.

As a result of LSTA pilot projects completed and evaluated during the previous five-year LSTA evaluation, the California State Legislature and Governor revised the State law to incorporate the successful English Language Literacy Intensive (ELLI) into its library literacy statute. While the primary focus is literacy for English speaking adults, LSTA funds also supported those libraries that have targeted English as a Second Language (ESL) through the ELLI program or have identified other resources to provide ESL services in communities where there is a need. LSTA funds assisted the transition of the libraries from the Federally-funded program into the State-funded program.

An LSTA-supported pilot project led to a statewide program in 2005/06, involving twenty-six (26) public library jurisdictions in an early literacy program to influence parental literacy behaviors and children's emergent literacy skills. The "Reach Out and Read" program partnered medical clinics with the participating libraries to provide a literacy "prescription" and the attendant training and supplies to 30,000 parents and children. Although outcome measures are not yet available, previous studies have indicated that the program will succeed in breaking the pattern of family illiteracy for project participants.

**2. Support of Continuing Education for all Californians:** Coordinate with continuing education organizations of all types to a): periodically assess the education needs of Californians and then b): test methodologies for and provide access to training to meet those needs that are appropriately addressed through California libraries of all types.

Ten percent (10%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The Metropolitan Cooperative Library System—a state-funded organization of public libraries, headquartered in Los Angeles—used library resources related to California's labor history as the basis for a California Labor Map, timeline, and interactive website that informs the public about the diverse and rich history of the working people of California, including stories from individuals and communities. An exhibit drawing upon it was displayed at the California State Capitol building and attracted hundreds of viewers in just the first two months.

Through LSTA support, a pilot project was launched in Southern California for a cooperative Summer Reading Program that would provide training and professionally prepared materials for public libraries to conduct quality programs that would stimulate children's reading during the summer months. The success of the initial program convinced the California State Library to partner with the California Library Association in joining a national summer reading collaborative and developing a statewide program that has two tracks, one for children and one for teenagers. Although outcome measures are unavailable at this time, national studies show that children participating in library-based Summer Reading Programs not only retain but also increase their reading levels over the course of the summer.



Recognizing a need for people with lower literacy levels to understand the issues involved in statewide and national elections, LSTA funds supported the creation of an Easy Voter Guide that provides non-partisan but clear information on the elections held each year. Adult learners are more involved now about legal literacy; the easy-to-comprehend guide has proven so effective for all Californians that California's Office of the Secretary of State is interested in continuing the project on an ongoing basis with State funds.

The North Bay Cooperative Library System (a consortium of public libraries north of San Francisco) initiated a Family Nutrition Literacy program for its member libraries. Although the project results will not be available until after the close of the current fiscal year, its collaboration with the Pacific Southwest Regional Library Network (sponsored by the National Library of Medicine) strengthens its chances of success and for providing a model for other libraries statewide.

A number of individual library projects also addressed this strategy. Oakland Public Library provided computer training for elderly Asians and new Americans, resulting in an increase in regular (1-4 visits/month) library computer users. The Monterey Park Bruggemeyer Memorial Public Library designed and presented ten workshops to teach English writing skills to limited English language learners. By the end of the series each participant had learned to write in a journal and had 20 entries, 9 participants had writings published, and 17 participants read aloud in the workshops. Other libraries addressed such topics as artistry workshops (South San Francisco Public Library) and teaching elementary children about technology and science in a fun and interactive manner (Santa Clara County Library).

**3. Deployment of Distance Learning:** Initially focus primarily on library staff by working through regional or statewide systems as well as individual libraries to increase the availability of distance learning options for use in continuing education.

Three percent (3%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy. However, additional programs assigned to Goal 3 - - - notably the "Infopeople Program" and the "Rural Initiative" - - - significantly affected the success in achieving the objectives and outcomes.

Camarena Memorial Library (Calexico) used LSTA funds for two years to support Spanish language videoconferencing programming in Calexico and three other communities in the remote desert communities of Imperial County (bordering Mexico) designed to introduce the public to the library resources available to meet their informational needs. Fifty-five percent (55%) of first time visitors to the libraries learned about it through the project and a significant number of these new users became periodic and/or regular users of public library services. In a subsequent year, LSTA funds supported a series of English-language videoconferences for educational and cultural programs shared among the Imperial County libraries and also broadcast to equally remote public libraries in the northeastern portion of the state.

In South San Francisco, an LSTA grant project introduced distance learning options to improve learners, tutors, and library staff participating in literacy programs through webcasts, online classes, and online chat rooms.

It is noteworthy that a significant number of distance learning events were geared for people in rural communities (described and compiled under Goal 3, rather than under this Goal and Strategy).

**4. Curriculum Support:** Projects to provide for homework assistance through public libraries during after-school hours; improve the services of existing school libraries, particularly through joint efforts with the California State Department of Education; and increase the number of school library websites that provide access to general library tools (e.g., regional online reference services).

Twenty-three percent (23%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

A major initiative over the last five years was “Live Homework Help,” providing online interactive tutoring assistance to children and teenagers (grades 4-12) in public libraries and through their websites. The program was evaluated as successful in 2003/04, when 31 public library jurisdictions (184 outlets) were participating in the LSTA-funded program and was subsequently expanded to additional public library jurisdictions and outlets. The service is offered in English and Spanish. [Starting in 2006/07] participating libraries, depending on the years of participation in this program, paid a percentage of the remote-access and the entire cost of in-library access after their first year of participation. In year 2, for example, participating libraries paid 25% of the remote-access costs. In year 3, participating libraries [will pay] 50% of the cost. By 2008/09, participants will assume full financial responsibility for the service. This fiscal shift [has] enabled additional public library jurisdictions to join the program on an incremental basis.

In 2005/06 alone, there were 71,825 online tutoring sessions conducted through “Live Homework Help;” the overwhelming majority (90%) were conducted in English. During that same timeframe, math (41,213) was the most frequently requested curriculum topic, followed by science (13,087) and English studies (12,013). Most students indicate that they are more confident doing their homework as a result of the tutoring sessions, and most say they will recommend the service to their friends – high praise from young adults!

Additional approaches to curriculum support were also field-tested in public libraries, primarily in recent years as options and/or enhancements to the “Live Homework Help” service were explored and tested.

For example: Sutter County Library adapted an elementary school computer skills curriculum for grades k-5 for use in the public library, and then implemented it by providing computer and public service training to pre-teens in the rural areas who then served as helpers and instructors to the younger children. Butte County Library provided literacy services for at-risk elementary school children in low-literacy, high poverty areas throughout the predominantly rural county, to help the children succeed in school. The Placentia Library District established a satellite reference library/homework facility at the Homeless Intervention Shelter House to serve school-age children residing there who lacked the resources to complete homework assignments.

**5. School/Public Library Collaboration:** Work with the California State Department of Education and individual public libraries to train school library staff regarding the resources available to their curricular efforts through public libraries; to increase the number of effective school/public library collaborative services; and to increase the number of school library websites that offer general library tools (e.g., regional online Reference services).

One percent (1%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

Although largely supported by State funds, the collaboration between the California State Library and the California State Department of Education resulted in the achievement of the outcomes as noted above.

There were several LSTA-funded projects that also tested and demonstrated local collaborative undertakings. These included Beaumont Library District's partnership with the local school district to provide homework help, technology access, and a mentoring component for seniors and teens to instruct and assist each other in using computer and electronic information resources; and a mobile computer lab supplied by the school that was parked on a regularly scheduled basis at the public library. Alameda County Library's literacy staff is working with two elementary schools to offer a school-based literacy instruction program to help English-speaking parents of children from these schools to achieve their literacy goals as parents, including literacy training for themselves and strategies to assist their children in school.

**6. Library Initiatives:** Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

Thirty-seven percent (37%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

A major and highly successful initiative, spearheaded by two public library systems (Peninsula Library System in Northern California, Metropolitan Cooperative Library System in Southern California), over a seven-year period provided 24/7 interactive online reference and information services for Californians served by public, academic, school, and special libraries statewide. The virtual reference service required that participating libraries devote staff time to provide the service. The service was so successful that OCLC has adopted it as part of its nationwide program called Question Point, a virtual reference service with a much larger base of participating libraries and subject specialties.

In collaboration with the California chapter of the National Endowment of the Humanities, 180 public library sites promoted reading by re-introducing the Pulitzer-Prize winning novel "The Grapes of Wrath" through book discussion programs. An estimated 22,000 Californians attended these programs during 2002/03.

A number of libraries made specialized collections accessible to the public through cataloging and making the records available through the Internet. The resources included collections of Jewish history and culture (University of Judaism), California testimonies about the Holocaust (University of Southern California), California historic photographs (California Historical Society of San Francisco), Shumate cultural and informational resources (St. Patrick's Seminary, Menlo Park), Southeast Asian resources (University of California, Irvine), and a collaborative project between the Gay, Lesbian, Bisexual, Transgender Historical Society of Northern California (San Francisco) and its Southern California counterpart, ONE Institute and Archives (Los Angeles), to create a union catalog and electronic finding guides to their primary source materials.

LSTA funds supported the California Center for the Book, which provided guidance and materials for local libraries, in presenting programs for the public that encourage reading and cultural enrichment at those libraries and other venues statewide. The free and low-cost programs subsequently available through literally hundreds of public and school libraries included book discussion groups (2006/07 theme: "Caught in the Crossfire: Young People and War") and participation in such national programs as "Letters about Literature," in which elementary and secondary students prepare letters to authors explaining how their writings had changed these students' lives or their views of the world.

A number of libraries also used LSTA funds to support locally driven programs. For example, San Bernardino County Library sponsored a regional environmental literacy program in 2002/03 and the Riverside County Library System is currently planning a California Dia de los Niños program.

**LSTA GOAL #2: Support libraries' efforts to improve their clients' understanding and use of electronic library resources and services through development of, increased access to, and training about technology-based systems and resources.**

**Progress Towards Goal:**

Made progress towards this goal, although the rapidly changing technology inhibited its full achievement.

The second highest proportion of LSTA funding for individual grants (\$14,281,976 or 27% of the total) was expended toward this Goal, with the bulk of the funds going to public libraries and regional/statewide library organizations.

Libraries in rural areas received \$501,147 (approximately 4%) of the funding, those in mostly rural libraries received \$549,772 (approximately 4%), those in urban areas received \$6,855,242 (approximately 48%), those in mostly urban areas received \$49,748 (less than 1%), and regional/statewide library organizations received \$6,326,067 (approximately 44%) of the LSTA funds directed for this Goal. Public libraries, academic libraries, and regional/statewide library organizations received the highest amount of the LSTA funds under this Goal.

#### **A. Key Objectives to Be Measured, with Targets:**

- *By 2007, 80% of California libraries will be connected to two or more Internet-based services such as library catalogs, licensed databases, digital collections, remote patron authentication, and virtual reference. Data Collection Method and Schedule: In 2004/05 and 2006/07 survey all California libraries to tally the number connected to 2 or more Internet-based services.*

The survey results demonstrate that academic and special libraries meet 100% of this target, with public libraries meeting it in 96% of the jurisdictions. The California State Department of Education reports that at least at least 32% of the school libraries provide these electronic services. The target was met.

- *By 2007, 80% of Library of California member libraries will have access to low-cost or no-cost electronic information resources through participating in regional or statewide purchasing/resource sharing arrangements or through the development of electronic resources by/for the library community. Data Collection Method and Schedule: Survey of all Library of California libraries in 2004/05 and 2006/07.*

This objective is not applicable because the Library of California Act (LoC) lost its State funding several years ago and the LoC regional groups no longer exist. While some of them are still functioning from the individual contributions of time from member libraries, the most populous area of the State (Los Angeles and Orange Counties) have nothing remaining.

#### **B. Key Outcomes to Be Measured, with Targets:**

- *By 2007, 50% of respondents will report increased use of library-based electronic services (two or more times in a six-month period). Data Collection Method and Schedule: Biennial compilation of results of use surveys from grant projects.*

The survey was not conducted by most of the grant recipients. However, a statewide survey of library users, Friends, and Trustees indicates that eighty-nine percent (89%) of them have used the library-based electronic resources. The target may have been met.

- *By 2007, 75% of those people using library-based electronic information resources will report that they have benefited from that use. Data Collection Method and Schedule: Annual sampling and analysis of grant project records of results of their surveys of users.*

Eighty-nine percent (89%) of the responding residents reported that they had benefited from the use of library-based electronic services. The target was met.

### **C. Strategies, Services, and Activities:**

- 1. Networking Infrastructure Development and Support:** Develop, test, and support networking improvements that work in conjunction with or supplement existing networks in California, as established by the Library of California Act, the California Library Services Act, Teale Data Center, California State University System, University of California, Community Colleges, Medical Libraries, private academic libraries, etc.

Forty-five percent (45%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

When the California State Legislature decided to cease funding for the Library of California Act, the state's multitype library network program, LSTA funds supported the development of a new approach to multitype library resource-sharing through the creation of a single entity to achieve the same goals. "Califa" facilitates access to products and services that enable its member libraries to take advantage of economies of scale. LSTA funds also supported networking and interlibrary resource-sharing projects in different arenas during the five-year period.

Spearheaded by the University of California statewide system, a testing model for a sustainable Online Archive of California (OAC) was created to ensure permanent access to standardized metadata and digitized archives using a single point of access. This involved establishing formats and tools for encoding of and web access to archival materials for retrieval by libraries and people; it is the host for many of the digitized collections identified under the next strategy.

Building the groundwork for making libraries more visible where users do their searching in Internet search engines such as Google and Yahoo, LSTA funded subscriptions to OCLC WorldCat FirstSearch for public libraries. These subscriptions enhanced the expansion of OCLC WorldCat and Open WorldCat, OCLC's tool for holdings availability in Google and Yahoo. These subscriptions also assisted in the creation of the California Libraries Catalog (CalCat).

Earlier initiatives supported the demonstrations of the viability and effectiveness of a standards-based approach for distributed access to library resources within regional cooperative library systems. The rural public library jurisdictions in Inyo County and Trinity County were finally able to create integrated library systems; an integrated system was also established among Alpine County, Mono County, Riverside County, and San Bernardino County public libraries to facilitate resource-sharing. Other libraries, such as the Sons of the Revolution genealogical special library in Glendale, cataloged its collection and mounted the records online through OCLC.

National City Public Library established a statewide public library videoconferencing "Community of Practice" Network involving 40 libraries previously equipped with interactive videoconferencing capacity that would be used for training, administrative conferences, and public programs.

- 2. Development and Deployment of Electronic Resources:** Work with existing services and/or develop new resources where necessary to increase the number of electronic resources that are made available to Californians by their libraries of all types.

Fifty-one percent (51%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

During the first three years (2002/03 – 2004/05), LSTA funds primarily supported the development of digitized collections that became part of a local library's website, but were accessible to anyone. These specialized collections focused on such topics as Northeastern California Native Americans (California State University, Chico), San Fernando Valley history (California State University, Northridge), the California Underground Railroad (California State University, Sacramento), Silicon Valley history (History San Jose), early California populations (Huntington Library and Art Gallery), California labor history (Mountain Valley Library System), Japanese internment (Redwood City Public Library), California borders (San Diego Historical Society), Chinese theatre (San Francisco Performing Arts Center), early California photos (Society of California Pioneers), geographical survey maps (Stanford University), and the 1906 San Francisco earthquake (University of California, Berkeley). Local history materials were also digitized by public libraries for cities including Orange, Sacramento, and San Bernardino.

In order to assure quality control and standardized records, as well as to allow smaller libraries to participate, a new approach was developed and implemented in 2005/06 and 2006/07. It utilized the practices developed by the University of California's California Digital Library (<http://www.cdlib.org>) in consultation with the California State Library, described under the first strategy of this goal, to scan, digitize and describe local history materials in a central location and provide a permanent host for the electronic resources. Nineteen (19) public libraries participated during the first year and twenty (20) in the second year. The libraries providing primary source documents and photographs ranged statewide, from Humboldt County in the far north to Chula Vista in the far south. By providing an LSTA-supported centralized outsourced scanning service and an experienced consultant, libraries saved a tremendous amount of work and expense --- and the result is much greater access to information about the diverse nature of the citizenry and changes that have taken place in local communities.

Los Angeles Public Library spearheaded an initiative to provide access to subscription databases for California's fifteen (15) regional reference centers, which back up local libraries when their informational resources are inadequate to handle client questions. The LSTA project also supports access to the collections and internally created databases of Los Angeles Public Library.

For several years, LSTA funded the development of and support for the Librarians' Internet Index (<http://lii.org>). This Internet finding tool identifies and describes approximately 20,000 quality web sites related to news and informational sources with an emphasis on California content; it also includes a weekly newsletter on new sites, which has over 41,000 subscribers. In September 2006 alone, there were over 12 million hits on the web site itself.

“Libris Design” was an LSTA-funded project created to provide online assistance (<http://www.librisdesign.org>) in library facility design and renovation. Since millions of dollars in State funds have been allocated for library construction and renovation, this project assists them with making the best use of local/State taxpayer dollars and best meeting local community needs.

LSTA funds also supplemented Federal funding for the United States Newspaper Program. It enabled the University of California, Riverside to expand its preservation and digitization activities, particularly with regard to unique newspaper microfilms. This leveraged the work that the California Newspaper Project is doing under grants from the Library of Congress and the National Endowment for the Humanities. Related projects included summarizing index access to rural Northern California region’s newspapers and to identify titles for future filming, purchasing, and replacement of deteriorated microfilm. Examples include the Northwestern historical newspapers (Humboldt State University) and the activist African American newspaper “California Eagle” (Southern California Library for Social Studies and Research, at <http://www.socallib.org>).

**3. Training in Use of Computers and Electronic Resources:** Working primarily through already-existing providers, increase the knowledge and skills of staff in libraries of all types in the use of computers and electronic resources.

Although the LSTA funds for this Strategy are negligible, most of the advances here can be attributed to the “Infopeople Program” described under Goal 3.

Contra Costa County Library provided training classes for local teachers about accessing, selecting, and searching library electronic resources so that these teachers, in turn, could provide the same instruction for their students. (Note that the comprehensive Infopeople project, described under Goal 3, devotes a large percentage of its classes toward improving computer skills for librarians statewide).

**4. Affordable Internet Access:** Field test ways that LSTA resources can assist California libraries in providing user access to the Internet in a manner that is both cost effective and user friendly.

A small amount of LSTA funds were awarded under this Strategy because the “Infopeople Program” (Goal 3) and the Gates Foundation enabled much of the advances.

In collaboration with the California State Department of Education, the Peninsula Library System (a cooperative organization of public libraries south of San Francisco) created audio/video-enhanced PowerPoint slide presentations available via a website and a webcast to disseminate information and guidance about the Federal Education-Rate (E-Rate) telecommunications subsidy program and the State-funded companion program (California Teleconnect Fund) for public and school libraries. By 2004, the number of libraries applying for and receiving those funds increased, resulting in increased public accessibility to electronic informational resources.



Individual libraries also launched telecommunications initiatives in response to local community needs. For example, Stanislaus County Library trained 57 volunteer teachers to provide computer instruction to seniors, Spanish-speaking people, and under-employed persons in this rural county; San Diego County Library is sponsoring a similar series of Internet classes in Arabic, Chaldean, and Kurdish for its Iraqi residents; and South San Francisco Public Library is providing basic computer skills training for middle school children to help them with their homework. San Bernardino County Library targeted preschoolers and their parents for instruction.

**5. Library Initiatives:** Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

Three percent (3%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

National City Public Library provided an after-school training session for junior and senior high school students that trained them in multi-media software and design skills, which they then used during internships with local businesses and organizations to create web sites.

Anaheim Public Library tested wireless technology to link its bookmobile to the library's online catalog. The online system works 98% of the time, and a user satisfaction survey showed that 92% of the people in the low-income neighborhoods served by the bookmobile prefer the new online system.

Taft College partnered with local schools and Kern County Library branches to establish an interactive videoconferencing center for educational and cultural programs for students and the general public. Five programs were offered during its first year, with topics ranging from "Brown vs. Board of Education" to a virtual visit to the Ocean Institute. Foster the availability of a trained and proficient library work force.

**LSTA GOAL #3: Foster the availability of a trained and proficient library work force through such programs as statewide recruitment of new librarians and paraprofessionals, a library practitioner certificate program, and training for library staff services they need to improve in areas identified in various continuing education needs assessments, to assist Californians obtaining the information they need to improve their skills and knowledge.**

**Progress Towards Goal:**

Made progress towards this goal. However, the need for library recruitment as the Baby Boomers retire --- and the need for new training for people who graduated from library school some 10-15 years ago increases --- are such that it will take a number of years of effort to meet this goal.

This Goal received \$11,700,719 (22% of the total) of the LSTA funding for individual libraries and regional/statewide library organizations over the five-year period, with public libraries and the library organizations receiving the most support.

Libraries in rural areas received \$1,492,426 (approximately 10%) of the funding, those in mostly rural libraries received \$366,200 (approximately 3%), those in urban areas received \$4,534,410 (approximately 32%), those in mostly urban areas received \$249,377 (approximately 2%), and regional/statewide library organizations received \$7,584,419 (approximately 53%) of the LSTA funds directed for this Goal. Public libraries and regional/statewide library organizations received the highest amount of the LSTA funds under this Goal.

#### **A. Key Objectives to Be Measured, with Targets:**

- *By 2007, 500 library staff members will have received support in securing their MLS degree. Data Collection Method and Schedule: Annual compilation and analysis of records supplied by libraries with staff members participating in the program.*

Three hundred, twenty (320) library staff members received tuition support during the five-year period. The target was not met.

- *By 2007, 50% of staff members in participating libraries will have attended three or more workshops/institutes for in-service training. Data Collection Method and Schedule: Surveys, in 2004/05 and 2006/07, of training records supplied by libraries with staff participating in the program.*

Seventy-one percent (71%) of the participating libraries achieved this goal. The target was met.

- *By 2007, 250 staff members of California libraries will have received support in securing paraprofessional degrees. Data Collection Method and Schedule: Beginning in 2003/04 annual survey of records supplied by libraries with staff participating in the program.*

An LSTA grant program allowed current public library employees to receive tuition support for coursework leading to paraprofessional degrees. Over the two year period when this program was funded, only five awards were made: the grant awards were so low that the individual library's actual grant administrative costs exceeded them. The program was discontinued due to the lack of response and the costs associated with grant administration at the local level. The target was not met.

#### **B. Key Outcomes to Be Measured, with Targets:**

- *By 2007, 200 new librarians who participated in the support program will be employed in California libraries serving the public. Data Collection Method and Schedule: Beginning in 2003/04 annual survey of staff who received support.*

Ninety-seven (97) students were awarded their MLS/MLIS degrees during this five-year period, with another 94 expected within the next five years. It was a condition of grant award that they must remain employed at their library for a year after they receive their degrees. However, they

are allowed to work at nearby public libraries if their library doesn't have a librarian opening for them upon graduation. The target was not met.

- *By 2007, 50% of respondents participating in those training programs will report and demonstrate new attitudes and skills in their delivery of service as a result of their participation in workshops/institutes supported by LSTA. Data Collection Method and Schedule: Followup questionnaire, annually, beginning in 2004, to staff who received support, for self-report assessment identifying the areas and quantity of improvement.*

Due to budget constraints the follow-up questionnaire was not conducted. However, a sampling of participant evaluations at the Infopeople workshops conducted during 2007 indicate that 29% learned more than they had anticipated and 52% learned as much as they could absorb. On a ten-point scale, with 10 being the highest, 49% ranked the workshop presenter's effectiveness as a 10 and 25% ranked it as 9. In addition, 84% of the respondents considered the workshop materials themselves very helpful and plan to use them again.

- *By 2007, 100 paraprofessionals who participated in the support program will be employed in California libraries serving the public. Data Collection Method and Schedule: Beginning in 2003/04 annual survey of staff who received support.*

An LSTA grant program allowed current public library employees to receive tuition support for coursework leading to paraprofessional degrees. Over the two year period when this program was funded, only five awards were made: the grant awards were so low that the individual library's actual grant administrative costs exceeded them. The program was discontinued due to the lack of response and the costs associated with grant administration at the local level. The target was not met.

### **C. Strategies, Services, and Activities:**

- 1. Statewide Staff Recruitment Campaign:** Increase number of staff with specific library services training by cooperating with library schools, four-year colleges, and community colleges to continue and expand the current staff recruitment program into additional public libraries and into libraries of all types which serve the public.

Seventeen percent (17%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The primary LSTA program funded under this strategy was the "Public Library Staff Education Program," which provided tuition reimbursement for existing staff in public libraries and public county law libraries who were pursuing a master's degree in library and information studies (MLS/MLIS) in an ALA-accredited graduate program. Over the five-year period of this report, three hundred, twenty (320) students received tuition support while working for one hundred (100) public library jurisdictions and five (5) county public law libraries. Those funds enabled ninety-seven (97) students to receive their MLS/MLIS degrees during that same five-year period. Since the students work in libraries while they attend classes, it takes longer for them to

complete their degrees; the anticipated graduation dates for other students funded during the five-year period are 2007 (47 students), 2008 (39 students), 2009 (6 students), and 2010 (2 students).

As a condition for receiving a grant award, students must remain employed at their library for a year after they receive their degrees. However, if their library does not have a librarian position opening for them upon graduation, they may fulfill this requirement by working for a year at a nearby public library that has a librarian position available.

**2. Library Staff Continuing Education:** Collaborate with library schools and other continuing education providers to develop, test and implement training programs/activities to improve the library service skills and knowledge of library staff of all types.

Sixty-five percent (65%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The primary program under this strategy was “Infopeople Program,” a multi-year initiative that began when Internet was an emerging technology and librarians needed extensive training (and re-training, as the technology evolved) to enable them to use the Internet and train their users in accessing it successfully. A major evaluation of the program resulted in a major shift in its direction: rather than continuing as a computer training program, it became a library-training program covering multiple subjects that included improving librarians’ computer skills.

As supported by LSTA during the last five years, Infopeople (<http://www.infopeople.org>) has conducted 220-250 on-ground workshops each year with over 4,000 participants (who also pay a modest registration fee) annually. Some 150 topics have been addressed; the subjects during 2006 ranged from “Beyond the Bookshelf: Teen Programming” and a “Building Leadership Skills” series to “Survival Spanish for Library Staff.” The program also included asynchronous web courses, interactive videoconferences, and webcasts. The approximately 100 webcasts are archived on the site’s own website (<http://infopeople.org>) and are free for all viewers; the webcast topics during 2006 included “Skill Building Supervisor,” “Homeless People in the Library: Legal Issues,” and “Ten Things You Need to Know Before Disaster Strikes.”

Expanding upon the successful tuition reimbursement program described under Strategy 1 above, LSTA funds supported the participation of library directors/executive managers without MLS degrees in a California State University, San Jose library school program to upgrade their skills over a three-year period. This involved annual two-week on-campus training, supplemented by online coursework and interaction throughout the year. Six public libraries initiated their participation in the fieldtest of this training, which began in 2005/06.

Other LSTA-funded projects related to the training needs of public library directors statewide. The turnover of these chiefs over the last ten years resulted in a multi-day orientation for the newcomers: a multi-day “Orientation for Public Library Directors” conference in 2004/05. A subsequent session the following year was the “Public Library Directors’ Forum” where training

was provided, information was shared, and input was gathered for statewide direction. Almost all of the targeted participants chose to attend these sessions.

Native American tribal librarians obtained training in the provision of library and information services responsive to their individual tribes to make those services equal to those services provided by public libraries statewide. Coordinated by the North State Cooperative Library System, a cooperative organization of public libraries in the northernmost region of California, the program addressed the information needs of the indigenous tribal communities of northern California, where the overwhelming majority of Federally recognized tribes are located.

The Metropolitan Cooperative Library System (an organization of public libraries in the Los Angeles area), in partnership with the California State Library, established a collection of library training videos that are loaned at no charge to libraries statewide for use in training events.

**3. Library Practitioner Certificate Program:** Coordinate with the Western Council of State Libraries and other organizations and academic institutions interested in the development of library staffing to complete modeling, testing, and implementation of the proposed Library Practitioner Certificate program.

No LSTA funds were expended specifically for this Strategy; it was incorporated into Strategy 1. However, there were several significant results.

The California State Library worked with the Western Council of State Libraries on developing and implementing a Library Practitioner Certificate Program, using State funds to support this preparation.

A strand of the Public Library Staff Education Program, described under Strategy 1, allowed current public library employees to receive tuition support for coursework leading to paraprofessional degrees. Over the two year period when this strand was funded, only five awards were made: the grant awards were so low that the individual library's actual grant administrative costs exceeded them. The strand was discontinued due to the lack of response and the costs associated with grant administration at the local level.

**4. Rural Library Services Development Program Plan:** Complete implementation of the Rural Library Services Development Program Plan (2001-2004) through a combination of statewide and individual library projects/activities.

Twelve percent (12%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The multi-year "Rural Initiative" (<http://rurallibraries.org>), supplemented by grants to individual rural libraries under other goals/strategies, was the primary program addressing this strategy. A three-year plan (plus a two-year update) for meeting the library and information needs of rural Californians --- who reside upon approximately 33% of the state, in deserts, mountains, and remote areas --- provided the guidance for the projects implemented under this strategy.

The program encompassed access to services, materials, and training using remote access technologies (videocasting and webcasts, some interactive among the various locales), on-site workshops, and an electronic clearinghouse/training/discussion group website. The Rural Initiative trained CALTAC (California Association of Library Trustees and Commissioners) to train the boards of public libraries, which they then provided in rural areas statewide; the train-the-trainer programs were videotaped and archived for the use of new CALTAC members.

Several new public services were fieldtested in rural libraries. The “Virtual Meeting Room” provided audioconferencing and webconferencing equipment so that local community groups could “meet” in public libraries without meeting rooms and/or in areas so widespread or experiencing weather conditions so severe that face-to-face meetings would be difficult to impossible to achieve. The “Book Club in a Box” program provided rural libraries with all the components necessary to implement a local book discussion program, from discussion guides to promotional materials.

**5. Library Initiatives:** Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

Five percent (5%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

Individual libraries and groups of libraries fieldtested additional LSTA-funded projects to fulfill this goal.

In the area of recruitment, for example, Glendale Public Library created a library internship program for teens in its urban community so that they would consider librarianship as a potential career path. The County of Los Angeles Public Library employed older interns (undergraduate college students) as assistants in the branches for their Summer Reading Program, both encouraging them to consider librarianship (especially children’s librarianship) as a career and enhancing the local services for children. “From Interns to Library Leaders,” a program of the Metropolitan Cooperative Library System (an organization of public libraries in the Los Angeles area), targeted library school students for internships in member libraries to encourage them and train them for public librarianship careers.

The CORE (California Opportunities for Reference Excellence) project updated the basic reference skills curriculum provided on-ground in the late 1980s and early 1990s for front-line library staff. The new 5-course program is now available online and covers such topics as finding and evaluating ready reference sources and the Internet as well as specialized subjects (medical, legal, business, and genealogy). In a related effort, 20 Southern California tribal libraries received core reference collections reflecting the CORE curriculum and enabling the best possible utilization of the training.

**LSTA GOAL #4: Encourage and assist libraries to aid people with disabilities in their communities to improve their skills, status, and life condition through projects that increase their access to more responsive library services, such as specific service planning**

**programs and training, increased availability of adaptive technology, and access to materials in appropriate, specialized formats.**

**Progress Towards Goal:**

Made progress towards this goal. The development, fieldtesting, and implementation of a program to address the goal required extensive time, and much more effort and resources are necessary to achieve it in all libraries and all types of libraries statewide.

This Goal provided LSTA support for individual libraries and regional/statewide library organizations in the amount of \$1,432,457 (3% of the total), with all of the LSTA funding going to public libraries and regional library organizations.

Libraries in rural areas received \$248,518 (approximately 5%) of the funding, those in mostly rural libraries received \$134,112 (approximately 2%), those in urban areas received \$4,532,010 (approximately 83%), those in mostly urban areas received \$101,904 (approximately 2%), and regional/statewide library organizations received \$464,189 (approximately 8%) of the LSTA funds directed for this Goal. Public libraries received the highest amount of the LSTA funds under this Goal.

**A. Key Objectives to Be Measured, with Targets:**

- *By 2007, at least 2 staff persons in each public library will participate in a training program on library and information services for people with disabilities. Data Collection Method and Schedule: Survey of all public libraries in 2003/04 and 2007 re their training records.*

Forty-percent (40%) of the public libraries achieved this goal, but the target was not met.

- *By 2007, at least 50 school library staff, 50 academic library staff, and 50 special library staff will participate in a training program on library and information services for people with disabilities. Data Collection Method and Schedule: Survey of school, academic, and special libraries re their training records in 2006 and 2007.*

Forty-six percent (46%) of the academic libraries and 22% of the special libraries achieved this goal. Information is unavailable at this time about the school libraries. The target may have been met.

- *By 2007, 20% of public library sites (i.e. main & branch locations) will have planned and implemented a service program for people with disabilities. Data Collection Method and Schedule: A 2006/07 survey of public libraries re their records of service implementation.*

Forty-percent (40%) of the public library sites planned and implemented a service program for people with disabilities. The target was met.

- *By 2007, each participating library will receive at least one product or tool to assist it in serving people with disabilities. Data Collection Method and Schedule: Ongoing tally by CSL of products/tools provided to each library involved in the training program.*

Twenty-seven (27) public library jurisdictions received collections to assist staff and their users; these were the libraries participating in the training program. The target was met.

#### **B. Data Collection Key Outcomes to Be Measured, with Targets:**

- *By 2007, 50% of public library training participants will report and demonstrate new attitudes and skills in their delivery of library and information services to people with disabilities. Data Collection Method and Schedule: Followup survey of training participants, annually beginning in 2004/05, re actual service delivery improvements.*

Between 100% and 54% of the participants at the three multi-day training sessions achieved each of the eleven learning outcomes.

The target was met.

- *By 2007, 50% of school, academic, and special library training participants will report and demonstrate new attitudes and skills in their delivery of library and information services to people with disabilities. Data Collection Method and Schedule: Compilation of annual reports from school, academic, and special libraries re their surveys of training participants, beginning in 2005.*

Although this was a worthy goal, preparing and conducting the initial program for public libraries took longer than originally anticipated and the other types of libraries were not engaged. However, it is noteworthy that a poster session (a large display staffed by the participating libraries) and a conference program at the California Library Association's annual conference attracted over one hundred people from libraries of all types. The target was not met.

- *By 2007, 50% of participating public library sites will report 100% increase in usage by the target population. Data Collection Method and Schedule: Annual survey of participating public libraries re their usage records.*

While the increase in usage is dramatic in the participating libraries, it will take more time to determine if the outcome measure (with its targeted 100% increase in usage) has been met.

- *By 2007, 20% of the citizens in 50% of participating public library sites will be aware that their local library provides accessible services for people with disabilities. Data Collection Method and Schedule: Biennial sample survey of local people with disabilities in communities served by participating public libraries beginning in 2004/05.*



Overall, 61% of all respondents in the communities of the participating libraries (as contrasted with 37% of all respondents in the communities of the control group libraries) reported that they knew about the library's services for people with disabilities.

Respondents who indicated they had a disability that affected their use of the library showed an increase in awareness of services for people with disabilities from the pre- to the post-project community survey. Awareness was examined by type of reported disability and increased in all categories.

The target was met.

- *By 2007, 20% of participating libraries will have new and/or enhanced services to people with disabilities. Data Collection Method and Schedule: Sample survey in 2006/07 of people with disabilities in communities served by participating libraries.*

Each library completed a scan detailing the types of services available at the library in 2003 and again in 2004. When the overall number of services offered by each library was reviewed, the participating libraries showed an increase in every category (alternative formats, accessible technology, and special services). In contrast, the control group of libraries showed an increase in one category, no change in one category, and a decrease in two categories.

On average, the participating and control libraries showed similar availability of services prior implementation of the Public Library Services for People with Disabilities Program. In the year since program implementation, the participating libraries have added an average of nineteen services, and the control group libraries have lost an average of three services.

The target was met.

- *By 2007, 50% of people with disabilities who have used a local library service will report that the library and its services are more welcoming, relevant, and/or easy to use. Data Collection Method and Schedule: Compilation and analysis of surveys of users taken by libraries participating in the program.*

Community surveys for the participating libraries showed a reduction in all barriers for those with disabilities. The largest reduction was in difficulty using the computers (-15%). Hours open and inability to find or reach materials both decreased by 12%.

The satisfaction ratings at the participating libraries improved from the pre-test (adequate to good) to the post-test (good to outstanding). Post-test ratings for ease of using the library, accessibility of books and materials, library services for people with disabilities, attitudes of staff while assisting people with disabilities, and library services overall were all between good and outstanding. The pre-test ratings were between adequate and good.

The target was met.

## **C. Strategies, Services, and Activities:**

**1. Improving Library Services for Persons with Disabilities:** Develop, test, and implement a statewide project to increase responsive services to persons with disabilities, beginning in public libraries for the early years of this plan and then moving on to libraries of all types before the completion of this plan.

Thirty-one percent (31%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

Twenty-one percent (21%) of Americans have a disability, a condition or disease that limits a person's ability to perform a major life activity, such as communicating, walking, and working. As the country's Baby Boomers retire and as more at-risk babies are saved at birth, that percentage increases. For public libraries, the major challenges include a lack of knowledge about the assistive technologies now available to assist them in providing services to people with disabilities and a lack of training on how to serve them best.

A multi-year initiative, "Public Library Services for People with Disabilities," provided extensive training for local teams of librarians and relevant community partners in improving public library services for the population group most in need. The libraries conducted an initial community scan, a survey, and focus group sessions. The training involved disability sensitivity/awareness, attendance at the exhibits of the unique California State University, Northridge's annual conference on disabilities, and one-on-one consultative assistance from experts in the field.

Twenty-seven (27) public library jurisdictions participated in the full program; this involved the required training and ongoing community involvement (i.e., an advisory board). Each library was also asked to identify a specific disability for its initial focus for a subsequent grant, although universal design applications addressing multiple disabilities were encouraged. The disabilities most frequently identified by the libraries for local implementation were mobility and learning disabilities; median focuses fell upon developmental disabilities, vision, and aging-related disabilities; several libraries also selected special needs children and hearing disabilities. Mental illness was the only major unaddressed disability.

A pre- and post-project study of services and community awareness was conducted for a sample group of five participating libraries and a control group of two non-participating libraries. The post-project survey results: increase in community awareness of services for people with disabilities—61% for participating libraries, 37% in control libraries; reduction of barriers to library use—15% reduction in difficulty using computers in participating libraries; increase in satisfaction with library services—overall satisfaction in participating libraries rating was between good and outstanding (pre-test ratings were between adequate and good); increase in services available for people with disabilities—the initial library scan of services available in 2003 and 2004 were divided into three sections: alternative format materials, special services, and assistive technology. Participating libraries showed increases in every category, and the

control libraries showed an increase in one category, no change in a category, or a decrease in two categories.

**2. Library Initiatives:** Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

Sixty-nine percent (69%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The twenty-seven public libraries participating in the “Library Services for People with Disabilities” statewide program each received grants to implement their projects. They did so successfully. For example: two children with learning disabilities at the City of Commerce Public Library raised their reading ability by two grade levels; 66% of the people with aging-related disabilities reported a lessening of isolation due to the Marin County Free Library’s new “Library Beyond Walls” service; Mono County Free Library’s focus on children with leaning disabilities resulted in a report showing that 84% of those children began using the library regularly—both because of the new services and the policy changes, which gave them longer loan periods and fine-exempt status—and convinced their parents to bring them there; and San Diego Public Library, which emphasized services for young adults with developmental disabilities, reported a rise in student self-esteem and work-place skills because they could now use computers, too.

The community interaction and partnerships achieved by these libraries throughout the process assures the continuation of the services. The Alhambra Rotary Club donated \$3,000 to the public library for computer workstations; Sutter County Library received funds from the local Head Start, Kiwanis, and Ford, Inc. to help serve library users with disabilities. The City Council of Commerce (City of Commerce Public Library) provided \$20,000 in new, ongoing library funds to continue the program for children with learning disabilities along with \$10,000 for a special computer supporting the program. Long Beach Public Library received \$9,000 from the Archstone Foundation for library materials to expand its program for homebound readers. Crescent City committed \$50,000 in block grant funds for Del Norte Public Library District’s program next year, and the county itself provided \$37,000 in community development block grant funds to improve the physical accessibility of the library.

In addition, public libraries outside the targeted program described above in Strategy 1 also used LSTA funds to serve people with disabilities. For example, Kern County Library added computer workstations with assistive technology to create a seniors computer lab and held twenty-four (24) computer literacy classes specifically geared to seniors’ learning styles and interests as well as their information needs. In the post-training evaluation, the computer competency rates were 70% in two of the three major training modules. Using a different approach, Newport Beach Public Library provided services to homebound seniors involving Internet training, delivery of library materials to a senior center, and pairing high school students and other volunteers with retirees in a joint reading project. Surveys of the homebound seniors demonstrated that people thought that the library’s e-mail request program successfully filled their requests for library materials and that the tailored services filled their informational needs.

**LSTA GOAL #5: Encourage and support California libraries, through a variety of state and locally developed projects, to review and revise their services so they are best able to assist Californians in improving their skills, knowledge, status, and life condition.**

**Progress Towards Goal:**

Made progress towards this goal. Continual review and revision of local services are necessary as the state's demographics and people's information needs continue to change.

This Goal supported individual libraries and regional/statewide library organizations with \$8,351,060 (16% of the total LSTA funds awarded), with the majority of the funds going to public libraries and regional/statewide organizations.

Libraries in rural areas received \$323,199 (approximately 3%) of the funding, those in mostly rural libraries received \$759,516 (approximately 8%), those in urban areas received \$4,528,010 (approximately 46%), those in mostly urban areas received \$448,609 (approximately 5%), and regional/statewide library organizations received \$3,726,075 (approximately 38%) of the LSTA funds directed for this Goal. Public libraries and regional/statewide library organizations received the highest amount of the LSTA funds under this Goal.

**A. Key Objectives to Be Measured, with Targets:**

- *A minimum of 1,000 technology-based solutions will be tested in libraries of all types by 2007. Data Collection Method and Schedule: Annual survey of California libraries beginning in 2002/03.*

Fifty-seven percent (57%) of the public libraries achieved this goal, as did 48% of the academic libraries and 56% of the special libraries. The target was met.

- *A minimum of 20% of libraries of all types (other than school libraries) will participate in a formal planning process and submit a copy of their plan to the State Library by 2007. Data Collection Method and Schedule: Survey of California libraries in 2003/04 and 2006/7.*

Forty-three percent (43%) of the public libraries, 72% of the academic libraries, and 33% of the special libraries conducted a formal planning process. The target was met.

- *A minimum of 25 school libraries will participate in a formal planning process and submit a copy of their plan to the State Library by 2007. Data Collection Method and Schedule: Annual survey of school libraries beginning in 2004/05.*

The California State Department of Education recently made a requirement that all school districts receiving State funding for library services must initiate and submit such a plan, on the

district and school level, as part of the change in funding for school libraries. The target was met.

- *By 2007, 15% of libraries of all types which have completed a formal planning process will have made service changes/revisions to be more responsive to their community as a result of the process. Data Collection Method and Schedule: Biennial survey of California libraries re their users.*

Ninety-five percent (95%) of the public libraries, 91% of the academic libraries, and 60% of the special libraries made changes as a result of the formal planning process. Although results from the school libraries are not yet available, the target was met.

- *20 new public awareness campaigns will have been developed and implemented at the local, regional, or state level by 2007. Data Collection Method and Schedule: Survey of California libraries of all types in 2004/05 and 2006/07.*

Forty-three percent (43%) of the public libraries, 50% of the special libraries, and 38% of the academic libraries have initiated such a public awareness campaign. While no statistics are available on school libraries, the target was met.

- *By 2007, 500 participating libraries will offer new resources or services and/or improved access to their collections. Data Collection Method and Schedule: Beginning in 2004/05, conduct annual surveys of participating libraries.*

One hundred percent (100%) of the academic libraries, 93% of the public libraries, and 89% of the school libraries reported new resources or services or improved access to their collections. The target was met.

## **B. Key Outcomes to Be Measured, with Targets:**

- *By 2007, 75% of users of all participating libraries that have used a formal planning process will report that the library meets their needs and that they plan to return. Data Collection Method and Schedule: Formal, outside followup study of library users, in 2004 and 2006, re level at which library now meets their needs.*

Due to budget restraints, this survey was not conducted on a statewide basis.

- *By 2007, at least 80% of residents of over 5 years of age in areas that have mounted a public awareness campaign will report that they have heard about the library. Data Collection Method and Schedule: Biennial, professional telephone surveys of residents.*

A sampling survey of residents in the Fresno/Central Valley region (one of the five regions for the statewide campaign) was conducted and reported in the META Research Report "California State Library: Awareness of the Fresno Media Campaign." It showed that: 84% of the

respondents were aware of at least one aspect of the campaign and that approximately six in ten rated it as “good” or “excellent” in terms of making people more aware of the value of reading and of public libraries. It is noteworthy, too, that new borrowers increased by 32% in the Fresno County Library and that circulation of library materials increased by more than 13% than any other quarter in the library’s history.

The outcome measure was met.

### **C. Strategies, Services, and Activities:**

- 1. Community-based Library Services Planning:** Encourage both locally-generated and statewide projects which train library staff in the conduct and implementation of community-based library planning processes and assist in the implementation of formal, community-based planning by libraries of all types, with special, initial focus on supporting and strengthening existing school libraries.

Twenty percent (20%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The major initiative under this strategy was the multi-year “California Cultural Crossroads” program, involving training and onsite assistance for public libraries in developing local collaborative relationships on an ongoing basis to provide cultural programs for specific ethnic populations within the community. Eleven (11) public library jurisdictions participated in the project. Focus populations ranged from African Americans (Stockton-San Joaquin County Public Library) and Latinos (San Diego Public Library) to farm workers (Fresno County Library).

A four-year initiative, “Listening in a Good Way,” helped California Indian tribes identify their library and resource needs, also working with the Native American communities to develop culturally-appropriate and community-based model multi-media audiovisual projects and web accessible interactive learning tools.

Other LSTA-supported projects assisted libraries in adapting and improving their services to their local communities. These included a multi-day conference for local librarian-community teams statewide on “Partnerships for Community Learning” (Cerritos Public Library), a study of existing and potential models of public library organization (Sacramento Public Library), an investigation of RFID (Radio Frequency Identification) technology so that libraries and their local governing boards would have the information, analysis, and methodology necessary to make informed decisions (Bay Area Library and Information System, a cooperative organization of public libraries in the San Francisco region), and a customer experience analysis that is gathering first-hand data on the observations of people’s behavior in two libraries --- one with a traditional service approach and one that has used a more innovative approach to customer relations --- in preparation for the creation of Customer Service Standards for public library operations, environments, and building design (San Jose Public Library).

- 2. Serving Clients with Special Needs:** Encourage both locally generated and statewide projects to model, test, and implement more responsive services to library clients with

special service needs.

Because the major target audiences for this objective were related to literacy and people with disabilities, addressed under Goals 1 and 4 respectively, no additional funds were expended here.

**3. From Non-user to Library Patron:** Support development and testing of both locally generated and statewide projects to identify the needs of non-users that are not currently being met, to develop and test appropriate library services to respond to those, and to publicize these services to these new clientele.

Nineteen percent (19%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The major initiative under this strategy was the “Services for Small Businesses in a Box” program, involving forty (40) public library jurisdictions statewide. It addressed the information needs of the owners and employees of the 2.5 million small businesses in California, the overwhelming majority of which employ less than ten people and consequently lack a corporate librarian. The “Box” was a pre-packaged program for public libraries that wanted to expand their services for small businesses. The participating libraries received four days of training, customized outreach materials (posters, postcards, bookmarks, letterhead), two subscription databases, a website (<http://small.biz.infopeople.org>) that the participating libraries could customize for its own website or link to from its website, and a small grant of \$7,000-10,000 to implement the program in response to local needs. The libraries were required to send people to the training sessions, to involve the community (pre- and post-project surveys; focus groups; advisory bodies), and to use some of their grant funds to present at least four business seminars. From the pre-project stage to the end of the grant period, public awareness of the library’s services for small businesses increased by 514 percent. More importantly, the number of owners who reported that the library had directly benefited their small businesses increased by 146 percent. In addition, five larger public libraries received larger grants to develop and test alternative models for improving business

**4. Approaches to Meeting the Changing Library Needs of Californians:**

Encouraging locally generated and statewide projects, which develop and test both technologically and non-technologically oriented solutions to meeting these changing needs.

Thirty-three percent (33%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

Under this strategy, the “Global Languages Materials” program was the primary emphasis. One hundred, thirty-nine (139) public libraries acquired non-English and bilingual materials in all formats to assist new immigrants in understanding and participating in California and American society. The libraries received LSTA grants ranging from \$3,000 to \$100,000, with the award amount dependent upon the annual immigration counts as collected by the California state government. The libraries were required to involve their communities in identifying the greatest needs and providing input on desirable formats and, where applicable, recommending titles through surveys, advisory groups, and interaction with relevant community organizations. The

major purchases by language of the targeted population groups were Spanish, Chinese, Russian, Farsi, Korean, and Vietnamese.

Cerritos Public Library received LSTA support for two statewide conferences, one on “New Service Models for Sustainable Libraries” and one directed toward public library trustees, to adapt their local service program to better fit changing community needs.

In another arena, a statewide statistical data collection program allowed public libraries to identify peer libraries and compare public libraries within California and across the country on hundreds of different measures, including circulation, attendance and registered borrowers, library collections and services, and fiscal breakdowns. The Silicon Valley Library System, a cooperative organization of public libraries headquartered in San Jose, also developed a best practices manual and automated processing system of returned library materials so that users would have increased access to the collection and staff would have more time to provide direct customer service.

Individual libraries addressed this strategy, ranging from a Senior Internet Training program at Glendale Public Library to San Diego Public Library’s creation of an immigrant/refugee web portal in Somali, English, and Vietnamese that collects and archives the histories of the newcomers as well as the provision of information on survival skills (citizenship, computer use, etc.).

**5. Library Services Awareness Campaigns:** Complete the currently planned library awareness campaigns and encourage the development of others as defined by libraries of all types.

Nine percent (9%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The final year of a multi-year program, the “California Campaign for Libraries,” occurred in 2002/03 in the final targeted region: the Central Valley and the Sacramento/Stockton media markets. The multi-lingual, multi-media campaign promoted the use of public libraries through network and cable Public Service Announcements (PSAs), radio PSAs, and outdoor advertising that featured local spokespeople and celebrities in the five major media markets of California: San Diego, Los Angeles, San Francisco, Sacramento/Stockton, and Fresno/Bakersfield. An evaluative post-project study of the Fresno campaign revealed that a majority (84%) of the residents were aware of at least one aspect of the public awareness campaign and that 60% of them rated it as “good” or “excellent” in terms of making people more aware of the value of reading and of public libraries. In addition, Fresno County Library tracked an increase of 32% new borrowers and its materials circulation rose up 13% for the highest circulation in the library’s history.

Individual libraries and library groups subsequently followed up on the statewide campaign. San Luis Obispo City-County Library fieldtested and prepared guidelines for libraries to adapt and implement the statewide campaign locally. The Metropolitan Cooperative Library System, a cooperative organization of public libraries in Los Angeles County, took a different approach



based on the Public Library Association's "Smartest Card" promotional campaign and distributed materials to libraries statewide to help them make all Californians aware of the services and resources available to them through public libraries.

Other libraries developed and implemented programs uniquely designed for their own communities. For example, Riverside County Library System directed an outreach and services program towards Hispanic residents who did not use the public library and Oakland Public Library is creating a ten-minute DVD that introduces the library and its services to immigrant groups and non-library users in English, Spanish, Cantonese, and Mandarin languages.

The State of California supports a law library in each county for the public, yet relatively few people are aware of their existence. The San Diego County Public Law Library spearheaded an initiative to reach out to self-represented litigants (i.e., those people not retaining a lawyer) and give them better access to legal information and knowledge about the court system; the legal literacy training sessions for the public were conducted in English and Spanish. Classes were also provided to public librarians, improving their expertise and facilitating referrals/interlibrary loans between them. In a second year, train-the-trainer courses and curriculum guides were provided for the other county law librarians statewide. In a related project, Riverside County Law Library created a public law library website (<http://www.publiclawlibrary.org>) to expand public access to and knowledge of the resources available to them statewide; it includes county-specific information.

- 6. Library Initiatives:** Encourage individual or groups of libraries of all types to develop projects to model and test additional services and activities to support this Goal.

Nineteen percent (19%) of the LSTA funds awarded to individual libraries and regional/statewide library organizations under this Goal advanced the Strategy.

The multi-year "California Preservation Program," in which a core group of specialists from different types of libraries (academic, public, special) coordinates preservation services for libraries statewide, responds to the key needs of the state. It deals with two priority areas: planning and preparation for the future (digitization standards and guidelines, for example) and direct services for libraries now (disaster recovery workshops, preservation/conservation training, site surveys for local preservation plans, 24/7 toll-free emergency response and assistance, an online clearinghouse, etc.) The LSTA-supported program proved so successful that in 2007 the National Endowment for the Humanities awarded it a two-year grant to deliver similar services for the ten western states and three Pacific territories, which have lacked the equivalent of a centralized preservation service provider similar to those in other regions of the United States.

Individual libraries also initiated projects relating to this strategy. For example, the Jewish Community Library of Los Angeles worked with a branch of Los Angeles Public Library to sponsor a series of Jewish cultural programs; Imperial County Free Library worked with its Hispanic community to make its services and resources more responsive to their needs; and South San Francisco Public Library transformed its Community Learning Center serving the Old

Town neighborhood from a direct service delivery approach to one developing and implementing partnerships that facilitates access to employment, job training, family support resources, and related educational services.

### III. RESULTS OF THE IN-DEPTH EVALUATION

This section contains an in-depth evaluation of the “Public Library Services for People with Disabilities” program, supported by LSTA funds during the five-year period 2002/03 – 2006/07. It represents almost 90% of the LSTA funds expended under California’s Goal 4. The evaluation focuses on the impact of Federal funds by the Californians served by 27 participating public library jurisdictions.

The two in-depth evaluations are based on the final report of Independent Consultant Rhea Rubin, who worked with the program (Appendix B) and the pre- and post-project study conducted by an outside consulting firm of a sampling of the participating libraries and a control group of non-participating libraries (Appendix C). All the individual projects also included outcome measurement.

Twenty-one percent (21%) of Americans have a disability, a condition or disease that limits a person’s ability to perform a major life activity, such as communicating, walking, and working. As the country’s Baby Boomers retire and as more at-risk babies are saved at birth, that percentage increases. For public libraries, the major challenges include a lack of knowledge about the assistive technologies now available to assist them in providing services to people with disabilities and a lack of training on how to serve them best.

**Project Description:** The three-year initiative “Public Library Services for People with Disabilities” provided extensive training (nine days over a six-month period) for local teams of librarians and relevant community partners in improving public library services for the population group most in need. The libraries conducted an initial community scan, a survey, and focus group sessions. The training involved disability sensitivity/awareness, attendance at the exhibits of the unique California State University, Northridge’s annual conference on disabilities, and one-on-one consultative assistance from experts in the field.

Twenty-seven (27) public library jurisdictions participated in the full program; this involved the required training and ongoing community involvement (i.e., an advisory board). Each library was also asked to identify a specific disability for its initial focus for its own project, which was carried out in the final year.

#### **How Well the Project Met the Goal and its Stated Outputs and Outcomes:**

**1. Training:** In December 2002, the participating libraries sent a team of two people to *workshop number one* for training on disabilities themselves and on the first four steps of the planning process. The learning outcomes defined for the workshop were:

- Participants will be able to explain the special library needs of people with at least two of the seven most common disability types.
- Participants will rate themselves as more comfortable with disabilities than they had been before the workshop.
- Participants will rate their knowledge of the first four steps of the planning process as good or excellent.

- Participants will rate their comfort level with using the first four steps of the planning process as good or excellent.

The first two learning outcomes were achieved by 100% of participants in both the northern and southern California sessions. The second two outcomes were achieved by 90% of participants.

In March 2003, teams of three people (two from the library and a community partner) from each project attended *workshop number two*. The learning outcomes were:

- Participants will rate themselves as more aware about assistive technology for specific disability groups than they were before the workshop
- Participants will rate themselves as more knowledgeable about outcome measurement than they were before the workshop
- Participants will rate themselves as more comfortable about doing outcome measurement than they were before the workshop

The first learning outcome was achieved by 89% of the participants regarding concepts and products for people with visual impairments; 81% regarding people with physical/ mobility impairments; 54% regarding people with hearing impairments; and 54% regarding people with developmental disabilities.

Ninety-five percent (95%) of the participants achieved the second learning outcome and 72% achieved the third learning outcome.

In May 2003, the three person teams attended *workshop number three*, which included a visit to the exhibits at the CSUN (California State University, Northridge) Conference on Accessible Technology. The learning outcomes were:

- Participants will rate themselves as more knowledgeable about volunteerism -- and more able to explain it to colleagues -- than they were before the workshop
- Participants will rate themselves as more knowledgeable --- and more able to explain it to colleagues --- about community collaboration than they were before the workshop
- Participants will rate themselves as more knowledgeable -- and more able to explain it to colleagues -- about outcome measurement than they were before the workshop
- Participants will rate themselves as more knowledgeable -- and more able to explain it to colleagues -- about non-LSTA funding than they were before the workshop

Ninety-five percent (95%) of participants achieved the first outcome; 90% achieved the second outcome; 85% achieved the third; and 67% the fourth. Also, 89% reported confidence that they could complete an outcome measure plan for the evaluation of their project and 95% reported confidence that they could write the LSTA application by the deadline.

The disability awareness training (for librarians only) was an eye-opener to most and was replicated by many libraries for their own staff members.

“Even our staff members most resistant to change commented that the ability awareness was valuable” (Del Norte County Library). “Feedback from library and city staff was extremely positive, including the comment that it [disability awareness training] was ‘the best training ever offered in the city’” (South San Francisco Public Library). “The results of our pre- and post-training questionnaire indicated from 75% to 187% increase of knowledge and comfort level for the four employee training sessions offered ... [which indicates] partial progress toward our intermediate outcome that library staff will have more confidence and proficiency in providing appropriate responsive service for individuals with disabilities...” (Torrance Public Library).

**Project Results:** This report summarizes the findings from a pre- and post-test administered by seven public libraries in fall 2003 and fall 2004 in order to measure the impact of the statewide Public Library Services for People with Disabilities Program.

#### *Increase in Awareness of Services for People with Disabilities*

Overall, 61% of respondents in the participating libraries and 37% of respondents in the control group reported that they knew about the library’s services for people with disabilities. The differences between the participating libraries and the control group remained significant in the post-test.

Respondents continued to report that their primary source of information about the services was library staff. In the post-test, fewer respondents indicated they had heard about the services from a friend, family member or caregiver, and more respondents noted flyers, library website, newspaper, and other. This may reflect the outreach efforts by libraries during the year.

Respondents who indicated they had a disability that affected their use of the library showed an increase in awareness of services for people with disabilities from the pre to the post-test. Awareness was examined by type of reported disability and appears to have increased in all categories.

#### *Reduction of Barriers to Library Use*

The participating sites showed a reduction in all barriers for those with disabilities. The largest reduction was in difficulty using the computers (-15%). Barriers related to hours open and inability to find or reach materials both decreased by 12%.

#### *Increase in Satisfaction with Library Services*

The satisfaction ratings at the intervention libraries improved from the pre-test to the post-test. Post-test ratings for ease of using the library, accessibility of books and materials, library services for people with disabilities, attitudes of staff while assisting people with disabilities, and library services overall were all between good and outstanding. The pre-test ratings were between adequate and good.

#### *Increase in Services Available for People with Disabilities*

Each library completed a library scan detailing the types of services available at the library in 2003 and in 2004. The library scan is divided into three sections: alternative format materials, special services and assistive technology. The libraries also had the opportunity to add in other services that are not listed in the detailed categories. When the overall number of services

offered by each library was reviewed, the participating libraries showed an increase in every category. The control group libraries showed an increase in one category, no change in one category, and a decrease in two categories.

The alternative format materials showed the greatest gain in the acquisition of described videos at three of the five intervention libraries. Other services that were added include talking books, Braille books, and closed-caption videos.

Special services showed large gains in the participating libraries. All libraries added training and assistance in using the adaptive and assistive technologies. Eighty percent (80%) of those libraries added an advisory group of people with disabilities and volunteer technology assistant in the library. Services that were discontinued at an intervention library during the year include, dial in access to OPAC, extended loan periods, fax access to the reference and/or circulation desk and home delivery service.

Assistive technology also increased at the participating libraries. Adjustable lighting with magnification was added in 60% of them. Assistive listening devices for use in the library, assistive listening system in meeting rooms/auditoriums, and electronic magnifiers (CCTV) were added by 40% of them.

On average, the participating and control group libraries showed similar availability of services prior implementation of the statewide Public Library Services for People with Disabilities program. In the year since program implementation, the participating libraries have added an average of nineteen services, and the control libraries have lost an average of three services. Thus, the gap between the two groups has widened significantly.

The overall findings for all libraries showed that respondents who indicated they had a disability were aware of an average of eleven services, respondents who did not indicate they had a disability were aware of an average of eight services. More awareness was indicated for the alternative format materials (53%), than for assistive technology (31%) or special formats (24%). Overall, there was 34% awareness in the participating libraries, and 32% awareness in the control libraries of the items indicated on the library scan.

### *Conclusions*

The results of this report show considerable impact in the intervention libraries after the implementation of the statewide Public Library Services for People with Disabilities Program. It also provides a preliminary glimpse of what can happen to the availability and variety of services for people with disabilities at libraries that have not received additional funding to serve this population.

Anecdotal comments from the reports of all the participating libraries bear out those findings.

A number of the participating libraries reported that their non-print collections -- and their circulation -- have grown dramatically as a result of this project. Hemet Public Library reported, "The size of our video/DVD collection grew by over 150% due to the funds from this grant. Our books-on-tape and CD collection grew over 100%. According to our circulation statistics, use of

the collection from January through June 2004 increased by 47% from the same time last year.” Alhambra Public Library reported, “The learning disabilities (LD) materials are circulating phenomenally.” Sutter County Library reported that it had had “basically a print collection. We took the traditional high road, and valued and provided the printed word; non-print materials were made available only as novelty items or as a source of library revenue. Our great ‘aha’ moment during this needs assessment and grant planning process was when we realized that, even with a very limited collection development and operating budget, we had a responsibility to our community to provide resources and materials that would be accessible to [an estimated 17,000] LD users...We are no longer just a traditional print collection, providing services only for traditional readers...”

The Long Beach Public Library stated, “This project has been successful beyond our wildest dreams. Over 1,533 people have visited the [newly created and LSTA-funded] Information Center for People with Disabilities [in the 11 months since it opened]. The Center has won three awards: Award of Recognition from the Long Beach Citizens Advisory Commission on People with Disabilities; the Disabled Resources Center Community Service Award; and the California League of Cities Award for Service Excellence.”

**Follow-up:** A follow-up study of the experience of using outcome measurement was done with the 27 Public Library Services for People with Disabilities participating libraries. There was a 48% response rate, just under the 51% needed for statistical validity. Key findings of the Disabilities projects surveyed were:

- 83% reported that outcome measurement had given them information that demonstrates their program’s impact on the participants and the effectiveness of the program, and that the gain in information and insights they have as a result of OM justify the costs in time and money to the library
- 67% reported they would use OM on another project if given the choice
- Libraries plan to use the information and insights gained for outreach to community groups who have representative clients using the service; to justify program continuance; for promotional purposes; to craft better ways to connect with users and to market library disability services in the future

#### **IV. PROGRESS IN SHOWING RESULTS OF LIBRARY INITIATIVES OR SERVICES**

A major focus of the California State Library's Five-Year Plan (October 1, 2002 – September 30, 2007) for the use of LSTA funds was an emphasis on integrating the use of Outcome Measures (OM) methodology into the LSTA process. Significant steps have been taken toward this end.

Using an incremental approach, the State Library has systematically increased the number of projects that are using outcome measures, including developing and providing training on Outcome Measures methodology, and the development of special forms and procedures which have been field tested and revised.

In the 2002/03 LSTA grant cycle, State Library staff members were trained in outcome measures, and 10 field grants (a minimum of 1 per staff consultant) were identified to implement an outcome measures approach. Outcomes-based application forms, training materials, and reporting forms were developed and implemented.

In the 2003/04 LSTA grant cycle, 71 library projects were identified and trained to utilize outcome measures in their LSTA funded projects – 11 field grants which included 2 mini-grant projects – Adult Literacy Book Club and Reach Out and Read (involving 43 libraries total); and 27 mini-grants for Public Library Services for People with Disabilities program participants.

During this year, the California State Library also evaluated the success of the previous year's LSTA projects which utilized outcome measures. One hundred percent (100%) of the respondents to a survey reported that OM gave them information about the impact of their program on participants and on the program's effectiveness. Most of the respondents (78%) reported that OM gave them new feedback that can be used to improve the program.

A model for using OM in evaluating staff training was developed for use in the next year's LSTA program. Also for the next year's program, statewide outcomes were identified for use in 3 mini-grant programs: "California Cultural Crossroads," "Services for Small Business in a Box," and "Book Club in a Box."

In addition, the State Library completed a longitudinal study of "Radio Works!," a 1999 LSTA field grant, and the first to utilize outcome measures. The study demonstrated the long-term effects on the participants. One hundred percent (100%) reported that the program had helped improve their life skills, 63% had higher overall scores on their literacy tests, 95% reported checking out books from the library, and 85% reported doing pre-literacy activities with their pre-school children.

Technical assistance was also provided during this year to the State-funded California Library Literacy Service to implement OM in their assessment and accountability processes for both adult and family literacy programs.

In the 2004/05 LSTA grant cycle, there were outcome measures projects in three statewide mini-grant programs: California Cultural Crossroads (7 libraries), Services for Small Businesses in a Box (40 libraries), and Reach Out and Read (14 libraries). In addition, technical assistance in Outcome Measures was provided to the California Library Literacy Initiatives AmeriCorps Initiative.



Infopeople, the California State Library's training arm, pilot-tested OM for two selected courses, "How to Start, Run and Maintain a Library Book Discussion Group" and "ESL Collection Building."

The Book Club course had a three level evaluation: Immediate, intermediate, and long-range outcomes. The first two sets of outcomes were for the workshop participants (library staff members) and the last was for book club participants (members of the public). All of the anticipated outcomes were met for the book club course, both for trainees and for the public, which means that the course was very successful. The ESL workshop had a two-level evaluation, aimed only at the workshop participants (library staff members). Immediate outcomes were met in the course, where all 51 participants (100% completed the day-of-workshop written survey. It is uncertain if the intermediate outcomes were met, however, because less than 50% of the participants completed the followup written survey.

The Services for Small Businesses in a Box participants were handled differently, with the libraries conducting pre-prepared community surveys before and after the project period. Among the key findings: from the pre-project stage to the end of the grant period, public awareness of the library's services for small businesses increased by 514%. More importantly, the number of owners who reported that the library had directly benefited their small businesses increased by 146%.

A follow-up study of the experience of using outcome measurement was conducted with the eleven 2003/04 OM field grants. Key findings of the study are:

OM field grants (91% response rate – statistically valid):

- 100% reported that OM has given them information that demonstrates the program's impact on the participants and effectiveness of the program
- 75% felt that the information and insights they have as a result of OM justify the costs in time and money to the library
- 90% said they would use OM on another project if given the choice
- Libraries plan to use the information and insights gained to promote their projects to stakeholders; for fund-raising and in budget hearings; for advocacy and legislative efforts, to improve, expand, and maintain a project; to build future programs.

In addition, three multi-day workshops were provided throughout the state for all prospective 2005/06 LSTA grant applicants. One hundred (100) libraries, most with two representatives, participated in the training.

In the 2005/06 LSTA grant cycle, 12 competitive grant projects, plus 7 California Cultural Crossroads projects and 6 continuing priority projects (such as Reach Out & Read and Infopeople) were identified as Outcome Measures Projects. A two-day training program on OM was provided for the competitive grant projects, and a one-day OM training was designed and delivered specifically for the California Cultural Crossroads participants.

There was also a planning retreat held during the year to discuss many points concerning the LSTA process, qualities of an excellent LSTA project, and how best to make improvements.

## V. LESSONS LEARNED

The lessons learned during the past five years of LSTA funding reflect the specific goals, plans, and grant processes of the California State Library within the parameters of the Library Services and Technology Act.

### **Five-Year Plan:**

Although none of the five Goals were completely achieved – and Goals are long-term and not structured to be immediately achievable – there was significant progress made toward each of them in terms of the objectives/outputs and outcomes accomplished. The flexibility of the Act enabled the California State Library to alter its course when a given Strategy, such as the Library Practitioner Certification program, did not work as well as desired and an alternative approach could be identified.

It is noted that some of the objectives/outputs and outcome measures targets were overly ambitious for a five-year period and for the amount of Federal funding awarded to a State with this population size.

### **Issues with Individual Grants:**

There continued to be difficulty with school library grant applications. Despite training and consultative assistance, schools requested LSTA funds for what were essentially local responsibilities (for example, updating their book collections) or projects that could not be implemented with LSTA funds, such as building renovation. It may be desirable to design a targeted grant program specifically for school libraries, identifying a State priority within the scope of LSTA and the funding requirements for LSTA funding – for example, services for students with disabilities – and experiment with that approach, since the previous attempts have not proved as successful as desired.

The needs assessments conducted by libraries of all types continued to be weak, although training and consultative assistance was provided for them. The alternative approaches, tested and described below, have altered this problem for those grant recipients to a large extent.

The libraries experience difficulty with the outcome measurement evaluation process. It is a difficult concept to grasp and understand, so the State Library itself began identifying grant proposals that leaned themselves to outcome-based evaluation and working with those libraries on a one-on-one basis to develop their evaluation plans. It was a staff-intensive and costly process, yet it led to improvements. One of the harder aspects of this type of evaluation is that many of the outcomes require a longitudinal aspect: most results cannot be ascertained in the course of a one-year grant period.

### **Alternative Approaches Tested for Individual Grants:**

The California State Library has experimented with targeted grant programs for some years; these specified what would be done, funding levels and acceptable expenses, and restrictions.

The programs involved the development of special grant applications and instructions. Although successful, the targeted grant programs did not address adequately the problems of needs assessment, partnerships, and evaluation for the individual library's application. A concern, too, was that even with the simplified applications, a number of libraries considered the process to be too difficult and too competitive for their consideration.

Accordingly, during the last five years of LSTA funding, the California State Library tested three different approaches to LSTA grant awards (in addition to the regular competitive program, which is very open and paper-intensive). These were:

- A non-competitive grant program for public libraries for the purchase of "Global Language Materials," with each library's award amount based upon the percentage/number of immigrants in its jurisdiction and with its agreement to specific grant conditions, such as cataloging the materials and placing the records online for resource-sharing purposes. Librarians were also encouraged to work with members of their selected language group(s) in their communities and to publicize the additions to their collections. It was successful because the applicants were assured of a grant award beforehand and because the application form was simple and brief.
- Centrally administered grants, usually by a regional/statewide library organization, such as the "Local History Digital" program. The program – the actual digitization, the creation of records and finding tools, and the permanent storage of the resources online – was performed by the University of California. The libraries receiving the grants needed to select the local history materials of key interest and did not need to be concerned with identifying or individually contracting with digitization vendors, specialized record analysts, and online database mounters. This approach also proved successful, since quality control and compatible finding tools and long-term maintenance were assured; it also encouraged smaller libraries to participate in retaining digital records of the community's past.
- Special targeted grant programs that incorporated training and community involvement, such as the California Cultural Crossroads program and the Public Library Services for People with Disabilities program. Although the cost of support for these projects was substantial, involving as they did training and ongoing consultative assistance, the results were impressive. The participating libraries made changes in their library services and developed private-public partnerships that have allowed local libraries to continue - and often expand – the services beyond the grant-funded period.
- The "In a Box" programs, which provided librarians with all the training and resources to implement a new program. For example, the Services for Small Businesses in a Box program provided training, subscription databases, customized promotional materials, a customizable website, and small implementation grants to allow libraries to respond to local needs. Since the program required pre- and post-project community surveys of small business owners (templates provided), it built in the initial needs assessment and the outcome measurements evaluation. The requirement for community focus groups initially and for local advisory committees during the course of the project resulted in

private-public partnerships, which now are maintaining and expanding upon the original grants in local communities.

The California State Library will be considering these lessons learned in developing and implementing the LSTA Five-Year Plan for 2007/08 – 2011/12.

## VI. EVALUATION PROCESS

The California evaluation process of the past five years of Library Services and Technology Act funding focused on the impact of LSTA grants on libraries and library users between 2002/03 and 2006/07, from both a qualitative and a quantitative perspective.

The process began with the collection and compilation of information on individual grant projects in a structured database designed for data extraction and analysis. Although the evaluation focused upon LSTA grants awarded to libraries and regional/statewide library organizations, and not LSTA-supported programs such as the Braille and Talking Book Library which operates out from the State Library itself, there were 892 of these grant awards; a number of them involved statewide audiences. One project, the three-year Public Library Services for People with Disabilities, was identified for an in-depth evaluation.

The California State Library surveyed the directors of public libraries, academic libraries, and special libraries about the objectives/outputs and outcome measures relevant to their institutions; the California State Department of Education surveyed the school library directors. Another survey was conducted of library Trustees, Commissioners, Friends, and users. The survey results are reflected in Section II of this report, where objective/output and outcome measure responses are provided.

An independent consultant coordinated and implemented the evaluation process, with support and input from California State Library staff members. This consultant analyzed the individual grants; prepared, distributed, and analyzed the surveys; and drafted the final report for California State Library review. It was an approximately six-month project, since it was desirable that the 2006/07 projects be included insofar as possible.

The contract for the independent consultant was \$33,000. The cost for California State Library staff time is estimated at \$10,000 for oversight, input, and review during the course of the evaluation process. This does not include communications costs or the time of the library directors and library users who completed the surveys.

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## APPENDIX A

### Quantitative Analysis: LSTA Grant Awards, 2002/03 – 2006/07

Library Type	# of Awards	Awarded	%
Academic	32	\$4,351,068	0.08
Public	709	\$16,461,732	0.31
School	0	\$0	0.00
Special	36	\$2,412,475	0.05
System	115	\$29,219,459	0.56
	892	\$52,444,734	1.00

Library Type	# of Awards	Awarded	%
Rural	113	\$3,410,417	0.07
Mostly Rural	99	\$2,148,935	0.04
Urban	484	\$17,106,544	0.33
Mostly Urban	96	\$1,150,671	0.02
N/A	100	\$28,628,167	0.55
	892	\$52,444,734	1.00

California State Library Goals	# of Awards	Awarded	%
1 - Equitable access to lifelong learning	179	\$16,678,522	0.32
2 - Improve patron use of technology resources	111	\$14,281,976	0.27
3 - Foster a proficient library work force	326	\$11,700,719	0.22
4 - Improve service to the people with disabilities	33	\$1,432,457	0.03
5 - Revise library service to best assist Californians	243	\$8,351,060	0.16
	892	\$52,444,734	1.00

Goal 1 - Equitable access to lifelong learning	# of Grants	\$ Awarded	%
1) Functional Literacy Attainment	104	\$4,334,235	0.26
2) Support of Continuing Education for all Californians	26	\$1,712,275	0.10
3) Deployment of Distance Learning	5	\$458,903	0.03
4) Curriculum Support	14	\$3,882,538	0.23
5) School/Public Library Collaboration	2	\$135,310	0.01
6) Library Initiatives	28	\$6,155,261	0.37
	179	\$16,678,522	1.00

Goal 2 - Improve patron use of technology resources	# of Grants	\$ Awarded	%
1) Networking Infrastructure Development and Support	27	\$6,410,884	0.45
2) Development and Deployment of Electronic Resources	74	\$7,346,522	0.51
3) Training in Use of Computers and Electronic Resources	1	\$20,202	0.00
4) Affordable Internet Access	1	\$28,820	0.00
5) Library Initiatives	8	\$475,548	0.03
	111	\$14,281,976	1.00

#### California State Library Goals

Goal 3 - Foster a proficient library work force	# of Grants	\$ Awarded	%
1) Statewide Staff Recruitment Campaign	297	\$2,015,951	0.17
2) Library Staff Continuing Education	17	\$7,641,829	0.65
3) Library Practitioner Certificate Program	0	\$0	0.00
4) Rural Library Services Development Program Plan	7	\$1,446,112	0.12
5) Library Initiatives	5	\$596,827	0.05
	326	\$11,700,719	1.00

Goal 4 - Improve service to the people with disabilities	# of Grants	\$ Awarded	%
1) Improving Library Services for Persons with Disabilities	3	\$438,189	0.31
2) Library Initiatives	30	\$994,268	0.69
	33	\$1,432,457	1.00

Goal 5 - Revise library service to best assist Californians	# of Grants	\$ Awarded	%
1) Community-based Library Services Planning	29	\$1,630,067	0.20
2) Serving Clients with Special Needs	0	\$0	0.00
3) From Non-user to Library Patron	47	\$1,609,180	0.19
4) New Approaches to Meeting the Changing Library Needs of Californians	147	\$2,761,749	0.33
5) Library Services Awareness Campaigns	10	\$777,458	0.09
6) Library Initiatives	10	\$1,572,606	0.19
	243	\$8,351,060	1.00

	892	\$52,444,734	
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Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Alameda County Library	Action for Children's Education	\$45,710	6/30/06	06/07	Public	Urban	1	5
Alameda County Library	Global Language Materials	\$25,000	8/11/04	04/05	Public	Urban	5	4
Alameda County Library	Public Library Staff Education	\$7,372	6/6/06	06/07	Public	Urban	3	1
Alameda County Library	Public Library Staff Education Program	\$2,129	8/13/04	04/05	Public	Urban	3	1
Alameda County Library	Public Library Staff Education Program	\$9,722	7/13/05	05/06	Public	Urban	3	1
Alameda County Library	Public Library Staff Education Program	\$2,941	10/8/02	02/03	Public	Urban	3	1
Alameda County Library	Public Library Staff Education Program	\$4,285	9/10/03	03/04	Public	Urban	3	1
Alameda County Library	Reciprocal Outreach Service	\$101,200	9/30/02	02/03	Public	Urban	1	1
Alameda County Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Urban	1	1
Alameda Free Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4
Alameda Free Library	Public Library Staff Education Program	\$2,838	8/13/04	04/05	Public	Urban	3	1
Alameda Free Library	Public Library Staff Education Program	\$11,596	7/14/05	05/06	Public	Urban	3	1
Alameda Free Library	Public Library Staff Education Program	\$2,193	9/10/03	03/04	Public	Urban	3	1
Alameda Free Library	Speaking of Reading - Adult Learner Book Discussion	\$2,400	9/25/03	03/04	Public	Urban	1	1
Alhambra Public Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4
Alhambra Public Library	Public Library Services for People with Disabilities	\$43,104	8/4/03	03/04	Public	Urban	4	2
Alhambra Public Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Urban	1	1
Altadena Library District	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Altadena Library District	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$4,000	10/31/05	05/06	Public	Urban	1	1
Anaheim Public Library	Global Language Materials	\$25,000	8/11/04	04/05	Public	Urban	5	4
Anaheim Public Library	Neighborhood Bookmobile Connectivity	\$22,781	8/7/03	03/04	Public	Urban	2	5
Anaheim Public Library	Public Library Staff	\$5,317	6/6/06	06/07	Public	Urban	3	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Education Program							
Anaheim Public Library	Public Library Staff Education Program	\$2,129	8/13/04	04/05	Public	Urban	3	1
Anaheim Public Library	Public Library Staff Education Program	\$2,838	7/8/05	05/06	Public	Urban	3	1
Anaheim Public Library	Public Library Staff Education Program	\$7,095	10/8/02	02/03	Public	Urban	3	1
Anaheim Public Library	Public Library Staff Education Program	\$2,838	9/10/03	03/04	Public	Urban	3	1
Arcadia Public Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Arcadia Public Library	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	Urban	2	2
Arcadia Public Library	Public Library Staff Education	\$8,091	6/6/06	06/07	Public	Urban	3	1
Azusa City Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Bay Area Library & Information System	Access to Financial Education	\$52,382	8/5/03	03/04	System	Urban	1	1
Bay Area Library & Information System	Investigation of RFID Technology	\$75,482	7/22/05	05/06	System	Urban	5	1
Bay Area Library & Information System	Irish Literary and Cultural Partnership	\$10,000	1/5/04	03/04	System	Urban	1	2
Bay Area Library & Information System	Library/Museum Exhibit Partnership	\$73,920	8/7/03	03/04	System	Urban	1	2
Bay Area Library & Information System	Project Money	\$69,905	6/28/05	05/06	System	Urban	1	1
Beaumont Library District	Public Library Staff Education Program	\$4,967	7/8/05	05/06	Public	MR	3	1
Beaumont Library District	Global Language Materials	\$3,000	8/5/04	04/05	Public	MR	5	4
Beaumont Library District	Public Library Staff Education	\$4,874	6/6/06	06/07	Public	MR	3	1
Beaumont Library District	Public Library Staff Education Program	\$2,838	8/13/04	04/05	Public	MR	3	1
Beaumont Library District	Public Library Staff Education Program	\$7,095	9/10/03	03/04	Public	MR	3	1
Beaumont Library District	Svs for Small Businesses in a Box	\$7,000	10/28/04	04/05	Public	MR	5	3
Beaumont Library District	Teens Connect	\$89,600	9/30/02	02/03	Public	MR	1	5
Benicia Public Library	Global Language Materials	\$3,000	8/5/04	04/05	Public	Urban	5	4
Benicia Public Library	Public Library Services for People with Disabilities	\$26,525	8/4/03	03/04	Public	Urban	4	2
Benicia Public Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Urban	5	3
Berkeley Public Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4
Berkeley Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Berkeley Public Library	Public Library Staff Education	\$1,980	6/6/06	06/07	Public	Urban	3	1
Berkeley Public Library	Public Library Staff Education Program	\$2,838	8/13/04	04/05	Public	Urban	3	1
Berkeley Public Library	Public Library Staff Education Program	\$5,762	7/13/05	05/06	Public	Urban	3	1
Berkeley Public Library	Public Library Staff Education Program	\$6,327	10/8/02	02/03	Public	Urban	3	1
Berkeley Public Library	Public Library Staff Education Program	\$2,193	9/10/03	03/04	Public	Urban	3	1
Berkeley Public Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$3,500	10/31/05	05/06	Public	Urban	1	1
Berkeley Public Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Urban	5	3
Beverly Hills Public Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Beverly Hills Public Library	Public Library Staff Education	\$6,525	6/6/06	06/07	Public	Urban	3	1
Beverly Hills Public Library	Public Library Staff Education Program	\$5,676	7/13/05	05/06	Public	Urban	3	1
Blanchard/Santa Paula Public Library District	Global Language Materials	\$3,000	8/5/04	04/05	Public	MR	5	4
Blanchard/Santa Paula Public Library District	Speaking of Reading - Adult Learner Book Discussion	\$2,000	9/25/03	03/04	Public	MR	1	1
Brawley Public Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Rural	5	4
Brawley Public Library	Public Library Staff Education -- Executive Program	\$10,804	7/10/06	06/07	Public	Rural	3	2
Brawley Public Library	Public Library Staff Education Program - Executive	\$7,996	7/19/05	05/06	Public	Rural	3	2
Brawley Public Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Rural	5	3
Bruggemeyer Memorial Library (Monterey Park)	Global Language Materials	\$6,000	8/5/04	04/05	Public	MR	5	4
Bruggemeyer Memorial Library (Monterey Park)	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	MR	5	3
Bruggemeyer Memorial Public Library	Writers' Workshop	\$8,481	9/30/02	02/03	Public	MR	1	2
Buena Park Library District	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Buena Park Library District	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Public	Urban	3	1
Buena Park Library District	Public Library Staff Education Program	\$710	9/10/03	03/04	Public	Urban	3	1
Burbank Public Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Burbank Public Library	Public Library Staff Education	\$4,833	6/6/06	06/07	Public	Urban	3	1
Burbank Public Library	Public Library Staff Education Program	\$3,225	7/13/05	05/06	Public	Urban	3	1
Burbank Public Library	Public Library Staff Education Program	\$3,186	10/8/02	02/03	Public	Urban	3	1
Burbank Public Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Urban	1	1
Burlingame Public Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Burlingame Public Library	Public Library Staff Education Program	\$2,129	8/13/04	04/05	Public	Urban	3	1
Burlingame Public Library	Public Library Staff Education Program	\$3,590	7/13/05	05/06	Public	Urban	3	1
Burlingame Public Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	Urban	3	1
Butte County Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Rural	5	4
Butte County Library	Library, Literacy & Lap Tops for Learners	\$81,311	9/30/02	02/03	Public	Rural	1	6
Butte County Library	Partners and Learners (PAL)	\$77,749	7/12/05	05/06	Public	Rural	1	4
Butte County Library	Public Library Services for People with Disabilities	\$38,321	8/4/03	03/04	Public	Rural	4	2
Butte County Library	Public Library Staff Education	\$4,607	6/6/06	06/07	Public	Rural	3	1
Butte County Library	Svs for Small Businesses in a Box	\$7,000	9/24/04	04/05	Public	Rural	5	3
Calabasas Library, City of	Global Language Materials	\$3,000	8/5/04	04/05	Public	Urban	5	4
Calaveras County Library	Global Language Materials	\$3,000	8/5/04	04/05	Public	Rural	5	4
Califa	Califa: Phase II - Development	\$331,500	8/5/04	04/05	System	N/A	2	1
Califa	Local History Digital Resources - Support	\$148,500	7/11/05	05/06	System	N/A	2	2
Califa	OCLC First Search California Librarian Catalog (Out-of Cycle)	\$568,000	6/29/05	04/05	System	N/A	2	1
Califa	OCLC First Search California Libraries Catalog	\$604,000	7/11/05	05/06	System	N/A	2	1
Califa	Orientation for Public Library Directors	\$116,600	10/7/04	04/05	System	N/A	3	2
Califa Group	Califa: Phase III	\$499,898	8/11/05	05/06	System	N/A	2	1
Califa Group	Califa: Phase IV	\$397,428	6/30/06	06/07	System	N/A	2	1
Califa Group	Local History Digital Resources Support	\$43,670	6/30/06	06/07	System	N/A	2	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Services							
Califa Group	OCLC FirstSearch California Libraries Catalog	\$1,171,794	6/30/06	06/07	System	N/A	2	1
California Historical Society. Library - San Francisco	Photography Collection Cataloging, Year 2	\$253,796	12/04/02	02/03	Special	N/A	1	6
California Library Association	California Statewide Summer Reading Program	\$66,000	7/20/05	05/06	System	N/A	1	2
California Library Association	California Summer Reading Program	\$60,000	6/30/06	06/07	System	N/A	1	2
California State University, Chico - Research Foundation	Northeastern California Native American Multimedia Collection Preservation & Access, Year 3	\$99,771	8/7/03	03/04	Academic	Rural	2	2
California State University, Chico, Research Foundation	Northern California Native American Multimedia Collection, Year 2	\$155,262	9/20/02	02/03	Academic	Rural	2	2
California State University, Northridge	San Fernando Valley History Digital Library: Teaching Local History	\$137,176	9/16/02	02/03	Academic	Urban	2	2
California State University, Sacramento	California Underground Railroad	\$61,994	1/21/03	02/03	Academic	Urban	2	2
California State University, Sacramento	California Underground Railroad, Year 2	\$132,435	8/22/03	03/04	Academic	Urban	2	2
California State University, Sacramento - Foundation	Image Database of Japanese American Archival Collection (JAAC)	\$36,202	8/7/03	03/04	Academic	N/A	2	2
California State University, Stanislaus	Local History Digital Resources	\$6,000	6/20/05	05/06	Academic	Rural	2	2
Camarena Memorial Public Library	Proyecto Televista, Year 1	\$77,676	9/27/02	02/03	Public	Rural	1	3
Camarena Memorial Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Rural	1	1
Camarena Memorial Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Rural	1	1
Camarena Memorial Public Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Rural	5	3
Camarena Memorial Public Library - Calexico	Proyecto Televista, Year 2	\$90,134	8/7/03	03/04	Public	Rural	1	3
Carlsbad City Library	Global Language Materials	\$6,000	8/5/04	04/05	Public	Urban	5	4
Carlsbad City Library	Public Library Staff	\$9,338	6/6/06	06/07	Public	Urban	3	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Education							
Carlsbad City Library	Public Library Staff Education Program	\$10,643	8/13/04	04/05	Public	Urban	3	1
Carlsbad City Library	Public Library Staff Education Program	\$6,386	7/8/05	05/06	Public	Urban	3	1
Carlsbad City Library	Public Library Staff Education Program	\$7,095	9/10/03	03/04	Public	Urban	3	1
Cerritos Public Library	Libris Design	\$196,889	7/25/05	05/06	Public	Urban	2	2
Cerritos Public Library	Libris DESIGN: A Library Facilities Planning Information System, Phase VII	\$333,025	9/19/02	02/03	Public	Urban	2	2
Cerritos Public Library	Libris Design: A Library Facilities Planning Information System, Year 8	\$200,200	8/5/03	03/04	Public	Urban	2	2
Cerritos Public Library	New Service Models for Sustainable Libraries: Learning by Experience	\$372,295	9/13/02	02/03	Public	N/A	5	4
Cerritos Public Library	Partnerships for Community Learning	\$196,460	6/20/05	05/06	Public	Urban	5	1
Cerritos Public Library	Public Library Staff Education Program	\$5,676	8/13/04	04/05	Public	Urban	3	1
Cerritos Public Library	Trustees Conference	\$72,600	8/5/04	04/05	Public	N/A	5	4
Chula Vista Public Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4
Chula Vista Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Chula Vista Public Library	Public Library Staff Education Program	\$2,129	1/31/06	05/06	Public	Urban	3	1
Chula Vista Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Urban	1	1
Chula Vista Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
Chula Vista Public Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Urban	1	1
Chula Vista Public Library	Svs for Small Businesses in a Box	\$10,000	10/26/04	04/05	Public	Urban	5	3
Colton Public Library	Global Language Materials	\$3,000	8/5/04	04/05	Public	Urban	5	4
Colton Public Library	Public Library Staff Education Program	\$3,548	8/13/04	04/05	Public	Urban	3	1
Colton Public Library	Public Library Staff Education Program	\$4,257	9/10/03	03/04	Public	Urban	3	1
Colusa County Library	Global Language Materials	\$3,000	8/18/04	04/05	Public	Rural	5	4
Colusa County Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Rural	5	3

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Commerce Public Library	Public Library Services for People with Disabilities	\$31,106	8/4/03	03/04	Public	Urban	4	2
Commerce Public Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	Urban	1	1
Commerce Public Library, City of	Global Language Materials	\$3,000	8/16/04	04/05	Public	Urban	5	4
Contra Costa County Library	Business Services Program II	\$75,000	8/10/04	04/05	Public	Urban	5	3
Contra Costa County Library	Global Language Materials	\$25,000	8/16/04	04/05	Public	Urban	5	4
Contra Costa County Library	Live Homework Help -- Group 4 (Library Only)	\$79,904	7/17/06	06/07	Public	Urban	1	4
Contra Costa County Library	Public Library Staff Education	\$9,651	6/6/06	06/07	Public	Urban	3	1
Contra Costa County Library	Public Library Staff Education Program	\$1,419	8/13/04	04/05	Public	Urban	3	1
Contra Costa County Library	Public Library Staff Education Program	\$2,763	9/11/03	03/04	Public	Urban	3	1
Contra Costa County Library	Reach Out and Read - Field Grants	\$6,275	9-29-03	03/04	Public	Urban	1	1
Contra Costa County Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
Contra Costa County Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	Urban	1	1
Contra Costa County Library	Public Library Staff Education Program	\$14,220	7/13/05	05/06	Public	Urban	3	1
Contra Costa Library	Building Information Literacy for Academic Success	\$20,202	6/22/05	05/06	Public	Urban	2	3
Corona Public Library	Corona Heritage Online - Digitization of Heritage Room	\$49,272	8/5/03	03/04	Public	Urban	2	2
Corona Public Library	Speaking of Reading - Adult Learner Book Discussion	\$3,600	9/25/03	03/04	Public	Urban	1	1
Coronado Public Library	Public Library Staff Education	\$19,671	6/6/06	06/07	Public	Urban	3	1
Coronado Public Library	Public Library Staff Education Program	\$2,838	8/13/04	04/05	Public	Urban	3	1
Coronado Public Library	Public Library Staff Education Program	\$3,548	7/8/05	05/06	Public	Urban	3	1
Coronado Public Library	Public Library Staff Education Program	\$5,676	10/8/02	02/03	Public	Urban	3	1
Coronado Public Library	Public Library Staff Education Program	\$7,843	9/10/03	03/04	Public	Urban	3	1
County of LAPL	Global Language	\$100,000	8/16/04	04/05	Public	Urban	5	4



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Materials							
County of LAPL	Public Library Staff Education	\$9,039	6/6/06	06/07	Public	Urban	3	1
County of LAPL	Public Library Staff Education Program	\$6,171	8/13/04	04/05	Public	Urban	3	1
County of LAPL	Public Library Staff Education Program	\$18,721	7/14/05	05/06	Public	Urban	3	1
Covina Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	Urban	5	4
Covina Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Daly City Public Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Urban	5	4
Daly City Public Library	Public Library Staff Education	\$4,402	6/6/06	06/07	Public	Urban	3	1
Daly City Public Library	Public Library Staff Education Program	\$1,630	10/8/02	02/03	Public	Urban	3	1
Del Norte County Library District	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$3,000	10/31/05	05/06	Public	Rural	1	1
Del Norte County Public Library	Global Language Materials	\$3,000	8/18/04	04/05	Public	Rural	5	4
Del Norte County Public Library	Public Library Services for People with Disabilities	\$23,149	8/4/03	03/04	Public	Rural	4	2
Del Norte County Public Library District	Outreach Project	\$40,299	9/30/02	02/03	Public	Rural	5	1
Dixon Unified School District Library District (Dixon Public Library)	Global Language Materials	\$3,000	8/16/04	04/05	Public	Rural	5	4
Downey City Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Urban	5	4
Downey City Library	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Public	Urban	3	1
Downey City Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Urban	5	3
El Centro Public Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Rural	5	4
El Dorado County Library	Public Library Staff Education	\$2,970	6/6/06	06/07	Public	Rural	3	1
El Dorado County Library	Public Library Staff Education Program	\$2,881	7/13/05	05/06	Public	Rural	3	1
El Dorado County Library	Global Language Materials	\$3,000	8/16/04	04/05	Public	Rural	5	4
Escondido Public Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Urban	5	4
Escondido Public Library	Public Library Staff Education Program	\$3,548	8/13/04	04/05	Public	Urban	3	1
Escondido Public Library	Public Library Staff Education Program	\$3,225	10/8/02	02/03	Public	Urban	3	1
Escondido Public	Public Library Staff	\$2,838	9/11/03	03/04	Public	Urban	3	1



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Library	Education Program							
Escondido Public Library	Svs for Small Businesses in a Box	\$10,000	10/28/04	04/05	Public	Urban	5	3
Folsom Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	MU	5	4
Folsom Public Library	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	MU	3	1
Folsom Public Library	Public Library Staff Education Program	\$4,267	9/10/03	03/04	Public	MU	3	1
Fresno County Public Library	California Cultural Crossroads	\$24,750	8/4/04	04/05	Public	MR	5	1
Fresno County Public Library	Global Language Materials	\$25,000	8/18/04	04/05	Public	MR	5	4
Fresno County Public Library	Public Library Services for People with Disabilities	\$41,440	8/4/03	03/04	Public	MR	4	2
Fresno County Public Library	Public Library Staff Education	\$6,026	6/6/06	06/07	Public	MR	3	1
Fresno County Public Library	Public Library Staff Education Program	\$8,195	10/7/02	02/03	Public	MR	3	1
Fresno County Public Library	Public Library Staff Education Program	\$1,419	7/8/05	05/06	Public	MR	3	1
Fresno County Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	MR	1	1
Fresno County Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	MR	1	1
Fullerton College	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	Urban	2	2
Fullerton Public Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Urban	5	4
Fullerton Public Library	Public Library Staff Education Program	\$2,838	8/13/04	04/05	Public	Urban	3	1
Fullerton Public Library	Public Library Staff Education Program	\$4,257	7/8/05	05/06	Public	Urban	3	1
Fullerton Public Library	Public Library Staff Education Program	\$4,967	10/7/02	02/03	Public	Urban	3	1
Fullerton Public Library	Svs for Small Businesses in a Box	\$7,000	10/28/04	04/05	Public	Urban	5	3
Gay, Lesbian, Bisexual, Transgender Historical Society of Northern California. Library (San Francisco)	Community-Based Archives Initiative, Year 2	\$189,851	10/10/02	02/03	Special	Urban	1	6
Glendale Public Library	Global Language Materials	\$25,000	8/16/04	04/05	Public	Urban	5	4
Glendale Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Glendale Public Library	Public Library Services for People with	\$29,733	8/4/03	03/04	Public	Urban	4	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Disabilities							
Glendale Public Library	Public Library Staff Education	\$17,068	6/6/06	06/07	Public	Urban	3	1
Glendale Public Library	Public Library Staff Education Program	\$9,224	8/13/04	04/05	Public	Urban	3	1
Glendale Public Library	Public Library Staff Education Program	\$19,648	7/13/05	05/06	Public	Urban	3	1
Glendale Public Library	Public Library Staff Education Program	\$4,178	10/8/02	02/03	Public	Urban	3	1
Glendale Public Library	Public Library Staff Education Program	\$12,062	9/10/03	03/04	Public	Urban	3	1
Glendale Public Library	Public Library Staff Education Program - Executive	\$7,996	7/19/05	05/06	Public	Urban	3	2
Glendale Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Urban	1	1
Glendale Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
Glendale Public Library	Senior Internet Training Video	\$10,873	9/30/02	02/03	Public	Urban	5	4
Glendale Public Library	Service Learning at the Library	\$66,133	6/22/05	05/06	Public	Urban	3	1
Glendale Public Library	Svs for Small Businesses in a Box	\$10,000	11/3/04	04/05	Public	Urban	5	3
Glendora Public Library	Public Library Staff Education	\$4,165	6/6/06	06/07	Public	Urban	3	1
Glendora Public Library	Public Library Staff Education Program	\$6,386	8/13/04	04/05	Public	Urban	3	1
Glendora Public Library	Public Library Staff Education Program	\$1,419	7/8/05	05/06	Public	Urban	3	1
Glendora Public Library	Public Library Staff Education Program	\$7,805	10/8/02	02/03	Public	Urban	3	1
Glendora Public Library	Public Library Staff Education Program	\$6,386	9/10/03	03/04	Public	Urban	3	1
Hayward Public Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Urban	5	4
Hayward Public Library	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	Urban	3	1
Hayward Public Library	Public Library Staff Education Program	\$1,891	7/13/05	05/06	Public	Urban	3	1
Hayward Public Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	Urban	3	1
Hemet Public Library	Global Language Materials	\$3,000	8/16/04	04/05	Public	Urban	5	4
Hemet Public Library	Public Library Services for People with Disabilities	\$30,640	8/4/03	03/04	Public	Urban	4	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Hemet Public Library	Speaking of Reading - Adult Learner Book Discussion	\$3,200	9/25/03	03/04	Public	Urban	1	1
History San Jose	Silicon Valley History Online	\$144,210	8/7/03	03/04	Special	Urban	2	2
Humboldt County Library	Global Language Materials	\$3,000	8/9/04	04/05	Public	Rural	5	4
Humboldt County Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Rural	1	1
Humboldt County Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Rural	1	1
Humboldt State University Foundation	Local History Digital Resources	\$6,000	6/20/05	05/06	Academic	Rural	2	2
Humboldt State University Foundation - Arcata	Northwestern California Newspapers	\$17,229	8/7/03	03/04	Academic	Rural	2	2
Huntington Beach Public Library	Global Language Materials	\$25,000	8/18/04	04/05	Public	Urban	5	4
Huntington Beach Public Library	Public Library Staff Education Program	\$4,967	10/8/02	02/03	Public	Urban	3	1
Huntington Beach Public Library	Public Library Staff Education Program	\$2,838	9/10/03	03/04	Public	Urban	3	1
Huntington Library and Art Gallery - San Marino	CA Identity: Collections Access & Preservation	\$150,000	6/30/06	06/07	Special	Urban	2	1
Huntington Library and Art Gallery - San Marino	California Identity	\$348,590	7/25/05	05/06	Special	Urban	2	1
Huntington Library and Art Gallery - San Marino	Early California Population	\$163,680	8/7/03	03/04	Special	Urban	2	2
Huntington Library The, Art Collections and Botanical Gardens	California Identity: Collections Access and Preservation	\$237,992	8/5/04	04/05	Special	Urban	2	1
Huntington Library, Art Collections and Botanical Gardens	LA Times History Center Survey	\$50,000	10/14/03	03/04	Special	Urban	1	6
Imperial County Free Library	Business Services Program II	\$42,900	8/10/04	04/05	Public	Rural	5	3
Imperial County Free Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Rural	5	4
Imperial County Library	Hispanic Outreach	\$10,000	12/04/02	02/03	Public	Rural	5	1
Imperial Public Library	Global Language Materials	\$3,000	8/9/04	04/05	Public	Rural	5	4
Inglewood Public Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4
Inglewood Public Library	Svs for Small Businesses in a Box	\$10,000	11/3/04	04/05	Public	Urban	5	3
Inyo County Free	Global Language	\$3,000	8/9/04	04/05	Public	Rural	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Library	Materials							
Inyo County Free Library	Linking Rural Inyo	\$55,000	6/28/05	05/06	Public	Rural	2	1
Inyo County Free Library	Linking Rural Inyo	\$55,000	10/6/03	03/04	Public	Rural	2	1
Inyo County Free Library	Public Library Staff Education Program - Executive	\$7,996	7/19/05	05/06	Public	Rural	3	2
Irwindale Public Library	Global Language Materials	\$3,000	8/9/04	04/05	Public	Urban	5	4
Jewish Community Library of Los Angeles	JCLLA@LAPL ROBERTSON	\$42,185	9/2/03	03/04	Special	Urban	5	1
Kern County Library	English Language Literacy Intensive (ELLI) Transition Grant	\$10,000	12/2/03	03/04	Public	Rural	1	1
Kern County Library	Global Language Materials	\$25,000	8/11/04	04/05	Public	Rural	5	4
Kern County Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Rural	2	2
Kern County Library	Seniors Information Highway	\$48,890	9/30/02	02/03	Public	Rural	4	2
Kern County Library	Svs for Small Businesses in a Box	\$10,000	11/3/04	04/05	Public	Rural	5	3
Kern County Library	Teen Scene Spectacular	\$88,330	9/19/02	02/03	Public	Rural	1	6
Kings County Library	Global Language Materials	\$6,000	8/9/04	04/05	Public	Rural	5	4
Lake County Library	Global Language Materials	\$3,000	8/9/04	04/05	Public	MR	5	4
Lake County Library	Public Library Services for People with Disabilities	\$30,944	8/4/03	03/04	Public	MR	4	2
Lake County Library	Public Library Staff Education Program	\$1,630	10/8/02	02/03	Public	MR	3	1
Lake County Library	Speaking of Reading - Adult Learner Book Discussion	\$2,500	9/25/03	03/04	Public	MR	1	1
Lincoln Public Library	Global Language Materials	\$3,000	8/9/04	04/05	Public	Rural	5	4
Livermore Public Library	Global Language Materials	\$10,000	8/11/04	04/05	Public	Urban	5	4
Livermore Public Library	Public Library Staff Education Program	\$2,141	10/8/02	02/03	Public	Urban	3	1
Livermore Public Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	Urban	3	1
Lodi Public Library	Global Language Materials	\$6,000	8/9/04	04/05	Public	Urban	5	4
Lodi Public Library	Public Library Staff Education Program	\$2,881	7/14/05	05/06	Public	Urban	3	1
Lodi Public Library	Svs for Small Businesses in a Box	\$10,000	9/24/04	04/05	Public	Urban	5	3
Lompoc Public Library	Global Language	\$6,000	8/9/04	04/05	Public	Urban	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Materials							
Lompoc Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Urban	1	1
Lompoc Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
Lompoc Public Library	Svs for Small Businesses in a Box	\$10,000	11/3/04	04/05	Public	Urban	5	3
Long Beach Public Library	Business Services Program II	\$75,000	8/10/04	04/05	Public	Urban	5	3
Long Beach Public Library	English Language Literacy Intensive (ELLI) Transition Grant	\$10,000	12/02/03	03/04	Public	Urban	1	1
Long Beach Public Library	Global Language Materials	\$25,000	8/18/04	04/05	Public	Urban	5	4
Long Beach Public Library	Public Library Services for People with Disabilities	\$50,000	8/4/03	03/04	Public	Urban	4	2
Long Beach Public Library	Public Library Staff Education Program	\$7,805	8/13/04	04/05	Public	Urban	3	1
Long Beach Public Library	Public Library Staff Education Program	\$3,548	7/8/05	05/06	Public	Urban	3	1
Long Beach Public Library	Public Library Staff Education Program	\$12,062	10/8/02	02/03	Public	Urban	3	1
Long Beach Public Library	Public Library Staff Education Program	\$4,158	9/10/03	03/04	Public	Urban	3	1
Los Angeles County Public Library	Public Library Staff Education Program	\$2,838	10/8/02	02/03	Public	Urban	3	1
Los Angeles County Public Library	Public Library Staff Education Program	\$10,002	9/18/03	03/04	Public	Urban	3	1
Los Angeles County Public Library	Working with Kids@Your Library Internship Program, Year 2	\$69,263	9/10/02	02/03	Public	Urban	3	5
Los Angeles Public Library	First Source 2002/2003	\$339,270	9/19/02	02/03	Public	Urban	2	2
Los Angeles Public Library	First Source Virtual 2003/2004	\$406,446	8/7/03	03/04	Public	Urban	2	2
Los Angeles Public Library	First Source Virtual 2004/2005	\$352,000	8/11/04	04/05	Public	Urban	2	2
Los Angeles Public Library	First Source Virtual 2005/06	\$361,350	6/29/05	05/06	Public	Urban	2	2
Los Angeles Public Library	First Source Virtual 2006/2007	\$313,500	6/30/06	06/07	Public	Urban	2	2
Los Angeles Public Library	Global Language Materials	\$100,000	8/11/04	04/05	Public	Urban	5	4
Los Angeles Public Library	Public Library Services for People with Disabilities	\$21,837	8/4/03	03/04	Public	Urban	4	2
Los Angeles Public Library	Public Library Staff Education	\$41,636	6/6/06	06/07	Public	Urban	3	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Los Angeles Public Library	Public Library Staff Education Program	\$12,628	8/13/04	04/05	Public	Urban	3	1
Los Angeles Public Library	Public Library Staff Education Program	\$23,196	7/14/05	05/06	Public	Urban	3	1
Los Angeles Public Library	Public Library Staff Education Program	\$16,666	10/8/02	02/03	Public	Urban	3	1
Los Angeles Public Library	Public Library Staff Education Program	\$28,207	9/10/03	03/04	Public	Urban	3	1
Los Gatos Public Library	Global Language Materials	\$6,000	8/9/04	04/05	Public	Urban	5	4
Madera County Library	English Language Literacy Intensive (ELLI) Transition Grant	\$10,000	1/23/04	03/04	Public	Rural	1	1
Madera County Library	Global Language Materials	\$6,000	8/12/04	04/05	Public	Rural	5	4
Marin County Free Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	MU	5	4
Marin County Free Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	MU	2	2
Marin County Free Library	Public Library Services for People with Disabilities	\$26,257	8/4/03	03/04	Public	MU	4	2
Marin County Free Library	Public Library Staff Education	\$2,970	6/6/06	06/07	Public	MU	3	1
Marin County Free Library	Public Library Staff Education Program	\$4,257	8/13/04	04/05	Public	MU	3	1
Marin County Free Library	Public Library Staff Education Program	\$3,597	7/14/05	05/06	Public	MU	3	1
Marin County Free Library	Public Library Staff Education Program	\$9,316	10/8/02	02/03	Public	MU	3	1
Marin County Free Library	Public Library Staff Education Program	\$12,416	9/10/03	03/04	Public	MU	3	1
Mariposa County Library	Svs for Small Businesses in a Box	\$10,000	11/3/04	04/05	Public	Urban	5	3
Mendocino County Library-Coast Community Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Rural	5	4
Menlo Park Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Urban	5	4
Menlo Park Library	Svs for Small Businesses in a Box	\$7,000	11/4/04	04/05	Public	Urban	5	3
Menlo Park Public Library	Public Library Staff Education	\$1,800	6/6/06	06/07	Public	Urban	3	1
Menlo Park Public Library	Public Library Staff Education Program	\$1,980	7/14/05	05/06	Public	Urban	3	1
Merced County Library	Global Language Materials	\$25,000	8/12/04	04/05	Public	MR	5	4
Metropolitan Cooperative Library System	24 Hour Reference/QandAcafe: a California Statewide Signature Program, Phase I	\$1,061,621	9/19/02	02/03	System	N/A	1	6

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Metropolitan Cooperative Library System	24/7 Reference/QandAcafe: California Statewide Signature Program, Phase 2	\$1,091,284	8/5/03	03/04	System	Urban	1	6
Metropolitan Cooperative Library System	AskNow Virtual Reference	\$355,300	8/26/04	04/05	System	N/A	1	6
Metropolitan Cooperative Library System	AskNow: CA Statewide Virtual Reference Service	\$200,000	6/30/06	06/07	System	N/A	1	6
Metropolitan Cooperative Library System	AskNow: California Statewide Virtual Reference	\$325,000	8/9/05	05/06	System	N/A	1	6
Metropolitan Cooperative Library System	Bilindex 2004	\$55,000	9/24/04	03/04	System	N/A	5	4
Metropolitan Cooperative Library System	California Campaign for Libraries, Year 3	\$278,850	9/10/02	02/03	System	N/A	5	5
Metropolitan Cooperative Library System	California Cultural Crossroads - Support System	\$52,496	7/22/05	05/06	System	N/A	5	1
Metropolitan Cooperative Library System	California Cultural Crossroads - Support System	\$4,950	10/22/03	03/04	System	N/A	5	1
Metropolitan Cooperative Library System	California Cultural Crossroads -- Support System	\$46,640	6/30/06	06/07	System	N/A	5	1
Metropolitan Cooperative Library System	California Cultural Crossroads Program Support	\$79,970	8/5/04	04/05	System	N/A	5	1
Metropolitan Cooperative Library System	California Labor Map Project, Year 2	\$133,224	9/23/02	02/03	System	Urban	1	2
Metropolitan Cooperative Library System	California Library Summer Reading Program	\$99,550	8/5/04	04/05	System	N/A	1	2
Metropolitan Cooperative Library System	California State Government Publications: Access and Preservation	\$115,500	8/7/03	03/04	System	N/A	1	2
Metropolitan Cooperative Library System	CALZIG, Year 2	\$126,500	9/27/02	02/03	System	Urban	2	1
Metropolitan Cooperative Library System	Encouraging Non-Users to Use the Library	\$55,000	9/23/04	03/04	System	N/A	5	5
Metropolitan Cooperative Library System	From Interns to Library Leaders (FILL), Year 2	\$219,564	9/30/02	02/03	System	Urban	3	5
Metropolitan Cooperative Library System	From Interns to Library Leaders (FILL), Year 3	\$163,350	8/5/03	03/04	System	Urban	3	5



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
System								
Metropolitan Cooperative Library System	Libris Design (Out-of Cycle)	\$96,019	2/28/05	04/05	System	Urban	2	2
Metropolitan Cooperative Library System	Listening in a Good Way - Phase II	\$130,000	10/4/04	04/05	System	N/A	5	1
Metropolitan Cooperative Library System	Listening in a Good Way - Phase III (Part 1)	\$98,890	9/27/05	05/06	System	N/A	5	1
Metropolitan Cooperative Library System	Listening in a Good Way: Model Indian Library Plan (SB41 Project)	\$191,554	8/7/03	03/04	System	N/A	5	1
Metropolitan Cooperative Library System	Live Homework Help	\$330,000	8/31/04	04/05	System	N/A	1	4
Metropolitan Cooperative Library System	Live Homework Help	\$1,614,192	6/14/05	05/06	System	N/A	1	4
Metropolitan Cooperative Library System	Live Homework Help -- Support	\$770,000	7/7/06	06/07	System	N/A	1	4
Metropolitan Cooperative Library System	Live Homework Help - Support (Out-of-Cycle)	\$30,274	9/26/05	04/05	System	N/A	1	4
Metropolitan Cooperative Library System	Live Homework Help, Year 2	\$343,200	2002/03	02/03	System	N/A	1	4
Metropolitan Cooperative Library System	Live Homework Help, Year 3	\$330,000	9/05/03	03/04	System	N/A	1	4
Metropolitan Cooperative Library System	Music in the Air	\$55,550	8/5/04	04/05	System	Urban	1	6
Metropolitan Cooperative Library System	Music in the Air	\$45,430	4/10/03	02/03	System	Urban	1	6
Metropolitan Cooperative Library System	Planning for Preservation of the Collection of African Americana of the Western States Black Research and Educational Center	\$35,200	8/5/04	04/05	System	Urban	1	2
Metropolitan Cooperative Library System	Planning for Preservation of the Collection of African Americana of the Western States Black Research and Educational Center	\$29,975	10/6/03	03/04	System	Urban	1	2
Metropolitan Cooperative Library System	Public Library Staff Education Program -	\$35,150	10/24/02	02/03	System	N/A	3	1



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
System	Support							
Metropolitan Cooperative Library System	Reference Services: Statewide Focus Groups	\$78,942	7/12/05	05/06	System	N/A	5	4
Metropolitan Cooperative Library System	Revision of CSL LSTA Grants Process and Procedures	\$95,788	9/23/02	02/03	System	N/A	5	6
Metropolitan Cooperative Library System	Revision of LSTA Grants Process & Procedures, Year 2	\$83,050	10/15/03	03/04	System	N/A	5	6
Metropolitan Cooperative Library System	Revision of the California State Library LSTA Grants Process & Procedures	\$122,000	11/10/05	05/06	System	N/A	5	6
Metropolitan Cooperative Library System	Revision of the Federal Grant Process and Procedures	\$160,325	10/5/04	04/05	System	N/A	5	6
Metropolitan Cooperative Library System	Using Staff Training Videos	\$55,000	6/28/05	05/06	System	Urban	3	2
Metropolitan Cooperative Library System	Using the PLA Smartest Card Campaign to Reach the Underserved	\$38,812	10/13/05	05/06	System	Urban	5	5
Metropolitan Cooperative Library System	Youth Services Issues Forum: Customer Service for Young Adults	\$88,000	9/19/02	02/03	System	Urban	3	2
Mill Valley Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Mill Valley Public Library	Public Library Staff Education	\$990	6/7/06	06/07	Public	Urban	3	1
Mill Valley Public Library	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	Urban	3	1
Mill Valley Public Library	Public Library Staff Education Program	\$8,375	7/14/05	05/06	Public	Urban	3	1
Mill Valley Public Library	Public Library Staff Education Program	\$2,032	10/8/02	02/03	Public	Urban	3	1
Mill Valley Public Library	Public Library Staff Education Program	\$2,193	9/11/03	03/04	Public	Urban	3	1
Mission Viejo Public Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4
Mission Viejo Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Mission Viejo Public Library	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Public	Urban	3	1
Mission Viejo Public Library	Svs for Small Businesses in a Box	\$10,000	11/4/04	04/05	Public	Urban	5	3
Modoc County Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Rural	5	4
Modoc County Library	Svs for Small Businesses in a Box	\$7,000	11/4/04	04/05	Public	Rural	5	3
Mono County Free	Global Language	\$3,000	8/12/04	04/05	Public	Rural	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Library	Materials							
Mono County Free Library	Public Library Services for People with Disabilities	\$39,812	8/4/03	03/04	Public	Rural	4	2
Mono County Free Library	Public Library Staff Education -- Executive Program	\$9,920	7/10/06	06/07	Public	Rural	3	1
Mono County Free Library	Public Library Staff Education Program	\$2,881	7/14/05	05/06	Public	Rural	3	1
Mono County Free Library	Public Library Staff Education Program - Executive	\$7,996	7/19/05	05/06	Public	Rural	3	1
Mono County Free Library	Svs for Small Businesses in a Box	\$7,000	11/4/04	04/05	Public	Rural	5	3
Mono County Library System	Public Library Staff Education Program	\$3,548	8/13/04	04/05	Public	Rural	3	1
Monrovia Public Library	Live Homework Help -- Group 4 (Library Only)	\$5,234	7/17/06	06/07	Public	Urban	1	4
Monrovia Public Library	Public Library Staff Education	\$4,833	6/7/06	06/07	Public	Urban	3	1
Monterey County Free Libraries	Library Literacy and Books Services (LLABS)	\$40,700	3/12/03	02/03	Public	Urban	1	1
Monterey County Free Libraries	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	Urban	3	1
Monterey County Free Libraries	Public Library Staff Education Program	\$2,140	10/8/02	02/03	Public	Urban	3	1
Monterey County Free Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4
Monterey County Free Library	Svs for Small Businesses in a Box	\$10,000	11/4/04	04/05	Public	Urban	5	3
Monterey Park Public Library - Bruggemeyer Memorial Library	Writers' Workshop, Year 2	\$13,369	8/7/03	03/04	Public	Urban	1	2
Monterey Public Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Urban	5	4
Monterey Public Library	Public Library Staff Education	\$2,700	6/7/06	06/07	Public	Urban	3	1
Monterey Public Library	Public Library Staff Education Program	\$2,881	7/14/05	05/06	Public	Urban	3	1
Moreno Valley Public Library	Global Language Materials	\$6,000	8/12/04	04/05	Public	MU	5	4
Mountain Valley Library System	California Labor History Display	\$9,323	2/20/04	03/04	System	MR	1	2
Mountain Valley Library System	California Labor History Map Project	\$26,385	8/5/04	04/05	System	MR	1	2
Mountain Valley Library System	Cultural Programs in Libraries	\$15,356	10/24/02	02/03	System	N/A	1	6
Mountain Valley Library System	Public Library Directors Forum	\$185,350	7/20/05	05/06	System	N/A	3	2
Mountain View Public Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Mountain View Public Library	Public Library Staff Education Program	\$3,597	7/14/05	05/06	Public	Urban	3	1
Murrieta Public Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	MR	5	4
Napa City-County Library	Public Library Staff Education	\$11,058	6/7/06	06/07	Public	MR	3	1
Napa City-County Library	Public Library Staff Education Program	\$1,419	8/13/04	04/05	Public	MR	3	1
Napa City-County Library	Public Library Staff Education Program	\$10,623	7/14/05	05/06	Public	MR	3	1
Napa City-County Library	Public Library Staff Education Program	\$3,548	10/8/02	02/03	Public	MR	3	1
Napa City-County Library	Public Library Staff Education Program	\$2,129	9/18/03	03/04	Public	MR	3	1
Napa City-County Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$7,600	10/31/05	05/06	Public	MR	1	1
National City Public Library	CA Library Literacy Serv./AmeriCorps Initiative	\$119,900	6/30/06	06/07	Public	N/A	1	1
National City Public Library	California Library Literacy Services AmeriCorps Initiative	\$99,000	8/5/03	03/04	Public	N/A	1	1
National City Public Library	California Library Literacy Services Americorps Initiative, Year 2	\$119,900	8/5/04	04/05	Public	N/A	1	1
National City Public Library	California Public Library Videoconferencing Network (Videoconferencing Community of Practice)	\$64,449	9/10/02	02/03	Public	Urban	2	1
National City Public Library	California Voices and the Easy Voter Guide Project	\$119,790	8/5/04	04/05	Public	Urban	1	2
National City Public Library	California's First Peoples: a Photographic Work Honoring the Present Lives and Rich Past of the First Californians, Year 2	\$107,800	9/23/02	02/03	Public	Urban	1	2
National City Public Library	CLLS/Americorps Initiative	\$119,900	6/28/05	05/06	Public	N/A	1	1
National City Public Library	Cultivating Learning Communities: Literacy Initiatives	\$225,000	6/30/06	06/07	Public	N/A	1	1
National City Public Library	Easy Voter Guide Project	\$140,030	8/8/05	05/06	Public	N/A	1	2
National City Public Library	FULFILL (Families Utilizing Libraries for Improving Life-long Learning), Year 4	\$49,500	9/19/02	02/03	Public	Urban	1	1
National City Public	Getting the Word Out:	\$350,757	7/20/05	05/06	Public	N/A	1	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Library	Literacy 05/06							
National City Public Library	Global Language Materials	\$6,000	8/12/04	04/05	Public	Urban	5	4
National City Public Library	LEARN @ NCPL	\$115,159	9/10/02	02/03	Public	Urban	2	5
National City Public Library	Learn@NCPL, Year 2	\$25,200	10/01/03	03/04	Public	Urban	2	5
National City Public Library	Library Literacy Awareness Project	\$196,570	9/23/04	03/04	Public	Urban	1	2
National City Public Library	Literacy Initiative XIII	\$353,193	8/23/04	04/05	Public	N/A	1	1
National City Public Library	Literacy Initiatives XI	\$349,000	9/19/02	02/03	Public	N/A	1	1
National City Public Library	Literacy Initiatives XII	\$380,270	8/5/03	03/04	Public	N/A	1	1
National City Public Library	Prime Time Family Reading Time	\$52,030	8/27/04	04/05	Public	Urban	1	1
National City Public Library	Prime Time Family Reading Time	\$199,881	6/22/05	05/06	Public	Urban	1	1
National City Public Library	Prime Time Family Reading Time -- California	\$66,000	6/30/06	06/07	Public	Urban	1	1
Nevada County Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Rural	5	4
Nevada County Library	Public Library Services for People with Disabilities	\$20,000	8/4/03	03/04	Public	Rural	4	2
Nevada County Library	Public Library Staff Education	\$3,960	6/7/06	06/07	Public	Rural	3	1
Nevada County Library	Public Library Staff Education Program	\$1,419	8/13/04	04/05	Public	Rural	3	1
Nevada County Library	Public Library Staff Education Program	\$5,009	7/14/05	05/06	Public	Rural	3	1
Nevada County Library	Public Library Staff Education Program	\$2,838	9/10/03	03/04	Public	Rural	3	1
Nevada County Library - Nevada City	Library Daycare Delivery	\$16,390	8/5/03	03/04	Public	Rural	1	1
Newport Beach Public Library	Library Services to Seniors, Year 2	\$45,959	9/27/02	02/03	Public	Urban	4	2
Newport Beach Public Library	Public Library Staff Education Program	\$7,095	8/13/04	04/05	Public	Urban	3	1
Newport Beach Public Library	Public Library Staff Education Program	\$710	7/8/05	05/06	Public	Urban	3	1
Newport Beach Public Library	Public Library Staff Education Program	\$11,352	10/8/02	02/03	Public	Urban	3	1
Newport Beach Public Library	Public Library Staff Education Program	\$10,643	9/10/03	03/04	Public	Urban	3	1
Newport Beach Public Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Urban	1	1
North Bay Cooperative Library System	Early Learning with Families -- Support	\$325,000	6/30/06	06/07	System	N/A	1	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
North Bay Cooperative Library System	Health Promotion @ Your Library -- Planning Grant	\$24,998	6/30/06	06/07	System	N/A	1	2
North Bay Cooperative Library System	Library Nutrition Literacy Program	\$99,000	6/30/06	06/07	System	N/A	1	2
North Bay Cooperative Library System	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$198,953	6/28/05	05/06	System	Urban	1	1
North Bay Cooperative Library System	Reach Out and Read -- Support	\$30,500	6/30/06	06/07	System	N/A	1	1
North Bay Cooperative Library System	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$154,000	8/12/04	04/05	System	Urban	1	1
North Bay Cooperative Library System	Reach Out and Read: Literacy Collaboration Between Libraries and Medical Clinics - Support	\$107,242	8/7/03	03/04	System	N/A	1	1
North Bay Cooperative Library System	Services for Small Business in a Box - Support - Year 5	\$357,248	7/12/05	05/06	System	Urban	5	3
North Bay Cooperative Library System	Svs for Small Businesses in a Box	\$586,782	8/30/04	04/05	System	N/A	5	3
North Bay Cooperative Library System	Web Site for Small Businesses - Field Grants	\$27,098	6/4/04	03/04	System	N/A	2	2
North State Cooperative Library System	Rural Library Initiative	\$304,260	7/20/05	05/06	System	Rural	3	4
North State Cooperative Library System	Rural Library Initiative	\$33,297	9/23/04	03/04	System	Rural	3	4
North State Cooperative Library System	Rural Library Initiative	\$225,500	6/30/06	06/07	System	Rural	3	4
North State Cooperative Library System	Rural Library Initiative, Year 5	\$230,150	9/19/02	02/03	System	Rural	3	4
North State Cooperative Library System	Rural Library Initiative, Year 7	\$310,365	9/1/04	04/05	System	Rural	3	4
North State Cooperative Library System	Tribal Library Training: Northern California	\$68,090	6/28/05	05/06	System	Rural	3	2
North State Cooperative Library System - Willows	Rural Library Initiative, Year 6	\$230,340	8/5/03	03/04	System	Rural	3	4
Oakland Public Library	A Quicker, Safer Trip to the Library	\$25,000	8/7/03	03/04	Public	Urban	1	1
Oakland Public Library	Computer Literacy for the Asian Elderly and New Americans	\$51,150	8/7/03	03/04	Public	Urban	1	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Oakland Public Library	Global Language Materials	\$25,000	8/12/04	04/05	Public	Urban	5	4
Oakland Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Oakland Public Library	Public Library Services for People with Disabilities	\$33,285	8/4/03	03/04	Public	Urban	4	2
Oakland Public Library	Public Library Staff Education	\$26,007	6/7/06	06/07	Public	Urban	3	1
Oakland Public Library	Public Library Staff Education Program	\$12,095	8/13/04	04/05	Public	Urban	3	1
Oakland Public Library	Public Library Staff Education Program	\$31,439	7/14/05	05/06	Public	Urban	3	1
Oakland Public Library	Public Library Staff Education Program	\$12,806	10/8/02	02/03	Public	Urban	3	1
Oakland Public Library	Public Library Staff Education Program	\$27,365	9/18/03	03/04	Public	Urban	3	1
Oakland Public Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$9,000	10/31/05	05/06	Public	Urban	1	1
Oakland Public Library	Speaking of Reading - Adult Learner Book Discussion	\$3,558	9/25/03	03/04	Public	Urban	1	1
Oakland Public Library	Welcome to Your Library DVD	\$33,030	6/30/06	06/07	Public	Urban	5	5
Oceanside Public Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4
Oceanside Public Library	Public Library Staff Education	\$2,739	6/7/06	06/07	Public	Urban	3	1
Oceanside Public Library	Public Library Staff Education -- Executive Program	\$8,886	7/10/06	06/07	Public	Urban	3	2
Oceanside Public Library	Public Library Staff Education Program	\$1,419	7/8/05	05/06	Public	Urban	3	1
Oceanside Public Library	Public Library Staff Education Program - Executive	\$7,996	7/19/05	05/06	Public	Urban	3	2
Oceanside Public Library	Speaking of Reading - Adult Learner Book Discussion	\$3,750	9/25/03	03/04	Public	Urban	1	1
Oceanside Public Library	Svs for Small Businesses in a Box	\$7,000	11/4/04	04/05	Public	Urban	5	3
ONE Institute & Archives	Internet Connectivity Leading to Enhanced Information Access	\$50,000	9/19/02	02/03	Special	Urban	1	6
ONE Institute & Archives - Los Angeles	Serials Cataloging/Catalog Enhancement, Year 2	\$68,900	8/19/03	03/04	Special	Urban	1	6
Ontario City Library	English Language Literacy Intensive (ELLI) Transition Grant	\$10,000	10/15/03	03/04	Public	Urban	1	1



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Ontario City Library	Global Language Materials	\$6,000	8/12/04	04/05	Public	Urban	5	4
Orange County Law Library	Public Library Staff Education	\$5,316	6/7/06	06/07	Special	MU	3	1
Orange County Public Law Library	Public Library Staff Education Program	\$3,548	7/14/05	05/06	Special	MU	3	1
Orange County Public Law Library	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Special	MU	3	1
Orange County Public Library	Business Services Program II	\$63,250	8/10/04	04/05	Public	MU	5	3
Orange County Public Library	Global Language Materials	\$40,000	8/12/04	04/05	Public	MU	5	4
Orange County Public Library	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	MU	2	2
Orange County Public Library	Public Library Staff Education	\$9,481	6/7/06	06/07	Public	MU	3	1
Orange County Public Library	Public Library Staff Education Program	\$10,643	8/13/04	04/05	Public	MU	3	1
Orange County Public Library	Public Library Staff Education Program	\$24,833	7/14/05	05/06	Public	MU	3	1
Orange County Public Library	Public Library Staff Education Program	\$13,480	10/8/02	02/03	Public	MU	3	1
Orange County Public Library	Public Library Staff Education Program	\$14,900	9/10/03	03/04	Public	MU	3	1
Orange Public Library	Global Language Materials	\$10,000	8/18/04	04/05	Public	Urban	5	4
Orange Public Library	Historic Orange Preservation Online	\$49,000	9/20/02	02/03	Public	Urban	2	2
Orange Public Library	Public Library Staff Education	\$710	6/7/06	06/07	Public	Urban	3	1
Orange Public Library	Public Library Staff Education Program	\$2,129	8/13/04	04/05	Public	Urban	3	1
Orange Public Library	Public Library Staff Education Program	\$1,935	7/11/05	05/06	Public	Urban	3	1
Orange Public Library	Public Library Staff Education Program	\$10,415	10/8/02	02/03	Public	Urban	3	1
Orange Public Library	Public Library Staff Education Program	\$6,386	9/10/03	03/04	Public	Urban	3	1
Orland Free Library	Global Language Materials	\$3,000	8/18/04	04/05	Public	Rural	5	4
Orland Free Library	Public Library Staff Education Program	\$2,881	7/14/05	05/06	Public	Rural	3	1
Oxnard Public Library	Business Services Program II	\$75,000	8/10/04	04/05	Public	MU	5	3
Oxnard Public Library	Global Language Materials	\$10,000	8/18/04	04/05	Public	MU	5	4
Pacific Grove Public Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Urban	5	4
Pacific Grove Public Library	Svs for Small Businesses in a Box	\$7,000	10/26/04	04/05	Public	Urban	5	3
Palmdale City Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Palmdale City Library	Public Library Staff Education Program	\$7,587	7/14/05	05/06	Public	Urban	3	1
Palmdale City Library	Speaking of Reading - Adult Learner Book Discussion	\$2,500	9/25/03	03/04	Public	Urban	1	1
Palo Alto City Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4
Palo Alto City Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	Urban	3	1
Palos Verdes Library District	Global Language Materials	\$6,000	8/12/04	04/05	Public	Urban	5	4
Palos Verdes Library District	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Palos Verdes Library District	Public Library Staff Education	\$7,572	6/7/06	06/07	Public	Urban	3	1
Palos Verdes Library District	Public Library Staff Education Program	\$8,514	8/13/04	04/05	Public	Urban	3	1
Palos Verdes Library District	Public Library Staff Education Program	\$6,386	7/8/05	05/06	Public	Urban	3	1
Palos Verdes Library District	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Public	Urban	3	1
Palos Verdes Library District	Public Library Staff Education Program	\$8,385	9/10/03	03/04	Public	Urban	3	1
Pasadena Public Library	Global Language Materials	\$25,000	8/12/04	04/05	Public	Urban	5	4
Pasadena Public Library	Public Library Services for People with Disabilities	\$20,000	8/4/03	03/04	Public	Urban	4	2
Pasadena Public Library	Public Library Staff Education	\$5,316	6/7/06	06/07	Public	Urban	3	1
Pasadena Public Library	Public Library Staff Education Program	\$7,095	7/8/05	05/06	Public	Urban	3	1
Paso Robles Public Library	Global Language Materials	\$3,000	8/17/04	04/05	Public	MR	5	4
Paso Robles Public Library	Public Library Staff Education	\$4,607	6/7/06	06/07	Public	MR	3	1
Paso Robles Public Library	Public Library Staff Education Program	\$2,838	7/8/05	05/06	Public	MR	3	1
Peninsula Library System	Artists for Literacy Strategic Planning Initiative	\$59,400	5/22/03	02/03	System	Urban	1	1
Peninsula Library System	Califia Group: Statewide Library Service Bureau	\$110,000	8/5/03	03/04	System	N/A	2	1
Peninsula Library System	California Preservation Program	\$199,898	9/1/04	04/05	System	N/A	5	6
Peninsula Library System	California Preservation Program	\$214,500	6/28/05	05/06	System	N/A	5	6
Peninsula Library System	California Preservation Program	\$174,900	6/30/06	06/07	System	N/A	5	6
Peninsula Library System	California Preservation Program	\$197,936	12/04/02	02/03	System	N/A	5	6
Peninsula Library System	California Preservation	\$150,288	8/7/03	03/04	System	N/A	5	6



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
System	Program							
Peninsula Library System	California Stories: Reading "The Grapes of Wrath", Year 2	\$300,220	9/19/02	02/03	System	N/A	1	6
Peninsula Library System	California, State of Change (CCH is partner) California Stories	\$87,989	10/09/03	03/04	System	Urban	1	2
Peninsula Library System	Infopeople	\$1,478,851	8/12/04	04/05	System	N/A	3	2
Peninsula Library System	Infopeople	\$1,522,625	7/11/05	05/06	System	N/A	3	2
Peninsula Library System	InfoPeople	\$1,306,852	8/7/03	03/04	System	N/A	3	2
Peninsula Library System	InfoPeople Project: Effective Training for Effective Libraries: Reaching Rural Libraries	\$112,200	9/30/02	02/03	System	N/A	3	4
Peninsula Library System	InfoPeople Project: Libraries Mastering Information Technologies	\$1,281,265	9/20/02	02/03	System	N/A	3	2
Peninsula Library System	Infopeople: Moving Libraries Forward	\$1,479,526	7/7/06	06/07	System	N/A	3	2
Peninsula Library System	Infopeople: Moving Tribal Libraries Forward (Out-of-Cycle)	\$66,000	9/27/05	04/05	System	N/A	3	5
Peninsula Library System	Information Resources for Technology Funding (CDE is partner)	\$28,820	8/5/03	03/04	System	N/A	2	4
Peninsula Library System	Librarian's Index to the Internet	\$349,644	8/12/04	04/05	System	N/A	2	2
Peninsula Library System	Librarians' Index to the Internet	\$397,739	6/28/05	05/06	System	N/A	2	2
Peninsula Library System	Librarians' Index to the Internet: Statewide Reference Implementation	\$351,352	8/7/03	03/04	System	N/A	2	2
Peninsula Library System	Librarians' Internet Index	\$200,522	6/30/06	06/07	System	N/A	2	2
Peninsula Library System	Libraries Mastering Information Technologies	\$173,921	9/19/01	02/03	System	N/A	5	6
Peninsula Library System	Library Services for People with Disabilities, Year 2	\$261,789	9/19/02	02/03	System	N/A	4	1
Peninsula Library System	Library Services for People with Disabilities, Year 3	\$136,400	8/5/03	03/04	System	N/A	4	1
Peninsula Library System	Library Services Through Internet VI	\$71,500	12/04/02	02/03	System	N/A	2	1
Peninsula Library System	Networking California Library Resources	\$114,713	9/23/04	03/04	System	N/A	2	1
Peninsula Library	Networking California	\$25,190	4/20/06	05/06	System	N/A	2	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
System	Library Resources							
Peninsula Library System	Networking California Library Resources	\$145,365	10/8/04	04/05	System	N/A	2	1
Peninsula Library System	Networking California Library Resources	\$165,193	6/30/06	06/07	System	N/A	2	1
Peninsula Library System	Networking California Library Resources, 2003/04	\$49,500	8/8/03	03/04	System	N/A	5	4
Peninsula Library System	Networking Support for California Libraries	\$130,053	12/19/02	02/03	System	N/A	1	6
Peninsula Library System	Public Library Services for People with Disabilities, Yr 4	\$40,000	8/12/04	04/05	System	N/A	4	1
Peninsula Library System	Serials Service Bureau Operation	\$82,500	9/27/02	02/03	System	N/A	2	2
Placentia Library District	Global Language Materials	\$6,000	8/16/04	04/05	Public	Urban	5	4
Placentia Library District	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	Urban	2	2
Placentia Library District	Placentia Achieves School Success at the Homeless Intervention Shelter Home	\$48,634	6/22/05	05/06	Public	Urban	1	4
Placentia Library District	Public Library Staff Education Program	\$8,514	7/8/05	05/06	Public	Urban	3	1
Placentia Library District	Public Library Staff Education Program	\$5,676	10/8/02	02/03	Public	Urban	3	1
Pleasanton Public Library	CA Cultural Crossroads Program	\$25,000	7/12/06	06/07	Public	MU	5	1
Pleasanton Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	MU	5	4
Pleasanton Public Library	Public Library Staff Education Program	\$1,980	7/14/05	05/06	Public	MU	3	1
Plumas County Library	Community Connections	\$40,412	7/12/05	05/06	Public	Rural	1	3
Plumas County Library	Global Language Materials	\$3,000	8/16/04	04/05	Public	Rural	5	4
Plumas County Library	Public Library Services for People with Disabilities	\$28,906	8/4/03	03/04	Public	Rural	4	2
Plumas County Library	Technology for Rural Access	\$105,949	6/21/05	05/06	Public	Rural	1	3
Pomona Public Library	Frasher Foto/Digitization Technology Acquisition	\$49,906	9/19/02	02/03	Public	Urban	2	1
Pomona Public Library	Global Language Materials	\$25,000	8/16/04	04/05	Public	Urban	5	4
Pomona Public Library	Svs for Small Businesses in a Box	\$7,000	11/4/04	04/05	Public	Urban	5	5
Porterville Public Library	Global Language Materials	\$3,000	8/16/04	04/05	Public	Rural	5	4
Rancho Cucamonga Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	MU	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Rancho Cucamonga Public Library	Public Library Staff Education Program	\$8,514	9/10/03	03/04	Public	MU	3	1
Rancho Cucamonga Public Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	MU	1	1
Redwood City Public Library	Global Language Materials	\$6,000	8/18/04	04/05	Public	Urban	5	4
Redwood City Public Library	Surviving the Internment: Redwood City Remembers	\$50,000	9/20/02	02/03	Public	Urban	2	2
Richmond Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	Urban	5	4
Richmond Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
Richmond Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Urban	1	1
Richmond Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
Richmond Public Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	Urban	1	1
Riverside County Library System	CA Dia de los Ninos (CA Day of the Children)	\$13,915	6/30/06	06/07	Public	MR	1	6
Riverside County Library System	Inland Library Resource Sharing	\$259,500	10/14/03	03/04	Public	MR	2	1
Riverside County Library System	Leer Es Triunfar	\$60,000	8/12/04	04/05	Public	MR	5	5
Riverside County Library System	Leer Es Triunfar (Reading is Succeeding)	\$115,000	8/5/03	03/04	Public	MR	5	5
Riverside County Library System	Public Library Staff Education	\$9,039	6/7/06	06/07	Public	MR	3	1
Riverside County Library System	Public Library Staff Education Program	\$3,548	8/13/04	04/05	Public	MR	3	1
Riverside County Library System	Public Library Staff Education Program	\$6,385	7/8/05	05/06	Public	MR	3	1
Riverside County Library System	Public Library Staff Education Program	\$8,514	10/8/02	02/03	Public	MR	3	1
Riverside County Library System	Public Library Staff Education Program	\$8,514	9/10/03	03/04	Public	MR	3	1
Riverside County Library System	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	MR	1	1
Riverside County Public Library	Cruise and Use a County Law Library	\$22,000	8/8/03	03/04	Special	MR	5	3
Riverside Public Library	Global Language Materials	\$10,000	8/16/04	04/05	Public	Urban	5	4
Riverside Public Library	Public Library Staff	\$4,431	6/7/06	06/07	Public	Urban	3	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Education							
Riverside Public Library	Public Library Staff Education Program	\$4,257	8/13/04	04/05	Public	Urban	3	1
Riverside Public Library	Public Library Staff Education Program	\$10,643	7/8/05	05/06	Public	Urban	3	1
Riverside Public Library	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Public	Urban	3	1
Riverside Public Library	Public Library Staff Education Program	\$2,129	9/10/03	03/04	Public	Urban	3	1
Riverside Public Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Urban	1	1
Roseville Public Library	Global Language Materials	\$3,000	8/16/04	04/05	Public	MU	5	4
Sacramento County Public Law Library	Public Library Staff Education Program	\$3,643	10/8/02	02/03	Special	Urban	3	1
Sacramento Public Library	California Cultural Crossroads	\$25,000	8/4/04	04/05	Public	Urban	5	1
Sacramento Public Library	California Public Library Organization	\$75,335	6/28/05	05/06	Public	Urban	5	1
Sacramento Public Library	Global Language Materials	\$40,000	8/17/04	04/05	Public	Urban	5	4
Sacramento Public Library	Public Library Services for People with Disabilities	\$40,381	8/4/03	03/04	Public	Urban	4	2
Sacramento Public Library	Public Library Staff Education	\$7,920	6/7/06	06/07	Public	Urban	3	1
Sacramento Public Library	Public Library Staff Education Program	\$7,805	8/13/04	04/05	Public	Urban	3	1
Sacramento Public Library	Public Library Staff Education Program	\$15,787	7/15/05	05/06	Public	Urban	3	1
Sacramento Public Library	Public Library Staff Education Program	\$8,378	10/7/02	02/03	Public	Urban	3	1
Sacramento Public Library	Public Library Staff Education Program	\$18,759	9/11/03	03/04	Public	Urban	3	1
Sacramento Public Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$9,000	10/31/05	05/06	Public	Urban	1	1
Sacramento Public Library	Sacramento History Online, Phase Two	\$180,852	9/20/02	02/03	Public	Urban	2	2
Sacramento Public Library	Svs for Small Businesses in a Box	\$10,000	10/26/04	04/05	Public	Urban	5	3
Salinas Public Library	Global Language Materials	\$10,000	8/17/04	04/05	Public	Rural	5	4
Salinas Public Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	Rural	3	1
San Anselmo Public Library	Public Library Staff Education Program	\$1,419	8/13/04	04/05	Public	Urban	3	1
San Anselmo Public Library	Public Library Staff Education Program	\$2,140	10/8/02	02/03	Public	Urban	3	1
San Anselmo Public Library	Public Library Staff Education Program	\$2,580	9/11/03	03/04	Public	Urban	3	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
San Benito County Free Library	Global Language Materials	\$3,000	8/16/04	04/05	Public	Rural	5	4
San Benito County Free Library	Live Homework Help -- Group 4 (Library Only)	\$6,133	7/17/06	06/07	Public	Rural	1	4
San Bernardino County Library	CA Cultural Crossroads Program	\$25,000	7/10/06	06/07	Public	MR	5	1
San Bernardino County Library	Global Language Materials	\$25,000	8/16/04	04/05	Public	MR	5	4
San Bernardino County Library	LITE: Your Way To School	\$150,000	8/7/03	03/04	Public	MR	2	5
San Bernardino County Library	Public Library Services for People with Disabilities	\$35,040	8/4/03	03/04	Public	MR	4	2
San Bernardino County Library	Public Library Staff Education	\$8,771	6/7/06	06/07	Public	MR	3	1
San Bernardino County Library	Public Library Staff Education Program	\$2,129	8/13/04	04/05	Public	MR	3	1
San Bernardino County Library	Public Library Staff Education Program	\$7,095	7/8/05	05/06	Public	MR	3	1
San Bernardino County Library	Public Library Staff Education Program	\$6,386	10/8/02	02/03	Public	MR	3	1
San Bernardino County Library	Public Library Staff Education Program	\$3,548	9/10/03	03/04	Public	MR	3	1
San Bernardino County Library	Regional Environmental Literacy Initiative (RELI)	\$112,981	9/19/02	02/03	Public	MR	1	6
San Bernardino County Library	Svs for Small Businesses in a Box	\$7,000	11/4/04	04/05	Public	MR	5	3
San Bernardino Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	MU	5	4
San Bernardino Public Library	Historical Treasures of San Bernardino	\$33,748	8/7/03	03/04	Public	MU	2	2
San Bernardino Public Library	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	MU	2	2
San Bernardino Public Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	MU	1	1
San Bernardino Public Library	Svs for Small Businesses in a Box	\$7,000	11/11/04	04/05	Public	MU	5	3
San Bruno Public Library	Global Language Materials	\$6,000	8/16/04	04/05	Public	Urban	5	4
San Bruno Public Library	Local History Digital Resources	\$6,000	6/20/05	05/06	Public	Urban	2	2
San Bruno Public Library	Public Library Staff Education Program	\$3,207	10/8/02	02/03	Public	Urban	3	1
San Bruno Public Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	Urban	3	1
San Diego County Library	California Cultural Crossroads	\$25,000	8/4/04	04/05	Public	MR	5	1
San Diego County Library	Gateway Internet Classes	\$55,747	6/30/06	06/07	Public	MR	2	5
San Diego County	Global Language	\$40,000	8/16/04	04/05	Public	MR	5	4

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Library	Materials							
San Diego County Library	Public Library Staff Education	\$21,090	6/7/06	06/07	Public	MR	3	1
San Diego County Library	Public Library Staff Education Program	\$20,576	8/13/04	04/05	Public	MR	3	1
San Diego County Library	Public Library Staff Education Program	\$16,319	10/7/02	02/03	Public	MR	3	1
San Diego County Library	Public Library Staff Education Program	\$21,995	9/10/03	03/04	Public	MR	3	1
San Diego County Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	MR	1	1
San Diego County Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	MR	1	1
San Diego County Public Law Library	Community Outreach and Education	\$63,147	9/30/02	02/03	Special	MR	5	5
San Diego County Public Law Library	Community Outreach and Education: Train the Trainer, Year 2	\$83,224	8/7/03	03/04	Special	MR	5	5
San Diego County Public Law Library	Public Library Staff Education	\$6,927	6/7/06	06/07	Special	MR	3	1
San Diego County Public Law Library	Public Library Staff Education Program	\$1,419	7/8/05	05/06	Special	MR	3	1
San Diego County Public Law Library	Public Library Staff Education Program	\$2,838	9/10/03	03/04	Special	MR	3	1
San Diego County Public Law Library	Public Library Staff Education Program	\$4,257	8/13/04	04/05	Special	MR	3	1
San Diego County Public Law Library	Public Library Staff Education Program	\$4,257	10/8/02	02/03	Special	MR	3	1
San Diego County Public Library	Public Library Staff Education Program	\$21,995	7/1/05	05/06	Public	MR	3	1
San Diego Historical Society	California Border Region Digitization: 1870-1939	\$50,000	8/7/03	03/04	Special	MR	2	2
San Diego Public Library	CA Cultural Crossroads Program	\$25,000	7/13/06	06/07	Public	Urban	5	1
San Diego Public Library	California Cultural Crossroads	\$18,947	8/4/04	04/05	Public	Urban	5	1
San Diego Public Library	Changing Face of San Diego	\$46,303	6/30/06	06/07	Public	Urban	5	4
San Diego Public Library	Global Language Materials	\$40,000	8/16/04	04/05	Public	Urban	5	4
San Diego Public Library	Public Library Services for People with Disabilities	\$29,515	8/4/03	03/04	Public	Urban	4	2
San Diego Public Library	Public Library Staff Education	\$6,026	6/7/06	06/07	Public	Urban	3	1
San Diego Public Library	Public Library Staff Education Program	\$11,352	8/13/04	04/05	Public	Urban	3	1
San Diego Public Library	Public Library Staff Education Program	\$12,771	7/8/05	05/06	Public	Urban	3	1



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
San Diego Public Library	Public Library Staff Education Program	\$14,660	10/8/02	02/03	Public	Urban	3	1
San Diego Public Library	Public Library Staff Education Program	\$10,643	9/15/03	03/04	Public	Urban	3	1
San Diego Public Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$7,600	10/31/05	05/06	Public	Urban	1	1
San Diego Public Library	Youth Voices: Barrio Logan	\$123,970	6/30/05	05/06	Public	Urban	5	1
San Francisco Performing Arts Library and Museum	Digital Archive of Chinese Theater in California	\$21,500	8/7/03	03/04	Special	Urban	2	2
San Francisco Public Library	Global Language Materials	\$100,000	8/16/04	04/05	Public	Urban	5	4
San Francisco Public Library	Public Library Staff Education	\$11,332	6/7/06	06/07	Public	Urban	3	1
San Francisco Public Library	Public Library Staff Education Program	\$4,257	8/13/04	04/05	Public	Urban	3	1
San Francisco Public Library	Public Library Staff Education Program	\$17,447	7/15/05	05/06	Public	Urban	3	1
San Francisco Public Library	Public Library Staff Education Program	\$13,815	10/7/02	02/03	Public	Urban	3	1
San Francisco Public Library	Public Library Staff Education Program	\$10,034	9/10/03	03/04	Public	Urban	3	1
San Francisco Public Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	Urban	1	1
San Joaquin Valley Library System - Fresno	CORE Online Learning Program (California Opportunities for Reference Excellence)	\$78,650	8/7/03	03/04	System	MR	3	5
San Jose Public Library	CA Cultural Crossroads Program	\$24,998	7/13/06	06/07	Public	Urban	5	1
San Jose Public Library	Global Language Materials	\$40,000	8/16/04	04/05	Public	Urban	5	4
San Jose Public Library	Local History Digital Resources	\$6,000	6/21/05	05/06	Public	Urban	2	2
San Jose Public Library	Public Library Staff Education	\$1,980	6/7/06	06/07	Public	Urban	3	1
San Jose Public Library	Public Library Staff Education Program	\$4,967	8/13/04	04/05	Public	Urban	3	1
San Jose Public Library	Public Library Staff Education Program	\$10,009	7/15/05	05/06	Public	Urban	3	1
San Jose Public Library	Public Library Staff Education Program	\$14,751	10/8/02	02/03	Public	Urban	3	1
San Jose Public Library	Public Library Staff Education Program	\$10,576	9/11/03	03/04	Public	Urban	3	1
San Jose Public Library	Public Library Staff Education Program - Executive	\$7,996	7/19/05	05/06	Public	Urban	3	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
San Jose Public Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$6,400	10/31/05	05/06	Public	Urban	1	1
San Jose Public Library	Svs for Small Businesses in a Box	\$10,000	11/11/04	04/05	Public	Urban	5	3
San Leandro Public Library	Global Language Materials	\$10,000	8/12/04	04/05	Public	Urban	5	4
San Leandro Public Library	Public Library Staff Education	\$4,500	6/7/06	06/07	Public	Urban	3	1
San Leandro Public Library	Public Library Staff Education Program	\$2,881	7/15/05	05/06	Public	Urban	3	1
San Luis Obispo City-County Library	Central Coast Library Awareness Campaign	\$43,395	8/19/03	03/04	Public	MR	5	5
San Luis Obispo City-County Library	Global Language Materials	\$6,000	8/17/04	04/05	Public	MR	5	4
San Luis Obispo City-County Library	Public Library Staff Education Program	\$1,256	9/11/03	03/04	Public	MR	3	1
San Luis Obispo City-County Library	Public Library Staff Education Program	\$2,888	10/8/02	02/03	Public	MR	3	1
San Marino Public Library	Global Language Materials	\$3,000	8/12/04	04/05	Public	Urban	5	4
San Marino Public Library	Public Library Staff Education	\$5,316	6/7/06	06/07	Public	Urban	3	1
San Mateo County Library	Global Language Materials	\$25,000	8/12/04	04/05	Public	MU	5	4
San Mateo County Library	Public Library Staff Education	\$4,002	6/7/06	06/07	Public	MU	3	1
San Mateo County Library	Public Library Staff Education Program	\$3,412	7/15/05	05/06	Public	MU	3	1
San Mateo County Library	Public Library Staff Education Program	\$802	10/8/02	02/03	Public	MU	3	1
San Mateo County Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	MU	1	1
San Mateo County Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	MU	1	1
San Mateo County Library	Speaking of Reading - Adult Learner Book Discussion	\$2,500	9/25/03	03/04	Public	MU	1	1
San Mateo County Library	Svs for Small Businesses in a Box	\$7,000	11/11/04	04/05	Public	MU	5	3
San Mateo Public Library	Local History Digital Resources	\$6,000	6/21/05	05/06	Public	Urban	2	2
San Mateo Public Library	Public Library Staff Education	\$1,980	6/7/06	06/07	Public	Urban	3	1
San Mateo Public Library	Public Library Staff Education Program	\$2,881	7/15/05	05/06	Public	Urban	3	1
San Rafael Public Library	Public Library Staff Education Program	\$2,794	10/8/02	02/03	Public	Urban	3	1



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
San Rafael Public Library	Speaking of Reading - Adult Learner Book Discussion	\$5,000	9/25/03	03/04	Public	Urban	1	1
Santa Ana Public Library	Global Language Materials	\$25,000	8/18/04	04/05	Public	Urban	5	4
Santa Ana Public Library	Public Library Staff Education	\$8,184	6/7/06	06/07	Public	Urban	3	1
Santa Ana Public Library	Public Library Staff Education Program	\$7,095	8/13/04	04/05	Public	Urban	3	1
Santa Ana Public Library	Public Library Staff Education Program	\$9,224	7/8/05	05/06	Public	Urban	3	1
Santa Ana Public Library	Public Library Staff Education Program	\$9,127	10/8/02	02/03	Public	Urban	3	1
Santa Ana Public Library	Public Library Staff Education Program	\$9,933	9/10/03	03/04	Public	Urban	3	1
Santa Barbara Public Library	Public Library Staff Education Program	\$2,129	8/13/04	04/05	Public	MU	3	1
Santa Barbara Public Library	Public Library Staff Education Program	\$6,386	10/8/02	02/03	Public	MU	3	1
Santa Clara City Library	Global Language Materials	\$10,000	8/13/04	04/05	Public	Urban	5	4
Santa Clara City Library	Public Library Staff Education Program	\$1,419	8/13/04	04/05	Public	Urban	3	1
Santa Clara City Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Urban	1	1
Santa Clara City Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
Santa Clara City Library	Speaking of Reading - Adult Learner Book Discussion	\$3,500	9/25/03	03/04	Public	Urban	1	1
Santa Clara County Library	Get Tech @ the Library	\$26,184	6/30/06	06/07	Public	MU	1	2
Santa Clara County Library	Global Language Materials	\$25,000	8/13/04	04/05	Public	MU	5	4
Santa Clara County Library	Public Library Staff Education	\$4,500	6/7/06	06/07	Public	MU	3	1
Santa Clara County Library	Public Library Staff Education Program	\$5,762	7/15/05	05/06	Public	MU	3	1
Santa Clara County Library	Public Library Staff Education Program	\$4,408	10/8/02	02/03	Public	MU	3	1
Santa Clara County Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	MU	1	1
Santa Clara County Public Law Library	Public Library Staff Education Program	\$2,881	7/15/05	05/06	Special	MU	3	1
Santa Cruz City County Library	Public Library Staff Education	\$950	6/7/06	06/07	Public	MU	3	1
Santa Cruz City County Library	Public Library Staff Education Program	\$1,382	9/10/03	03/04	Public	MU	3	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
Santa Cruz City-County Library	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	MU	3	1
Santa Cruz Public Libraries	English Language Literacy Intensive (ELLI) Transition Grant	\$10,000	12/02/03	03/04	Public	MU	1	1
Santa Cruz Public Libraries	Public Library Staff Education Program	\$9,131	7/15/05	05/06	Public	MU	3	1
Santa Cruz Public Library	Public Library Staff Education Program	\$2,941	10/8/02	02/03	Public	MU	3	1
Santa Fe Springs City Library	Global Language Materials	\$3,000	8/18/04	04/05	Public	Urban	5	4
Santa Fe Springs City Library	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	Urban	2	2
Santa Fe Springs City Library	Svs for Small Businesses in a Box	\$7,000	9/24/04	04/05	Public	Urban	5	3
Santa Fe Springs Public Library	Speaking of Reading: Book Discussion Groups - Support	\$13,200	8/5/03	03/04	Public	Urban	1	1
Santa Maria Public Library	Global Language Materials	\$6,000	8/13/04	04/05	Public	Urban	5	4
Santa Maria Public Library	Svs for Small Businesses in a Box	\$10,000	11/11/04	04/05	Public	Urban	5	3
Santa Monica Public Library	Public Library Staff Education	\$15,237	6/7/06	06/07	Public	Urban	3	1
Santa Monica Public Library	Public Library Staff Education Program	\$2,695	8/13/04	04/05	Public	Urban	3	1
Santa Monica Public Library	Public Library Staff Education Program	\$19,599	7/15/05	05/06	Public	Urban	3	1
Santa Monica Public Library	Public Library Staff Education Program	\$6,903	9/18/03	03/04	Public	Urban	3	1
Santa Fe Springs City Library	Public Library Staff Education Program	\$3,548	10/8/02	02/03	Public	Urban	3	1
Shasta County Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	Rural	5	4
Shasta County Library	Svs for Small Businesses in a Box	\$7,000	11/11/04	04/05	Public	Rural	5	3
Signal Hill Public Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	Urban	5	4
Silicon Valley Library System	Best Practices for Processing Returned Library Materials	\$362,236	7/28/05	05/06	System	Urban	5	4
Silicon Valley Library System	California Stories Uncovered: Writers in Conversation (Out-of Cycle)	\$69,124	2/4/05	04/05	System	Urban	1	2
Silicon Valley Library System	Customer Experience Analysis	\$83,332	6/30/06	06/07	System	Urban	5	1
Siskiyou County Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	Rural	5	4
So. Ca. Library for Soc. Studies & Research	Engaging Youth as Lifelong Learners	\$64,680	6/30/06	06/07	Special	Urban	1	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
So. Ca. Library for Soc. Studies & Research	Public Library Staff Education	\$2,700	6/6/06	06/07	Special	Urban	3	1
Society of California Pioneers	Institutional Records Digitization: Reminiscences of Early Pioneers, 1900-1904	\$35,674	9/20/02	02/03	Special	Urban	2	2
Society of California Pioneers. Sullivan Library - San Francisco	Photography Digitization: Lawrence & Houseworth Albums, 1860-1870	\$37,978	8/7/03	03/04	Special	Urban	2	2
Solano County Library	By the People	\$30,924	6/03/03	02/03	Public	MU	1	1
Solano County Library	CA Cultural Crossroads Program	\$25,000	7/13/06	06/07	Public	MU	5	1
Solano County Library	Global Language Materials	\$25,000	8/13/04	04/05	Public	MU	5	4
Solano County Library	Meeting the Homework and Research Needs of Young Adults	\$144,608	6/22/05	05/06	Public	MU	1	4
Solano County Library	Public Library Staff Education Program	\$3,548	8/13/04	04/05	Public	MU	3	1
Solano County Library	Public Library Staff Education Program	\$7,128	7/15/05	05/06	Public	MU	3	1
Solano County Library	Public Library Staff Education Program	\$5,882	10/8/02	02/03	Public	MU	3	1
Solano County Library	Public Library Staff Education Program	\$5,639	9/11/03	03/04	Public	MU	3	1
Solano County Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$9,000	10/31/05	05/06	Public	MU	1	1
Sonoma County Library	Global Language Materials	\$10,000	8/13/04	04/05	Public	MU	5	4
Sonoma County Library	Public Library Services for People with Disabilities	\$20,000	8/4/03	03/04	Public	MU	4	2
Sonoma County Library	Public Library Staff Education	\$1,980	6/7/06	06/07	Public	MU	3	1
Sonoma County Library	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	MU	3	1
Sonoma County Library	Public Library Staff Education Program	\$2,881	7/18/05	05/06	Public	MU	3	1
Sonoma County Library	Public Library Staff Education Program	\$802	10/8/02	02/03	Public	MU	3	1
Sonoma County Library	Public Library Staff Education Program	\$1,788	9/10/03	03/04	Public	MU	3	1
Sonoma County Library	Speaking of Reading - Adult Learner Book Discussion	\$2,492	9/25/03	03/04	Public	MU	1	1
Sonoma County Public Law Library	Public Library Staff Education Program	\$1,980	7/18/05	05/06	Special	MU	3	1
Sons of the Revolution Library - Glendale	Catalog Modernization	\$65,787	10/7/03	03/04	Special	Urban	2	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
South Pasadena Public Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	Urban	5	4
South Pasadena Public Library	Local History Collection Digitization, Year 2	\$50,000	9/20/02	02/03	Public	Urban	2	2
South Pasadena Public Library	Svs for Small Businesses in a Box	\$7,000	11/11/04	04/05	Public	Urban	5	3
South San Francisco Public Library	Adult Learners Helping Learners	\$58,300	7/13/05	05/06	Public	Urban	1	1
South San Francisco Public Library	AIM - Artists in the Middle	\$27,533	6/21/05	05/06	Public	Urban	1	2
South San Francisco Public Library	All Online: Adult Literacy & Libraries Online	\$144,732	8/7/03	03/04	Public	Urban	1	3
South San Francisco Public Library	Collaboration and Community Building	\$60,500	8/7/03	03/04	Public	Urban	5	1
South San Francisco Public Library	Global Language Materials	\$6,000	8/13/04	04/05	Public	Urban	5	4
South San Francisco Public Library	Public Library Services for People with Disabilities	\$29,494	8/4/03	03/04	Public	Urban	4	2
South San Francisco Public Library	Public Library Staff Education	\$2,700	6/7/06	06/07	Public	Urban	3	1
South San Francisco Public Library	Public Library Staff Education Program	\$710	8/13/04	04/05	Public	Urban	3	1
South San Francisco Public Library	Public Library Staff Education Program	\$2,881	7/18/05	05/06	Public	Urban	3	1
South San Francisco Public Library	Reach Out and Read - Field Grants	\$6,275	11/05/03	03/04	Public	Urban	1	1
South San Francisco Public Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$8,600	10/31/05	05/06	Public	Urban	1	1
South San Francisco Public Library	Reach Out and Read: A literacy Collaboration Between California Libraries and Medical Clinics	\$5,800	11/19/04	04/05	Public	Urban	1	1
South San Francisco Public Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Urban	1	1
South San Francisco Public Library	Svs for Small Businesses in a Box	\$7,000	11/16/04	04/05	Public	Urban	5	3
South San Francisco Public Library	Tech Tutor	\$33,251	6/30/06	06/07	Public	Urban	2	5
Southern California Library for Social Studies and Research - Los Angeles	California Eagle Photos Digitization	\$78,100	8/7/03	03/04	Special	Urban	2	2
Southern California Library for Social Studies Research	Local History Digital Resources	\$6,000	6/21/05	05/06	Special	Urban	2	2

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
St. Patrick's Seminary. Mckeon Memorial Library - Menlo Park	Shumate Collection Cataloging	\$53,875	8/28/03	03/04	Special	Urban	1	6
Stanford University	Geological Survey Map and Field Notebook Access, Year 2	\$27,530	9/19/02	02/03	Academic	Urban	2	2
Stanislaus County Free Library	Global Language Materials	\$25,000	8/13/04	04/05	Public	MR	5	4
Stanislaus County Library	Public Library Staff Education Program	\$1,419	8/13/04	04/05	Public	MR	3	1
Stanislaus County Library	Public Library Staff Education Program	\$7,712	10/8/02	02/03	Public	MR	3	1
Stanislaus County Library	Public Library Staff Education Program	\$2,072	9/10/03	03/04	Public	MR	3	1
Stanislaus County Library - Modesto	Expanded Free Computer Classes	\$34,525	8/8/03	03/04	Public	MR	2	5
Stockton-San Joaquin County Public Library	CA Cultural Crossroads Program	\$25,000	7/13/06	06/07	Public	MR	5	1
Stockton-San Joaquin County Public Library	California Cultural Crossroads	\$25,000	8/4/04	04/05	Public	MR	5	1
Stockton-San Joaquin County Public Library	Global Language Materials	\$25,000	8/18/04	04/05	Public	MR	5	4
Stockton-San Joaquin County Public Library	Public Library Services for People with Disabilities	\$26,688	8/4/03	03/04	Public	MR	4	2
Stockton-San Joaquin County Public Library	Public Library Staff Education Program	\$3,412	7/18/05	05/06	Public	MR	3	1
Stockton-San Joaquin County Public Library	Public Library Staff Education Program	\$4,257	9/10/03	03/04	Public	MR	3	1
Sunnyvale Public Library	Global Language Materials	\$25,000	8/24/04	04/05	Public	Urban	5	4
Susanville District Library	Global Language Materials	\$3,000	8/18/04	04/05	Public	Rural	5	4
Sutter County Library	Global Language Materials	\$6,000	8/13/04	04/05	Public	Rural	5	4
Sutter County Library	Local History Digital Resources	\$6,000	6/21/05	05/06	Public	Rural	2	2
Sutter County Library	Public Library Services for People with Disabilities	\$49,440	8/4/03	03/04	Public	Rural	4	2
Sutter County Library	Public Library Staff Education Program	\$5,676	7/18/05	05/06	Public	Rural	3	1
Sutter County Library	Reach Out and Read - Field Grants	\$6,275	9/29/03	03/04	Public	Rural	1	1
Sutter County Library	Reach Out and Read - Library and Medical Clinics - A Literacy Collaboration	\$7,600	10/31/05	05/06	Public	Rural	1	1
Sutter County Library	Reach Out and Read: A literacy Collaboration Between California	\$5,800	11/19/04	04/05	Public	Rural	1	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Libraries and Medical Clinics							
Sutter County Library	Rural Mouseketeers Click on It	\$59,760	8/7/03	03/04	Public	Rural	1	4
Sutter County Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	Rural	1	1
Sutter County Library	Svs for Small Businesses in a Box	\$7,000	11/16/04	04/05	Public	Rural	5	3
Taft College Library - Taft	Telecommunity Center	\$38,885	8/8/03	03/04	Public	Rural	2	5
Tehama County Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	Rural	5	4
Torrance Public Library	Global Language Materials	\$25,000	8/13/04	04/05	Public	Urban	5	4
Torrance Public Library	Public Library Services for People with Disabilities	\$43,470	8/4/03	03/04	Public	Urban	4	2
Toulumne County Library	Public Library Staff Education Program	\$2,690	7/18/05	05/06	Public	Rural	3	1
Trinity County Free Library	Integrated Library System	\$50,000	9/20/02	02/03	Public	Rural	2	1
Tulare County Free Library	Global Language Materials	\$25,000	8/18/04	04/05	Public	MR	5	4
Tulare County Free Library	Speaking of Reading - Adult Learner Book Discussion	\$2,500	9/25/03	03/04	Public	MR	1	1
Tulare Public Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	MU	5	4
Tulare Public Library	Public Library Staff Education	\$7,900	6/7/06	06/07	Public	MU	3	1
Tulare Public Library	Public Library Staff Education Program	\$2,881	7/18/05	05/06	Public	MU	3	1
Tulare Public Library	Speaking of Reading - Adult Learner Book Discussion	\$4,000	9/25/03	03/04	Public	MU	1	1
Tuolumne County Library	Mobile Library & Literacy Lab	\$86,788	9/30/02	02/03	Public	Rural	1	1
Tuolumne County Library	Public Library Staff Education	\$2,970	6/7/06	06/07	Public	Rural	3	1
Tuolumne County Library - Sonora	Mobile Library & Literacy Lab, Year 2	\$43,670	8/8/03	03/04	Public	Rural	1	1
UC Regents -- UC Riverside	California Digital Newspaper Collection -- Year 2	\$100,000	6/30/06	06/07	Academic	Urban	2	2
UC Regents of California	Local History Digital Resources Project	\$260,403	7/20/05	05/06	Academic	Urban	2	2
UCLA Department of Information Studies	California Center for the Book -- Year 8	\$249,968	6/30/06	06/07	Academic	N/A	1	6



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
University of California - Regents	1906 San Francisco Earthquake and Fire Digital Archives, Year 3	\$200,836	9/19/02	02/03	Academic	Urban	2	1
University of California - Regents	CA Local History Digital Resources Project - Yr. 7	\$195,545	6/30/06	06/07	Academic	Urban	2	2
University of California - Regents	Gary Snyder Papers Online Finding Aid & Archive Processing	\$86,765	9/16/02	02/03	Academic	Urban	2	2
University of California - Regents	Preserving and Providing Access to Newspaper Microfilms (Custom Microfilm Co.)	\$60,984	9/19/02	02/03	Academic	Urban	2	2
University of California - Regents	Programs of the California Center for the Book	\$263,805	9/19/02	02/03	Academic	N/A	1	6
University of California - Regents	Southeast Asian Archive	\$65,540	9/10/02	02/03	Academic	Urban	1	6
University of California - Regents	Testing Model for Sustainable Online Archive of California (OAC), Year 3	\$249,981	9/20/02	02/03	Academic	N/A	2	1
University of California Los Angeles. Information Studies Department	California Center for the Book	\$279,445	6/28/05	05/06	Academic	N/A	1	6
University of California, Berkeley - Bancroft Library	1906 San Francisco Earthquake and Fire Digital Archives, Year 4	\$125,547	8/5/03	03/04	Academic	Urban	2	2
University of California, Berkeley - Water Resources Center Archives	Los Angeles Aqueduct Photograph Digitization	\$19,202	8/8/03	03/04	Academic	Urban	2	2
University of California, Los Angeles - Department of Information Studies	California Center for the Book, Year 5	\$240,647	8/5/03	03/04	Academic	N/A	1	6
University of California, Los Angeles - Department of Information Studies	California Center for the Book, Year 6	\$275,800	8/12/04	04/05	Academic	N/A	1	6
University of California, Regents	California Digital Library (CDL)/LSTA Local History Digital Resources Project: Administrative and Retrospective Data Capture	\$229,981	8/12/04	04/05	Academic	Urban	2	2
University of California, Riverside	Creating a California Digital Newspaper Collection	\$102,300	7/12/05	05/06	Academic	Urban	2	2
University of California. Ca. Digital Library - Online Archive of	Local History Digital Resources: Preservation and Access	\$182,762	8/5/03	03/04	Academic	Urban	2	1

Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
California (OAC) (Oakland)								
University of Judaism	Conversion of Resources in Jewish History and Culture	\$87,283	9/19/02	02/03	Special	Urban	1	6
University of Southern California, Information Services Division Libraries - Los Angeles	Opening the Archive: Providing Access to Shoah Fdtn. Digitized Holocaust Testimonies	\$205,458	8/8/03	03/04	Academic	N/A	2	2
University of Southern California	Access to History: Cataloging the California Testimonies of the Holocaust, Year 3	\$150,000	9/19/02	02/03	Academic	Urban	1	6
University of Southern California - Los Angeles	Urban Icons Conference	\$16,500	9/25/03	03/04	Academic	Urban	1	2
Upland Public Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	MU	5	4
Upland Public Library	Public Library Staff Education Program	\$3,548	8/13/04	04/05	Public	MU	3	1
Upland Public Library	Public Library Staff Education Program	\$9,224	10/8/02	02/03	Public	MU	3	1
Upland Public Library	Public Library Staff Education Program	\$2,838	9/11/03	03/04	Public	MU	3	1
USC Information Services Division	Visual History Archives Network Upgrade	\$110,000	10/5/04	04/05	Academic	Urban	2	1
Ventura County Library	Global Language Materials	\$25,000	8/13/04	04/05	Public	MU	5	4
Ventura County Library	Live Homework Help -- Group 4 (Library Only)	\$42,850	7/17/06	06/07	Public	MU	1	4
Ventura County Library	Public Library Services for People with Disabilities	\$28,000	8/4/03	03/04	Public	MU	4	2
Ventura County Library	Public Library Staff Education Program	\$4,967	9/10/03	03/04	Public	MU	3	1
Watsonville Public Library	California Cultural Crossroads	\$24,359	8/4/04	04/05	Public	MU	5	1
Watsonville Public Library	Global Language Materials	\$6,000	8/13/04	04/05	Public	MU	5	4
Watsonville Public Library	Public Library Services for People with Disabilities	\$27,647	8/4/03	03/04	Public	MU	4	2
Watsonville Public Library	Public Library Staff Education	\$1,800	6/7/06	06/07	Public	MU	3	1
Watsonville Public Library	Speaking of Reading - Adult Learner Book Discussion	\$2,400	9/25/03	03/04	Public	MU	1	1
Watsonville Public Library	Svs for Small Businesses in a Box	\$7,000	11/16/04	04/05	Public	MU	5	3
Whittier Public Library	California Cultural	\$24,950	8/4/04	04/05	Public	Urban	5	1



Grantee	Project Name	Amount	Date	FY	Library Type	Rural/Urban	Goal	Strategy
	Crossroads							
Whittier Public Library	Global Language Materials	\$10,000	8/13/04	04/05	Public	Urban	5	4
Whittier Public Library	Local History Digitization Resources	\$5,000	6/1/06	06/07	Public	Urban	2	2
Whittier Public Library	Public Library Services for People with Disabilities	\$34,685	8/4/03	03/04	Public	Urban	4	2
Whittier Public Library	Public Library Staff Education Program	\$12,060	8/13/04	04/05	Public	Urban	3	1
Whittier Public Library	Public Library Staff Education Program	\$21,559	7/18/05	05/06	Public	Urban	3	1
Whittier Public Library	Public Library Staff Education Program	\$18,447	10/7/02	02/03	Public	Urban	3	1
Whittier Public Library	Public Library Staff Education Program	\$19,195	9/10/03	03/04	Public	Urban	3	1
Willows Public Library	Global Language Materials	\$3,000	8/13/04	04/05	Public	Rural	5	4
Woodland Public Library	Library Literacy and Books Services (LLABS)	\$34,100	3/12/03	02/03	Public	MR	1	1
Yolo County Library	Global Language Materials	\$10,000	8/13/04	04/05	Public	MR	5	4
Yolo County Library	Public Library Staff Education	\$3,686	6/7/06	06/07	Public	MR	3	1
Yolo County Library	Public Library Staff Education Program	\$1,980	7/18/05	05/06	Public	MR	3	1
Yorba Linda Public Library	Global Language Materials	\$6,000	8/13/04	04/05	Public	Urban	5	4
Yorba Linda Public Library	Public Library Staff Education Program	\$4,967	8/13/04	04/05	Public	Urban	3	1
Yorba Linda Public Library	Public Library Staff Education Program	\$4,257	7/8/05	05/06	Public	Urban	3	1
Yorba Linda Public Library	Public Library Staff Education Program	\$4,967	10/8/02	02/03	Public	Urban	3	1
Yorba Linda Public Library	Svs for Small Businesses in a Box	\$7,000	11/16/04	04/05	Public	Urban	5	3
Yuba County Library	Global Language Materials	\$6,000	8/13/04	04/05	Public	Rural	5	4
Yuba County Library	Local History Digital Resources	\$6,000	6/21/05	05/06	Public	Rural	2	2
Yuba County Library	Svs for Small Businesses in a Box	\$7,000	11/16/04	04/05	Public	Rural	5	3
		\$52,444,734						

## APPENDIX B

### **Nothing About Me Without Me: Planning for Public Library Services for People with Disabilities**

#### **Outcomes of the 2002-2004 Initiative of Library Development Services, California State Library**

In 2002, Library Development Services (LDS) announced a two-year, statewide initiative to help public libraries develop and initiate services to people with disabilities. 128 libraries applied to participate; of these 31 were awarded LSTA grants for the first year, which was devoted to planning.

To assist the libraries in service design, implementation, and outcomes measurement, they were provided with:

- a specially created planning process and manual
- nine days of intensive training (four workshops given over a fifteen month period) were provided to three-person teams -- consisting of a frontline librarian, a library administrator, and a community partner -- on an array of new information and skills. Topics included disability awareness, collaboration, accessible technology, grant writing, and outcomes measurement
- community awareness study of five participating communities plus two control group communities

At the end of the first project year, the libraries submitted LSTA applications for implementation of their projects. For a variety of reasons, only 28 libraries received grants. All the project plans included outcome measurement as well as traditional evaluation components.

This report on the project outcomes is informed by the findings of pre-and post training surveys for each of the first three workshops; three “homework assignments” (sections of the grant application) done by participants; an evaluation discussion at the last workshop; a “reunion” meeting at the California library Association conference in November 2004; quarterly and final reports of each project; an end-of-project survey; a survey re OM done after the project year; and the community awareness study done by Harder + Harder, an outside market research firm.

#### I. User Outcomes

#### **II. Anticipated Intermediate User Outcomes**

The participating libraries were required to identify one intermediate user outcome that would be achieved during the project year, and one long-range user outcome that would take longer than a year to achieve. The libraries designed data collection plans for the intermediate outcome and were asked to report the results in the final report. Unfortunately, more than half (15) of the projects did not complete the outcome measurement before the reports were due to the State

Library. A typical comment: “While we did not accomplish all that we wanted, we feel that we have made a good start toward universal access.”

Here is a sample of the anticipated user outcomes that may or may not be achieved, as the outcome measurement has not been done yet:

- Parents of children with learning disabilities will increase their knowledge of learning disabilities, will become proficient in the use of the library’s new assistive technology and will help their children with it.
- Patrons with disabilities will check out videos and books from our new collection on vocational skills, will attend programs on work skills and preparation, and will write resumes to be more fully prepared for employment.
- People who cannot physically visit the library will have new or increased access to information and referrals on medical, legal, and general interest questions through toll-free phone, e-mail and/or live chat reference.
- Individuals with mobility disabilities will enjoy the independence of having first-time library services delivered/ mailed to them.
- Children with learning disabilities will use the library [beyond group visits] more frequently to use the special technology and to borrow library materials.
- Literacy tutors will be more knowledgeable about learning disabilities and more able to meet the needs of their learners with LD.
- Adults with developmental disabilities will increase their use of the library and will appreciate improved customer service delivered by a staff that demonstrates greater sensitivity and self-confidence in serving this population.
- Young adults with developmental disabilities will learn a new life skill (e.g. how to do a job interview) and show enhanced self-esteem.
- Older adults and others with sensory and/or physical disabilities will be able to read library or personal material independently.

### **III. Outcomes Achieved by Users**

Unfortunately, most of the libraries are unable to report outcomes yet, due to late starts on their projects. The most commonly cited reasons are late release of funds, conflict between jurisdiction’s and state library’s fiscal years, library construction, and turnover of project staff or library management. Other delays were caused by the lengthy process of obtaining authorization from the CA Department of Justice to perform fingerprint checks on volunteers, and IT difficulties such as mounting new software and peripherals on already loaded computers.

The libraries that have been able to see the outcomes of their projects are justifiably excited. As one anonymous librarian stated “The achievements of this grant are what I’m proudest of in my whole career.” Below are examples of outcomes that have been achieved and measured.

At the Rosebud branch of the Lake County Library, 97% of the people with disabilities who used the assistive technology reported on a survey that, because of the new equipment, they had been able to solve at least one problem in their personal lives. 84% reported that they felt they had increased their connectivity with other people by using the assistive technology (e.g. email with

friends and relatives). In addition, 94% of the monitored (observed) people with disabilities successfully mastered a new adaptive device or task using assistive technology.

At the Fresno County Library pre and post surveys were conducted with patrons with developmental disabilities, caregivers, and community organizations. The library had predicted and met an interim outcome of increased use. At the end of the grant program, 98% said that they used it often (as compared to 51% before), 2% said they came sometimes (as compared to 31% before) and 0% said they did not come often (as compared to 15% before). Also, the number of respondents reporting that they attended at least two programs during the past year increased from 54% in the pre-survey to 98% in the post-survey. A second interim outcome was that 50% of people with developmental disabilities who participated in the library programs and services will show an increase in social, recreational, literacy, or life skills. Interviews with program participants and caregivers showed that 75% of those interviewed could identify specific improvements gained from their involvement with the project.

The Benicia Public Library, in cooperation with the high school's Workability program, the Independent Living Center, and a local organization on disability, sponsored a job fair for people with mobility disabilities. In interviews with participants, the library found that 33% of participants (2 out of 6 attendees) gained employment as a direct result of leads from the fair, and an additional 33% (2 people) created a resume as a result of the library's program.

The Long Beach Public Library wanted people who use the newly created and grant-funded] Information Center for People with Disabilities to learn how to use the assistive technology and do so independently. Approximately 100 users have achieved this outcome. The library also had predicted a 20% increase in use of the Homebound Reader Services; it achieved a 29% increase.

At the Marin County Free Library, 66% of the users of the Beyond Walls Service [in-home delivery to older adults with disabilities] indicated on a survey that they feel less isolated from the Marin community due to their participation in the program.

The Sacramento Public Library wanted to assist deaf people with their information needs by providing reference services in ASL. During the last four months of the grant project, 67 deaf users reported that they learned something for their homework assignments or improved their reading ability from the library's ASL interpreters and reference assistants. The library also wanted to help deaf people to learn how to use the Internet and email and to use it independently as a means of communicating with deaf and hearing people. 100% of the people (12) who attended the computer courses given in sign language set up email accounts for themselves and 80% have returned to the library to use them or have reported using the accounts elsewhere.

The San Bernardino County Library wanted to provide special needs families with community programs that gave the children an opportunity for early socialization with typically developing children. The library integrated the special needs children into their existing LITE (Literacy, Information, Technology, and Education) Center programs for 0-3 year olds, 3-5 year olds, and 0-5 year olds. During each quarter of FY 2003-04, an average of 41 special needs children and their parents interacted with an average of 60 typically developing children and their parents in 14 parent/child socialization programs.

## Library Outputs

All but two of the libraries (which have not yet begun their projects) reported impressive outputs.  
Multiple libraries:

- Acquired and circulated print and non-print collections on disabilities
- Developed and circulated collections of materials specifically for people with learning disabilities or developmental disabilities
- Acquired assistive equipment for people with learning or developmental disabilities
- Developed and circulated collections of close captioned videos, signed videos and/or videos on sign language
- Expanded and circulated large type, Braille and/ or audio collections
- Improved the accessibility of the library website
- Launched websites about their new programs/ services
- Purchased accessible computer workstations
- Loaded designated computers with assistive software of all types
- Purchased alternative screens, keyboards, and mice
- Provided training and assistance on the new software and hardware
- Purchased reading machines and provided training in its use
- Held workshops on sign language
- Held story hours in sign language
- Held story hours for special needs children
- Adapted library procedures and policies to meet the needs of people with disabilities (e.g. extended loan periods)
- Presented programs designed for people with developmental disabilities
- Presented programs for parents of children with special needs
- Purchased hand-held and page magnifiers for public use in the library
- Purchased electronic magnifiers (CCTVs) and report high usage
- Purchased adjustable lighting and/or magnified lighting
- Purchased adjustable tables
- Purchased ergonomic and adaptive chairs for workstations and/or reading areas
- Purchased scooters and/or walkers with baskets for public use and report high usage
- Purchased assistive listening devices for use by individuals in the library and/or assistive listening systems for auditoriums
- Began or expanded a book delivery service to people with disabilities
- Began or expanded a books-by-mail service for people with disabilities
- Increased bookmobile stops at senior centers, retirement and assisted living residences
- Created and distributed publicity about the new programs/ services in large type and alternative formats
- Held public workshops about disabilities
- Held staff training on disabilities

- Improved signage
- Lowered height of service counters
- Automatic door openers on restrooms and outside (front) doors
- Initiated a book club at a senior center
- Joint programs with the city's Adaptive Recreation program and the Regional Center on DD
- Presented programs on sign language for the non-deaf community
- Presented programs on deaf culture and other topics for deaf people, including a deaf storytelling event
- Offered reference service in sign language
- Autism support groups meet regularly at the library
- Acquired a collection of manipulatives for pre-school children with learning disabilities
- Acquired document holders, page turners, and reaching devices
- Acquired reading pens

*In addition, at least one library:*

- Designed and produced 80 pictograms (pictures representing popular Dewey Decimal categories) on signage for the collections in the adult, children and YA areas
- Created volunteer opportunities at the library for people with disabilities and doubled the number of library volunteers with disabilities
- Increased the number of staff members with disabilities
- Added a person with a disability to the Library Board
- Developed a community resource directory
- Coordinated a job fair for people with disabilities
- Sponsored a Learning Disabilities Fair.
- Assembled, catalogued and circulated theme/ skill based activity kits for adults with developmental disabilities
- Has a library representative on the city's Mayor's Commission on Persons with Disabilities
- Produced a video on serving individuals with developmental disabilities
- Produced a video on learning disabilities
- Created a developmental toy library
- Acquired and is circulating a collection of Braille books
- Acquired plastic baskets for patrons to use to carry materials within the library

*Staff Outcomes: Staff Training*

**IV. Grantee Training**

Nine days of intensive training (four workshops given over a fifteen month period) were provided to all grantee libraries. The participants were overwhelmingly positive about the workshops, especially the first. They had high praise for all the presenters (except one --on non-

LSTA grant writing) and were excited and grateful for the opportunities to hear about each other's projects and to get LDS feedback on their drafts of each section of their applications. The inclusion of a visit to the CSUN assistive technology exhibits during workshops number one and four was also valued highly. Librarians and community partners report that the intensive training was a major strength of the project and a benefit that that will serve them well beyond the life of the LSTA-funded project.

In OM terms, however, the popularity of the training is beside the point. For each workshop, the consultant wrote learning outcomes, which were then measured by pre and post- workshop surveys.

In December 2002, the grantee libraries each sent a team of two people to *workshop number one* for training on disabilities themselves and on the first four steps of the planning process. The learning outcomes defined for the workshop were:

- Participants will be able to explain the special library needs of people with at least two of the seven most common disability types.
- Participants will rate themselves as more comfortable with disabilities than they had been before the workshop.
- Participants will rate their knowledge of the first four steps of the planning process as good or excellent.
- Participants will rate their comfort level with using the first four steps of the planning process as good or excellent.

The first two learning outcomes were achieved by 100% of participants in both the northern and southern California sessions. The second two outcomes were achieved by 90% of participants.

In March 2003, teams of three people (two from the library and a community partner) from each project attended workshop number *two*. The learning outcomes were:

- Participants will rate themselves as more aware about assistive technology for specific disability groups than they were before the workshop
- Participants will rate themselves as more knowledgeable about outcomes measurement than they were before the workshop
- Participants will rate themselves as more comfortable about doing outcomes measurement than they were before the workshop

The first learning outcome was achieved by 89% of the participants re concepts and products for people with visual impairments; 81% re people with physical/ mobility impairments; 54% re people with hearing impairments; and 54% re people with developmental disabilities.

95% of participants achieved the second learning outcome and 72% the third learning outcome.

In May 2003, the three person teams attended *workshop number three*, which included a visit to the exhibits at the CSUN Conference on Accessible Technology. The learning outcomes were:

- Participants will rate themselves as more knowledgeable about volunteerism -- and more able to explain it to colleagues -- than they were before the workshop
- Participants will rate themselves as more knowledgeable -- and more able to explain it to colleagues -- about community collaboration than they were before the workshop
- Participants will rate themselves as more knowledgeable -- and more able to explain it to colleagues -- about outcomes measurement than they were before the workshop
- Participants will rate themselves as more knowledgeable -- and more able to explain it to colleagues -- about non-LSTA funding than they were before the workshop

95% of participants achieved the first outcome; 90% achieved the second outcome; 85% achieved the third; and 67% the fourth. Also, 89% reported confidence that they could complete an OM plan for their project and 95% reported confidence that they could write the LSTA application by the deadline.

March 2004 was the last workshop of the initiative. The goals were to enable participants to attend the CSUN conference exhibits on accessible technology for a second time, to allow them to network with their peers, and to enable them to give feedback to LDS on the components of the initiative. Learning outcomes were not used.

Overall, the “proof” of the training’s success is that 100% of the libraries (28) wrote successful implementation grant applications. 93% (26) wrote credible outcomes measurement plans; the other 2 libraries (Commerce and Los Angeles Public Library) never fully grasped outcomes measurement as evidenced in their final reports. Commerce expressed concern that they were moving from hard evidence in the form of metrics (number of levels of reading ability) to the softer evidence of how learners use their reading gains.

The comments on one end-of-project evaluation form summarized the opinions of the majority: “The required planning steps have been notably essential and would serve as a model for any organization. The State Library’s insistence that we develop strong relationships with community partners has been a most successful strategy. We have greatly increased our knowledge and awareness of community needs. We are much more prepared to provide services to our patrons with disabilities... We can now offer more equal access, and because of the ability awareness training, we are better prepared to appropriately provide individual services.””

## **V. Staff Training at the Grantee Libraries**

The disability awareness training (for librarians only) was an eye-opener to most and was replicated by many libraries for their own staff members.

“Even our staff members most resistant to change commented that the ability awareness was valuable.” (Del Norte) “Feedback from library and city staff was extremely positive, including the comment that it [disability awareness training] was ‘the best training ever offered in the city.’” (South San Francisco Public Library)” “The results of our pre- and post- training questionnaire indicated from 75% to 187% increase of knowledge and comfort level for the four employee training sessions offered...[which indicates] partial progress toward our intermediate



outcome that library staff will have more confidence and proficiency in providing appropriate responsive service for individuals with disabilities...” (Torrance Public Library)

## **Library Outcomes**

Although outcomes for the library were not the major focus of this initiative, many libraries voluntarily reported on them.

Del Norte County Library was offered \$37,000 of leftover community development block grant money by the county. The City committed \$50,000 in discretionary funds to help the library address the new ADA Compliance Plan.

VI.

**VII. *Alhambra Public library decided to integrate its grant-purchased LD materials into the general collection. “Circulation figures increased notably following the integration of the materials.”***

At Pasadena Public Library, a staff member completed the CSU Northridge Assistive Technology Applications Certificate Program.

Stockton-San Joaquin County Library reported that “Useful contacts with vendors that specialize in products and services for the visually impaired have been established, providing a firm foundation for the future development of resources. The opportunity to research publishers and software/ multi-media distributors also acquainted selection staff with specialized services accessible to people with disabilities; this introduction will lead to an efficient expansion and replacement of the collection as new materials become available.

Whittier Public Library found that the accessible workstations developed for people with mobility disabilities are being used enthusiastically by people with cognitive disabilities and that the goals and services to the Mobility Center needed to be adjusted accordingly.

A number of participating libraries report that, as a result of this project, they have new and lasting community partnerships. As the Del Norte County Library reports: “The State Library’s insistence that we develop strong relationships with community partners has been a most successful strategy.” Oakland Public Library concurs: “One of the strongest feature of this statewide project was the insistence on a community partner.” Glendale Public Library writes: “We are very pleased with the directions this project has led us in as a community service. The contacts and partnerships that we made in the process of defining the service, and the opportunity to become more engaged in the effort to improve the quality of life for individuals in our community, are invaluable.” Mono County Library reports: “The support of our community partner was instrumental...Other relationships have also been forged and further cemented through this program...” Pasadena Public Library: “The greatest success [of this project] was the development of relationships with our community partner and the advisory groups...” Sutter County Library: “The library developed particularly strong partnerships with the Yuba City Unified School District Special Education Department and the Yuba Community College Disabled Students Programs and Services. The library also worked very closely with the Sutter

County Schools, Sutter County Parent Network, Yuba Sutter Head Start, and a number of specific schools...The success of these partnerships contributed to the success of the project during the grant period, now giving us a good working platform on which to build, and has helped us address our need for local networking among agencies.”

A number of libraries comment that their non-print collections -- and their circulation --have grown dramatically as a result of this project. Hemet Public library reports, “The size of our video/DVD collection grew by over 150% due to the funds from this grant. Our books-on-tape and CD collection grew over 100%. According to our circulation statistics, use of the collection from January through June 2004 increased by 47% from the same time last year.” Alhambra Public Library reports, “The LD materials are circulating phenomenally”. Sutter County Library reports that it “was basically a print collection. We took the traditional high road, and valued and provided the printed word; non-print materials were made available only as novelty items or as a source of library revenue. Our great “aha” moment during this needs assessment and grant planning process was when we realized that, even with a very limited collection development and operating budget, we had a responsibility to our community to provide resources and materials that would be accessible to [an estimated 17,000] LD users...We are no longer just a traditional print collection, providing services only for traditional readers...”

The Long Beach Public Library states, “This project has been successful beyond our wildest dreams. Over 1533 people have visited the [newly created and grant-funded] Information Center for People with Disabilities [in the 11 months since it opened]. The Center has won three awards: Award of Recognition from the Long Beach Citizens Advisory Commission on People with Disabilities; the Disabled Resources Center Community Service Award; and the California League of Cities Award for Service Excellence.”

#### VIII. Community & Library Outcomes: Community Awareness Study

A community awareness telephone survey was conducted in a sample group of five participating libraries and a control group of two non-participating libraries. A professional market research firm called residents before the LSTA grant projects were initiated and then again afterwards. The Executive Summary on the post-test reports:

##### *Increase in Awareness of Services for People with Disabilities*

Overall, 61% of all respondents in the communities of the participating libraries and 37% of all respondents in the communities of the control libraries reported that they knew about the library’s services for people with disabilities.

Respondents who indicated they had a disability that affected their use of the library showed an increase in awareness of services for people with disabilities from the pre to the post-test. Awareness was examined by type of reported disability and appears to have increased in all categories.

## **IX. Reduction of Barriers to Library Use**

The participating libraries showed a reduction in all barriers for those with disabilities. The largest reduction was in difficulty using the computers (-15%). Hours open and inability to find or reach materials both decreased by 12%.

### *Increase in Satisfaction with Library Services*

The satisfaction ratings at the intervention libraries improved from the pre-test (adequate to good) to the post-test (good to outstanding). Post-test ratings for ease of using the library, accessibility of books and materials, library services for people with disabilities, attitudes of staff while assisting people with disabilities, and library services overall were all between good and outstanding. The pre-test ratings were between adequate and good.

### *Increase in Services Available for People with Disabilities*

Each library completed a library scan detailing the types of services available at the library in 2003 and again in 2004. When the overall number of services offered by each library was reviewed, the participating libraries showed an increase in every category (alternative formats, accessible technology, and special services). In contrast, the two control libraries showed an increase in one category, no change in a category and a decrease in two categories.

The alternative format materials showed the greatest gain in the acquisition of described videos at three of the five intervention libraries. Other services that were added include talking books, Braille books and closed-caption videos.

Special services showed large gains in the participating libraries. All libraries added training and assistance in using the assistive technologies. Four of the five libraries added an advisory group of people with disabilities and volunteer technology assistance in the library.

Assistive technology also increased at the intervention libraries. Adjustable lighting with magnification was added in three of the five libraries. Assistive listening devices for use in the library, assistive listening system in meeting rooms/auditoriums, and electronic magnifiers (CCTV) were added by two of the five libraries.

On average, the participating and control libraries showed similar availability of services prior implementation of the Public Library Services for People with Disabilities Program. In the year since program implementation, the intervention libraries have added an average of nineteen services, and the control libraries have lost an average of three services. Thus, the gap between the two groups has widened significantly.

### *Suggestions for Next Time*

In open discussion at the final workshop, participants unanimously recommended that the program be expanded to include more public libraries, using the same approach of community partnerships, manual, training, and technical assistance. The participants were asked then and in

a final survey what should be done differently if this initiative is repeated. The major responses were:

- Provide more training and more information in the manual on selecting and working with community partners
- Provide more training and more information in the manual on outcomes measurement
- Provide training and information in the manual on how to evaluate assistive technology
- Allow more project implementation time, especially if the release of grant funds is delayed at the state level as it was this past year
- Allow more evaluation time so that enough time elapses for outcomes to be achieved
- Include an IT person on each library team and/or Invite IT people from each grantee library to visit the CSUN exhibits
- Provide more training and more information in the manual on integrating the new services into the fabric of the library
- Fund site visits from one library to another serving the same disability group
- Provide sample applications and reports
- Redo user and non-user surveys, one per disability
- In manual, add tip sheet and resources for developmental disabilities
- Shorten the fourth workshop to one day with an optional second day at the CSUN exhibits

### *Participating Libraries (Grantees)*

The libraries marked with \* have no outcome data to report at this time.

- \*Alhambra Public Library -- Learning disabilities
- Benicia Public Library -- Mobility
- Butte County Library -- Mobility
- \*Commerce Public Library -- Learning disabilities
- \*Del Norte County Public Library -- Developmental disabilities
- Fresno County Library -- Developmental disabilities
- \*Glendale Public Library -- People 65+ with disabilities associated with aging
- \*Hemet Public Library -- Mobility
- Lake County Library -- Mobility
- Long Beach Public Library -- Mobility
- \*Los Angeles Public Library -- Vision
- Marin County Free Library -- People 65+ with disabilities associated with aging
- \*Mono County Free Library -- Learning disabilities
- Nevada County Library -- Learning disabilities
- Oakland Public Library -- Learning disabilities
- Pasadena Public Library -- Developmental disabilities
- Plumas County Library -- Vision
- Sacramento Public Library -- Deaf
- San Bernardino County Library -- Special needs children
- \*San Diego Public Library -- Developmental disabilities

- \*Sonoma County Library -- Special needs children
- South San Francisco Public Library -- Mobility
- \*Stockton-San Joaquin County Public Library -- Vision
- \*Sutter County Library -- Learning disabilities
- Torrance Public Library -- People 65+ with disabilities associated with aging
- \*Ventura County Library -- Vision
- \*Watsonville Public Library -- People 65+ with disabilities associated with aging/ mobility
- Whittier Public Library -- Mobility

Revised Report submitted by Rhea Joyce Rubin 3/10/05

## APPENDIX C

# STATEWIDE PUBLIC LIBRARY SERVICES FOR PEOPLE WITH DISABILITIES PROGRAM: FINAL REPORT BY HARDER+COMPANY, DAVIS, CA

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### Executive Summary

This report summarizes the results from a pre and post-test administered by seven libraries in fall 2003 and fall 2004 in order to measure the impact of the Statewide Public Library Services for People with Disabilities Program.

#### *Increase in Awareness of Services for People with Disabilities*

Overall, 61% of respondents in the intervention libraries and 37% of respondents in the control libraries reported that they knew about the library's services for people with disabilities. The differences between the intervention and the control sites remained significant in the post-test.

Respondents continued to report that their primary source of information about the services was library staff. In the post-test, fewer respondents indicated they had heard about the services from a friend, family member or caregiver, and more respondents noted flyers, library website, newspaper, and other. This may reflect the outreach efforts by libraries during the year.

Respondents who indicated they had a disability that affected their use of the library showed an increase in awareness of services for people with disabilities from the pre to the post-test. Awareness was examined by type of reported disability and appears to have increased in all categories.

#### *Reduction of Barriers to Library Use*

The intervention sites showed a reduction in all barriers for those with disabilities. The largest reduction was in difficulty using the computers (-15%). Hours open and inability to find or reach materials both decreased by 12%.

#### *Increase in Satisfaction with Library Services*

The satisfaction ratings at the intervention libraries improved from the pre-test to the post-test. Post-test ratings for ease of using the library, accessibility of books and materials, library services for people with disabilities, attitudes of staff while assisting people with disabilities, and library services overall were all between good and outstanding. The pre-test ratings were between adequate and good.

#### *Increase in Services Available for People with Disabilities*

Each library completed a library scan detailing the types of services available at the library in 2003 and in 2004. The library scan is divided into three sections: alternative format materials, special services and assistive technology. The libraries also had the opportunity to add in other services that are not listed in the detailed categories. When the overall number of services

offered by each library was reviewed, the intervention libraries showed an increase in every category. The two control libraries showed an increase in one category, no change in a category and a decrease in two categories.

The alternative format materials showed the greatest gain in the acquisition of described videos at three of the five intervention libraries. Other services that were added include talking books, Braille books and closed-caption videos.

Special services showed large gains in the intervention libraries. All libraries added training and assistance in using the adaptive and assistive technologies. Four of the five libraries added an advisory group of people with disabilities and volunteer technology assistant in the library. Services that were discontinued at a intervention library during the year include, dial in access to OPAC, extended loan periods, fax access to the reference and/or circulation desk and home delivery service.

Assistive technology also increased at the intervention libraries. Adjustable lighting with magnification was added in three of the five libraries. Assistive listening devices for use in the library, assistive listening system in meeting rooms/auditoriums, and electronic magnifiers (CCTV) were added by two of the five libraries.

On average, the intervention and control libraries showed similar availability of services prior implementation of the Statewide Public Library Services for People with Disabilities Program. In the year since program implementation, the intervention libraries have added an average of nineteen services, and the control libraries have lost an average of three services. Thus, the gap between the two groups has widened significantly.

The overall findings for all libraries showed that respondents who indicated they had a disability were aware of an average of eleven services, respondents who did not indicate they had a disability were aware of an average of eight services. More awareness was indicated for the alternative format materials (53%), than for assistive technology (31%) or special formats (24%). Overall, there was 34% awareness in the intervention libraries, and 32% awareness in the control libraries of the items indicated on the library scan.

### *Conclusions*

The results of this report show considerable impact in the intervention libraries after the implementation of the Statewide Public Library Services for People with Disabilities Program. It also provides a preliminary glimpse of what can happen to the availability and variety of services for people with disabilities at libraries who have not received additional funding to serve this population.

## Overview

The evaluation of the Statewide Public Library Services for People with Disabilities Program consisted of two phases. The first phase included the creation of a community awareness survey and distribution to seven library sites (five intervention libraries and two control libraries). The findings from this phase provided information about the differences in awareness and services between the control and intervention sites, and served as a baseline for comparison of the data collected in phase two.

The second phase consisted of small revisions to the original survey and redistribution to all seven library sites one year later. This report utilizes the data from both phases to describe differences between the control and intervention libraries as well as what has changed after the intervention libraries implemented their funded programs.

### Methods

#### Sampling

The sampling for the pre and post-test was done at the same seven sites. The intervention libraries all received funding from the Statewide Public Library Services for People with Disabilities Program; the control libraries did not receive funding. The library sites were chosen based on their representation of multiple focus areas, geographic diversity, and commitment to the evaluation process.

<b>Intervention Libraries</b>	<b>Control Libraries</b>
<ul style="list-style-type: none"><li>◦ Long Beach Public Library</li><li>◦ Oakland Public Library</li><li>◦ Plumas County Library</li><li>◦ Sacramento Public Library</li><li>◦ Torrance Public Library</li></ul>	<ul style="list-style-type: none"><li>◦ Chula Vista Public Library</li><li>◦ Colusa Public Library</li></ul>

Local sampling and implementation plans were developed with the individual libraries during phase one. Libraries were encouraged to distribute the surveys in a similar fashion during phase two. Sampling plans are detailed in the individual library reports.

### Survey

#### *Phase One: Pre-Test*

The survey was created and the five intervention libraries were given the opportunity to pilot the survey and provide feedback. Three libraries participated in the pilot. Surveys were piloted in the Oakland, Torrance and Sacramento sites by phone and/or written response. The surveys were also reviewed by the library contacts in the three sites. The final pre-test survey incorporated the suggestions from the individual libraries. The survey was only available in English.



In addition to the topics agreed upon in the scope of work, questions were added to explore potential barriers to using the library, how the public perceives the general and special services at the library. A copy of the pre-test survey is attached in Appendix A.

After the survey was finalized, 150 copies were sent to each of the five intervention libraries with the goal of having 100 returned. After the preliminary data collection, the control groups were added and the libraries that were unable to collect 100 surveys during the initial survey period were asked to redistribute the surveys in an effort to increase the sample size.

***Phase Two: Post-Test***

After the phase one analysis was completed, several questions were identified as unable to provide useful information for evaluation purposes. These questions were modified to increase the usefulness of the post-test data collected. A copy of a post-test survey is attached in Appendix B. The original and modified versions of the questions along with the rationale for change are presented in the table below:

<b>Changes in Survey Questions: Phase One and Two</b>		
<b>Phase One: Pre-Test Question</b>	<b>Phase Two: Post-Test Question</b>	<b>Rationale for Change</b>
Question 1, part 3: If “yes,” what services are provided by the library for people with disabilities? (open-ended)	Question 11: Which of the following services for people with disabilities are available at the library? (Check all that apply.)	The original question generated very few responses. The responses that were given were too disparate to be coded.
Question 5: How often do you <i>plan to use</i> library services for people with disabilities?	Question 5: In the next year, how often do you <i>plan to use</i> library services for people with disabilities?	Some responses from the pre-test were not focused on the imminent future, but rather individual’s predictions that as they aged, they would need the services “someday”.
Question 12: Do you know other people who have disabilities that affect their ability to use the library? If yes, please indicate the individual’s disability and their relationship to you. Please use back of survey if more space is needed.	Question 13: Do you know other people who have disabilities that affect their ability to use the library? If yes, please indicate the type of disability. (Check all that apply.)	The pre-test responses regarding relationship to the individual were not used for analysis and were deemed cumbersome to the survey respondent.

After the above modifications were made, the post-test was translated into Spanish. All libraries were sent surveys in English and Spanish for distribution. The survey period for this phase was not extended. The surveys were sent to the library sites on September 9, 2004. All surveys that were returned by October 8, 2004 are included in the analysis that follows.

## Data Collection

During phase one, a number of problems emerged during the survey distribution and data collection period. Mailing problems prevented some of the sites from getting the surveys when they expected, personal emergencies arose which meant the original contact was unable to distribute the surveys as expected, and the staff at some sites perceived the survey distribution as a burden.

These issues were addressed in phase two by providing electronic as well as hard copies to all library sites and minimizing the data collection period to reduce the burden on the primary contacts and staff.

In phase two, 1185 surveys were distributed among the seven sites; 421 were received by Harder+Company Community Research by the October 8<sup>th</sup> deadline. An analysis of the results was undertaken though this number was significantly lower than the 700 surveys anticipated. The number of surveys returned per site is shown below:

<b>Sample Size at Intervention and Control Libraries: Phase One and Two</b>				
	Phase One: Pre-Test		Phase Two: Post-Test	
<b>Library Site</b>	Frequency	Percent	Frequency	Percent
Chula Vista	107	16%	112	27%
Colusa	15	2%	22	5%
Long Beach	100	15%	39	9%
Oakland	109	16%	80	19%
Plumas	73	11%	26	6%
Sacramento	104	15%	15	4%
Torrance	173	25%	127	30%
<b>TOTAL</b>	<b>681</b>	<b>100%</b>	<b>421</b>	<b>100%</b>

The single data collection period was cited as the primary reason there were fewer surveys in phase two. One site sent the surveys out to other branches and had difficulty getting them back

in time, another site stated the single period did not coincide with a community event as it had in phase one.

## **Results**

### **Evaluation Questions**

This report will address the following questions based on the 681 phase one responses and the 421 phase two responses:

- Are community members aware of the services for people with disabilities? If so, how did they hear about them?
- What are the respondent demographics?
- Are the respondents disabled? Do they know someone who is disabled? If so, what type of disability?
- How often do respondents use the library?
- How often do respondents use the services for people with disabilities? How often do they intend to use the services for people with disabilities?
- What is the difference in awareness of services for people with disabilities among different demographic groups?
- What is the difference in awareness of services for people with disabilities in different communities?
- What is the difference in awareness of services for people with disabilities between library users and non-users?
- What is the difference in awareness of services for people with disabilities between people with the specific disability that the new services target and people with other disabilities?

In addition, this report will address the following questions that were added during the survey review process.

- What barriers prevent patrons from using library services?
- How do patrons rate the library services in general, the attitudes of staff, and the services for people with disabilities?
- Which services for people with disabilities are library patrons aware of and how do these responses compare to the actual services for people with disabilities that were recorded on the Library Scan?

All surveys were entered into SPSS and analyzed using frequencies, crosstabs and/or t-tests.

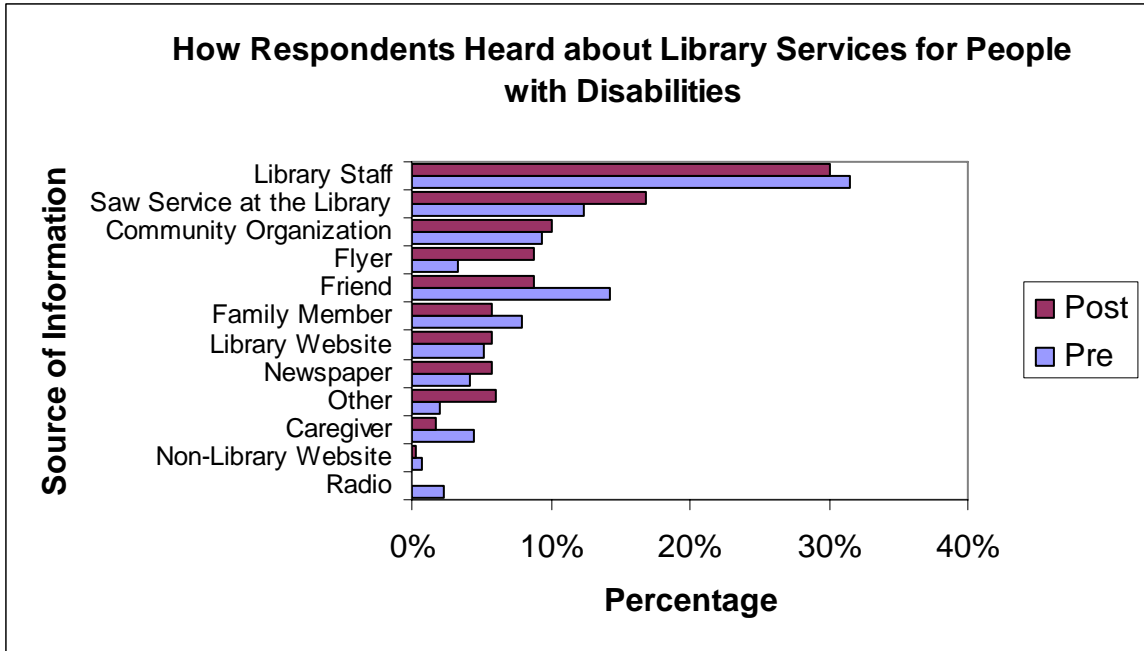
## Awareness of Services for People with Disabilities

*Are community members aware of the services for people with disabilities? If so, how did they hear about them?*

Overall, 61% of respondents in the intervention libraries and 37% of respondents in the control libraries reported that they knew about the library's services for people with disabilities. Both the intervention and the control libraries showed an increase of 26% from the first to the second survey period. The differences between the intervention and the control sites remained significant in the post-test (p-value: .00, n=421).

<b>Awareness of Services for People with Disabilities</b>			
	Pre-Test	Post-Test	Change
<b>Control Libraries</b>			
Chula Vista	14%	36%	22%
Colusa	8%	43%	35%
Overall	11%	37%	26%
<b>Intervention Libraries</b>			
Long Beach	40%	79%	39%
Oakland	26%	42%	16%
Plumas	39%	50%	11%
Sacramento	29%	80%	51%
Torrance	40%	66%	26%
Overall	35%	61%	26%

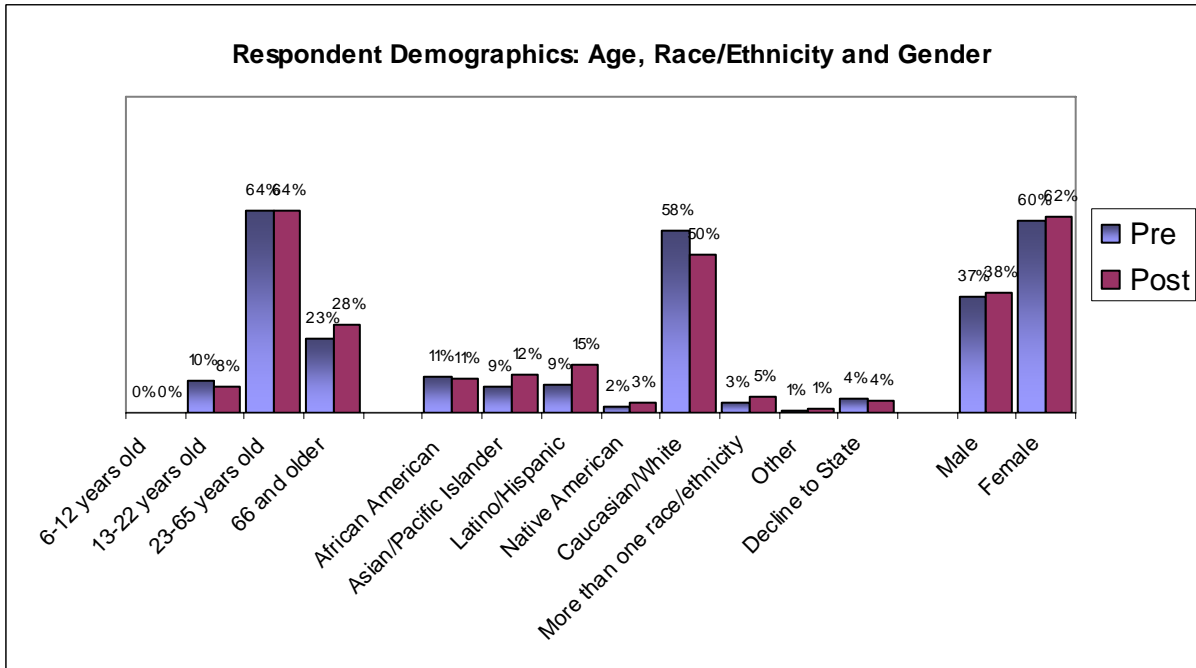
Respondents continued to report that their primary source of information about the services was library staff. In the post-test, fewer respondents indicated they had heard about the services from a friend, family member or caregiver, and more respondents noted flyers, library website, newspaper, and other. This may reflect the outreach efforts by libraries during the year.



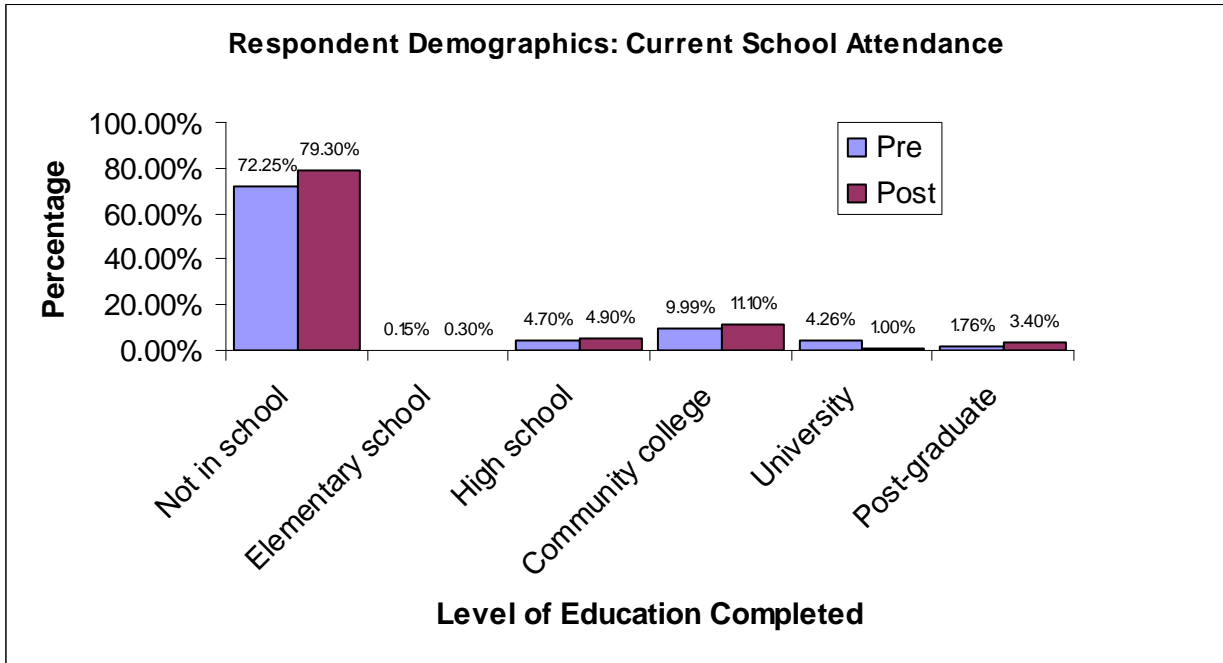
**Demographics**

*What are the respondent demographics?*

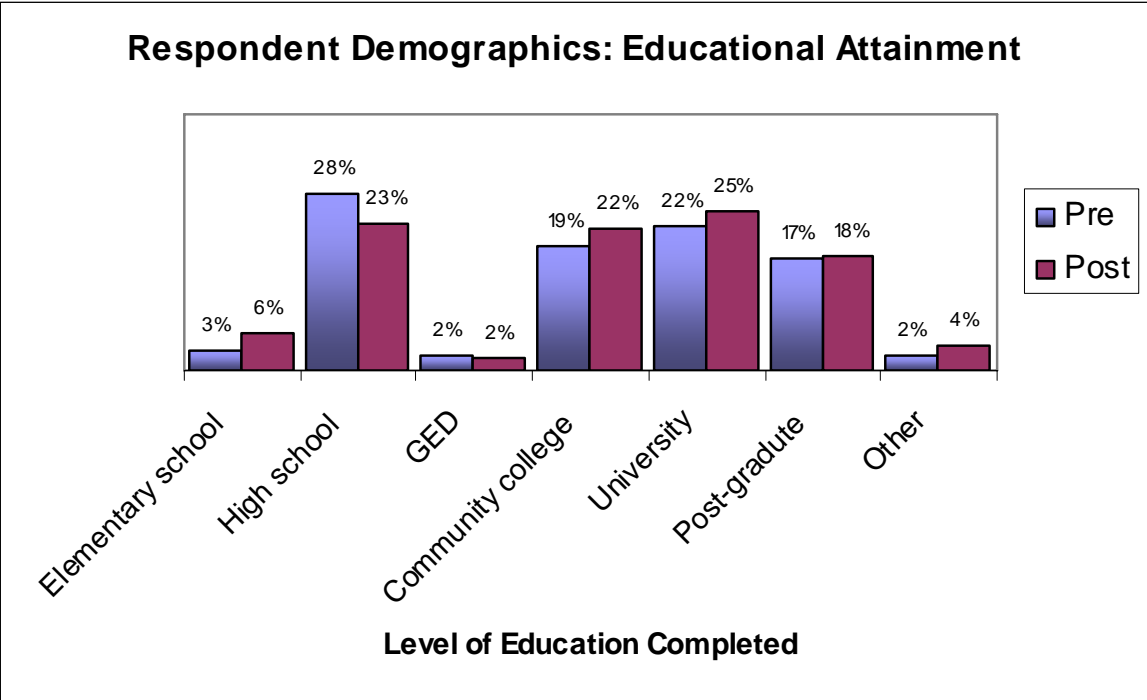
The respondents in both phases were primarily over 22 years old, Caucasian and female.



72% of the respondents in the pre-test and almost 80% of the respondents in the post-test indicated they were not currently in school. Of those in school, the highest percentage indicated they were attending a community college.



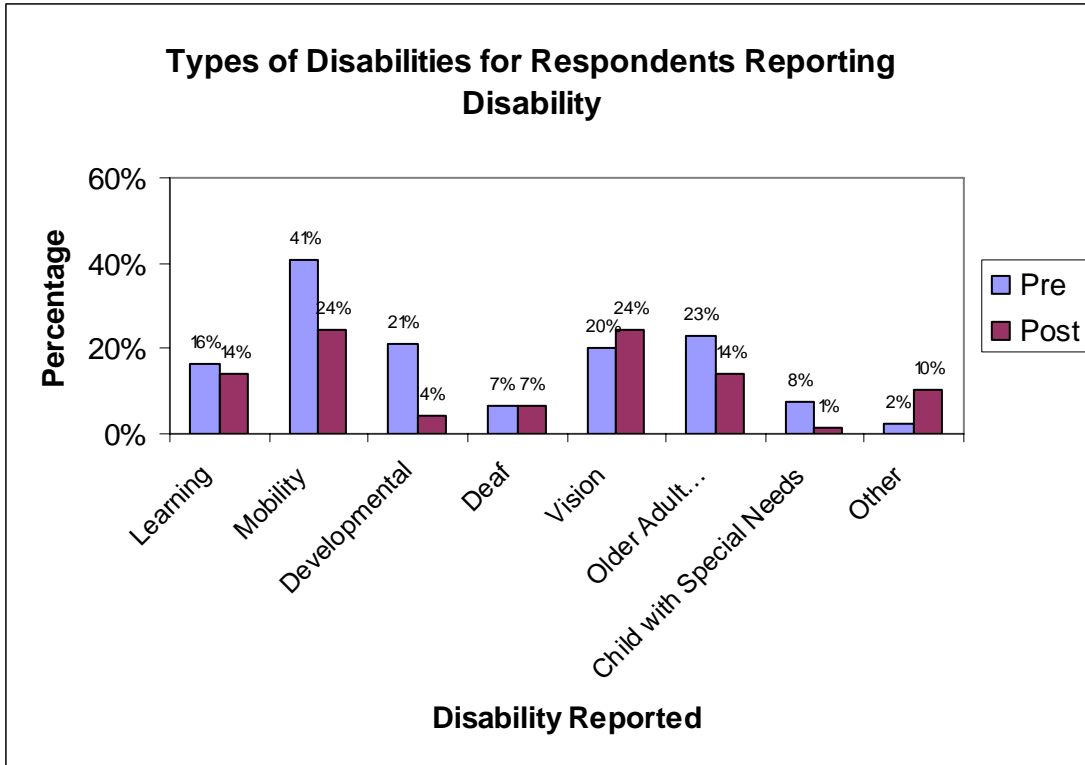
In both phases, most respondents indicated they had completed high school, and over 50% completed college.



**Disabilities**

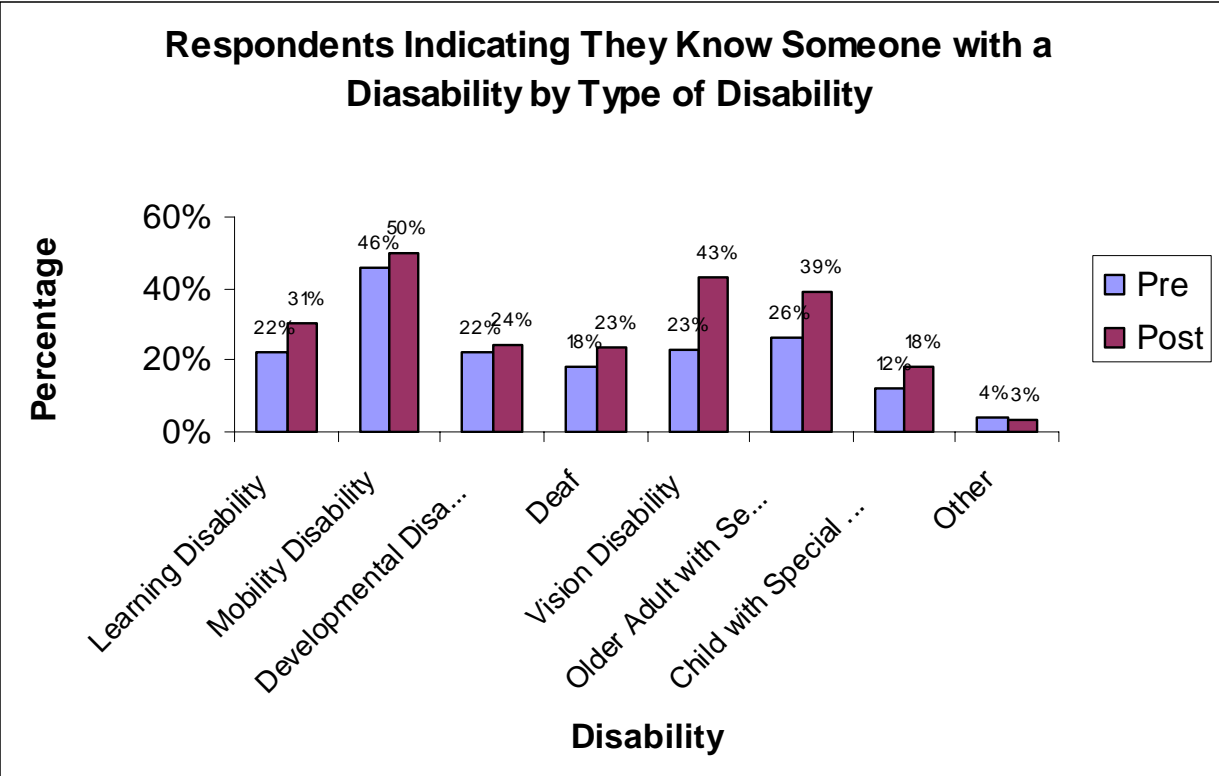
*Are the respondents disabled? Do they know someone who is disabled? If so, what type of disability?*

Overall, 27% of respondents indicated they were disabled in the pre-test and 22% in the post-test. In the post-test, respondents were more likely to report having a vision disability than in the pre-test (24% and 20% respectively) and less likely to report a mobility (24% and 41% respectively) or developmental disability (4% and 21% respectively) than in the pre-test. There were also a smaller percentage of respondents indicating they were an older adult with sensory or mobility disabilities or a child with special needs in the post-test than in the pre-test.



In both phases, 36% of respondents indicated they knew someone with a disability that affected their ability to use the library. Of this 36%, respondents in the post-test indicated more types of disabilities than in the pre-test. Mobility disabilities were the most reported in both phases, followed by vision disabilities, older adults with sensory and/or mobility disabilities, learning disabilities and developmental disabilities.

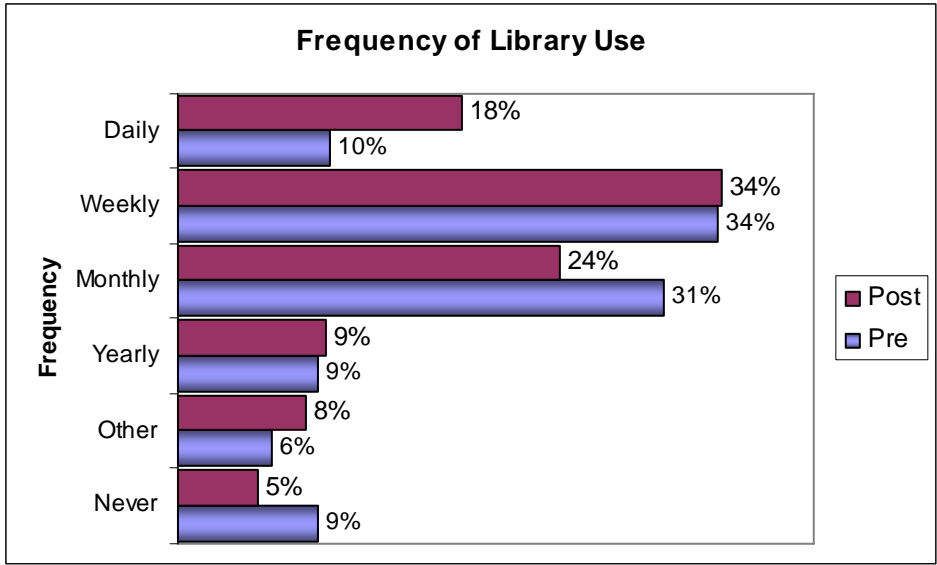




### Library Use

*How often do respondents use the library?*

Overall, the post-test respondents reported more frequent use of the library than the pre-test respondents. This is likely due to the single data collection period. An extended collection period would be more likely to capture less frequent users. Only 5% of respondents in phase two were non-library users.



**Use of Services for People with Disabilities**

*How often do respondents use the services for people with disabilities? How often do they intend to use the services for people with disabilities?*

Respondents reported their current use and their anticipated future use of the library services for people with disabilities. NOTE: The question was modified in the post-test to clarify the time frame of “Within the next year, ...”. Overall, the post-test saw more frequent current use and more frequently projected future use.

Current and Future Use of Library Services for People with Disabilities				
Frequency	Pre-Test		Post-Test	
	Current Use	Future Use	Current Use	Future Use
Daily	2%	2%	5%	7%
Weekly	7%	11%	11%	15%
Monthly	8%	11%	11%	19%
Yearly	3%	4%	6%	5%
Other	2%	13%	3%	7%
Never	70%	48%	64%	47%

**Differences in Awareness: Demographic Groups**

*What is the difference in awareness of services for people with disabilities among different demographic groups?*

In the pre-test report, significant differences in awareness were seen between gender and age groups. Women and respondents between 23 and 65 were more likely than men and other age groups to be aware of the services (p-values were .03 and .00 respectively).

In the post-test data, significant differences were found by race/ethnicity, employment status and educational level completed (p-values were .00, .07 and .00 respectively).

Respondents who identified themselves as Caucasian/White were more likely to know about the services than other racial groups. Respondents who identified themselves as Latino/Hispanic were much less likely to know about the services for people with disabilities. (p-value: .00, n=392). Those respondents who indicated they were not currently employed were more likely to know about the services. (p-value: .07, n=390). Respondents who indicated that elementary school was the highest level of education they had completed were much less likely to know about the services, and the respondents who completed their GED and those who indicated university as their highest level of education were more likely to know about the services. (p-value: .00, n=387).

### **Differences in Awareness: Different Communities**

*What is the difference in awareness of services for people with disabilities in different communities?*

As mentioned previously, there is a significant difference in awareness between the intervention and control libraries. The respondents in the control libraries were less likely to know about the services for people with disabilities. When examined by site, the control libraries show no significant difference between sites. The intervention libraries do show significant differences in awareness. (p-value: .00, n=285). Respondents in Long Beach, Sacramento and Torrance were more likely report awareness of services for people with disabilities than the respondents in Oakland and Plumas. Please note this may be due to a number of factors, primarily how (and to whom) the survey was distributed at each of the sites.

<b>Awareness of Library's Services for People with Disabilities by Control and Intervention Libraries</b>			
	Have you heard about the library's services for people with disabilities?		
<b>Intervention Libraries</b>	No	Yes	Total
Long Beach	8	31	39
Oakland	45	33	78
Plumas	13	13	26
Sacramento	3	12	15
Torrance	43	84	127
<b>TOTAL</b>	112	173	285

### **Difference in Awareness: Library Use**

*What is the difference in awareness of services for people with disabilities between library users and non-users?*

Though the post-test showed marginal significance in the differences in awareness based on frequency of library use (p-value: .14), the post-test showed no significance (p-value: .33). Thus there is little difference between frequency of library use for those respondents who indicated they were aware of the services and those who did not.

<b>Frequency of Library Use for those Reporting Awareness of Library Services for People with Disabilities</b>		
<b>Frequency</b>	Pre-Test	Post-Test
Daily	14%	16%
Weekly	34%	35%
Monthly	32%	28%
Yearly	6%	8%
Other	5%	5%
Never	8%	7%

### **Difference in Awareness: Types of Disability**

*What is the difference in awareness of services for people with disabilities between people with the specific disability that the new services target and people with other disabilities?*

In each of the library sites, the number of respondents who indicated they had the targeted disability was very low (range by site was four to ten respondents). Such a small sample size does not lend itself to analysis or inferences.

Overall, there was an increase in the awareness of services for people with disabilities from the pre to the post-test. Note that the sample sizes are small and the frequency of the responses and the percent of yes responses are shown below. Awareness appears to have increased in all categories.

<b>Awareness of Services for People with Disabilities by Type of Respondent Disability</b>						
	Pre-Test			Post-Test		
<b>Disability</b>	Yes: Aware	No: Not Aware	Percent Indicating Awareness	Yes: Aware	No: Not Aware	Percent Indicating Awareness
Learning Disability	16	13	55%	17	2	89%
Mobility Disability	31	41	43%	25	8	76%
Developmental Disability	11	27	29%	3	3	50%
Deaf	7	5	58%	7	2	78%
Vision Disability	15	21	42%	29	4	88%
Older Adult with Sensory and/or Mobility Disabilities	14	26	35%	12	7	63%
Child with Special Needs	7	7	50%	2	0	100%

### **Barriers to Library Use**

*What barriers prevent patrons from using library services?*

Respondents were asked to identify which of the following barriers interfere with their ability to use the library. Phase one and phase two responses were compared to show the change in the number of barriers identified. Note that the change is in the number of times the barrier was identified, thus a negative percentage indicates less respondents identifying that barrier.

The intervention sites showed improvement in all barriers for those with disabilities. The control sites were not included in this analysis as the number of respondents with disabilities was too small for analysis (pre-test, n=8; post-test, n=13).

<b>Barriers to Library Use: Respondents with a Disability at Intervention Libraries, Pre and Post-test Comparison</b>			
<b>Barrier</b>	<b>Intervention</b>		<b>Change</b>
	<b>Pre-Test (n=176)</b>	<b>Post-Test (n= 187)</b>	
Attitudes of staff or public	3%	2%	-1%
Communication with staff	8%	2%	-6%
Difficulty using the computers	24%	9%	-15%
Hours open	19%	7%	-12%
Inability to find or reach materials	18%	6%	-12%
Inability to use standard library materials	12%	4%	-8%
Parking at the library	13%	7%	-5%
Physical access to and within the building	11%	5%	-7%
Transportation to library	15%	6%	-9%
Other	2%	2%	0%

### **Summary of Ratings**

*How do patrons rate the library services in general, the attitudes of staff and the services for people with disabilities?*

Five questions were asked to directly measure respondent satisfaction with the library services and the services for people with disabilities. The ratings were based on the following five-point scale: Poor=1, Fair=2, Adequate=3, Good=4 and Outstanding=5. Though respondents who indicated “don’t know” were included in the pretest report submitted in December 2003, upon closer analysis, it was determined that including these respondents was artificially lowering the mean scores. For this analysis, respondents who answered “Don’t Know” were excluded. The following table summarizes the average rating by respondents who indicated they have a disability. The bolded value indicates the only rating that was less than adequate (mean score less than three).

<b>Ratings of Library Services</b>				
	Intervention		Control	
<b>Rating Question</b>	Pre-Test	Post-Test	Pre-Test	Post-Test
How would you rate the ease of using the library?	3.57	4.12	3.25	3.73
How would you rate the accessibility of books and materials within the library?	3.46	4.09	3.00	3.92
How would you rate the library's services for people with disabilities?	3.50	4.22	<b>2.57</b>	3.89
How would you rate the attitudes of staff at the library when providing services for people with disabilities?	3.91	4.36	4.17	4.39
How would you rate the library services overall?	3.90	4.42	4.00	4.34

Overall, the satisfaction ratings at the intervention libraries improved from the pre-test to the post-test. Post-test ratings were all between good (score of 4) and outstanding (score of 5). The satisfaction ratings at the control libraries also improved, and the post-test ratings were all between adequate (score of 3) and outstanding (score of 5).

### **Awareness of Specific Library Services for People with Disabilities**

*Which services for people with disabilities are library patrons aware of and how do these responses compare to the actual services for people with disabilities that were recorded on the Library Scan?*

Library scans were completed by all library sites prior to program implementation in fall 2003 and after program implementation in fall 2004. Results were compared to determine how many of the original services remained, how many had been added, and how many had been dropped. All five intervention libraries and both control libraries completed a library scan for each phase.

The results show an increase in services and resources available in the intervention sites and an overall decrease in the control sites. The sections below summarize the services available during each timeframe, and detail which services were added and which were lost during the year of program implementation.

The library scan is divided into three sections: alternative format materials, special services and assistive technology. The libraries also had the opportunity to add in other services that are not listed in the detailed categories. When the overall number of services offered by each library is

reviewed, the intervention libraries showed an increase in every category. The two control libraries showed an increase in one category, no change in a category and a decrease in two categories.

<b>Change in the Average Number of Services by Library Scan Category</b>						
<b>Library Scan Category</b>	<b>Average Number of Services in Intervention Libraries (n=5)</b>			<b>Average Number of Services in Control Libraries (n=2)</b>		
	<b>Pre</b>	<b>Post</b>	<b>Change</b>	<b>Pre</b>	<b>Post</b>	<b>Change</b>
Alternative Format Materials	4	12	8	5	4	-1
Special Services	7	12	5	7	8	1
Assistive Technology	3	5	2	1	1	0
Other	0	6	6	3	0	-3

**X.**

*Alternative Format Materials*

*Intervention Libraries:* The alternative format materials showed the greatest gain in the acquisition of described videos at three of the five intervention libraries. Other services that were added include talking books, Braille books and closed-caption videos. The rest of the materials showed no change at the intervention libraries.

*Control Libraries:* One of the two control libraries showed a decrease in toys/tangibles on the second library scan. Otherwise there was no change noted in the availability of alternative format materials in the control libraries.

<b>Change in Alternative Format Materials Available</b>						
<b>Alternative Format Materials</b>	<b>Intervention Libraries (n=5)</b>			<b>Control Libraries (n=2)</b>		
	<b>Pre</b>	<b>Post</b>	<b>Change</b>	<b>Pre</b>	<b>Post</b>	<b>Change</b>
Described videos	1	4	3	0	0	0
Talking books	1	3	2	0	0	0
Braille books	1	2	1	0	0	0
Closed caption videos	3	4	1	1	1	0
Adaptive technology for loan	0	0	0	0	0	0
Audio books/books on tape	5	5	0	2	2	0
Instructional videos on sign language	4	4	0	2	2	0
Large print books	5	5	0	2	2	0
Toys and other tangibles	1	1	0	2	1	-1

*Special Services*



*Intervention Libraries:* Special services showed large gains in the intervention libraries. All libraries added training and assistance in using the adaptive and assistive technologies. Four of the five libraries added an advisory group of people with disabilities and volunteer technology assistant in the library. Services that were discontinued at a intervention library during the year include, dial in access to OPAC, extended loan periods, fax access to the reference and/or circulation desk and home delivery service.

*Control Libraries:* The control libraries showed similar gains in the training and assistance in using the adaptive and assistive technologies. One control library gained a volunteer technology assistant in library, books by mail and electronic access to library resources from home (or dorm). Services discontinued during the year included email access to reference and/or circulation desk, library cards for proxies/caregivers, and fax access to reference and/or circulation desk.

<b>Change in Special Services Available</b>						
<b>Special Services</b>	<b>Intervention Libraries (n=5)</b>			<b>Control Libraries (n=2)</b>		
	<b>Pre</b>	<b>Post</b>	<b>Change</b>	<b>Pre</b>	<b>Post</b>	<b>Change</b>
Training and assistance in using the adaptive and assistive technologies	0	5	5	0	2	2
An advisory group of people with disabilities	1	5	4	0	0	0
Volunteer technology assistant in library	0	4	4	0	1	1
Email access to reference and/or circulation desk	2	5	3	2	1	-1
ASL or real time captioning offered at public programs	1	3	2	0	0	0
Brochures and library maps in alternative formats	1	3	2	0	0	0
Information and referral to relevant local agencies	3	5	2	2	2	0
Extended reserve periods	0	1	1	0	0	0
Library cards for caregivers/proxies	3	4	1	2	1	-1
Radio reading service or News line for the Blind	0	1	1	0	0	0

Change in Special Services Available						
Special Services	Intervention Libraries (n=5)			Control Libraries (n=2)		
	Pre	Post	Change	Pre	Post	Change
TTY reference service	2	3	1	1	1	0
Ability to check out more than the usual number of materials	2	2	0	1	1	0
Books-by-mail	2	2	0	0	1	1
Electronic access to library resources from home (or dorm)	5	5	0	1	2	1
Volunteer reader in library	0	0	0	0	0	0
Dial-in access to the OPAC	4	3	-1	2	2	0
Extended loan periods	4	3	-1	1	1	0
Fax access to reference and/or circulation desk	3	2	-1	1	0	-1
Home delivery service	3	2	-1	1	1	0

### Assistive Technology

*Intervention Libraries:* Adjustable lighting with magnification was added in three of the five libraries. Assistive listening devices for use in the library, assistive listening system in meeting rooms/auditoriums, and electronic magnifiers (CCTV) were added by two of the five libraries. No assistive technology was lost during the year by the intervention libraries.

*Control Libraries:* One control library lost the assistive listening devices for use in the library, and one library gained a reacher/grabber. Other items remained unchanged during the year.

Change in Assistive Technology Available						
Assistive Technology	Intervention Libraries (n=5)			Control Libraries (n=2)		
	Pre	Post	Change	Pre	Post	Change
Adjustable lighting with magnification	1	4	3	0	0	0
Assistive listening devices for use in the library	2	4	2	1	0	-1

<b>Change in Assistive Technology Available</b>						
	<b>Intervention Libraries (n=5)</b>			<b>Control Libraries (n=2)</b>		
<b>Assistive Technology</b>	<b>Pre</b>	<b>Post</b>	<b>Change</b>	<b>Pre</b>	<b>Post</b>	<b>Change</b>
Assistive listening system in meeting rooms/auditoriums	0	2	2	0	0	0
Electronic magnifiers (CCTV)	1	3	2	0	0	0
Hand-held magnifiers for in-library use	0	1	1	0	0	0
Photocopy machine with large print capability	1	2	1	0	0	0
Public use TTY/TTY payphone	1	2	1	0	0	0
Reacher/grabbers	5	5	0	1	2	1
Talking signage	3	3	0	0	0	0
Wheelchairs/scooters for in-house use	0	0	0	0	0	0

A complete listing of the library services as reported pre and post program implementation is included in Appendix C.

On average, the intervention and control libraries showed similar availability of services prior to program implementation. In the year since program implementation, the intervention libraries have added an average of 19 services, and the control libraries have lost an average of three services. Thus, the gap between the two groups has widened significantly in the past year.

In phase one, libraries were asked to complete a library scan to document which services for people with disabilities were available to patrons of their library. Respondents were asked to recall which services were available with an open-ended question. Very few responses were received to this question. Of the responses that were received, few matched the actual services and the data was not able to be coded accurately.

In phase two, the libraries were again asked to complete a library scan to document which services for people with disabilities were available. The library scans were then used to create a question on the survey asking respondents to specifically identify which of the services listed were available. A copy of the library scan is attached in Appendix D.

The awareness data was examined numerous ways to determine how the respondents differed in their awareness of the services for people with disabilities. Further detail about awareness of services at each library will be summarized in the individual library reports.

The overall findings for all libraries showed that respondents who indicated they had a disability were aware of an average of 11 services, respondents who did not indicate they had a disability were aware of an average of 8 services. More awareness was indicated for the alternative format

materials (53%), than for assistive technology (31%) or special formats (24%). Overall, there was 34% awareness in the intervention libraries, and 32% awareness in the control libraries of the items indicated on the library scan.

In the intervention libraries, 27% of the respondents knew of at least 50% of the available services. In the control libraries, 21% of the respondents knew of at least 50% of the available services.

### **Conclusions**

The libraries that received funding from the Statewide Public Library Services for People with Disabilities Program showed significant improvement in awareness of library services for people with disabilities and considerable reduction in the number of barriers to library use reported by individuals with disabilities. These libraries also showed an increase in satisfaction with the ease of using the library, the accessibility of books and materials, the services for people with disabilities, the attitudes of staff while assisting those with disabilities, and the library services overall. Intervention libraries added an average of nineteen new services for people with disabilities from 2003 to 2004.

The two control libraries showed similar gains in awareness and satisfaction, but in general remained significantly behind the intervention libraries. The libraries that did not receive funding lost an average of three services for people with disabilities from 2003-2004. Reduction in barriers for people with disabilities could not be evaluated for the control libraries due to an insufficient sample size of survey respondents with disabilities.

The results of this report show considerable impact in the intervention libraries after the implementation of the Statewide Public Library Services for People with Disabilities Program. It also provides a preliminary glimpse of what can happen to the availability and variety of services for people with disabilities at libraries who have not received additional funding to serve this population.

### **Next Steps**

- Compile individual library reports (by November 5, 2004) to allow for additional data entry of surveys submitted after October 8, 2004 deadline.

## **Appendix A**

- XI. Pre-Test Library Survey for Services for People with Disabilities**
- XII.**

Answers to the following questions will help the local public library better understand the community's perception and knowledge of services at this library for people with disabilities.

**1. Have you heard about the library's services for people with disabilities?**

- Yes
- No → SKIP to Question 2

**If "Yes", how did you learn about the library's services for people with disabilities? (Check all that apply.)**

- |  |   |
|--|---|
| <input type="checkbox"/> Caregiver or Personal Assistant | <input type="checkbox"/> Library staff          |
| <input type="checkbox"/> Community organization          | <input type="checkbox"/> Newspaper              |
| <input type="checkbox"/> Family member                   | <input type="checkbox"/> Non-Library website    |
| <input type="checkbox"/> Flyer                           | <input type="checkbox"/> Radio                  |
| <input type="checkbox"/> Friend                          | <input type="checkbox"/> Saw service at library |
| <input type="checkbox"/> Library Website                 | <input type="checkbox"/> Other: _____           |

**If "Yes", what services are provided by the library for people with disabilities?**

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**2. How often do you use the library, including online, fax, phone and mail access? (Check one answer.)**

- |                                  |                                       |
|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Daily   | <input type="checkbox"/> Yearly       |
| <input type="checkbox"/> Weekly  | <input type="checkbox"/> Never        |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Other: _____ |

**If you use the library, when did you use it last?**

Month \_\_\_\_\_ Year \_\_\_\_\_

**3. Do any of the following interfere with your ability to use the library?**

(Check all that apply.)

- |   |   |
|---|---|
| <input type="checkbox"/> Attitudes of staff or public                 | <input type="checkbox"/> Parking at library                     |
| <input type="checkbox"/> Communication with staff                     | <input type="checkbox"/> Physical access to and within building |
| <input type="checkbox"/> Difficulty using the computers               | <input type="checkbox"/> <b>Transportation to library</b>       |
| <input type="checkbox"/> Hours open                                   | <input type="checkbox"/> Other (please specify):<br>_____       |
| <input type="checkbox"/> Inability to find or reach library materials | <input type="checkbox"/> None of the above                      |
| <input type="checkbox"/> Inability to use standard library materials  |   |

**4. How often do you *currently use* library services for people with disabilities?**

(Check one answer.)

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> Daily   | <input type="checkbox"/> Never                            |
| <input type="checkbox"/> Weekly  | <input type="checkbox"/> Other (please specify):<br>_____ |
| <input type="checkbox"/> Monthly |   |
| <input type="checkbox"/> Yearly  |   |

**5. How often do you *plan to use* library services for people with disabilities?**

(Check one answer.)

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> Daily   | <input type="checkbox"/> Never                            |
| <input type="checkbox"/> Weekly  | <input type="checkbox"/> Other (please specify):<br>_____ |
| <input type="checkbox"/> Monthly |   |
| <input type="checkbox"/> Yearly  |   |

**6. How would you rate the ease of using the library? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**7. How would you rate the accessibility of books and materials within the library? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**8. How would you rate the library's services for people with disabilities?**

(Circle one answer.)

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**9. How would you rate the attitude of the staff at the library when providing services for people with disabilities? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**10. How would you rate the library services overall? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

*The following questions are to help us to determine whether or not we are reaching all members of the community. All responses are confidential and optional.*

**11. Do you have any disabilities that affect your ability to use the library?**

- Yes
- No → SKIP to Question 12

**If "Yes", please indicate the type of disability.** (Check all that apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> Learning Disability      | <input type="checkbox"/> Older Adult with Sensory and/or Mobility Disabilities |
| <input type="checkbox"/> Mobility Disability      | <input type="checkbox"/> Child with Special Needs                              |
| <input type="checkbox"/> Developmental Disability | <input type="checkbox"/> Other (please specify):<br>_____                      |
| <input type="checkbox"/> Deaf                     |  |
| <input type="checkbox"/> Vision Disability        |  |

**12. Do you know other people who have disabilities that affect their ability to use the library?**

- Yes
- No → SKIP to Question 13



If “Yes”, please indicate the individual’s disability and their relationship to you. Please use back of survey if more space is needed.

	<b>Relationship</b> <i>(for example: mother, friend, client, spouse)</i>
<input type="checkbox"/> Learning Disability	
<input type="checkbox"/> Mobility Disability	
<input type="checkbox"/> Developmental Disability	
<input type="checkbox"/> Deaf	
<input type="checkbox"/> Vision Disability	
<input type="checkbox"/> Older Adult with Sensory and/or Mobility Disabilities	
<input type="checkbox"/> Child with Special Needs	
<input type="checkbox"/> Other: _____	

**13. Please indicate your gender:**

- Male
- Female

**14. Please indicate your age:**

- 6-12 years old
- 13-22
- 23-65
- 66 and older

**15. Are you currently employed?**

- Yes
- No → SKIP to Question 16

If “yes”, are you working part-time or full-time?

- Part-Time
- Full-Time

**16. Are you currently in school?**

- Yes
- No → SKIP to Question 17

**If “yes”, at what level? (Check one answer.)**

- |  |  |
|--|--|
| <input type="checkbox"/> Elementary school | <input type="checkbox"/> University    |
| <input type="checkbox"/> High school       | <input type="checkbox"/> Post graduate |
| <input type="checkbox"/> Community college |  |

**17. Please indicate the highest education level you have completed.**

(Check one answer)

- |  |  |
|--|--|
| <input type="checkbox"/> Elementary school | <input type="checkbox"/> University              |
| <input type="checkbox"/> High school       | <input type="checkbox"/> Post-graduate           |
| <input type="checkbox"/> GED               | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Community college | _____  |

**18. Please indicate your race/ethnicity:**

(Check one answer.)

- African American
- Asian/Pacific Islander
- Latino/Hispanic
- Native American
- Caucasian/ White
- More than one  
Race/Ethnicity
- Other (please specify):  
\_\_\_\_\_
- Decline to State

**19. We welcome your comments about the local public library's services for people with disabilities.**

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*Thank you very much for your assistance.*

**Harder + Company Community Research  
2925 Spafford Street, Suite C  
Davis, CA 95616**

## **Appendix B**

### **XIII. Post-Test Library Survey for Services for People with Disabilities**

Note: The attached survey is for the Torrance Site. Each library received a slightly different survey as question 11 was modified to include the specific services identified as available in the library scan.

Answers to the following questions will help the local public library better understand the community's perception and knowledge of services at this library for people with disabilities.

**1. Have you heard about the library's services for people with disabilities?**

- Yes
- No → **SKIP to Question 2**

**If "Yes", how did you learn about the library's services for people with disabilities?** (Check all that apply.)

- Caregiver or Personal Assistant
- Community Organization
- Family Member
- Flyer
- Friend
- Library Website
- Library Staff
- Newspaper
- Non-Library website
- Radio
- Saw Service at Library
- Other: \_\_\_\_\_

**2. How often do you use the library, including online, fax, phone and mail access?** (Check one answer.)

- Daily
- Weekly
- Monthly
- Yearly
- Never
- Other: \_\_\_\_\_

**If you use the library, when did you use it last?**

Month \_\_\_\_\_ Year \_\_\_\_\_

**3. Do any of the following interfere with your ability to use the library?**

(Check all that apply.)

- Attitudes of staff or public
- Communication with staff
- Difficulty using the computers
- Hours open
- Inability to find or reach library materials
- Inability to use standard library materials
- Parking at library
- Physical access to and within building
- Transportation to library**
- Other (please specify):  
\_\_\_\_\_
- None of the above

**4. How often do you *currently use* library services for people with disabilities?**

(Check one answer.)

Daily

Weekly

Monthly

Yearly

Never

Other (please specify):

\_\_\_\_\_

**5. In the next year, how often do you *plan to use* library services for people with disabilities? (Check one answer.)**

Daily

Weekly

Monthly

Yearly

Never

Other (please specify):

\_\_\_\_\_

**6. How would you rate the ease of using the library? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**7. How would you rate the accessibility of books and materials within the library? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**8. How would you rate the library's services for people with disabilities? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**9. How would you rate the attitude of the staff at the library when providing services for people with disabilities? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**10. How would you rate the library services overall? (Circle one answer.)**

<b>Poor</b>	<b>Fair</b>	<b>Adequate</b>	<b>Good</b>	<b>Outstanding</b>	<b>Don't Know</b>
1	2	3	4	5	

**11. Which of the following services for people with disabilities are available at the library? (Check all that apply.)**

**Alternative formats**

- Large print books
- Audio books/books on tape
- Talking books
- Closed caption videos
- Described videos
- Instructional videos in sign language

**Special Services**

- Extended loan periods
- An advisory group of people with disabilities
- Library cards for caregivers/proxies
- Ability to check out more than the usual number of materials
- Dial-in access to library resources from home (or dorm)
- Home delivery service
- Brochures and library maps in alternative formats
- TTY reference service
- Fax access to reference and/or circulation desk
- Email access to reference and/or circulation desk
- Volunteer technology assistant in library
- Information and referral in using the adaptive and assistive technologies

**Assistive Technology**

- Public use TTY/TTY payphone
- Assistive listening devices for use in the library
- Assistive listening system in meeting rooms/auditoriums
- Hand-held magnifiers for in-library use
- Electronic magnifiers (CCTV)
- Reacher/grabbers
- Wheelchairs/scooters for in-house use
- Photocopy machine with large print capability
- Adjustable lighting with magnification

**Other**

- Adaptive devices for in-house
- Slow-speed read-along sets for individuals with learning disabilities
- Walkers with baskets
- Reading pens
- Browsing baskets to carry library items
- Book holders
- Fully adjustable adaptive work stations
- Large screen (19" flat screen) monitors
- Scanner
- Headphones



- ❑ Input devices (customized keyboards, small/large joggle switches, roller plus joystick or trackball, touchscreen)

*The following questions are to help us to determine whether or not we are reaching all members of the community. All responses are confidential and optional.*

**12. Do you have any disabilities that affect your ability to use the library?**

- Yes
- No → SKIP to Question 13

**If “Yes”, please indicate the type of disability.** (Check all that apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> Learning Disability | <input type="checkbox"/> Older Adult with         |
| <input type="checkbox"/> Mobility Disability | Sensory and/or Mobility                           |
| <input type="checkbox"/> Developmental       | Disabilities                                      |
| Disability                                   | <input type="checkbox"/> Child with Special Needs |
| <input type="checkbox"/> Deaf                | <input type="checkbox"/> Other (please specify):  |
| <input type="checkbox"/> Vision Disability   | _____   |

**13. Do you know other people who have disabilities that affect their ability to use the library?**

- Yes
- No → SKIP to Question 14

**If “Yes”, please indicate the type of disability.** (Check all that apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> Learning Disability | <input type="checkbox"/> Older Adult with         |
| <input type="checkbox"/> Mobility Disability | Sensory and/or Mobility                           |
| <input type="checkbox"/> Developmental       | Disabilities                                      |
| Disability                                   | <input type="checkbox"/> Child with Special Needs |
| <input type="checkbox"/> Deaf                | <input type="checkbox"/> Other (please specify):  |
| <input type="checkbox"/> Vision Disability   | _____   |

**14. Please indicate your gender:**

- Male
- Female

**15. Please indicate your age:**

- 6-12 years old
- 13-22
- 23-65

- 66 and older

**16. Please indicate your race/ethnicity:**

(Check one answer.)

- African American
- Asian/Pacific Islander
- Latino/Hispanic
- Native American
- Caucasian/ White
- More than one Race/Ethnicity
- Other (please specify):  
\_\_\_\_\_
- Decline to State

**17. Are you currently employed?**

- Yes
- No → **SKIP to Question 18**

**If “Yes”, are you working part-time or full-time?**

- Part-Time
- Full-Time

**18. Are you currently in school?**

- Yes
- No → **SKIP to Question 19**

**If “Yes”, at what level? (Check one answer.)**

- Elementary school
- High school
- Community college
- University
- Post graduate

**19. Please indicate the highest education level you have completed.**

(Check one answer)

- Elementary school
- High school
- GED
- Community college
- University
- Post-graduate
- Other (please specify):  
\_\_\_\_\_



**20. We welcome your comments about the local public library's services for people with disabilities.**

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*Thank you very much for your assistance.*

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2925 Spafford Street, Suite C  
Davis, CA 95616**

**Appendix C**

**XIV. Individual Library Reports of Services Available at Pre and Post-test**

<b>Sacramento Public Library (Intervention)</b>				
<b>After Program Implementation</b>	<b>Before Program Implementation</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
	Fax access to reference and/or circulation desk		1	
Instructional videos in sign language	Instructional videos in sign language	1		
	Extended loan periods		1	
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
TTY reference service	TTY reference service	1		
	Home delivery service		1	
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Books-by-mail	Books-by-mail	1		
Braille books				1
Closed caption videos				1
Described videos				1
An advisory group of people with disabilities				1
Ability to check out more than the usual number of materials				1
Email access to reference and/or circulation desk				1
ASL or realtime captioning offered at public programs				1
Public use TTY/TTY payphone				1
Dial in access to OPAC				1
Training or assistance in using the adaptive or assistive technologies				1
OTHER				
ASL reference service				1
Data projector				1
	Totals	<b>9</b>	<b>3</b>	<b>12</b>

**Oakland Public Library (Intervention)**

After Program Implementation	Before Program Implementation	Match	Old	New
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Closed Caption Videos	Closed Caption Videos	1		
Instructional videos in sign language	Instructional videos in sign language	1		
Extended loan periods	Extended loan periods	1		
	Dial-in access to the OPAC		1	
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
	Email access to library resources from home (or dorm)		1	
Electronic magnifiers (CCTV)	Electronic magnifiers (CCTV)	1		
Photocopy machine with large print capability	Photocopy machine with large print capability	1		
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
	Ability to check out more than the usual number of materials		1	
Described videos	Described videos	1		
Brochures and library maps in alternative formats	Brochures and library maps in alternative formats	1		
TTY reference service	TTY reference service	1		
Fax access to reference and/or circulation desk	Fax access to reference and/or circulation desk	1		
ASL or realtime captioning offered at public programs	ASL or realtime captioning offered at public programs	1		
Public use TTY/TTY payphone	Public use TTY/TTY payphone	1		
Assistive listening system in meeting rooms/auditoriums	Assistive listening system in meeting rooms/auditoriums	1		
Braille books				1
An advisory group of people with disabilities				1
Email access to reference and/or circulation desk				1
Volunteer technology assistant in library				1
Radio reading service or News line for the Blind				1
Information and referral to relevant local agencies and organizations				1



<b>Oakland Public Library (Intervention)</b>				
<b>After Program Implementation</b>	<b>Before Program Implementation</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Training or assistance in using the adaptive or assistive technologies				1
<b>OTHER</b>				
Fines often waived				1
Adaptive technology stations in 5 sites				1
Kurweil 3000 in 7 other sites also				1
Bi-Folkal kits for loan				1
Bookmobile				1
Audio tutorials on computer use (for blind patrons)				1
Free holds - 150 per year (more if needed)				1
<b>Totals</b>		<b>17</b>	<b>3</b>	<b>14</b>

<b>Torrance Public Library (Intervention)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Closed caption videos	Closed Caption videos	1		
Instructional videos in sign language	Instructional videos in sign language	1		
	Book/Cassette read-alongs for ESL/individuals with learning disabilities		1	
Extended loan periods	Extended loan periods	1		
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
Ability to check out more than the usual number of materials	Ability to check out more than the usual number of materials	1		
Dial-in access to the OPAC	Dial-in access to the OPAC	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Home delivery service	Home delivery service	1		
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
Talking books				1
Described videos				1
An advisory group of people with disabilities				1
Brochures and library maps in alternative formats				1
Fax access to reference and/or circulation desk				1
Email access to reference and/or circulation desk				1
Volunteer technology assistant in library				1
Assistive listening devices for use in the library				1
Assistive listening system in meeting rooms/auditoriums				1
Electronic magnifiers (CCTV)				1
Reacher/grabber				1
Wheelchairs/scooters for in-house use				1
Photocopy machine with large print capability				1

<b>Torrance Public Library (Intervention)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Adjustable lighting with magnification				1
Training or assistance in using the adaptive or assistive technologies				1
Adaptive devices for in-house				1
Slow-speed read-along sets for individuals with learning disabilities				1
Walkers with baskets				1
Reading pens				1
Browsing baskets to carry library items				1
Book holders				1
Fully adjustable adaptive work stations				1
Large screen (19" flat screen) monitors				1
Scanner				1
Headphones				1
Input devices-large print and large button keyboards, adaptive customized keyboards such as Intellikeys, small and large joggle switches, roller plus joystick, roller plus trackball, touchscreen				1
<b>Totals</b>		<b>12</b>	<b>1</b>	<b>26</b>

<b>Plumas Public Library: Chester Branch (Intervention)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Dial in access to the OPAC	Dial in access to the OPAC	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
Photocopy machine with large print capability	Photocopy machine with large print capability	1		
	Fax access to reference and/or circulation desk		1	
	Print/Braille Books		1	
Toys and other tangibles	Toys and other tangibles	1		
Wheelchairs/scooters for in-house use	Wheelchairs/scooters for in-house use	1		
Talking books				1
An advisory group of people with disabilities				1
Library cards for caregivers/proxies				1
Home delivery service				1
Email access to reference and/or circulation desk				1
Volunteer technology assistant in library				1
Information and referral to relevant agencies				1
Public use TTY/TTY payphone				1
Electronic magnifiers (CCTV)				1
Training and assistance in using the adaptive or assistive technologies				1
<b>OTHER</b>				
ZoomText on all computers				1
	<b>Totals</b>	<b>8</b>	<b>2</b>	<b>11</b>

<b>Long Beach Public Library (Intervention)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>N</b>
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Closed Caption Videos	Closed Caption Videos	1		
Instructional videos in sign language	Instructional videos in sign language	1		
Extended loan periods	Extended loan periods	1		
	Dial-in access to the OPAC		1	
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
	Home delivery service		1	
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Hand-held magnifiers for in-library use	Hand-held magnifiers for in-library use	1		
Talking books	Talking books	1		
An advisory group of people with disabilities	An advisory group of people with disabilities	1		
Books-by-mail	Books-by-mail	1		
Email access to reference and/or circulation desk	Email access to reference and/or circulation desk	1		
Assistive listening devices for use in the library	Assistive listening devices for use in the library	1		
Electronic magnifiers (CCTV)	Electronic magnifiers (CCTV)	1		
	Photocopy machine with large print capability		1	
Described videos				
Extended reserve periods				
Brochures and library maps in alternative formats				
TTY reference service				
ASL or realtime captioning offered at public programs				
Volunteer technology assistant in library				
Training or assistance in using the adaptive or assistive technologies				
Public use TTY/TTY payphone				
Reacher/grabbers				
Wheelchairs/scooters for in-house use				
OTHER				

<b>Long Beach Public Library (Intervention)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>N</b>
Walker with basket				
Seat lifts				
Bookholders-manual				
Pageturners (1 -automatic; 5-manual)				
Adjustable reading tables (powered)				
Adjustable chairs				
Adjustable computer table (powered)				
Interpretype machine for the deaf (similar to TTY, but used for 1 on 1 communication with person seated across from you)				
<b>Totals</b>		<b>14</b>	<b>3</b>	

<b>Chula Vista Public Library (Control)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
Instructional videos in sign language	Instructional videos in sign language	1		
Library cards for caregivers/proxies	Library cards for caregivers/proxies	1		
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies and organizations	1		
Dial-in access to the OPAC	Dial-in access to the OPAC	1		
Toys and other tangibles	Toys and other tangibles	1		
Email access to reference and/or circulation desk	Email access to reference and/or circulation desk	1		
Electronic access to library resources from home (or dorm)	Electronic access to library resources from home (or dorm)	1		
TTY reference service	TTY reference service	1		
Home delivery service	Home delivery service	1		
	Closed caption videos			1
	Electronic magnifiers (CCTV)			1
	Large screen monitors			1
	Talking OPAC			1
	Staff will assist with reading, reading on demand			1
	Reading machine			1
Extended loan periods				1
Volunteer technology assistant in library				1
Hand-held magnifiers for in-library use				1
Training or assistance in using the adaptive or assistive technologies				1
<b>Totals</b>		<b>11</b>	<b>6</b>	<b>4</b>

<b>Colusa Public Library (Control)</b>				
<b>This year</b>	<b>Last year</b>	<b>Match</b>	<b>Old</b>	<b>New</b>
Large print books	Large print books	1		
Audio books/books on tape	Audio books/books on tape	1		
	Hand-held magnifiers for in-library use		1	
	Fax access to reference and/or circulation desk		1	
Instructional videos in sign language	Instructional videos in sign language	1		
	Extended loan periods		1	
	Library cards for caregivers/proxies		1	
Information and referral to relevant local agencies and organizations	Information and referral to relevant local agencies	1		
Dial In Access to the OPAC	Dial-in access to the OPAC	1		
	Toys and other tangibles		1	
	Email access to reference and/or circulation desk		1	
Ability to check out more than the usual number of materials	Ability to check out more than the usual number of materials	1		
	Computers in public area have large print format available		1	
	Some signage in Braille		1	
Closed Caption Videos				1
Books-by-mail				1
Hand-held magnifiers for in-library use				1
Electronic access to library resources from home (or dorm)				1
Training or assistance in using the adaptive or assistive technologies				1
<b>Totals</b>		<b>6</b>	<b>8</b>	<b>5</b>



**Appendix D**

**XV. Library Scan**

Name of Library \_\_\_\_\_ Date \_\_\_\_\_

Name of Person Completing Form \_\_\_\_\_

*Please complete the following questions based on the materials, services and technologies currently available at your library.*

**1. What alternative format materials does your library own? Check all that the library has.**

- \_\_\_\_\_ Large print books
- \_\_\_\_\_ Audio books/books on tape (commercial)
- \_\_\_\_\_ Talking books
- \_\_\_\_\_ Braille books
- \_\_\_\_\_ Closed caption videos
- \_\_\_\_\_ Described videos
- \_\_\_\_\_ Instructional videos in sign language
- \_\_\_\_\_ Toys and other tangibles
- \_\_\_\_\_ Adaptive technology for loan
- \_\_\_\_\_ Other (please specify) \_\_\_\_\_

**2. What special services are offered to patrons with disabilities? Check all that are offered.**

- \_\_\_\_\_ Extended loan periods
- \_\_\_\_\_ An advisory group of people with disabilities
- \_\_\_\_\_ Extended reserve periods
- \_\_\_\_\_ Library cards for caregivers/proxies
- \_\_\_\_\_ Ability to check out more than the usual number of materials
- \_\_\_\_\_ Dial-in access to OPAC
- \_\_\_\_\_ Electronic access to library resources from home (or dorm)
- \_\_\_\_\_ Home delivery service
- \_\_\_\_\_ Books-by-mail
- \_\_\_\_\_ Brochures and library maps in alternative formats
- \_\_\_\_\_ TTY reference service
- \_\_\_\_\_ Fax access to reference and/or circulation desk
- \_\_\_\_\_ Email access to reference and/or circulation
- \_\_\_\_\_ ASL or realtime captioning offered at public programs
- \_\_\_\_\_ Volunteer reader in library
- \_\_\_\_\_ Volunteer technology assistant in library
- \_\_\_\_\_ Radio reading service or News line for the Blind
- \_\_\_\_\_ Information and referral in using the adaptive and assistive technologies
- \_\_\_\_\_ Other (please specify) \_\_\_\_\_

**3. What assistive technology (non-computer) does the library offer?  
Check all the library has.**

- Public use TTY/TTY payphone
- Assistive listening devices for use in the library
- Assistive listening system in meeting rooms/auditoriums
- Hand-held Magnifiers for in-library use
- Electronic magnifiers (CCTV)
- Reacher/grabbers
- Wheelchairs/scooters for in-house use
- Talking signage
- Photocopy machine with large print capability
- Adjustable lighting with magnification
- Other (please specify) \_\_\_\_\_

***Please return this form by fax, email or mail.***

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***Thank you very much for your participation and assistance.***