



**Wyoming  
2003-2007 Program Evaluation  
Library Services and Technology Act**

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Institute of Museum and Library Services  
1800 M Street NW, 9th Floor  
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## **Executive Summary**

The Wyoming State Library is the State Library Administrative Agency (SLAA) designated to receive and manage Library Services and Technology Act (LSTA) federal funds for library programs and projects in the State of Wyoming. The mission of the Wyoming State Library is to promote statewide library development, foster library cooperation, and provide reliable information to our customers.

For federal fiscal years 2003-2006 the Institute of Museum and Library Services (IMLS) awarded to Wyoming a total of \$2,853,020 to address the goals and objectives as defined in the five year plan for 2003-2007. The State Library received welcome increases in LSTA allocations during these years and was able to enhance library services statewide with these awards:

FY2003:	\$565,552
FY2004:	\$703,879
FY2005:	\$762,355
FY2006:	\$821,234

An environmental scan of Wyoming and its libraries provides insight into the issues, initiatives and results. The state is the least populated of the fifty states, with just over 500,000 residents scattered throughout 97,000 square miles. Only Cheyenne, the state capital with a population of 53,000, and Casper with a population of 50,000 are classified as standard metropolitan statistical areas. The remaining 80% of the state's residents reside in communities with populations from 27,000 down to the single digits.

County based library service was established in Wyoming in 1886. Because the state has only 23 counties, there are 23 county library systems, with a total of 81 service outlets. There are also seven community colleges, with nine libraries, and the University of Wyoming libraries. The directors of these libraries meet regularly to exchange information, address opportunities to collaborate and build consensus for statewide initiatives. Statewide initiatives also provide opportunities for school library media specialists and special librarians to participate in planning and implementation.

The LSTA 5 Year Plan 2003-2007, developed with input from the Wyoming library community, identified priority goals and objectives to improve services and resources to residents and users. The plan focused on several library development areas to reach that end: staff development, electronic resources and tools, centralized services, and cooperation within the library community. Those initiatives were reported in the State Plan Reports (SPR) for each year.

## **Staff development:**

**“We are all lifelong learners. Any new information or education on any aspect of the library is always useful for my job.”**

**~Library worker at 2005 Wyoming Library Association conference**

The previous five year program’s evaluation (1998-2002) concluded that staff development needed to expand because the state’s libraries:

- Expected continued introduction of electronic information,
- Needed more sophistication in using library technologies, and
- Needed continuing growth in delivering traditional library services.

The State Library provided personnel and resources to lead library worker training in using the statewide electronic databases introduced during the span of these reporting years and provided a range of staff related workshops and seminars to broaden knowledge of the ever-changing profession.

The 2003-2007 Five Year Plan emphasized two sub-grant programs to address staff development: Training Credits and Individual Grants for Continuing Education.

Early in this 2003-2007 program the State Library established a special goal to track and monitor the impact of the Training Credits sub-grant program to the 23 county and 7 community college libraries. The goal was to have this LSTA project reach 200 library workers (30% of the workforce) through the credits each year. Data collected shows that for FY03 through FY06 an average of 246 staff were reported by libraries as having benefited from the institutional sub-grants. This result (23% above the target) shows that the participating libraries found the sub-grants valuable to their continuing education efforts and that they stretched their awards deep into their staff levels.

Outcome based evaluation was conducted on the Training Credits sub-grant program and training programs to identify the change in knowledge from staff development events and the change in confidence in using the information of the development event in performing work and serving library users. The SLAA was not able to create a baseline of knowledge at the beginning of this plan, so the perceived percentage increases in knowledge and confidence stated by attendees has limitations. The State Library plans to improve the survey tool to include pre- and post-training definitions for the levels of increases so session participants have a better basis for assessing their changes.

## **Electronic resources and tools:**

Access to information was defined in the 2003-2007 Plan as an important development. Most of Wyoming’s residents are rural; it is important for them to have access to library and information resources equivalent to what urban residents with multiple local libraries can access.

With increases in LSTA funding, the State Library expanded the number of databases valuable to libraries and residents. Two notable additions were:

- The Cochrane Library, an evidence-based medical database for health professionals, and
- Library Learning Express, a testing service to assist in workforce development.

Additionally, the SLAA introduced two genealogy databases through statewide licensing, AncestryPlus and HeritageQuest, due to high interest in family history research. The State Library established a sampling evaluation program of the genealogy databases at three libraries to monitor research time and success using the information in them.

### **Centralized services**

Providing efficiencies to all types of Wyoming libraries was an ongoing priority throughout the reporting years. The State Library continued to act as a central purchasing agent for libraries to:

- Reduce operating costs for acquisitions,
- Leverage higher book discounts,
- Lower shipping costs, and
- Automate functions for rapid ordering, delivery and invoice payment.

The State Library provided two additional central services: contracting for statewide databases and providing fiscal services for the WYLD (Wyoming Libraries Database) Network. These services minimized local labor and maximized local and state government's financial investments.

### **Cooperation within the library community:**

**“Exchanging ideas, problems and solutions with other directors is essential to our development as professionals. We need to have more opportunities to meet together.”**

**~County library director at 2006 Annual Director's Retreat**

Collaboration for delivery of statewide projects is a leadership initiative that the State Library pursued under the plan. LSTA funds provided libraries the opportunity to introduce Fretwell-Downing's VDX (virtual document exchange) interlibrary loan management software so that staff and end users could easily initiate and manage borrowing and lending transactions for in-state materials.

The State Library maintained the Sirsi Hyperion digital archiving software (acquired under the previous plan) to build, store, and maintain collections of digitally captured material. Collaborative statewide projects supported with this software included the *Wyoming Western Trails Project* (<http://will.state.wy.us/trails/index.html>) and *Wyoming Planning Documents Digitization Project* (<http://will.state.wy.us/planning/index.html>). Current state government documents and information are continually added to expand the state's digital archives.

As a collaboration among the Wyoming Library Association, Wyoming Center for the Book and the State Library, the *Wyoming Library Roundup* magazine (<http://will.state.wy.us/roundup/index.html>) was revived after a fifteen year hiatus from publication. The new *WLR* is a specialty publication that brings a new look at the relationship of libraries, reading and authors to the state.

## **Conclusion**

The State Library believes it has used LSTA funds effectively to act and to react to state and national issues in a manner that has strengthened the Wyoming Library Community and led to quality products and services for librarians and residents of the state. The detailed report on Wyoming objectives that follows provides details of the progress and accomplishments made.

# Progress on Goals and Objectives

**Met Goal #1 of 6:** Emphasize professional development for librarians, trustees and staffs to maximize the library products and technologies used in Wyoming libraries, and deliver traditional library programs, resources and services offered in libraries.

**Accomplished Objective #1:** Train librarians regularly in the use of WYLDLDCAT (the electronic bibliographic catalog), licensed databases, government resources, and other information resources or products acquired for statewide projects.

## **Strategy: Applications training and refresher information for library workers**

Ongoing introduction of web-based products required applications training and refresher information to ensure library workers' proficiency and confidence in using the products and assisting end-users. Training focused on navigating the products and optimizing searches to retrieve general and specific results.

The electronic tools of primary focus in training included:

- WYLDLDCAT, the statewide bibliographic electronic catalog (<http://wyldweb.state.wy.us>)
- Fretwell-Downing VDX (Virtual Document Exchange) interlibrary loan software
- GoWYLD, the information portal leading information seekers to the state licensed databases and Wyoming websites (<http://gowyld.net>)
- Statewide licensed databases (<http://gowyld.net/dbases.html>).

## **Strategy: Shift in delivery method from on-site workshops to online training**

With the introduction of webinar software late in the plan period, training delivery began shifting from on-site to online. Given Wyoming's long travel distances, a shift to online delivery increased training attendance and reduced travel costs for both SLAA and attendees, although some benefits of personal contact were lost. A bonus outcome was the education provided about webinar technology and availability.

The State Library documented 62 workshops and 616 non-unique attendees. Workshop evaluations showed:

- Participants believed they increased their knowledge of the computer products and services by 94%
- Participants increased their confidence 88% in using training content for their work or to provide services to end-users.

Because several databases and the VDX interlibrary loan software were completely new to many employees, their knowledge went from zero or low level to a significantly high level because of training.

On-site workshops, webinars, email updates, instructions for individual databases, telephone assistance, and print materials (both mailed and in-workshop) made Wyoming library staff aware

of information resources available to them and to their patrons, including K-12 students.

Library workers gained confidence in the use of these resources, allowing them to conduct workshops for patrons and use these tools for reference. This knowledge also became part of the database selection process. As library staff, including school library media staff, began using the databases, they have seen a need for a multi-database topical approach to training. A small interest group is testing topical webinars under development.

Two issues impacted training in 2005 and 2006:

- 1) In 2006, the State Library moved into another building. Logistics for moving a library collection and 27 employees were complex with sliding relocation dates imposed on the agency.
- 2) The principal trainer for statewide licensed database workshops was ill in 2005 and the early part of 2006.

**Accomplished Objective # 2:** Deliver workshops, educational opportunities, and information products that assist librarians, staff, and trustees in effectively providing services, developing policies, assuming library leadership roles, and working with local governments and community groups.

**Strategy: Coordinate numerous training/continuing education events**

The State Library provided staff development and training to make library workers in all types of libraries, library boards, and library foundations aware of their roles and responsibilities in a changing environment. The State Library coordinated numerous events in varied formats to address the needs of this diverse group. Use of outside talent where appropriate expanded the topics beyond the expertise that SLAA staff possess.

A notable project was the “21<sup>st</sup> Century School Librarian Institute” for those interested in the library media specialist profession and delivery of the four-day workshop to 16 individuals.

The State Library coordinated or organized 40 staff development events with 484 non-unique participants. These included trustee workshops, library science topical workshops, and Bill & Melinda Gates Foundation workshops. Evaluations taken at many events showed that collectively:

- Participants reported a 62% increase in topic knowledge.
- Attendees reported an 83% increase in their confidence level in using the presented information in their libraries.

**Strategy: Maximize use of packaged training available by teleconference and desktop delivery**

The State Library made maximum use of webinars available from the Bibliographical Center for Research (BCR) in Aurora, CO, and underwrote a statewide license for the College of DuPage’s “Soaring to Excellence” series to support delivery of these quality

broadcasts to Wyoming library workers in numerous communities. Teleconference and desktop training delivery reduced time and travel costs for participants and for State Library staff.

**Strategy: Monitor numerous websites for free and low-cost online training**

The State Library monitored websites and calendars of various commercial and non-profit entities, such as OPAL, LibraryU, University of Missouri GLIS web radio interviews and SirsiDynix Institute, and alerted library workers to free or low cost Internet-based continuing education events.

**Strategy: Conduct multi-library trustee workshops throughout the state**

To educate library boards better, the State Library planned workshops in 2006 for trustees from multiple libraries to attend, network, and share best practices. Because of travel distances, the multi-library workshop concept was not successful and was discontinued.

Staff development initiatives increased library workers' knowledge and confidence. The workshops, conferences, and promoted programs covered everything from the rapid changes in library technology to emerging approaches to library services/management and trustee leadership for the 21<sup>st</sup> century. Participants routinely indicated that the events were well prepared, timely, and highly valuable to them and to their libraries. The participants liked learning from experts that the State Library brought in from other states and appreciated that many opportunities were offered to them through their own computers at their own libraries. Many library directors and trustees said they took the information and skills learned during the events and put them into immediate practice.

**Accomplished Objective # 3:** Offer sub-grants that enable individuals and libraries to obtain new information and formal education in dealing with technologies, traditional library services, and emerging programs.

**Strategy: Training Credits for Public and Academic Libraries**

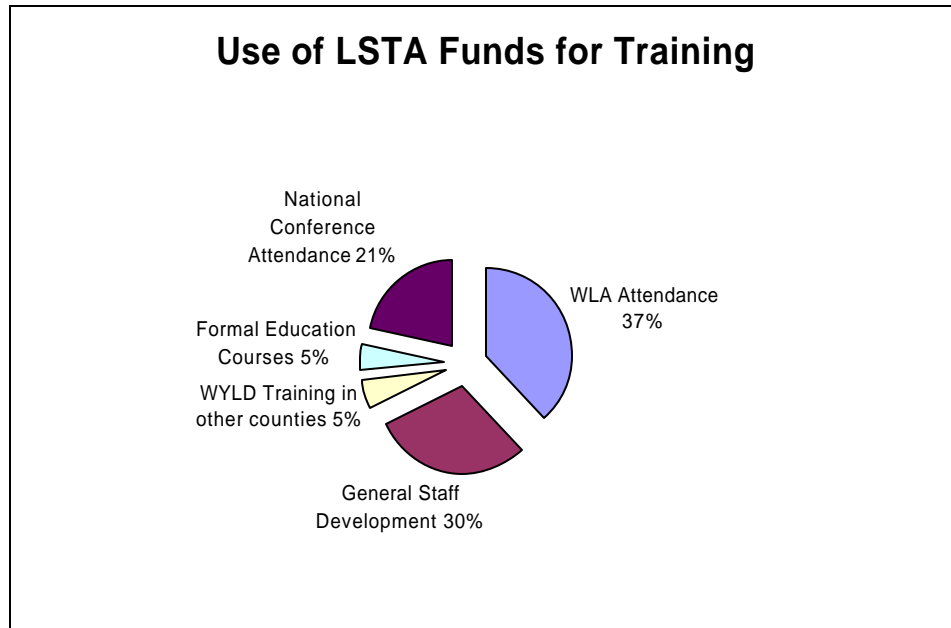
The 23 county and 8 academic library directors received funds for staff training and education not covered by their own institutions or facilitated through the State Library. Sub-grants were based on a formula of \$1,175 base amount for each county and academic library, plus \$40 per employee. Awards ranged from \$1,295 to \$4,575. The Training Credit program allowed every public and academic library director in Wyoming to have their staff participate in training, courses, and workshops that they most needed.

The program helped 1,050 non-unique library workers attend 1,611 events. In some cases the LSTA funds were the sole source for employee support; others had in-kind or local matching dollars.



Libraries used approximately:

- 37% of available funds to support employee attendance and participation at the Wyoming Library Association annual conferences,
- 29% for general staff development initiatives,
- 5% for WYLD Network training events held in neighboring counties,
- 5% for formal educational courses, and
- 21% for out of state library conferences or training.



These results indicate two things: 1) directors view professional development and networking aspects of conferencing as very attractive to the growth of their staff, and 2) funding is modest at the local level for staff development.

### **Strategy: Grants for Individual Continuing Education**

Grants for Individual Continuing Education allowed employees in all types of libraries to seek support for formal education or training not available in their local libraries' budgets. This program was important to library workers in graduate and undergraduate studies in library science as well as those seeking a school library media endorsement. To respond to the timely need for money for professional studies, these grants were offered six times each year. Maximum grants started out at \$750 per person per year, and were increased to \$1,000 to adjust for increasing costs of coursework and books.

In the first two years of this program, grants were available for individuals to attend regional and national library conferences. This category was later removed as the volume of requests exceeded funding capacity and as the private Carol McMurry Library Endowment supported some funding for conference attendance.

Of the 59 library workers who received grants:

- 12 took one or more graduate courses in library science,
- 8 worked on a school library media endorsement,
- 5 worked on an Associate of Art in Library Studies degree program or the Library Technician Certificate (through a partnership with Salt Lake Community College)

Others used their awards for special training or to attend a library conference to update their knowledge in library services and technology.

The State Library is pleased with the number of individuals interested in advancing their education in library science and continues to promote the availability of funds for formal education both within the LSTA program and through the Carol McMurry Library Endowment.

Wyoming has a small and mostly rural population, and not many trained library workers are moving to the state. Library workers do not always have the optimal blend of knowledge, skills, and abilities to work with and troubleshoot library automation and offer professional library services to patrons. Individual grants and training credits encourage the development of professionalism, reflecting a changed level of knowledge and breadth of understanding of library services.

Training Credits and Individual Grants impacted all Wyoming libraries by creating better-trained library workers, effectively growing leaders from within the library community; giving all workers exposure to emerging ideas and national leaders; and increasing participation and leadership in the statewide library association and cooperative network. Several Training Credit and Individual Continuing Education grantees used the knowledge and degrees earned through their studies to further their career through advancement, to create new and different library programs for their patrons, and to change the way that their libraries operated. Ultimately, they were able to provide their patrons with better library service and experiences.

**Accomplished Objective # 4:** Cooperate with institutions of higher education, organizations, library associations, and consultants so individuals in the state have access to specialized education, training, and resources that improve their working skills.

**Strategy: Establish valuable educational relationships**

The State Library:

- Worked with Salt Lake (UT) Community College to reduce tuition for Wyoming library workers enrolling in the 9 hour Library Technician Certificate program; ten Wyoming library workers took lowered tuition courses.
- Worked with Pueblo (CO) Community College to have the Salt Lake Community College hours accepted as electives towards an Associates of Arts degree in library science; three workers transferred their Library Technician

Certificate courses to Pueblo Community College to work on an associate's degree.

- Established a referral program to the Montana State University School Library Media Endorsement program for those seeking a library media endorsement through online coursework and referred 12 individuals.

### **Strategy: Collaborate with others to provide training and development opportunities**

The SLAA created new collaborations with:

- Montana State University to deliver a 21<sup>st</sup> Century School Librarian Institute in 2005 for individuals interested in school librarianship; 16 teachers and others participated.
- The Carol McMurry Library Endowment to fund the Wyoming Library Leadership Institute for 2003 through 2005; LSTA funding supported participation for 24 library workers in the past two years.
- The Bill and Melinda Gates Foundation to deliver technology-related training workshops through their grants and with agency coordination; the State Library coordinated six workshops.

The SLAA continued its existing working relationship with Bibliographical Center for Research (BCR) in Aurora, CO, for their continuing education workshops in technical services, library technology, and emerging social software; the State Library contracted with BCR for 15 online library-related courses

The State Library recognizes that formal education is important to the status of librarians as information professionals and libraries as professional institutions. Work on this objective has increased the knowledge, skills, and abilities of Wyoming's current and future library workers, created opportunities for new library leaders, and made the state's libraries more professional places to work and to use. By coordinating and creating partnerships with educational providers, the SLAA gave all Wyoming library workers a wider range of options for professional development, personal education, and leadership training. Work on this objective has helped sustain the state's libraries, given libraries the ability to enhance their employees' knowledge and skills, and given all library workers the opportunity to learn about and participate in emerging library technologies and discussions.

**Accomplished Objective # 5:** Generate resource sharing and information-sharing products including regularly published newsletters, an annual library directory, annual statistical reports, specialty manuals, and promotional materials both in print and electronic form.

### **Strategy: Develop and produce print and electronic products for library community infrastructure**

The State Library produced:

- *The Outrider*, 10-times yearly: an electronic library newsletter that communicates

news and information about the State Library and libraries statewide. Print editions of *The Outrider* were discontinued after Jan./Feb. 2004 in favor of online delivery for ease of distribution and lowered cost. Email notification when each issue is available is sent to an estimated 550 unique addresses.

- The *Wyoming Library Directory*, annual print edition and continually updated online: important for its use in interlibrary communications and delivery of information. The directory is distributed to more than 400 Wyoming libraries of all types and to the more than 100 public library trustees.
- *Wyoming Institution Library Directors' Handbook*, introduced 2005, print edition: a handbook for library managers of the 12 state institution libraries.
- *101 Things to Know or Do as A Wyoming County Library Board Member*, introduced in 2006, available print and online: a guide on trusteeship for county library board members. It was distributed to all Wyoming public library trustees.
- A revised edition of *Wyoming Library Laws*, print and online.
- Print and electronic instructional materials on access to the subscription databases focusing on libraries, schools, governmental associations, and legislators. Access to health information was targeted at employees of other state agencies.

### **Strategy: Develop and produce print and electronic products for Wyoming residents**

The State Library:

- Revived an out-of-print periodical, the *Wyoming Library Roundup*, and published it as a quarterly beginning in summer 2004. The new *WLR* is a consumer magazine that shows how libraries, authors, books and reading have special connections in the state. Each issue focuses on a theme to attract different readerships to libraries and books. Themes have included Children and Teens, Consumer Health, Wyoming Authors, Genealogy, Innovation, Women, Geology/Archaeology and Outdoors. In 2006 alone, the magazine was mailed to an estimated 10,000 unique addresses in Wyoming. The *Wyoming Library Roundup* is also available online.
- Produced the annual *Wyoming State Grants Catalog*, listing competitive grant opportunities offered by the State Library and other state agencies. The grants catalog has a distribution list of more than 400 addresses, and is also available online.

Electronic access to these products is difficult to gauge accurately, but in 2006, the publications subdirectory on the Wyoming State Library where these are found had more than 140,000 page views.

These products were important for resource and information sharing. They increased the visibility of Wyoming's libraries to state and local government officials and to the state's residents. These products generated awareness of librarians' professionalism and knowledge to groups that had not had a working relationship with them other than general library use. Because the content of these materials targeted their work and communities, people in Wyoming are increasingly aware of the breadth of services available to library trustees, other state agency employees, legislators, and state residents.

**Accomplished Objective # 6:** Plan, consult, and implement projects to address a wide range of library and information issues. State Library staff will develop the necessary skills to lead the projects through training, conferences and other educational mechanisms.

**Strategy: Develop a DVD on trusteeship for library board members**

State Library staff created 11 scripts for a DVD to present issues and responsibilities that library trustees must face. Video production is expected to be completed later in 2007 so distribution can be made at the end of the calendar year.

**Strategy: Manage Bill and Melinda Gates Foundation grants to the Wyoming**

State Library staff managed four statewide grants totaling \$202,310.

**Strategy: Introduce webinar-based training and programming for distance delivery of statewide staff development**

The State Library conducted four statewide workshops reaching 70 sites and at least 200 individuals on the Hein Online legal database and downloadable eAudiobooks from NetLibrary. Additional webinars were held on the statewide VDX interlibrary loan software. Attendees routinely said the events were well prepared, timely, and highly valuable to them and their libraries. The participants liked learning from experts and appreciated that many opportunities were offered to them through their own computers at their own libraries, and in the classroom environment.

**Strategy: Specialty skill development and training for State Library staff to lead these and similar projects**

The first three strategies are as diverse in their scope as they are in the types of staff knowledge needed to manage them successfully. State Library staff demonstrated their leadership skills and creativity working in a constantly changing environment and incorporating emerging technologies and non-traditional resources into operational practices.

As the result of these efforts Wyoming library workers are better trained to support their organizational infrastructure and public programs. Technology is changing the way training and information gets delivered, and the way library users see their libraries. Continuing investment in staff development is critical for the success of programs and computing.

**Accomplished Objective # 7:** License annually electronic products such as Library Literature and the OCLC WorldCat as tools for librarians and trustees to identify professional literature that can aid in improving services, studying issues, and addressing ongoing conversion.

The WorldCat was renewed regularly, primarily for its use as a database development and reference tool; this and the ongoing conversion project using OCLC are addressed in Goal 2, Objective 6. Library Literature and comparable products were licensed with non-LSTA funds.

**Accomplished Objective #8:** Maintain a professional collection of library science resources that deal with issues, trends, and information in any type of library. The collection of monographs, periodicals and non-print resources will be identifiable in the statewide catalog and loaned as needed.

**Strategy: Maintain a lending collection of library science resources available to the library community**

The library science collection provides access to a wider range of materials than is affordable at the local library level. The State Library purchases useful and practical titles that support the managerial and operational initiatives of various types of libraries so local libraries do not have to make those same purchases. This is especially important when the need for resources is short term. Through ongoing communication with colleagues at all employment levels the State Library was able to select appropriate titles in such topics and facility management, supervision, planning, and cultural diversity.

Circulation data captured by the WYLD integrated library system documented more than 1,100 monographic works circulated to library workers in the state during the plan period. This enabled libraries to invest their collection development funds into high use and turnover materials for their customers. With the average price of hardbound library science books hovering around the \$40-\$50 mark over the past several years, this strategy saved libraries of the state more than \$44,000.

The library science collection had a positive impact on the knowledge of library employees throughout the state in delivering services, products, and programs to their constituencies by making a wide range of publications on current and emerging topics available for their use. Most libraries in the state could not have afforded to purchase the books they needed due to the cost and often transient nature of library science materials. This project was successful in getting resources to the librarians at no cost on their end.

**Met Wyoming Goal #2 of 6:** Build upon the long history of library cooperation within the state with initiatives that offer library and information users seamless access to libraries and their resources, cooperative services crossing types of libraries, and rapid delivery of information.

**Accomplished Objective #1:** Provide access to information, identify options to develop virtual resources, introduce digitization, preserve Wyoming historical resources, monitor intellectual property concerns, and build upon the strengths of existing collections through cooperative projects of all types of libraries in the state.

**Strategy: Statewide planning for digitization**

The State Library initiated planning meetings with representatives of libraries and interested agencies to identify the possible products coming from digitization, standardization, metadata, public access, and a related thesaurus. Nine statewide meetings were held to plan digitization initiatives and coordinate the public presentation of

digitized materials held by several institutions. The digitization planning meetings prompted digitization stakeholders in the state to support and develop a one-stop access point for Wyoming libraries' digital projects.

One outcome of this strategy was the SLAA's successful budget request to the Wyoming Legislature in 2006 for almost \$1 million to digitize Wyoming newspapers from earliest publication to 1922. Showing state legislators that digitization is a viable and appropriate way to expand access to information about the state and its history led to their support for this authorization.

### **Strategy: Creation of the "Wyoming Memory" portal**

The Wyoming Memory Portal at [www.wyomingmemory.org](http://www.wyomingmemory.org) was created as a central site from which researchers and students could access digitization projects at the University of Wyoming, Casper College, State Archives and other participating institutions.

### **Strategy: Maintenance of Sirsi Hyperion software for digital publications vault**

The State Library maintains Sirsi Hyperion software used to develop a digital vault for publications created by the State of Wyoming. The software captures Hyperion-based publications, reports, documents, and other items of importance to Wyoming's residents so that they may access them. As of March 2007, 1,858 documents are in Hyperion; document quantity and use are not yet high enough to measure impact.

### **Strategy: Statewide cooperative evaluation and recommendations for purchase of electronic resources**

This strategy expanded Wyoming residents' access to information resources for their educational, professional, and personal growth. Five databases were licensed for public use:

- AncestryPlus
- HeritageQuest
- Learning Express Library
- CQ Researcher
- The Cochrane Library

Usage reports provided by the various vendors were regularly reviewed online at <http://will.state.wy.us/wyld/statistics/> to note changes and trends within each subscription year and over multiple years.

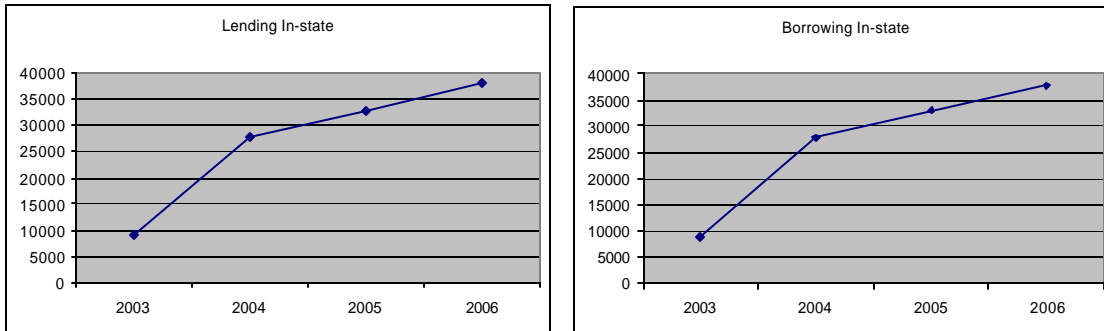
The ability to add these databases to the menu of electronic resources in the state resulted in a strong and diverse set of resources that provided residents the ability to conduct research, collect information, and ultimately, make decisions based upon authoritative and researched materials presented in a structured way.

**Accomplished Objective # 2:** Promote statewide interlibrary cooperation and empower the end user to be involved in the retrieval of information. Staff will conduct ongoing analysis of emerging library technologies and products that provide benefits to the end users.

**Strategy: Introduce Fretwell Downing VDX (Now OCLC PICA) interlibrary loan management software**

The State Library introduced this software to Wyoming libraries in FY03 as a tool to facilitate interlibrary lending and borrowing among the state’s libraries. Prior to the introduction, communication between libraries was erratic, responses to requests were not always prompt, and the service was paper intensive. For this automated service the State Library staff developed a transparent link from the WYLDCAT public catalog to the interlibrary software allowing library users to place requests online and bypass the user-to-librarian requirements of the past. This project also ensured that each request moved automatically to additional libraries in a queue if not acted upon in a timely manner.

Data logged by the product generated the following in-state lending and borrowing data for three full years of use and the first partial year after introduction:



<b>Lending In-state:</b>	CY 03: 9078;	04: 27755;	05: 32607;	06: 37,831
<b>Borrowing In-state:</b>	CY 03: 8861;	04: 27727;	05: 33048;	06: 37,772

Employee confidence in using the software and public awareness of self-initiated transactions are the two reasons for the growth over these four years. In prior years, ILL traffic increased slowly from 25,000 to 27,000. These recent numbers identify a dramatic jump in 2005 and 2006 due to what appears to be increased local library promotion of interlibrary services and library users’ confidence in their abilities to initiate and manage their own transactions through WYLDCAT. The key outcome of this objective is increased awareness of interlibrary cooperation among libraries of the state and increased comfort by both staff and the public in initiating a request. An additional outcome is the successful inclusion of 19 school and 6 special libraries as lenders who were not previously participants in the resource sharing process.



### **Strategy: License OCLC services statewide**

The State Library used program funds in FY05 to obtain a statewide license for OCLC services so that libraries and users could initiate interlibrary borrowing transactions with out-of-state libraries when no in-state library had the needed resources.

ILL cooperation has reached an all time high in the state. More libraries are actively lending to other libraries in the state so residents have the information sources needed for business, education and personal growth. Residents now have 24/7 access to all library resources in the state and nation through the unmediated interlibrary borrowing software.

**Accomplished Objective # 3** (with non-LSTA funds): Continue to promote libraries and library products to the public, students, and professionals emphasizing the content available in government publications, electronic databases, and traditional print, and showing how these resources affect work, education, and personal growth.

The objective was accomplished with a statewide marketing project that did not use LSTA funds, as other revenues became available.

**Accomplished Objective # 4:** Locate resources and research information for residents through a statewide Interlibrary Loan Clearinghouse and Center of Last Resort when those functions cannot be delivered locally.

### **Strategy: Identify, introduce, and maintain a range of online products**

The State Library had served as the interlibrary loan and reference resource “Library of Last Resort” for many years. The SLAA’s strategy was to identify, introduce, and maintain a range of online products that libraries throughout the state could use to respond to common and challenging questions, reducing or eliminating the need for a last resort host.

With federal funds, the State Library licensed and renewed annually eight databases for statewide use, acquired the VDX interlibrary loan management software and server platform, and contracted for the statewide OCLC license.

With the introduction of statewide licensed databases, training in web searching, and OCLC membership for libraries, the types and numbers of questions and difficult interlibrary loan requests submitted from libraries decreased to less than an average of two each week, allowing the SLAA to declare that a Library of Last Resort is no longer a role it needs to assume.

**Accomplished Objective # 5:** Represent the Wyoming perspective in electronic networks, digitization, and technology planning at the national and regional levels.

### **Strategy: Institutional memberships in relevant organizations**

The State Library continued its institutional memberships in several organizations that had the potential to affect SLAA and statewide planning. It was represented at meetings primarily by the State Librarian. These associations include:

- Chief Officers of State Library Agencies
- Western Council of State Libraries
- American Library Association
- Bibliographical Center for Research in Colorado.

As projects and initiatives emerge on the regional and national levels it is important that the State Library have a presence when consensus is established or plans are developed so in-state planning can be coordinated. This participation also helped to shape the messages for ongoing development of national and regional projects. Some projects focused on shared resources, strengthening library technologies, and staff development.

**Accomplished Objective #6:** Support statewide ongoing and retrospective conversion, especially at school and special libraries, through a variety of mechanisms including OCLC's CatExpress and WYLD training.

### **Strategy: Maintain a statewide OCLC CatExpress project**

The State Library licensed statewide access to OCLC CatExpress enabling libraries in the WYLD Network to add bibliographic records and local holding information to that database for local uses and statewide resource sharing; 13,806 bibliographic records were downloaded from OCLC to WYLD using the CatExpress service. Two significant outcomes occurred:

- Bibliographic records used for database development and end user searching came from a shared source that uses AACR2 and quality control.
- Staff in Wyoming libraries saved valuable time since they did not have to classify, create descriptive records, and select the appropriate subject headings to represent their new materials. Instead, they could retrieve professionally developed bibliographic records through simple searching efforts.

This project was folded into a statewide contract in 2005 that provided libraries direct access to OCLC for downloading records and participating in the OCLC interlibrary loan program.

The use of this software allowed libraries to quickly access, download, adapt, and upload to WYLD CAT bibliographic information on new books and media. Processing new materials was made easy and efficient, providing better service to patrons by putting new items into their hands quickly.

**Met Wyoming Goal #3 of 6:** Introduce technologies, software, and end-user services that link Wyoming libraries, and link Wyoming libraries with national networks and databases.

**Accomplished Objective # 1:** Continually investigate, test, and introduce software or systems including the Sirsi Hyperion digitization module and Fretwell-Downing interlibrary loan management software package that are designed to link libraries and their resources.

**Strategy: Study and analyze software, databases and systems that facilitate better use of library resources**

The SLAA was the point of contact for vendors seeking to integrate their products into statewide services. State Library staff analyzed the value of software, databases and systems that facilitate better use of library resources for library users. These included:

- **VDX interlibrary loan management software:** Data logged by the VDX product showed strong growth in ILL with its introduction; see Goal 2, Objective 2 for details and statistics.
- **BiblioStat Collect software package for public library data collection for the FSCS project:** After analyzing the process used by public libraries to report data for the FSCS program, the State Library licensed the Bibliostat Collect software package in 2005. This enabled the libraries to move from a labor-intensive paper system to a web-based product that made their reporting quicker and more accurate and allows the SLAA to generate supplementary value-added reports from the results.

**Accomplished Objective # 2:** Train county, school, special, and academic librarians in use of a new statewide interlibrary loan management system to improve services to customers and empower users to initiate interlibrary transactions.

**Strategy: Train library workers on Fretwell-Downing VDX**

After acquiring Fretwell-Downing VDX software in 2003 (see Goal 2, Objective 2) the SLAA developed a training plan to introduce it to library workers. The State Librarian and VDX project manager conducted 17 on-site workshops throughout the state during a two-month period in 2004; 158 library workers attended.

Since this software was completely new to Wyoming library workers, no outcome based evaluation was conducted as results would have shown at or near 100% new information gained by those attendees, and initial confidence in using the information would have been relatively low.

Workshops were followed by “help desk” support by the VDX project manager. The State Library created a toolbox consisting of interlibrary loan resources and manuals and gave it to each library participating in the program to help them use the software and inform residents of the service in a structured, single story, effort.

Librarians can manage all aspects of their interlibrary loan traffic easily, from one software package, for all libraries in their system. Library workers who participated in the training sessions gained knowledge and skills in the theory and practice of resource sharing and interlibrary cooperation that help them better serve their customers.

**Accomplished Objective # 3** (with non-LSTA funds): Manage cooperative systems used by libraries through planning, operations, training, and evaluation. Monitor automated reports to determine the growth of selected systems including the interlibrary loan package and integrated library system and obtain assistance from local libraries in surveying end user satisfaction of deliverables.

The State Library determined that federal funds were not needed to manage the cooperative systems.

**Made Progress toward Wyoming Goal #4 of 6:** Heighten sensitivity of local library staff and trustees to the issues, cultural attitudes, and approaches in reaching and serving potential library users from outside the mainstream culture.

**Delayed Implementation Objective # 1:** Consult with librarians on diversity and literacy issues to help them better develop services and resources that improve their relationship to unserved and underserved groups; and **Delayed Implementation Objective # 2:** Design a toolkit so librarians have resources available that help them to establish services and activities that attract non-users from various cultural and economic backgrounds.

The State Library delayed work on these two objectives because of scheduled implementation of a Bill and Melinda Gates Foundation grant that specifically addresses them. The first step will begin in 2007 during this plan period with a workshop on Spanish Language Outreach funded by the Foundation.

**Accomplished Objective # 3:** Promote reading, books, and information literacy as important elements in achieving a high quality of life.

### **Strategy: Sponsor the Wyoming Center for the Book**

The State Library provided staffing and operational support to the Wyoming Center for the Book to nurture the relationships between writers, libraries and readers. Center for the Book accomplishments included:

- Serving as the state's liaison to the national contest "Letters about Literature" for each year of this plan. For 2004 through 2007, 2,267 entries were received from Wyoming students in grades 4-12. One national winner came from those entries.
- Publishing the book *Deep West: A Literary Tour of Wyoming* in 2003 with contributions provided by prominent writers and poets of the state.
- Creating the online *Wyoming Authors Wiki* as an interactive resource on the state's books and authors. The wiki social software enables members of Wyoming's library community to create and edit content.

The Wyoming Center for the Book was one of five 2006 winners of the Library of

Congress's Daniel Boorstin Award for innovative reading promotion projects.

**Strategy: Publish Wyoming Library Roundup magazine**

The *Wyoming Library Magazine* promotes books, reading, and libraries. The *WLR* focuses on topics that weave information of interest to state residents together with libraries, librarians, writers, and readers. The magazine has been published quarterly since summer 2004. It has received recognition from the Wyoming Press Association, American Library Association, and libraries nationally for its creative efforts in presenting library materials.

The Wyoming Center for the Book and the *Wyoming Library Roundup* generated new recognition of the importance and resources available in Wyoming libraries within the state's writing, education, health, and outdoors communities. These collaborations promoted reading and the use of libraries for personal growth to groups not previously considered potential partners.

**Met Wyoming Goal #5 of 6:** Ensure that inmates of state prisons, residents of state institutions, and visually impaired individuals have library services and resources to meet their basic reading needs.

**Accomplished Objective #1:** Provide sub-grants to state institutions to support the acquisitions of informational resources, reading materials, and multi-media products.

**Strategy: Sub-grant LSTA funds to Wyoming's 12 institutional libraries**

The State Library supported the reading interests of residents and inmates of the 12 state institution libraries by continuing its long-standing practice of providing LSTA funds directly to them.

Each institution was given an annual grant to select and purchase appropriate recreational and educational materials for their clientele. Library managers used funds to purchase newspaper subscriptions, magazines and books that enriched the residents' lives. The institution libraries serve approximately 3,000 elderly, hospitalized, incarcerated, youth offenders, deaf and hard of hearing, and mentally challenged residents and inmates each year.

During this period, these grants served as the only source of library funds for 11 of the 12 institutions. These grants allowed more than 3,000 underserved members of Wyoming each year to have access to new recreational and educational reading material and supplies. Without these grants, the state institutions would have had no resources to purchase such materials, which would have made running their libraries' educational, recreational, and rehabilitation programs much more difficult.

A secondary output was the creation of an information portal (<http://will.state.wy.us/ldo/institutions.html>) in FY04 for the institution library managers

to help them navigate State Library information, websites and electronic resources for work-related materials.

**Accomplished Objective # 2:** Continue management of a central purchasing service to the institutions to maximize the purchasing power of any sub-grants awarded.

**Strategy: Use State Library's central acquisitions program to process orders of selected items and pay vendor invoices**

The SLAA used its central acquisitions program to process the orders of selected items and pay vendor invoices for the 12 institution libraries. The central acquisitions program provides a large vendor discount and free shipping, and it reduces clerical and administrative tasks at the individual libraries.

**Accomplished Objective # 3:** Manage the rotating large print collections used by public and institution libraries that serve the visually impaired. Enrich the collections with new titles of popular fiction and non-fiction.

**Strategy: Coordinate large print collections rotated throughout the state (FY03-FY05)**

Under the coordination of the State Library, some 50 libraries, institutions and nursing homes participated in the program so their clients could take advantage of an array of different titles as collections moved every four months.

**Strategy: Purchase new titles for the large print rotating collections (FY03-FY05)**

New titles were purchased by the SLAA and added to the rotating collections to offer some readers the best selling books.

The Large Print Rotating Collection program was managed by the State Library throughout FY03 through FY05. In early FY06 the State Library analyzed the program's value and determined that the collections contained too many out-dated titles and authors and that bringing the collections up to date would require significant investment. Analysis showed that most participating libraries were collectively purchasing more and newer large print titles than the SLAA and that local efforts had more impact than the rotating collections. In FY06 the State Library advised participating libraries that the program would be discontinued and each participant should keep titles of worth and return others to the SLAA for withdrawal from the WYLD database and inclusion on a statewide discard list.

This project served Wyoming libraries and users for 15 years with a wide variety of books in many genres. Residents with visual disabilities or residents who found the large type easier on their eyes benefited from collections that circulated among more than 50 libraries and institutions.

However, lack of a large and consistent funding source led to weaker collections over the years.

Termination of the program was the appropriate action since most of the participating libraries had seen the value of large print and routinely added that material type to their collection development strategy.

**Did not work toward Objective # 4:** Cooperate with literacy agencies and organizations to provide train the trainer workshops and direct consumer workshops that improve the literacy level for targeted individuals and families in the state.

The State Library found that numerous libraries and other entities in the state were addressing literacy adequately. A good example of the resources in just one community is found on Natrona County Public Library's web site: [http://www.natronacountylibrary.org/w\\_literacy.php](http://www.natronacountylibrary.org/w_literacy.php). The State Library was able to use LSTA funds for other priorities.

**Made progress toward Wyoming Goal #6 of 6:** Stimulate librarians to think "outside the box" in a) the introduction of new products or services, b) ways to add value to existing services, and c) cooperative services.

**Accomplished Objective # 1:** Communicate to library directors and key staff about emerging products, technologies and approaches to services so they can envision possibilities and alternatives in the range of services provided to their customers.

### **Strategy: Test technological products and services for use by SLAA and library community**

Many Wyoming libraries have limited staff and resources to investigate potential uses of the growing marketplace of social software, web-based training packages, and other online services. During this plan period, social software – wikis, blogs, and RSS feeds – were developed and made available for personal and institutional uses. The State Library determined that:

- **Wiki software** would be viable for a modern database of Wyoming authors and writers. During 2006 State Library staff and a summer intern developed the web-based *Wyoming Authors Wiki* at <http://wiki.wyomingauthors.org/>. Staff continues to maintain the wiki, offer support for registered contributors, and add and update author information.
- **An RSS news feed** would enhance communications in the statewide library community. The State Library created an RSS feed to distribute training, educational, and service news that might not be seen by some library workers.

The SLAA saved Wyoming libraries time by finding and exploring emerging products and technologies that might be of use to them and that can be fully integrated with the current ILS before presenting them to the librarians for their use.

In 2006, the State Library introduced webinar-based software for training and group meetings so groups in distant locations of the state could work jointly and efficiently.

**Strategy: Train library workers on new technological products and services**

The State Library coordinated the delivery of 12 workshops on wikis, blogs and RSS feeds; more than 150 library workers statewide attended online. Evaluations showed that participants:

- Believed they increased their knowledge of wikis, blogs and RSS feeds by 63%.
- Increased their confidence 65% in using such software.

Data is not available on the number of libraries that may have established wikis, blogs or RSS feeds to communicate library information in their communities as a result of these workshops.

Although reliable data do not exist to show how many libraries regularly use the presented products and technologies, and although use does not always correlate to impact, the fact that all Wyoming libraries have knowledge of the new products and technologies means that they could one day use them in their libraries. In itself, the experience with those technologies means that the State Library helped create a more knowledgeable library workforce.

**Did not work toward Objective # 2:** Institute a sub-grant program for libraries that encourages the development of innovative services to customers and attracts new customers. Projects will be encouraged to serve as models that other libraries can reproduce.

The State Library did not initiate a competitive sub-grant program, choosing instead, with the support of the Wyoming library community, to allocate LSTA funds in statewide projects that benefit all residents, regardless of the type of libraries they use. The library community encouraged the State Library to invest those funds in licensing databases for statewide use, statewide OCLC membership to improve resource sharing, and interlibrary loan management software.

**Met Objective # 3:** Provide infrastructure services at the State Library for efficiencies of services and projects as appropriate.

**Strategy: Provide a central acquisitions program for the state's libraries**

This strategy increased the vendor discounts through volume purchasing, and minimized the volume of fiscal transactions at local libraries when acquiring materials. Libraries deposited funds at the State Library in trust accounts, ordered new books through online vendor databases, and received reports on fund balances. The State Library received the invoices and managed the accounts through the integrated library system.

For the acquisitions program, the SLAA received deposits totaling:

FY03:	\$3.6 million
FY04:	\$6 million



FY05:	\$6 million
FY07:	\$4.5 million (partial year, to date as of March 2007)
<b>TOTAL:</b>	<b>\$22.5 million</b>

These deposits provided two outcomes:

- Increased purchasing power for Wyoming libraries with discounts of 40% to 42%.on materials.
- Free shipping to the libraries, valued at an average of 7% of the cost of each shipment.

**Strategy: Provide a central fiscal program for certain financial transaction**

A central fiscal office managed accounts receivable and payable related to libraries for cost-sharing of statewide projects, purchasing and re-billing of supplies used by WYLD Network libraries, and handling the fiscal transactions of the central acquisitions program in the state's accounting system.

By centralizing purchasing and selected business operations for Wyoming libraries, the State Library saved participating county, school and academic libraries money and time, which in turn allowed the libraries to focus on serving their customers or other work assignments. This impacted library users by giving them more “bang for their buck” and a shorter wait time for new books and other library resources.

# Results of In-Depth Evaluations

## Wyoming Goal #2, Objective #1:

**Goal 2:** Build upon the long history of library cooperation within the state with initiatives that offer library and information users seamless access to libraries and their resources, cooperative services crossing types of libraries, and rapid delivery of information.

**Objective #1:** Provide access to information, identify options to develop virtual resources, introduce digitization, preserve Wyoming historical resources, monitor intellectual property concerns, and build upon the strengths of existing collections through cooperative projects of all types of libraries in the state.

The State Library licensed two genealogy-related databases for statewide access because of the historical demand for such information and the growing interest in family research in the state:

- AncestryPlus (renamed to Ancestry Library under a new vendor)
- HeritageQuest

With the cooperation of three libraries, selected evaluative data was collected and tabulated in 2005 and 2006 to determine the ongoing value of these databases to genealogical researchers. The State Library prepared a survey form measuring amount of time spent in research, user satisfaction level, and impact of these products on research goals. Three libraries with a history of genealogy research agreed to use the forms to survey patrons who used one or both of these databases.

In FY05, participating libraries returned 312 surveys to the State Library. These showed that during the fiscal year:

- The average research session lasted 1.68 hours; total of 525.5 hours log-in time.
- 241 respondents (77%) reported that the databases provided new information for their research; only 24 reported no new information was found.
- 242 respondents (78%) reported that the databases helped them get closer to their family history goals.

In FY06, the number of responses increased slightly to 360. Of these responses:

- The average session increased to 2.2 hours (30% increase).
- 310 respondents (80%) indicated that new information was discovered in the databases while only 20 reported no new information.
- 280 (78%) replied that the databases helped in reaching family research goals.

Both databases provided statewide usage data to for evaluation:

**Calendar Year Summaries: Ancestry Library**

<b>TOTALS</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>
SESSIONS	6329	8561	23,655	9,268
PAGE VIEWS	185,663	287,824	460,041	113,049
avg view/session	29.3	33.6	19.5	12.2

**Calendar Year Summaries: HeritageQuest**

:

<b>Summary</b>	<b>All Sessions</b>	<b>All Searches</b>	<b>All Abstracts</b>
2006 Totals	23,871	139,869	324,398
2005 Totals	37,254	104,245	203,089
2004 Totals	7,571	45,620	72,507

The surveys and usage data support the State Library’s conclusion that these two products are extremely useful for Wyoming residents and should be continued in the next five year plan. Increasing use leads the SLAA to conclude that many residents are just beginning to initiate electronic genealogical research now that online resources are available that offer search engines and organized results.

## **Progress in showing results of library initiatives or services**

The State Library has worked on Outcomes Based Evaluation (OBE) on the LSTA supported “Training Credits,” one of several staff development program identified in Goal 1, Objective 3. Within the design of this sub-grant program, each of the 23 county libraries and the 8 academic libraries received a grant for employee development. This ensured funds to train and educate their workers to meet the changing library and information environment.

Data was collected for much of this Five Year Program to reflect its status as the OBE Project reported annually in the State Plan Report. Library directors had the flexibility to determine how to best use the funds within the training, education, workshop, or seminar guidelines established by the Agency. Although survey responses did not reach 100%, the State Library was proactive with follow-up requests for evaluations.

The libraries maximized their sub-grants to benefit the largest number of staff. The project goal was that 200 employees would benefit from the LSTA funds annually for training, workshops, and other staff development events. The directors stretched their sub-grants significantly:

<u>Fiscal Year</u>	<u>Employees Benefiting</u>	<u>Difference from Target</u>
FY03	265	+32%
FY04	274	+37%
FY05	221	+10%
FY06	249	+24%

OBE survey results identify an average increase in knowledge of 60% and an average increase in confidence of 66% in using the new information from the staff development events funded under the Training Credits.

## **Lessons Learned**

### **Webinar technology: acceptance, advantages, and challenges**

Library workers of all ages and educational levels are increasingly accepting delivery of staff development and training through webinar technology. Workers find that online training is practical and saves travel time and related expenses.

Webinar technology sessions on notable social softwares – RSS, Blogs, and Wikis – worked well since content and presentation were appropriate to participant skill and comfort level. A broadcast format allowed attendees to participate without significant hands-on collaboration. For these first sessions the State Library contracted with the Bibliographical Center for Research in Colorado for a total of 12 webinar-based presentations by their staff. Evaluations showed that the webinar format was well received by a wide range of attendees.

Webinar delivery presents some specific challenges:

- Local library technology and telecommunications at some small branch libraries require upgrades so the offerings can be received through the Internet and heard adequately with speaker phones.
- State Library staff has had to re-evaluate the style, content, pace, handouts, and interaction.
- Registration for webinar-based offerings can be complex. Some libraries register a single person, but then have a group view the presentation jointly. In other cases, local library staff do not coordinate the training. Several people in one building may view the sessions individually at their workstations and computers, which can increase bandwidth demand and telephone connection costs, depending on the software used.
- Collecting evaluative information is changing because the content delivered often lasts one hour or less compared with multi-hour face-to-face sessions.

### **Demand for electronic resources**

There is an almost insatiable thirst within the Wyoming library community for more electronic databases and products. As the SLAA introduced the databases and interlibrary loan management software statewide, colleagues and vendors were making additional recommendations for commercial databases, and downloadable audio books and videos. Although Wyoming public and academic libraries are seeing budget increases from local sources, they still seek added products that can be offered on a statewide basis to create an equitable environment for their colleagues and patrons.

Wyoming libraries can expect their electronic resources to increase, but in the future, these new resources will most likely focus on specialty subjects for specific audiences rather than general areas for the general public. This is consistent with the “long tail” principle.

With the continuing interest in adding new electronic resources comes the need to develop sustainable training programs for library employees and end users. With every product added to the statewide menu found at <http://gowyld.net/dbases.html>, The State Library has seen the need for a well defined training strategy to ensure that staff statewide can use the resource effectively, and for follow-up support to support proficiency using the product.

Webinar-based training and online documentation will play important elements in that effort. A strategy is also needed to collect feedback from end users on the value and quality of the products to make cost-benefit determinations.

## **Brief description of evaluation process**

This evaluation report seeks to comply with the reporting requirement for use of Library Services and Technology Act (LSTA) federal funds between October 1, 2002 (FY03) and September 30, 2007 (FY07). In actuality, the report reports on the activities conducted in Wyoming between October 1, 2002 and December 31, 2006 in order to meet the submission date of March 31, 2007. The evaluation of the Wyoming five year program was conducted by staff within the Wyoming State Library. The decision to undertake the evaluation by staff rather than an outside consultant was based upon the amount of data that was already available to the SLAA, anticipated cost for an outside evaluator, and expected staff support that an evaluator would need.

The Library Development Office staff of four was the team that analyzed OBE, statistical, and other information compiled during the time period of October, 2002 through January, 2007. The team consisted of:

- Jerry Krois, LSTA Coordinator
- Chris Van Burgh, Outreach and Training Librarian
- Jamie Markus, Continuing Education Coordinator
- Norma Cloyd, Library Development Specialist.

Development of this evaluation report took about 120 hours of the team's time at an estimated cost of \$3,000. The team had several planning sessions during 2006 to discuss the elements of the evaluation, data already collected, and timetables. The team began reviewing the data and other documentation in December, 2006 after submission of the State Plan Report (SPR).

Data was collected throughout the time of this Plan with workers from all types of libraries regularly submitting OBE documentation on training, staff development and sub-grants received. This data was regularly incorporated into spreadsheets to track outputs, and impact. Evaluation also took the form of general data analysis for the electronic databases annually licensed with LSTA funds.

Because of the continuing discussions and meetings held in the state throughout the years, the State Library had both informal and formal recommendations on the role of LSTA in statewide library development. The directors of the 23 county libraries and the 8 academic libraries met with the State Librarian at the annual retreats to discuss LSTA, state funded projects, interlibrary cooperation, and resource sharing.

Directors indicated continuing satisfaction with the general direction, projects, and sub-grant programs delivered with LSTA funds. They were keenly aware of the importance of interlibrary cooperation, staff development, and centrally-offered services. They provided this input to the State Librarian at these retreats, at other meetings, and one-to-one as issues arose. The State Library also used the WYLD Network as a mechanism for feedback on projects and services developed and delivered with all funding sources.

The Agency did not convene focus groups or undertake a survey to receive comments on LSTA for this evaluation because federally funded initiatives reach many librarians and library

employees, some on a daily basis. Library employees throughout the state have indicated over the years that their first priority is the delivery of quality products and services from the State Library. They expect the SLAA to determine the source of funding and related accounting processes. They seek a transparent environment in which all funding sources meld into one strong program that enables them to participate in statewide projects, advance library technology, and meet the information needs of residents.