Library Services and Technology Act - Grants to States Program

Georgia Public Library Service Evaluation of the LSTA Five-Year Plan FY2018-FY2022

Table of Contents

Evaluation Summary

The use of federal Library Service and Technology Act (LSTA) funds by the Georgia Public Library Service (GPLS) during the past five years has been guided by the GPLS LSTA Five-Year Plan for 2018-2022. The intent of this evaluation is to examine the extent to which the GPLS has met the goals that are defined in its Five-Year Plan.

The specific evaluation questions addressed include:
- To what extent did your Five-Year Plan activities make progress toward each goal?
- To what extent did your Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

The methodology employed in this evaluation included interviewing the individuals listed in Appendix B, examining the documents listed in Appendix C, conducting a Web-based survey of public library staff members in Georgia (Appendices D and E), facilitating a focus group with Georgia public library directors (Appendix F), and comparing the targets for LSTA-funded activities in the LSTA Five-Year Plan with actual performance (Appendix G). Appendix H contains supplemental information about strategic partnerships. Appendix I has selected statistics for the PINES project used in the report. Appendix J shows the crosswalk of GPLS Goals and Programs with IMLS intents.

Based on the results of these evaluations, this report makes the following findings:

- GPLS has effectively leveraged most of its projects and activities across multiple goals to create a holistic, connected approach to its LSTA-funded efforts. Charts showing the relationship between each GPLS Goal, IMLS Focal Area and Intents, and GPLS Projects is detailed in Appendix J.
  - **Goal 1: "Serve as trusted advisers to the library community"** has been achieved through the following projects: PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; Youth Services; Professional Libraries and Administrative Services; Continuing Education; and Research and Statistics.
  - **Goal 2: "Develop a supportive community for Georgia's public libraries"** has been achieved through the following projects: PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; GLS (formerly GLASS); Youth Services; Community Engagement; Professional Libraries and Administrative Services; Continuing Education; and Research and Statistics.
  - **Goal 3: "Ensure equal access to information and technology"** has been achieved through the following projects: PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; GLS (formerly GLASS; Youth Services; Community Engagement; Professional Libraries and Administrative Services; Continuing Education; and Research and Statistics.

- ○ **Goal 4: "Foster a culture of learning statewide"** has been achieved through the following projects: PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; GLS (formerly GLASS); Youth Services; Community Engagement; Continuing Education; and Research and Statistics.

- The GPLS 5-Year Plan activities addressed the following national priorities associated with the Measuring Success focal areas and their corresponding intents:
  - ○ Information Access: Improve users' ability to…
    - ■ …discover information resources
    - ■ …obtain and/or use information resources
  - ○ Institutional Capacity: Improve…
    - ■ …the library workforce
    - ■ …the library's physical and technological infrastructure
    - ■ …library operations
  - ○ Lifelong Learning: Improve users'...
    - ■ …formal education
    - ■ …general knowledge and skills
  - ○ Civic Engagement: Improve users' ability to participate in…
    - ■ …their community
    - ■ …community conversations around topics of concern
  - ○ Human Services: Improve users' ability to apply information that furthers their…
    - ■ …personal, family, or household finances
    - ■ …personal or family health and wellness
    - ■ …parenting and family skills
  - ○ Economic and Employment Development: Improve users' ability to use…
    - ■ …resources and apply information for employment support
    - ■ …and apply business resources

- Individuals with disabilities represented a substantial focus for the GPLS Five-Year activities. These individuals were the focus of the GLS project (Georgia Library Services for the Blind and Print Disabled, formerly GLASS), which represented 21% of the total LSTA expenditures by GPLS during the time period under consideration.

- The following program changes were reported by GPLS: In five cases, the names of programs were changed to clarify purpose or to describe expanded services. The research sharing project **HomePLACE** was re-named to **Archival Services and Digital Initiatives (ASDI)** and moved to its own project; the **IT Management – Broadband Upgrade and Ongoing Support Project** was removed from LSTA-funding (though is still under GPLS management); the **Youth Services** "Read Me a Story, Please!" activity experienced challenges with navigating the requirements of correctional institutions in Georgia and shifted to subgrants in FY21; and the **Community Engagement Project was** separated by activities into new projects: **Strategic Partnerships** and **Communications**. Additionally, due to COVID, some activities (e.g., meetings and presentations) shifted to virtual/video conferencing methods; and PINES took on

extra challenges in adjusting ILS system services to help libraries when they had to close facilities for the COVID-19 pandemic considerations.

- Three stakeholder groups contributed feedback to the Five-Year Plan Evaluation.
    - **Survey:** One-hundred and sixty-four (164) public, academic, school, and special library staff members throughout Georgia responded to an online survey in October and November 2021.
    - **Focus Group:** Thirty-three (33) Georgia public library directors and administrators participated in an in-person focus group conducted by the consultant on December 2, 2021, in Savannah, Georgia.
    - **Interviews:** Twelve (12) Georgia Public Library Service Staff who manage LSTA-funded programs during the time period under consideration were interviewed by the consultant between September 28, 2021, and December 9, 2021.

- Simple descriptive statistics (including tables and graphics) have been provided for the survey of Georgia library staff members by reporting numbers and percentages of answers and full text of comments received. Qualitative methods included interviews, focus groups, open-ended questions in the library staff survey, and review of documents and electronic resources, including the GPLS annual SPR reports to IMLS.

The consultant makes the following recommendations for the next LSTA Five-Year plan:

1) **GPLS's focus on high-performing, centralized LSTA-funded programming that serves the majority of libraries in Georgia should continue.** GPLS has marked a great degree of success in harnessing economy of scale to serve many (through nearly every LSTA-funded project) and has taken great care to leverage programs across multiple GPLS goals that are properly aligned with IMLS priorities; this strategy further increases the ratio of benefits to cost, while allowing project managers to docs on their areas of work and impact.

2) **Continue to improve the core Integrated Library System (ILS) and all levels of resource sharing systems and activities**. GPLS has prioritized the development of its open-source Evergreen ILS, maintenance of the courier system to move items around the state, a robust stable of electronic resources that are a natural fit for resource sharing, and digitization initiatives to capture and share unique materials. These separate projects work together as almost a seamless service to GA residents via local library access and should continue to be refined to optimize service delivery. In interviews for this evaluation, Project managers have shared ideas of improvement, including ongoing PINES development, restructuring courier routers for greater efficiency and performance, collection development of digital resources, and improvements to the process and reach of digitization efforts.

3) **Leverage GPLS's experiences during COVID to build resilience and flexibility into the LSTA Five-Year Plan.** As evidenced through stakeholder feedback, during COVID GPLS demonstrated high degrees of leadership and flexibility to guide and support libraries in the state. While highlighting GPLS's leadership competencies, the experience also proved that future events are often unpredictable; even so, goals can be met, and even exceeded, when

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there is flexibility to "pivot" and change the methods used to achieve goals (e.g., tactical actions). While measurable outcomes for goals remain vital, the consultant encourages GPLS to continue to be flexible in the tactical actions used to create desired outcomes and reach goals and remain ready to "pivot" as future conditions change.

4) **Harness the persistence of LSTA funding to support ongoing GPLS LSTA goals and to address any gaps that may come from temporary funding sources.** Throughout the evaluation process in 2021, State Library Organizations were among the many governmental entities in the United States managing and distributing unprecedented amounts of federal funding (under CARES Act, ARPA funding, and other sources). While CARES and ARPA provide one-time funding sources suited for bootstrap and startup needs, LSTA has the benefit of being an ongoing program. GPLS should consider if and/or how LSTA funding could tie into any activities or programs funded through temporary funding sources, whether through helping sustain those new programs or help sunset them as appropriate.

5) **Project-level recommendations:** The consultant would be hard-pressed to find a weak performer among GPLS LSTA projects. As well as high rankings from the surveys and the focus group, it is clear (via interviews) that project managers have a culture of seeking continuous improvement to their project. In a more specific sense, project managers shared thoughts about changes and/or improvements that they feel should be considered in any continuation of current projects or activities. Those suggestions have been provided to the GPLS in a separate set of reports for consideration in creating the next Five-Year Plan.

Evaluation Report

This section of the evaluation addresses the key questions provided by the IMLS in its "Guidelines for IMLS Grants to States Five-Year Evaluation." To complete the evaluation of each goal and the projects supporting each goal, the consultant reviewed (as appropriate and available) a combination of SPR data (as reported to IMLS annually by the GPLS), data collected and shared by the GPLS, the results of a state-wide survey of public library workers, a focus group, and interviews. The consultant also considered how the state library staff member who managed or was responsible for an LSTA-funded program self-evaluated the success of their efforts.

A. Retrospective Questions:

A-1. To what extent did your Five-Year Plan activities make progress towards each goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

The GPLS plan had four (4) goals, which sought to address national priorities associated with the Measuring Success focal areas and their corresponding intents. These four goals were:

1. Serve as trusted advisers to the library community
2. Develop a supportive community for Georgia's public libraries
3. Ensure equal access to information and technology
4. Foster a culture of learning statewide

To meet its goals, GPLS leverages most of its projects and activities across multiple goals to create a holistic, connected approach. Specific programs leveraged to meet each goal are listed in the first part of this evaluation (*Evaluation Part 1: Assessment of Goals*); program descriptions and outcomes of consultant assessment activities are detailed in the second part of this section (*Evaluation Part 2. Project Information and Data*). Charts showing the relationship between each GPLS Goal, IMLS Focal Area and Intents, and GPLS Projects is detailed in Appendix J.

Evaluation Part 1: Assessment of Goals

Goal 1: Serve as trusted advisers to the library community		
☑ Achieved	● Partially achieved	● Not achieved

The following projects were implemented to address Goal 1: **PINES, Resource Sharing**, **IT MANAGEMENT – GPLS IT Support – Internal & External**, **IT MANAGEMENT – Broadband Upgrade & Ongoing Support**, **IT MANAGEMENT – IT Outreach & Education**, **Youth Services**, **Professional Libraries and Administrative Services, Continuing Education**, and **Research and Statistics**. Please see Appendix J for charts showing the relationship between each GPLS Goal and IMLS Focal Areas. Many projects are designed to address multiple IMLS Focal Areas.

Consultant Assessment of Goal #1: The projects supporting this goal have proven to be successful, amounting to the assessment that GPLS has achieved its Goal #1. The projects clearly support the GPLS goal, and the goal is clearly aligned with LSTA goals and intents. Detail about each project and consultant opinion is provided in Evaluation Part 2: Project Information and Data.

Goal 2: Develop a supportive community for Georgia's public libraries		
☑ Achieved	● Partially achieved	● Not achieved

The following projects were implemented to address goal 2: **PINES, Resource Sharing**, **IT MANAGEMENT – GPLS IT Support – Internal & External**, **IT MANAGEMENT – Broadband Upgrade & Ongoing Support, IT MANAGEMENT – IT Outreach & Education, GLS (formerly GLASS), Youth Services**, **Community Engagement, Professional Libraries and Administrative Services, Continuing Education,** and **Research and Statistics**. Please see Appendix J for charts showing the relationship between each GPLS Goal and IMLS Focal Areas. Many projects are designed to address multiple IMLS Focal Areas.

Consultant Assessment of Goal #2: The projects supporting this goal have proven to be successful, amounting to the assessment that GPLS has achieved its Goal #2. The projects clearly support the GPLS goal, and the goal is clearly aligned with LSTA goals and intents. Detail about each project and consultant opinion is provided in Evaluation Part 2: Project Information and Data.

Goal 3: Ensure equal access to information and technology		
☑ Achieved	● Partially achieved	● Not achieved

The following projects were implemented to address goal 3: **PINES**, **Resource Sharing, IT MANAGEMENT – GPLS IT Support – Internal & External, IT MANAGEMENT – Broadband Upgrade & Ongoing Support, IT MANAGEMENT – IT Outreach & Education, GLS (formerly GLASS), Youth Services, Community Engagement**, **Professional Libraries and Administrative Services, Continuing Education,** and **Research and Statistics.** Please see Appendix J for charts showing the relationship between each GPLS Goal and IMLS Focal Areas. Many projects are designed to address multiple IMLS Focal Areas.

Consultant Assessment of Goal #3: The projects supporting this goal have proven to be successful, amounting to the assessment that GPLS has achieved its Goal #3. The projects clearly support the GPLS goal, and the goal is clearly aligned with LSTA goals and intents. Detail about each project and consultant opinion is provided in Evaluation Part 2: Project Information and Data.

Goal 4: Foster a culture of learning statewide		
☑ Achieved	● Partially achieved	● Not achieved

The following projects were implemented to address goal 4: **PINES, Resource Sharing, IT MANAGEMENT – GPLS IT Support – Internal & External, IT MANAGEMENT – Broadband Upgrade & Ongoing Support, IT MANAGEMENT – IT Outreach & Education, GLS (formerly GLASS), Youth Services, Community Engagement, Continuing Education** and **Research and Statistics**. Please see Appendix J for charts showing the relationship between each GPLS Goal and IMLS Focal Areas. Many projects are designed to address multiple IMLS Focal Areas.

Consultant Assessment of Goal #4: The projects supporting this goal have proven to be successful, amounting to the assessment that GPLS has achieved its Goal #4. The projects clearly support the

GPLS goal, and the goal is clearly aligned with LSTA goals and intents. Detail about each project and consultant opinion is provided in Evaluation Part 2: Project Information and Data.

Evaluation Part 2: Project Information, Data and Assessment

Information sources for this section contain highlights of key information used by the consultant in evaluation activities. Information sources include project information from the GPLS Five-Year LSTA Plan (2018-2022); information from the SPR; survey results found in Appendix E; focus group feedback found in Appendix F; interviews with library staff managing the projects (from transcripts provided separately from the consultant to GPLS); and other relevant data.

GPLS Public Information Network for Electronic Services (PINES)

Description: The Public Information Network for Electronic Services (PINES) provides an integrated library system (ILS) and associated services for nearly 300 public libraries, comprising hardware and software hosting and support, statewide help desk, statewide courier service, pre-minder notices, card expiration and overdue notice production, training and consultation services and system administration. PINES is consistently identified as the most-valued GPLS-provided service, and user surveys support additional funding for PINES as a top priority. Changes: There were no changes to this project during the 2018-2021 time period. Expenditures: In FY2018, FY2019 and FY2020, a total of $2,947,085.35 was allocated to the GPLS PINES project. This amount represented 25.41% of the total LSTA expenditures during this time period. LSTA Populations Focus: General (Aged 18-64)

Activities: PINES Development – Mobile Applications, OPAC (Online Public Access Catalog) Enhancements and Acquisitions; PINES Courier Service; PINES Accessibility; PINES Student Card; PINES – Growth and Expansion. Descriptions of Activities and Targets are listed in Appendix G. The targets for the majority of activities were met through the rollout of an enhanced public catalog to meet requested ILS needs during COVID; the completion of a Student Library Card project; the completion of an assessment of the PINES Evergreen ILS; the completion of a strategic planning process for PINES[1]; the completion of mobile applications; implementation of a continuous improvement cycle through annual satisfaction surveys, regular PINES-wide meetings, subcommittees, and direct customer feedback that are channeled into system enhancements and improvements on a regular basis. Catalog improvements and a mobile application have increased services to PINES customers and libraries; GPLS publishes and shares data annually to show savings PINES offers participating libraries in comparison to each library purchasing and supporting its own ILS system[2]. Only projects related to accessibility were considered partially achieved.

Statistics: Circulation of materials in the PINES catalog remained strong pre-COVID (with a high of nearly 16 Million items reported in 2019). As expected, due to library closures during circulation decreased, with a low of nearly 9 Million items in 2021. Items moved by the courier only experienced a slight drop in the three years reported, with a high of 1.7 Million items moved in 2019 and a low of 1.4 Million in 2021. Total patron count had a slight upward trend, with between 171,123 - 186,012 new library cards added per year (with a total of 1,928,906 patrons registered in 2021). For more PINES

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[1] The consultant conducting this evaluation also performed the PINES strategic planning process. The process and plan are not evaluated in this GPLS 5-Year Plan Evaluation.

[2] Found at https://pines.georgialibraries.org/about.

statistics, please see Appendix I.

Survey: Ninety-seven percent (97%) of respondents rated PINES as being Very Important or Important to their library; and 90% said they were Very Satisfied or Satisfied with PINES as a service to their library. The majority of survey respondents (79% - 87%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Focus Group: Participants were quick to voice their happiness with and support for PINES, citing the fulfillment of its goals and its continuous improvement of services (such as the expanded Student Card access and additional features to improve use). Self-Evaluation: PINES Manager Elizabeth McKinney felt the project had achieved its goals.

Consultant Evaluation: PINES remains a flagship project among a strong stable of GPLS programs, and has clearly achieved the targets for its activities, the alignment to GPLS LSTA goals, and the alignment to IMLS intents. PINES is an ever-adapting operation, and leadership and staff operate in a state of connection to member libraries through person-to-person communications, group gatherings, and annual satisfaction surveys and take action on feedback as it is received. This quote from the library survey represents the positive library sentiment for PINES: *"I think we are very lucky to have PINES and they are a resource that we could not afford on our own."* Some other respondents' suggestions for improvements, including system enhancements and customer communications.

Resource Sharing

Description: GPLS has built its mission around the power of collaboration; resource sharing is the backbone of library services in Georgia. The provision of OCLC ® (Online Computer Library Center) shared cataloging and ILL (interlibrary loan) services are critical to library operations, and the GALILEO (Georgia Library Learning Online) program (a cross-institutional collaboration between GPLS, Higher Education, K-12 schools, and others) continues to rank as a top priority. Another resource-sharing initiative, Georgia HomePLACE (Providing Library and Archives Collections Electronically), encourages public libraries and related institutions across the state to participate in the Digital Library of Georgia, leveraging training and facilitating expanded access to unique digital collections. Changes: There were two changes to the Resource Sharing project between 2018-2021: HomePLACE was re-named to Archival Services and Digital Initiatives (ASDI) and removed to its own project, and GPLS added Linked Data. "GPLS pays for all Georgia public library collections to be available through a set of structured design principles called linked data. With linked data, library collections are made more discoverable via the web, attracting both users and non-users who search the web using a search engine." Expenditures: In FY2018, FY2019 and FY2020, a total of $3,751,456.69 was allocated to the GPLS Resource Sharing project. This amount represented 32.35% of the total LSTA expenditures during this time period. LSTA Populations Focus: General (Aged 18-64)

Activities: Group Purchases for Georgia Public Library Cataloging Staff; OCLC® Group Services; GOLD: The Resource Sharing Network for Georgia's Libraries; Bibliographic Database Cleanup; HomePLACE; GALILEO; Linked Data. Descriptions of Activities and Targets are listed in Appendix G. The targets for the majority of activities were met through a dramatic increase in use of some specific electronic databases accessible via GALILEO during COVID (with some resources experiencing a 50% increase); Archival Services and Digital Initiatives (ASDI - formerly HomePLACE) added more than 700,000 items, experienced nearly 800k page views in 2019, and added 11,000 scanned items to the collection; and use of Linked Data to aid in searching PINES catalog records. One activity,

Bibliographic Database Cleanup, was not performed due to lack of interest from target participants.

GPLS records and reports highly-detailed statistics of the use of shared resources in in the state[3]; this table provides a snapshot of aggregate use of GALILEO use among public libraries for FY2018 - FY2021, and shows consistent aggregate demand over time:

GALILEO	2018	2019	2020	2021
Usage via public libraries	1,426,161	1,320,564	1,475,475	*4
# searches	4,763,483	4,962,958	4,180,828	3,911,077
# downloads	1,544,049	1,705,366	1,534,608	1,727,948

Table 1

Inter-library loans unsurprisingly saw a drop in use during COVID when libraries were closed:

GOLD	2018	2019	2020	2021	Percent Change 2018-2021
Total Group Lends	101,599	95,357	78,887	49,713	-51.07%
Total Group Borrows	76,614	78,851	63,156	38,187	-50.16%
InGroup Lends/Borrows	36,759	34,688	26,212	13,572	-63.08%

Table 2

Survey: Ninety-three percent (93%) of respondents rated Resource Sharing as being Very Important or Important to their library; and 93% said they were Very Satisfied or Satisfied with Resource Sharing as a service to their library. The majority of survey respondents (81% - 83%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Focus Group: Participants cited statewide resources as "opportunities to promote to communities about the availability of so many resources" during the shutdowns in response to the COVID-19 pandemic. Self-Evaluation: Assistant State Librarian for Innovation & Collaboration Wendy Cornelisen felt the project had achieved its goals.

Consultant Evaluation: Resource sharing is at the core of priorities at GPLS, as evidenced by its prominence for LSTA funding and a diversity of resources provided for GA residents of all ages. This key GPLS project has been achieved. With the unforeseen impacts of COVID during this 5-year plan, the presence of a strong and robust stable of electronic resources from GPLS helped local libraries serve patron needs through digital, contactless means. As shared from one survey respondent: *"...these are resources that would be beyond our reach without the support of IMLS. The resources we have access to (is) priceless.* Even with high usage - the GPLS program manager would like to see even more public awareness of GALILEO in the future.

IT Management – GPLS IT Support – Internal and External

Description: GPLS IT staff provide much-needed IT training, consulting, and website and email management and support. Public library staff rate all IT services as essential and strongly support the addition of programming and services focused on emerging technologies, such as the Tech Loaner Kits, the hosting of cloud public access computing, and the Technology Boot Camp. Changes: Public

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[3] https://about.galileo.usg.edu/about/usage_data

[4] Complete data was not yet compiled as of the publication of this report.

Access Computing was renamed to Chrome OS Management and Hosting to reflect the computer platform of choice. Technology Expansions and Build Outs in Public Libraries was incorporated into other projects, such as the Technology Loaner kits.

Activities: Public Access Computing; Internal and External Productivity Support for Library Staff; Technology Expansions and Build Outs in Public Libraries; Technology Support for Libraries; IT Help Desk; Georgia Library Technology Center: galibtech.org. Descriptions of Activities and Targets are listed in Appendix G. The majority of targets for this project were achieved by providing computer hardware and support to Georgia libraries; providing support for GPLS staff; IT Help Desk services; and end-user support for GA libraries including a shift to Google Workplace for email and WordPress for library websites. One activity, Technology Support for Libraries (which would have comprised a statewide environmental scan; identification of IT contractors across the state; and use of remote technologies), was not achieved due to cost and scale challenges. Expenditures: In FY2018, FY2019 and FY2020, a total of $1,673,472.25 was allocated to the GPLS IT Management – GPLS IT Support – Internal and External project. This amount represented 14.43% of the total LSTA expenditures during this time period. LSTA Populations Focus: General (Aged 18-64)

Survey: Ninety-eight percent (98%) of respondents rated GPLS IT Support - Internal and External as being Very Important or Important to their library; and 91% said they were Very Satisfied or Satisfied with this project as a service to their library. The majority of survey respondents (80% - 84%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Focus Group: One participant from a "small, rural system" said, *"it's nice to have that expertise to call on or send in a ticket and get the help we wouldn't get otherwise."* Of particular interest to many participants was the Chrome OS Management and Hosting which *"has been a lifeline"* for smaller libraries that do not have the level of technology support often available to larger library systems. Self-assessment: Director of Information Technology Daniel Zeiger felt the project had achieved its goals.

Consultant Evaluation: This project clearly met its goals and proved especially welcome in light of needs during COVID. During the pandemic, libraries were able to make use of Chrome OS Management and Hosting for devices for patrons to use outside of libraries, which as indicated by survey and focus groups results was a success. The IT Help Desk saw an increase in tickets filled and tickets resolved, but without "an unmanageable increase in staff support time." This shows an excellent economy of scale within the project. Although one activity was not achieved due to scale and expense, many of its intents (IT support for libraries) were met through other related activities.

IT Management – Broadband Upgrade and Ongoing Support

Description: Every library in Georgia provides broadband for patron use. High-speed internet service is a foundational public library service. GPLS provides support and facilitation for the assessment, contract provision and management of internet service providers for its 63 library systems, totaling 409 facilities. In addition, GPLS provides support for every system in filing E-rate applications, the federal funds necessary to subsidize the network. There is a critical need for graduated increases in bandwidth speeds at libraries throughout the state. GPLS is embarking on a new model for providing essential bandwidth and support services, including filtering, in all 159 counties. Changes: This project was removed from the LSTA budget after 2018. The project remains within GPLS and is funded through different sources. Activities: Statewide Broadband Network; E-Rate Support. Descriptions of Activities

and Targets are listed in Appendix G. The targets for this activity (during its single year of LSTA funding) were achieved through broadband provisioning, improved connectivity options for libraries and E-Rate support. Expenditures: In FY2018, a total of $117,666.30 was allocated to the GPLS IT Management – Broadband Upgrade and Ongoing Support project. This amount represented 1.01% of the total LSTA expenditures during this time period. LSTA Populations Focus: General (Aged 18-64)

Survey: One-hundred percent (100%) of respondents rated IT Management - Broadband Upgrade and Ongoing Support as being Very Important or Important to their library; and 95% of respondents said they were Very Satisfied or Satisfied with the project as a service to their library. The majority of survey respondents (81% - 92%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Focus Group: Participants noted "*Statewide broadband is doing a great job.*"

Consultant Assessment: Survey and focus group respondents gave high ratings to this GPLS project. The project was removed from IMLS funding and was not further assessed for this report.

IT Management – IT Outreach and Education

Description: Public library staff rate all IT services as essential and strongly support the addition of programming and services focused on emerging technologies, such as the Technology Loaner Kits, the hosting of cloud public access computing, and training opportunities. Changes: A Cyber Security activity was added to this project after the five-year LSTA plan was finalized. Activities: Technology Loaner Kits; Presentations, Workshops and Library Staff Days. Descriptions of Activities and Targets are listed in Appendix G. The targets for this activity were achieved through Technology Loaner Kits (TLKs - providing library access to new and emerging technologies); Presentations, Workshops, and Library Staff Days; and a new Cyber Security activity. Expenditures: In FY2018, and FY2019, a total of $151,537.51 was allocated to the GPLS IT Management – IT Outreach and Education project. This amount represented 1.31% of the total LSTA expenditures during this time period. LSTA Populations Focus: Library Workforce (current and future)

Survey: Seventy-eight percent (78%) of respondents rated IT Management – IT Outreach and Education as being Very Important or Important to their library; and 85% said they were Very Satisfied or Satisfied with this project as a service to their library. The majority of survey respondents (73% - 82%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Self-assessment: Director of Information Technology Daniel Zeiger felt the project had partially achieved its goals.

Consultant Evaluation: The activities supporting this project were achieved, and the targets were met. Like others in the library community, GPLS IT shifted to virtual support for training opportunities and notably added a new and welcome focus on cyber security. In particular, it was fortuitous that the TLKs were distributed prior to the outbreak of COVID; the kits were already in the hands of libraries at the time of the outbreak, and GPLS IT added a step to clean each kit upon intake and before distributing to another library.

GLS - Georgia Library Service (GLS) for the Blind and Print Disabled/ (Formerly GLASS Georgia Library for Accessible Statewide Services)

Description: GPLS provides library services for the blind and those with print impairments. GLS is the regional library for Georgia in partnership with the National Library Service and the Library of Congress.

The GLS network of subregional libraries and outreach and advisory centers strive to identify and provide outreach to eligible individuals and agencies. They provide advisory services to connect these readers to reading material. In doing so, GLS maintains and builds awareness of the latest adaptive technologies and services (e.g., free downloadable audiobooks) and implements new technologies that are appropriate. This includes circulating and maintaining NLS-provided resources (recorded books and magazines, audio playback machines and equipment, braille books and magazines) and providing access to materials of local interest and special requests of patrons through the recording, duplication, and distribution of local materials. With over 15,000 registered users and an annual circulation of over 1 million items, the GLS network provides an important service, yet reaches only about 9.5 percent of estimated eligible users. <u>Changes:</u> The GLASS (Georgia Library for Accessible Statewide Services) project was renamed to Georgia Library Service (GLS) for the Blind and Print Disabled, and all activities were renamed: GLS Library; GLS Outreach; GLS Awareness - Accessible Services. <u>Activities:</u> GLASS Library; GLASS Outreach; and GLASS Awareness - Accessible Services. Descriptions of Activities and Targets are listed in Appendix G. The majority of targets for these activities were achieved through a 15% increase in total readers during the evaluation period; the addition of local digitized content; availability of content targeting diverse populations; maintenance of outreach & training activities; and distribution of equipment. One activity related to workforce development was not achieved due to COVID restrictions.

Statistics related to GLS services:

Georgia	2018	2019	2020	% Change
Braille Readers (Individuals)	261	255	232	-11.11%
Cassette Readers (Individuals)	0	0	0	0.00%
Cartridge (DB) Readers (Individuals)	6,178	6,059	7,229	17.01%
BARD Braille Book Readers	208	206	216	3.85%
BARD Audio Book Readers	1,258	1,290	1,568	24.64%
Non-BARD Braille Circulation (includes books & interlibrary loan - does not include NLS magazines)	3	2	0	
Cassette Circulation (includes books & interlibrary loan - does not include NLS magazines)	0	0	0	
Cartridge (DB) Circulation (includes books & interlibrary loan - does not include NLS magazines)	272,492	280,321	454,804	66.91%
BARD Braille Circulation (Downloads)	5,608	8,242	6,929	23.56%
BARD Audio Circulation (Downloads)	106,608	123,406	132,030	23.85%
Total Readers	6,439	6,314	7,461	15.87%
Total circulation & Downloads	384,711	411,971	593,763	54.34%

Table 3

<u>Expenditures:</u> In FY2018, FY2019, and FY2020 a total of $2,450,476.09 was allocated to the GPLS GLS - Georgia Library Service (GLS) for the Blind and Print Disabled project. This amount represented 21.13% of the total LSTA expenditures during this time period. In FY2018 $63,510.90 was allocated to the GLASS (former name for GLS): Awareness of Accessible Library Services in Georgia which accounted for 0.55% of the total LSTA expenditures during this time period. <u>LSTA Populations Focus</u>: Individuals with Disabilities

<u>Survey:</u> Ninety-four percent (94%) of respondents rated GLS as being Very Important or Important to their library; and 87% said they were Very Satisfied or Satisfied with GLS as a service to their library.

The majority of survey respondents (76% - 79%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Self-assessment: Former Assistant State Librarian & Director of Georgia Library Service for the Blind and Print Disabled Pat Herndon (ret) felt the project had achieved its goals.

Consultant Evaluation: As evidenced by performance data, survey results, and the importance GPLS has placed on this service with its allocation of 21% of LSTA funds, this project has clearly met its goals. Statistics show growing use of resources, including dramatic increases in circulation & downloads. Clearly, the resources made available by this project are well used and as indicated by survey results, this project is highly valued.

Youth Services

Description: Public libraries are a ubiquitous resource for early and family literacy programs. Libraries provide a safe, nonthreatening environment for families to come together to read and discuss books, self-select materials and develop literacy skills that will help them become strong, lifelong readers. Research shows that programs such as Summer Reading and PRIME TIME Family Reading Time® have a transformative impact on participants long after the program's conclusion. GPLS has explored partnerships to address the literacy needs of pre-readers (birth to 4) as a core responsibility of public libraries, building on its foundation with Every Child Ready to Read and PRIME TIME Family Reading Time ® programs. Summer Reading actively tries to engage participants in user surveys to collect informative feedback regarding program success and necessity. Users regularly provide useful and positive feedback, such as, *"The summer reading program is a major event in our county. We could not afford to fund this program on our own."* Changes: The "Read Me a Story, Please!" activity experienced challenges with navigating the requirements of correctional institutions in Georgia. In FY21 GPLS offered subgrants to 3 libraries in FY21 to work on local programs with their prisons, mostly by connecting to families of those incarcerated. Activities: Early Literacy Programming; PRIME TIME Family Reading Time; Summer Reading; Georgia Peach Book Award for Teen Readers; "Read Me a Story, Please!". Descriptions of Activities and Targets are listed in Appendix G. The majority of targets for activities were met through increased program awareness; increased participation and access to PRIME TIME programs and materials; and increases in summer reading participation (in 2020 and 2021, Summer Reading saw an average of 48,841 registered readers. The number of books read grew from 165,289 in 2020 to 282,880 in 2021 - an increase of 71%). Targets for two activities ("Georgia Peach Award for Teen Readers" and "Read Me a Story Please") were not achieved. Expenditures: In FY2018, FY2019, and FY2020 a total of $155,369.79 was allocated to the GPLS Youth Services project. This amount represented 1.34% of the total LSTA expenditures during this time period.IN FY2018, FY2019, and FY2020 a total of $291,955.62 was allocated to the GPLS Prime Time project. This amount represented 2.52% of the total LSTA expenditures during this time period. LSTA Populations Focus: Library Workforce (current and future).

Survey: Ninety-six percent (96%) of respondents rated Youth Services as being Very Important or Important to their library; and 94% said they were Very Satisfied or Satisfied with Youth Services as a service to their library. The majority of survey respondents (77% - 83%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Focus Group: Participants noted that the support for Summer Reading provided "*all branches in all systems have access to the same quality of resources*", and that the GPLS purchase of Beanstack was crucial to continuing Summer Reading in a digital environment. Self-assessment: Director of Youth Services Elaine Black (ret) felt the project had

achieved its goals.

Consultant Evaluation: GPLS has clearly achieved this goal, as supported by tremendous growth statistics and library feedback. One survey respondent summed up the positive sentiment and impact of the program: *"We are grateful for the support given to us so we can better serve Georgia's families."* This goal did have challenges with two activities that were not accomplished (targeting teens and families of incarcerated individuals); given the inherent challenges of effectively reaching those two groups, these challenges do not diminish the overall achievement of the Youth Services project.

Continuing Education

Description: Georgia's libraries rely on GPLS-sponsored continuing education opportunities to keep staff at all levels up-to-date on current trends, technologies, and research. Intensive, multiday workshops for technology staff, business managers, catalogers and children's services staff have proven to be popular and well-attended, and multiple surveys indicate the demand for these to continue annually. In addition to continuing our current, successful efforts, GPLS plans to respond to library requests for leadership and GALILEO training in the upcoming years. GPLS has recently developed a fully functional learning management system, the Georgia Learning Center, for hosting all archived webinars, self-paced courses, and the continuing education training calendar. GPLS will continue to increase the range of continuing education to Georgia libraries and seek to enhance its offerings to the benefit of library staff. Changes: During the 2018-2021 period, the Georgia Learning Center was renamed to GPLS Learning Center, the Virtual Library Staff Development Day expanded to become the Southeast Collaborative Conference, and the Regional Paraprofessional Day Conference was unable to be held during COVID-19 pandemic considerations (although it was held once pre-COVID). Activities: Leadership Institute - PINNACLE Program; Youth Services Professional Development; GLASS Accessibility Conference; Technology Boot Camp; Technology Education for Libraries; PINES U (PINES University); Flexible Web Conferencing Services for Staff and Patron Training; Community Engagement Academy; The Georgia Learning Center; Virtual Library Staff Development Day; Regional Paraprofessional Day Conference; Georgia Public Libraries Catalogers' Conference. Descriptions of Activities and Targets are listed in Appendix G, table G-8. The majority of targets for this activity were achieved through a diversity of GPLS training efforts that were performed by different GPLS organizational units. Please see Appendix G, Table G8 for a listing of Continuing Education Activities, targets, and performance. Expenditures: In FY2018, FY2019, and FY2020 a total of $167,275.53 was allocated to the GPLS Continuing Education project. This amount represented 1.44% of the total LSTA expenditures during this time period. LSTA Populations Focus: Library Workforce (current and future); Individuals who are Unemployed/Underemployed

Survey: Ninety-three percent (93%) of respondents rated Continuing Education as being Very Important or Important to their library; and 80% said they were Very Satisfied or Satisfied with Continuing Education as a service to their library. The majority of survey respondents (74% - 77%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Focus Group: Participants cited Continuing Education activities as doing "*an excellent job with continuing education for everyone in the library*". Self-assessment: Director of Continuing Education Dorcas Davis felt the project had achieved its goals.

Consultant Evaluation: Continuing Education is so important to GPLS that activities and targets are distributed throughout nearly every other area of organizational effort. This multi-faceted project has clearly achieved its goals. The impacts are closely tied to each of the training activities (please see Appendix G, table G-8), with the majority of targets for activities achieved. One example participant quote from the PINNACLE Leadership institute show how this training addressed current needs and built pathways to meeting future needs through collaboration opportunities: "PINNACLE was instrumental in giving me the confidence to push beyond the boundaries of my comfort zone and grow professionally. Through the carefully thought out coursework and exercises, as well as working with and forming relationships with colleagues from around the state, PINNACLE helped prepare me for leadership challenges in numerous ways." Between FY2020 and FY2021, monthly usage of Niche Academy resources increased an average of 394%. Even with GPLS's significant efforts in this area, some library staff are hungry for additional opportunities to learn and grow. A comment from the survey: "*More training needs to be available.*"

Community Engagement

Description: The Community Engagement project was split into two activities to allow for a more precise focus in communications and collaboration activities. The Communications activity has brought industry-standard marketing and public relations techniques and practices into GPLS, and the strategic partnership program has saved Georgia users millions of dollars in direct expenditures during the past 13 years and provided hundreds of hours of free programming and ongoing exhibition experiences at public libraries across the state. GPLS partners with a number of state, non-profit, and private organizations to provide enhanced support and awareness for state public libraries. GPLS uses these engagement efforts to develop and build the capacity of its public libraries to create and implement effective strategies that will have a measurable impact on awareness of the value libraries provide to their communities and increase usage of library resources. Changes: Shortly after the five-year plan was completed, the Community Engagement project was separated into two separate projects: Strategic Partnerships and Communications, each managed by a different staff member. Activities: Strategic Partnerships; Communications. Descriptions of Activities and Targets are listed in Appendix G. The targets for the Communications activity were met through agile response to communications needs with libraries during COVID; maintaining more than 2000 subscribers to the *Library News* publication; high library engagement with email communications; and distribution of marketing kits to local libraries with an average of 900 accesses recorded per year. The majority of the targets for the Strategic Partnerships activity were met through ongoing partnerships with 29 organizations (from sports teams to non-profit organizations); participation in events, partnerships, and conventions; and presentations at library conferences teaching best practices in forming partnerships and collaborations. Two targets with a narrow focus (for veterans and workforce development) were partially achieved. Notably, GPLS was awarded Marketer of the Year 2020 by Library Journal Magazine. Expenditures: In FY2018, FY2019, and FY2020 a total of $694,899.86 was allocated to the GPLS Communications project. This amount represented 5.99% of the total LSTA expenditures during this time period. In FY2018, FY2019, and FY2020 a total of $333,818.31 was allocated to the GPLS Strategic Partnerships project. This amount represented 2.88% of the total LSTA expenditures during this time period. LSTA Populations Focus: Communications: General (Aged 18-64); Strategic Partnerships: General (Aged 18-64).

Survey: Seventy-eight percent (78%) of respondents rated Community Engagement as being Very Important or Important to their library; and 85% said they were Very Satisfied or Satisfied with Community Engagement as a service to their library. The majority of survey respondents (77% - 87%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Self-assessment: When asked by the consultant to self-evaluate the projects, Dustin Landrum, Director of Strategic Partnerships and Deborah Hakes, Director of Communications and Marketing, both felt the projects had achieved their goals.

Consultant Evaluation: GPLS has taken a sophisticated and diverse approach to an area that is challenging to many library organizations, which is creating awareness of publicly-funded information resources and services, and this project has met its goals. Assigning two project managers to focus on communications and partnerships allowed each to specialize and mark notable progress in each area. One survey respondent said, *"We love the many ways that community engagement expands how library cards benefit our patrons."*

Research and Statistics

Description: The GPLS Statistical Program provides a state data coordinator to collect, analyze and publish public library and state library agency statistics for use at national, state, and local levels of government to reflect improvement of library management and services in Georgia's public libraries. Changes: There were no changes to this project during the 2018-2021 time period. Activities: Georgia's Public Library Statistical Program. Descriptions of Activities and Targets are listed in Appendix G. The targets for this activity were met through providing outreach and training on public library statistics; improvements to annual reporting compliance among GA libraries; encouragement of more use of data by public libraries; and delivery of a wide range of statistical references and resources. Expenditures: In FY2018, FY2019, and FY2020 a total of $247,585.70 was allocated to the GPLS Research and Statistics project. This amount represented 2.13% of the total LSTA expenditures during this time period. LSTA Populations Focus: General (Aged 18-64)

Survey: Ninety-two percent (92%) of respondents rated Research and Statistics as being Very Important or Important to their library; and 88% said they were Very Satisfied or Satisfied with Research and Statistics as a service to their library. The majority of survey respondents (78% - 86%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Self-assessment: Director of Research and Statistics Whitney Payne felt the project had achieved its goals.

Consultant Evaluation: Gathering and reporting statistics is crucial to assessment activities and as the basis to consider any needed course corrections. GPLS's efforts in gathering and reporting statistical data to the Georgia Library Community, though multiple websites reporting on program performance, and summarized annually across programs in simple, easy-to-understand reports (including *By the Numbers* and *Quick Look - Infographic*) as well more detailed looks included in the *Current Look: Annual Reports* (published at https://georgialibraries.org/statistics/), certainly meets LSTA goals and beyond. The manager of this project noted that Georgia libraries are becoming more comfortable with using data, and as that comfort grows, they are more likely to use data methods with stakeholders.

Professional Library and Administrative Services

Description: The professional collection, the state library agency's library, makes accessible and circulates the broadest scope of materials that are pertinent to library and information services practitioners in Georgia. LSTA administration provides guidance, training, and resources for LSTA-funded programs while assisting departments with budget planning methods, program reports, financial reporting, and compliance standards for the LSTA program. Activities: Professional Collection, State Library; LSTA Administration. Descriptions of Activities and Targets are listed in Appendix G. The majority targets for this activity were achieved through the completion of periodic reports (federal and state) and data that helps libraries in the state with reporting; increase awareness of LSTA-funded programs; and maintenance of a database of LSTA target metrics. Two targets focused on the professional collection were partially achieved due to COVID challenges. Changes: From 2018-2021 the Professional Collection experienced some challenges regarding storage and staffing, as well as an inability to lend physical items due to the COVID-19 pandemic limitations to GPLS services. Expenditures: In FY2018, FY2019, and FY2020 a total of $55,872.20 was allocated to the GPLS Professional Library and Administrative Services project. This amount represented 0.48% of the total LSTA expenditures during this time period. LSTA Populations Focus: Library Workforce (current and future)

Survey: Ninety-five percent (95%) of respondents rated Professional Library and Administrative Services as being Very Important or Important to their library; and 95% of respondents said they were Very Satisfied or Satisfied with this project as a service to their library. The majority of survey respondents (83% - 87%) indicated that this project Achieved applicable GPLS LSTA 5-Year Plan goals. Self-assessment: State Librarian Julie Walker felt the project had partially achieved its goals.

Consultant Evaluation: This project continues to hit its marks, with a high ranking from survey users and unanimously positive comments, including: *"GPLS has continued to improve the quality of services to public libraries through the years. Public libraries could not complete our missions without the assistance of GPLS." "PINES and GALILEO are integral to my library serving our community. GLS is a crucial service for those it serves and in providing access to all community members. Community Partnerships' park and museum passes are a fantastic additional resource for patrons, giving access some might not otherwise have to cultural and natural resources. These are eminently worthwhile uses of LSTA funds." "GPLS uses LSTA funds to raise and level the playing field for Georgia libraries. The services provided have become integral to the success of libraries in Georgia. GPLS staff are truly outstanding and care deeply about the library community in the state."*

A-2. To what extent did your Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?
The GPLS plan activities addressed the following national priorities associated with the Measuring Success focal areas and their corresponding intents.[5]

Information Access: Improve users' ability to discover information resources

- **PINES:** The maintenance and expansion of the PINES Evergreen Integrated Library System (ILS) is integral to allowing all PINES members to discover shared information resources. In the library staff survey, 81% of respondents said PINES Achieved this intent while 19% said the intent was Partially Achieved.
- **Resource Sharing:** encompasses ILL services and the GALILEO services, which expand access and discoverability for library patrons. In the library staff survey, 76% of respondents rated the Resource Sharing as having Achieved this intent, while 24% rated it Partially Achieved.
- **IT Management – GPLS IT Support – Internal and External:** The management and upkeep of library websites and email by GPLS IT Support provides both library staff and patrons with the technology backbone to discover information resources. In the library staff survey, 75% of respondents rated the GPLS IT Support as having Achieved this intent, 23% rated it Partially Achieved, and only 2% thought it was Not Achieved.
- **IT Management – Broadband Upgrade and Ongoing Support:** By providing high speed broadband connections to as many libraries as possible, the Broadband Upgrade and Ongoing Support provides the vehicle for information resources to be found and properly utilized -- supporting library resources, distance learning, and even tele-med in some remote areas. In the library staff survey, 81% of respondents rated the Broadband Upgrade and Ongoing Support as having Achieved this intent, while 19% rated it Partially Achieved.
- **IT Management – Outreach and Education:** Outreach and Education provides library staff and patrons with Technology Loaner Kits to discover emerging technologies and services. In the library staff survey, 81% of respondents rated Outreach and Education as having Achieved this intent, while 19% rated it Partially Achieved.
- **GLS:** By providing accessible sources of information on local and state elections, as well as readers advisory and accessible media for the blind and print disabled, GLS expands information access for those who cannot use traditional information sources. In the library staff survey, 79% of respondents rated GLS as having Achieved this intent, 20% rated it Partially Achieved, and only 1% thought it was Not Achieved.
- **Youth Services:** Youth Services hosts PRIME TIME Family Reading Time ® provides access to "all the resources of public libraries" to "economically and educationally vulnerable families", as well as facilitating Summer Reading activities statewide. In the library staff survey, 75% of respondents rated Youth Services as having Achieved this intent, and 25% rated it Partially Achieved.
- **Community Engagement:** Through Strategic Partnerships, GPLS has facilitated free or reduced-cost access to museums, zoos and aquariums, and other facilities which may have been beyond access to many. In the library staff survey, 80% of respondents rated Community

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[5] The national priorities associated with the Measuring Success focal areas and their corresponding intents are taken from Appendix 1 of "Guidelines for IMLS Grants to States Five-Year Evaluation," from the Institute of Museum and Library Services.

Engagement as having Achieved this intent, and 20% rated it Partially Achieved.

- **Professional Libraries, Administrative Services:** The Professional Libraries maintains and circulates materials relevant to library staff to expand their professional knowledge. In the library staff survey, 83% of respondents rated Professional Libraries as having Achieved this intent, 10% rated it Partially Achieved, and 7% rated it as Not Achieved.

Information Access: Improve users' ability to obtain and/or use information resources

- **PINES:** The maintenance and expansion of the PINES Evergreen Integrated Library System (ILS) is integral to allowing all PINES member libraries to share and distribute materials statewide. In the library staff survey, 82% of respondents said PINES Achieved this intent while 18% said the intent was Partially Achieved.
- **Resource Sharing:** Resource Sharing encompasses ILL services and the GALILEO services, which expand users' ability to obtain and use information resources from around the state and beyond. In the library staff survey, 75% of respondents rated this intent as Achieved, 23% rated it Partially Achieved, and only 1% rated it Not Achieved.
- **IT Management – GPLS IT Support – Internal and External:** The management and upkeep of library websites and email by GPLS IT Support provides both library staff and patrons with the technology backbone to receive and transfer materials and information resources with other libraries and systems. In the library staff survey, 81% of respondents rated this intent as Achieved, 17% rated it Partially Achieved, and only 2% rated it Not Achieved.
- **IT Management – Broadband Upgrade and Ongoing Support:** By providing high-speed broadband connections to as many libraries as possible, the Broadband Upgrade and Ongoing Support provides the vehicle for information resources that might have been inaccessible at lower internet speeds to be used. In the library staff survey, 89% of respondents rated this intent as Achieved, and 11% rated it Partially Achieved.
- **IT Management – Outreach and Education:** Outreach and Education provides library staff and patrons with Technology Loaner Kits to learn about and utilize emerging technologies and services. In the library staff survey, 81% of respondents rated this intent as Achieved, and 19% rated it Partially Achieved.
- **GLS:** By providing accessible sources of information on local and state elections, as well as readers advisory and accessible media for the blind and print disabled, GLS expands information access for those who cannot use traditional information sources. In the library staff survey, 77% of respondents rated this intent as Achieved, 21% rated it Partially Achieved, and only 1% rated it Not Achieved.
- **Youth Services:** Youth Services focuses on early literacy programs and educating both children and their caregivers about the importance of early literacy, enabling the future improvement of using information resources for both groups. In the library staff survey, 76% of respondents rated this intent as Achieved, and 24% rated it Partially Achieved.
- **Community Engagement:** Through the Communications project, GPLS has implemented strategies for libraries to communicate the value they provide to their communities and increase usage of library resources. In the library staff survey, 85% of respondents rated this intent as Achieved, and 15% rated it Partially Achieved.
- **Professional Libraries, Administrative Services**: The Professional Libraries maintains and circulates materials relevant to library staff to expand their professional knowledge. In the library

staff survey, 83% of respondents rated this intent as Achieved, 10% rated it Partially Achieved, and 7% rated the goal as Not Achieved.

Institutional Capacity: Improve the library workforce

- **PINES:** By providing some of the day-to-day work in libraries (pre-minder notices, overdue notices) and helping with training and consultation services, PINES improves library workforce throughout Georgia. In the library staff survey, 63% of respondents rated PINES as having Achieved this intent, 35% rated it Partially Achieved, and only 2% as Not Achieved.
- **Resource Sharing:** The GALILEO resource was instrumental in providing materials to improve library staff's professional development during library closures due to the COVID-19 pandemic. In the library staff survey, 66% of respondents said Resource Sharing Achieved this intent, 28% said that goal was Partially Achieved, with 6% rating it Not Achieved. Achieved, and 3% said the goal was Not Achieved.
- **IT Management – GPLS IT Support – Internal and External:** GPLS IT Support staff provide IT training and consulting to improve the skills of the library workforce. In the library staff survey, 71% of respondents said IT Support Achieved this intent, 24% said that goal was Partially Achieved, with only 4% rating it Not Achieved.
- **IT Management – Broadband Upgrade and Ongoing Support:** Broadband upgrade provides facilitation, contract provision, and ISP management for libraries, allowing the workforce to use everything requiring an internet connection. In the library staff survey, 86% of respondents rated this intent as Achieved, and 14% rated it Partially Achieved.
- **IT Management – Outreach and Education:** Outreach and Education improves the library workforce by presenting at library staff days and facilitating Train the Trainer activities. In the library staff survey, 75% of respondents rated this intent as Achieved, 25% rated it Partially Achieved.
- **Continuing Education:** Continuing Education improves the library workforce by providing a variety of training to keep library staff at all levels up to date in their knowledge. In the library staff survey, 75% of respondents rated this intent as Achieved, 21% rated it Partially Achieved, and only 4% said the goal was Not Achieved.
- **Research and Statistics:** The Research and Statistics program improves the library workforce by providing training in the collection and use of library statistics. In the library staff survey, 76% of respondents rated this intent as Achieved, and 24% rated it Partially Achieved.
- **Professional Libraries, Administrative Services:** The Professional Libraries project provides industry-specific materials for circulation, and the LSTA administration provides training and resources to library workforce for LSTA-funded programs. In the library staff survey, 79% of respondents rated this intent as Achieved, 14% rated it Partially Achieved, and 7% said the goal was Not Achieved.

Institutional Capacity: Improve the library's physical and technological infrastructure

- **PINES:** PINES provides hardware and software hosting and support, as well as a helpdesk for ILS troubleshooting, improving the library's physical and technological infrastructure. In the library staff survey, 71% of respondents rated this intent as Achieved, 24% rated it Partially Achieved, and 4% rated it Not Achieved.

- **Resource Sharing:** Resource Sharing manages the GALILEO services to increase digital offerings to users, which improves the library's technological infrastructure. In the library staff survey, 67% of respondents said Resource Sharing Achieved this intent, 29% said that goal was Partially Achieved, and 4% rated it Not Achieved.
- **IT Management – GPLS IT Support – Internal and External:** GPLS IT Support provides website and email management and support to improve the library's technological infrastructure. In the library staff survey, 76% of respondents said GPLS Achieved this intent, 22% said that goal was Partially Achieved, and 2% rated it Not Achieved.
- **IT Management – Broadband Upgrade and Ongoing Support:** This project provides help to libraries filing for E-Rate, allowing upgrades to the hardware and technological infrastructure in libraries. In the library staff survey, 84% of respondents rated this intent as Achieved, and 16% rated it Partially Achieved.
- **IT Management – Outreach and Education:** Outreach and Education improve technological infrastructure by managing cyber security for GPLS-provided services like email and websites. In the library staff survey, 75% of respondents rated this intent as Achieved, and 25% rated it Partially Achieved.
- **Continuing Education:** Continuing Education improves technological infrastructure by providing and hosting a fully functional learning management system for staff to access. In the library staff survey, 74% of respondents rated this intent as Achieved, 19% rated it Partially Achieved, and 6% said the goal was Not Achieved.
- **Research and Statistics:** The Research and Statistics program provides training in using library statistics to talk to stakeholders, which can lead to improving the library's physical and/or technological infrastructure. In the library staff survey, 73% of respondents rated this intent as Achieved, 27% rated it Partially Achieved.
- **Professional Libraries, Administrative Services:** The LSTA Administration project provides guidance, training, and resources for LSTA-funded programs which contribute to the physical and technological infrastructure of libraries. In the library staff survey, 89% of respondents rated this intent as Achieved, 4% rated it Partially Achieved, and 7% said the goal was Not Achieved.

Institutional Capacity: Improve library operations

- **PINES:** By providing the courier service between libraries, training, and consultation services, as well as continuing open-source development of the ILS, PINES improves library operations statewide. In the library staff survey, 78% of respondents said PINES Achieved this intent, 21% said that goal was Partially Achieved, and only 1% said the goal was Not Achieved.
- **Resource Sharing:** Resource Sharing manages the provision of OCLC to improve catalog accuracy and library operations. In the library staff survey, 68% of respondents rated this intent as Achieved, 30% rated it Partially Achieved, and 3% said the goal was Not Achieved.
- **IT Management – GPLS IT Support – Internal and External:** GPLS IT Support provides training, consultation, and website and email management and support to improve library operations overall. In the library staff survey, 73% of respondents rated this intent as Achieved, 25% rated it Partially Achieved, and only 2% said the goal was Not Achieved.
- **IT Management – Broadband Upgrade and Ongoing Support:** Broadband Upgrade and Ongoing Support improve library operations by improving broadband connections and helping libraries with E-Rate applications. In the library staff survey, 81% of respondents rated this intent as Achieved, and 19% rated it Partially Achieved.

- **IT Management – Outreach and Education:** Outreach and Education improve library operations by distributing TLKs and allowing staff to present programs with otherwise-costly emerging technologies. In the library staff survey, 75% of respondents rated this intent as Achieved, and 25% rated it Partially Achieved.
- **Continuing Education:** Continuing Education improves library operations by keeping staff up to date in their knowledge of best practices for their departments and technologies used. In the library staff survey, 77% of respondents rated this intent as Achieved, 17% rated it Partially Achieved, and 6% said the goal was Not Achieved.
- **Research and Statistics:** The Research and Statistics program has increased compliance with annual reporting requirements, leading to a clearer picture of statistics for Georgia libraries overall. In the library staff survey, 74% of respondents rated this intent as Achieved, 26% rated it Partially Achieved.
- **Professional Libraries, Administrative Services:** The Professional Libraries project provides a broad scope of materials to help improve library operations, and the LSTA Administration project provides budget and planning methods for LSTA-funded programs. In the library staff survey, 85% of respondents rated this intent as Achieved, 7% rated it Partially Achieved, and 7% said the goal was Not Achieved.

Lifelong Learning: Improve users' formal education

- **Resource Sharing:** Resource Sharing improves users' formal education by partnering with academic institutions to group purchase GALILEO and utilize its resources. In the library staff survey, 66% of respondents rated this intent as Achieved, 31% rated it Partially Achieved, and only 3% said the goal was Not Achieved.
- **IT Management – Outreach and Education:** The IT Outreach and Education program performs presentations and education at library staff days to improve staff's formal education. In the library staff survey, 75% of respondents rated this intent as Achieved, and 25% rated it Partially Achieved.
- **GLS:** GLS provides users with audio or Braille versions of resources that would not otherwise be available to them. In the library staff survey, 76% of respondents rated this intent as Achieved, 22% rated it Partially Achieved, and only 2% said the goal was Not Achieved.
- **Youth Services:** Youth Services oversees Every Child Ready to Read and the Summer Reading programs, which develop literacy skills that will help them become strong, lifelong readers. In the library staff survey, 69% of respondents rated this intent as Achieved, 29% rated it Partially Achieved, and only 2% said the goal was Not Achieved.
- **Continuing Education:** Continuing Education offers library staff formalized education in the form of the PINNACLE program, which emphasizes team building and leadership. In the library staff survey, 79% of respondents rated this intent as Achieved, 16% rated it Partially Achieved, and 5% said the goal was Not Achieved.

Lifelong Learning: Improve users' general knowledge and skills

- **Resource Sharing:** Resource Sharing improves users' general knowledge and skills by providing ILL services allowing users to obtain materials from outside their systems, as well as digital resources that may not be available anywhere in traditional forms. In the library staff survey, 69% of respondents rated this intent as Achieved, 30% rated it Partially Achieved, and only 1% said the goal was Not Achieved.

- **IT Management – Outreach and Education:** IT Outreach and Education provides libraries with Technology Loaner Kits (TLKs) to use in programming and to trial for their own library system and increase their technological knowledge and skills. In the library staff survey, 75% of respondents rated this intent as Achieved, and 25% rated it Partially Achieved.
- **GLS:** GLS provides users with audio or Braille versions of resources as well as readers advisory to aid users in finding materials they need or enjoy. In the library staff survey, 77% of respondents rated this intent as Achieved, 21% rated it Partially Achieved, and only 1% said the goal was Not Achieved.
- **Youth Services:** Youth Services works with children and caregivers to instill practices of lifelong learning in children and teens. In the library staff survey, 71%of respondents rated this intent as Achieved, and 29% rated it Partially Achieved.
- **Continuing Education:** Continuing Education offers library staff many modes of training, from formalized classes like PINNACLE to courses that can be taken at any pace through their customized learning platform. In the library staff survey, 81% of respondents rated this intent as Achieved, 16% rated it Partially Achieved, and only 4% said the goal was Not Achieved.

Civic Engagement: Improve users' ability to participate in their community

- **GLS:** GLS met this intent by providing local information resources in accessible formats, including information on local history and politics. In the library staff survey, 75% of respondents rated this intent as Achieved, 19% rated it Partially Achieved, and only 6% said the goal was Not Achieved.
- **Youth Services:** By facilitating early literacy skills, Youth Services provides users the ability to find information sources relevant to their community and participation. In the library staff survey, 75% of respondents rated this intent as Achieved, 22% rated it Partially Achieved, and only 3% said the goal was Not Achieved.
- **Continuing Education:** Continuing Education strives to keep library staff up to date on current trends, technology, and research, benefitting their community as a whole as well as their library. One example is the technology loaner kits that help introduce library staff and patrons to emerging technology devices and the application of technology in the community.
- **Community Engagement:** By partnering with organizations and providing users the ability to lower or eliminate cost of entry for enrichment activities, Community Engagement has improved users' ability to participate in their community. In the library staff survey, 85% of respondents rated this intent as Achieved, and 15% rated it Partially Achieved.
- **Research and Statistics:** By working with libraries to collect and report data, Research and Statistics provides library staff the ability to have data to present in community conversations. In the library staff survey, 64% of respondents rated this intent as Achieved, and 36% rated it Partially Achieved.

Civic Engagement: Improve users' ability to participate in community conversations around topics of concern

- **GLS:** GLS met this intent by providing local information resources in accessible formats, including information on local history and politics. In the library staff survey, 73% of respondents rated this intent as Achieved, 20% rated it Partially Achieved, and only 6% said the goal was Not Achieved.

- **Youth Services:** Youth Services provides early literacy skills to children and their families to enable them to find information relevant to their community conversations. In the library staff survey, 75% of respondents rated this intent as Achieved, 22% rated it Partially Achieved, and only 3% said the goal was Not Achieved.
- **Continuing Education:** Continuing Education emphasizes leadership skills in many of its training modules (especially the PINNACLE program), which improves users' ability to participate in community conversations. GPLS routinely surveys participants for performance feedback; for instance, user feedback from PINNACLE attendees indicate significant improvement in participating in community conversations.
- **Community Engagement:** By providing educational and informational displays and exhibitions that users can see for reduced cost or free, Community Engagement improves users' ability to participate in conversations using that information. In the library staff survey, 80% of respondents rated this intent as Achieved, 17% rated it Partially Achieved, and only 2% said it was Not Achieved.
- **Research and Statistics:** By collecting and collating data from libraries around the state, Research and Statistics enables users to address community conversations around topics of concern, especially to services provided by libraries. In the library staff survey, 64% of respondents rated this intent as Achieved, and 36% rated it Partially Achieved.

Human Services: Improve users' ability to apply information that furthers their personal, family, or household finances

- **GLS:** GLS met this intent by providing information resources in accessible formats, including information on financial literacy. In the library staff survey, 72% of respondents rated this intent as Achieved, 21% rated it Partially Achieved, and only 7% said the goal was Not Achieved.
- **Youth Services:** By providing early literacy skills to children and their families, Youth Services increases the ability of users to find information relevant to their personal, family, and household needs. In the library staff survey, 70% of respondents rated this intent as Achieved, 29% rated it Partially Achieved, and only 2% said the goal was Not Achieved.

Human Services: Improve users' ability to apply information that furthers their personal or family health and wellness

- **GLS:** GLS met this intent by providing information resources in accessible formats, including information on health and wellness. In the library staff survey, 81% of respondents rated this intent as Achieved, 15% rated it Partially Achieved, and only 5% said the goal was Not Achieved.
- **Youth Services:** Youth Services provides users the ability to gather and study information through early literacy programming and learning. In the library staff survey, 70% of respondents rated this intent as Achieved, and 30% rated it Partially Achieved.

Human Services: Improve users' ability to apply information that furthers their parenting and family skills

- **GLS:** GLS met this intent by providing information resources in accessible formats, including information on parenting and family relationship skills. In the library staff survey, 79% of respondents rated this intent as Achieved, 15% rated it Partially Achieved, and only 7% said the

goal was Not Achieved.

- **Youth Services:** Youth Services includes parents and caregivers in early literacy education for children in their care, enabling interpersonal parenting/family skills to grow as part of their programming. In the library staff survey, 73% of respondents rated this intent as Achieved, and 27% rated it Partially Achieved.

Economic and Employment Development: Improve users' ability to use resources and apply information for employment support

- **Resource Sharing:** Resource Sharing provides resources for users to obtain extra training or certifications to advance or change their employment. In the library staff survey, 65% of respondents rated this intent as Achieved, 34% rated it Partially Achieved, and only 1% said the goal was Not Achieved.
- **Continuing Education:** Library staff can use resources from the Continuing Education programs and apply that information to support their libraries and community. In the library staff survey, 77% of respondents rated this intent as Achieved, 17% rated it Partially Achieved, and only 6% said the goal was Not Achieved.

Economic and Employment Development: Improve users' ability to use and apply business resources

- **Resource Sharing:** Through Resource Sharing, users can access a wide variety of business information resources and training, allowing them to apply these in their job searches or business practices. In the library staff survey, 65% of respondents rated this intent as Achieved, 33% rated it Partially Achieved, and only 1% said the goal was Not Achieved.
- **Continuing Education:** Continuing Education programs allow users to use and apply business resources for library staff and patrons. In the library staff survey, 80% of respondents rated this intent as Achieved, 16% rated it Partially Achieved, and only 4% said the goal was Not Achieved.

A-3. Did any of the following groups represent a substantial focus for your Five-Year Plan activities (yes/no)?

Library workforce (current and future) - No; Individuals living below the poverty line - No; Individuals that are unemployed/underemployed - No; Ethnic or minority populations - No; immigrants/refugees - No; Individuals with disabilities - Yes; Individuals with limited functional literacy or information skills - No; Families - No; Children (aged 0-5) - No; School-aged youth (aged 6-17)? - No.

Of the groups listed, **individuals with disabilities** represented a substantial focus for the GPLS Five-Year activities. These individuals were the focus of GPLS GLS (Georgia Library Service for the Blind and Print Disabled) which represented 21% of the total LSTA expenditures for the time period under consideration. GLS is a high-performing project and has met its goals. Please see the project description, performance data, and assessment in the *Evaluation Part 2: Project Information and Data* section of this evaluation.

B. *Process Questions*

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

Data from the State Program Reports are regularly monitored to ensure that the activities in the Five-Year Plan are making progress towards the goals of the plan and achieving results that address national priorities associated with the Measuring Success focal areas. Statistics have been shared with GPLS leadership and directors of programs in order to help guide planning and to evaluate the success of our programs. Data from the old and new SPR have been used to help plan budgets. In addition, a wide range of feedback channels have been used to guide the activities in the Five-Year Plan: data from the previous LSTA Five-Year Evaluation Report; feedback from focus groups with public libraries and other partner organizations; data gathered from surveys conducted for GALILEO, GLASS/GLS, HomePLACE/ASDI, IT Services, PINES, and others; feedback from in-depth conversations with stakeholders, including key public library personnel around the state; systematic and regular collection, review, and analysis of data about library services, expenditures, facilities, staff in Georgia; attendance at regular meetings of the Georgia public library directors; and discussions with elected officials and their staff at municipal, county and state government.

B-2. Specify any changes you made to the Five-Year Plan, and why this occurred.

The State Library did make some adjustments to the 2018-2022 LSTA Five-Year Plan project names to clarify purpose or to expand services: **IT Management – GPLS IT Support – Internal and External Project** Public Access Computing was renamed to Chrome OS Management and Hosting; **IT Management – IT Outreach and Education Project** added a Cyber Security activity; **GLS/(Formerly GLASS) Project** was renamed to Georgia Library Service (GLS) for the Blind and Print Disabled; **Continuing Education Project** The Georgia Learning Center was renamed the GPLS Learning Center and the Virtual Library Staff Development Day was expanded and renamed to the Southeast Collaborative Conference. One activity under **Youth Services** was changed: The "Read Me a Story, Please!" activity experienced challenges with navigating the requirements of correctional institutions in Georgia and shifted to subgrants in FY21. The **Resource Sharing Project** HomePLACE was re-named to Archival Services and Digital Initiatives (ASDI) and moved to its own project; **IT Management – Broadband Upgrade and Ongoing Support Project** was removed from LSTA-funding, though is still under GPLS management; the **Community Engagement Project** separated the activities into new projects: **Strategic Partnerships** and **Communications**. From 2018-2021 the **Professional Collection** experienced some challenges regarding storage and staffing, as well as an inability to lend physical items due to the COVID-19 pandemic limitations to GPLS services.

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

Data from the SPR and other evaluation resources, including historical data, are available on the GPLS website, through multiple communications channels and modes (including email lists, publications, project websites, GPLS's data portal, and others), through presentations at state-wide conferences, reports to the Georgia Board of Regents and the Georgia State Legislature, and one-on-one communications with library workers in Georgia. ASDI has shared evaluation data from LSTA-funded

programs such as the 2019 Facilities and Disaster Preparedness Summit Impact Report[6] and the biennial digitization survey results report[7] with public library directors and staff. Aggregate data points included in the SPR, such as the total number of items digitized and number of projects completed, are shared with legislators and in advocacy handouts like *By the Numbers* and *Quick Look*.[8] GPLS staff also share the data with peers throughout the US. GPLS uses SPR data to inform budget sources, especially each year during the annual budget approval process, and frequently consults the plan in order to justify requests. Use statistics are gleaned from surveys, Google Analytics, anecdotal feedback, and participant evaluations. New initiatives are sometimes launched as a direct result of stakeholder feedback. Taken collectively, these data guide our efforts to prioritize efforts, allowing wise use of federal funding to support library patron success. The rate of change accelerated during COVID, including services and support models that were significantly changed, dropped, or added as needed throughout the 5-year plan. Throughout the LSTA 5-Year Plan period, GPLS has looked for better ways to collect and interpret the data we use to inform these kinds of decisions. GPLS staff regularly revisit programs previously identified but not acted upon to re-evaluate if they are viable and look at gathered data to see where trends are, and what support is being requested the most - informing how GPLS shifts projects and activities to match the needs.

C. Methodology Questions

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

Hiring an outside evaluator allowed GPLS to acquire a more objective perspective, to take advantage of outside expertise, and to garner an independent, unbiased evaluation for Georgia Public Library Service, Five-Year LSTA Plan Evaluation stakeholders. Carson Block of Carson Block Consulting Inc. was contracted to conduct the evaluation of the GPLS Five-Year LSTA Plan. Block has worked in library technology for more than 25 years, with 10 years as an independent library consultant working in both technology and non-technology areas of library management, services, operations, staffing, strategic planning, facilities planning, construction, and other areas. As a consultant, Carson is often brought in to help solve complex institutional issues and to help align the library's public service mission with its technology efforts to serve the needs of patrons and staff. Carson is a past Director-At-Large for the American Library Association's Association of Specialized, Governmental and Cooperative Library Agencies (ASGCLA) and former chair of ASGCLA's Library Consultant's Interest Group. He is also a founding member of the Future of Libraries advisory group to ALA's Office of Information Technology Policy, and a member of the former 21st Century Libraries Committee of the ALA's Office of Information Technology Policy (OITP). Carson is also Past President of the Colorado Division of the Public Library Association. Carson is the author of *Library Information Systems* (with Joe Matthews; Libraries Unlimited 2019) and *Managing Library Technology: A LITA Guide* (Rowman & Littlefield 2017). As well as Georgia, other current full LSTA evaluations include Wyoming and South Dakota. Block is also assisting another consultant group with current LSTA evaluations for Montana and West Virginia. Former LSTA evaluation experience includes Oklahoma and Idaho.

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[6] https://docs.google.com/document/d/1V2cHkC9IUDMq1evKSdjuLFXRqQ8B5Uetxt4YTLBOCGY/edit

[7] https://docs.google.com/document/d/1Qaw1ZSXP_OSB744x4yNulELrnVVy8p9SyOTsZMskAfQ/edit

[8] https://georgialibraries.org/statistics/

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

Simple descriptive statistics have been provided for the results of the fall 2021 survey of library staff in Georgia by reporting the percentages of each category of answers provided by the respondents. Qualitative methods have included interviews, focus groups, open-ended questions on the survey of Georgia library staff members, and reviews of documents. The documents examined are valid and reliable.[9] The GPLS annual SPR reports to IMLS have been reviewed and accepted by IMLS. The GPLS annual reports and other documents, created for other agency purposes, are both valid and reliable. The focus group's input is valid, particularly as no GPLS staff were present, allowing participants to speak freely and provide honest feedback. In combination with the survey results, the validity and reliability of both tools were increased. Survey results have high reliability as all respondents answered the same questions and each response was consistently analyzed.

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

Three stakeholder groups contributed feedback to the Five-Year Plan Evaluation.

- **Survey:** One-hundred and sixty-four (164) public, academic, school, and special library staff members throughout Georgia responded to an online survey in October and November 2021 and provided a rich set of evaluative feedback; the survey instrument is provided in Appendix D, and the survey results are provided in Appendix E. Survey respondents were anonymous.

- **Focus Group:** Thirty-three (33) Georgia public library directors and administrators participated in an in-person focus group conducted by the consultant on December 2, 2021, in Savannah, Georgia, providing the input and feedback shown in Appendix F. The individuals involved in providing evaluation data via the focus group are listed in Appendix B.

- **Interviews:** Twelve (12) Georgia Public Library Service Staff who manage LSTA-funded programs during the time period under consideration were interviewed by the consultant between September 28, 2021, and December 9, 2021. Staff interviewed are listed in Appendix B.

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

The key findings and recommendations of this evaluation will be made available on the GPLS Website, through its electronic newsletter (Georgia Public Library Service News), through email lists to various stakeholders, through presentations at meetings of the Georgia public library directors, through presentations at the annual Georgia Library Association Conference (GLC), and through presentations at meetings of the Regents Public Library Advisory Committee, which represents the state public library systems on behalf of the Board of Regents of the University System of Georgia.

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[9] A bibliography of all documents reviewed is provided as Appendix C.

Appendix A: List of Acronyms

ARPA	American Rescue Plan Act
ASDI	Archival Services and Digital Initiatives, formerly Georgia HomePLACE
ASGCLA	Association of Specialized, Governmental and Cooperative Library Agencies
B4	Birth-to-Four
BARD	Braille & Reading Audio Download
CARES	Coronavirus Aid, Relief, and Economic Security
COVID / COVID-19	Acronym for the full name coronavirus disease of 2019
GALILEO	GeorgiA LIbrary LEarning Online
GLC	Georgia Libraries Conference
GLS	Georgia Library Service for the Blind and Print Disabled (formerly GLASS - Georgia Library for Accessible Statewide Services)
GOLD	Georgia Online Database
G Suite	Google Suite of software and services (Docs, Sheets, Gmail, etc.)
GPLS	Georgia Public Library Service
HomePLACE	Providing Library and Archives Collections Electronically – Renamed to ASDI
ILL	Interlibrary Loan
ILS	Integrated Library System
IMLS	Institute of Museum and Library Services
IT	Information Technology
K-12	Kindergarten through 12th grade
LSTA	Library Services and Technology Act
OCLC	Online Computer Library Center
OITP	Office of Information Technology Policy
OPAC	Online Public Access Catalog
PINES	Public information Network for Electronic Services
PINNACLE	Public Library Institute for New and Creative Leadership Education

RDA   Resource Description and Access

SPR   State Program Report

SRP   Summer Reading Program

TBC   Tech Boot Camp

TLK   Technology Loaner Kits

Appendix B: List of People Interviewed

State Library Staff

- September 28, 2021 - Pat Herndon (Retired Assistant State Librarian and Director of Georgia Libraries for Accessible Statewide Services (GLASS))
- November 11, 2021 - Elizabeth McKinney (PINES Program Director)
- November 11, 2021 - Wendy Cornelisen (Assistant State Librarian for Library Innovation and Collaboration), Angela Stanley (Director, Georgia HomePLACE), and Elaine Hardy (PINES & Collaborative Projects Manager)
- November 12, 2021 - Elaine Black (Director of Youth Services)
- November 17, 2021 - Whitney Payne (Director of Research and Statistics)
- November 19, 2021 - Dustin Landrum (Director of Strategic Partnerships) and Deborah Hakes (Director of Communications and Marketing)
- November 19, 2021 - Daniel Zieger (Director, Information Technology)
- November 24, 2021 - Dorcas Davis (Director of Continuing Education)
- December 9, 2021 - Julie Walker (State Librarian)

Focus Group Participants

- Anne Isbell - Director of Lake Blackshear Regional Library
- Geri Mullis - Director of Marshes of Glynn Libraries
- Lisa Rigsby - Director of DeSoto Trail Regional Library
- Holly Phillips - Director of Thomas County Public Library System
- Leslie Clark - Director of Chestatee Regional Library System
- Gail T. Evans - Director of Dougherty County Public Library
- Lisa MacKinney - Director of Hall County
- Lecia Eubanks - Director of Cherokee Regional Library
- Jeanna Allums - Head Librarian of South Georgia Regional Library
- Bernard Bulemu - Assistant Director of South Georgia Regional Library
- Charles Pace - Executive Director of Gwinnett County Public Library
- Jennifer Durham - Director of Statesboro Regional Libraries
- Richard Sanders - Director of Hart County Library
- Beth McIntyre - Director of Piedmont Regional Library
- Alan Harkness - Director of Chattahoochee Valley Libraries
- Stacy Brown - Director of Azalea Regional Library
- Daniel P. Munoz - IT Manager of Okefenokee Regional Library System
- Nancy Condon - Deputy Director of Azalea Regional Library System
- Clint Moxley - Director of Three Rivers Regional Library System
- Stephen Houser - Director of West Georgia Regional Library

- Jennifer Lautzenheiser - Director of Middle Georgia Regional Library
- Natalie Marshall - Executive Director of Flint River Regional Library
- Anita Summers - Executive Director at Sequoyah Regional Library
- Cynthia Kilby - Director of Pine Mountain Regional Library System
- Kevin Ellis - Director of Moultrie-Colquitt County Library
- Gary McNeely - Director of Kinchafoonee Regional Library
- Mary Lin Maner - Director of Greater Clarks Hill Regional Libraries
- David Singleton - Director of Live Oak Public Libraries
- Leslie Partridge - Assistant Director of Kinchafoonee Regional Library
- Heath Lee - Director of Mountain Regional Library System
- Sarah Holmes - Director of Catoosa County Library System
- Darla Chambliss - Director of Northwest Georgia Regional Library
- Alison Weissinger - Director of DeKalb County Public Library

Appendix C: Bibliography of all Documents Reviewed

Georgia Public Library Service Documents

- GA LSTA Project data 2018 2019 2020 (2) (spreadsheet)
- FacSum Impact Assessment
- GPLS Statistics
- Georgia's Public Libraries Estimated Service Valuation and Economic Impact 2018

PINES

- PINES Consortium Data for 2018
- PINES Consortium Data for 2019
- PINES Consortium Data for 2020
- PINES Consortium Data for 2021
- PINES Annual Reports 2018
- PINES Annual Reports 2019
- PINES Annual Reports 2020
- PINES Annual Reports 2021

Information Technology Services and Support

- GPLS IT YouTube page: https://www.youtube.com/channel/UCOI3fNTV-t3vXTgOLTR1ofg
- VR Virtual Fieldtrips Kit (GA Lib Tech)

Communications/Strategic Partnerships

- Email Marketing Benchmarks and Statistics by Industry
- Georgia Public Library Service Is Empowering Libraries | Marketer of the Year 2020
- LSTA Program Report – Project Summary and Evaluation (Communications)

Research and Statistics

- By the Numbers - FY 2018
- By the Numbers - FY 2019

- By the Numbers - FY 2020

- Reopening Survey 2.0: Georgia Public Libraries - November 2020

- Quick Look Infographic - FY 2018

- Quick Look Infographic - FY 2019

- Quick Look Infographic - FY 2020

- Current Look: Report - FY 2018

- Current Look: Report - FY 2019

- Current Look: Report - FY 2020

- Annual Reports and Statistics | Georgia Public Library Service

Continuing Education

- GPLS Learning Center (Niche Academy) https://my.nicheacademy.com/gplslearningcenter

- Impact of PINNACLE (spreadsheet)

- PINNACLE Follow-Up Evaluation Report

GLS

- Additional data from NLS on Talking Book Programs (2)

- GA Talking Book Library Stats (spreadsheet)

Youth Services

- Summer Reading 2018 Infographic

- Summer Reading 2019 Infographic

- Summer Reading 2020 Infographic

- Summer Reading 2021 Infographic

- Summer Reading | Georgia Public Library Service

Resource Sharing

- Archival Services and Digital Initiatives website

- HomePLACE 2019 Survey Report

- GOLD (the Resource Sharing Network for Georgia's Libraries) | Georgia Public Library Service

- Data & Statistics | About GALILEO

- Data & Statistics | About GALILEO 2

- Data & Statistics | About GALILEO 3

- GALILEO | Georgia Public Library Service

- GALILEO Usage Statistics

Professional Libraries and Administrative Services

- Five-Year Plan for Georgia's Public Libraries - FY2018 - FY2022

- Evaluation of the Library Services and Technology Act Five-Year Plan - 2013-2017

- IMLS_SPR_Public_Results_2022-01-18

- FY21 LSTA Report

- Certified Financials

Appendix D: Survey of Library Staff

Survey Questions

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

    ### PINES

2. Are you familiar with the GPLS Public Information Network for Electronic Services (PINES), which provides the Integrated Library System (ILS) and associated services to over 300 public libraries?

3. How important is the GPLS PINES to your library?

4. How satisfied are you with the GPLS PINES?

5. To what extent did the GPLS PINES address the following IMLS Intents?

    a. Information Access: Improve users' ability to discover information resources

    b. Information Access: Improve users' ability to obtain and/or use information resources

    c. Institutional Capacity: Improve the library workforce

    d. Institutional Capacity: Improve the library's physical and technological infrastructure

    e. Institutional Capacity: Improve library operations

6. To what extent did the GPLS PINES meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

    a. Serve as trusted advisers to the library community.

    b. Develop a supportive community for Georgia's public libraries.

    c. Ensure equal access to information and technology.

    d. Foster a culture of learning statewide.

7. Do you have any further comments about the GPLS PINES?

    ### Resource Sharing

8. Are you familiar with the GPLS Resource Sharing projects, which include the shared cataloging and Interlibrary Loan services, as well as the GALILEO program, and ASDI (Archival Services and Digital Initiatives, formerly Georgia HomePLACE)?

9. How important is the GPLS Resource Sharing to your library?

10. How satisfied are you with the GPLS Resource Sharing?

11. To what extent did the GPLS Resource Sharing meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

a. Serve as trusted advisers to the library community.

b. Develop a supportive community for Georgia's public libraries.

c. Ensure equal access to information and technology.

d. Foster a culture of learning statewide.

12. To what extent did the GPLS Resource Sharing address the following IMLS priorities?

    a. Information Access: Improve users' ability to discover information resources

    b. Information Access: Improve users' ability to obtain and/or use information resources

    c. Institutional Capacity: Improve the library workforce

    d. Institutional Capacity: Improve the library's physical and technological infrastructure

    e. Institutional Capacity: Improve library operations

    f. Lifelong Learning: Improve users' formal education

    g. Lifelong Learning: Improve users' general knowledge and skills

    h. Economic and Employment Development: Improve users' ability to use resources and apply information for employment support

    i. Economic and Employment Development: Improve users' ability to use and apply business resources

13. Do you have any further comments about the GPLS Resource sharing?

IT MANAGEMENT - GPLS IT Support – Internal & External

14. Are you familiar with the IT MANAGEMENT - GPLS IT Support – Internal & External, which supports GPLS computers and technology (Internal) and technology for public libraries (External)?

15. How important is the GPLS IT Support – Internal & External to your library?

16. How satisfied are you with the GPLS IT Support – Internal & External?

17. To what extent did the GPLS IT Support – Internal & External meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

    a. Serve as trusted advisers to the library community.

    b. Develop a supportive community for Georgia's public libraries.

    c. Ensure equal access to information and technology.

    d. Foster a culture of learning statewide.

18. To what extent did the GPLS IT Support – Internal & External address the following IMLS priorities?

    a. Information Access: Improve users' ability to discover information resources

    b. Information Access: Improve users' ability to obtain and/or use information resources

    c. Institutional Capacity: Improve the library workforce

    d. Institutional Capacity: Improve the library's physical and technological infrastructure

    e. Institutional Capacity: Improve library operations

19. Do you have any further comments about the GPLS IT Support - Internal & External?

GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support

20. Are you familiar with the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support, which aimed to support a Statewide Broadband Network and offer E-Rate support to eligible public libraries?

21. How important is the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support to your library?

22. How satisfied are you with the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support?

23. To what extent did the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

    a. Serve as trusted advisers to the library community.

    b. Develop a supportive community for Georgia's public libraries.

    c. Ensure equal access to information and technology.

    d. Foster a culture of learning statewide.

24. To what extent did the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support address the following IMLS priorities?

    a. Information Access: Improve users' ability to discover information resources

    b. Information Access: Improve users' ability to obtain and/or use information resources

    c. Institutional Capacity: Improve the library workforce

    d. Institutional Capacity: Improve the library's physical and technological infrastructure

    e. Institutional Capacity: Improve library operations

25. Do you have any further comments about the GPLS IT MANAGEMENT - Broadband Upgrade & Ongoing Support?

GPLS IT Management – IT Outreach and Education

26. Are you familiar with the GPLS IT Management – IT Outreach and Education, which provided Technology Loaner Kits (TLKs), as well as presentations and workshops for library staff days?

27. How important is the GPLS IT Management – IT Outreach and Education to your library?

28. How satisfied are you with the GPLS IT Management – IT Outreach and Education?

29. To what extent did the GPLS IT Management – IT Outreach and Education meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

 a. Serve as trusted advisers to the library community.

 b. Develop a supportive community for Georgia's public libraries.

 c. Ensure equal access to information and technology.

 d. Foster a culture of learning statewide.

30. To what extent did the GPLS IT Management – IT Outreach and Education address the following IMLS priorities?

 a. Information Access: Improve users' ability to discover information resources

 b. Information Access: Improve users' ability to obtain and/or use information resources

 c. Institutional Capacity: Improve the library workforce

 d. Institutional Capacity: Improve the library's physical and technological infrastructure

 e. Institutional Capacity: Improve library operations

 f. Lifelong Learning: Improve users' formal education

 g. Lifelong Learning: Improve users' general knowledge and skills

31. Do you have any further comments about the GPLS IT Management - IT Outreach and Education?

GLS

32. Are you familiar with the Georgia Library Service for the Blind and Print Disabled (GLS; formerly known as GLASS), which provides library services for the blind and the print disabled?

33. How important is the GPLS GLS to your library and users of your library who benefit from services to the blind and the print disabled?

34. How satisfied are you with the GPLS GLS?

35. To what extent did the GPLS GLS meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

 a. Develop a supportive community for Georgia's public libraries.

 b. Ensure equal access to information and technology.

 c. Foster a culture of learning statewide.

36. To what extent did the GPLS GLS address the following IMLS priorities?

 a. Information Access: Improve users' ability to discover information resources

 b. Information Access: Improve users' ability to obtain and/or use information resources

 c. Lifelong Learning: Improve users' formal education

 d. Lifelong Learning: Improve users' general knowledge and skills

e. Civic Engagement: Improve users' ability to participate in their community

f. Civic Engagement: Improve users' ability to participate in community conversations around topics of concern

g. Human Services: Improve users' ability to apply information that furthers their personal, family, or household finances

h. Human Services: Improve users' ability to apply information that furthers their personal or family health and wellness

i. Human Services: Improve users' ability to apply information that furthers their parenting and family skills

37. Do you have any further comments about the GPLS GLS/GLASS?

GPLS Youth Services

38. Are you familiar with the GPLS Youth Services, which focused on early childhood literacy, and programs to engage children, teens, and families in reading and learning activates?

39. How important is the GPLS Youth Services to your library?

40. How satisfied are you with the GPLS Youth Services?

41. To what extent did the GPLS Youth Services meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

a. Serve as trusted advisers to the library community.

b. Develop a supportive community for Georgia's public libraries.

c. Ensure equal access to information and technology.

d. Foster a culture of learning statewide.

42. To what extent did the GPLS Youth Services address the following IMLS priorities?

a. Information Access: Improve users' ability to discover information resources

b. Information Access: Improve users' ability to obtain and/or use information resources

c. Lifelong Learning: Improve users' formal education

d. Lifelong Learning: Improve users' general knowledge and skills

e. Civic Engagement: Improve users' ability to participate in their community

f. Civic Engagement: Improve users' ability to participate in community conversations around topics of concern

g. Human Services: Improve users' ability to apply information that furthers their personal, family, or household finances

h. Human Services: Improve users' ability to apply information that furthers their personal or family health and wellness

i. Human Services: Improve users' ability to apply information that furthers their parenting and family skills

43. Do you have any further comments about the GPLS Youth Services?

GPLS Continuing Education

44. Are you familiar with or did you participate in any of the following programs from GPLS Continuing Education:

    a. None of the above

    b. Leadership Institute - PINNACLE Program

    c. Youth Services Professional Development

    d. GLASS Accessibility Conference

    e. Technology Boot Camp

    f. Technology Education for Libraries

    g. PINES U (PINES University)

    h. Flexible Web Conferencing Services for Staff and Patron Training

    i. Community Engagement Academy

    j. The Georgia Learning Center

    k. Virtual Library Staff Development Day

    l. Regional Paraprofessional Day Conference

    m. Georgia Public Libraries Catalogers' Conference

45. How important is the GPLS Continuing Education to your library?

46. How satisfied are you with the GPLS Continuing Education?

47. To what extent did the GPLS Continuing Education meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

    a. Serve as trusted advisers to the library community.

    b. Develop a supportive community for Georgia's public libraries.

    c. Ensure equal access to information and technology.

    d. Foster a culture of learning statewide.

48. To what extent did the GPLS Continuing Education address the following IMLS priorities?

    a. Institutional Capacity: Improve the library workforce

    b. Institutional Capacity: Improve the library's physical and technological infrastructure

    c. Institutional Capacity: Improve library operations

    d. Lifelong Learning: Improve users' formal education

    e. Lifelong Learning: Improve users' general knowledge and skills

    f. Economic and Employment Development: Improve users' ability to use resources and apply information for employment support

g. Economic and Employment Development: Improve users' ability to use and apply business resources

49. Do you have any further comments about the GPLS Continuing Education?

GPLS Community Engagement

50. Are you familiar with the GPLS Community Engagement, including both Communications and Strategic Partnerships, which build awareness of public libraries and their services?

51. How important is the GPLS Community Engagement to your library?

52. How satisfied are you with the GPLS Community Engagement?

53. To what extent did the GPLS Community Engagement meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

    a. Develop a supportive community for Georgia's public libraries.

    b. Ensure equal access to information and technology.

    c. Foster a culture of learning statewide.

54. To what extent did the GPLS Community Engagement address the following IMLS priorities?

    a. Information Access: Improve users' ability to discover information resources

    b. Information Access: Improve users' ability to obtain and/or use information resources

    c. Civic Engagement: Improve users' ability to participate in their community

    d. Civic Engagement: Improve users' ability to participate in community conversations around topics of concern

55. Do you have any further comments about the GPLS Community Engagement?

GPLS Research and Statistics

56. Are you familiar with the GPLS Research and Statistics, which provides a state data coordinator to collect, analyze, and publish public and state library statistics to reflect improvement of library management and services?

57. How important is the GPLS Research and Statistics to your library?

58. How satisfied are you with the GPLS Research and Statistics?

59. To what extent did the GPLS Research and Statistics meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

    a. Serve as trusted advisers to the library community.

    b. Develop a supportive community for Georgia's public libraries.

    c. Ensure equal access to information and technology.

    d. Foster a culture of learning statewide.

60. To what extent did the GPLS Research and Statistics address the following IMLS priorities?

    a. Institutional Capacity: Improve the library workforce

      b.   Institutional Capacity: Improve the library's physical and technological infrastructure

      c.   Institutional Capacity: Improve library operations

      d.   Civic Engagement: Improve users' ability to participate in their community

      e.   Civic Engagement: Improve users' ability to participate in community conversations around topics of concern

61. Do you have any further comments about the GPLS Research and Statistics?

GPLS Professional Library and Administrative Services

62. Are you familiar with the GPLS Professional Library and Administrative Services, which maintains the professional collection at the state library agency's library, and administers guidance to LSTA-funded programs?

63. How important is the GPLS Professional Library and Administrative Services to your library?

64. How satisfied are you with the GPLS Professional Library and Administrative Services?

65. To what extent did the GPLS Professional Library and Administrative Services meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

      a.   Serve as trusted advisers to the library community.

      b.   Develop a supportive community for Georgia's public libraries.

      c.   Ensure equal access to information and technology.

66. To what extent did the GPLS Professional Library and Administrative Services address the following IMLS priorities?

      a.   Information Access: Improve users' ability to discover information resources

      b.   Information Access: Improve users' ability to obtain and/or use information resources

      c.   Institutional Capacity: Improve the library workforce

      d.   Institutional Capacity: Improve the library's physical and technological infrastructure

      e.   Institutional Capacity: Improve library operations

      f.   Lifelong Learning: Improve users' formal education

      g.   Lifelong Learning: Improve users' general knowledge and skills

67. Do you have any further comments about the GPLS Professional Library and Administrative Services?

Final Questions

68. Do you have any further comments about the GPLS's use of LSTA funds over the past five years?

69. What needs or programs would you like to see the next GPLS five-year plan address?

Appendix E: Results of Survey of Library Staff

Georgia Public Library Service surveyed library staff to collect opinions on how well each of the services provided by LSTA funds have served the needs of libraries across the state. This survey was sent to all libraries in the state and was filled out by 164 respondents between October 14, 2021, and November 11, 2021.

Below are the compiled results from the survey responses in both graphic and table form.

Note before reading through the survey: All responses under each of the project titles are absolute values, not percentages of responses. The Y-axis scale is different for each project title but will show the same scale within the project title graphs (e.g., all PINES graphs go up to 90, while the Resource Sharing graphs go up to 70).
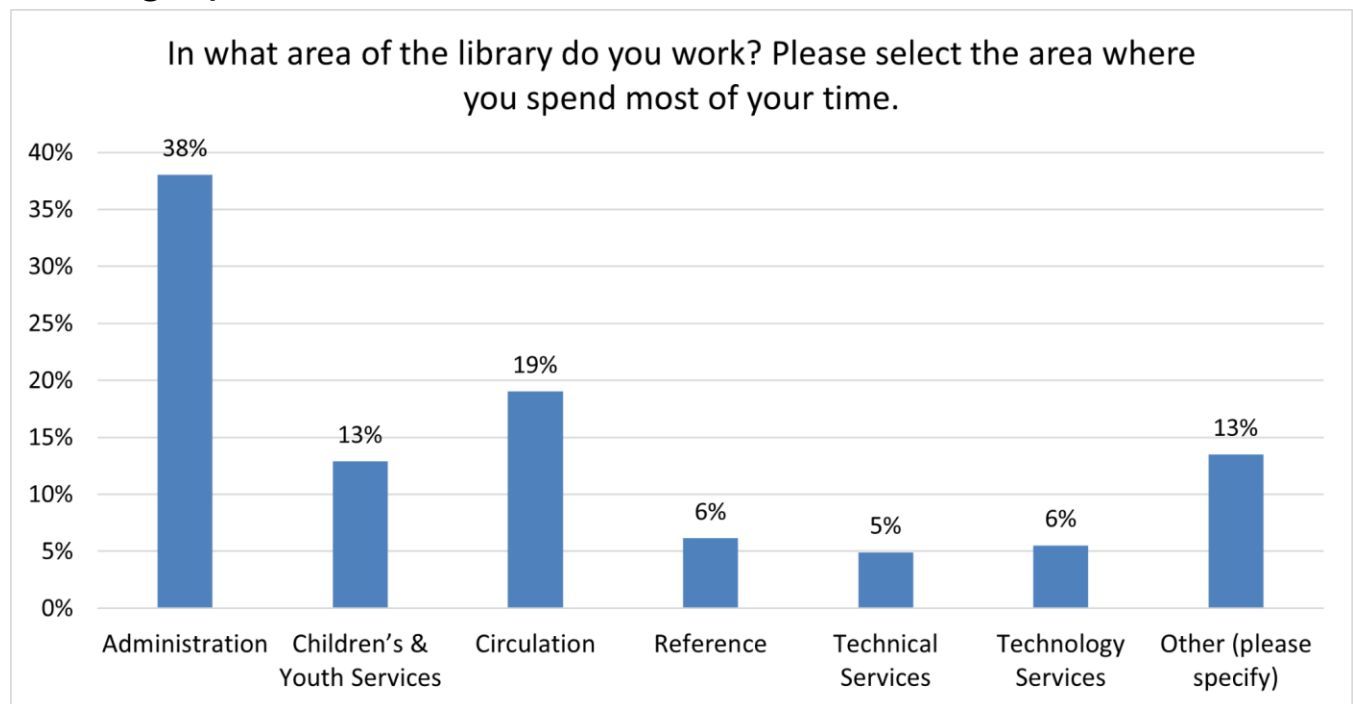
Demographics

Figure E 1

Administration	Children's & Youth Services	Circulation	Reference	Technical Services	Technology Services	Other (please specify)
38%	13%	19%	6%	5%	6%	13%

Table E 1

Other (please specify) responses:

branch Manager
Service Associate
Branch Manager
Business Manager
assistant management and adult programming
Outreach
adult services
I work in both Circulation and Youth Services
Branch Manager
Adult Services and Programs
Branch Manager (administration and programs)
Branch Manager
Multidepartment as a Branch Manager
Managing a public library branch
Being the branch manager I work in many departments and I am also the lead person at our library for Adult programs
Adult Programing & Marketing
collections
communication
Marketing and Outreach
Administration & Technology Services
Front line staff
Information Services

Table E 2

GPLS Public Information Network for Electronic Services (PINES)

In the survey of library staff in Georgia, 97% of respondents rated PINES as being Very Important or Important to their library. Ninety-percent (90%) of respondents said they were Very Satisfied or Satisfied with PINES as a service to their library.
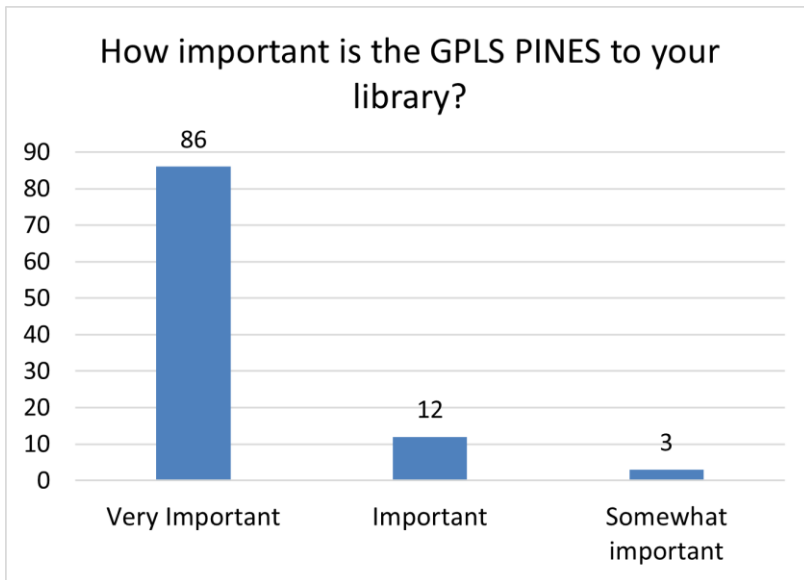

Figure E 2

Very Important	86	85%
Important	12	12%
Somewhat important	3	3%

Table E 3
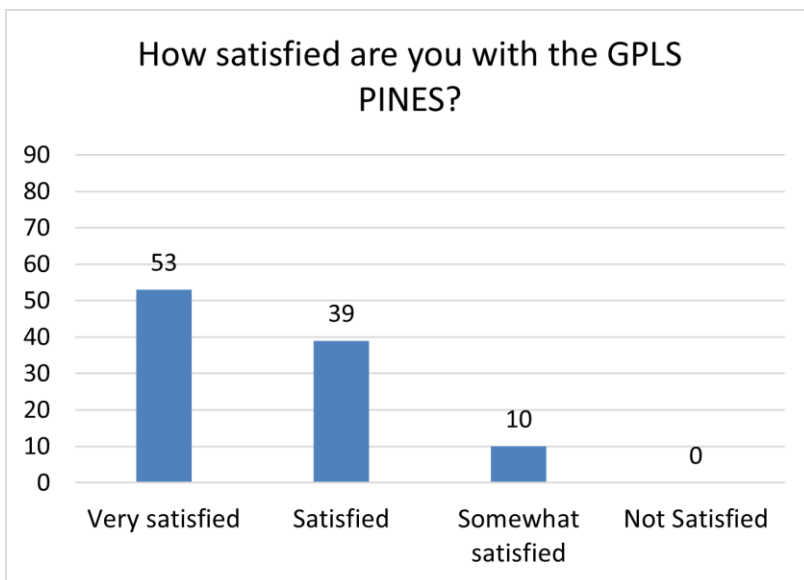
Figure E 3

Very satisfied	53	52%
Satisfied	39	38%
Somewhat satisfied	10	10%
Not Satisfied	0	0%

Table E 4

To what extent did the GPLS PINES meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt GPLS Public Information Network for Electronic Services (PINES) achieved GPLS goals. Eighty percent (80%) of respondents felt the activity Achieved the goal of serving as trusted advisers to the community, and 20% felt that goal was Partially Achieved. Eighty-seven percent (87%) felt GPLS Achieved the goal of developing a supportive community for Georgia's public libraries, 12% felt that goal was Partially Achieved, and only 1% felt it was Not Achieved. Eighty-six percent (86%) felt the goal of ensuring equal access to information and technology was Achieved, and 14% felt it was Partially Achieved. Seventy-nine percent (79%) felt GPLS Achieved the goal of fostering a culture of learning statewide, while 21% felt the goal was Partially Achieved.
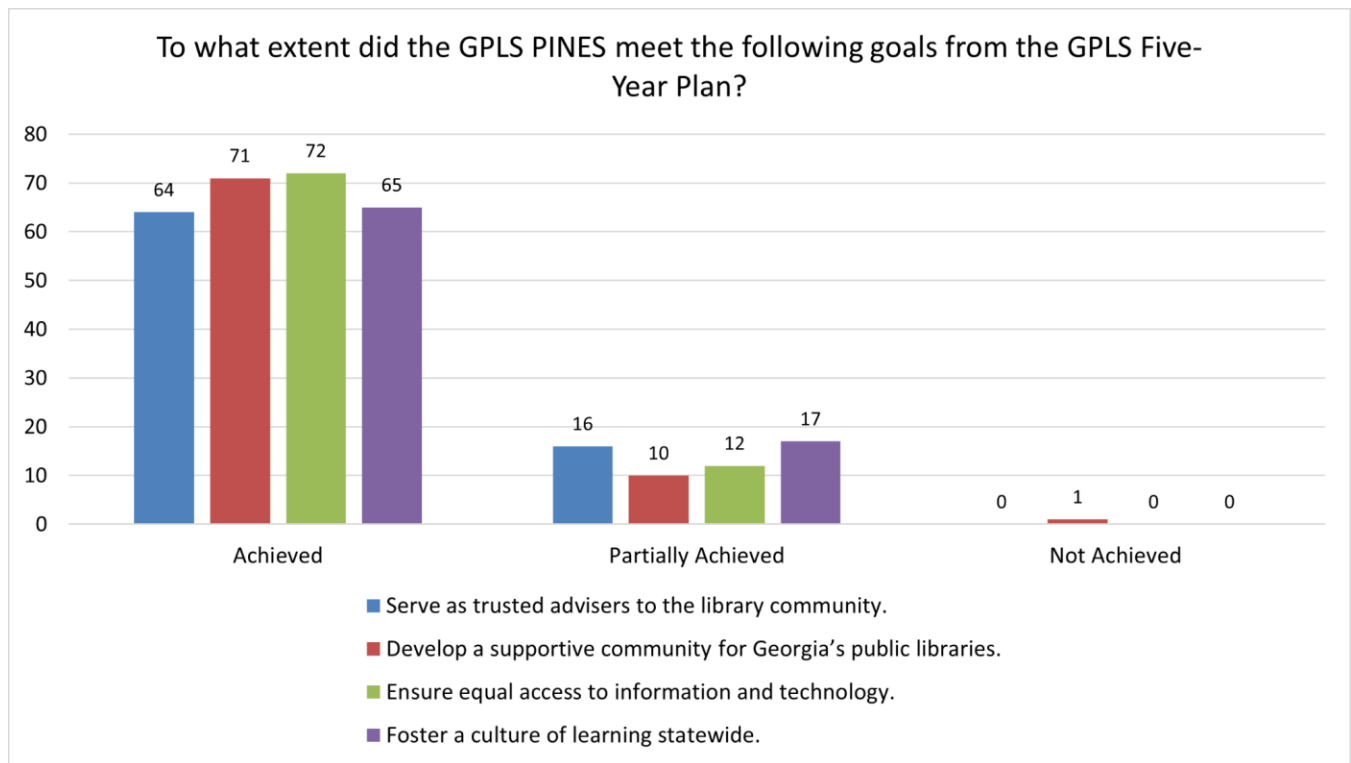
Figure E 4

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	64	80%	16	20%	0	0%
Develop a supportive community for Georgia's public libraries.	71	87%	10	12%	1	1%
Ensure equal access to information and technology.	72	86%	12	14%	0	0%
Foster a culture of learning statewide.	65	79%	17	21%	0	0%

Table E 5

To what extent did the GPLS PINES address the following IMLS Intents?

Respondents were asked to rate how they felt GPLS Public Information Network for Electronic Services (PINES) achieved IMLS intents and priorities. Eighty-one percent (81%) said GPLS Achieved the intent to improve users' ability to discover information resources, while 19% said that goal was Partially Achieved. Eighty-two percent (82%) rated the intent to improve users' ability to obtain and/or use information resources as Achieved, while 18% rated it Partially Achieved. Sixty-three percent (63%) rated the activity as having Achieved the intent to improve the library workforce, 35% rated it Partially Achieved, and only 2% as Not Achieved. Seventy-one percent (71%) rated the intent to improve the library's physical and technological infrastructure as Achieved, 24% rated it Partially Achieved, and 4% rated it Not Achieved. Seventy-eight percent (78%) of respondents said the project Achieved the intent to improve library operations, 21% said that goal was Partially Achieved, and only 1% said the goal was Not Achieved.
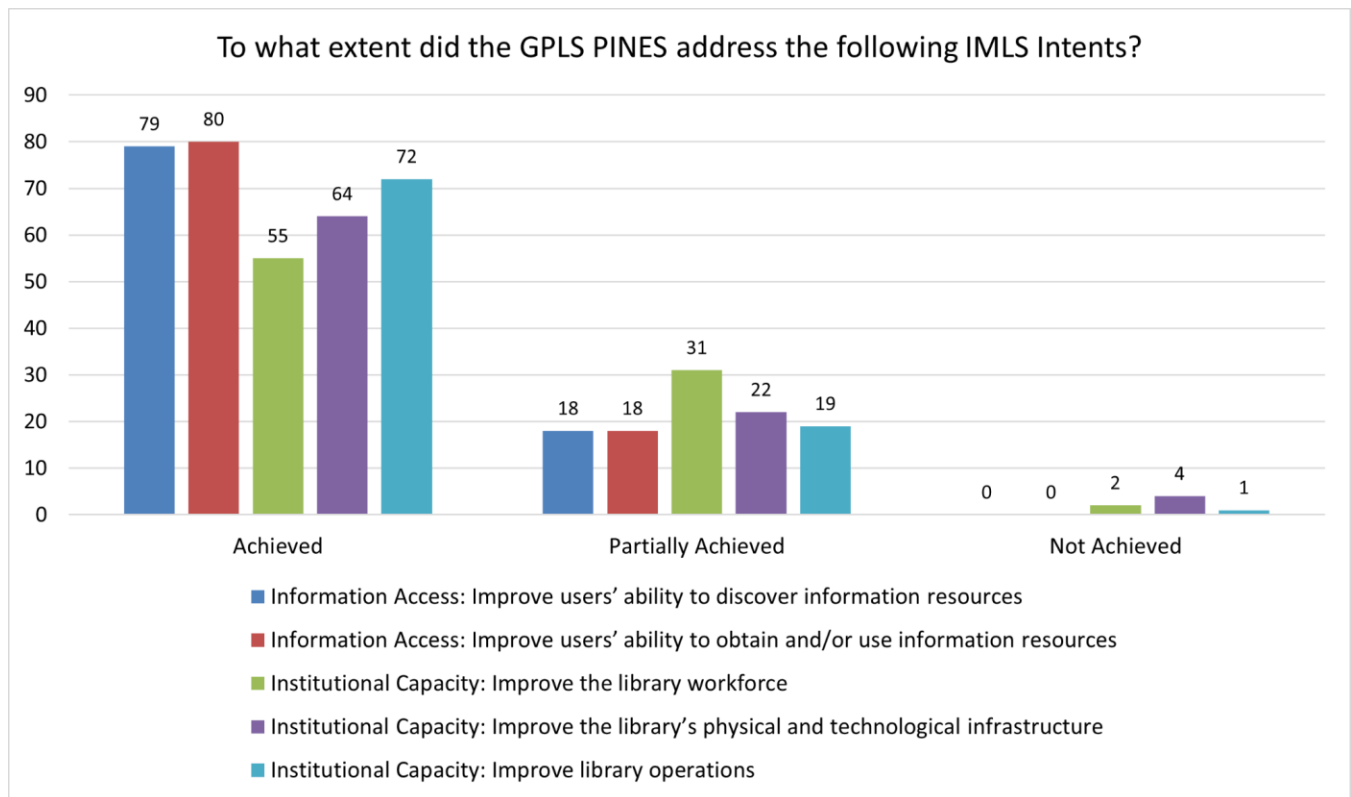

Figure E 5

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	79	81%	18	19%	0	0%
Information Access: Improve users' ability to obtain and/or use information resources	80	82%	18	18%	0	0%
Institutional Capacity: Improve the library workforce	55	63%	31	35%	2	2%
Institutional Capacity: Improve the library's physical and technological infrastructure	64	71%	22	24%	4	4%
Institutional Capacity: Improve library operations	72	78%	19	21%	1	1%

Table E 6

Do you have any further comments about the GPLS PINES?

The services for blind and print disabled are wonderful.
I think PINES is amazing. As to the public's access to PINES' benefits, it seems that many patrons will use our computers to apply for jobs and benefits and check their email, and then approach the desk for help finding resources (including books) about [insert subject]. Access to the internet seems to drive them away from our library resources. What if we had a couple of computers that were restricted to PINES access, including a short tutorial? We still have to teach them how to use it, but we do that every single day regardless.
I think we are very lucky to have PINES and they are a resource that we could not afford on our own.
There have been noticeable improvements to PINES in the last few years.
For Institutional capacity questions, we responded as partially achieved as the last catalog update has made it more difficult for staff to conduct research. If you library is alphabetically at the bottom of the list, you have to do significant scrolling when searching all of PINES as your home region doesn't default to the top. You can no longer easily discover on one record if there are multiple formats available for a title. When a search returns multiple results, you must go back to the top of the results to go to the next page of results. The search terms must also be exact instead of allowing for some flexibility as most other websites allow. After updates, a survey of staff asking for feedback on changes would be a great way to determine if everything is working efficiently.
Improvements to PINES ACQ needs to be made. It takes forever to load orders!
Some GPLS staff act unprofessionally in their dealings with public library staff. They lack respectful communication and transparency in their decision making. They come across as it's their way or the highway and they don't need to offer any explanations on how they arrived at their decisions. We are simply to obey their orders.
We love it!
Thanks! The student PLAY accounts have been a great improvement.
It is a great program. Our library system is not a part of it, however.
Would select inclusion of additional library systems as higher priority over student cards. If additional library systems added, would recommend spending considerable resources in making sure imported bibliographic

records are of sufficient quality as to properly merge with existing records.
It would be nice if the catalog was more user friendly
Just got a PINES card today and I'm so excited for what it will offer me

Table E 7

GPLS Resource Sharing

In the survey of library staff in Georgia, 93% of respondents rated Resource Sharing as being Very Important or Important to their library. Ninety-three percent (93%) of respondents said they were Very Satisfied or Satisfied with Resource Sharing as a service to their library.

Figure E 6

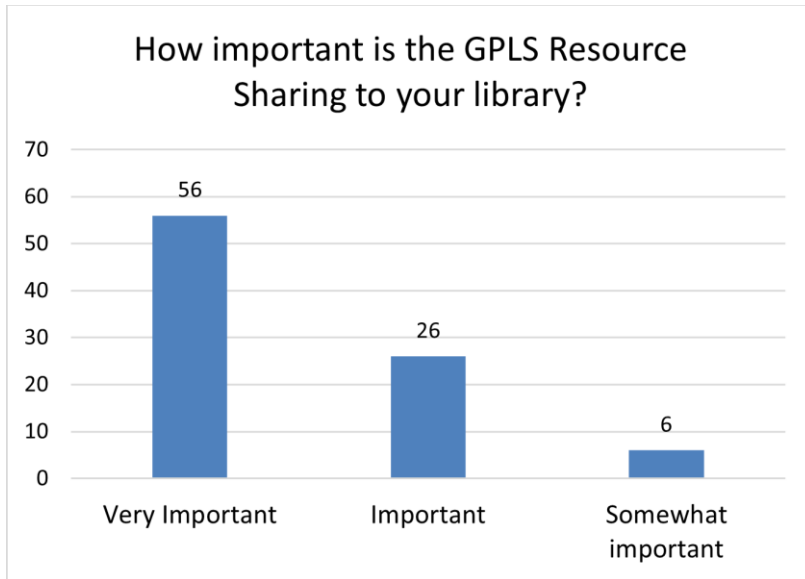| Very Important	56	63%
Important	26	30%
Somewhat important	6	7%

Table E 8
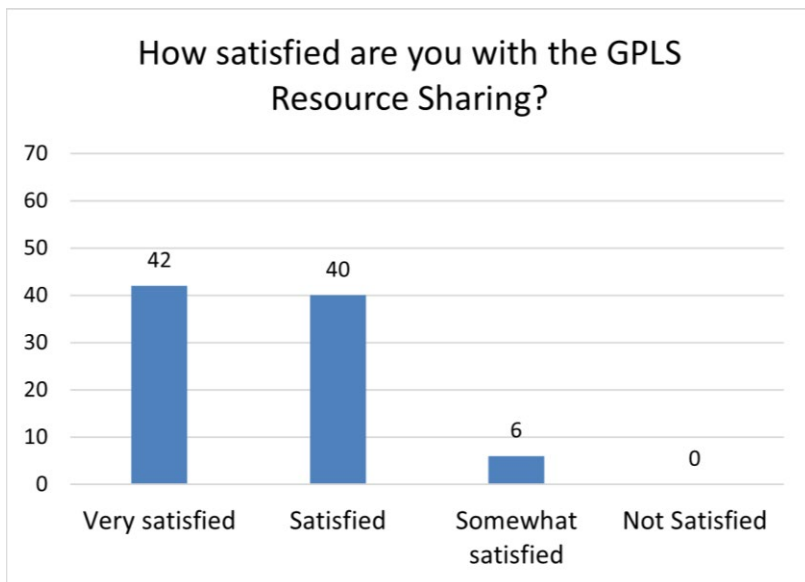
Figure E 7

Very satisfied	42	48%
Satisfied	40	45%
Somewhat satisfied	6	7%
Not Satisfied	0	0%

Table E 9

To what extent did the GPLS Resource Sharing meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt Resource Sharing achieved GPLS goals. Eighty-one percent (81%) of respondents felt the activity Achieved the goal of serving as trusted advisors to the community, and 19% felt that goal was Partially Achieved. Eighty-two percent (82%) of respondents felt the project Achieved the goal of developing a supportive community for Georgia's public libraries, and 18% felt that goal was Partially Achieved. Eighty-one percent (81%) felt GPLS Achieved the goal of ensuring equal access to information and technology, while 19% felt that goal was Partially Achieved. Eighty-three percent (83%) felt the goal of fostering a culture of learning statewide was Achieved, 16% felt it was Partially Achieved, and only 1% said the goal was Not Achieved.
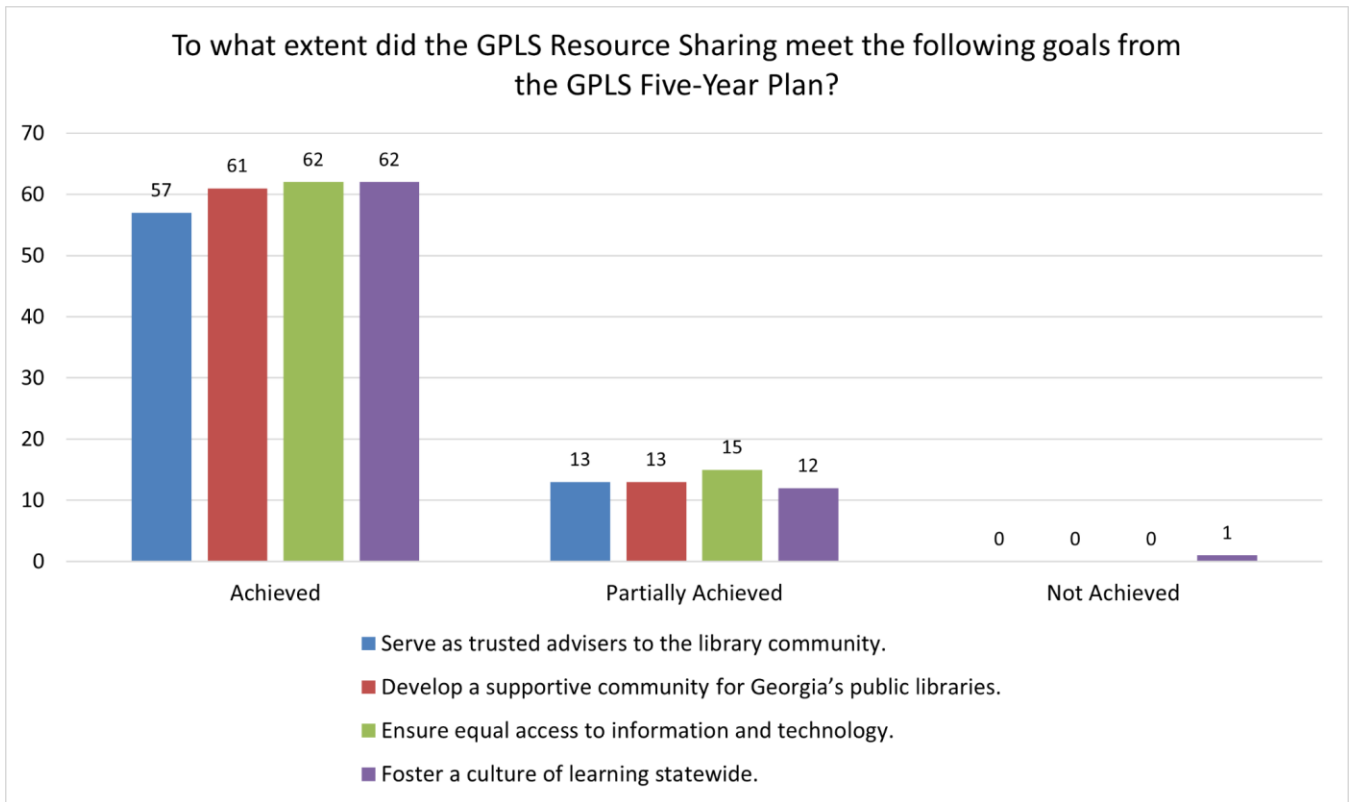

Figure E 8

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	57	81%	13	19%	0	0%
Develop a supportive community for Georgia's public libraries.	61	82%	13	18%	0	0%
Ensure equal access to information and technology.	62	81%	15	19%	0	0%
Foster a culture of learning statewide.	62	83%	12	16%	1	1%

Table E 10

To what extent did the GPLS Resource Sharing address the following IMLS priorities?

Respondents were asked to rate how they felt Resource Sharing achieved IMLS intents and priorities. Seventy-six percent (76%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, while 24% rated it Partially Achieved. Seventy-five percent (75%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, 23% rated it Partially Achieved, and only 1% rated it Not Achieved. Sixty-six percent (66%) of respondents said the project Achieved the intent to improve the library workforce, 28% said that goal was Partially Achieved, with 6% rating it Not Achieved. Sixty-seven percent (67%) said GPLS Achieved the intent to improve the library's physical and technological infrastructure, 29% said that goal was Partially Achieved, and 4% rated it Not Achieved. Sixty-eight percent (68%) rated the intent to improve library operations as Achieved, 30% rated it Partially Achieved, and 3% said the goal was Not Achieved. Sixty-six percent (66%) rated the intent to improve users' formal education as Achieved, 31% rated it Partially Achieved, and 3% said the goal was Not Achieved. Sixty-nine percent (69%) rated the intent to improve users' general knowledge and skills as Achieved, 30% rated it Partially Achieved, and 1% said the goal was Not Achieved. Sixty-five percent (65%) rated the intent to improve users' ability to use resources and apply information for employment support as Achieved, 34% rated it Partially Achieved, and 1% said the goal was Not Achieved. Sixty-five percent (65%) rated the intent to improve users' ability to use and apply business resources as Achieved, 34% rated it Partially Achieved, and 1% said the goal was Not Achieved.

To what extent did the GPLS Resource Sharing address the following IMLS priorities? 1/2

- Information Access: Improve users' ability to discover information resources
- Information Access: Improve users' ability to obtain and/or use information resources
- Institutional Capacity: Improve the library workforce
- Institutional Capacity: Improve the library's physical and technological infrastructure
- Institutional Capacity: Improve library operations

Figure E 9

To what extent did the GPLS Resource Sharing address the following IMLS priorities? 2/2

- Lifelong Learning: Improve users' formal education
- Lifelong Learning: Improve users' general knowledge and skills
- Economic and Employment Development: Improve users' ability to use resources and apply information for employment support
- Economic and Employment Development: Improve users' ability to use and apply business resources

Figure E 10

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	59	76%	19	24%	0	0%
Information Access: Improve users' ability to obtain and/or use information resources	58	75%	18	23%	1	1%
Institutional Capacity: Improve the library workforce	47	66%	20	66%	4	66%
Institutional Capacity: Improve the library's physical and technological infrastructure	46	67%	20	29%	3	4%
Institutional Capacity: Improve library operations	48	68%	21	30%	2	3%
Lifelong Learning: Improve users' formal education	47	66%	22	31%	2	3%
Lifelong Learning: Improve users' general knowledge and skills	53	69%	23	30%	1	1%
Economic and Employment Development: Improve users' ability to use resources and apply information for employment support	48	65%	25	34%	1	1%
Economic and Employment Development: Improve users' ability to use and apply business resources	45	65%	23	33%	1	1%

Table E 11

Do you have any further comments about the GPLS Resource sharing?

You can take a horse (user) to water (resources), but you can't make it drink. If users = patrons, then how do you improve their "abilities"? More training with easier materials (bullet points readable in 6 second chunks of time)
Again, these are resources that would be beyond our reach without the support of IMLS. The resources we have access to our priceless.
One thing I wish we could get through GALILEO is LinkedIn Learning/Lynda. It'd be an amazing resource for all libraries.
ILLs are pretty popular with my library system

Table E 12

IT MANAGEMENT - GPLS IT Support – Internal & External

In the survey of library staff in Georgia, 98% of respondents rated GPLS IT Support - Internal and External as being Very Important or Important to their library. Ninety-one-percent (91%) of Respondents said they were Very Satisfied or Satisfied with GPLS IT Support - Internal and External as a service to their library.
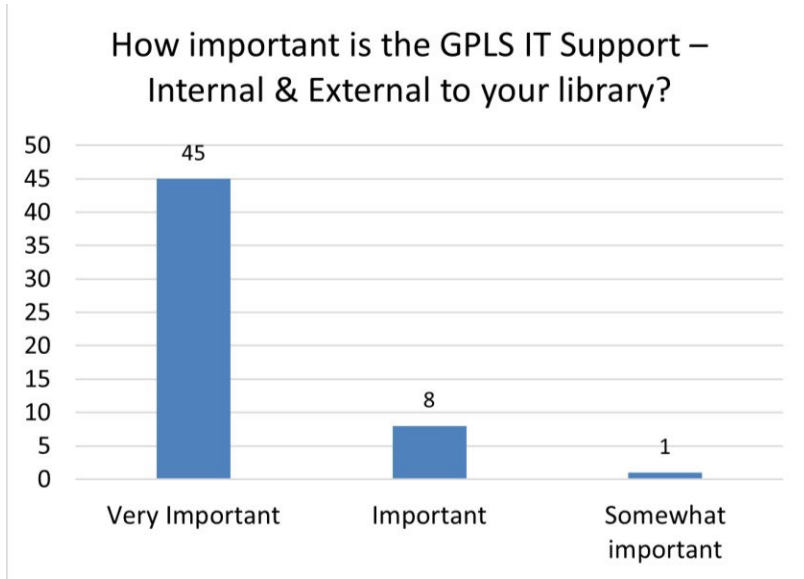
Figure E 11

Very Important	45	83%
Important	8	15%
Somewhat important	1	2%

Table E 13
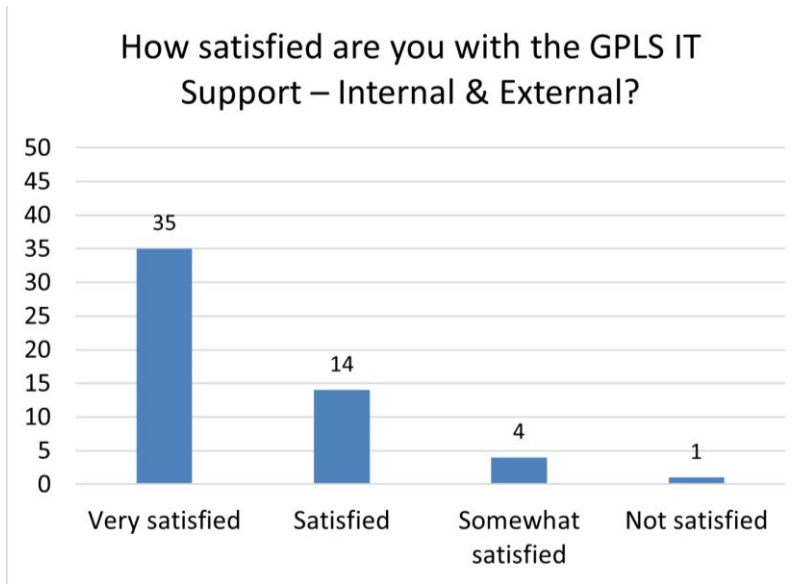
Figure E 12

Very satisfied	35	65%
Satisfied	14	26%
Somewhat satisfied	4	7%
Not satisfied	1	2%

Table E 14

To what extent did the GPLS IT Support – Internal & External meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt IT Management – GPLS IT Support – Internal and External achieved GPLS goals. Eighty percent (80%) of respondents felt the activity Achieved the goal of serving as trusted advisors to the community, and 20% felt that goal was Partially Achieved. Eighty-two percent (82%) of respondents felt the project Achieved the goal of developing a supportive community for Georgia's public libraries, and 18% felt that goal was Partially Achieved. Eighty-one percent (81%) felt GPLS Achieved the goal of ensuring equal access to information and technology, while 19% felt that goal was Partially Achieved. Eighty-four percent (84%) felt the goal of fostering a culture of learning statewide was Achieved, and 16% felt it was Partially Achieved. No respondents felt the goals were Not Achieved.
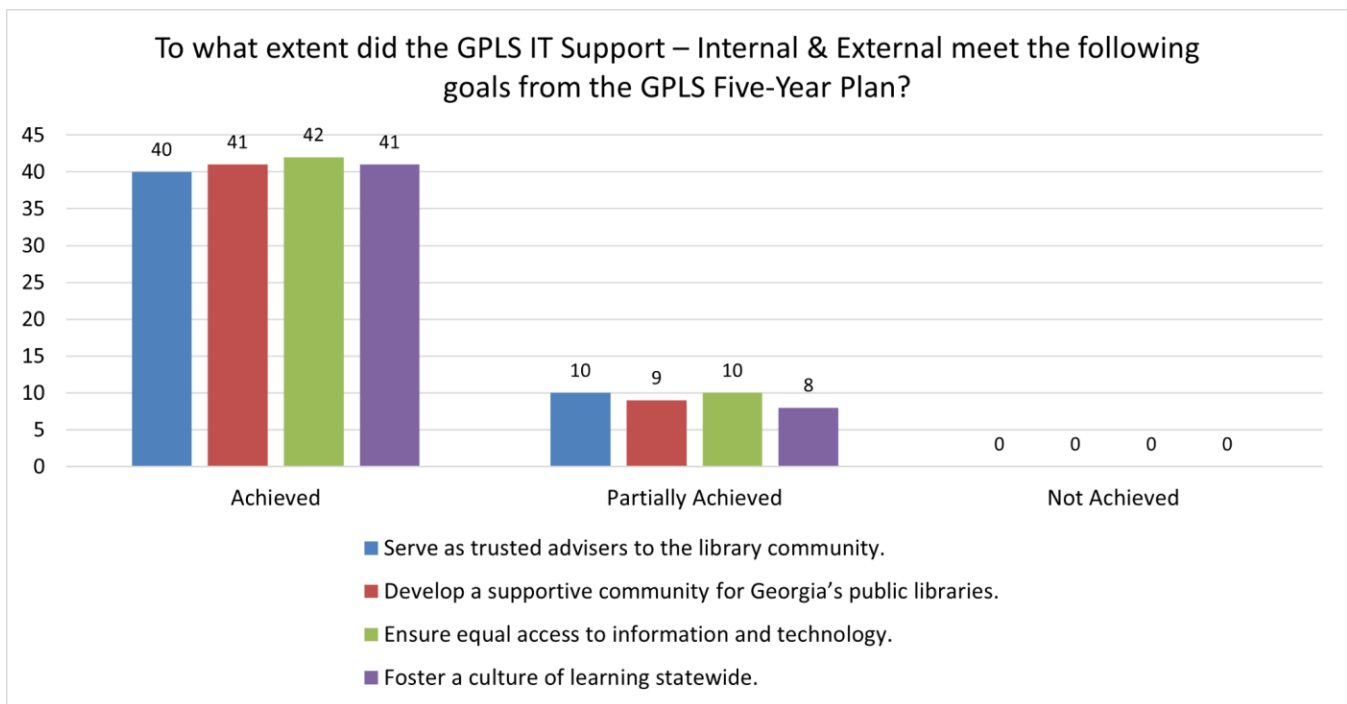
Figure E 13

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	40	80%	10	20%	0	0%
Develop a supportive community for Georgia's public libraries.	41	82%	9	18%	0	0%
Ensure equal access to information and technology.	42	81%	10	19%	0	0%
Foster a culture of learning statewide.	41	84%	8	16%	0	0%

Table E 15

To what extent did the GPLS IT Support – Internal & External address the following IMLS priorities?

Respondents were asked to rate how they felt IT Management – GPLS IT Support – Internal and External achieved IMLS intents and priorities. Seventy-five percent (75%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, while 23% rated it Partially Achieved, and only 2% thought it was Not Achieved. Eighty-one percent (81%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, 17% rated it Partially Achieved, and only 2% rated it Not Achieved. Seventy-one percent (71%) of respondents said the project Achieved the intent to improve the library workforce, and 24% said that goal was Partially Achieved, with 4% rating it Not Achieved. Seventy-six percent (76%) said GPLS Achieved the intent to improve the library's physical and technological infrastructure, 22% said that goal was Partially Achieved, and 2% rated it Not Achieved. Seventy-three percent (73%) rated the intent to improve library operations as Achieved, 25% rated it Partially Achieved, and 2% said the goal was Not Achieved.
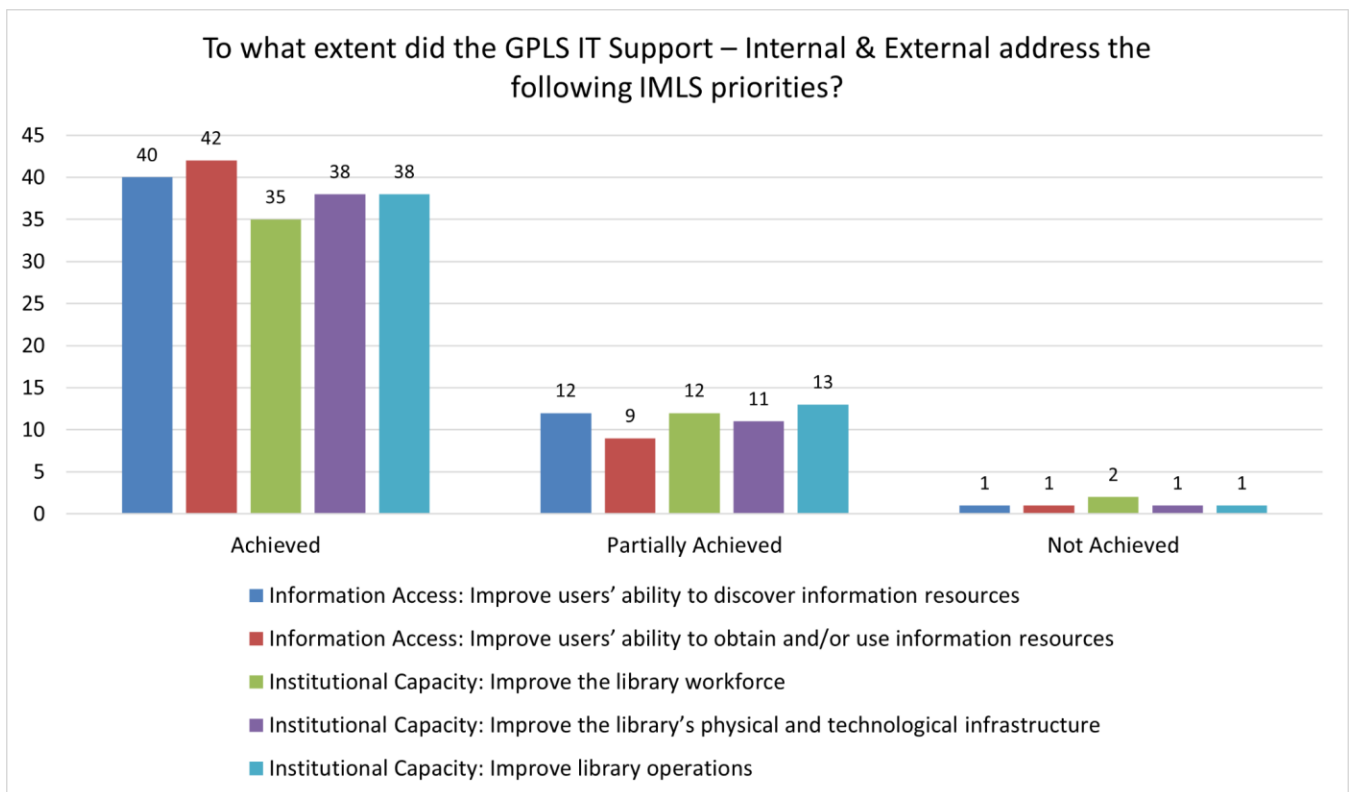

Figure E 14

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	40	75%	12	23%	1	2%
Information Access: Improve users' ability to obtain and/or use information resources	42	81%	9	17%	1	2%
Institutional Capacity: Improve the library workforce	35	71%	12	24%	2	4%
Institutional Capacity: Improve the library's physical and technological infrastructure	38	76%	11	22%	1	2%
Institutional Capacity: Improve library operations	38	73%	13	25%	1	2%

Table E 16

Do you have any further comments about the GPLS IT Support - Internal & External?

Terran McCanna is great at explaining IT changes in brief, clear language. Additionally, all HelpDesk tickets I have ever submitted have been answered promptly and professionally.
Patrons need access to software they are familiar with or that library staff is trained to use. I don't know where these program derive, but if you guys are responsible for providing word processing software (as an example) that no one knows how to use, then that's a big old fail. Microsoft used to provided deep discounts for non-profits.
Phenomenal service
GPLS IT support has been a life saver for our library system. I feel very comforted knowing the staff and the support I get from the staff in very prompt manner. The constant updates, grant support, IT support and many more aspect of the GPLS IT department are beyond excellent.

Table E 17

GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support

In the survey of library staff in Georgia general library staff survey, 100% of respondents rated IT Management - Broadband Upgrade and Ongoing Support as being Very Important or Important to their library. Ninety-five-percent (95%) of Respondents said they were Very Satisfied or Satisfied with IT Management - Broadband Upgrade and Ongoing Support as a service to their library.
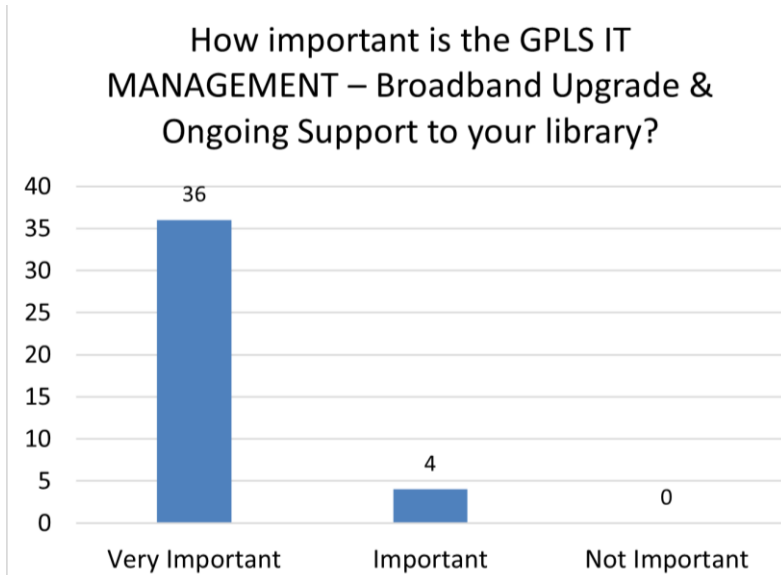
Figure E 15

Very Important	36	90%
Important	4	10%
Not Important	0	0%

Table E 18
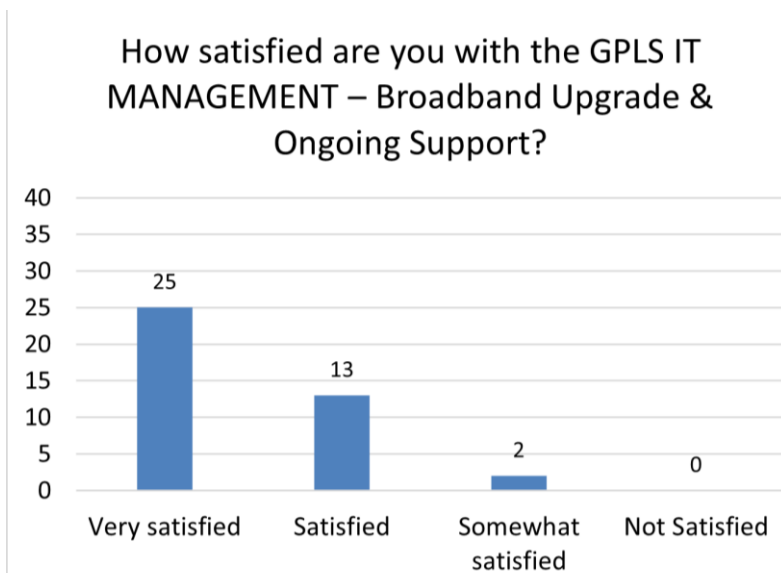
Figure E 16

Very satisfied	25	62%
Satisfied	13	33%
Somewhat satisfied	2	5%
Not Satisfied	0	0%

Table E 19

To what extent did the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt IT Management – Broadband Upgrade and Ongoing Support achieved GPLS goals. Eighty nine (89%) of respondents felt the activity Achieved the goal of serving as trusted advisors to the community, and 11% felt that goal was Partially Achieved. Ninety-two percent (92%) of respondents felt the project Achieved the goal of developing a supportive community for Georgia's public libraries, and 8% felt that goal was Partially Achieved. Eighty-one percent (81%) felt GPLS Achieved the goal of ensuring equal access to information and technology, while 19% felt that goal was Partially Achieved. Eighty-six percent (86%) felt the goal of fostering a culture of learning statewide was Achieved, and 14% felt it was Partially Achieved. No respondent believed any of the GPLS goals were Not Achieved.
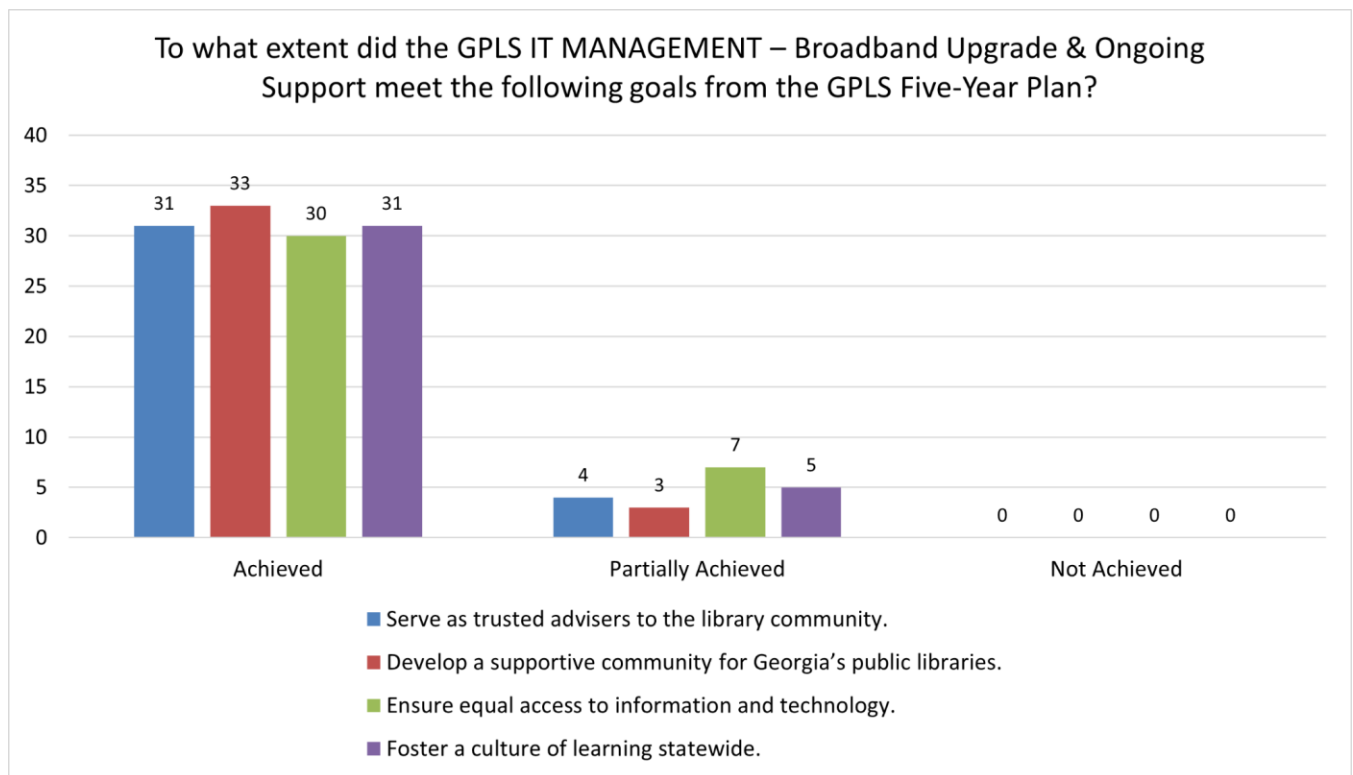

Figure E 17

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	31	89%	4	11%	0	0%
Develop a supportive community for Georgia's public libraries.	33	92%	3	8%	0	0%
Ensure equal access to information and technology.	30	81%	7	19%	0	0%
Foster a culture of learning statewide.	31	86%	5	14%	0	0%

Table E 20

To what extent did the GPLS IT MANAGEMENT – Broadband Upgrade & Ongoing Support address the following IMLS priorities?

Respondents were asked to rate how they felt IT Management – Broadband Upgrade and Ongoing Support achieved IMLS intents and priorities. Eighty-one (81%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, while 19% rated it Partially Achieved. Eighty-nine percent (89%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, and 11% rated it Partially Achieved. Eighty-six percent (86%) of respondents said the project Achieved the intent to improve the library workforce, and 14% said that goal was Partially Achieved. Eighty-four percent (84%) said GPLS Achieved the intent to improve the library's physical and technological infrastructure, while 16% said that goal was Partially Achieved. Eighty-one percent (81%) rated the intent to improve library operations as Achieved, and 19% rated it Partially Achieved. No respondent believed any of the IMLS goals were Not Achieved.
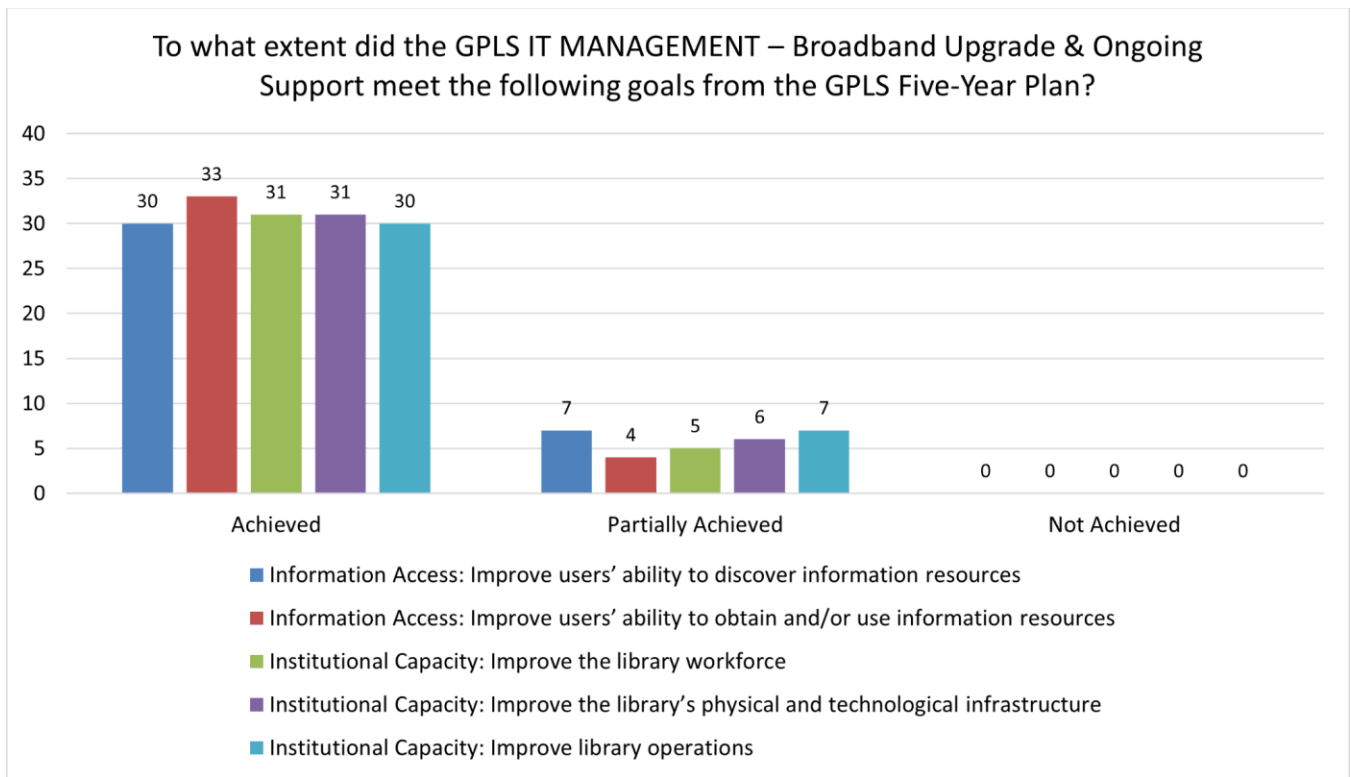
Figure E 18

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	30	81%	7	19%	0	0%
Information Access: Improve users' ability to obtain and/or use information resources	33	89%	4	11%	0	0%
Institutional Capacity: Improve the library workforce	31	86%	5	14%	0	0%
Institutional Capacity: Improve the library's physical and technological infrastructure	31	84%	6	16%	0	0%
Institutional Capacity: Improve library operations	30	81%	7	19%	0	0%

Table E 21

Do you have any further comments about the GPLS IT MANAGEMENT - Broadband Upgrade & Ongoing Support?

It's the best it's ever been. We simply could not do libraries without it.

Table E 22

GPLS IT Management – IT Outreach and Education

In the survey of library staff in Georgia, 78% of respondents rated IT Management – IT Outreach and Education as being Very Important or Important to their library. Eighty-five-percent (85%) of Respondents said they were Very Satisfied or Satisfied with IT Management – IT Outreach and Education as a service to their library.

Figure E 19

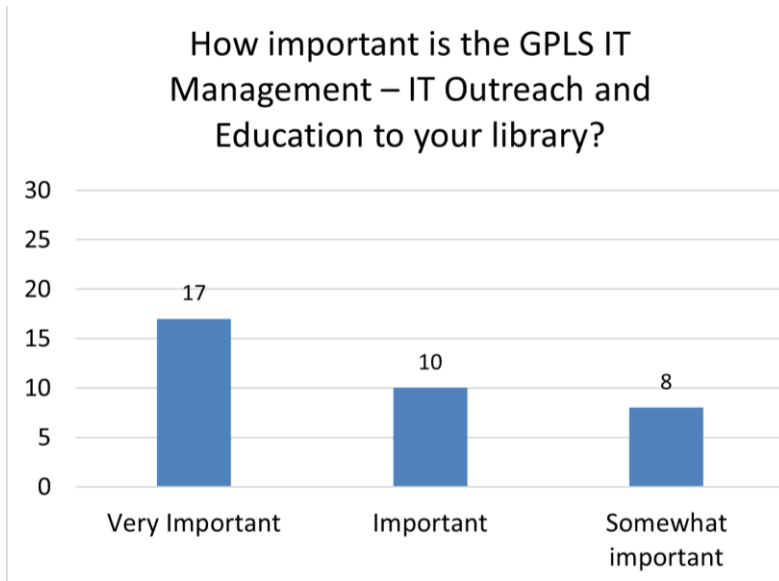|		
Very Important	17	49%
Important	10	29%
Somewhat important	8	23%

Table E 23
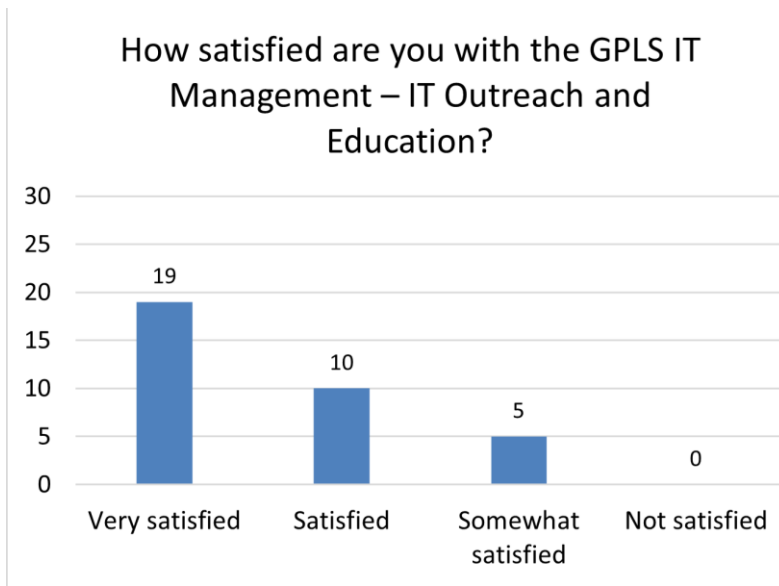
Figure E 20

Very satisfied	19	56%
Satisfied	10	29%
Somewhat satisfied	5	15%

Table E 24

To what extent did the GPLS IT Management – IT Outreach and Education meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt IT Management – IT Outreach and Education achieved GPLS goals. Seventy-five percent (75%) of respondents felt the activity Achieved the goal of serving as trusted advisors to the community, and 25% felt that goal was Partially Achieved. Seventy-three percent (73%) of respondents felt the project Achieved the goal of developing a supportive community for Georgia's public libraries, and 27% felt that goal was Partially Achieved. Seventy-nine percent (79%) felt GPLS Achieved the goal of ensuring equal access to information and technology, while 18% felt that goal was Partially Achieved, and only 3% said the goal was Not Achieved. Eighty-two percent (82%) felt the goal of fostering a culture of learning statewide was Achieved, and 18% felt it was Partially Achieved.

Figure E 21

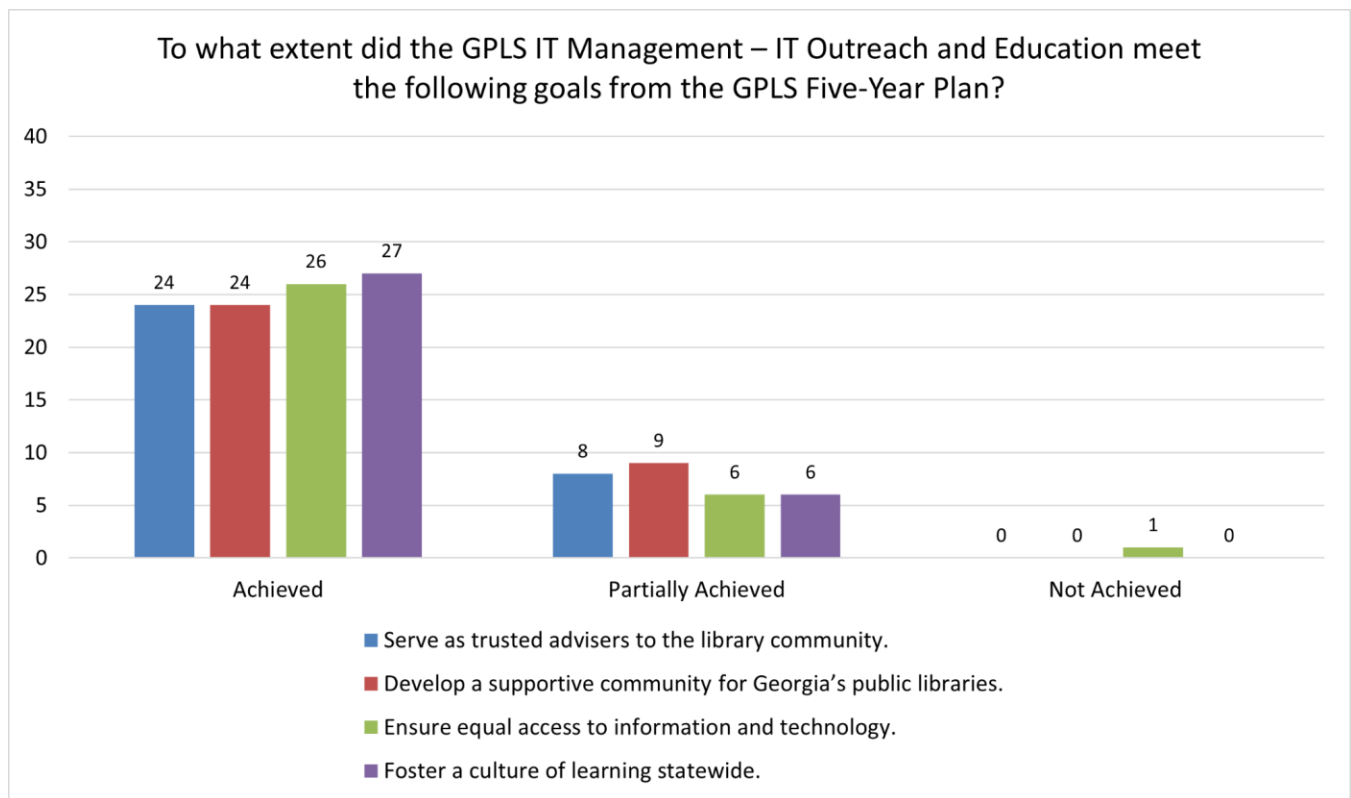|	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	24	75%	8	25%	0	0%
Develop a supportive community for Georgia's public libraries.	24	73%	9	27%	0	0%
Ensure equal access to information and technology.	26	79%	6	18%	1	3%
Foster a culture of learning statewide.	27	82%	6	18%	0	0%

Table E 25

To what extent did the GPLS IT Management – IT Outreach and Education address the following IMLS priorities?

Respondents were asked to rate how they felt IT Management – IT Outreach and Education achieved IMLS intents and priorities. Eighty-one percent (81%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, while 19% rated it Partially Achieved. Eighty-one percent (81%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, and 19% rated it Partially Achieved. Seventy-five percent (75%) of respondents said the project Achieved the intent to improve the library workforce, and 25% said that goal was Partially Achieved. Seventy-five percent (75%) said GPLS Achieved the intent to improve the library's physical and technological infrastructure, 25% said that goal was Partially Achieved. Seventy-eight percent (78%) rated the intent to improve library operations as Achieved, 22% rated it Partially Achieved. Seventy-five percent (75%) said the GPLS Achieved the intent to improve users' formal education, and 25% said it was Partially Achieved. Seventy-five percent (75%) said the intent to improve users' general knowledge and skills was Achieved, and 25% said it was Partially Achieved. No respondents felt the IMLS goals were Not Achieved.
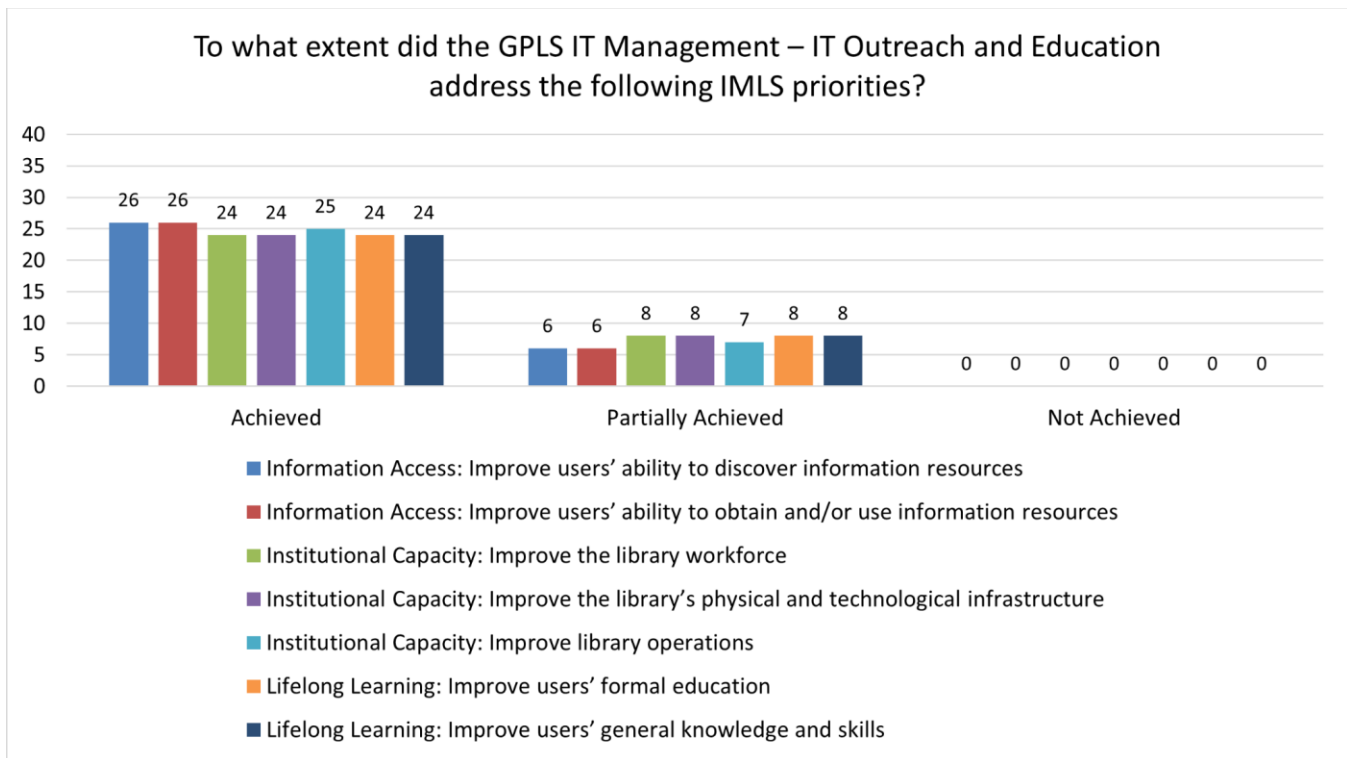
Figure E 22

	Achieved		**Partially Achieved**		**Not Achieved**	
Information Access: Improve users' ability to discover information resources	26	81%	6	19%	0	0%
Information Access: Improve users' ability to obtain and/or use information resources	26	81%	6	19%	0	0%
Institutional Capacity: Improve the library workforce	24	75%	8	25%	0	0%
Institutional Capacity: Improve the library's physical and technological infrastructure	24	75%	8	25%	0	0%
Institutional Capacity: Improve library operations	25	78%	7	22%	0	0%
Lifelong Learning: Improve users' formal education	24	75%	8	25%	0	0%
Lifelong Learning: Improve users' general knowledge and skills	24	75%	8	25%	0	0%

Table E 26

Do you have any further comments about the GPLS IT Management - IT Outreach and Education?

(no responses)

Table E 27

Georgia Library Service for the Blind and Print Disabled (GLS; formerly known as GLASS)

In the survey of library staff in Georgia, 94% of respondents rated GLS as being Very Important or Important to their library. Eighty-seven-percent (87%) of Respondents said they were Very Satisfied or Satisfied with GLS as a service to their library.
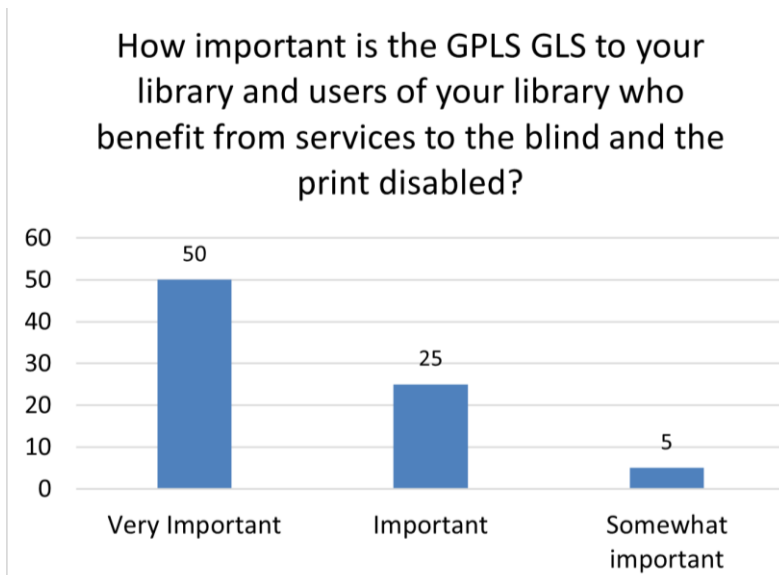
Figure E 23

Very Important	50	63%
Important	25	31%
Somewhat important	5	6%

Table E 28
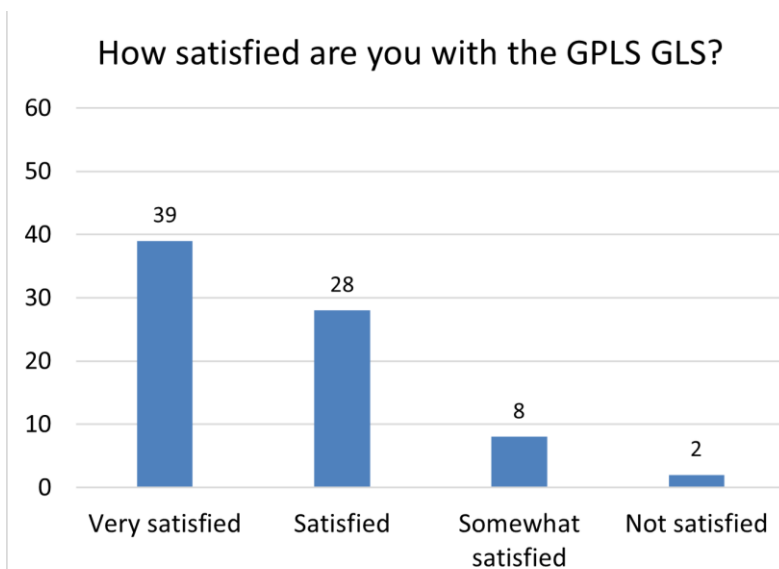
Figure E 24

Very satisfied	39	51%
Satisfied	28	36%
Somewhat satisfied	8	10%
Not satisfied	2	3%

Table E 29

To what extent did the GPLS GLS meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt GLS - Georgia Library Service (GLS) for the Blind and Print Disabled achieved GPLS goals. Seventy-six percent (76%) of respondents felt the activity Achieved the goal of developing a supportive community for Georgia's public libraries, 21% felt that goal was Partially Achieved, and only 3% felt that goal was Not Achieved. Seventy-nine percent (79%) felt GPLS Achieved the goal of ensuring equal access to information and technology, while 19% felt that goal was Partially Achieved, and only 1% of respondents felt it was Not Achieved. Seventy-eight percent (78%) felt the goal of fostering a culture of learning statewide was Achieved, 20% felt it was Partially Achieved, and only 1% felt it was Not Achieved.
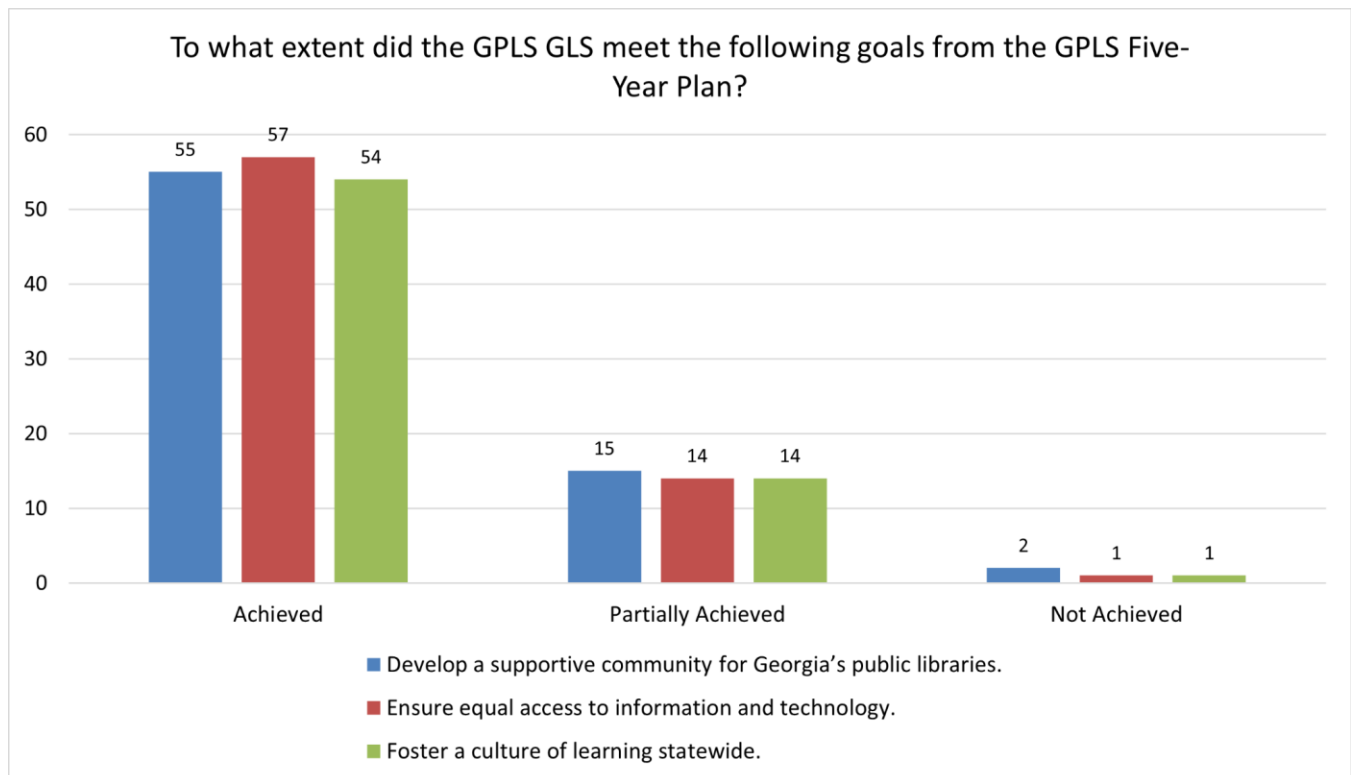
Figure E 25

	Achieved		Partially Achieved		Not Achieved	
Develop a supportive community for Georgia's public libraries.	55	76%	15	21%	2	3%
Ensure equal access to information and technology.	57	79%	14	19%	1	1%
Foster a culture of learning statewide.	54	78%	14	20%	1	1%

Table E 30

To what extent did the GPLS GLS address the following IMLS priorities?

Respondents were asked to rate how they felt GLS - Georgia Library Service (GLS) for the Blind and Print Disabled achieved IMLS intents and priorities. Seventy-nine percent (79%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, 20% rated it Partially Achieved, and only 1% thought it was Not Achieved. Seventy-seven percent (77%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, 21% rated it Partially Achieved, and only 1% rated it Not Achieved. Seventy-six percent (76%) of respondents said the project Achieved the intent to improve users' formal education, 22% said that goal was Partially Achieved, with 2% rating it Not Achieved. Seventy-seven percent (77%) said GPLS Achieved the intent to improve users' general knowledge and skills, 21% said that goal was Partially Achieved, and 1% rated it Not Achieved. Seventy-five percent (75%) rated the intent to improve users' ability to participate in their community Achieved, 19% rated it Partially Achieved, and 6% said the goal was Not Achieved. Seventy-three percent (73%) rated the intent to improve users' ability to participate in community conversations around topics of concern Achieved, 20% rated it Partially Achieved, and 6% said the goal was Not Achieved. Seventy-two percent (72%) rated the intent to improve users' ability to apply information that furthers their personal, family, or household finances Achieved, 21% rated it Partially Achieved, and 7% said the goal was Not Achieved. Eighty-one percent (81%) rated the intent to improve users' ability to apply information that furthers their personal or family health and wellness Achieved, 15% rated it Partially Achieved, and 5% said the goal was Not Achieved. Seventy-nine percent (79%) rated the intent to improve users' ability to apply information that furthers their parenting and family skills Achieved, 15% rated it Partially Achieved, and 7% said the goal was Not Achieved.
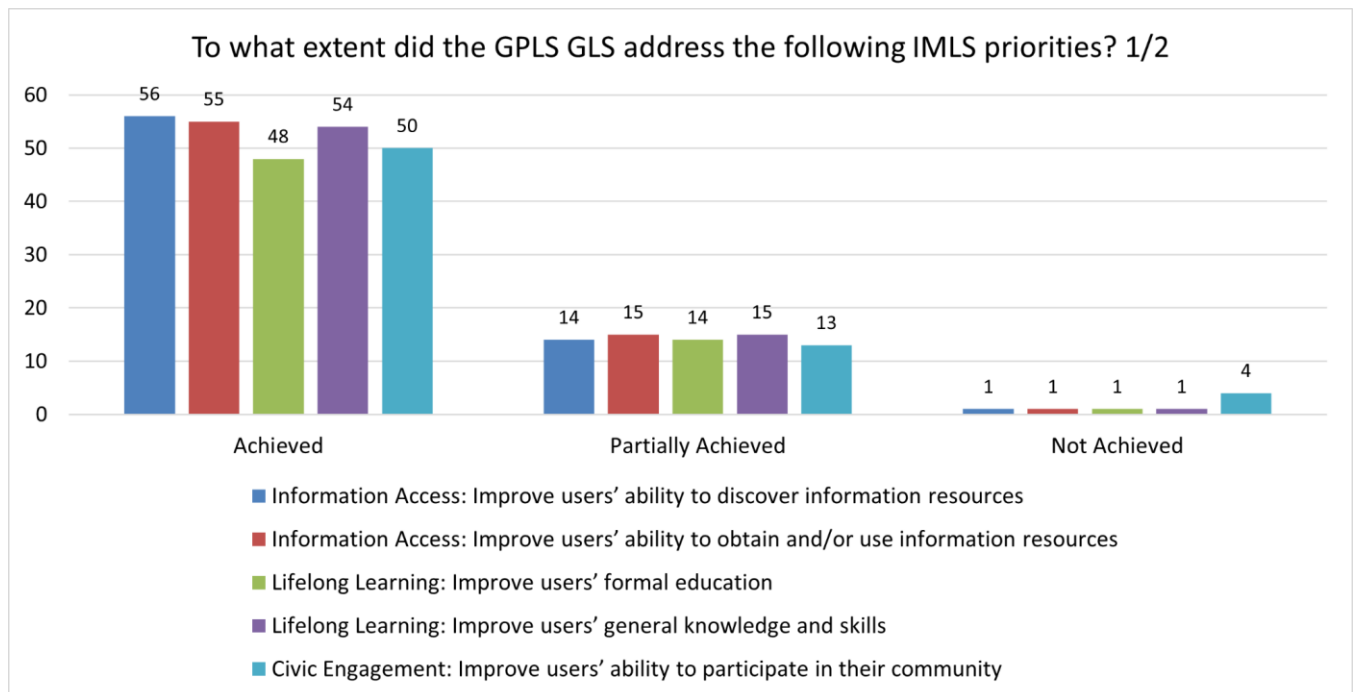
Figure E 26
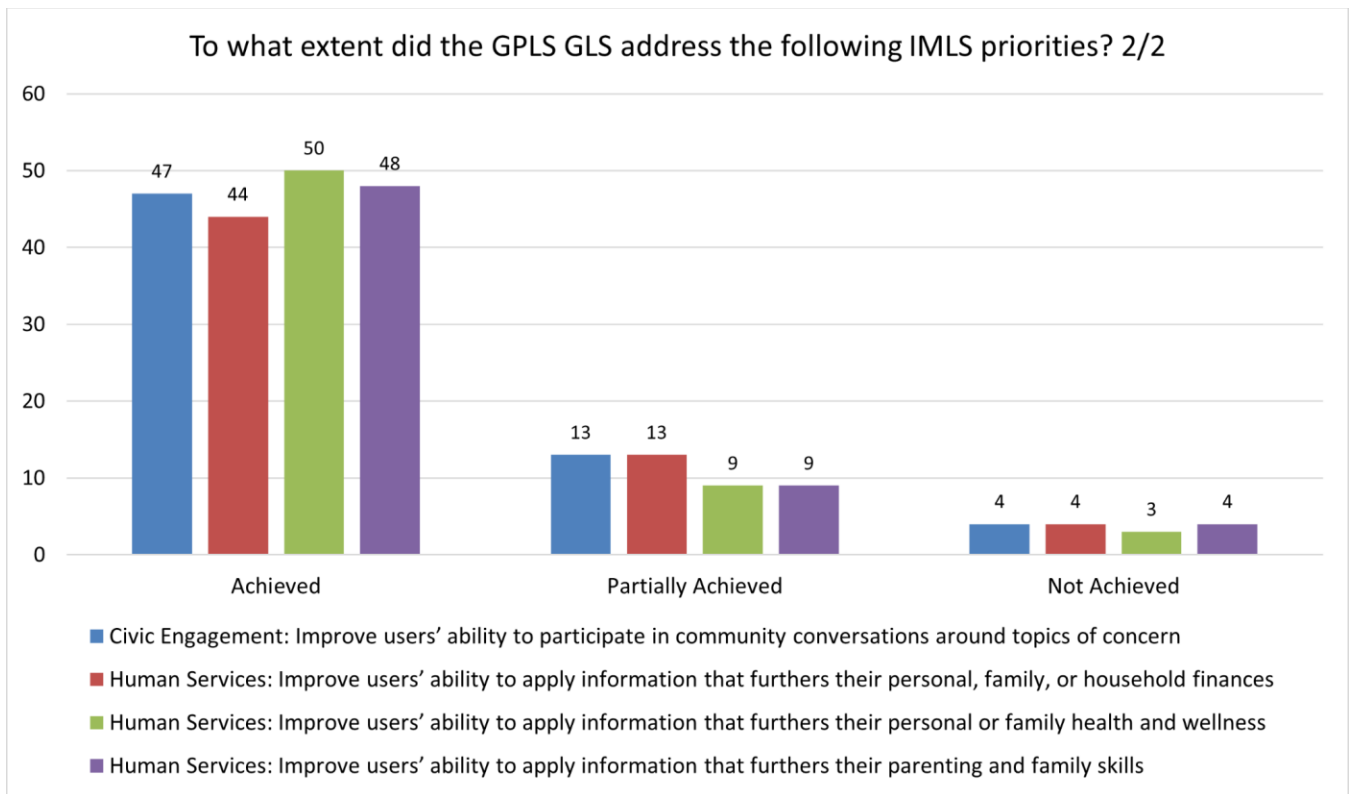
Figure E 27

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	56	79%	14	20%	1	1%
Information Access: Improve users' ability to obtain and/or use information resources	55	77%	15	21%	1	1%
Lifelong Learning: Improve users' formal education	48	76%	14	22%	1	2%
Lifelong Learning: Improve users' general knowledge and skills	54	77%	15	21%	1	1%
Civic Engagement: Improve users' ability to participate in their community	50	75%	13	19%	4	6%
Civic Engagement: Improve users' ability to participate in community conversations around topics of concern	47	73%	13	20%	4	6%
Human Services: Improve users' ability to apply information that furthers their personal, family, or household finances	44	72%	13	21%	4	7%

	Achieved		Partially Achieved		Not Achieved	
Human Services: Improve users' ability to apply information that furthers their personal or family health and wellness	50	81%	9	15%	3	5%
Human Services: Improve users' ability to apply information that furthers their parenting and family skills	48	79%	9	15%	4	7%

Table E 31

Do you have any further comments about the GPLS GLS/GLASS?

Our in-house GLASS employees' jobs were cut, which has been a great disservice to patrons. It helps so much to have a person present on-site to engage with patrons who may benefit from GLS. You are much more likely to reach new users this way rather than handing someone a flyer and telling them to call someone who can explain and get them started. Circulation and reference librarians know enough to introduce patrons to GLS, but are not experts; our community really misses our in-house GLS service workers.

Table E 32

GPLS Youth Services

In the survey of library staff in Georgia, 96% of respondents rated Youth Services as being Very Important or Important to their library. Ninety-four-percent (94%) of Respondents said they were Very Satisfied or Satisfied with Youth Services as a service to their library.
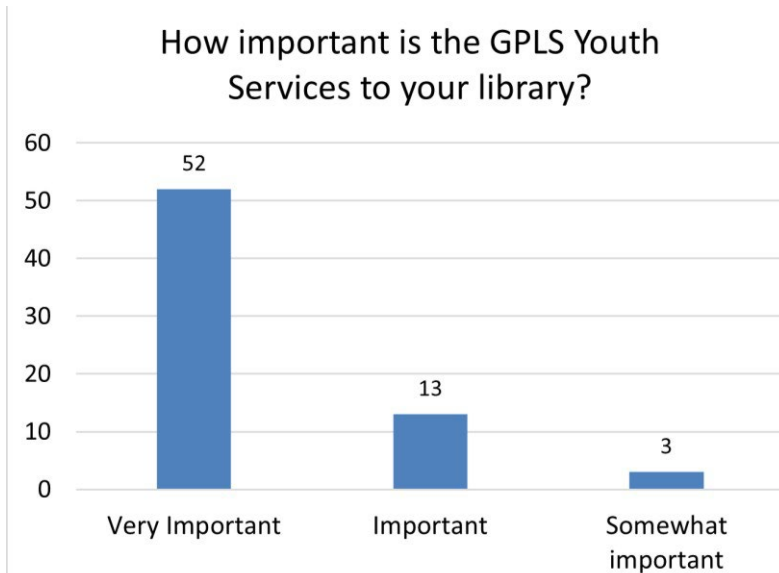
Figure E 28

Very Important	52	77%
Important	13	19%
Somewhat important	3	4%

Table E 33
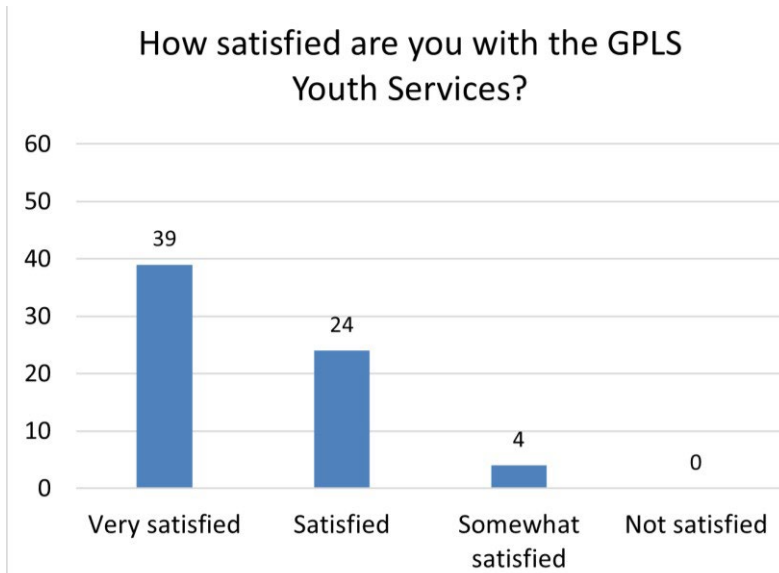
Figure E 29

Very satisfied	39	58%
Satisfied	24	36%
Somewhat satisfied	4	6%
Not satisfied	0	

Table E 34

To what extent did the GPLS Youth Services meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt Youth Services achieved GPLS goals. Seventy-eight percent (78%) of respondents felt the activity Achieved the goal of serving as trusted advisers to the community, and 22% felt that goal was Partially Achieved. Seventy-nine percent (79%) felt GPLS Achieved the goal of developing a supportive community for Georgia's public libraries, while 21% felt that goal was Partially Achieved. Seventy-seven percent (77%) felt the goal of ensuring equal access to information and technology was Achieved, and 23% felt it was Partially Achieved. Eighty-three percent (83%) felt the goal of fostering a culture of learning statewide was Achieved, and 17% felt it was Partially Achieved. No respondents felt the GPLS goals were Not Achieved.
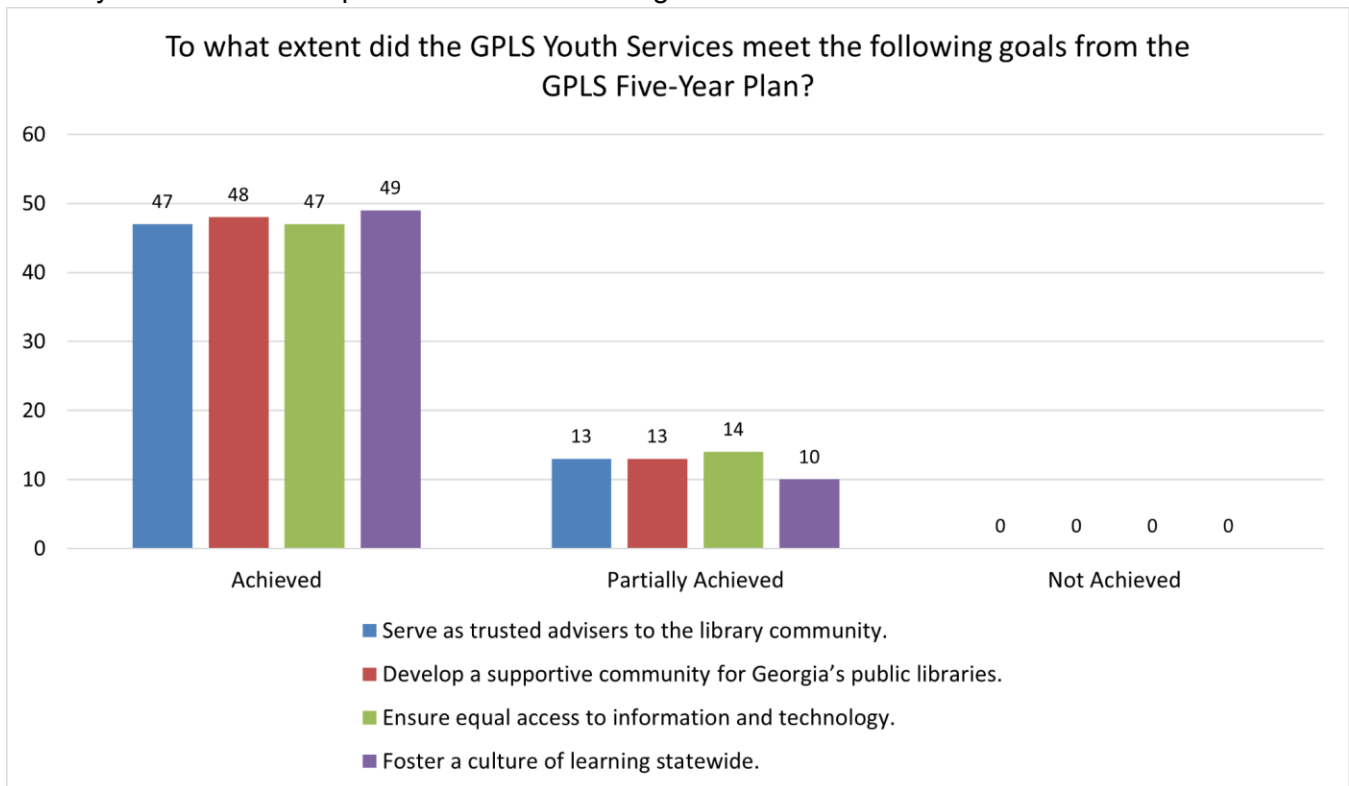
Figure E 30

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	47	78%	13	22%	0	0%
Develop a supportive community for Georgia's public libraries.	48	79%	13	21%	0	0%
Ensure equal access to information and technology.	47	77%	14	23%	0	0%
Foster a culture of learning statewide.	49	83%	10	17%	0	0%

Table E 35

To what extent did the GPLS Youth Services address the following IMLS priorities?

Respondents were asked to rate how they felt Youth Services achieved IMLS intents and priorities. Seventy-five percent (75%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, and 25% rated it Partially Achieved. Seventy-six percent (76%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, and 24% rated it Partially Achieved. Sixty-nine percent (69%) of respondents said the project Achieved the intent to improve users' formal education, 29% said that goal was Partially Achieved, with 2% rating it Not Achieved. Seventy-one percent (71%) said GPLS Achieved the intent to improve users' general knowledge and skills, while 29% said that goal was Partially Achieved. Seventy-five percent (75%) rated the intent to improve users' ability to participate in their community Achieved, 22% rated it Partially Achieved, and 3% said the goal was Not Achieved. Seventy-five percent (75%) rated the intent to improve users' ability to participate in community conversations around topics of concern Achieved, 22% rated it Partially Achieved, and 3% said the goal was Not Achieved. Seventy percent (70%) rated the intent to improve users' ability to apply information that furthers their personal, family, or household finances Achieved, 29% rated it Partially Achieved, and only 2% said the goal was Not Achieved. Seventy percent (70%) rated the intent to improve users' ability to apply information that furthers their personal or family health and wellness Achieved, and 30% rated it Partially Achieved. Seventy-three percent (73%) rated the intent to improve users' ability to apply information that furthers their parenting and family skills Achieved, and 27% rated it Partially Achieved.

Figure E 31

To what extent did the GPLS Youth Services address the following IMLS priorities? 2/2

- ■ Civic Engagement: Improve users' ability to participate in community conversations around topics of concern
- ■ Human Services: Improve users' ability to apply information that furthers their personal, family, or household finances
- ■ Human Services: Improve users' ability to apply information that furthers their personal or family health and wellness
- ■ Human Services: Improve users' ability to apply information that furthers their parenting and family skills

Figure E 32

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	46	75%	15	25%	0	0%
Information Access: Improve users' ability to obtain and/or use information resources	47	76%	15	24%	0	0%
Lifelong Learning: Improve users' formal education	43	69%	18	29%	1	2%
Lifelong Learning: Improve users' general knowledge and skills	45	71%	18	29%	0	0%
Civic Engagement: Improve users' ability to participate in their community	45	75%	13	22%	2	3%
Civic Engagement: Improve users' ability to participate in community conversations around topics of concern	44	75%	13	22%	2	3%
Human Services: Improve users' ability to apply information that furthers their personal, family, or household finances	39	70%	16	29%	1	2%

	Achieved		Partially Achieved		Not Achieved	
Human Services: Improve users' ability to apply information that furthers their personal or family health and wellness	39	70%	17	30%	0	0%
Human Services: Improve users' ability to apply information that furthers their parenting and family skills	40	73%	15	27%	0	0%

Table E 36

Do you have any further comments about the GPLS Youth Services?

We are grateful for the support given to us so we can better serve Georgia's families.

Table E 37

GPLS Continuing Education

In the survey of library staff in Georgia, 93% of respondents rated Continuing Education as being Very Important or Important to their library. Eighty-percent (80%) of Respondents said they were Very Satisfied or Satisfied with Continuing Education as a service to their library.
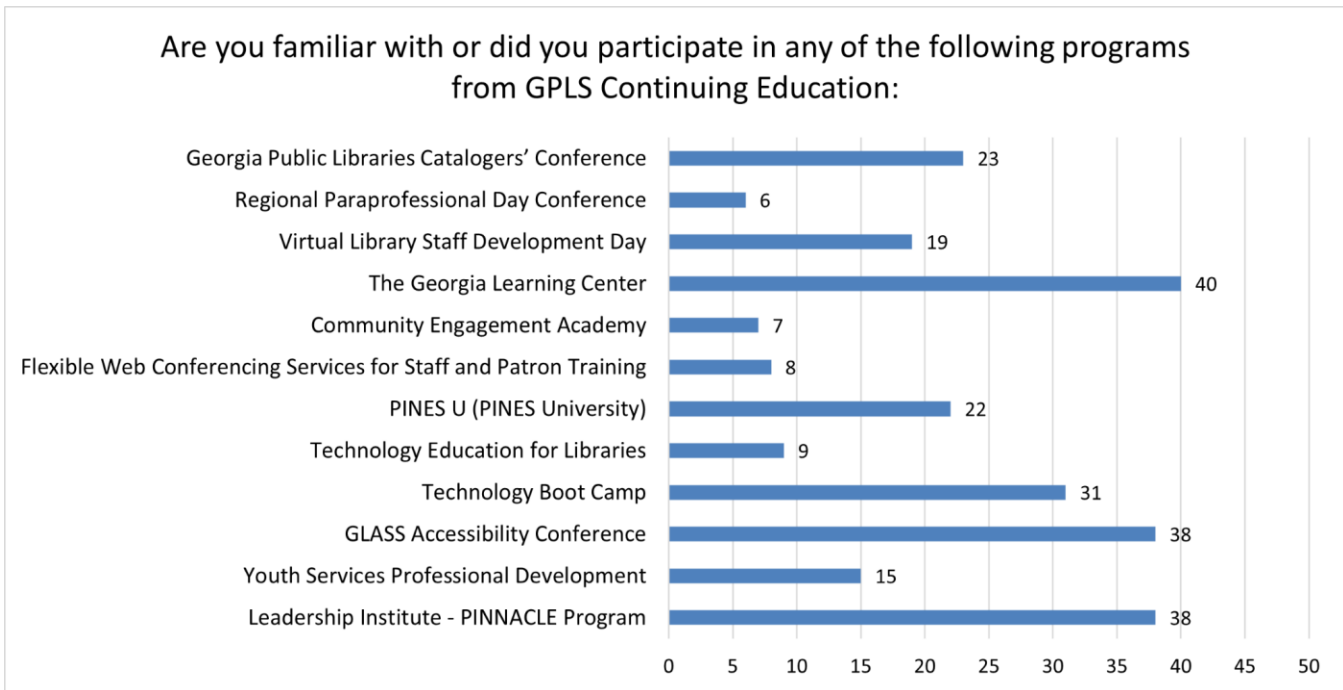
Figure E 33

Leadership Institute - PINNACLE Program	38	15%
Youth Services Professional Development	15	6%
GLASS Accessibility Conference	38	15%
Technology Boot Camp	31	12%
Technology Education for Libraries	9	4%
PINES U (PINES University)	22	9%
Flexible Web Conferencing Services for Staff and Patron Training	8	3%
Community Engagement Academy	7	3%
The Georgia Learning Center	40	16%
Virtual Library Staff Development Day	19	7%
Regional Paraprofessional Day Conference	6	2%
Georgia Public Libraries Catalogers' Conference	23	9%

Table E 38

How important is the GPLS Continuing Education to your library?
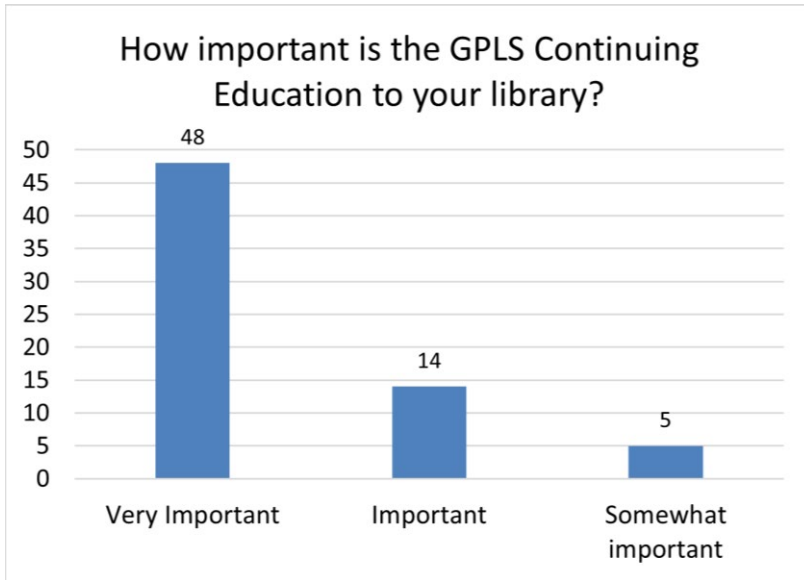
Very Important	48	72%
Important	14	21%
Somewhat important	5	7%

Figure E 34

Table E 39

How satisfied are you with the GPLS Continuing Education?
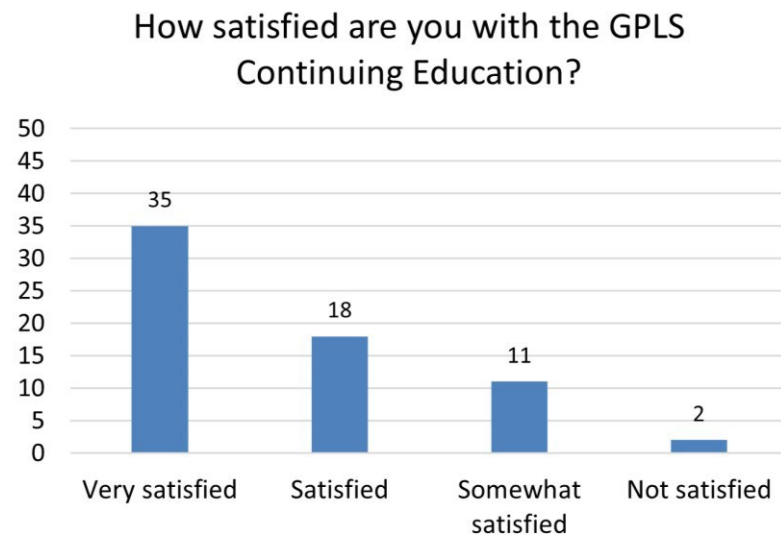
Very satisfied	35	53%
Satisfied	18	27%
Somewhat satisfied	11	17%
Not satisfied	2	3%

Figure E 35

Table E 40

To what extent did the GPLS Continuing Education meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt Continuing Education achieved GPLS goals. Seventy-four percent (74%) of respondents felt the activity Achieved the goal of serving as trusted advisers to the community, and 26% felt that goal was Partially Achieved. Seventy-four percent (74%) felt GPLS Achieved the goal of developing a supportive community for Georgia's public libraries, while 21% felt that goal was Partially Achieved, and 5% felt that goal was Not Achieved. Seventy-five percent (75%) felt the goal of ensuring equal access to information and technology was Achieved, 23% felt it was Partially Achieved, and 2% felt it was Not Achieved. Seventy-seven percent (77%) felt the goal of fostering a culture of learning statewide was Achieved, 18% felt it was Partially Achieved, and 5% thought it was Not Achieved.
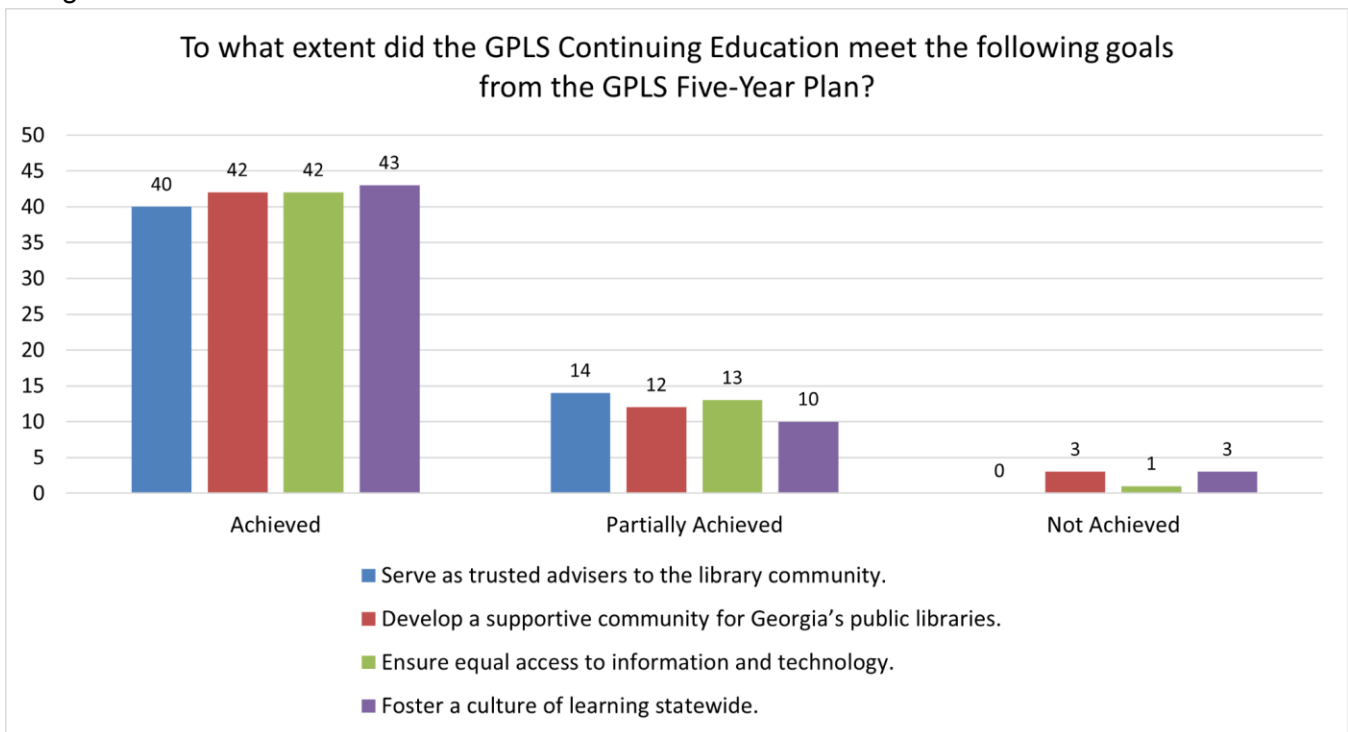
Figure E 36

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	40	74%	14	26%	0	0%
Develop a supportive community for Georgia's public libraries.	42	74%	12	21%	3	5%
Ensure equal access to information and technology.	42	75%	13	23%	1	2%
Foster a culture of learning statewide.	43	77%	10	18%	3	5%

Table E 41

To what extent did the GPLS Continuing Education address the following IMLS priorities?

Respondents were asked to rate how they felt Continuing Education achieved IMLS intents and priorities. Seventy-five percent (75%) rated the activity as having Achieved the intent to improve the library workforce, 21% rated it Partially Achieved, and 4% rated it Not Achieved. Seventy-four percent (74%) rated the intent to improve the library's physical and technological infrastructure as Achieved, 19% rated it Partially Achieved, and 6% rated it Not Achieved. Seventy-seven percent (77%) of respondents said the project Achieved the intent to improve library operations, 17% said that goal was Partially Achieved, with 6% rating it Not Achieved. Seventy-nine percent (79%) said GPLS Achieved the intent to improve users' formal education, 16% said that goal was Partially Achieved, and 5% said the goal was Not Achieved. Eighty-one percent (81%) rated the intent to improve users' general knowledge and skills as Achieved, 16% rated it Partially Achieved, and 4% said the goal was Not Achieved. Seventy-seven percent (77%) rated the intent to improve users' ability to use resources and apply information for employment support Achieved, 17% rated it Partially Achieved, and 6% rated it Not Achieved. Eighty percent (80%) rated the intent to improve users' ability to use and apply business resources Achieved, 16% rated it Partially Achieved, and 4% rated the goal Not Achieved.
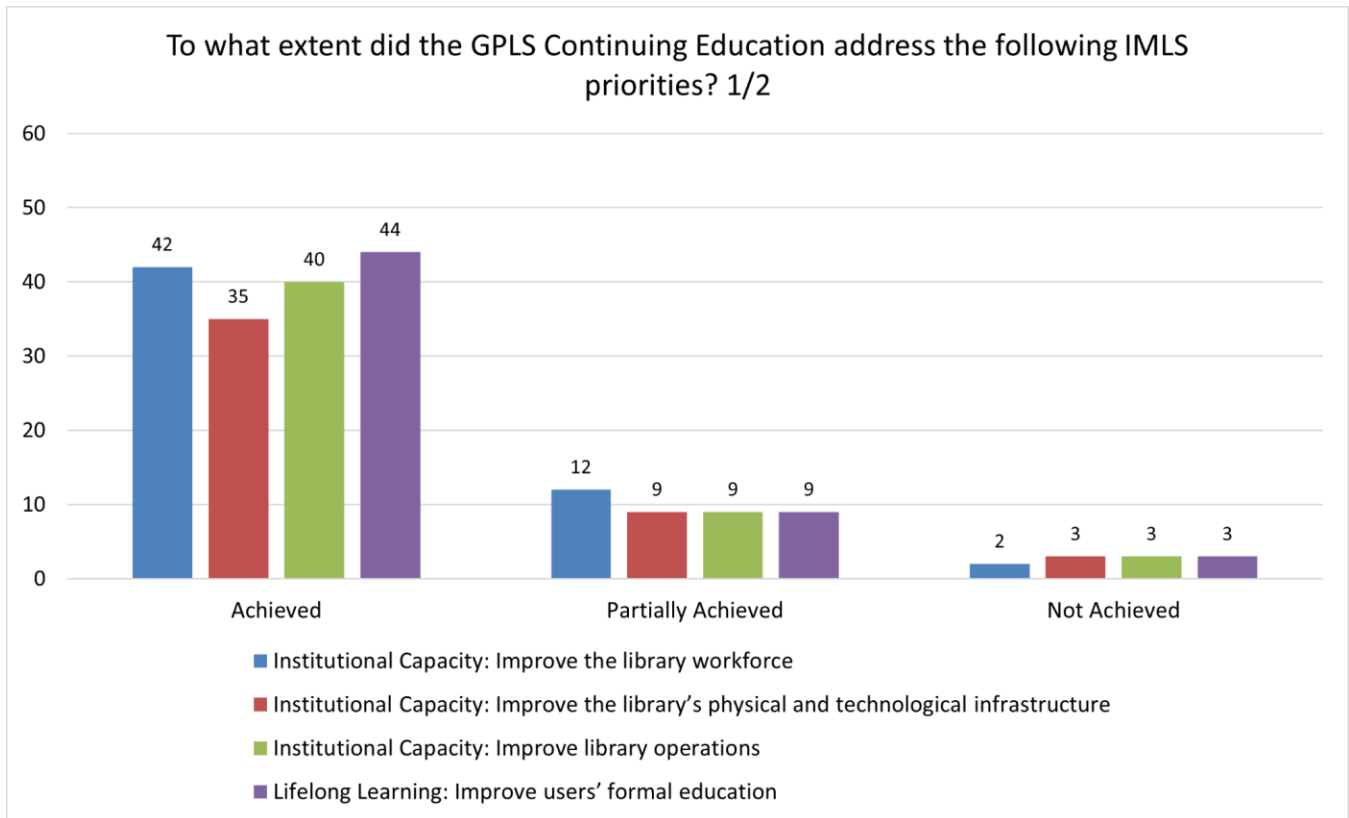
Figure E 37
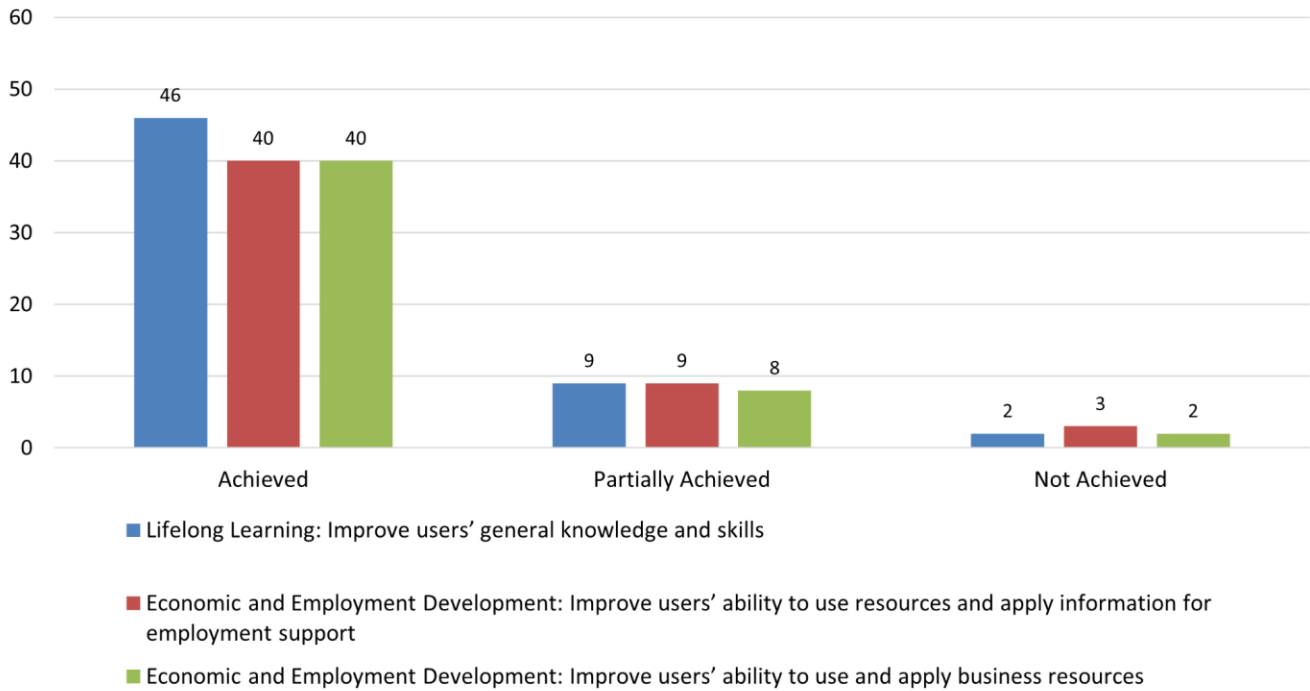
Figure E 38

	Achieved		Partially Achieved		Not Achieved	
Institutional Capacity: Improve the library workforce	42	75%	12	21%	2	4%
Institutional Capacity: Improve the library's physical and technological infrastructure	35	74%	9	19%	3	6%
Institutional Capacity: Improve library operations	40	77%	9	17%	3	6%
Lifelong Learning: Improve users' formal education	44	79%	9	16%	3	5%
Lifelong Learning: Improve users' general knowledge and skills	46	81%	9	16%	2	4%
Economic and Employment Development: Improve users' ability to use resources and apply information for employment support	40	77%	9	17%	3	6%
Economic and Employment Development: Improve users' ability to use and apply business resources	40	80%	8	16%	2	4%

Table E 42

Do you have any further comments about the GPLS Continuing Education?

> More training needs to be available. I understand it's not feasible with COVID to be doing in person training, but there should be virtual training options statewide - and not just Niche Academy.

Table E 43

GPLS Community Engagement (Communications and Strategic Partnerships)

In the survey of library staff in Georgia, 78% of respondents rated Community Engagement as being Very Important or Important to their library. Eighty-five-percent (85%) of Respondents said they were Very Satisfied or Satisfied with Community Engagement as a service to their library.
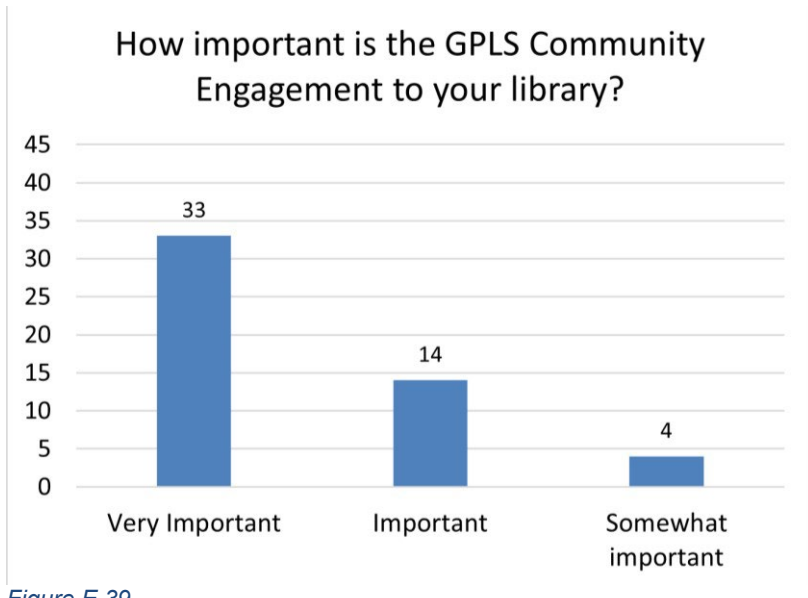
Figure E 39

Very Important	33	65%
Important	14	27%
Somewhat important	4	8%

Table E 44
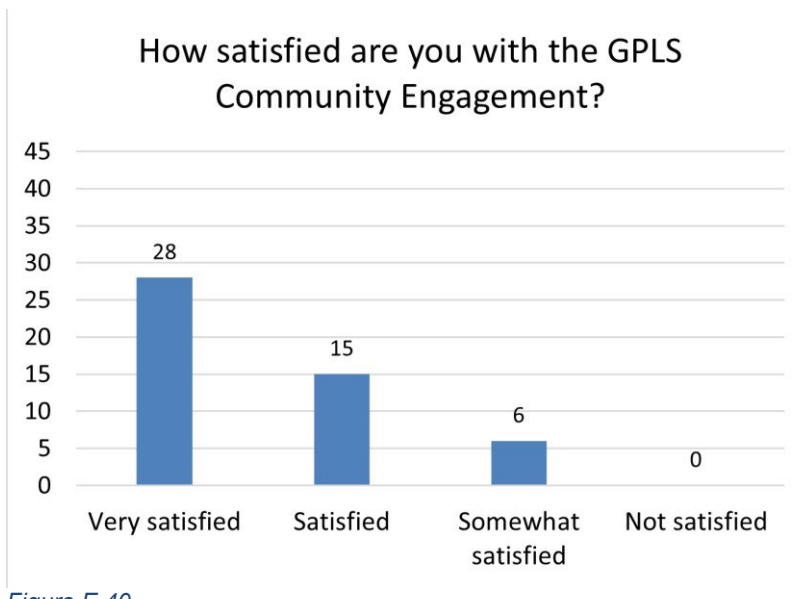
Figure E 40

Very satisfied	28	57%
Satisfied	15	31%
Somewhat satisfied	6	12%
Not satisfied	0	0%

Table E 45

To what extent did the GPLS Community Engagement meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt Community Engagement achieved GPLS goals. Eighty-seven percent (87%) felt GPLS Achieved the goal of developing a supportive community for Georgia's public libraries, while 13% felt that goal was Partially Achieved. Seventy-seven percent (77%) felt the goal of ensuring equal access to information and technology was Achieved, 21% felt it was Partially Achieved, and only 2% felt the goal was Not Achieved. Eighty-three percent (83%) felt the goal of fostering a culture of learning statewide was Achieved, and 17% felt it was Partially Achieved.

Figure E 41

	Achieved		**Partially Achieved**		**Not Achieved**	
Develop a supportive community for Georgia's public libraries.	41	87%	6	13%	0	0%
Ensure equal access to information and technology.	33	77%	9	21%	1	2%
Foster a culture of learning statewide.	38	83%	8	17%	0	0%

Table E 46

To what extent did the GPLS Community Engagement address the following IMLS priorities?

Respondents were asked to rate how they felt Community Engagement achieved IMLS intents and priorities. Eighty percent (80%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, and 20% rated it Partially Achieved. Eighty-five percent (85%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, and 15% rated it Partially Achieved. Eighty-five percent (85%) of respondents said the project Achieved the intent to improve users' ability to participate in their community, and 15% said that goal was Partially Achieved. Eighty percent (80%) said GPLS Achieved the intent to improve users' ability to participate in community conversations around topics of concern, while 17% said that goal was Partially Achieved, and only 2% said the intent was Not Achieved.
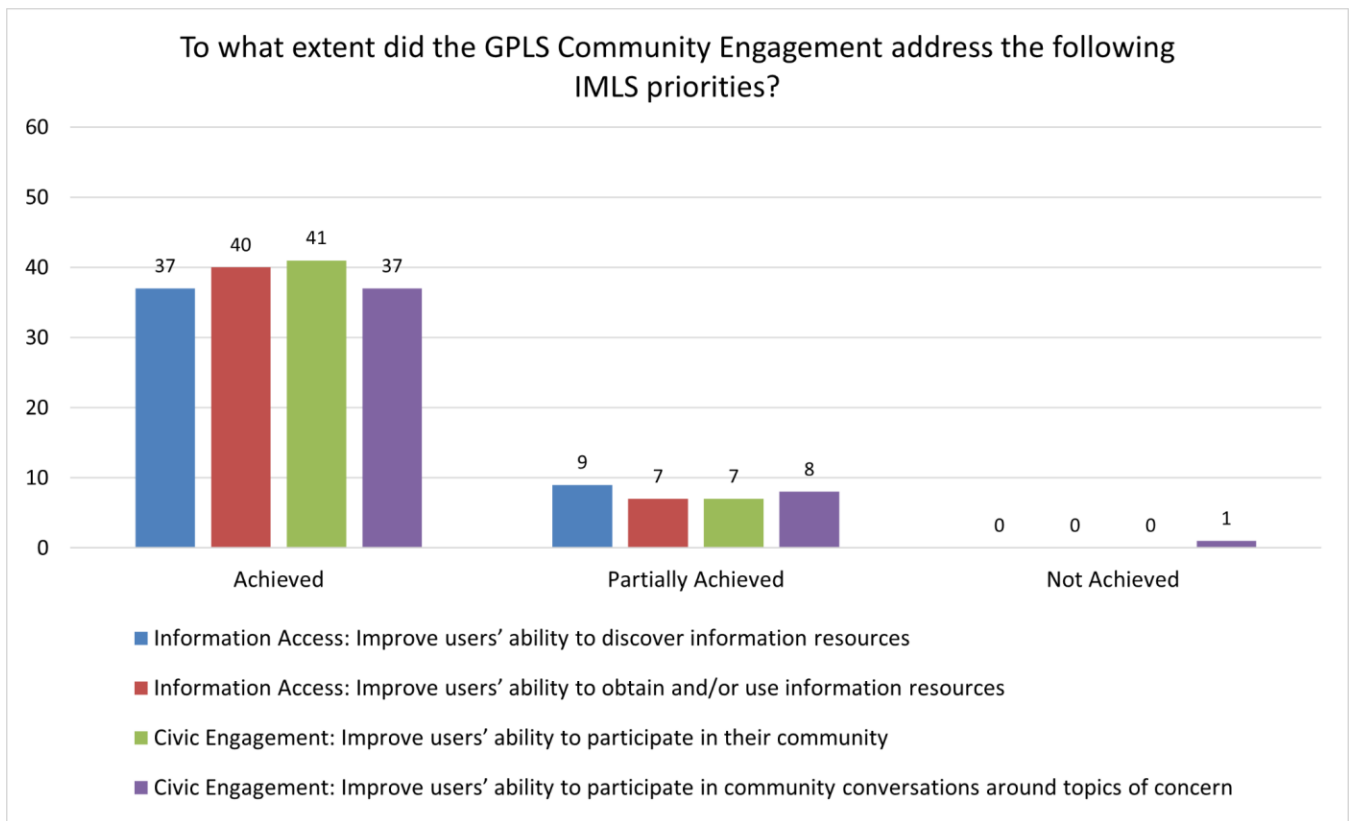
Figure E 42

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	37	80%	9	20%	0	0%
Information Access: Improve users' ability to obtain and/or use information resources	40	85%	7	15%	0	0%
Civic Engagement: Improve users' ability to participate in their community	41	85%	7	15%	0	0%
Civic Engagement: Improve users' ability to participate in community conversations around topics of concern	37	80%	8	17%	1	2%

Table E 47

Do you have any further comments about the GPLS Community Engagement?

We love the many ways that community engagement expands how library cards benefit our patrons.

Table E 48

GPLS Research and Statistics

In the survey of library staff in Georgia, 92% of respondents rated Research and Statistics as being Very Important or Important to their library. Eighty-eight-percent (88%) of Respondents said they were Very Satisfied or Satisfied with Research and Statistics as a service to their library.
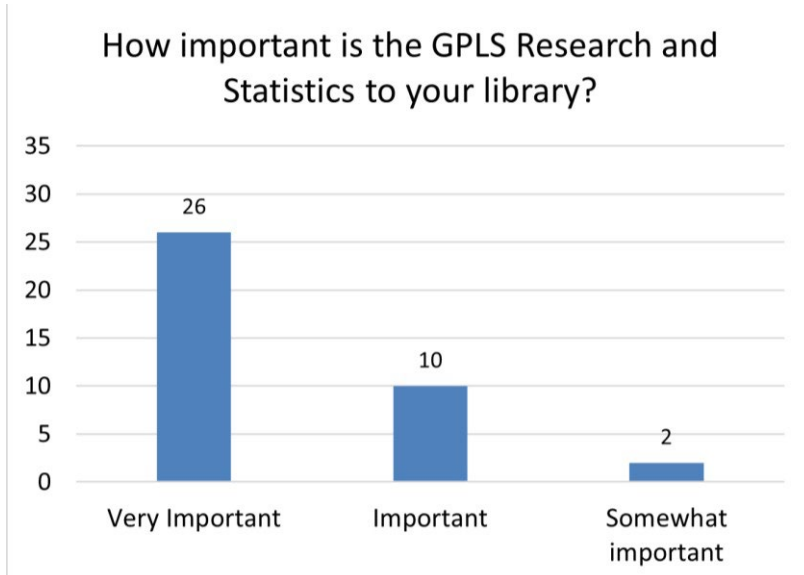
Figure E 43

Very Important	26	68%
Important	10	27%
Somewhat important	2	5%

Table E 49
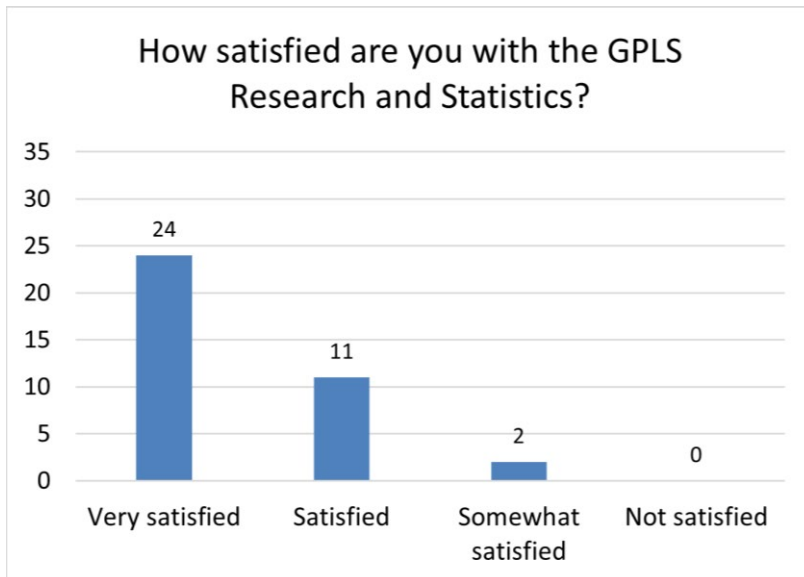
Figure E 44

Very satisfied	24	65%
Satisfied	11	30%
Somewhat satisfied	2	5%
Not satisfied	0	0%

Table E 50

To what extent did the GPLS Research and Statistics meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt Youth Services achieved GPLS goals. Eighty-six percent (86%) of respondents felt the activity Achieved the goal of serving as trusted advisers to the community, and 14% felt that goal was Partially Achieved. Eighty-four percent (84%) felt GPLS Achieved the goal of developing a supportive community for Georgia's public libraries, while 16% felt that goal was Partially Achieved. Seventy-eight percent (78%) felt the goal of ensuring equal access to information and technology was Achieved, 19% felt it was Partially Achieved, and only 3% felt it was Not Achieved. Eighty-one percent (81%) felt the goal of fostering a culture of learning statewide was Achieved, and 19% felt it was Partially Achieved.
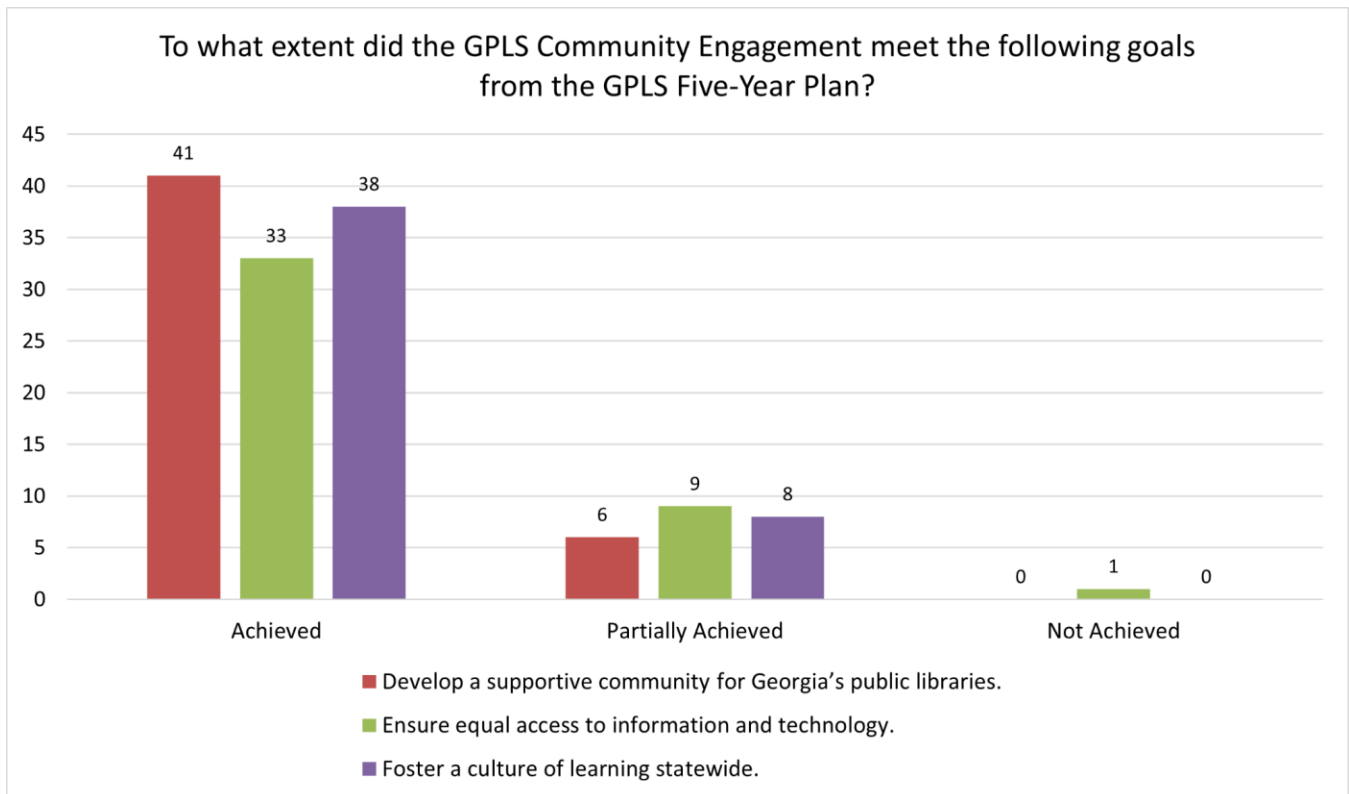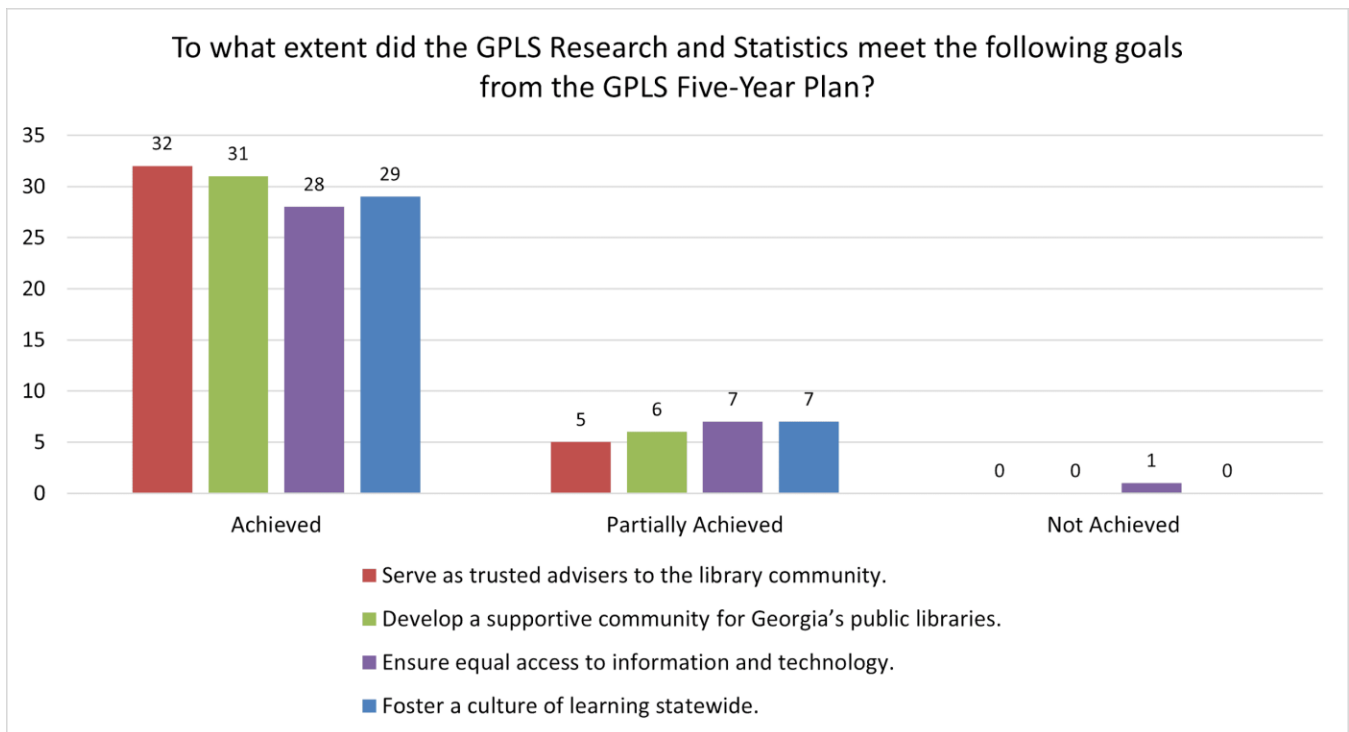

Figure E 45

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	32	86%	5	14%	0	0%
Develop a supportive community for Georgia's public libraries.	31	84%	6	16%	0	0%
Ensure equal access to information and technology.	28	78%	7	19%	1	3%
Foster a culture of learning statewide.	29	81%	7	19%	0	0%

Table E 51

To what extent did the GPLS Research and Statistics address the following IMLS priorities?

Respondents were asked to rate how they felt Youth Services achieved IMLS intents and priorities. Seventy-six percent (76%) rated the activity as having Achieved the intent to improve the library workforce, and 24% rated it Partially Achieved. Seventy-three percent (73%) rated the intent to improve the library's physical and technological infrastructure as Achieved, and 27% rated it Partially Achieved. Seventy-four percent (74%) of respondents said the project Achieved the intent to improve library operations, and 26% said that goal was Partially Achieved. Sixty-four percent (64%) said GPLS Achieved the intent to improve users' ability to participate in their community, while 36% said that goal was Partially Achieved. Sixty-four percent (64%) rated the intent to improve users' ability to participate in community conversations around topics of concern Achieved, while 36% rated it Partially Achieved. No respondents felt the IMLS goals were Not Achieved.
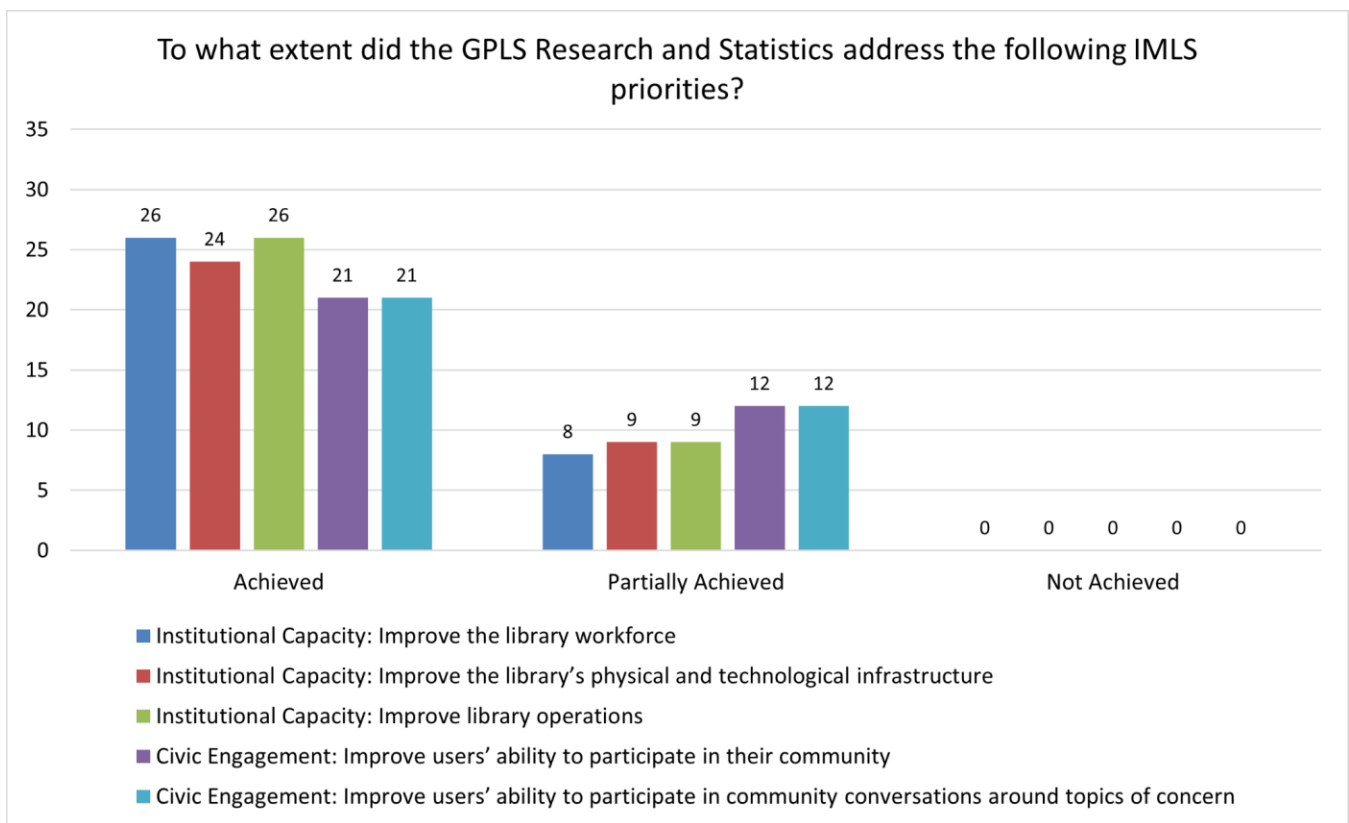
Figure E 46

	Achieved		Partially Achieved		Not Achieved	
Institutional Capacity: Improve the library workforce	26	76%	8	24%	0	0%
Institutional Capacity: Improve the library's physical and technological infrastructure	24	73%	9	27%	0	0%
Institutional Capacity: Improve library operations	26	74%	9	26%	0	0%
Civic Engagement: Improve users' ability to participate in their community	21	64%	12	36%	0	0%
Civic Engagement: Improve users' ability to participate in community conversations around topics of concern	21	64%	12	36%	0	0%

Table E 52

Do you have any further comments about the GPLS Research and Statistics?

Some requests are more of a chore than a help. Knowing what is going to be asked annually prior to the distribution of the survey would be helpful.

Table E 53

GPLS Professional Library and Administrative Services

In the survey of library staff in Georgia, 95% of respondents rated Professional Library and Administrative Services as being Very Important or Important to their library. Ninety-five-percent (95%) of respondents said they were Very Satisfied or Satisfied with Professional Library and Administrative Services as a service to their library.
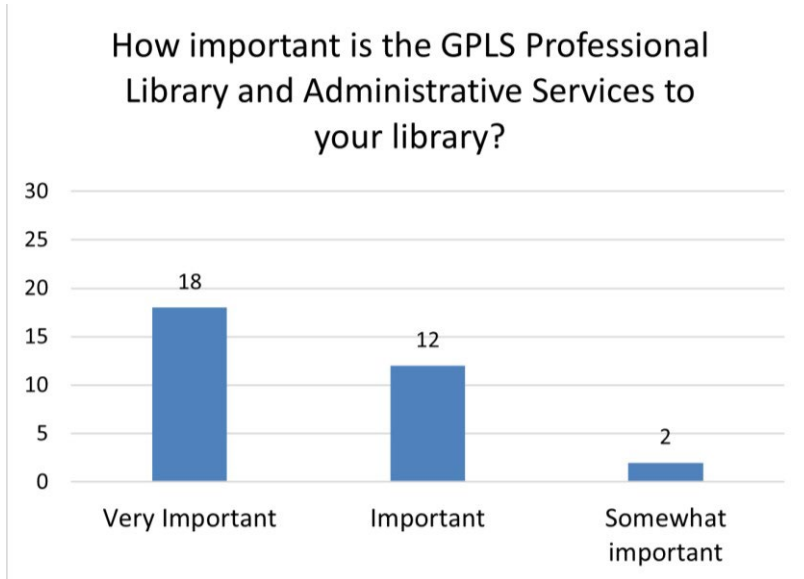
Figure E 47

Very Important	18	56%
Important	12	38%
Somewhat important	2	6%

Table E 54

Figure E 48

Very satisfied	20	63%
Satisfied	9	28%
Somewhat satisfied	1	3%
Not satisfied	2	6%

Table E 55

To what extent did the GPLS Professional Library and Administrative Services meet the following goals from the GPLS Five-Year Plan? (If you do not know, select "No Opinion")

Respondents were asked to rate how they felt Professional Library and Administrative Services achieved GPLS goals. Eighty-three percent (83%) of respondents felt the activity Achieved the goal of serving as trusted advisers to the community, 10% felt that goal was Partially Achieved, and 7% felt the goal was Not Achieved. Eighty-seven percent (87%) felt GPLS Achieved the goal of developing a supportive community for Georgia's public libraries, 7% felt that goal was Partially Achieved, and 7% felt the goal was Not Achieved. Eighty-six percent (86%) felt the goal of ensuring equal access to information and technology was Achieved, 7% felt it was Partially Achieved, and 7% felt it was Not Achieved.
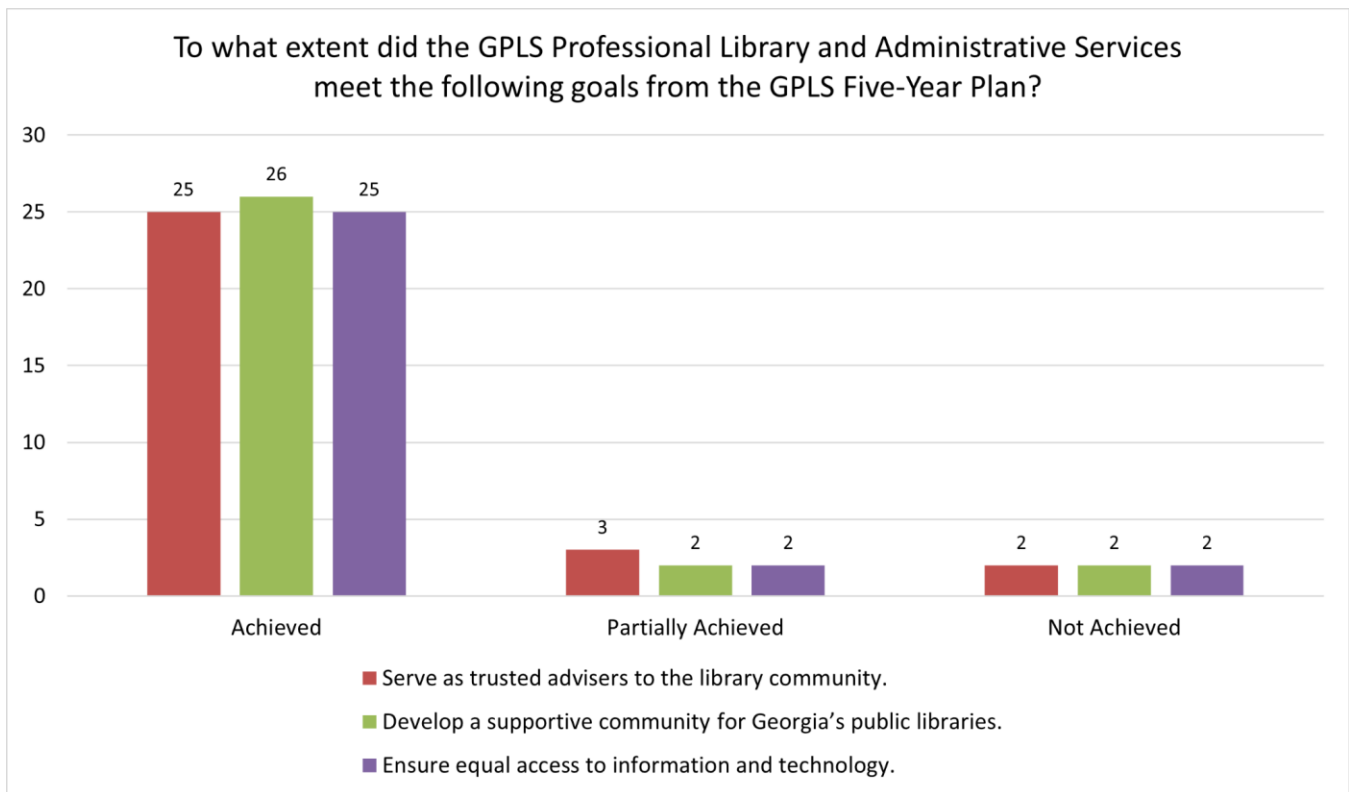
Figure E 49

	Achieved		Partially Achieved		Not Achieved	
Serve as trusted advisers to the library community.	25	83%	3	10%	2	7%
Develop a supportive community for Georgia's public libraries.	26	87%	2	7%	2	7%
Ensure equal access to information and technology.	25	86%	2	7%	2	7%

Table E 56

To what extent did the GPLS Professional Library and Administrative Services address the following IMLS priorities?

Respondents were asked to rate how they felt Professional Library and Administrative Services achieved IMLS intents and priorities. Eighty-three percent (83%) rated the activity as having Achieved the intent to improve user's ability to discover information resources, 10% rated it Partially Achieved, and 7% rated it as Not Achieved. Eighty-three percent (83%) rated the intent to improve user's ability to obtain and/or use information resources as Achieved, 10% rated it Partially Achieved, and 7% rated the goal as Not Achieved. Seventy-nine percent (79%) rated the intent to improve the library workforce Achieved, 14% rated it Partially Achieved, and 7% said the goal was Not Achieved. Eighty-nine percent (89%) rated the intent to improve the library's physical and technological infrastructure Achieved, 4% rated it Partially Achieved, and 7% said the goal was Not Achieved. Eighty-five percent (85%) said GPLS Achieved the intent to improve library operations, 7% said that goal was Partially Achieved, and 7% said it was not Achieved. Eighty-three percent (83%) of respondents said the project Achieved the intent to improve users' formal education, 10% said that goal was Partially Achieved, with 7% rating it Not Achieved. Eighty-six percent (86%) said GPLS Achieved the intent to improve users' general knowledge and skills, 7% said that goal was Partially Achieved, and 7% said the goal was Not Achieved.
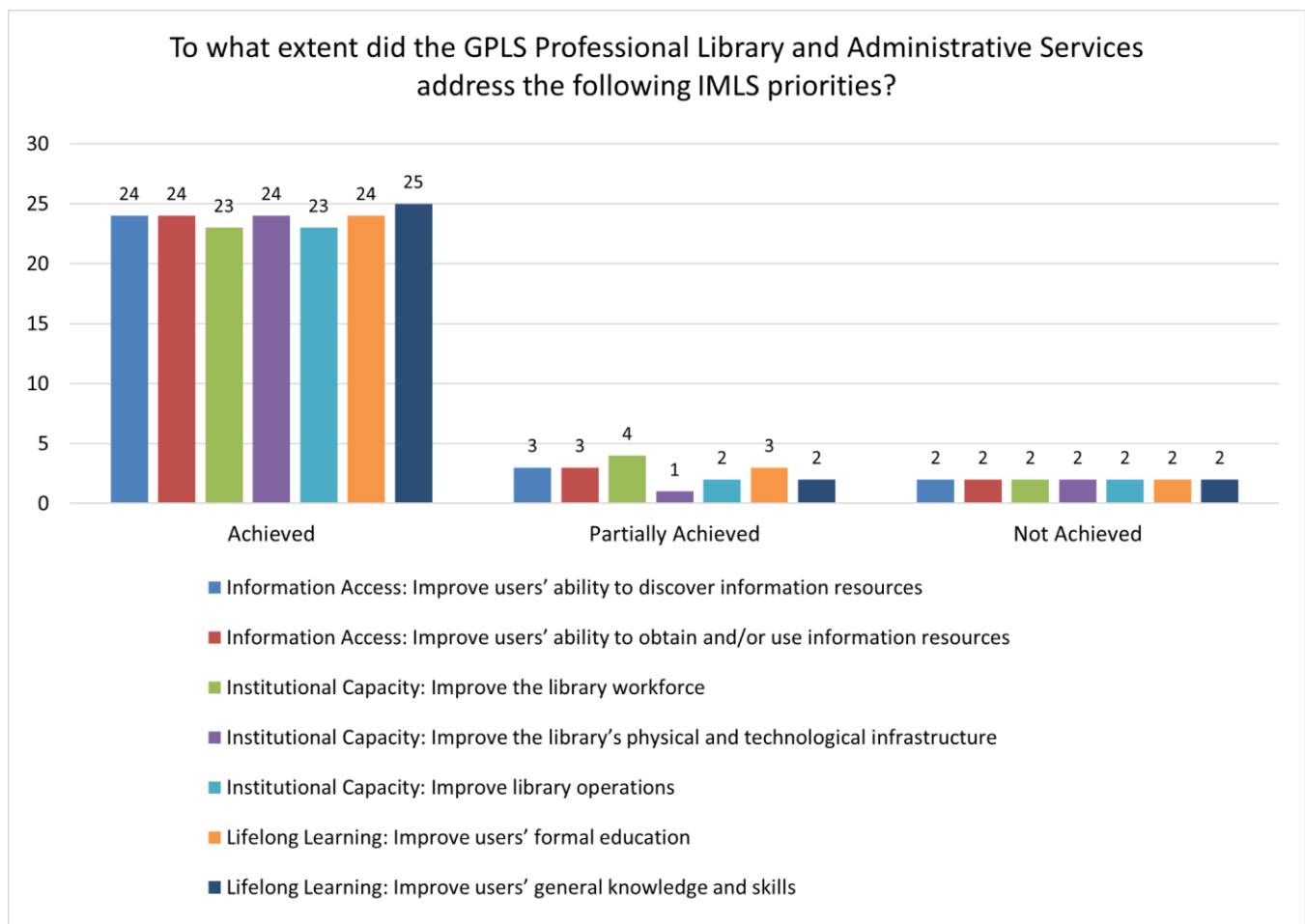
Figure E 50

	Achieved		Partially Achieved		Not Achieved	
Information Access: Improve users' ability to discover information resources	24	83%	3	10%	2	7%
Information Access: Improve users' ability to obtain and/or use information resources	24	83%	3	10%	2	7%
Institutional Capacity: Improve the library workforce	23	79%	4	14%	2	7%
Institutional Capacity: Improve the library's physical and technological infrastructure	24	89%	1	4%	2	7%
Institutional Capacity: Improve library operations	23	85%	2	7%	2	7%
Lifelong Learning: Improve users' formal education	24	83%	3	10%	2	7%
Lifelong Learning: Improve users' general knowledge and skills	25	86%	2	7%	2	7%

Table E 57

Do you have any further comments about the GPLS Professional Library and Administrative Services?

(no responses)

Table E 58

Final Open Questions

Do you have any further comments about the GPLS's use of LSTA funds over the past five years?
GPLS has continued to improve the quality of services to public libraries through the years. Public libraries could not complete our missions without the assistance of GPLS.
I love how LSTA funds were used for broad projects such as PINES, summer reading and GLS to benefit all Georgians.
PINES and GALILEO are integral to my library serving our community. GLS is a crucial service for those it serves and in providing access to all community members. Community Partnerships' park and museum passes are a fantastic additional resource for patrons, giving access some might not otherwise have to cultural and natural resources. These are eminently worthwhile uses of LSTA funds.
GPLS team does a great job managing and supporting us in all the available LSTA grants.
Thanks!
GPLS uses LSTA funds to raise and level the playing field for Georgia libraries. The services provided have become integral to the success of libraries in Georgia. GPLS staff are truly outstanding and care deeply about the library community in the state.

Table E 59

What needs or programs would you like to see the next GPLS five-year plan address?
What needs or programs would you like to see the next GPLS five-year plan address?
Mor broadband access.
More community outreach programs focused on various groups of people, perhaps done quarterly.
improving library finance
• Prioritizing and resolving staff requests for improvements in Evergreen including the catalog and searching improvements • Virtual programming
More training and development. Enhancements to PINES.
We would like to see funds or support with Microsoft Licensing store as it was available before. This allowed us to access licenses for the Windows PCs and Office suite with updated and most recent platforms.
Support for Outreach or Extension Services. I think we need someone at GPLS to help with that, just like we have someone for Children's Services. A lot of rural libraries would benefit from offering those services but don't know where to start.
continued resources and partnerships
A state-wide advocacy campaign -- getting the word out to the public about library services in general (not specific to any one library)
Discovery of e-resources in the PINES catalog would raise awareness and usage, especially since OpenAthens has been implemented in a growing number of libraries. Users don't want to look in 5 or 6 places to find the resources that they want/need.

Table E 60

Appendix F: Focus Group Questions and Responses

On December 2, 2021, the Georgia Public Library Service sponsored a focus group of library directors representing various library types, sizes, and geographic areas of the state. Carson Block of Carson Block Consulting served as the facilitator. To ensure a free-flowing conversation, no members of GPLS were present.

Focus group members were provided with a report outlining what programs the GPLS used LSTA and matching state funding for, as well as the goals the State Library wished to fulfill with those programs. Along with that report, the participants were asked to consider four questions prior to the focus group:

1. *What parts of the GPLS LSTA program have been successful, especially when you consider the four goals in the GPLS LSTA plan and the six IMLS areas of focus?*

2. *How has COVID affected your participation in any LSTA funded GPLS programs (in either a negative or positive manner)?*

3. *What suggestions do you have for improving any of the current GPLS LSTA activities?*

4. *What ideas do you have for the next GPLS LSTA Five-Year Plan? What current activities would you continue? What new programs would you recommend?*

The responses to these questions are listed below.

1. ***What parts of the GPLS LSTA program have been successful, especially when you consider the four goals in the GPLS LSTA plan and the six IMLS areas of focus?***

    a. PINES program - continued to add features over last 5 years (goal that was met).

        i. Most compelling part of PINES is the location of nearest available new books.

            1. Simplified hold process - if local library unable to fulfill hold PINES would find the nearest copy available. Staff said PINES needs to have word suggestions for misspellings - and PINES just added it from their request!

        ii. Development of mobile app - patron-requested that has been implemented.

        iii. Provided resources as immediately as possible.

        iv. PlayCard - increasing access to students.

        v. Understand PINES is working on efficiency of moving materials as well.

    b. GALILEO - started saving libraries money immediately: able to drop prices of resources, not having to devote physical space to storage of those resources. "Whole area of collection development we don't have to worry about anymore. … The whole state has access regardless of how wealthy your community is."

        i. Working hard over 5-year period on Open Athens rollout which makes it more patron-friendly and adapts to how patrons want to access services.

    c. Support for Summer Reading Program - all branches in all systems have access to the same quality of resources.

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d. Under Institutional Capacity - GPLS improves libraries physical and technology infrastructure - making sure libraries are represented in state legislation and advocate for repair money and making sure libraries have E-rate funds for internet.

e. IT Support - "coming from a small, rural, two-county system whose "IT guy" wears two other hats, it's nice to have that expertise to call on or send in a ticket and get the help wouldn't get otherwise."

    i. "Has been a lifeline" for small libraries without the support of larger systems.

    ii. Google Chrome OS Management (formerly Patron Access Computing) one library/system "went kicking and screaming into the Google, but it has been phenomenal … and changed how all of us have worked." - helped libraries get through COVID and made their work portable through GSuite.

        1. Carson: Can you expand on the benefits?

            a. Going from Outlook to Google Calendar - so much easier, just send invites and they appear in the calendar - it helps productivity and efficiency (reduces duplication of tasks).

            b. Collaboration around documents - not only with staff but with partners outside the library.

            c. Can pick up where you left off just by signing in.

            d. Team using Google Hangouts for project communication and don't know how they would do without it.

            e. Created Forms - selection of books for curbside service for patrons.

        2. Google platform can be adopted or not.

f. Statewide Broadband is doing a great job.

g. Libraries Without Walls Chromebooks program - library that never would have been able to participate in that without LSTA funding/grants.

h. Archival stuff has been very helpful to have those resources provided - haven't been able to find the funding for it, and "some of our stuff was falling apart". Knowing those things have been digitized/saved has been great.

    i. Feel like their library has a lot of archival resources/expertise, but the GPLS staff elevates their resources with access - "it levels up".

i. Continuing Education - PINNACLE, PINES University, etc. does an excellent job with continuing education for everyone in the library.

j. Someone at GPLS that libraries can call and get expert help with many things.

2. *How has COVID affected your participation in any LSTA funded GPLS programs (in either a negative or positive manner)?*

   a. (See 1e-ii)

   b. Having online resources for patron resources and staff education means a lot. During shutdown, had access to legitimate, well-done, universal education for staff, was able to keep staff paid and doing enrichment work while at home and during space-saving staffing or during COVID leave.

   c. Beanstack purchase during pandemic let Summer Reading happen in a digital environment.

      i. Will never be in a place where all patrons can participate in a digital environment (stretches the access question).

   d. GPLS put together a document that was used with the Pandemic Taskforce - director was at a very vulnerable point, but the document was one of the most important things.

      i. Could call GPLS and have the governor's orders decoded.

   e. Statewide Resources - helped from a marketing standpoint - opportunities to promote to communities about the availability of so many resources.

   f. Love GALILEO but been frustrated with it - don't survey the people that don't use it, that's an opportunity to get more people aware of "the beauty and scope of that resource" that libraries can't do individually and is so much better collectively. COVID was an opportunity to sell it more strongly.

      i. Can have patrons standing right in front of the librarian and somehow fail to "sell" the patrons on it - unsure if it's in the name.

      ii. Carson: So what I'm hearing is that maximizing usage of that rented content (which costs money but is worth it!) is still a worthy problem to address.

      iii. Librarians struggle in making connection to relevant info for patrons - regardless of format it comes in.

      iv. Marketing - instead of pushing out "what do [libraries] have" we should be asking "what do you need"?

   g. GPLS did that well during COVID - answers sometimes were digital materials, equipment, or safety protocol help. GPLS went out of their way to ask what libraries need and meet that need.

      i. GPLS attuned to both libraries and what patrons and people needed - and how libraries could meet those needs and it was reflected on a legislative level - libraries got money from a federal level because of an awareness fostered by GPLS - all libraries, not just large or urban ones.

         1. Carson: That crossed that line from "my patron" to "our community".

3. **What suggestions do you have for improving any of the current GPLS LSTA activities?**

   a. NOT LSTA - Depend on learning labs/makerspaces - have been tightened up and restricted more than they used to but purchasing has been restricted from purchasing furnishings. Carson: "barriers to other programs should be avoided".

   b. Identify and talk to non-users (including Beanstack, GALILEO, technology being circulated with new grants) - to connect more and find new needs.

   c. Would like to see a competitive or self-challenging reading program for adults - lots of programs aimed at increasing reading in children and teens, but not adults. Beanstack can help facilitate that.

   d. GPLS has the resources to do some short clips on their Facebook page - up to the libraries to encourage their communities to join GPLS Facebook page. If GPLS could send information of what they have besides on Facebook.

   e. Increase Civic engagement funding - libraries are engaged in their own community.

      i. Something similar to On the Table.

      ii. Carson's summation: Something like the guidelines sent out during COVID that work toward engagement goals?

      iii. Partnerships and other funding opportunities.

   f. "Gap funding" - e.g., getting funding for purchasing Chromebooks but need to find some way to purchase cases and everything required to circulate the Chromebooks (and sometimes budgets are already set so have to figure out how to purchase those things).

   g. Need help with discoverability of digital resources (e.g., ebook/eaudiobook) - PINES only displays about 75% of collection of Live Oak - doesn't include e-materials in the catalog.

   h. Bibliographic database cleanup - some libraries just don't have the manpower to take that on and get their databases cleaned up - maybe can collaborate on that or have it done at a higher level.

   i. Expanding the courier service to all libraries.

   j. PINES - getting the very large libraries onto PINES could be investigated and don't know if the cost can be absorbed without long-range planning.

      i. 8 systems aren't on PINES - smart to leverage state dollars locally, but there is a pro/con to every point.

      ii. At one point GPLS said PINES couldn't bring on more libraries without more staffing/resources, unsure if that has changed or not?

4. What ideas do you have for the next GPLS LSTA Five-Year Plan? What current activities would you continue? What new programs would you recommend?

    a. Community-wide free WiFi - through all GA!

        i. Library leading it instead of people doing Rural and Broadband planning that aren't including libraries.

        ii. Carson: Talking about libraries as community anchor institutions.

    b. Interested to see what the departure of the Youth Services manager will have on PRIME Time services.

        i. A big barrier to access to the PRIME Time has been parental involvement - would like to see what can be done with early literacy that requires community parenting/community support.

        ii. Don't have the same initiatives for adults that there are for early literacy - even partnering with adult education hasn't made much improvement on that.

            1. Graduation rates are up but adult reading remains around 5th grade reading level.

            2. Not just a "train the trainer" but need comprehensive, adult literacy programs.

    c. E-rate - run into problem of not receiving any bids - lots of areas with one service provider that might be a mom-and-pop.

        i. Currently have 4 service providers (was 5 now able to get it into 4) - would like to have one to reach out to. Helped with pricing on local level but is it possible GPLS could help take some of that back?

    d. Wondering if there's not some way to use technology to tie these programs together and tie the technology-based programs to each other?

Appendix G: Targets from LSTA Five-Year Plan vs Actual Performance

PINES (Public Information Network for Electronic Services)

Activity	Actual	Staff Self Evaluation	Target Met?
PINES Development – Mobile Applications, OPAC (Online Public Access Catalog) Enhancements and Acquisitions	*The Evergreen ILS (integrated library system) is the open source software that handles circulation, cataloging of materials and the online public access catalog. GPLS will continue to participate in development initiatives to improve the Evergreen software. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Assist patrons and staff in using library software through development of additional features.	Since the COVID-19 pandemic, PINES has rolled out an enhanced public catalog to meet requested ILS needs.		Yes
Develop a mobile application to help users access OPAC materials and manage their accounts.	Mobile applications for both iOS and Android are complete - and PINES maintains statistics on usage. PINES also developed an online library card application to facilitate library card sign-ups.		Yes
Improve library services to PINES customers and PINES libraries.	PINES has a continuous improvement cycle through annual satisfaction surveys, regular PINES-wide meetings, subcommittees, and direct customer feedback that are channeled into system enhancements and improvements on a regular basis. Catalog improvements and a mobile application have increased services to PINES customers and libraries.		Yes
Improve acquisitions productivity for library staff; staff will be able to more easily manage, review, locate and price items for possible purchase.	PINES has begun rewriting the Acquisitions module to the Angular coding language of the web client. This is scheduled to be completed in late 2022 or early 2023.		Yes

Activity	Actual	Staff Self Evaluation	Target Met?
PINES Courier Service	*GPLS will continue to provide statewide courier services to all regional headquarters libraries. The courier service supports active resource sharing among libraries. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Realize a significant cost savings on behalf of Georgia's libraries by centrally managing and providing the statewide courier service.	The GPLS publishes and shares data annually to show savings PINES offers participating libraries in comparison to each library purchasing and supporting its own ILS system. Exact savings are unable to be calculated but are significant to participating libraries.		Yes
Find further efficiency and cost-effectiveness in the seamless delivery of materials to local libraries.	Efforts are ongoing. PINES is currently In the process of using software to find resources more local to the requesting library requestor to increase courier efficiency and cost-effectiveness.		Partial
PINES Accessibility	*The result of an accessibility study conducted by AMAC (Alternative Media Access Center) showed that PINES resources including the Evergreen ILS, both for staff and patrons, need added accessibility development and features. Our goal is to not only be compliant but to be exemplary with accessible resources for our libraries and library community. Timeline: Ongoing; Full Five Year Period*	Yes	Partial
Facilitate discussion and remediation with Evergreen community developers.	Progress has been slow for this activity. PINES may move this activity to the Evergreen Project Board for future growth elsewhere.		Partial
Request assistance for remediation and training from AMAC to assist users with website accessibility.	PINES staff has cleaned up requested fixes of inaccuracies in the catalog.		Yes
PINES Student Card	*The PINES team will work with the GPLS director of youth services, other PINES staff, as well as representatives from*	Yes	Yes

Activity	Actual	Staff Self Evaluation	Target Met?
	the Georgia Department of Education to explore the feasibility of providing a student card to students attending Georgia's public schools. Timeline: Ongoing; Full Five Year Period		
Students will easily register for a library card and gain access to a larger pool of resources for educational and entertainment purposes.	Activity has been completed. No new card numbers were needed; the Student Card uses students' existing lunch card numbers. Recorded 140,000 total student cards since the project began and saw an increase in sign-up rates during the COVID-19 pandemic response closures.		Yes
PINES – Growth and Expansion	*Several libraries have expressed an interest in joining PINES. In order for PINES to add additional libraries, the PINES team will need to add staff, develop features in the Evergreen software and ensure the hardware infrastructure is prepared for growth. Timeline: Ongoing; Full Five Year Period*	Partial	Yes
Develop a strategic plan and conduct an ILS evaluation that will guide future expansion and ensure PINES is well-positioned with technology to allow for future growth.	PINES has completed and implemented a strategic plan that includes strategies to welcome and serve non-PINES libraries. PINES is asking for funding and additional staff members. Three (3) additional libraries were added to PINES services in 2018, making additional staff necessary. Between 2018 and 2020, an average of 1,553,652 items were exchanged between PINES libraries.		Yes

Table G 1

Resource Sharing

Target	Actual	Staff Self Evaluation	Target Met?
Group Purchases for Georgia Public Library Cataloging Staff	*In order to provide support and maintain national cataloging standards, GPLS will provide public libraries subscriptions for key cataloging resources. The project will be able to leverage cost savings utilizing group subscription rates for WebDewey®, the RDA Toolkit, and Cataloger's Desktop. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Catalogers will maintain and grow relevant knowledge of national cataloging standards.	GPLS offered opportunities for catalogers in the state to grow their knowledge of national cataloging standards thru workshops, webinars and GPLS training.t		Yes I
The project will find further efficiency and cost effectiveness in the seamless delivery of materials to local libraries.	To further efficiencies in Resource Sharing, GPLS has reduced usage of the Cataloger's Desktop, which had low usage across the state, and wanted to reduce spending for unused resources.		Yes
OCLC® Group Services	*GPLS will purchase access to OCLC® group cataloging and interlibrary loan services for Georgia's public library systems and the state library. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Increase and economize copy and original cataloging statewide.	Original cataloging has increased over the LSTA period, excluding COVID shutdowns in 2020 and 2018. 2018= 2003; 2019= 2822; 2020 =1910; and 2021= 2794.		Yes
Provide access to information resources beyond the local library holdings at a low cost.	Access beyond local libraries will continue to be provided, but it was noted that the cost of OCLC Services is going up overall, including the cost of physical Interlibrary Loan lending. The economy of scale is still a factor and continues to lower possible costs to local libraries.		Yes
GOLD: The Resource Sharing Network	*GPLS facilitates resource sharing statewide and across all*	Yes	Yes

Target	Actual	Staff Self Evaluation	Target Met?
for Georgia's Libraries	*library types via GOLD, Georgia's Online Database, an interlibrary lending consortium. GOLD members freely loan materials to each other, providing access to information resources that otherwise would not be possible or would incur a cost to borrow. Timeline: Ongoing; Full Five Year Period*		
Participating libraries will be able to freely share resources.	Participating libraries were able to freely share resources, aside from when most libraries were closed due to the COVID-19 pandemic response.		Yes
The membership directory will provide a mechanism for non-OCLC libraries to participate in GOLD.	The membership directory was dropped by GPLS as a target due to time and the lack of a proper platform to do the job. No non-OCLC libraries approached GPLS to participate in GOLD.		No
Individual participating libraries will see an elimination of some costs.	It is undocumented if libraries saw an elimination of some costs during this time period.		Partial
Bibliographic Database Cleanup	*In anticipation of a PINES expansion to additional library systems, a bibliographic database cleanup will identify and alleviate issues regarding duplicate and incomplete records, MARC formatting errors and lack of authority work. This database cleanup for the nine libraries expressing interest will involve 1.7 million records and will allow for a more seamless and successful transition into the PINES network. Timeline: As Needed*	No	No
Develop cleaner bibliographic records within library databases.	This project was never truly performed due to a lack of interest from non-PINES libraries to perform this service.		n/a
More efficient and successful searches of local library catalogs.			n/a
Increased accuracy of statistical reports.			n/a

Target	Actual	Staff Self Evaluation	Target Met?
HomePLACE	HomePLACE was re-named to **Archival Services and Digital Initiatives (ASDI)** and removed to its own project. *HomePLACE will continue adding strategic, locally important digital projects, with an emphasis on diversifying geographic coverage and including underrepresented communities, which are made available through GALILEO's Digital Library of Georgia. HomePLACE will provide tools for the discovery and use of digitized primary source material in the K-12 educational environment, while planning and implementing professional and continuing education opportunities. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Increase access, social media sharing, and discoverability of public library collections in the Digital Library of Georgia.	ASDI has added over 700,000 items to the Digital Library of Georgia and provides online access to those and many more via DigEx online digital exhibits[10]. ASDI had over 771,000 unique page views in 2019 and scanned over 11,000 new items. In 1029, the number of items in Georgia Digital Portal was 712,298.		Yes
Level the digitization playing field by making tools, training and equipment available to all.	GPLS provides DigiKits to libraries which gives them access to technologies such as traditional and microfilm scanners and digital recording equipment for oral histories. (Source: https://georgialibraries.org/digikits/)		Yes
Public library staff will have access and knowledge of a reliable, vetted, curated list of standards and resources for care of their archives and special collections.	GPLS offers public libraries a "model for digitizing primary source collections related to local history and genealogy including collection assessment, project planning, digital imaging, staff training, promotion, and support for grant and other funding opportunities.[11]"		Yes

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[10] https://georgialibraries.org/archival-services/
[11] https://georgialibraries.org/archival-services/

Target	Actual	Staff Self Evaluation	Target Met?
GALILEO	*GPLS will work closely with GALILEO staff to select online resources for public library use and other initiatives that improve the usability and popularity of the GALILEO databases. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Allow statewide access to a core set of online resources and provide consistent user experience for library patrons anywhere in Georgia.	There was a dramatic increase in demand for digital materials during the COVID-19 pandemic response, especially among library staff who took the opportunity to perform job enrichment training. Some resources (e.g., Learning Express Library) saw a 50% increase in use during library shut-downs.		Yes
Public libraries will enjoy coordinated training resources and awareness campaigns for GALILEO resources.	GPLS would like to see more awareness of the public libraries regarding GALILEO resources available to them through GPLS.		Yes
Eliminate costs to individual library systems for these shared online resources.	This target was fulfilled.		Yes
Linked Data		Yes	Yes
Subscribe libraries to Linked Data - a service that makes Georgia public library collections discoverable via the web.	As of 2020, local library results will show in Google searches due to Linked Data. GPLS has compared this to opening an all-hours library branch that requires no staff.		Yes

Table G 2

IT Management – GPLS IT Support – Internal and External

Target	Actual	Staff Self Evaluation	Target Met?
Public Access Computing	Renamed to **Chrome OS Management and Hosting.** *Continue Phase II of the Google Chrome Project, including the use of Google Chrome boxes and Chrome books for public access machines and for mobile labs in libraries. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Continue to bridge the digital divide by supporting public access computers in Georgia's libraries.	This project was launched and continued to grow. The manager stated "almost all" libraries in the state are integrated and centrally managed.		Yes
Explore and promote the adoption of low-cost, low-maintenance computing options for use as public access machines and for mobile labs in libraries.	During the COVID-19 pandemic response libraries utilized Chrome OS Management and Hosting for devices for patrons to use outside of libraries as well as inside.		Yes
Internal and External Productivity Support for Library Staff	*GPLS has continued to move to the cloud for hosted services, especially as local and on-site email and web hosting has become less and less cost-efficient. This same concept is reflected in the assistance provided to local library systems in their migration to cloud-hosted services. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Offer a secure, economic and robust suite of productivity tools to library staff.	Switching from Microsoft Office Suite to Enterprise Google Suite products has helped streamline work resources for staff such as off-site collaboration, email, and file management.		Yes
Reduce the total cost of ownership and maintenance of technology resources.	Tracking any actual savings has not been performed but centralizing the resource has allowed libraries with smaller budgets to utilize the same services as libraries with larger budgets, improving staff's experiences with technology.		Partial

Target	Actual	Staff Self Evaluation	Target Met?
Technology Expansions and Build Outs in Public Libraries	*GPLS provides consulting services regarding technology expansions, specifically by assisting public libraries in ensuring efficient procurement of computer replacements and technology infrastructure. Timeline: Ongoing; Full Five Year Period*	N/A	N/A
Keep libraries current on emerging technologies and provide decision support for technology procurement.	This project and targets were merged into other projects - most notably the Technology Loaner Kits (Table G-5).	N/A	N/A
Advise libraries when planning for critical infrastructure, network access and public computing.		N/A	N/A
Secure volume discounts with trusted vendors on behalf of libraries.		N/A	N/A
Technology Support for Libraries	*GPLS will build a service model for IT support across the state in the form of a team of technology support contractors who will provide basic customer issue support. Timeline: Ongoing; Full Five Year Period*	No	No
Conduct a statewide environmental scan to appropriately define the scope of support and continuing education services to provide.	This project was attempted more than once but the projected cost and undertaking were massive and had to be dropped.		No
Partner with the majority of Georgia libraries to employ a technology contractor in each sector of the state.			No
Leverage remote support technologies to save time and money of employee			No

Target	Actual	Staff Self Evaluation	Target Met?
resources.			
IT Help Desk	*The GPLS IT department will continue to provide information technology service and support for the GPLS offices, including but not limited to GPLS central office, GLASS, GLASS Distribution Center (GDC), and Public Information Network for Electronic Services (PINES). Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Provide internal desktop support to GPLS, GDC, PINES and GLASS staff.	This target was fulfilled. This project also supports statewide IT shared services and supplies IT expertise to assist local library systems with technological issues where needed.		Yes
Provide management of internal supporting processes, including system and network administration, desktop, procurement, audit support, as well as agency-owned hardware installation and maintenance.	The IT Help Desk saw an increase in tickets filled and tickets resolved, but without "an unmanageable increase in staff support time". This shows an excellent economy of scale within the project.		Yes
Provide increased server-side support and information security.	Information security increased overall because of the change in platforms.		Yes
Georgia Library Technology Center: galibtech.org	*The Georgia Library Technology Center is an information clearinghouse for IT administrators in Georgia's public libraries. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Provide resources for Georgia libraries that are specifically IT service related.	During library closures as part of the COVID-19 pandemic response, GALibTech saw a "spike" in usage as library staff utilized the tools for professional development while working from home.		Yes
Grow the site to become a clearinghouse for all projects and efforts of the IT team.	GALibTech does provide a "clearinghouse" repository of IT training that has been digitized. Recorded sessions of the IT		Yes

Target	Actual	Staff Self Evaluation	Target Met?
	Boot Camp have been uploaded to the resource.		
Efficiently manage projects, training and instructional documentation through the website.	The site shifted along with the rest of the GPLS infrastructure to Google Sites. This shift ensured the site was safe, and easy to access and update for the entire team, which had been a hurdle on its previous hosting platform.		Yes

Table G 3

IT Management – Broadband Upgrade and Ongoing Support

Target	Actual	Staff Self Evaluation	Target Met?
Statewide Broadband Network	*GPLS works with Schools, the Health & Libraries Broadband Coalition (SHLB), the American Library Association Office for Information Technology Policy (ALA OITP) and the NTCA (The Rural Broadband Association) in order to deliver technologies that help make rural communities vibrant places to live and do business. Timeline: Ongoing; Full Five Year Period*	N/A	N/A
Create a consortium that will assure continued provision of broadband for all Georgia libraries.	This project was removed from LSTA funding after 2018.		N/A
Increase broadband speed in libraries across the state.			N/A
Develop a centralized resource for library systems regarding network management to lower the costs of negotiations with internet service providers.			N/A
E-Rate Support	*The Georgia Public Library Service assists library systems in determining E-rate eligibility and successfully obtaining federal funding from the Universal Service Administrative Company and the FCC (Federal Communications Commission) in order to receive broadband connectivity to every library in Georgia. Timeline: Ongoing; Full Five Year Period*	N/A	N/A
The GPLS E-rate manager will stay current on rules and regulations as defined by the Universal Service Administrative Company (USAC).	This project was removed from LSTA funding after 2018.		N/A

Target	Actual	Staff Self Evaluation	Target Met?
GPLS will aid libraries in filing for E-Rate.			N/A

Table G 4

IT Management – IT Outreach and Education

Target	Actual	Staff Self Evaluation	Target Met?
Technology Loaner Kits	*Similar to a technology "petting zoo," Technology Loaner Kits (TLKs) are used for both staff and patron training and allow economically diverse populations around the state exposure to emerging technologies, without requiring upfront capital investment from local library budgets. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
TLKs will allow library staff and patrons access to emerging and innovative technologies.	Technology Loaner Kits were successfully implemented prior to the COVID-19 pandemic response. They allowed library staff to trial and train on new technology before deciding if it was a good fit for their library and allowed patrons to try new technology without the libraries having to purchase costly equipment. During COVID-19 precautions, the TLKs were thoroughly cleaned and assessed, which led to a streamlining of the number and type of kits, as well as ideas for future ones.		Yes
The kits will equip library staff to conduct programs and specific training for the community and enhance their staff development days.	This target worked well in conjunction with ASDI to distribute scanning and recording equipment to libraries for community scan days. This allowed patrons to digitize family pictures, documents, recordings, and other items for preservation, and in some cases for addition to the digital collections.		Yes
Presentations, Workshops and Library Staff Days	*Outreach is provided through services and education in order to raise awareness of technology trends and adoption in public libraries. Presentations, workshops, and library staff days involve 409 facilities with over 2,000 employees participating throughout the state. Timeline: Ongoing; Full Five Year Period*	Yes	Yes

Target	Actual	Staff Self Evaluation	Target Met?
Provide service to local libraries and to national committees whose work has an impact on funding, policy and opportunities for libraries.	Staff Days were shut down due to COVID-19 pandemic concerns for 2020 and 2021. Some presentations and workshops were presented virtually.		Yes
Provide best practices from experiences and projects collected under the GPLS IT department, through presentations and workshops.	The program manager reports that best practices are incorporated as a core element of all outreach performed by GPLS IT.		Yes
Develop and leverage partnerships that can further strengthen GPLS efforts to provide exemplary IT support and service to Georgia's libraries.	During the transition to the Google platform, vendors were hired to Train the Trainers for implementing Google in libraries.		Yes
Cyber Security	This is a new project begun in 2019.	Yes	Yes
The goal is to provide cyber security support internally and externally.	Cyber security efforts have already been implemented on PINES and has increased detection of "breakthroughs".		Yes

Table G 5

GLS (Project re-named to Georgia Library Service (GLS) for the Blind and Print Disabled, formerly GLASS)

Target	Actual	Staff Self Evaluation	Target Met?
GLASS Library	*GLASS libraries serve over 15,000 patrons in Georgia and primarily engage Georgians who are print-impaired. GLASS offers a range of library activities through the use of assistive technology and by providing accessible reading materials to those who, due to a disability, are unable to read standard print. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Increase user ability to access GLASS services.	The GLS saw a 15% increase in total readers from 2019-2020. After the shut-downs from the COVID-19 pandemic, GLS continued to increase circulation. During shut-downs, GLS was able to work with outside partners to provide material from places that were not closed.		Yes
Contribute and grow local content to the NLS BARD collection.	GLS added local digitized content to the NLS BARD collection through a local recording studio, though that was shut down for a time for safety during the COVID-19 pandemic.		Yes
Provide more programming targeting diverse populations.	GLS provides collections in theme months -- e.g., African-American History month -- to encompass more diverse populations.		Yes
Develop training for GLASS staff to enhance their understanding of public library resources.	The project will be seeing some major staffing changes in 2022 including a new director and two new outreach librarians, so GPLS is optimistic about enhancing staff training and reach.		Yes
Arrange workforce development opportunities for persons with disabilities in cooperation with the Georgia Vocational Rehabilitation Agency.	This target was not achieved largely due to restrictions around in-person gathering (especially for older and high-risk populations) during the COVID-19 pandemic response.		No

Target	Actual	Staff Self Evaluation	Target Met?
GLASS Outreach	*Outreach is an essential element in raising awareness of GLASS resources and services. GLASS works closely with agencies that serve persons who are vision-impaired or print-impaired. GLASS Outreach works creatively to develop varied resources to allow GLASS the opportunity to reach readers who have need for assistive resources. Timeline: Ongoing; Full Five Year*	Yes	Yes
Develop creative and varied methods to help inform (and grow) stakeholders and potential users about GLASS services and offerings.	GPLS maintains a website with resources for librarians, including marketing materials, training information, a newsletter, and information on best practices with patrons with disabilities: https://gls.georgialibraries.org/librarians/.		Yes
Provide information and training for public libraries on patron enrollment.	GLS performed updates to public libraries regarding patron enrollment, including online learning opportunities, a Listserv, and three conferences.		Yes
Provide information and training for public libraries about non-NLS materials and eligibility.	GLS updates public libraries on non-NLS services. GLS informs new patrons about their options to sign up for PINES and the materials that can be offered through the regular library services. GLS also provides a link to the Utah Library for the Blind, where they can check out and mail Braille books to patrons in Georgia.		Yes
GLASS Awareness - Accessible Services	*GLASS is uniquely poised to educate and facilitate the development of accessible services within Georgia's public libraries. Through educational sessions and curation of available online resources, GLASS serves as a resource for concerns regarding ADA compliance, Section 508 compliance and best practices in regard to accessible library services. Timeline: Ongoing; Full Five*	Yes	Yes
Assure that Georgia public libraries offer	Machines were sent to every public library in the state so users		Yes

Target	Actual	Staff Self Evaluation	Target Met?
accessible services within accessible buildings and use accessible techniques to develop their online resources.	could swap out a broken machine with an unbroken one without waiting for shipping. Large print books and cassettes also circulate via the PINES courier services.		

Table G 6

Youth Services

Target	Actual	Staff Self Evaluation	Target Met?
Early Literacy Programming	*Early literacy activities help provide resources and training for library staff to become knowledgeable about early literacy development. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Increase participation and awareness of 1,000 Books B4 Kindergarten.	This target was completed before 2020, as it was a shorter-term grant. The 1,000 Books B4 Kindergarten met projected benchmarks and had high attendance to online training.		Yes
Increase awareness and knowledge of best practices in early literacy among staff.	The library held biweekly virtual check-ins for training during the COVID-19 closures. Certificates were granted at the end of training. GPLS also offered shared learning opportunities from the Deal Center for Early Language & Literacy, And in 2018 and 2019 hosted pre-conference workshops at GLC.		Yes
PRIME TIME Family Reading Time ®	*PRIME TIME Family Reading Time ® provides a way for economically and educationally vulnerable families to gain access to all the resources of public libraries and humanities book discussion in a safe, nonthreatening manner. PRIME TIME Family Reading Time ® series run for six weeks with a team of professionals (coordinator, storyteller, humanities scholar) and operating resources. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Increase family participation and awareness of PRIME TIME Family Reading Time ® series.	In 2018, 112 new library cards were issued via the PRIME TIME Family Reading Time ® series.		Yes
Increase access to library resources for families participating in PRIME TIME Family Reading Time ®.	From 2018-2019 GPLS increased PRIME TIME sites from 19 to 21, and the number of programs presented increased from 114 to 126 from 2018 to 2019.		Yes

Target	Actual	Staff Self Evaluation	Target Met?
Increase awareness, knowledge and behavior towards literacy, libraries and the humanities for families participating in PRIME TIME Family Reading Time ®.	While awareness seemed to increase slightly from 2018-2020, FY2022 saw fewer sites apply to hold programs, despite trying to accommodate local safety standards regarding gathering during the COVID-19 pandemic and offering virtual options.		Yes
Summer Reading	*GPLS coordinates the annual statewide Summer Reading Program that encourages children and families to read for fun during school vacations through the CSLP (Collaborative Summer Library Program). During these programs, family literacy activities are highlighted and parents are encouraged to participate in the programs with their children. Reading logs, bookmarks, posters and stickers are designed to help promote the program in each of the 409 library facilities in Georgia. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Allow students an opportunity to maintain or grow literacy skills during the summer months.	Summer Reading accomplished this target. In 2020, GPLS instituted Beanstack to track Summer Reading statistics at participating libraries. Between 2020 and 2021 Summer Reading saw an average of 224,085 books read over an average of 16 million minutes		Yes
Increase use of children's library resources during the summer.	Summer Reading accomplished this target. Using Beanstack statistics, in 2020 and 2021, Summer Reading saw an average of 48,841 registered readers. The number of books read grew from 165,289 in 2020 to 282,880 in 2021 (an increase of 71%).		Yes
Library systems will conduct Summer Reading Program assessments.	GPLS implemented Beanstack (https://www.beanstack.com/) and reporting from libraries participating in Summer Reading increased.		Yes
Georgia Peach Book Award for Teen Readers	*GPLS hosts the website and annual selection meeting for the Georgia Peach Book Award, a program that works to promote reading and literacy skills in teens. Each year, a committee of*	No	No

Target	Actual	Staff Self Evaluation	Target Met?
	school and public librarians read a wide variety of books and choose a selection for young adults to read and rate. The highest-ranking books receive the GPLS-sponsored award, also administered with the Georgia Library Association and Georgia Library Media Association. Timeline: Ongoing; Full Five Year Period		
Increase awareness and participation in Georgia Peach Book Award.	This target was not reached: the number of votes in the overall award has remained stagnant for several years, around 2,000.		No
Cultivate teen interest in young adult literature.	It is undocumented if this target was reached.		No
"Read Me a Story, Please!"	*"Read Me a Story, Please!" a partnership between state department of corrections, state prisons, and GPLS, allows offenders to read aloud a series of age-appropriate picture books to their children via video-conferencing. Families will participate in these tele-story times (which will be broadcast from the offender's state prison) at their local public library. The recordings will then be sent to the offender's children along with the set of books. Timeline: Ongoing; Full Five Year Period*	No	No
Increase in awareness of the program among relevant stakeholders.	Overall, this activity never launched on a state level due to lack of interest from potential state partners. Instead, the activity was changed to system-level grants to libraries that could form partnerships with local prisons/jails in their communities. There were three system applicants, and some activities were performed.		Partial
Improved relationships, home environments, attitudes, reading skills and general well-being will be reported by participating	It is unknown if this target was reached: there was little feedback from the limited participants.		No

Target	Actual	Staff Self Evaluation	Target Met?
families.			

Table G 7

Continuing Education

Target	Actual	Staff Self Evaluation	Target Met?
Leadership Institute - PINNACLE Program	*PINNACLE is designed to enhance the effectiveness of Georgia's current and future leadership. PINNACLE lasts 10 months and includes a series of training retreats, a research project and a presentation to the Georgia Libraries Conference. Timeline: Biennial*	Yes	Yes
PINNACLE graduates will be better prepared for their next leadership challenges.	Graduates of PINNACLE have reported significant growth in taking on new leadership roles and positions.		Yes
GPLS and local library systems will benefit from PINNACLE graduates assuming formal and informal leadership positions with local, regional and state organizations or committees.	In surveys, graduates of PINNACLE have reported having greater "strategic focus" and that PINNACLE helped them in numerous areas of leadership, including effective communication with others.		Yes
Youth Services Professional Development	*The GPLS Youth Services department will plan and implement continuing education opportunities annually. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Increase public library staff knowledge of current trends and best practices in library service to children, teens and families.	While not measured, GPLS staff incorporate knowledge transfer in these areas as part of consulting services with GA libraries		Yes
Provide library staff with the knowledge and confidence to make informed decisions when planning library programs for children, teens and families.	While not measured, GPLS staff incorporate knowledge transfer in these areas as part of consulting services with GA libraries		Yes
GLASS Accessibility Conference	*The GLASS Accessibility Conference will introduce public library employees to concepts related to accessible library*	Yes	Yes

Target	Actual	Staff Self Evaluation	Target Met?
	services, focusing on serving persons whose disabilities may impact their ability to fully participate in library activities and to fully utilize a library's traditional print or computerized resources. Timeline: Biennial		
Deliver best practices and information from experts and peers on issues related to persons with disabilities and library programming and resources.	Virtual programming was done during COVID. There is a visually-impaired reader advisory staff member who was involved in stakeholder groups locally, and who did a number of programs virtually while the department was otherwise shutdown for COVID-19 safety program. Plan to resume the Accessibility Conference in 2023, and a day-long training in 2022.		Yes
Partner with state, regional and local agencies to enhance understandings of mutual resources and community support between those organizations and public libraries.	Somewhat in place of the Accessibility Conference, GLS hired a new outreach manager - started an ambassador program to identify local librarians to act as GLS ambassadors to spread offerings and programs.		Yes
Technology Boot Camp	*The purpose of the GPLS Technology Boot Camp is to annually bring together IT managers from Georgia libraries for an immersive three-day, high-quality professional development opportunity. This type of immersive programming is typically not available for tech managers from the front lines of Georgia's libraries. Timeline: Annual*	Yes	Yes
Shape future boot camp programming based on feedback from the previous attendees.	Participants are surveyed at the end of bootcamp; feedback shapes the program for the following year. Anecdotal feedback is recorded throughout the conference and tends to influence recurring conference programs such as the demo lab.		Yes
Build out in-depth, hands-on workshops on	GPLS maintains the loaner kit program and the "lit lab" (tech		Yes

Target	Actual	Staff Self Evaluation	Target Met?
emerging technologies.	petting zoo). The loaner kits circulate all year, and the lab is taken to staff days and conferences (Boot Camp, GLC, etc.). Loaner kits have accompanying (basic, in most cases) information and instructions on galibtech.org, but most of the hands-on interaction occurs at staff days and Tech Boot Camp (TBC) via the LitLab. GPLS has also been developing a year-round lab at HQ to support small-group training with lab and loaner kit equipment, however, that has been paused by COVID. All of this (the lab at HQ, the loaner kit program) is built on the interest from libraries and the success of the LitLab at TBC. GPLS took items with the most interest and developed kits so libraries could interact with them all year long.		
Allow IT staff from across the state to connect and establish contacts, collaborate and share expertise across various channels.	Collaboration, knowledge sharing, and networking is provided across these programs/platforms: TBC, Mailing lists, Discord server (developed for remote TBC during COVID and still used by library staff), Google Suite collaboration tools.		Yes
Technology Education for Libraries	*GPLS will build an outreach and education service model for continuing IT support across the state. This will include basic level technical support functions and any additional support based on consistent needs found statewide. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Conduct a statewide technology scan to identify areas of needs.	No formal scan was conducted, but needs were discovered through alternate methods, via regular surveys in many IT areas (makerspaces, bandwidth, wireless/wireless stats, etc.), interaction, support requests, Boot Camp discussions and Directors' meetings all inform areas of need and what scalable services GPLS pursues/deploys.		Yes
Provide staff training, exposure to emerging technologies, and programming to	Regular training is provided through efforts listed previously. Same programs as above for question: "Build out in-depth,		Yes

Target	Actual	Staff Self Evaluation	Target Met?
communicate knowledge from system staff to patrons.	hands-on workshops on emerging technologies." Due to the lack of a homogeneous nature of most emerging tech, more effort is put into exposure vs in-depth training on specific platforms. Loaner kits are designed to be used by staff and/or with the public for programming. Newly designed kits, such as one featuring virtual reality[12] are starting to shift more focus toward supporting public programming.		
Partner with IT speakers and educators, both in-house and from the broader community, to keep Georgia libraries current on the technology landscape.	Tech Boot Camp sessions and guest speakers, training programs in the GPLS Learning Center (niche academy), such as vendor-led Google Workspace training.		Yes
Deliver training and documentation through remote support and other low-cost methods.	GPLS has had a particular focus on creating recorded training recently and have been adding sessions to the learning center and the GPLS IT YouTube page. Our ISO developed a popular monthly roundtable program for our libraries that is recorded, redacted, and uploaded as well. The galibtech site contains training and support for all programs we provide. Supplemental training can also be found on the GPLS Niche Academy platform. Regularly scheduled and as-needed training is provided for services such as G Suite, Chrome, cybersecurity platforms, and IT grant/funding management.		Yes
PINES U (PINES University)	**Renamed PINES Learning Center** *PINES U is the training solution for PINES library staff and patrons, involving a combination of self-paced online tutorials, synchronous online training sessions, TED-style lecture videos and online documentation for learning in the use of the*	Yes	Yes

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[12] https://galibtech.georgialibraries.org/emerging/tech-loaner-kits/tlk-equipment/vr-virtual-fieldtrips-kit

Target	Actual	Staff Self Evaluation	Target Met?
	Evergreen software for PINES. PINES U includes specialized and targeted training for new and forthcoming technologies and topics. Timeline: Ongoing; Full Five Year Period		
Assist patrons and staff in using library software through online training mechanisms.	The PINES Learning Center hosts training modules for library staff and patrons, which have received a total of 81,043 views. The most popular are "Using the PINES Catalog", "PINES Local Administration", and "Basic Reports". Some modules are available without registering but others require registration. 883 people have registered for access. • The PINES Learning Center published its first class April 2020. • PINES staff have created 29 training modules for library staff and patrons ranging from 10 minute update videos to 3 hour self-paced certification courses. • Training modules have received a total of 81,043 views. • Most popular: Using the PINES Catalog, PINES Local Administration, Basic Reports • PINES patrons may access the "Using the PINES Catalog" and several other modules without registering, but self-registration is required to access the staff training modules. 883 people have registered for access. • Some training modules provide Continuing Education Units (CEUs) for staff upon completion. 466 CEUs have been earned.		Yes
Provide library staff with continuing education opportunities.	PINES continues to offer live training sessions as needed for library staff (primarily in person prior to the pandemic, and online during the pandemic). In the past 5 years, PINES has provided 988.25 hours of training to 4,671 registered attendees and 809.5 CEUs were issued.		Yes

Target	Actual	Staff Self Evaluation	Target Met?
Flexible Web Conferencing Services for Staff and Patron Training	*GPLS will enable public libraries to provide live online training to staff and patrons via web conferencing. GPLS will make available web conferencing software that empowers libraries to host trainings and programs for staff and the public in almost any location that has an internet connection. Timeline: Ongoing; Full Five Year Period*	Partial	Partial
Increase online training opportunities for public libraries.	GPLS has hosted WebX to give virtual training to public library staff.		Yes
Increase professional development training for library staff who work in predominantly rural areas of the state.	It is undocumented if this target was reached, but GPLS has hosted WebX to give virtual training to public library staff in all areas of the state.		Partial
Create opportunities for local library experts to provide learning-based solutions for public libraries of all sizes and locations.	It is undocumented if this target was reached, as libraries frequently invested in their own training platforms during the COVID-19 pandemic response.		Partial
Community Engagement Academy	*GPLS uses its broad resources to develop and implement community engagement strategies and activities at the local level that build awareness and use of those resources. These activities typically occur annually but will be provided as needed. Timeline: As Needed*	Yes	Yes
Develop online courses, hosted in the Georgia Learning Center, that focus on digital communications, digital presence, web content and social media.	In 2020, the Communications team created six marketing toolkits for library staff this year, which have been accessed over 900 times.		Yes
Develop statewide in-person training courses that equip librarians with the knowledge and skills to implement local communications and partnerships.	In 2020, the Communications department held 17 consultation/training sessions focused on communications and/or marketing for library staff around the state, ranging from 5 to 100 participants.		Yes

Target	Actual	Staff Self Evaluation	Target Met?
Develop an ongoing community network to allow GPLS to communicate best practices and innovative ideas statewide.	GPLS has a listserv for LIBMARKETING-L – Library Marketing and Communications and for OUTREACHEXTN-L – Outreach/Extension Services for Public Libraries. These two venues are used to build community networks.		Yes
The Georgia Learning Center	**Renamed the GPLS Learning Center** *The Georgia Learning Center members have access to a wealth of courses, training content and events for the ongoing professional development of library staff. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Develop training content that increases library staff confidence in identifying and working with changing customer needs.	The GPLS Learning Center has utilized Niche Academy, a platform for creating online tutorials. Using Niche Academy, libraries were able to create their own learning centers.		Yes
Empower library staff to better serve their customers by providing Georgia Learning Center access to Georgia's libraries.	The Niche Academy platform saw high usage during the COVID-19 library closures, as libraries could design their own specific trainings and follow staff progress as they learned from home. From February to March 2020, Niche Academy usage jumped 544%, and from March to April 2020 it increased another 175%. From FY2020 to FY2021 monthly usage increased an average of 394%.		Yes
Create a culture of learning and collaboration between libraries by sharing of documents, resources and best practices between libraries.	The ability for libraries to host their own training and share them across the nation has been a noted advantage to using the Niche Academy platform.		Yes
Increase active and registered users of the Georgia Learning Center.	Use of the GPLS Learning Center increased by at least 400% during the first months of COVID-19 library closures - the numbers have not remained that high but utilization is still strong.		Yes

Target	Actual	Staff Self Evaluation	Target Met?
Virtual Library Staff Development Day	**Renamed the Southeast Collaborative Conference** *GPLS will host a collaborative, multistate, virtual staff development day. Staff members at all levels and classifications will be invited to participate in this daylong event that covers topics that will be selected and presented by a diverse team of library continuing education agency stakeholders throughout the U.S. Timeline: Biennial*	Yes	Yes
Increase participation among Georgia libraries and other state library agencies.	It is unknown if there was an increase in participation among Georgia libraries, but the Southeast Collaborative Conference now includes South Carolina, Virginia, and North Carolina, and will add Tennessee in 2022, showing a drastic increase in participation.		Yes
Increase opportunities to share insights and best practices.	This target was met and expanded to include new information such as sanitation, virtual story times, and "returning to normal" after the COVID-19 pandemic shut down libraries and many public resources.		Yes
Develop an archive of previous materials for independent learning.	Presentations and training performed at the Southeast Collaborative Conference are hosted and shared using the Niche Academy platform.		Yes
Regional Paraprofessional Day Conference	*GPLS will host regional paraprofessional day conferences biennially. Support staff at various levels and classifications will be invited to participate in these daylong events that cover topics of interest and importance to libraries. Subject matter will be selected and the event will be coordinated with input from a diverse team of library staff throughout Georgia. Timeline: Biennial*	Partial	Partial
Provide training content that increases staff comfort in working with changing customer	This activity has not been performed since the COVID-19 pandemic began, but GPLS staff would like to host the		N/A

Target	Actual	Staff Self Evaluation	Target Met?
needs.	Paraprofessional Day Conference again.		
Create opportunities to increase collaboration and share insights and best practices across various library types.			N/A
Increase attendance and participation at regional paraprofessional conferences.			N/A
Georgia Public Libraries Catalogers' Conference	*GPLS holds a training conference for public library catalogers to support awareness of national cataloging standards. Timeline: Biennial*	Yes	Yes
Provide training on RDA (Resource Description and Access), the Dewey Decimal System and other cataloging tools.	The project manager says the training has enabled Georgia public library catalogers to be confident in navigating and using cataloging tools.		Yes
Enable public library catalogers to streamline their workflow.	Being well-informed of current cataloging standards and tools as well as communicating with colleagues has given conference participants the tools to update and restructure workflows to better serve patron access to library materials.		Yes
Assist in developing a shared support knowledge network.	Participants in the conference have created relationships with other catalogers in the state, providing them with people with whom to contact and discuss problems or new projects.		Yes

Table G 8

Community Engagement

Target	Actual	Staff Self Evaluation	Target Met?
Communications	Communications was broken out of the Community Engagement Project to its own project. *Through the external communications department GPLS collectively makes broad communication efforts by developing and implementing coordinated communications and online media programs for public libraries and their users that raises awareness of local, state and federally funded initiatives, programs and activities in Georgia's libraries, such as PINES, GALILEO, GLASS, summer reading and strategic partnerships. This effort particularly targets LSTA funding awareness in local library systems on recommendation of the previous five-year plan evaluation results. Additionally, PINES, GLASS, and Information Technology departments provide internal communication support to local library staff providing information and assistance with programs and services through websites, list-servs, newsletters, and social media outreach. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Public library staff will be able to more easily access, navigate and engage with the GPLS hosted websites, library system websites, and GPLS social media streams presence.	This target was achieved and expanded, as further explained in the targets below. With library closures due to the COVID-19 pandemic, Communications saw an overall pivot to promote online resources and a large jump in libraries and patrons utilizing digital resources. The average email "open" rate is nearly 35%, indicating excellent engagement (an average email open rate for government-related email was measured by the Mailchimp company to be 29%[13].)		Yes
Increase awareness of Georgia's public	GPLS was recognized at the "Marketer of the Year 2020" by		Yes

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[13] https://mailchimp.com/resources/email-marketing-benchmarks/

Target	Actual	Staff Self Evaluation	Target Met?
library services and programs for library users and staff.	Library Journal Magazine.[14] Marketing Grants were awarded to participating libraries to increase awareness of LSTA-funded programs (e.g., Summer Reading or PINES cards). Libraries worked with Communications project managers to create a marketing campaign and were awarded grants between $500-$1500.		
Provide Georgia public library systems with access to resources and support for hosting and maintaining websites.	Support for marketing has grown beyond the website, and GPLS provides Marketing Kits to libraries with the ability to easily add their library's logo and specific information. Topics for these Marketing kits include PINES, Summer Reading, and others. The kits average 900 accesses per year.		Yes
Publish and encourage distribution of "GPLS News," (a bimonthly, eight-page newsletter) and an online news website to highlight various GPLS and Georgia libraries' activities.	"GPLS News" was replaced by Library News: a quarterly publication, informing funders, library staff, patrons, and supporters about the value of libraries (specifically focused on LSTA program reporting). The 12-page magazine is distributed to all 411 public libraries in the state, a mailing list of library supporters, and legislators with a distribution of at least 2,000 subscribers. The Communications project managers reach out to local news agencies when a local library is being covered.		Yes
Strategic Partnerships	Strategic Partnerships was broken out of the Community Engagement Project to its own project. *Strategic partnerships aim to increase library use, educational opportunities, awareness of services, and the promotion of community engagement while saving libraries and patrons*	Yes	Yes

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[14] https://www.libraryjournal.com/story/georgia-public-library-service-empowering-libraries-marketer-of-the-year-2020

Target	Actual	Staff Self Evaluation	Target Met?
	money. GPLS strives to nurture, maintain and expand our current programs while pursuing additional partnership opportunities around the state. Timeline: Ongoing; Full Five Year Period		
Provide Georgia public libraries with access to collaborative and innovative outreach programs and support resources.	GPLS has partnerships with 29 organizations from sports teams to metropolitan nonprofits, to entire departments in state government. These partnerships include reading incentive programs, free passes, and banner exhibits.		Yes
Promote awareness of GPLS and partner organizations and programs at statewide events, conferences and conventions.	Strategic Partnerships promoted awareness of their services at 15 events, conferences, or conventions in 2018, 2019, and 2021.		Yes
Aid libraries in establishing and pinpointing local collaborative partnerships within their communities.	Strategic Partnerships presented at 6 different library or library system staff training days in 2019 and 2020 to guide libraries in establishing local collaborative partnerships within their communities		Yes
Explore and develop library resources and services that address the needs of veterans and their families.	This target was noted by GPLS staff as being too narrow for the overall project goals. While some partnerships might want to define their goals to specific demographics, GPLS staff wanted the project to appeal to a wider range of people.		Partial
Explore and develop statewide partnerships to align public libraries, local communities and individuals with workforce development opportunities.	This target was noted by GPLS staff as being too narrow for the overall project goals. While some partnerships might want to define their goals to specific demographics, GPLS staff wanted the project to appeal to a wider range of people.		Partial

Table G 9

Research and Statistics

Target	Actual	Staff Self Evaluation	Target Met?
Georgia's Public Library Statistical Program	*The GPLS Statistical Program provides a state data coordinator to collect, analyze and publish public library and state library agency statistics for use at national, state and local levels of government to reflect improvement of library management and services in Georgia's public libraries. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Provide meaningful outreach and training on public library statistics.	Prior to the COVID-19 pandemic, the Research and Statistics manager would travel to do in-person training. During the COVID-19 pandemic safety measures, the manager has switched to more targeted online training (e.g., programming, financial information, documents, etc.).		Yes
Improve annual reporting compliance among Georgia library systems.	Compliance with annual report requirements has improved during this time period. For library directors that are new to the process, the Research and Statistics manager has specific training.		Yes
Encourage public libraries to use and increase use of statistical data and methods with stakeholders.	The manager of this project noted that libraries are becoming more comfortable with using data, and as that comfort grows, they are more likely to use data methods with stakeholders.		Yes
Deliver a wide variety of statistical references and resources.	GPLS provides many statistics references and resources at their website: https://georgialibraries.org/statistics/. This includes infographics of GPLS-specific data, current looks, and a link to the Public Libraries Survey and Data Report.		Yes

Table G 10

Professional Library and Administrative Services

Target	Actual	Staff Self Evaluation	Target Met?
Professional Collection, State Library	*The professional collection, the state library agency's library, makes accessible and circulates the broadest scope of materials that are pertinent to library and information services practitioners in Georgia. Timeline: Ongoing; Full Five Year Period*	Partial	Partial
Increase total PINES and WorldShare Interlibrary Loan circulation.	This target was not met. Despite the increased demand for professional development materials during library closures, the circulation for the Professional Collection was restricted by health considerations from the COVID-19 pandemic.		Partial
Increase awareness of the collection to the broader library community.	This target was not met, though GPLS had a consultant working on the project's concerns prior to the COVID-19 pandemic.		Partial
Provide access to the most current materials in the field in a variety of formats and in a timely manner.			Yes
LSTA Administration	*LSTA administration provides guidance, training and resources for LSTA-funded programs, while assisting departments with budget planning methods, program reports, financial reporting and compliance standards for the LSTA program. Timeline: Ongoing; Full Five Year Period*	Yes	Yes
Complete annual and biannual LSTA-required reports.	State Librarian Julie Walker confirmed that this target was met and continues to be met through regular, ongoing collaborative work at GPLS.		Yes
Provide assistance and support to project directors with financial management, reports	State Librarian Julie Walker confirmed that this target was met and continues to be met through regular, ongoing collaborative		Yes

Target	Actual	Staff Self Evaluation	Target Met?
and planning.	work at GPLS.		
Coordinate with departments to ensure increased statewide awareness of LSTA-funded programming.	State Librarian Julie Walker confirmed that this target was met and continues to be met through regular, ongoing collaborative work at GPLS.		Yes
Maintain the LSTA Five-Year Plan Database of target metrics, as well as annual Five-Year Plan follow-up assessments.	State Librarian Julie Walker confirmed that this target was met and continues to be met through regular, ongoing collaborative work at GPLS.		Yes

Table G 11

Appendix H: Strategic Partnerships Additional Information

From an email from Dustin Landrum, Director of Strategic Partnerships on Thursday February 10, 2022

Promote awareness of GPLS and partner organizations and programs at statewide events, conferences, and conventions:

- Association of County Commissioners of Georgia (ACCG) Annual Conference as an exhibitor for library outreach - 2018, 2019, 2021
- Georgia Municipal Association (GMA) Annual Conference as an exhibitor for library outreach - 2018, 2019, 2021
- Georgia Association of Museums Annual Conference as an exhibitor for library outreach - 2018 (presented as well), 2019, 2022
- Georgia Library Conference as an exhibitor for library outreach and awareness - 2018, 2019 (presented as well)
- Society of Georgia Archivist Annual Conference as an exhibitor for library outreach - 2019
- American Library Association Annual Conference as a presenter alongside Colorado State Libraries in 2018
- National Book Festival as a Georgia representative for the Parade of States - 2018, 2019

Aid libraries in establishing and pinpointing local collaborative partnerships within their communities:

- Okefenokee Regional Library System staff training day - 2020
- Catoosa County Library staff training day - 2019
- Northwest Georgia Regional Library System staff training day - 2019
- Clayton County Library System staff training day - 2019
- Azalea Regional Library System staff training day - 2019
- Bartow County Library System staff training day - 2019

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

The data I collect is used in two different ways. I use it to inform current partners on the status of our specific partnership--circulation data for passes, locations visited for exhibits, etc. And I use it to draw in potential partners. When I can point to the success of a particular partnership program that could be of benefit to their organization, it goes a long way towards their involvement with GPLS and public libraries. I like to show them that not only can we do what is already established but these successes also give us the opportunity to take a program one step further or to implement something entirely new.

Purpose Number 4 of LSTA is to "develop public and private partnerships with other agencies and community-based organizations" and I have definitely taken that to heart. Fortunately, GPLS was ahead of the game when this became a goal, if not requirement, of LSTA funded programs. Since taking over Strategic Partnerships in 2017, I have developed 21 partnership programs, seven of them are with museums in Georgia. Here is a list of the on-going GPLS partners:

1. Atlanta Hawks - 2005
2. Georgia State Parks and Historic Sites - 2008
3. Zoo Atlanta - 2011
4. Go Fish Education Center - 2012
5. Center for Puppetry Arts - 2013
6. Georgia Farm Bureau/Georgia Foundation for Agriculture - 2016
7. Michael C. Carlos Museum - 2016
8. Atlanta Gladiators - 2017
9. Second Wind Dreams - 2017
10. Georgia Department of Human Services - 2017
11. Museum of History and Holocaust Education at KSU - 2018
12. Georgia Public Broadcasting - 2018
13. Georgia Aquarium - 2018
14. Fox Theatre Institute - 2019
15. Breman Museum - 2019
16. Georgia Sports Hall of Fame/Tubman Museum/Museum of Arts and Sciences, Macon - 2019
17. Chattahoochee Nature Center - 2019
18. Georgia Student Finance Commission - 2019
19. Georgia Peanut Commission - 2020
20. Stuart A. Rose Manuscript, Archive, and Rare Book Library - 2020
21. Alzheimer's Association, Georgia - 2021
22. Georgia Commission on the Holocaust - 2021
23. Synergie Works - 2021
24. Alliance Theatre - 2021

Appendix I: Select PINES Statistics

PINES	2018	2019	2020	2021
Annual Circulation	16,491,357	15,774,409	11,432,529	8,978,718
IntraPINES Loans	689,930	759,323	658,853	702,494
Total Items	10,858,768	10,782,097	10,637,907	10,358,811
Total Patrons	1,921,149	1,944,436	1,952,551	1,928,906
Total New Library Cards Issued	186,012	153,147	158,264	171,123
PINES Costs				
PINES Budget	$2,017,477	$1,862,680	*	*
# items moved via courier	1,560,597	1,706,474	1,393,885	*
Costs of courier per item	0.32	0.51	*	*
Cost of courier service	$499,391	$870,302	*	*
Cost of ILS	$1,518,086	$992,378	*	*

Table I 1

*Information not available upon publication of LSTA Assessment

Appendix J: Additional Information

Below is a crosswalk of the GPLS LSTA Goals as outlined in the Five-Year Plan.

GPLS GOAL: Serve as trusted advisers to the library community.

IMLS Focal Areas Supported by GPLS Goal	IMLS Intents Supported by GPLS Goal	Projects Fulfilling these Goals and Intents
Information Access	a) Improve users' ability to discover information resources b) Improve users' ability to obtain and/or use information resources	PINES; Resource Sharing; IT Management (Internal and External Support, Broadband Upgrade, Outreach and Education); Youth Services; Professional Libraries, Administrative Services
Institutional Capacity	a) Improve the library workforce b) Improve the library's physical and technological infrastructure c) Improve library operations	PINES; Resource Sharing; IT Management (Internal and External Support, Broadband Upgrade, Outreach and Education); Continuing Education, Statistical Program, Professional Libraries, Administrative Services
Lifelong Learning	a) Improve users' formal education b) Improve users' general knowledge and skills	Resource Sharing; IT Management (Outreach and Education); Youth Services; Continuing Education; Professional Libraries, Administrative Services
Civic Engagement	a) Improve users' ability to participate in their community b) Improve users' ability to participate in community conversations around topics of concern	Youth Services; Continuing Education; Research and Statistics
Human Services	b) Improve users' ability to apply information that furthers their personal or family health and wellness c) Improve users' ability to apply information that furthers their parenting and family skills	Resource Sharing; Youth Services
Economic and Employment Development	a) Improve users' ability to use resources and apply information for employment support b) Improve users' ability to use and apply business resources	Resource Sharing; Continuing Education;

Table J 1

GPLS GOAL: Develop a supportive community for Georgia's public libraries.

IMLS Focal Areas Supported by GPLS Goal	IMLS Intents Supported by GPLS Goal	Projects Fulfilling these Goals and Intents
Information Access	a) Improve users' ability to discover information resources b) Improve users' ability to obtain and/or use information resources	PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; GLASS; Youth Services; Community Engagement; Professional Libraries and Administrative Services
Institutional Capacity	a) Improve the library workforce b) Improve the library's physical and technological infrastructure c) Improve library operations	PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; Continuing Education; Research and Statistics; Professional Libraries and Administrative Services
Lifelong Learning	a) Improve users' formal education b) Improve users' general knowledge and skills	Resource Sharing; IT MANAGEMENT – IT Outreach & Education; GLASS; Youth Services; Continuing Education; Professional Libraries and Administrative Services
Civic Engagement	a) Improve users' ability to participate in their community b) Improve users' ability to participate in community conversations around topics of concern	GLASS; Youth Services; Continuing Education; Community Engagement; Research and Statistics
Human Services	a) Improve users' ability to apply information that furthers their personal, family, or household finances b) Improve users' ability to apply information that furthers their personal or family health and wellness c) Improve users' ability to apply information that furthers their parenting and family skills	GLASS; Youth Services
Economic and Employment Development	a) Improve users' ability to use resources and apply information for employment support b) Improve users' ability to use and apply business resources	Resource Sharing; Continuing Education

Table J 2

GPLS GOAL: Ensure equal access to information and technology.

IMLS Focal Areas Supported by GPLS Goal	IMLS Intents Supported by GPLS Goal	Projects Fulfilling these Goals and Intents
Information Access	a) Improve users' ability to discover information resources b) Improve users' ability to obtain and/or use information resources	PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; GLASS; Youth Services; Community Engagement; Professional Libraries and Administrative Services
Institutional Capacity	a) Improve the library workforce b) Improve the library's physical and technological infrastructure c) Improve library operations	PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; Continuing Education; Research and Statistics; Professional Libraries and Administrative Services
Lifelong Learning	a) Improve users' formal education b) Improve users' general knowledge and skills	Resource Sharing; IT MANAGEMENT – IT Outreach & Education; GLASS; Youth Services; Continuing Education; Professional Libraries and Administrative Services
Civic Engagement	a) Improve users' ability to participate in their community b) Improve users' ability to participate in community conversations around topics of concern	GLASS; Youth Services; Continuing Education; Community Engagement; Research and Statistics
Human Services	a) Improve users' ability to apply information that furthers their personal, family, or household finances b) Improve users' ability to apply information that furthers their personal or family health and wellness c) Improve users' ability to apply information that furthers their parenting and family skills	GLASS; Youth Services
Economic and Employment Development	a) Improve users' ability to use resources and apply information for employment support b) Improve users' ability to use and apply business resources	Resource Sharing; Continuing Education

Table J 3

GPLS GOAL: Foster a culture of learning statewide.

IMLS Focal Areas Supported by GPLS Goal	IMLS Intents Supported by GPLS Goal	Projects Fulfilling these Goals and Intents
Information Access	a) Improve users' ability to discover information resources b) Improve users' ability to obtain and/or use information resources	PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; GLASS; Youth Services; Community Engagement
Institutional Capacity	a) Improve the library workforce b) Improve the library's physical and technological infrastructure c) Improve library operations	PINES; Resource Sharing; IT MANAGEMENT – GPLS IT Support – Internal & External; IT MANAGEMENT – Broadband Upgrade & Ongoing Support; IT MANAGEMENT – IT Outreach & Education; Continuing Education; Research and Statistics
Lifelong Learning	a) Improve users' formal education b) Improve users' general knowledge and skills	Resource Sharing; IT MANAGEMENT – IT Outreach & Education; GLASS; Youth Services; Continuing Education
Civic Engagement	a) Improve users' ability to participate in their community b) Improve users' ability to participate in community conversations around topics of concern	GLASS; Youth Services; Continuing Education; Community Engagement; Research and Statistics
Human Services	a) Improve users' ability to apply information that furthers their personal, family, or household finances b) Improve users' ability to apply information that furthers their personal or family health and wellness c) Improve users' ability to apply information that furthers their parenting and family skills	GLASS; Youth Services
Economic and Employment Development	a) Improve users' ability to use resources and apply information for employment support b) Improve users' ability to use and apply business resources	Resource Sharing; Continuing Education

Table J 4