Indiana State Library

Library Services and Technology Act (LSTA)
Grants to States Program Implementation Evaluation
Federal Fiscal Year 2018 - Federal Fiscal Year 2022

Evaluators:
Martha Kyrillidou, Ph.D.
William Wilson, M.L.S.
Athena Salaba, Ph.D.

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EVALUATION SUMMARY

Summary Introduction

Given Indiana's population of 6,785,528[1], the state's annual Library Services and Technology Act (LSTA) Grants to States[2] program allotment from the Institute of Museum and Library Services (IMLS) of approximately $ 3.3[3] million per year translates into $ 0.49[4] per person on an annual basis. LSTA funds alone are inadequate to meet the library and information needs of Indiana's approximately 6.8 million residents. The Indiana State Library's challenge is to find ways to make $ 0.49 per person transformative in terms of library services; to leverage a relatively small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of high-quality library and information services.

There are three goal statements in the Indiana State Library's (ISL) plan entitled ***LSTA Five Year Plan 2018-2022***. They are:

GOAL 1: INFORMATION ACCESS: *The Indiana State Library will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective technology, telecommunications, and resources.*

GOAL 2: INSTITUTIONAL CAPACITY: *The Indiana State Library will improve the capacity of libraries through professional development and leadership training opportunities and grants for technology.*

GOAL 3: ENHANCED SERVICES: *The Indiana State Library will aid libraries in improving services to Indiana residents, including services that support lifelong learning and human services.*

Retrospective Question A-1 Summary

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?

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[1] United States Census Bureau, Decennial Census (April 1, 2020)
[2] The report will refer to the Library Services and Technology Act Grants to States program simply as LSTA throughout this report
[3] Four year LSTA Grants to States allotment average ((FFY [Federal Fiscal Year] 2018 State Allotment + FFY 2019 State Allotment + FFY 2020 State Allotment + FFY 2021 State Allotment) / 4)
[4] Four year LSTA Grants to States allotment average / United States Census Bureau Decennial Census (April 1, 2020)

Indiana Indiana State Library's LSTA Five-Year Plan 2018-2022 (hereafter, ISL 2018-2022 LSTA Plan) is very straightforward. The Plan presents three action-oriented goals. Each states that the Indiana State Library WILL do something. The first goal says that ISL will provide certain things; the second states it will improve the capacity of libraries to serve; the third goal is again about improvement, but makes a closer connection between assisting libraries and what that means for real people. The ISL 2018-2022 LSTA Plan offers few measurable objectives. For the most part, the evaluation that follows centers on whether or not ISL did what it said it was going to do.

Agency's Internal Assessment and Evaluators' Assessment

As part of the assessment process, the evaluators asked the Indiana State Librarian, the Indiana State Library's LSTA Coordinator and other key staff identified by the State Librarian to offer their joint appraisal of progress their agency had made toward achieving each of the three goals included in the ISL 2018-2022 LSTA Plan. The evaluators prefaced their request for this internal assessment by noting the fact that the state was only three years into the implementation of the Five-Year Plan. Consequently, it was acknowledged that it was unlikely that any of the goals would be completely or finally achieved.

Table 1 offers a summary of both the Indiana State Library's internal assessment and the evaluators' conclusions.

Table 1 - Indiana State Library's and Evaluators' Assessment of Achievement		
GOAL	**Indiana State Library's Internal Assessment**	**Evaluators' Assessment**
GOAL 1: INFORMATION ACCESS: **The Indiana State Library will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective technology, telecommunications, and resources.**	Achieved	Achieved
GOAL 2: INSTITUTIONAL CAPACITY: **The Indiana State Library will improve the capacity of libraries through professional development and leadership training opportunities and grants for technology.**	Achieved	Achieved
GOAL 3: ENHANCED SERVICES: **The Indiana State Library will aid libraries in improving services to Indiana residents, including services that support lifelong learning and human services.**	Achieved	Achieved

Summary of Indiana Expenditures for FFY2018-FFY2020

Goal	Goal Title	Expenditures	Percentage
Goal 1	Information Access	$7,571,730.19	77.07%
Goal 2	Institutional Capacity	$260,771.23	2.65%
Goal 3	Enhanced Services	$1,598,656.66	16.27%
	LSTA PROGRAM ADMINISTRATION	$392,964.92	4.00%
		$9,824,123.00	**100.00%**

Evaluators' Goal 1 Summary

INFORMATION ACCESS: **The Indiana State Library will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective technology, telecommunications, and resources.**

Indiana devoted more than three-quarters (77.07%) of its total LSTA allotment for the FFY 2018 - FFY 2020 to projects designed to further Goal 1. Most of these funds were expended on six direct grants, that is, projects carried out by ISL itself. Although these projects were unified by virtue of pursuing a singular goal, they were quite diverse in terms of the strategies employed to afford all Hoosiers with access to information. For example, through the *INSPIRE* project, Indiana offered state residents direct access to high quality information resources in the form of an extensive suite of databases. The Statewide Remote Circulation System (SRCS) funded under the *Innovative Library Grants* project facilitated interlibrary loan by providing Indiana residents and libraries with a powerful search tool that enabled them to search the resources held by nearly two-hundred (194) libraries. The Indiana Memory Statewide Project and more than thirty (33) digitization subgrants ensured that the state's historical record is available today and will be for future generations. In short, ISL has taken an effective multi-faceted approach to information access that manages to fulfill the promise of Goal 1 for residents of the state who live in its large cities and in its rural areas. The evaluators believe that the evidence clearly indicates that the Indiana State Library has ***ACHIEVED*** Goal 1.

Evaluators' Goal 2 Summary

INSTITUTIONAL CAPACITY: **The Indiana State Library will improve the capacity of libraries through professional development and leadership training opportunities and grants for technology.**

Although the technology infrastructure portion of Goal 2 was very small, the staff development effort clearly addresses Goal 2 (Institutional Capacity) successfully. The multi-faceted approach to professional development reflects the complexity of serving libraries ranging from small rural public and school libraries to large urban public libraries and academic institutions. It should also be noted that ISL's staff development/institutional capacity work is not limited to Goal 2. Extensive training and technical assistance is available to institutions undertaking digitization efforts (see Goal 1) and specific awareness and skills training is integrated with Children's

Literacy efforts under Goal 3. Based on this evidence, the evaluators conclude that Indiana State Library has **ACHIEVED** Goal 2.

Evaluators' Goal 3 Summary

ENHANCED SERVICES: **The Indiana State Library will aid libraries in improving services to Indiana residents, including services that support lifelong learning and human services.**

Three very different sets of projects - Library Services for the Blind and Physically Handicapped Individuals, Indiana Children's Literacy Statewide Project, and Goal 3 Technology Subgrants each contributed to the Enhanced Services Goal in different ways. The Talking Book and Braille Library provided print disabled individuals with opportunities to pursue their lifelong learning goals as well as to satisfy their desire for recreational reading. The Children's Literacy project both directly and indirectly contributed to Enhanced Services by providing Collaborative Summer Library Program (CSLP) materials as well as a wealth of professional development opportunities. Finally, the Goal 3 Technology Subgrants offered assistance to libraries "where the rubber meets the road," - in libraries as they interact with end users. Based on the success of these projects, the evaluators conclude that Indiana State Library has **ACHIEVED** Goal 3.

Retrospective Question A-2 Summary

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

The Indiana State Library's implementation of the LSTA Grants to States program for the period FFY 2018 - FFY 2020 involved both direct grants (projects carried out by ISL directly; Appendix L) and subgrants (grants awarded to other entities to carry out projects). There were a total of ten (10) distinct direct grants. All of these projects were repeated each of the three years. Seven of the direct grants fell under Goal 1 and all of these projects were associated with the Measuring Success Information Access focal area. There was only one direct grant under Goal 2 and it maps to the Institutional Capacity focal area. The two direct grants logged into the SPR under Goal 3 addressed separate focal areas. One focused on Information Access and the other on Institutional Capacity. In short, eight of the ten direct grant projects fell under the Information Access focal area; the remaining two projects addressed Institutional Capacity.

When all direct and subgrants are considered, over ninety percent (90.04%) of LSTA expenditures for the three year period were devoted to projects identified as being focused on Information Access. Almost five percent (4.88%) of project expenditures address Institutional Capacity and a bit over one percent (1.09%) fall in the Lifelong Learning category.

From the financial perspective, the "Improve users' ability to discover information resources" intent accounts for the greatest expenditure; however, when the number of grants is examined

(including the many subgrants), the "Improve users' ability to obtain and/or use information resources" intent emerges as being of considerable importance. A total of thirty-five subgrants were identified in the SPR serving the "obtain and/or use information" intent. The larger grants tend toward discovering information while the smaller subgrants tend to be less about the tools to find information and more about working with people to help them use information resources.

Retrospective Question A-3 Summary

A-3. Did any of the groups identified by IMLS represent a substantial focus for ISL's Five-Year Plan activities? (Yes/No)

Only one project, *Library Services for Blind and Physically Handicapped Individuals*, which is Indiana's implementation of the Library of Congress' National Library Service for the Blind and Print Diabled program, qualifies as being a substantial focus on the basis of percentage of expenditure (10%) specified by IMLS in the evaluation guidelines. While many relatively small subgrant projects undertaken by ISL have had significant impacts on the specifically identified groups, the majority of LSTA funding is used to support projects that serve the general population. Efforts targeting the identified groups with the exception of individuals with disabilities fall substantially below the ten percent (10%) expenditure threshold. The Indiana Library Services for Blind and Physically Handicapped Individuals accounts for 11.55% of LSTA program expenditures in the period that includes FFY 2018, FFY 2019, and FFY 2020 and reaches several categories of individuals with disabling conditions. Primary among these categories are individuals with visual impairments; however recent changes expanding eligibility and streamlining the certification process have resulted in additional clients with other print and reading disabilities.

Process Questions B-1, B-2, and B-3 Summary

SPR data is used to adjust and refine programs and to make decisions regarding priorities among projects; no amendments were made to the ISL 2018-2022 LSTA Plan; these data were shared with the evaluators.

Methodology Questions C-1, C-2, C-3, and C-4 Summary

QualityMetrics, LLC, deployed multi-faceted and rigorous mixed methods protocols. Data gathering included: (a) interviews with agency staff members; (b) interviews with project managers of various SPR-reported projects and activities; (c) focus group discussions with project teams; (d) focus group discussions with project and activity beneficiaries; and (e) responses to a broad-based short survey for library staff and stakeholders with some knowledge of and engagement with LSTA-funded activities; this survey primarily collected qualitative contextual information about past activities and future needs. Triangulation and shared working environments enhanced the quality of the evaluation. The completed evaluation will be posted in full on the Indiana State Library website. It will also be posted on the IMLS website and IMLS will make the broader library community aware of the fact that LSTA evaluations for all states are available there.

EVALUATION REPORT

Evaluation Introduction

The 2019 Public Libraries Survey (PLS) reported that Indiana had a total of 236 public library jurisdictions employing 1,526.94 full-time equivalent (FTE) staff categorized as librarians

(999.51 FTE are reported as having an American Library Association [ALA] accredited Master's degree). The Academic Libraries Survey (ALS) reported that 57 institutions of higher education employ 582.61 FTE librarians. According to the National Center for Educational Statistics' (NCES) Elementary/Secondary Information System (EISi), Indiana's 429 public school districts employ 596.54 full-time librarians.

Public Library Outlets by Locale

Rural	Town	Suburb	City
38%	27%	16%	19%

The reported total of all public library staff is 4,462 FTE. These individuals work in 454 public library outlets (main libraries, branches, and bookmobiles). Approximately thirty-eight percent (38%) of library outlets in Indiana are in communities that the U.S. Census Bureau categorizes as being rural in nature. Nearly one-fifth (19%) of public library outlets are in areas classified as city settings and another sixteen percent are categorized as being in suburban locations (a total of 35% if city and suburban are added together) (see also Appendix K). This relative balance of 38% rural, 35% urban and suburban combined and 27% (areas categorized as towns) falling in between is quite unusual among the states and it presents an interesting challenge for the Indiana State Library (ISL). While it can be argued that all libraries in all settings share some needs, the nature of a library's locale and of its service population generate unique issues that must be confronted in order for a library to be successful. Strategically applying its limited resources to benefit all library users is particularly difficult for the Indiana State Library.

Given Indiana's population of 6,785,528[5], the state's annual Library Services and Technology Act (LSTA) Grants to States[6] program allotment from the Institute of Museum and Library Services (IMLS) of approximately $ 3.3[7] million per year translates into $ 0.49[8] per person on an annual basis. LSTA funds alone are inadequate to meet the library and information needs of Indiana's approximately 6.8 million residents. The Indiana State Library's challenge is to find ways to make $ 0.49 per person transformative in terms of library services; to leverage a

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[5] United States Census Bureau, Decennial Census (April 1, 2020)
[6] The report will refer to the Library Services and Technology Act Grants to States program simply as LSTA throughout this report
[7] Four year LSTA Grants to States allotment average ((FFY [Federal Fiscal Year] 2018 State Allotment + FFY 2019 State Allotment + FFY 2020 State Allotment + FFY 2021 State Allotment) / 4)
[8] Four year LSTA Grants to States allotment average / United States Census Bureau Decennial Census (April 1, 2020)

relatively small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of high-quality library and information services that benefit Hoosiers living in big cities, on farms, or somewhere in between.

There are three goal statements in the Indiana State Library's plan entitled *LSTA Five Year Plan 2018-2022*. Each of the goals is stated below and LSTA-funded activities carried out in support of the goal are described (Appendix H lists detailed expenditures). Finally, the evaluators' assessment of whether each goal has been achieved, partially achieved, or not achieved is presented.

Goal 1 Retrospective Assessment

GOAL 1: INFORMATION ACCESS: The Indiana State Library will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective technology, telecommunications, and resources.

Goal 1 Description and Discussion

Following is a description of how ISL Goal 1 seeks to provide "up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective technology, telecommunications, and resources."[9]

Following are the titles of the Projects and Groupings of Projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 1.

Goal 1 Projects & Expenditures			
PROJECT TITLE/ Activities	**THREE YEAR (2018-2020) EXPENDITURE TOTAL**	**PERCENTAGE EXPENDITURE WITHIN GOAL**	**PERCENTAGE EXPENDITURE TOTAL**
Innovative Library Project Grants	$ 2,028,200.78	26.79%	20.65%
INSPIRE (Indiana Virtual Library) Databases	$ 1,726,904.38	22.81%	17.58%
Resource Sharing: Evergreen Indiana Integrated Library System	$ 1,429,729.33	18.88%	14.55%
Indiana Virtual Catalog	$ 926,120.81	12.23%	9.43%
State Data Center	$ 531,484.62	7.02%	5.41%
Indiana Memory Statewide Project	$ 474,778.08	6.27%	4.83%
LSTA Public Awareness Initiatives	$ 24,592.42	0.32%	0.25%

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[9] Indiana State Library LSTA Five-Year Plan for Years 2018-2022

Goal 1 Digitization Subgrants (33)	$ 287,032.13	3.79%	2.92%
Goal 1 Technology Subgrants (21)	$ 142,887.64	1.89%	1.45%
TOTAL	**$ 7,571,730.19**	**100.00%**	**77.07%**

Goal 1 expenditures represent 77.07% of Indiana's total LSTA allotment for the FFY 2018 – FFY 2020 period. These expenditures cover seven direct projects and two groups of subgrants. Innovative Library Project Grants account for 26.79% of Goal 1 funding over the three-year period. INSPIRE (Indiana Virtual Library) Databases account for 22.81% of Goal 1 funding over the three-year period. Resource Sharing: Evergreen Indiana Integrated Library System accounts for 18.88% of Goal 1 funding over the three-year period. The Indiana Virtual Catalog project accounts for 12.23%, while the State Data Center accounts for 7.02% of Goal 1 funding over the three-year period. The Indiana Memory Statewide Project accounts for 6.27% and the LSTA Public Awareness Initiatives account for 0.32% of Goal 1 funding over the three-year period. Thirty-three (33) Digitization subgrants account for 3.79% of Goal 1 funding over the three-year period. Last, twenty-one Technology subgrants account for 1.89% of Goal 1 funding over the three-year period.

Innovative Library Project Grants

This project provides the primary funding for Indiana's unmediated interlibrary loan system, which is known as the Statewide Remote Circulation System (SRCS). The system was designed to replace the mediated Indiana Share system. LSTA Grants to States funding has been devoted to this system since its planning in 2015 and its launch in 2016. The system, based on Auto-Graphics' SHAREit platform, significantly increased overall interlibrary loan activity in the state and reduced the number of mediated interlibrary loan transactions.

Participating libraries include both public and academic libraries as well as two special/other libraries. The SRCS system enables the location of bibliographic records for materials held by libraries using a large variety of different ILS systems. Included among the holdings are Evergreen Indiana participants.

The SRCS system reached its high point in terms of interlibrary loan transactions in 2018 with almost seventy-five thousand (74,416) unmediated loans facilitated. This number dropped significantly for the FFY 2019 funding cycle (which included the peak period of pandemic-related library closures). Transactions rebounded somewhat for the FFY 2020 funding cycle.

The Innovative Library Project Grant also supports the InfoExpress courier delivery system that moves interlibrary loan materials among libraries at no direct cost to the institutions. The combination of providing a robust discovery tool and a delivery system has enabled many Indiana libraries, especially small ones, to participate in and benefit from interlibrary loan for the first time.

Statewide Remote Circulation System	FFY 2018	FFY 2019	FFY 2020	AVERAGE
Number of Libraries Participating	237	192	194	208
Total Number of ILL Transactions	74,416	53,532	57,258	61,735
Fill Rate	74%	72%	82%	77%

In response to the evaluators' survey question on which LSTA-supported program had the greatest impact on their library and on the people their library serves, a number of respondents identified the SRCS system. A sample of respondent comments include:

- *"I think SRCS has had the biggest impact on our library. Being a smaller library, it is great to be able to provide our patrons with options to be able to access other materials that we might not necessarily be able to carry."*
- *"SRCS and INSPIRE are both widely used by our patrons, one behind the scenes on their behalf and one in classrooms and at home."*
- *"SRCS is an integral way of getting materials to our patrons."*

The combination of the SRCS system and the InfoExpress courier has played a vital role in leveling the Indiana libraries playing field. Indiana residents living in communities of every size are able to access resources that go far beyond the scope of their local libraries.

INSPIRE (Indiana Virtual Library) Databases
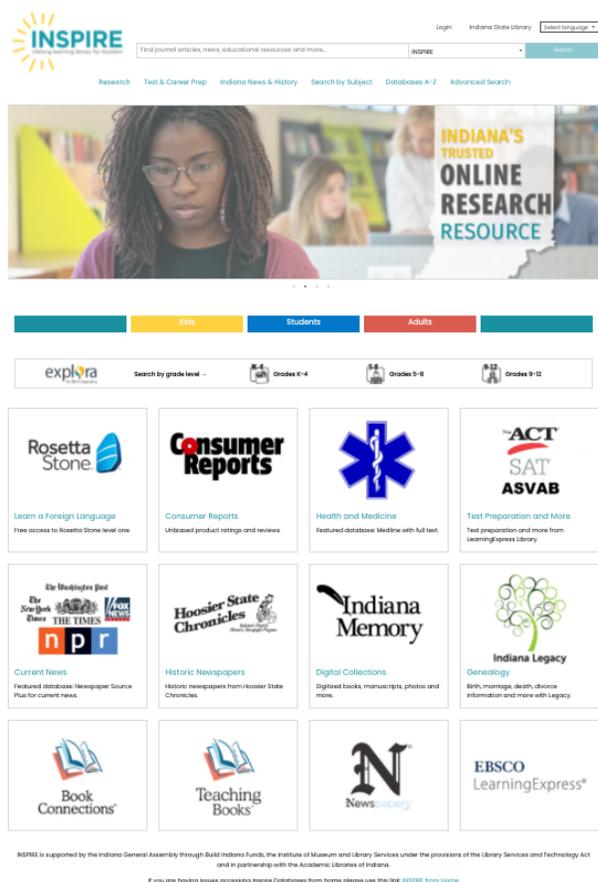
For many years, Indiana has offered its residents a full range of online databases. Primary funding for the databases has come through the LSTA Grants to States program. Using IP addresses as the primary mechanism for authentication, all Hoosiers have 24/7 access to high-quality electronic materials useful for research, educational/ schoolwork, lifelong learning pursuits, as well as business and employment purposes.

The INSPIRE website homepage (https://inspire.in.gov/) serves as a portal to a rich array of digital content including a suite of EBSCO databases as well as access to other valuable resources such as the Indiana Memory project, Hoosier State Chronicles (digital images of historical Indiana newspapers), genealogy tools and popular services such as Rosetta Stone and LearningExpress Library.

Although INSPIRE has a long history, it has not been static. During the course of the three years included in this evaluation, a shift in vendors was made, moving from a set of Gale/Cengage products to EBSCO. An INSPIRE Advisory Committee (IAC) composed of librarians from different types and sizes of libraries, citizen representation, and the State Librarian offers counsel on the operations, delivery, and marketing of INSPIRE. They last advised in 2020 and subsequently folded into the Resource Sharing Committee, which meets every other month.

A review of INSPIRE statistics clearly demonstrates that the COVID-19 pandemic triggered a decline in database usage. Unfortunately, the shift of database providers also took place exactly at the time that the pandemic was unfolding, which may have further depressed usage since users were faced with new products and interfaces in the midst of all of the unpredictability brought on by the health crises. There are some indications that usage is beginning to recover and ISL is now monitoring INSPIRE usage carefully as it considers next steps.
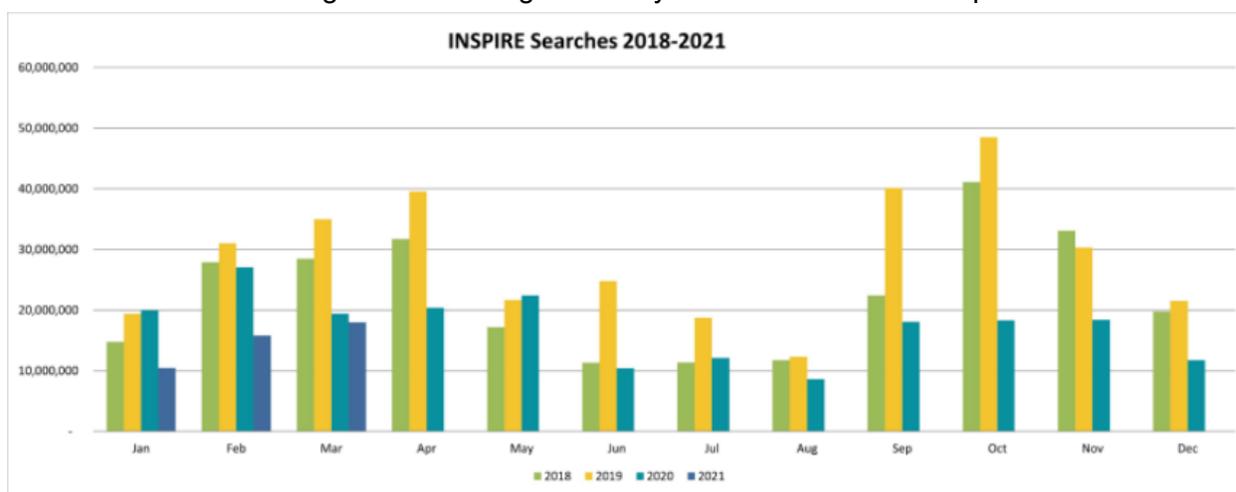
INSPIRE (Indiana Virtual Library) Databases	FFY 2018	FFY 2019	FFY 2020	TOTAL/AVERAGE
Number of Searches	4,795,493	3,427,599	2,822,473	11,045,565
Number of Licensed Databases Provided	88	86	86	86

In spite of the recent decline in usage, INSPIRE was the top-rated project in the web survey of the library community that was conducted by the evaluators in December 2021 and January 2022. In response to a question asking which LSTA-supported program had the greatest impact on their library and on the people their library serves, a majority of participants selected INSPIRE and supported their response with the following select comments:

- *"We rely heavily on INSPIRE databases and could not, given current budget constraints, ever replace access to those resources on our own."*
- *"INSPIRE continues to be a valuable resource in connecting the library to schools and students in our community."*
- *"As a school library, the biggest impact is INSPIRE. There is no way we could afford what INSPIRE offers. INSPIRE allows students at any grade to search for information relevant to their needs. Students use INSPIRE for their research at the high school level because it is easy and reliable."*

- *"INSPIRE. Even though we purchase databases directly, access to INSPIRE helps our customers across all age ranges - K-12, higher ed, adult. We are a large library system, so we rarely apply for LSTA sub-grants."*
- *"INSPIRE has the most impact on the library and our users. It offers a wide range of quality databases, giving our collection a depth and breadth we could not afford to reach on our own. Stats show our community uses the research and student focused databases most heavily, with the business and career focused ones coming in close seconds."*
- *"INSPIRE is also important as we would not be able to afford access to those databases on our own."*

In the introduction to this evaluation, the challenge of devising strategies that address the information needs of people who live in urban, suburban, rural and other settings was raised. INSPIRE is one project that bridges all of these populations in an effective way.

Resource Sharing: Evergreen Indiana Integrated Library System

Planning for what became the Evergreen Indiana Library Consortium started in 2007 when a group of twenty (20) libraries in central Indiana, along with the Indiana State Library, began exploring the formation of a consortium to provide an affordable, standards-based integrated library system. By the end of 2008, with the help of the Indiana State Library and LSTA funding, fifteen (15) of the twenty libraries serving approximately 190,000 total patrons went live. For purposes of this assessment, the evaluators are treating the Resource Sharing: Evergreen Indiana Integrated Library System project as a "direct grant." In fact, the Evergreen Indiana Library Consortium is an independent membership organization, comprising more than one-hundred libraries. Most of the member libraries are small and medium-sized public libraries; however, the group also includes a few school corporations (districts) and the Indiana State Library itself.

The Evergreen Indiana Consortium is governed by a Council representing its members. The State Librarian serves on the Council as a non-voting member. It is important to note that ISL and LSTA funds have been absolutely crucial to both the formation of and the ongoing viability of the Consortium. The services provided by the State Library include purchasing and maintaining the central servers, personnel costs in operating the system, training, software development, data conversion, and other related expenses.

The need for and the benefits of the Consortium are clear. Evergreen is now the ILS relied upon by more than more than one-million of Indiana's 6.8 million residents. The Evergreen catalog now includes more than 7.6 million holdings and accounts for the circulation of more than six million items per year. Furthermore, Evergreen has become a major piece of Indiana's resource sharing mechanism. In 2019, the number of interlibrary loan transactions facilitated by Evergreen topped one million before dropping back to three-quarters of a million (724,564) as the pandemic spread and some libraries suspended operations. The holdings of the Evergreen Indiana libraries also are key to the utility of the Statewide Remote Circulation System (SRCS) which includes more than one-hundred (100) additional libraries including a significant number of academic institutions. Finally, the Consortium has developed to involve more than just the

ILS. Evergreen now serves as a buying group to acquire other digital content, primarily through OverDrive/Libby.

Evergreen Indiana Integrated Library System (Resource sharing)	2018	2019	2020	TOTAL/AVERAGE
Total number of items circulated	9,003,406	6,177,097	6,249,641	21,430,144
Average number of items circulated / month	750,284	514,758	520,803	595,282
Total number of ILL transactions	715,511	1,073,485	724,564	2,513,560
Average number of ILL transactions / month	59,626	89,457	60,380	68,821

Evergreen was rated the second top project in the web-survey conducted by the evaluators. In response to the evaluators' survey question asking which LSTA-supported program had the greatest impact on their library and on the people their library serves, Evergreen ranked second only to the INSPIRE databases. Participants supported their response with the following select comments:

- *"Of the LSTA supported programs, the Evergreen Indiana effort greatly affects our library and the people it serves. By being a part of the consortium, our rural community has access to many more items than if we were just to use an in-house ILS. The program allows a greater variety of services and materials while saving taxpayer dollars to be allotted and spent to provide more programming and services."*
- *"We are a member of the Evergreen Indiana Consortium. It is the BEST service that we can offer our patrons--they have access to SO many more materials than we could ever provide in our library."*
- "*Evergreen! As a Class C public library we benefit, perhaps most, as a member of the Indiana Evergreen consortium. Patrons can easily place holds and borrow from ALL of the other Evergreen libraries. Additionally, since all of our neighboring public libraries are with Evergreen, patrons have the choice and convenience of using these libraries without having to get a 'non-resident' card (an almost out-dated way to use multiple public libraries). For those Indiana public libraries who may be critical of LSTA funds being allocated to Evergreen: All smaller and mid-size libraries should join for the benefit of their patrons and it is the best use of library budget funds - Evergreen's annual fee is affordable. Now that all of my neighboring public libraries are with Evergreen (as of 2018) I would add that this brings participating Evergreen libraries closer - in cooperation, communication, collaboration!"*
- *"Evergreen Indiana has by far the largest impact on our library. The savings compared to a proprietary ILS is very helpful as far as our budget, but our patrons benefit greatly from the resource sharing of Evergreen."*

The Evergreen project has continued to be a linchpin of Indiana's resource sharing strategy. It has been nothing short of transformational in allowing small and medium-sized libraries to offer 21st century library services to more than one-million Indiana residents.

Indiana Virtual Catalog

The Indiana Virtual Catalog project is one portion of Indiana's multi-faceted approach to resource sharing. This grant supports Indiana libraries' participation in the OCLC WorldCat. It

enables Indiana residents to locate over two billion informational material holdings (including approximately 1.7 billion article-level records). Through the Indiana State Library's subscription, the collections of over 200 Indiana libraries are aggregated, allowing users to search specifically for materials located within Indiana. Access to these databases helps promote the collections of Indiana libraries, increases access to information, and facilitates resource sharing. Number of searches per year and the total number during the three-year review period are shows in the following table:

Indiana Virtual Catalog	2018	2019	2020	TOTAL
Number of searches (mostly using WorldCat)	17,500	12,853	13,932	44,285

In response to the evaluators' survey question on which LSTA-supported program had the greatest impact on their library and on the people their library serves, one participant stated:

- *"The Indiana Virtual Catalog also fills in the gaps when we don't have it on the shelf or for those who embrace technology."*

The overlapping purposes of the Statewide Remote Circulation System (SRCS) and the Virtual Catalog are a bit confusing. It is clear that different categories of libraries find different value from both the SRCS model and the Virtual Catalog. ISL is in the process of gradually reducing the subsidy of FirstSearch that is provided with LSTA funds and users of this tool will soon be bearing the full cost.

State Data Center

Indiana is one of only four states in which the state library serves as the lead agency for the U.S. Census Bureau's State Data Center (SDC) program. The role of state data centers is described by the Census Bureau as follows:

- *"As the U.S. Census Bureau's premier local partner, deliver accurate and timely information; prepare and provide training and assistance; assist the bureau in achieving its mission; and foster two-way communications with the bureau on data usability, data user needs and operational issues."*

The period of time covered by this evaluation is obviously a significant one since it encompasses the preparation for, implementation of, and follow-up to the 2020 decennial census. It goes without saying that the 2020 Census process was extremely challenging. Both political issues and the pandemic meant that critical dates were altered and, in some instances, conflicting information was widely reported by the media. While the State Data Center was not a primary agency in conducting the Census, its training and public information roles became far more difficult than ever before.

One of the unique roles that the State Data Center plays is as a highly specialized reference library. For the FFY 2020 funding cycle, the Data Center dealt with 844 questions, many of them highly technical, for other state agencies and a host of partner organizations including the

Indiana Business Research Center at Indiana University's Kelley School of Business (IBRC), the Indiana Department of Workforce Development (IDWD), the Geography Educators' Network of Indiana (GENI), the Indiana Geographic Information Council (IGIC), and Indiana's Management Performance Hub. Although providing support for the State Data Center is somewhat unusual among LSTA projects, it clearly fits the purpose of Goal 1 in providing up-to-date, reliable information.

Indiana Memory Statewide Project

Indiana Memory is among the most comprehensive and mature digitization efforts undertaken by state library agencies in the United States. Its considerable success is due to the fact that the digitization of Indiana's historical record has been supported in multiple different ways over a considerable number of years. The description of the *Indiana Memory Statewide Project* uses the perfect word to capture the essence of the project. That word is leadership.

For well over a decade, ISL has positioned itself as the coordinator of historical digitization efforts in the state without undermining the work of other organizations. The highly collaborative model emerged in which more than one hundred and fifty partners (151 partners were reported in the FFY 2020 SPR), ranging from local libraries and historical societies to major museums and universities, have been actively involved in contributing content. ISL has led by supporting other entities with what they need when they need it with the extensive help of LSTA funding.

The Indiana Memory Statewide Project has provided leadership in the adoption of digitization standards, leadership in offering technical advice and training to potential partners. The project has provided a high profile platform while at the same time allowing partners to gain recognition for their contributions and efforts. In addition, LSTA funding has supported competitive

digitization grants (which are reported on separately) that have resulted in a highly accessible centralized resource for all things Indiana!

Indiana Memory now hosts over 600,000 items from 466 collections and is adding content at an astounding rate (58,167 items were digitized in 2020). It is a gateway to Indiana's history and culture found in digitized books, manuscripts, photographs, newspapers, maps, and other media. Words taken from the Indiana Memory website describe it well:

- "As a portal to the collections, Indiana Memory assists individuals to locate materials relevant to their interests and to better appreciate the connections between those materials."

The challenges facing Indiana Memory are the result of its success. Indiana serves as a Digital Public Library of America (DPLA) hub which is both exciting and challenging. The enormous size of its holdings presents long-term storage challenges and new and emerging standards for metadata interoperability call for ongoing technical expertise. It is actively pursuing solutions that will sustain its success.

Indiana has an exemplary resource that is a national treasure. This project is an essential piece of ISL's LSTA-funded Goal 1 (Information Access) implementation.

LSTA Public Awareness Initiatives

The Indiana State Library expended one quarter of one percent (0.25%) of its LSTA Grants to State allotment over the three year period on raising awareness of projects and initiatives funded with LSTA. The Indiana State Library delivered a cost-effective marketing campaign which included print and electronic materials promoting INSPIRE, Indiana's Virtual Library, which is funded in part through LSTA grants, in addition to promoting these services in professional conferences. A portion of these funds were used to underwrite the cost of ISL staff attendance at conferences where the INSPIRE databases and other services were publicized. Print materials and some communications staff costs were also included. This project amounts to a small investment to ensure that librarians, library staff, and the public are aware of ISL's federally-funded services.

Goal 1 Technology Subgrants

Indiana offers competitive technology subgrants to all types of libraries. During the time period covered by this evaluation, technology grants were awarded to public, school, academic, and special libraries (Indiana School for the Blind and Visually Impaired). The technology grants are not specifically aligned with any one of the three goals in the ISL 2018-2022 LSTA Plan; libraries could apply for technology grants that support Information Access (Goal 1), Institutional Capacity (Goal 2) or Enhanced Services (Goal 3). In fact, many, if not most, of the grants awarded could logically be placed under more than one of the goals.

The evaluators have chosen to report on technology grants under each of the goals to demonstrate that these grants do help fulfill the purpose of the goals in all three areas. The majority of the technology grants fall under either Goal 1 (21 separate grants) or Goal 3 (27 separate grants). Only two of the technology grants officially fall under Goal 2 (Institutional Capacity). In fact, most of the grants could legitimately be considered to be Institutional Capacity grants.

The range of grants awarded is impressive. For example, the Vermillion County Public Library used LSTA funds to purchase a microfilm digital reader/printer and a designated computer for their genealogy department. Another grant to a school corporation (district) created two digital learning labs – one for preschool and early elementary students, and one for middle and high schoolers – in an effort to increase the accessibility of the library's digital resources for these groups. Computer labs and media labs were fairly prominent among the projects completed. Yet other grants delved into: Immersive Instruction: Using Augmented and Virtual Reality to inspire, inform and involve students in world events and historical places; Establishing a Digital Arts and Humanities Lab as well as hotspot lending and makerspace projects.

The technology subgrants are extremely popular. In response to the evaluators' survey question on which LSTA-supported program had the greatest impact on their library and on the people their library serves, participants stated:

- *"Our library has also been awarded technology sub-grants in the past to fund things like our VR equipment, which is used in library programming and school outreach."*
- *"Sub-grants to libraries are a definite benefit to the libraries, especially when they are used for innovative rather than replacement technology."*
- *"The second greatest impact has been the LSTA technology grants, which allow us to provide up-to-date technology solutions for our patrons, like wireless printing."*

The *Goal 1 Technology Subgrants* clearly contribute to Information Access while at the same time adding to Institutional Capacity (Goal 2) and enabling libraries to offer Enhanced Services (Goal 3).

Goal 1 Digitization Subgrants

LSTA digitization subgrants are part of what has made the Indiana Memory project such a huge success. A description from the SPR capsulizes how the grants fit together with the *Indiana Memory Statewide Project:*

- "Public and academic libraries are eligible to apply for an Indiana Memory LSTA Digitization Grant and are encouraged to partner with other organizations within their community on grant projects. The Indiana State Library will make available collection space for individual projects and has created a Mobile Scanning Unit program to loan software and equipment to organizations who wish to learn more about digitization. In all of the above cases, the digital collection must meet the provisions of the Indiana Memory collection development policy and the standards set by the image scanning

standards and metadata guidelines. Libraries are strongly encouraged to discuss their digitization projects with the State Library before they begin the actual scanning."

The framework on which the Indiana Memory Project is based depends on the success of more than one-hundred and fifty partner organizations in constantly providing access to additional relevant content.

Simply reviewing the titles of subgrants awarded in recent years draws you into exploring Indiana Memory. They range from photos of county fairs to irreplaceable civil war documents and from bilingual newspapers to election records in the 1830s. The genius of the grant process is that by enabling local libraries, historical societies and other partners to succeed and to be recognized for their contributions to the historical record of the state, these organizations are encouraged to dig deeper and to uncover and digitize additional content.

The table below shows the summary of activities supported by the Indiana Memory project and other digitization projects:

Goal 1 - Digitization: 2018-2020	
Number of items digitized	377,599
Number of items digitized and available to the public	338,546

In response to the evaluators' survey question on which LSTA-supported program had the greatest impact on their library and on the people their library serves, participants stated:

- *"Sub-grants helped our library to purchase a scanner to digitize our local history collection and to add this to our library website and Indiana Memory Project. We have digitized about 40% of our collection and is accessible online. We also digitize our patrons' materials and most allow us to keep a copy and add to our collection."*
- *"We have (currently) been the recipient of an LSTA grant to help digitize our collection. This has been a tremendous help in terms of our overall plan and in addition, the equipment we were able to purchase through this grant will help the community in the future."*
- *"I use and refer students to Indiana Memory quite often in their research pursuits. There are always scores of students interested in local history and Indiana Memory is a great resource."*

Goal 1 Conclusion - Retrospective Question A-1
A-1. To what extent did ISL's Five-Year Plan activities make progress towards Goal 1?

Indiana devoted more than three-quarters (77.07%) of its total LSTA allotment for the FFY 2018 - FFY 2020 to projects designed to further Goal 1. Most of these funds were expended on six direct grants carried out by ISL itself. Although these projects were unified by virtue of pursuing a singular goal, they were quite diverse in terms of the strategies employed to afford all Hoosiers with access to information. For example, through the *INSPIRE* project, Indiana offered state residents direct access to high quality information resources in the form of an extensive suite of databases. The Statewide Remote Circulation System (SRCS) funded under the *Innovative Library Grants* project facilitated interlibrary loan by providing Indiana residents and

libraries with a powerful search tool that enabled them to search the resources held by nearly two hundred (194) libraries. The Indiana Memory Statewide Project and 33 digitization subgrants ensured that the state's historical record is available today and will be for future generations. In short, ISL has taken an effective multi-faceted approach to information access that manages to fulfill the promise of Goal 1 for residents of the state who live in its large cities and in its rural areas. The evaluators believe that the evidence clearly indicates that the Indiana State Library has **ACHIEVED** Goal 1.

Goal 2 Retrospective Assessment

GOAL 2: INSTITUTIONAL CAPACITY: The Indiana State Library will improve the capacity of libraries through professional development and leadership training opportunities and grants for technology.

Goal 2 Description and Discussion

Goal 2 seeks to "improve the capacity of libraries through professional development and leadership training opportunities and grants for technology."[10]

Following are the titles of the projects, groupings of projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 2.

Goal 2 Projects & Expenditures			
PROJECT TITLE/ Activities	**THREE YEAR (2018-2020) EXPENDITURE TOTAL**	**PERCENTAGE EXPENDITURE WITHIN GOAL**	**PERCENTAGE EXPENDITURE TOTAL**
Indiana Librarians Continuing Education and Leadership Development	$ 247,502.98	94.91%	2.52%
Goal 2 Technology Subgrants (2)	$ 13,268.25	5.09%	0.14%
TOTAL	**$ 260,771.2**3	**100.00%**	**2.65%**

Goal 2 expenditures represent 2.65% of Indiana's total LSTA allotment for the FFY 2018 – FFY 2020 period. These expenditures cover one direct project and one group of subgrants. The *Indiana Librarians Continuing Education and Leadership Development* project accounts for 94.91% of Goal 2 funding over the three-year period. Two technology subgrants account for 5.09% of Goal 2 funding, but less than two-tenths of one percent (0.14%) of total LSTA expenditures over the three-year period.

The *Indiana Librarians Continuing Education and Leadership Development*

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[10] Indiana State Library LSTA Five-Year Plan for Years 2018-2022

Indiana takes a multi-faceted approach to library staff development. It includes training oriented toward qualifying for the state's certification program and training that is specific to the use of a variety of tools used by libraries to access different services. Continuing education opportunities include in-person events, regularly scheduled live webinars and a rich trove of archived asynchronous sessions. Many of the training opportunities specify the number of Library Education Units (LEUs) that accompany the successful completion of courses or specific sessions.

The multi-track approach served Indiana reasonably well during the pandemic. While a number of high profile, periodically scheduled in-person events had to be canceled, others such as the Indiana Library Leadership Academy moved to hybrid virtual/in-person model. The Indiana Library Leadership Academy is a year-long, cohort-based leadership training effort for public, school, and academic library directors and staff.

After an initial kick-off retreat with all participants, mentors/coaches (usually alumni of the program) are paired with 2-3 participants each. These small cohorts form small networks as they work together on projects over the course of seven 90-minute sessions over a five or six month period. The experience was described by one former participant as transformative. In spite of the COVID-19 pandemic, seventeen (17) participants were selected to participate in the 2021 Academy program. Fifteen (15) were able to complete the program.

Other events such as The Difference is You Conference were also impacted but not totally derailed by pandemic realities. The 2021 conference included a variety of topics ranging from how to help/teach low-skilled library users to navigate websites to creating welcoming spaces for LGBTQ+ communities and from readers' advisory to diversity and inclusion.

ISL Professional Development staff (paid in-part with LSTA funds) include specialists who support public librarian certification, offer staff development programs, consultant and advisory services to public librarians, and work with a Professional Development Committee composed of librarians from different sizes and types of libraries throughout the state. The committee helps identify staff development needs and assists in the planning of major events. ISL staff also coordinate webinars and archived web-content that is readily available to all Indiana library staff.

In response to the evaluators' survey question on which LSTA-supported program had the greatest impact on their library and on the people their library serves, one participant stated:

- *"I depend on the State Library for a majority of my staff development and continuing education efforts."*

Goal 2 Technology Subgrants

Two small subgrants (totaling $13,268.25) were awarded under Goal 2 (Institutional Capacity). One project with great promise that was unrealized was entitled Digital Skills and Literacies

Development for the Support of Indiana Library Staff, which created a mobile Chromebook lab with the intention of training five (5) groups of fifteen (15) library staff members in digital literacies. The grant was awarded to the Midwest Collaborative for Library Service, a regional partner of ISL in efforts to improve library services in Michigan and Indiana.

Planning and promotion of the workshops was completed and all seventy-five (75) registration slots were filled when the pandemic hit. The workshops were canceled. The intent is that the workshops will be rescheduled using slightly updated content.

The second subgrant enabled a library to extend its Wi-Fi service to include an outdoor plaza area between the main library facility and an annex. This upgrade was accomplished at a cost of less than $6,000 and proved to be extremely popular as people sought ways to access library services in healthy, physically-distanced ways. The popularity of the service was easy to track as the weather became milder and the word got out that a robust Wi-Fi signal was available in the plaza area. The library suspended the requirement that Wi-Fi users needed to have a library card and the number of unique users grew from 238 in March of 2021 to 323 in April, 365 in May, and 397 in June. The library's overall public Wi-Fi use increased by 67%, a result, in part, of the installation of extended service.

While it is unfortunate that the digital literacy workshops had to be canceled, the promise of that grant may yet be realized. The outdoor Wi-Fi project clearly achieved the goal of improving library capacity through grants for technology.

Goal 2 Conclusion - Retrospective Question A-1

A-1. To what extent did ISL's Five-Year Plan activities make progress towards Goal 2?

Although the technology infrastructure portion of Goal 2 was very small, the staff development effort clearly addresses Goal 2 (Institutional Capacity) successfully. The multi-faceted approach to professional development reflects the complexity of serving libraries ranging from small rural public and school libraries to large urban public libraries and academic institutions. It should also be noted that ISL's staff development/institutional capacity work is not limited to Goal 2. Extensive training and technical assistance is available to institutions undertaking digitization efforts (see Goal 1) and specific awareness and skills training is integrated with Children's Literacy efforts under Goal 3. Based on this evidence, the evaluators conclude that Indiana State Library has **ACHIEVED** Goal 2.

Goal 3 Retrospective Assessment

GOAL 3: ENHANCED SERVICES: The Indiana State Library will aid libraries in improving services to Indiana residents, including services that support lifelong learning and human services.

Goal 3 Description and Discussion

Goal 3 seeks to "aid libraries in improving services to Indiana residents, including services that support lifelong learning and human services."[11]

Following are the titles of the Projects and Groupings of Projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 3.

Goal 3 Projects & Expenditures			
PROJECT TITLE/ Activities	THREE YEAR (2028-2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE EXPENDITURE TOTAL
Library Services for Blind and Physically Handicapped Individuals	$ 1,134,385.88	70.96%	11.55%
Indiana Children's Literacy Statewide Project	$ 313,858.27	19.63%	3.19%
Goal 3 Technology Subgrants (27)	$ 150,412.51	9.41%	1.53%
TOTAL	$ 1,598,656.66	100.00%	16.27%

Goal 3 expenditures represent 16.27% of Indiana's total LSTA allotment for the FFY 2018 - FFY 2020 period. -Library Services for Blind and Physically Handicapped Individuals accounts for 70.96% of the total Goal 3 spending for the same time period. Indiana Children's Literacy Statewide Project accounts for 19.63% of Goal 3 funding from FFY 2018 - FFY 2020. Twenty-seven (27) technology subgrants account for the remaining 9.41% of Goal 3 funding over the three-year period.

Library Services for Blind and Physically Handicapped Individuals

The Indiana State Library's Talking Book and Braille Library (TBBL) serves as Indiana's Regional Library under the Library of Congress' (LOC) National Library Service for the Blind and Print Disabled (NLS) program. The program affords qualified individuals with access to recorded materials in several formats including digital cartridges that are played on specialized equipment supplied by NLS and the Braille and Audio Reading Download (BARD) program that enables individuals to download audio files to a computer, tablet, or smartphone. Braille is also available for downloading to appropriate devices.

While the Indiana TBBL program has a longstanding record of success, the time span covered by this evaluation has been extremely active and productive. The introduction of the Duplication-on Demand (DoD) program has been transformative for many of the program's patrons. According to statistics provided by NLS, the circulation of titles on digital cartridges

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[11] Indiana State Library LSTA Five-Year Plan for Years 2018-2022

(now loaded with multiple titles requested on an individual basis) has jumped almost thirty-six percent (35.83%) between October 1, 2017 and September 30, 2020.

Another accomplishment is the completion of the LOC recall process. This essentially marks the full transition to DoD . TBBL has also worked closely with NLS to serve as a pilot site to test new equipment. An additional strength of the program is its strong connection to local libraries. In an interview with the manager of the TBBL, specific mention was made of the fact that the ISL Professional Development Office staff do an excellent job of keeping the talking book program before local libraries and that this results in a fair number of new program users every year.

STATE: INDIANA	Oct. 1, 2017 - Sept. 30, 2018 FY 2018	Oct. 1, 2018 - Sept. 30, 2019 FY 2019	Oct. 1, 2019 - Sept. 30, 2020 FY 2020	Oct. 1, 2020 - Sept. 30, 2021 FY 2021	TOTAL FY 2018 - FY 2021	Percentage Difference FY 2018 - FY 2021
Braille Readers (Individuals)	230	210	193	173	806	-24.78%
Cartridge Readers (Individuals)	6,107	5,553	5,083	4,876	21,619	-20.16%
BARD Braille Book Readers (Individuals)	146	141	130	122	539	-16.44%
BARD Audio Book Readers (Individuals)	841	890	993	866	3,590	2.97%
Braille Circulation (excluding magazines)	3,018	2,785	2,033	1,989	9,825	-34.10%
Cartridge Circulation (excluding magazines)	226,971	218,529	192,329	308,296	946,125	35.83%
BARD Braille Downloads (Books Only)	6,014	2,897	1,940	1,351	12,202	-77.54%
BARD Audio Downloads (Books Only)	81,801	87,879	80,065	82,024	331,769	0.27%
TOTAL Readers*	7,324	6,794	6,399	6,037		
TOTAL Circulation	317,804	312,090	276,367	393,660		
Estimated State Population	6,658,078	6,695,497	6,732,219	6,785,528		
Readers as a Percentage of State Population	0.11%	0.10%	0.10%	0.09%		
Circulation per Reader	43.39	45.94	43.19	65.21		

Statistics compiled from data provided by the National Library Services for the Blind and Print Disabled

Connections with advocacy and support organizations in the State are also strong and in September 2021, ISL hosted the Indiana Vision Expo, which is the largest low-vision trade show in the midwestern United States. This event drew more than one hundred (100) attendees and more than twenty (20) vendors/partner organizations.

At the present time, TBBL has seen a decline in the use of Braille and the manager of the program indicates that the demographic of current Braille users skews quite old. The number of readers' advisory calls has also declined in part because of the success in transitioning people to the self-serve BARD program and the shift to the multi-title DoD cartridges. However, instead of seeing this as a negative, TBBL staff look at it as an opportunity to reach out to the many new print-disabled users who now qualify for the program due to learning and organic disabilities.

Although TBBL was not mentioned by any of the survey respondents as being the most impactful LSTA-funded service for their library and the people that it serves, the TBBL program was mentioned positively several times in interviews with representatives of the library community as being an asset that extends access to an underserved segment of the population.

A user of the program said:

● *I'm an active reader and an advocate for the blind and visually impaired. Talking books are just part of my life. Something would definitely be missing in my life if I didn;t [sic] have access to the talking book program.*

Indiana's Talking Book and Braille Library fulfills Goal 3 by enhancing services that support Lifelong Learning. It should also be noted that the TBBL supports Goal 1 (Information Access) as well.

Indiana Children's Literacy Statewide Project

The *Indiana Children's Literacy Statewide Project* has several components that together enhance the library services available to the children and youth of the state. The project brings together youth services consulting assistance, youth services professional development, summer reading program support, other programming support for children and youth, and a children's book award effort.

The staff development portion of the project doesn't simply enhance services that support

Lifelong Learning (Goal 3), it also adds to ISL's already significant efforts to increase Institutional Capacity (Goal 2). Key to the success of this project is LSTA support for the children's consultant position. In the pre-pandemic period, the consultant was very active conducting workshops related to children's and youth services initiatives. For example, in the FFY 2018 funding cycle, the consultant conducted four (4) "Leap Into Science" workshops for ninety-two (92) people in locations throughout the state. Six (6) "Every Child Ready to Read Events" attracted ninety (90) participants. Ten (10) Summer Reading Workshops were held across the state with 162 library staff members in attendance.

As the pandemic began to unfold and in-person training became next to impossible, a rapid pivot to virtual learning was instituted and the Children's Consultant was largely responsible for initiating the Indiana State Library's "moodle" open-source learning platform loaded with self-directed course offerings on some of the same topics, e.g., Every Child Ready to Read. The

Children's Consultant also works closely with the Professional Development office to coordinate children's offerings in their online selection of live webinars and archived programs, many of which also qualify for Library Education Units that can be applied for certification.

One outstanding feature of the Children's Literacy Statewide Project is its close integration with other state and LSTA-funded initiatives. Information specifically targeting youth services staff in libraries is offered that both encourages the use of the INSPIRE databases and educates library staff in how the databases supplement their regular library offerings. Connections are also made to the Talking Book and Braille Library. This will likely become more important as an increasing number of individuals with learning disabilities become engaged in the NLS program.

Indiana provides support for libraries to participate in the Collaborative Summer Library Program (CSLP) through the Children's Literacy project. Digital versions of the CSLP manual and other support materials, training, and program ideas come through this component of the project. Children's Services also loans materials for storytimes and book clubs, as well as STEM, LEGO, and virtual reality kits to public libraries. The Firefly Award program, which invites preliterate children to vote directly for their favorite ECRR books, adds to the enhancement of services that benefit children and young adults throughout the state.

Goal 3 Technology Subgrants

As mentioned in the section about Goal 1 Technology Subgrants, many, if not most, of the grants serve the purposes of multiple goals. The twenty-seven (77) competitive technology subgrants that are offered in support of Goal 3 primarily serve to enhance public library programming.

Many of the grants to both school and public libraries focused on Science, Technology, Engineering, and Mathematics (STEM) or Science, Technology, Engineering, Arts, and Mathematics (STEAM) themes. A *3-D Doodler Pens* project allowed the Fairmount Public Library to purchase 3-D pens that they incorporated into their Summer Reading Program. The *Blended Learning: Osmo Kits for Digital Literacy* project partnered with senior centers using LSTA-funded iPads and Osmo Explorer kits to introduce adult and senior users to technology. The Kokomo-Howard County Public Library created Digital Divers, an after-school drop-in program aimed primarily at children grades 3–7, that provides challenges and competition via STEM activities ranging from creating board games to making videos and practicing advanced Photoshop techniques.

The Peabody Public Library, the only library in Indiana to have a wetland on their property, made the most of this unique asset by offering wetland-centric programming and encouraging patrons to explore the land using LSTA-funded equipment such as an underwater drone, microscopes, compasses, and magnifying glasses.The Butler Public Library purchased an interactive game table, loaded with twelve (12) games/activities designed for multi-player use, to provide patrons with a unique learning opportunity using emerging technology that they might not otherwise experience, and providing staff with new opportunities to provide fun and entertaining

programming, which then opened the door to introducing additional library services through relationship building.

In short, the Goal 3 Technology Subgrants contributed to enabling Indiana libraries to offer enhanced services.

Goal 3 Conclusion - Retrospective Question A-1

A-1. To what extent did ISL's Five-Year Plan activities make progress towards Goal 3?

Three very different sets of projects - Library Services for the Blind and Physically Handicapped Individuals, Indiana Children's Literacy Statewide Project, and Goal 3 Technology Subgrants - each contributed to the Enhanced Services Goal in different ways. The Talking Book and Braille Library provided print-disabled individuals with opportunities to pursue their lifelong learning goals as well as to satisfy their desire for recreational reading. The Children's Literacy Project both directly and indirectly contributed to Enhanced Services by providing CSLP materials as well as a wealth of professional development opportunities. Finally, the Goal 3 Technology Subgrants offered assistance to grantees "where the rubber meets the road," - in libraries as they interact with end users. Based on the success of these projects, the evaluators conclude that Indiana State Library has ***ACHIEVED*** Goal 3.

Retrospective Assessment Questions A-2 and A-3

A-2. To what extent did ISL's Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents? (see Appendix F)

The Indiana State Library's implementation of the LSTA Grants to States program for the period FFY 2018 - FFY 2020 involved both direct grants (projects carried out by ISL directly) and subgrants (grants awarded to other entities to carry out projects). There were a total of ten (10) distinct direct grants. All of these projects were repeated each of the three years. Seven of the direct grants fell under Goal 1 and all of these projects were associated with the Measuring Success Information Access focal area. There was only one direct grant under Goal 2 and it maps to the Institutional Capacity focal area. The two direct grants logged into the SPR under Goal 3 addressed separate focal areas: Information Access and Institutional Capacity. In total, eight (8) of the ten (10) direct grant projects fell under the Information Access focal area; the remaining two (2) projects addressed Institutional Capacity.

When all direct and subgrants are considered, over ninety percent (90.04%) of LSTA expenditures for the three-year period are devoted to projects identified as being focused on Information Access. Almost five percent (4.88%) of project expenditures address Institutional Capacity and a bit over one percent (1.09%) fall in the Lifelong Learning category.

From the financial perspective, the "Improve users' ability to discover information resources" intent is most dominant: however, when the number of grants is examined (including the many subgrants), the "Improve users' ability to obtain and/or use information resources" intent emerges as being of considerable importance. A total of thirty-five subgrants were identified in the SPR serving the "obtain and/or use information" intent. The larger grants tend toward

discovering information while the smaller subgrants tend to be less about the tools to find information and more about working with people to help them use information resources.

Expenditures by Focal Area

Administration
4.0%
Lifelong Learning
1.1%
Institutional Capacity
4.9%

Information Access
90.0%
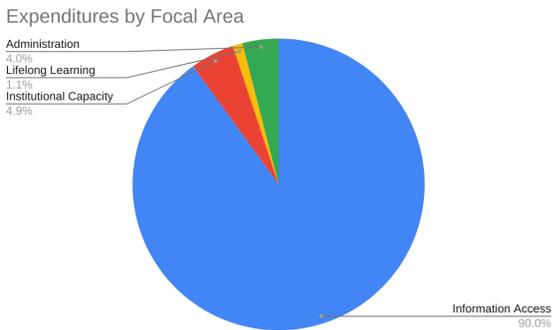
Seventeen (17) of the eighteen (18) projects (all subgrants) that focus on Lifelong Learning identified "improve users' general knowledge and skills" as the intent. Six projects (two direct grants and four subgrants) cited Institutional Capacity as the focal area. The intents on these grants were evenly split (3-3) between "improve the library workforce" and "improve the library's physical and technological infrastructure." However, it should be noted that from the expenditure standpoint, the library workforce intent commanded a much larger portion of the funds.

A-3. Did any of the following groups represent a substantial focus for ISL's Five-Year Plan activities? (Yes/No) (see Appendix G)

Only one project, *Library Services for Blind and Physically Handicapped Individuals*, qualifies as being a substantial focus on the basis of percentage of expenditure threshold (10%) specified by IMLS in the evaluation guidelines. While many relatively small subgrant projects undertaken by ISL have had significant impacts on the specifically identified groups, the majority of LSTA funding is used to support projects that serve the general population. With the exception of individuals with disabilities, efforts targeting the identified groups are all substantially below the ten percent (10%) threshold. The Indiana Library Services for Blind and Physically Handicapped Individuals accounts for 11.55% of LSTA program expenditures in the period that includes FFY 2018, FFY 2019, and FFY 2020 and reaches several categories of individuals with disabling conditions. Primary among these categories are individuals with visual impairments; however, recent national changes that expand eligibility and streamline the process of certifying new users have resulted in additional clients with other print and reading disabilities.

Process Questions B-1, B-2, and B-3

B-1. How has ISL used any data from the State Program Report (SPR) and elsewhere (e.g., Public Libraries Survey) to guide activities included in the Five-Year Plan?

Data from the State Program Report has been employed by ISL to determine how and why Indiana libraries use LSTA-funded statewide projects and to assess the effectiveness of these programs. This process has been helpful in identifying gaps in service as well as raising awareness of emerging service delivery trends. Taken together, this information informs ISL's decision-making in regard to the level of ongoing support for specific projects and it is shaping how ISL will approach its next LSTA five-year plan. ISL also adjusts the allocation of LSTA funding between and among grant categories (especially as it relates to subgrants) based on the effectiveness and return on investment that has been demonstrated in various grant categories.

Because it is retrospective in nature, the PLS is most helpful in identifying existing needs. The data highlights disparities in service levels as well as pointing out staffing, technology, collection resource, and facility deficiencies that impact the library service available to Indiana residents.

The PLS data also highlights realities in regard to quantity and quality of library services - available in some areas of the Hoosier State.

Finally, ISL uses both the PLS and SPR data as it reviews funding levels from previous years' activities prior to deciding on how it will allocate LSTA funds in order to best support successful projects and address statewide needs.

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

The ISL 2018-2022 LSTA Plan was not amended. In some cases, the mechanisms employed in implementing the plan changed due to COVID-19 realities or in response to other extenuating circumstances. Nevertheless, the goals outlined in the plan remained unchanged and efforts were directed toward meeting those goals.

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

Data from the SPR was shared in-house with affected ISL staff. Some elements of SPR data were also excerpted and shared with the Indiana Library and Historical Board when the information was germaine to their business. ISL also regularly monitored and reported on data on Internet usage that was available from the Indiana Broadband Office because of its relevance to access issues addressed in both the LSTA Evaluation and the LSTA Plan. Finally, the information and data collected to complete the SPR as well as the information and data reported in the 2013 - 2017 Five-Year Evaluation resulted in internal discussions about how best to measure lasting outcomes and not just outputs. In particular, ISL considered how to get better information regarding the effectiveness of professional development projects. Because of these discussions, evaluation surveys are conducted after most webinars to measure immediate responses.

Methodology Questions C-1, C-2, C-3, and C-4

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

To ensure rigorous and objective evaluation of their implementation of the LSTA Grants to States program, ISL sought an evaluator with a broad knowledge of library services and highly developed evaluation skills. QualityMetrics LLC, a library consulting firm headquartered in Silver Spring, Maryland, was identified as such an evaluation based in part on having successfully conducted Indiana's 2013 - 2017 five-year LSTA evaluation. QualityMetrics was invited to submit a proposal for ISL review, and was subsequently awarded the contract to conduct the independent LSTA evaluation. QualityMetrics LLC does not have a role in carrying out other LSTA-funded activities and is independent of those who are being evaluated or who might be favorably or adversely affected by the evaluation results.

QualityMetrics LLC has in-depth evaluation experience and demonstrated professional competency in conducting LSTA Grants to States evaluations. QualityMetrics Director and Chief Executive Officer Dr. Martha Kyrillidou carried out more than 20 such evaluations during the

2013 - 2017 evaluation cycle. In addition, QualityMetrics associate consultant Bill Wilson has been part of more than 50 LSTA Grants to States evaluations over the course of every five-year cycle since 2002, first as a partner in Himmel & Wilson, Library Consultants, and more recently as a research consultant with QualityMetrics.

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.

QualityMetrics, LLC deployed a mixed methods protocol for data collection that is multi-faceted and rigorous. Reviewing demographic data, quantitative PLS data, and SPR data formed the basis of their knowledge throughout the evaluation process. Their initial interaction with ISL was to provide a cloud-based storage space and protocols for ISL to deposit additional data and files and reflect on the program. After conducting an initial Zoom conference call with representatives of the Indiana State Library at the beginning of the evaluation process and a second phone call to discuss the agencies self-reflection on whether each goal have been achieved, partly achieved, or not achieved, the evaluators stayed in regular touch (monthly sessions) with the agency as the evaluation team was gathering data. In addition to updating ISL leadership on progress, the sessions were used to resolve emerging questions and to solicit additional relevant information. Data gathering included (a) interviews with agency staff members, (b) interviews with project managers for various SPR reported projects and activities, (c) focus group discussions with project teams, (d) focus group discussions with project and activity beneficiaries (see Appendix B and D), (e) a broad-based short survey for library staff and stakeholders with some knowledge and engagement with LSTA-funded activities to collect primarily qualitative contextual information about past activities and future needs.

One challenge unique to this evaluation cycle is the fact that researchers and evaluators across the globe are adjusting to the new realities that accompany the pandemic. The technical note below summarizes the kinds of obstacles researchers must confront.

> COVID-19 presented special circumstances and a number of considerations had to be taken into account. The crisis brought the imperative of changing how evaluation work is done and how we engage policymakers, programme managers and beneficiaries as restrictions on travel and 'social distancing' are expected to last.[12]

While no on-site visit to the State Library was conducted during this evaluation period, both of the primary investigators for QualityMetrics (Dr. Martha Kyrillidou and Mr. William Wilson) had visited the Indiana State Library in Indianapolis, IN as part of the 2013-2017 LSTA evaluation cycle and consequently were somewhat familiar with ISL's operation. Virtual (Zoom) one-on-one interviews were held with the agency State Librarian and with key staff engaged in LSTA and in specific projects carried out under the ISL 2018-2022 LSTA Plan. The Five-Year Evaluation is a summative assessment and as such the availability of the SPR data was extremely useful more so than other times.

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[12] OECD/DAC and IEO/UNDP (2020) Guidance Note: Good practices during COVID-19; UNICEF Evaluation Office (2020) Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis; WFP Office of Evaluation (2020) Technical Note for {Planning and Conducting Evaluations During COVID-19; UNFPA Evaluation Office (2020) Adapting evaluations to the COVID-19 pandemic; UNDP Independent Evaluation Office (2020) Event planning and implementation during COVID-19; ILO Evaluation Office (2020) Implications of COVID-19 on evaluations in the ILO; FAO Office of Evaluations (2020) Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-190 crisis and restrictions.

Furthermore, the evaluators have observed that in many instances, COVID-19 circumstances have strengthened the state library agency role. This appears to be the case in Indiana. During a time of crisis the profession and their communities were seeking advice and often turned to the state library agency for advice and answers to some of their questions. Many SLAAs responded by holding frequent and regular statewide community meetings with various groups which elevated the importance of the LSTA activities even when they were disrupted by the pandemic. Creative solutions were identified in most instances as most programs had to turn into virtual delivery for most of the pandemic period. In some ways, the record of virtual programming is more evident and its impact more readily documented. However, evaluators do run the danger of minimizing the adverse effects on marginalized communities which often are more difficult to reach during times of crisis such as COVID-19 presented.

The toll on the mental health of our communities has also been evident as these restrictions are establishing new norms for interacting in person. Student learning and well being have been concerns as the education life cycle was disrupted. Opportunities to help students catch up with unfinished learning were plentiful and many state library agencies, including ISL, have critically examined and in some cases altered or augmented their database offerings to help home-schooled children and teens. An excessive amount of monitoring of community behaviors took place frequently during the pandemic and this often resulted in people feeling over-surveyed.

This was taken into consideration when a web-based survey targeting the library community was conducted between December 15, 2021 and January 23, 2022 (see Appendix E and Appendix I). The survey was intentionally short; however, it provided some supplementary quantitative information as well as considerable qualitative information. Additional corroborative evidence from comments collected in the survey served to triangulate the evidence gathered.

Validity and reliability analysis reflect a positivist worldview and in a qualitative naturalistic approach they are being redefined with some divergent views on whether and how one ensures quality and rigor in qualitative inquiry. The notion that naturalistic inquiry needs to exhibit quality, rigor, and trustworthiness is more widespread nowadays.

The evaluators engaged in numerous conversations through Zoom and phone interviews. The quality and rigor of the phone interviews in the LSTA evaluation of ISL's LSTA implementation has been enhanced by references to external website links, Google Maps, internal triangulation and, in some instances, by asking interviewees to allow the conversation to be recorded with assurances for confidentiality by the evaluators. Quality and rigor were also enhanced by having two evaluators attend most group interviews. Shared note-taking was available in real time through shared Google documents and Drive access. This approach has allowed evaluators to refine their inquiry and tailor it as knowledge of ISL's LSTA program was accumulating from one interaction to the next. Recorded conversations also allow the evaluators to reflect and refine their interpretations in a reliable manner. The validity of the inquiry was strengthened with the informed selection of the subjects by the ISL leadership team and staff.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation. How did QualityMetrics in cooperation with ISL engage them?
Numerous small-group virtual sessions and telephone interviews were conducted with librarians and other persons with knowledge of LSTA-funded initiatives in Indiana. Occasionally, these interactions were enhanced by virtual tours of the neighborhood surrounding library

facilities Using Google Maps. A one-on-one interview was also conducted with a consumer of the Library for the Blind and Physically Handicapped Individuals program.

The solo and grouped interviews provided both qualitative evidence and context that supplemented a review of agency-supplied statistical data and information and data submitted in the form of the State Program Reports (SPRs).

Interviewees shared their knowledge of LSTA utilization, enhancing interactions and depth and quality of the conversations. Furthermore, principal investigators Martha Kyrillidou and Bill Wilson conducted both separate and joint interviews and group sessions and shared and discussed their observations in order to develop a shared understanding of the meaning of the library experience in Indiana and how it was supported by the Indiana State Library with LSTA funding. Both investigators participated in many of the agency interviews, allowing for the concept of triangulation to be implemented as evaluators debriefed and compared interpretations and understandings

C-4. Discuss how ISL will share the key findings and recommendations with others.
The completed evaluation will be posted in full on the Indiana State Library website. It will also be posted on the IMLS website and IMLS will make the broader library community aware that LSTA evaluations for all states are available there.

Key findings from the evaluation will be shared with specific groups as appropriate. The results of the full evaluation will be shared and discussed with the Indiana Library and Historical Board. Specific portions of the evaluation may be shared with stakeholders involved with individual projects, e.g., Evergreen Indiana libraries or recipients or potential recipients of subgrants. Portions of the evaluation may be exerted and shared with elected and other public officials seeking information on various aspects of ISL's services and/or trends in library service in the state. Finally, insights derived from the evaluations will be shared with ISL staff as decisions are made concerning initiatives under consideration for private, state, and federal funds.

This evaluation would be remiss if it did not acknowledge the increased funding that the state agencies have received through the Coronavirus Aid, Relief and Economic Security Act (CARES) and the American Recovery Plan Act (ARPA). ISL, like every other state library agency, has been successful in disbursing these one-time additional sources of funding. With an at-times reduced staff working primarily off-site, they successfully disbursed relief funds that enabled Indiana libraries to successfully deliver a wide range of services both virtual and in-person during the unprecedented times of COVID-19.

These additional funds helped libraries get resources that are often not part of the regular LSTA program and their wishes regarding future funding for LSTA is influenced by the additional services ISL was able to offer. A recognition that library services will need to continue in both in person and virtual environments means the need for additional resources that can support these new mixed modes, physical and digital, of operating in the future.

APPENDICES

Appendix A: Acronyms

ALA - American Library Association
ALS - Academic Libraries Survey
ARPA - American Recovery Plan Act
BARD - Braille and Audio Reading Download
CARES - Coronavirus Aid, Relief and Economic Security Act
CSLP - Collaborative Summer Library Program
DoD - Duplication on Demand
DPLA - Digital Public Library of America
ElSi - Elementary/Secondary Information System
FFY - Federal Fiscal Year
FTE - Full Time Equivalent
GENI - Geography Educators Network of Indiana
IAC - INSPIRE Advisory Committee
IBRC - Indiana Business Research Center
IDWD - Indiana Department of Workforce Development
IGIC - Indiana Geographic Information Council
ILS - Integrated Library System
IMLS - Institute of Museum and Library Services
ISL - Indiana State Library
LEU - Library Education Units
LOC - Library of Congress
LSTA - Library Services and Technology Act
NCES - National Center for Educational Statistics
NLS - National Library Service for the Blind and Print Disabled
OCLC - Online Computer Library Center
PLS - Public Libraries Survey
SDC - State Data Center
SLAA - State Library Administrative Agency
SPR - State Program Report
SRCS - Statewide Remote Circulation System
STEAM - Science Technology Engineering Arts Mathematics
STEM - Science, Technology, Engineering, and Math
TBBL - Talking Book and Braille Library

Appendix B: Interviewees/ Focus Groups

	Stakeholder	Title
#1	Jake Speer	State Librarian
#2	Angela Fox	LSTA Coordinator
#3	Laura Williams	Talking Book & Braille Library Supervisor
#4	Justin Clark	Digital Initiatives Director
#5	Jen Clifton	Library Development Office Supervisor
#6	Stephanie Asberry	Deputy Director of Public and Statewide Services
#7	Nicole Brock	Resource Sharing Coordinator (for SRCS)
#8	Pam Seabolt	MCLS, manages Engagement, Consulting, and Training department
#9	Keith Kaffenberger	System Analyst - Evergreen Indiana Coord
#10	Katie Springer	State Data Center Coordinator, Librarian
#11	Suzanne Walker	Indiana Young Readers Center Librarian
#12	Laurel Setser	Indiana Library and Historical Board member; Director of the Avon-Washington Twp Public Library
#13	Beth Yates	Children's Services Consultant
#14	Katrice Anders-Jordan	Chief Financial Officer
#15	Susan Jones	Talking Book User

Appendix C: Bibliography of Documents Reviewed

State Agency Sources

- SPR data (FFY 2018-2020)
- Stats Over Time (FY 2018-2020)
- Agency website and social media
- LSTA Plan 2018-2022

Federal Government Publications

Federal Agency Data Sources

- Institute of Museum and Library Services, State Program Report (SPR) report
- Institute of Museum and Library Services, Public Library Survey
- Institute of Museum and Library Services, State Profiles
- Institute of Museum and Library Services, Grants to States Five-Year Evaluations
- Institute of Museum and Library Services, State Library Administrative Agency Survey
- National Center for Education Statistics, Academic Libraries
- National Center for Education Statistics, Elementary and Secondary Information System
- United States Census Bureau, Decennial Census (April 1, 2020)

Evaluation Resources and COVID-19

- OECD/DAC and IEO/UNDP (2020) *Guidance Note: Good practices during COVID-19.*
- UNICEF Evaluation Office (2020) *Detail of UNICEF Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis.*
- WFP Office of Evaluation (2020) *Technical Note for Planning and Conducting Evaluations During COVID-19.*
- UNFPA Evaluation Office (2020) *Adapting evaluations to the COVID-19 pandemic.*
- UNDP Independent Evaluation Office (2020) *Event planning and implementation during COVID-19.*
- ILO Evaluation Office (2020) *Implications of COVID-19 on evaluations in the ILO.*
- FAO Office of Evaluations (2020) *Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions.*

Other Resources

- Ethel Himmel and William J. Wilson. The Functions and Roles of State Library Agencies. American Library Association, Chicago, 2000.
- The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: Institute of Museum and Library Services.
- The Institute of Museum and Library Services. (2021). The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic. Washington, DC: The Institute.
- The Institute of Museum and Library Services. 2021. Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums. 2021 Report. Washington DC: Institute of Museum and Library Services.

- The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: Institute of Museum and Library Services.
- Measures that Matter: Workforce Development Literature Review (DRAFT), January 12, 2021.
- Pelczar, M., Frehill, L. M., Nielsen, E, Kaiser, A., Hudson, J., & Wan, T. (2021). Characteristics of Public Libraries in the United States: Results from the FY 2019 Public Libraries Survey. Institute of Museum and Library Services: Washington, D.C. Results from the SDC E-Resources Survey (received January 2022).
- Sarah Mervosh, "The pandemic hurt these students the most." In print "Pandemic widened U.S. Educational Gap into a Gulf, Research Suggests." *New York Times*, July 28, 2021, Section A, Page 13.
- The School Librarian Investigation: Decline or Evolution? https://libslide.org/

Appendix D: Focus Group Questions

Focus groups

General Questions

1. What stands out as being the most effective use of LSTA in Indiana over the last three years?
2. Are there specific examples of projects that you think were the most impactful on the lives of the citizens of Indiana?
3. Are there specific changes in how LSTA funds should be expended in the future? Are there new or emerging needs that are unmet that need to be addressed?

Potential Follow-up Questions

1. What type of programs work for library patrons and staff, in general?
2. What type of programs work for public library patrons, school and academic library clientele, and library staff specifically?
3. What do non-participating libraries and borderline participants need to be able to participate in grant-funded projects or statewide programs?
4. How will the library patrons and library staff be satisfied with the delivery of services?
5. What programs will result in cost savings for participating libraries?

Outcome Questions

1. Will more patrons use the library services because of the grant programs?
2. Will there be an increase in community involvement in relation to the grant programs?
3. Will customer service improve due to staff training from LSTA-funded events?
4. Will the statewide programs enhance libraries' abilities to serve patrons?

Interview guidelines

1. Introductions (include that you are working for QualityMetrics, a library consulting firm headquartered in Silver Spring, Maryland, established in 2016). Ask them to tell you a bit about themselves.
2. Ask about their familiarity with the LSTA program. If they are unfamiliar you can provide some or all of the below info:
   a. *The Library Services and Technology Act's (LSTA) Grants to States program is the single largest source of ongoing federal funding for libraries. Many states spend funds on a combination of statewide initiatives and on subgrants awarded to individual libraries to enable them to launch innovative efforts or to extend services to populations that are difficult to reach.*
   b. *The LSTA program requires that each state conduct an evaluation of its LSTA program every five years. These evaluations are overseen by the Institute of*

Museum and Library Services but are conducted by independent evaluators. QualityMetrics was selected to conduct the state-level evaluations for nine states in the Northeast and our company is also working with more than a dozen additional states and territories. The results of our review are due to be submitted to IMLS in March of 2022.

3. FOR THOSE WHO DO NOT WORK FOR THE SLAA (who manage a project):
    a. Ask them to talk about the particular grant/s they worked with. Allow them to lead the conversation in an exploratory fashion. Ask follow up questions.
    b. Identify where there are materials or data from their projects that it would be useful for us to see.
4. FOR THOSE WHO DO NOT WORK FOR THE SLAA (high-level stakeholder):
    a. Go through the plan goal by goal, remind them of the goal wording and the percent of funds the state spent on it, get their reflections on progress toward each goal.
    b. Are there any future needs we should be emphasizing in the evaluation?
5. FOR SLAA STAFF on specific projects:
    a. Ask them to talk about the particular programs they are responsible for.
    b. Let them know the data available (SPR, output, etc.) and verify that there is no other data or materials they have that would be helpful to us. If they only listed outputs in the SPR outcomes data, ask about plans for outcome data in the future.
    c. What do you see as the needs moving forward for the next seven years?
6. ALL: What impact have you seen LSTA dollars have on your state?
7. ALL: Is there anything you think we should have asked that we didn't?

Appendix E: Web-Survey Instrument

Indiana LSTA Survey 2021

WELCOME

Every five years, each state library administrative agency in the nation is required to conduct an independent evaluation of its implementation of the Library Services and Technology Act (LSTA) "Grants to States" program. This evaluation must be submitted in order to qualify for ongoing Federal funding.

Following close on the heels of the evaluation is the requirement for the submission of a new state-level five-year plan for the LSTA program. QualityMetrics, Library Consultants is assisting the Indiana State Library (ISL) with the evaluation.

QualityMetrics has been gathering information and data from a number of different sources including the State Program Report (SPR) that ISL submits annually to the Institute of Museum and Library Services (IMLS), internal statistical and narrative reports, survey data, and personal interviews with ISL staff as well as with representatives of the library community in the state. We'd like your help in assessing the impact of the LSTA program on your library and on the people that your library serves.

You are invited to share your thoughts and ideas by answering three short questions. The survey should take you no more than ten minutes to complete. The first question asks you to look back over the last few years and to consider how the LSTA program has benefited libraries and library users. Second, we'd like to invite you to think about the future and to suggest new ways in which you think LSTA funds should be invested. Finally, we want to give you an opportunity to offer any other observations about Indiana's LSTA program (positive or negative). Thank you in advance for helping the Indiana State Library serve your community better!

BACKGROUND

Indiana receives approximately $3.1 million in LSTA Grants to States funding each year. Over the last few years, a large portion of these funds have been allocated to support statewide projects such as the Indiana Virtual Catalog, Indiana Memory Statewide Project, and INSPIRE (Indiana Virtual Library) Databases. Funds have also been allocated to major resource sharing projects such as SRCS and integrated library system development through the Evergreen effort. Additional funding has been used to support digitization and technology sub-grants to libraries, the Collaborative Summer Library Program (CSLP), staff development and continuing education efforts aimed at strengthening the capacity of Indiana libraries to serve their communities and on ongoing programs such as the Firefly Award.

LSTA dollars are used to supplement state and local funds and to foster creativity and innovation in meeting the needs of Indiana's existing and potential library users and citizens.

1) Think back over the past three years (2018, 2019, and 2020). Which, if any, of the LSTA-supported programs mentioned above have had the greatest impact on your library and on the people your library serves? How is library service in your community better because of the investment of LSTA funds?

_____
_____
_____
_____

LOOKING FORWARD

2) Look ahead to the next five years (2023 - 2027). Are there changes in the way that LSTA dollars are invested that you think would significantly improve library services in Indiana? If so, what are they and why do you think that the change(s) would make a difference. *(Note that LSTA funding cannot be used for building facilities or for lobbying purposes.)*

_____
_____
_____
_____

OTHER COMMENTS

3) Please feel free to offer any additional comments about Indiana's LSTA program. What do you like or dislike about the program? What could be improved? *(Note that your responses are confidential and comments will not be identified with an individual or with a specific library.)*

_____
_____
_____
_____

OPTIONAL DEMOGRAPHIC QUESTIONS

4) The library that I represent is:
( ) A public library
( ) A school library
( ) An academic library
( ) A special library
( ) Other (Please specify below.)

If you responded "Other" to the question above, please specify the type of library you represent in the text box provided below.

_____

5) My role in the library that I represent is:
( ) Director
( ) Manager or Department Head

( ) Youth Services Librarian
( ) Adult Services Librarian
( ) Technical Services Librarian
( ) Technology Specialist
( ) Library Trustee
( ) Other (Please specify below.)

If you responded "Other" to the question above, please specify your role in the library you represent in the text box provided below.

_____

Thank You!

Thank you for taking our survey. Your response is very important to us.

Appendix F: Measuring Success Crosswalk Table

INDIANA Direct Grants
Measuring Success Focal Areas and Intents
10 projects total

	1.1 Innovative Library Project Grants	1.2 INSPIRE (Indiana Virtual Library) Databases	1.3 Resource Sharing: Evergreen Indiana Integrated Library System	1.4 Indiana Virtual Catalog	1.5 State Data Center	1.6 Indiana Memory Statewide Project	1.7 LSTA Public Awareness Initiatives	2.1 Indiana Librarians Continuing Education and Leadership Development	3.1 Library Services for Blind and Physically Handicapped Individuals	3.2 Indiana Children's Literacy Statewide Project
Lifelong Learning										
Improve users' formal education										
Improve users' general knowledge and skills										
Information Access	YES	YES	YES	YES	YES	YES	YES		YES	
Improve users' ability to discover information resources	YES	YES	YES	YES	YES	YES	YES			
Improve users' ability to obtain and/or use information resources									YES	
Institutional Capacity								YES		YES
Improve the library workforce								YES		YES
Improve the library's physical and technological infrastructure										
Improve library operations										
Economic & Employment Development										
Improve users' ability to use resources and apply information for employment support										
Improve users' ability to use and apply business resources										
Human Resources										
Improve users' ability to apply information that furthers their personal, family or household finances										
Improve users' ability to apply information that furthers their personal or family health & wellness										
Improve users' ability to apply information that furthers their parenting and family skills										
Civic Engagement										
Improve users' ability to participate in their community										
Improve users' ability to participate in community conversations around topics of concern										

INDIANA Sub-Grants

Measuring Success Focal Areas and Intents

83 projects total

	Goal 1: Digitization Grants (33 projects)	Goal 1: Technology Grants (21 projects)	Goal 2: Technology Grants (2 projects)	Goal 3: Technology Grants (27 projects)
Lifelong Learning				
Improve users' formal education				1
Improve users' general knowledge and skills				17
Information Access				
Improve users' ability to discover information resources	11	9		6
Improve users' ability to obtain and/or use information resources	22	11		2
Institutional Capacity				
Improve the library workforce			1	
Improve the library's physical and technological infrastructure		1	1	1
Improve library operations				
Economic & Employment Development				
Improve users' ability to use resources and apply information for employment support				
Improve users' ability to use and apply business resources				
Human Resources				
Improve users' ability to apply information that furthers their personal, family or household finances				
Improve users' ability to apply information that furthers their personal or family health & wellness				
Improve users' ability to apply information that furthers their parenting and family skills				
Civic Engagement				
Improve users' ability to participate in their community				
Improve users' ability to participate in community conversations around topics of concern				

INDIANA Direct Grants Target Population Served	Library Workforce (current and future)	Individuals Living Below the Poverty Line	Individuals who are unemployed/underemployed	Ethnic or Minority Populations	Immigrants/Refugees	Individuals with Disabilities	Individuals with Limited Functional Literacy or Information Skills	Families	Children (aged 0-5)	School-aged Youth (aged 6-17)	General (aged 18-64)	Senior (aged 65+)
1.1 Innovative Library Project Grants	YES											
1.2 INSPIRE (Indiana Virtual Library) Da												
1.3 Resource Sharing: Evergreen Indian												
1.4 Indiana Virtual Catalog												
1.5 State Data Center	YES											
1.6 Indiana Memory Statewide Project												
1.7 LSTA Public Awareness Initiatives	YES											
2.1 Indiana Librarians Continuing Educa	YES											
3.1 Library Services for Blind and Physic						YES			YES	YES	YES	YES
3.2 Indiana Children's Literacy Statewid	YES								YES	YES	YES	YES

Appendix H: Expenditure Tables

INDIANA LSTA PROJECT EXPENDITURE SUMMARY

	State Goal	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE EXPENDITURE TOTAL
Goal 1	Information Access	Innovative Library Project Grants	X	X	X	$ 604,328.46	$ 606,345.44	$ 817,526.88	$2,028,200.78	26.79%	20.65%
		INSPIRE (Indiana Virtual Library) Databases	X	X	X	$ 534,008.76	$ 652,242.74	$ 540,652.88	$1,726,904.38	22.81%	17.58%
		Resource Sharing: Evergreen Indiana Integrated Library System	X	X	X	$ 464,659.13	$ 493,907.14	$ 471,163.06	$1,429,729.33	18.88%	14.55%
		Indiana Virtual Catalog	X	X	X	$ 379,280.81	$ 323,536.81	$ 223,303.19	$ 926,120.81	12.23%	9.43%
		State Data Center	X	X	X	$ 169,499.18	$ 183,270.99	$ 178,714.45	$ 531,484.62	7.02%	5.41%
		Indiana Memory Statewide Project	X	X	X	$ 113,759.29	$ 130,240.37	$ 230,778.42	$ 474,778.08	6.27%	4.83%
		LSTA Public Awareness Initiatives	X	X	X	$ 7,857.48	$ 15,400.78	$ 1,334.16	$ 24,592.42	0.32%	0.25%
		How Deep Do These Roots Grow?: Auburn's Earliest Churches and Their Impacts		X		$ -	$ 15,000.00	$ -	$ 15,000.00	0.20%	0.15%
		Collaboratively Preserving Rare Scholarship in Religiously Affiliated Libraries: PALNI Last Copies			X	$ -	$ -	$ 15,000.00	$ 15,000.00	0.20%	0.15%
		Indiana State Fairgrounds & Event Center/Indiana State Fair Photograph Collection Digitization Project		X		$ -	$ 14,914.34	$ -	$ 14,914.34	0.20%	0.15%
		Our Library, Ourselves: Peabody Public Library in the Intellectual Life of the Community		X		$ -	$ 14,711.83	$ -	$ 14,711.83	0.19%	0.15%
		Digitizing Greencastle: Indiana Newspapers, 1980-2005			X	$ -	$ -	$ 14,000.00	$ 14,000.00	0.18%	0.14%
		Preserving and Providing Access to the History of all Souls Unitarian Church	X			$ 13,821.63	$ -	$ -	$ 13,821.63	0.18%	0.14%
		Funderburg Library, Manchester University: The Creation of a Virtual Experience of Northeaster Nigeria			X	$ -	$ -	$ 13,602.24	$ 13,602.24	0.18%	0.14%
		Journey into Nappanee's Past: 1879-1923 (Newspaper Digitization Project)	X			$ 12,860.85	$ -	$ -	$ 12,860.85	0.17%	0.13%
		Preservacion: Digitizing La Voz de Indiana		X				$ 12,680.00	$ 12,680.00	0.17%	0.13%
		Yellow Trail Digitzation Project	X			$ 12,550.00	$ -	$ -	$ 12,550.00	0.17%	0.13%
		Accessing & Engaging Floyd County's Historical Artifacts with 3D Imaging		X		$ -	$ 12,511.61	$ -	$ 12,511.61	0.17%	0.13%
		Wabash Carnegie Public Library			X	$ -	$ -	$ 11,950.00	$ 11,950.00	0.16%	0.12%
		Clinton County: Fun in the '50s	X	X		$ 6,018.07	$ 5,651.60	$ -	$ 11,669.67	0.15%	0.12%

INDIANA LSTA PROJECT EXPENDITURE SUMMARY

State Goal	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE EXPENDITURE TOTAL
	Howard County, Indiana, During and After the Civil War	X			$ 11,350.00	$ -	$ -	$ 11,350.00	0.15%	0.12%
	South Bend Tribune Negatives Digitization Project			X	$ -	$ -	$ 11,082.00	$ 11,082.00	0.15%	0.11%
	Pike County Military History Digitization Initiative		X		$ -	$ 10,000.00	$ -	$ 10,000.00	0.13%	0.10%
	Journey Into Nappanee's Past: 1974-2018 (Newspaper Digitization Project)		X		$ -	$ 9,025.20	$ -	$ 9,025.20	0.12%	0.09%
	John A. Curry Architectural Works Digitization	X			$ 8,778.00	$ -	$ -	$ 8,778.00	0.12%	0.09%
	Connecting Our Community	X			$ 8,000.00	$ -	$ -	$ 8,000.00	0.11%	0.08%
	VCPL Research Advancement and Microfilm Technology	X			$ 8,000.00	$ -	$ -	$ 8,000.00	0.11%	0.08%
	Mobile Computer Lab		X		$ -	$ 8,000.00	$ -	$ 8,000.00	0.11%	0.08%
	Mobile Media Maker Lab		X		$ -	$ 8,000.00	$ -	$ 8,000.00	0.11%	0.08%
	Moving Images Digitization Project		X		$ -	$ 8,000.00	$ -	$ 8,000.00	0.11%	0.08%
	Batesville Memorial Public Library Genealogy Lab Updates			X	$ -	$ -	$ 8,000.00	$ 8,000.00	0.11%	0.08%
	Library on the Go: Improving the Digital Library Experience			X	$ -	$ -	$ 8,000.00	$ 8,000.00	0.11%	0.08%
	Martindale-Brightwood Branch Computer Lap		X		$ -	$ 7,998.12	$ -	$ 7,998.12	0.11%	0.08%
	Batesville Memorial Public Library Digital Learning Lab		X		$ -	$ 7,964.95	$ -	$ 7,964.95	0.11%	0.08%
	Makerspace Project: Western Students MAKE Things Happen!		X		$ -	$ 7,909.13	$ -	$ 7,909.13	0.10%	0.08%
	Back (up) to the Future: Preparing Eckhart Public Library Data for Disaster	X			$ 7,850.00	$ -	$ -	$ 7,850.00	0.10%	0.08%
	Marian University Virtual Reality Technology		X		$ -	$ 7,797.75	$ -	$ 7,797.75	0.10%	0.08%
	Establishing a Digital Arts and Humanities Lab: Creativity in 3-D		X		$ -	$ 7,705.58	$ -	$ 7,705.58	0.10%	0.08%
	Online Everywhere: Hotspot Lending	X			$ 7,463.06	$ -	$ -	$ 7,463.06	0.10%	0.08%
	Lebanon Digital Media Lap		X		$ -	$ 7,326.82	$ -	$ 7,326.82	0.10%	0.07%
	Preserving Our Local History: the Indiana Room Update	X			$ 7,099.00	$ -	$ -	$ 7,099.00	0.09%	0.07%

INDIANA LSTA PROJECT EXPENDITURE SUMMARY

	State Goal	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE EXPENDITURE TOTAL
		Immersive Instruction: Using Augmented and Virtual Reality to inspire, inform and involve students in world events and historical places		X		$ -	$ 6,888.17	$ -	$ 6,888.17	0.09%	0.07%
		Digitizing Letters and Journals of Saint Mother Theodore Guerin	X			$ 6,520.08	$ -	$ -	$ 6,520.08	0.09%	0.07%
		"Can't I Just Print This From My Phone?" Finding a Wireless Printing Solution for Busy Patrons.			X	$ -	$ -	$ 6,436.00	$ 6,436.00	0.09%	0.07%
		Digitization of Harrison County Election Documents, 1833-1864			X	$ -	$ -	$ 6,262.00	$ 6,262.00	0.08%	0.06%
		Nappanee: Architecture and Life in the Late 1800s	X			$ 5,175.00	$ -	$ -	$ 5,175.00	0.07%	0.05%
		Digitizing the Weldon Collection		X		$ -	$ 4,814.12	$ -	$ 4,814.12	0.06%	0.05%
		Pullman-Standard Railroad Car Manufacturing Company Employee Personnel Records	X			$ 4,658.29	$ -	$ -	$ 4,658.29	0.06%	0.05%
		East Chicago Public Library		X		$ -	$ 3,893.88	$ -	$ 3,893.88	0.05%	0.04%
		MRL: Anytime, Anywhere		X		$ -	$ 3,796.42	$ -	$ 3,796.42	0.05%	0.04%
		Digitizing Oral Histories of the Great Ohio River Flood		X		$ -	$ 3,704.62	$ -	$ 3,704.62	0.05%	0.04%
		Digitization of Gospel Trumpet Publications Records	X			$ 3,454.08	$ -	$ -	$ 3,454.08	0.05%	0.04%
		Bring the Internet Home from the Library: Meeting Harrison County Residents' Connectivity Needs			X	$ -	$ -	$ 3,365.80	$ 3,365.80	0.04%	0.03%
		Crowe Family Papers Digitization	X			$ 3,298.68	$ -	$ -	$ 3,298.68	0.04%	0.03%
		Yorktown Public Library: Our History Revealed			X	$ -	$ -	$ 3,285.00	$ 3,285.00	0.04%	0.03%
		The Speedway Flyer Digitization Project			X	$ -	$ -	$ 3,084.36	$ 3,084.36	0.04%	0.03%
		Microfilm Reader Upgrades	X			$ 2,675.00	$ -	$ -	$ 2,675.00	0.04%	0.03%
		WWPL Podcast		X		$ -	$ 2,611.84	$ -	$ 2,611.84	0.03%	0.03%
		Necrology Files of Culver, Indiana, and Vicinity	X			$ 2,500.00	$ -	$ -	$ 2,500.00	0.03%	0.03%
		Digitization of the George H. Wilson Historical Notes of Dubois County, Indiana			X	$ -	$ -	$ 2,440.36	$ 2,440.36	0.03%	0.02%
		Preserving the Greenwood News	X			$ 434.29	$ -	$ -	$ 434.29	0.01%	0.00%

INDIANA LSTA PROJECT EXPENDITURE SUMMARY

	State Goal	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE EXPENDITURE TOTAL
		Internet Connectivity - MATCH-ONLY PROJECT	X	X		$ -	$ -	$ -	$ -	0.00%	0.00%
		GOAL SUBTOTAL				**$2,405,899.14**	**$2,583,170.25**	**$2,582,660.80**	**$7,571,730.19**	**100.00%**	**77.07%**
Goal 2	Institutional Capacity	Indiana Librarians Continuing Education and Leadership Development	X	X	X	$ 92,646.55	$ 43,670.31	$ 111,186.12	$ 247,502.98	94.91%	2.52%
		Digital Skills and Literacies Development for the Support of Indiana Library Staff		X		$ -	$ 7,436.25	$ -	$ 7,436.25	2.85%	0.08%
		Wi-Fi in the Library's Community Plaza			X	$ -	$ -	$ 5,832.00	$ 5,832.00	2.24%	0.06%
		GOAL SUBTOTAL				**$ 92,646.55**	**$ 51,106.56**	**$ 117,018.12**	**$ 260,771.23**	**100.00%**	**2.65%**
Goal 3	Enhanced Services	Library Services for Blind and Physically Handicapped Individuals	X	X	X	$ 417,387.88	$ 375,869.88	$ 341,128.12	$1,134,385.88	70.96%	11.55%
		Indiana Children's Literacy Statewide Project	X	X	X	$ 96,280.43	$ 86,187.17	$ 131,390.67	$ 313,858.27	19.63%	3.19%
		Let's Play! Interactive Game Table	X	X		$ 6,152.00	$ 5,000.00	$ -	$ 11,152.00	0.70%	0.11%
		Expanding ISBVI's Makerspace	X			$ 8,000.00	$ -	$ -	$ 8,000.00	0.50%	0.08%
		YPL Minecraft Club: Building Your Skills One Brick At a Time			X	$ -	$ -	$ 7,986.00	$ 7,986.00	0.50%	0.08%
		Wild About Wetlands		X		$ -	$ 7,981.89	$ -	$ 7,981.89	0.50%	0.08%
		Engineering 21st Century Makers and Shakers... Full STEAM Ahead!	X			$ 7,876.46	$ -	$ -	$ 7,876.46	0.49%	0.08%
		Project STEAM Mobile Tween/Teen Lab: Using Technology to Create Confident Dreamers for a Better Tomorrow	X			$ 7,749.00	$ -	$ -	$ 7,749.00	0.48%	0.08%
		MPHPL School Outreach STEM Lab: Librarians Making Connections in Our Schools			X	$ -	$ -	$ 7,655.78	$ 7,655.78	0.48%	0.08%
		Bright Futures for Art Entrepreneurs			X	$ -	$ -	$ 7,277.00	$ 7,277.00	0.46%	0.07%
		Digital Climbers 2.0	X			$ 7,199.00	$ -	$ -	$ 7,199.00	0.45%	0.07%
		Laptops for Learning and Beyond			X	$ -	$ -	$ 7,171.90	$ 7,171.90	0.45%	0.07%
		Digital Divers: Diving into STEM Learning	X			$ 6,926.00	$ -	$ -	$ 6,926.00	0.43%	0.07%
		Community Learning Center Project	X			$ 6,547.46	$ -	$ -	$ 6,547.46	0.41%	0.07%
		PLAY: Interactive Table			X			$ 5,696.00	$ 5,696.00	0.36%	0.06%
		Virtual Reality @ Your Library		X		$ -	$ 5,937.03	$ -	$ 5,937.03	0.37%	0.06%

INDIANA LSTA PROJECT EXPENDITURE SUMMARY

| State Goal	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE EXPENDITURE TOTAL
	Blended Learning: Osmo Kits for Digital Literacy		X		$ -	$ 5,616.00	$ -	$ 5,616.00	0.35%	0.06%
	New Technology at the Library			X	$ -	$ -	$ 5,000.00	$ 5,000.00	0.31%	0.05%
	STEM Materials to Enhance STEM Programs in East Gibson School Corporation	X			$ 4,999.99	$ -	$ -	$ 4,999.99	0.31%	0.05%
	Making Virtual Reality a Reality		X		$ -	$ 4,319.06	$ -	$ 4,319.06	0.27%	0.04%
	Video Games at the Union County Public Library	X			$ 4,300.71	$ -	$ -	$ 4,300.71	0.27%	0.04%
	Connect to a Virtual World	X			$ 4,046.21	$ -	$ -	$ 4,046.21	0.25%	0.04%
	Microlibraries in Fishers and Noblesville			X	$ -	$ -	$ 3,928.00	$ 3,928.00	0.25%	0.04%
	WWPL STEM/STEAM Mobile Makerspace	X			$ 3,851.00	$ -	$ -	$ 3,851.00	0.24%	0.04%
	STEAM with LEGO WeDo 2.0 ReadyGo Student Packs			X	$ -	$ -	$ 3,866.00	$ 3,866.00	0.24%	0.04%
	Cricut Innovations			X	$ -	$ -	$ 2,202.07	$ 2,202.07	0.14%	0.02%
	Full STEAM Ahead with Robots	X			$ 1,124.00	$ -	$ -	$ 1,124.00	0.07%	0.01%
	Video Games at the Spencer County Public Library	X			$ 1,039.45	$ -	$ -	$ 1,039.45	0.07%	0.01%
	3-D Doodler Pens			X	$ -	$ -	$ 964.50	$ 964.50	0.06%	0.01%
	GOAL SUBTOTAL				$ 583,479.59	$ 490,911.03	$ 524,266.04	$1,598,656.66	100.00%	16.27%
	LSTA PROGRAM ADMINISTRATION				$ 128,417.72	$ 130,216.16	$ 134,331.04	$ 392,964.92	100.00%	4.00%
	GRAND TOTAL				$3,210,443.00	$3,255,404.00	$3,358,276.00	$9,824,123.00		100.00%

Appendix I: Web-Survey Report

IN LSTA Survey Summary

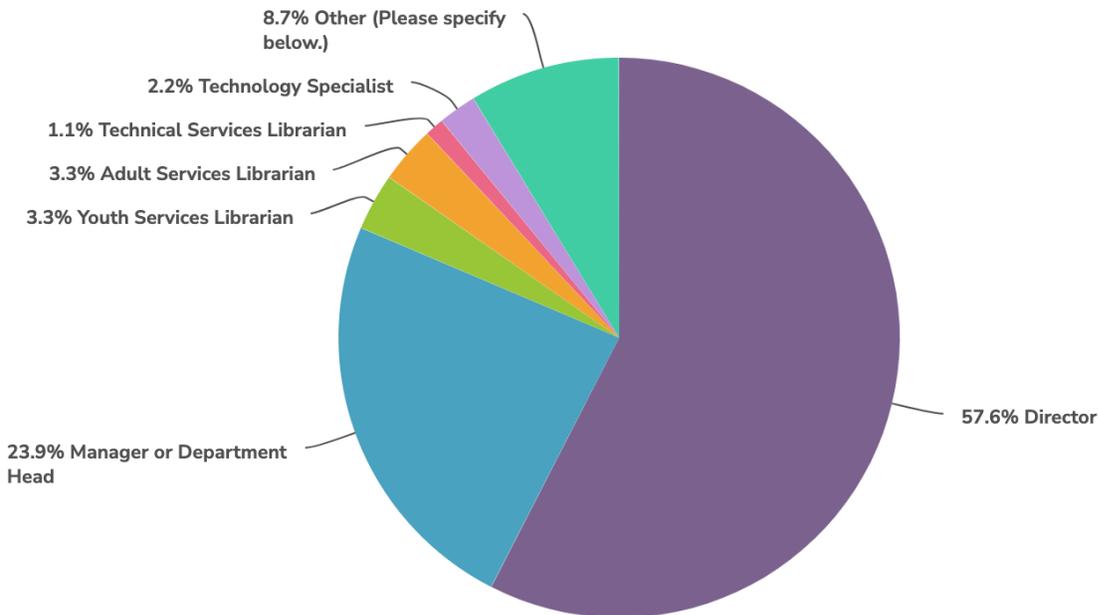https://reporting.alchemer.com/r/71852_61affa2aa7c6a9.84897417

Findings

The survey received a total of 271 responses, 95 of which were complete and 192 of which were partial. As shown in Figure 1, 83.9% of respondents (78) work in public libraries, 8.6% of respondents (8) work in an academic library, 3.2% of respondents (3) work in a school library, and 3.2% of respondents (3) work in a special library. 1.1% of respondents (1) indicated "other" which includes a multi-type library consortium.

Figure 1. The type of library in which respondents work

1.1% Other (Please specify below.)
3.2% A special library
8.6% An academic library
3.2% A school library
83.9% A public library
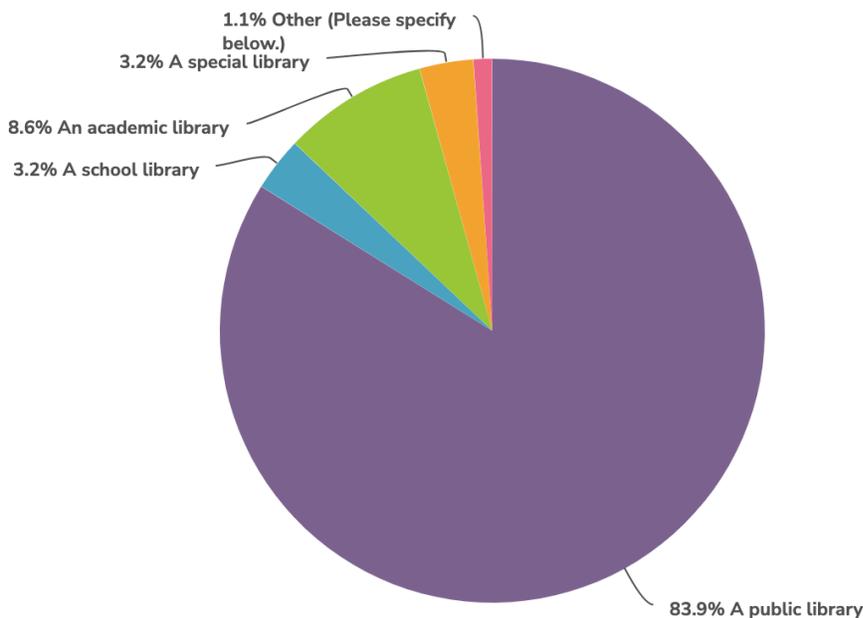
Respondents were then asked to indicate their role within their libraries. 57.6% of respondents (53) are library directors and 23.9% are managers or department heads (22). 3.3% of respondents (3) indicated that they are Adult Services librarians, 3.3% of respondents (3) indicated they are Youth/Children Services librarians, 1.1% of respondents (1) indicated they are Technical Services librarians, and 2.2% of respondents (2) indicated they are a Technology Specialist. 8 respondents indicated "other" which includes media specialists, digital resources librarian, a director of patron services, collection development specialist, support personnel, genealogy and local history librarian, and a technical services cataloging clerk. Figure 2 shows the overall breakdown of job roles.

Figure 2. Role of respondent within their library

- 8.7% Other (Please specify below.)
- 2.2% Technology Specialist
- 1.1% Technical Services Librarian
- 3.3% Adult Services Librarian
- 3.3% Youth Services Librarian
- 57.6% Director
- 23.9% Manager or Department Head

Looking Back

The first question to survey respondents asked them to indicate which LSTA programs have had the most impact on their libraries and patrons. Four primary main themes emerged from the responses including library capacity, library access, library content, and technology. Figure 3 below shows themes discussed in the responses. Respondents mentioned eight impactful LSTA programs. These include INSPIRE, Evergreen Indiana, the Collaborative Summer Library Programs, SRCS, the Indiana Memory Project, subgrants (technology and digitization), Firefly awards, and the Indiana Virtual Catalog. Figure 4 below shows the number of respondents that mentioned each program as impactful to their libraries and/or patrons.
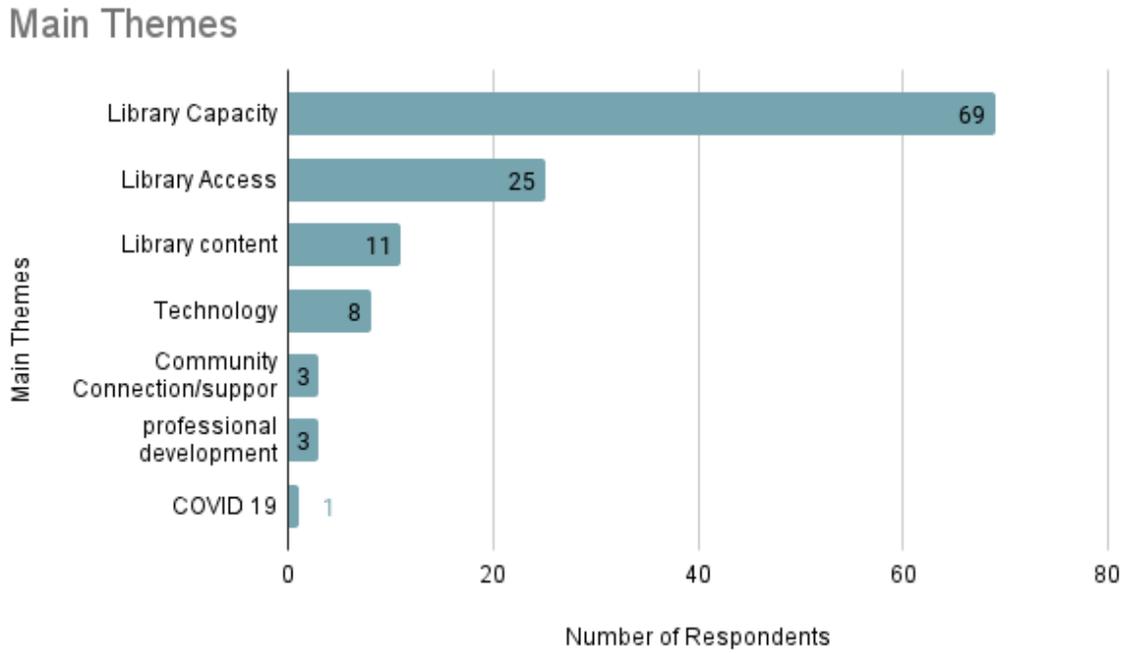
Figure 3. Main themes on LSTA program impact

Main Themes

Main Themes	Number of Respondents
Library Capacity	69
Library Access	25
Library content	11
Technology	8
Community Connection/suppor	3
professional development	3
COVID 19	1

Figure 4. Impactful LSTA Programs

Impactful LSTA Programs

LSTA Programs	Number of Respondents
INSPIRE	47
evergreen	33
Collaborative Summer Library programs	31
SRCS	29
indiana memory project	21
sub-grants	11
Firefly awards	2
Indiana Virtual Catalog	2
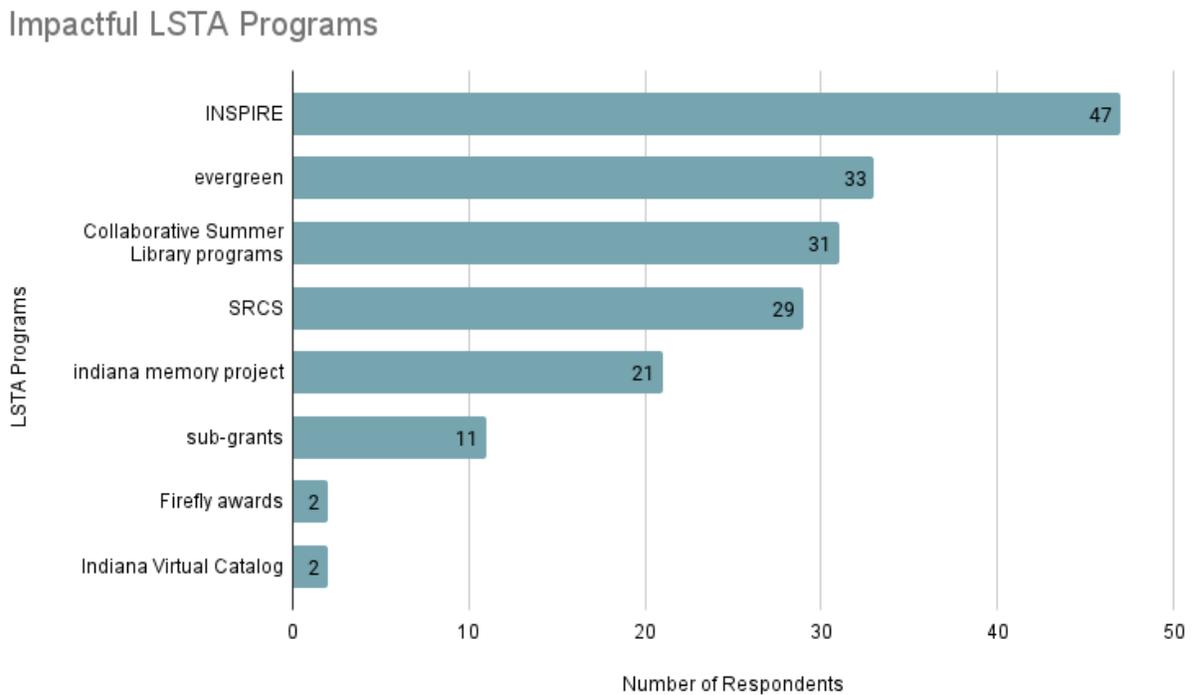
Below are a selection of comments from respondents that reflect the main themes discussed and the impact of these LSTA programs.

> *Of the LSTA supported programs, the Evergreen Indiana effort greatly [affects] our library and the people it serves. By being a part of the consortium, our rural community has access to many more items than if we were just to use [an] in-house ISL. The program allows a greater variety of services and materials while saving taxpayer dollars to be allotted and spent to provide more programming and services.*

> *From a patron standpoint, we can't get our hands on enough of what they are requesting, so Evergreen and being able to share between libraries through InfoExpress is extremely important, as is SRCS. The Indiana Virtual Catalog also fills in the gaps when we don't have it on the shelf or for those who embrace technology.*

> *Our library has also been awarded technology sub-grants in the past to fund things like our VR equipment, which is used in library programming and school outreach.*

> *We rely heavily on INSPIRE databases and could not, given current budget constraints, ever replace access to those resources on our own.*

> *I think SRCS has had the biggest impact on our library. Being a smaller library, it is great to be able to provide our patrons with options to be able to access other materials that we might not necessarily be able to carry.*

> *We are a member of the Evergreen Indiana Consortium. It is the BEST service that we can offer our patrons--they have access to SO many more materials than we could ever provide in our library.*

> *INSPIRE continues to be a valuable resource in connecting the library to schools and students in our community.*

> *[…] staff development[.] In a small library as our own, I appreciate efforts made to bring programming and training to us.*

> *Sub-grants helped our library to purchase a scanner to digitize our local history collection and to add this to our library website and Indiana Memory Project. We have digitized about 40% of our collection and [it] is accessible online. We also digitize our [patrons'] materials and most allow us to keep a copy and add to our collection.*

Looking Forward

Respondents were asked to think ahead to the years covered by the upcoming Five-Year Plan (FFY 2023 - 2027) and discuss changes to the way that LSTA dollars are invested that would significantly improve library services. Recommended changes mentioned more than once include increased funding to digitization efforts, continued support for digital resources through INSPIRE, and funding for technology updates.

Additional topics addressed in comments include:

- Coworking spaces
- STEM related items like equipment, kits, and technologies
- Facility updates like roofing and HVAC systems
- Access to Overdrive for Indiana public libraries
- Hardware for staff
- Hybrid models of service and engagement
- Funding for small town libraries struggling to meet state and ALA standards
- Funding for a genealogy site

Below are a selection of comments from respondents on recommended funding within the next five years.

> *Maybe this already exists, but something for Indiana Genealogy would be nice. My library can not afford a subscription to Ancestry.com, so something with similar resources for free would be nice.*
>
> *Could LSTA dollars be directed to library professionals to gain more continuing education in a way that might be otherwise difficult to attain due to personal financial limitations or library-budgetary limitations that prohibit libraries from being able to join professional groups or pay for classes, conferences, etc.?*
>
> *I'm not sure if this would be an option, but an LSTA grant for furniture and rethinking how libraries use their space would be helpful. Library furniture is very expensive and I think many libraries struggle with updating their furniture and spaces.*
>
> *Continuing support for INSPIRE and other resource sharing programs.*
>
> *Our library would like to see more funds invested in young literacy STEM programming. Our small rural and poor community and its school system has its challenges. Teaming up with the school system in offering more STEM programming would be a definite gain in technology skills, plus increased social interaction and team building skills.*
>
> *I think the best use of LSTA funds are those that foster resource sharing and leverage our purchasing power, like providing access to databases, or the new Overdrive consortium.*
>
> *Continue to provide grant[s] that assist with digitization, staffing and technology. Consortiums to assist with rising database costs could also be beneficial.*
>
> *Honestly, I am excited to see some LSTA dollars being used towards a statewide Overdrive consortium. I think this change will definitely benefit all who participate.*
>
> *If it is allowed, I think these funds could be used for training and education, including producing usable and updated manuals. Every day I see questions on the listserve that I know are answered in the director's manuals or accounting manuals...things most of us who have been directors for a few years already should know. Unfortunately, the manuals we have are not user friendly, updates being few and far between, indexes woefully inadequate.*

I'd like to see grants opened back up to microfilming efforts. Microfilm is a more stable format than digital and if something has never been filmed it is hard to find money for it. Digitization is great, but a microfilm backup is essential.

Concentration on providing services for small public libraries would be a great impact. With our small budget we struggle to meet the same standards that large, well funded libraries are held to. Just a few things that would or do help: Help with internet security, monitoring.. Cost of e-materials [p]rogramming [b]ookkeeping and record keeping to meet SBOA and DLGF standards. (it would be helpful if smaller libraries shared the same systems so we could help each other more)

Additional Comments

I do not use SRCS so I do not really value the cost spent on it. It seems redundant, especially if libraries are on Evergreen or have ILL staff.

I think that it is great that the Indiana State Library is making a shift to a statewide Overdrive consortium. By using LSTA funding to help this project, I believe Indiana residents and libraries will see a great benefit as it will provide more access to patrons statewide.

Maybe make the LSTA grant application process a little easier... I have worked at my current library for a decade and still have not applied for one.

The InfoExpress service needs to be much cheaper for schools. When your school is in an unserved area, it is difficult to borrow book sets for book clubs. Schools don't tend to borrow a ton of books so even if we were limited to so x number of deliveries per year, that would help.

For INSPIRE, it would be nice if access to more of the databases could move beyond simple search screens to more user friendly interfaces that gave the user a better feel for what was available through the database.

Publicity & Resource Sharing- There is VERY VERY little ever promoted about who received the funds and for what. Again, so much could be learned if training was done or cohorts formed where others could learn what could be done with some of the technology purchased. For instance, if Library A receives a grant for a $10,000 scanner and they do a big scan project. Once their project is completed they now own a $10,000 scanner that other libraries might be able to come and utilize, IF other libraries knew it was feasible to do, that the equipment could be shared, and cross training could happen. The impact could grow exponentially if nearby libraries were aware of what was going on and a component was added to the grant process about how they could share the grant findings or resources with other libraries in their region.

I truly appreciate how easily accessed the staff is.

Appendix J: Databases in Indiana

Prepared by Genya O'Gara, Library Consultant and VIVA Deputy Director

Background

Statewide database programs are a crucial service supported at various levels by the vast majority of state library programs across the United States.[13] Meeting user needs in virtual as well as physical spaces is a critical component of state library services; even as physical visits and circulation decline at public libraries (a trend likely to be further exacerbated by the COVID-19 pandemic), both the usage and availability of electronic resources has expanded.[14]

To understand the snapshot of the database resources and programs provided by the state agency, it is important to note that funding models for statewide databases have shifted considerably in the last few decades. For example, between 2000 and 2020, state libraries' overall spending on statewide database licensing increased from 42.29 million to 74.04 million dollars (spent by 48 state libraries). Within this increase however, state libraries were very unlikely to be the sole source of support for statewide databases; in fact, in 2020 89.6 percent of statewide database licensing was carried out by multiple entities and funding sources.[15] In an informal 2021 survey of state data coordinators, it was found that although the majority of states offer support for a statewide databases program (41 of 44 respondents), many of those are not managed through the state library (only 33 reported state library management). Thirty-six of these respondents also noted the existence of a local e-resource consortium in the state.

Often these statewide database programs are supported in part through LSTA funding, as well as state funding, library cost-sharing, grants, and external, but often complementary, consortial programs.[16] Each statewide database program is approached, funded, and supported in slightly different ways. The following snapshots note where LSTA funds have likely supported a particular resource or platform to some extent, but they do not note what other funding or

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[13] The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: The Institute of Museum and Library Services, p.14.; Results from the SDC E-Resources Survey.

[14] The Institute of Museum and Library Services. (2021). *The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic.* Washington, DC: The Institute, p. 6.

[15] The Institute of Museum and Library Services. 2021. Functions and Roles of State Libraries: 2000 and 2020. Washington, DC: The Institute of Museum and Library Services, p.14.; Results from the SDC E-Resources Survey, p.14.

[16] Results from the 2021 SDC E-Resources Survey

percentage of support this comprises, as this information is beyond the scope of the LSTA evaluation.

State: Indiana

Project details/URLs:
- h ps://imls-spr.imls.gov/Public/Details/83919
- h ps://imls-spr.imls.gov/Public/Details/82095
- In FFY 2018 and FFY 2019 a total of $1,186,251.50 was spent, accounting for 23.78% of total LSTA expenditures

1. Table of Resources:
*Resources indexed by INSPIRE: https://inspire.in.gov/

Vendor/Provider	Resource	Vendor/Provider	Resource
Ebsco	Academic Search Complete	Ebsco	Library and Information Science Abstracts
Ebsco	Alt HealthWatch	Ebsco	Literary Reference Center Plus
Ebsco	Biography Reference Bank	Ebsco	MagillOnLiterature Plus
Ebsco	Biography Reference Center	Ebsco	MAS Complete
Ebsco	Biomedical Reference Collection: Basic	Ebsco	MasterFILE Complete
Teaching Books	Book Connections	Ebsco	McClatchy-Tribune Collection
Ebsco	Business Source Complete	Ebsco	MEDLINE
Ebsco	Communication & Mass Media Complete	Ebsco	MEDLINE with Full Text
Ebsco	Consumer Health Complete	NLM	MedlinePlus
Ebsco	eBook K-8 Collection	Ebsco	Middle Search Plus
Ebsco	eBook High School Collection	Ebsco	Military & Government Collection
Ebsco	eBook Public Library Collection	Ebsco	Multilingual Health Databases

Ebsco	EBSCO eBook Collection	Ebsco	Newspaper Source Plus
Ebsco	Entrepreneurial Studies Source	Ancestry	Newspapers.com*
Ebsco	ERIC	Ebsco	Newswires
Ebsco	Essay & General Literature Index	Ebsco	Play Index
Ebsco	Explora Educator's Edition	Ebsco	Points of View Reference Center
Ebsco	Explora for Elementary Schools	Ebsco	Primary Search
Ebsco	Explora for High Schools	Ebsco	Professional Development Collection
Ebsco	Explora for Middle Schools	Ebsco	Psychology & Behavorial Science Collection
Ebsco	Explora for Public Libraries	Ebsco	Read It!
Ebsco	Film & Television Literature Index with Full Text	Ebsco	Readers' Guide Full Text Select
Ebsco	Fonte Academica	Ebsco	Referencia Latina
Ebsco	Fuenta Academica Premier	Ebsco	Regional Business News
Ebsco	Funk & Wagnalls New Encyclopedia	Ebsco	Religion & Philosophy Collection
Ebsco	GreenFILE	Rosetta Stone	Rosetta Stone Level One for Personal Use
Ebsco	Health Business FullTEXT	Ebsco	Science Reference Center
Ebsco	Health Source - Consumer Edition	Ebsco	Short Story Index
Ebsco	Health Source - Nursing/Academic Edition	Ebsco	Small Business Reference Center
Ebsco	History Reference Center	Ebsco	Social Sciences Full Text
Indiana State Library	Hoosier State Chronicles	TeachingBooks	TeachingBooks.net
Ebsco	Humanities Full Text	Ebsco	TOPICsearch

Indiana State Library	Indiana Memory	Ebsco	Vente et Gestion
Ebsco	International Bibliography of Theater & Dance with Full Text	Ebsco	Vocational and Career Collection
Ebsco	Legal Information Reference Center	Ebsco	Vocational Studies Premier
Ebsco	LearningExpress Library	Ebsco	Web News
		OCLC	WorldCat

2. Access/Scope/Population:

Database resources are primarily provided through INSPIRE (h ps://inspire.in.gov/), Indiana's Virtual Online Library. INSPIRE is a collection of online academic databases and other information resources that can be accessed by all Indiana residents (6.732 million in 2019) through IP authentication Included resources are indexed and searchable through this portal. INSPIRE holds electronic materials for research, school projects, business and employment, and lifelong learning -- resources include full-text magazine and journal articles, websites, pamphlets, images, almanacs, full-text historic newspapers, learning and teaching resources, and multimedia resources, among others. In 2018 and 2019 INSPIRE provided Indiana residents access to 88 and 86 databases respectively. In July of 2020 a new contract between Indiana State Library and EBSCO replaced a previous database package made available by Gale Cengage and increased access to EBSCO resources, such as Academic Search Complete, Psychology and Behavioral Sciences Collection, and Learning Express. Several school-specific ebook collections were also added with this contract. Not included through INSPIRE are a small number of resources that can only be accessed from the state library (h ps://www.in.gov/library/online-resources/). All databases are supported through LSTA funding and matching funds. In 2020-2021, in collaboration with the state's Office of Technology, a single sign-on portal, Access Indiana (h ps://access.in.gov/), was launched. This provides additional resource discoverability via the IN.gov website, as well as a method for authenticating state residents whose IP addresses are not recognized as Indiana addresses.

3. URLs :

Indiana-State-DBs spreadsheet for URLs constructed.

4. URLs usage :

The Inspire Advisory Board meets regularly to review all usage on the databases included in INSPIRE, but they do not make individual database usage summaries available online. Larger library statistics are available here: h ps://www.in.gov/library/services-for-libraries/plstats/. In the posted activity reports it was noted that there were 336,637,908 searches using INSPIRE.in.gov from 10/01/2018 through 09/30/2019, which was a 31% increase from 2017-18. These searches returned 4,795,493 full-text articles. In 2019 258,865,846 searches were done

using INSPIRE.in.gov, returning 3,427,599 full-text articles. Chart available
here: h ps://inspire.in.gov/about-inspire.

Since July 1, 2008, the Indiana State Library has tracked monthly statistics on the use of INSPIRE. The Inspire Statistics Report shows the number of searches done, broken out by month.

INSPIRE Searches 2018-2021
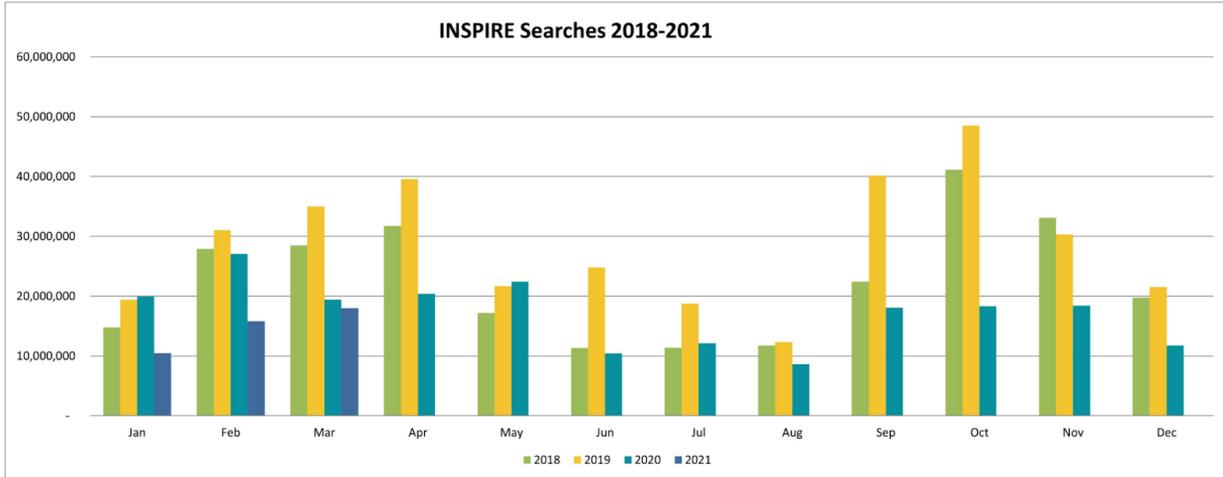
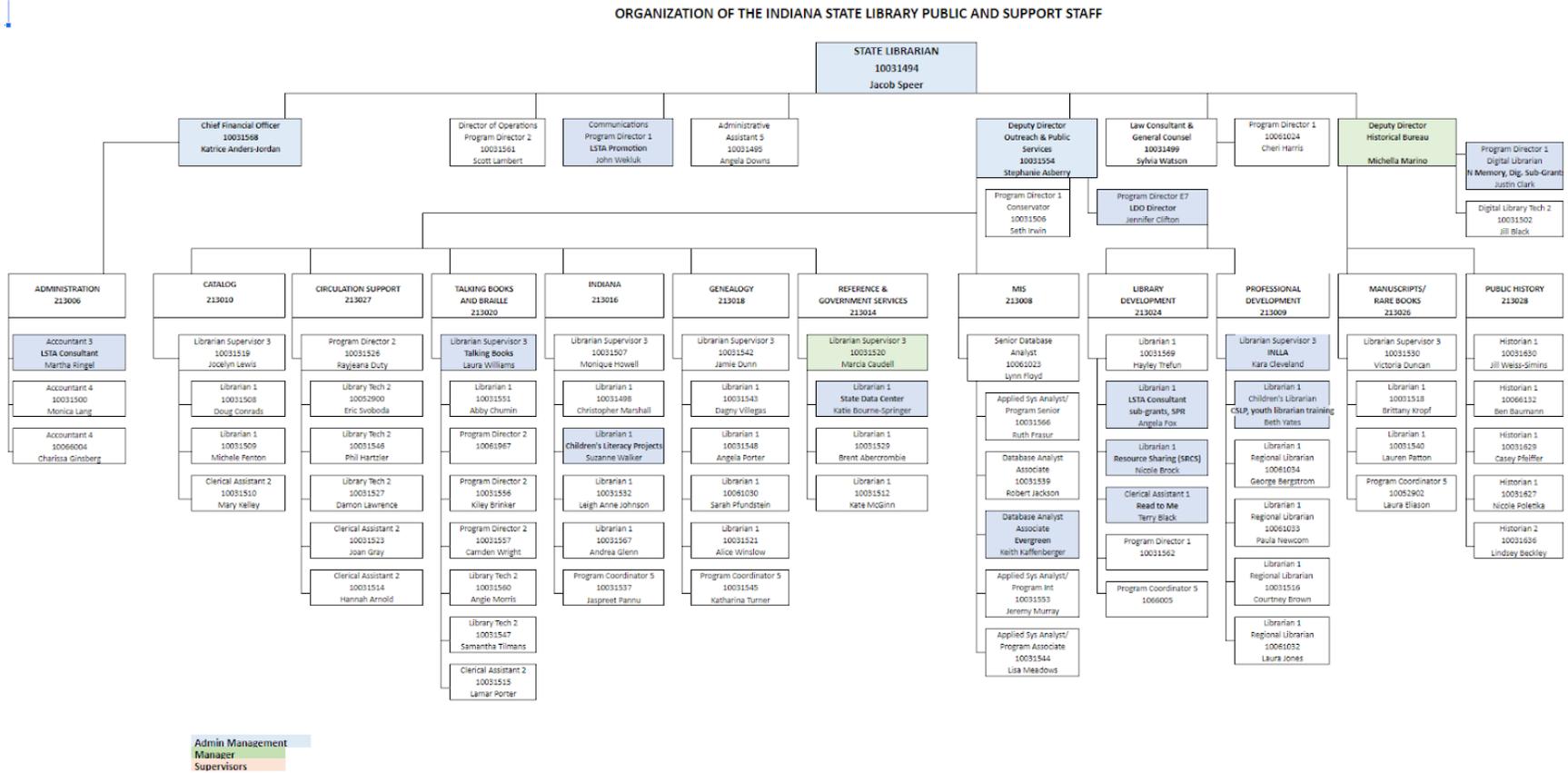Source:https://inspire.in.gov/about-inspire

Appendix K: Public Libraries and Population Service Areas
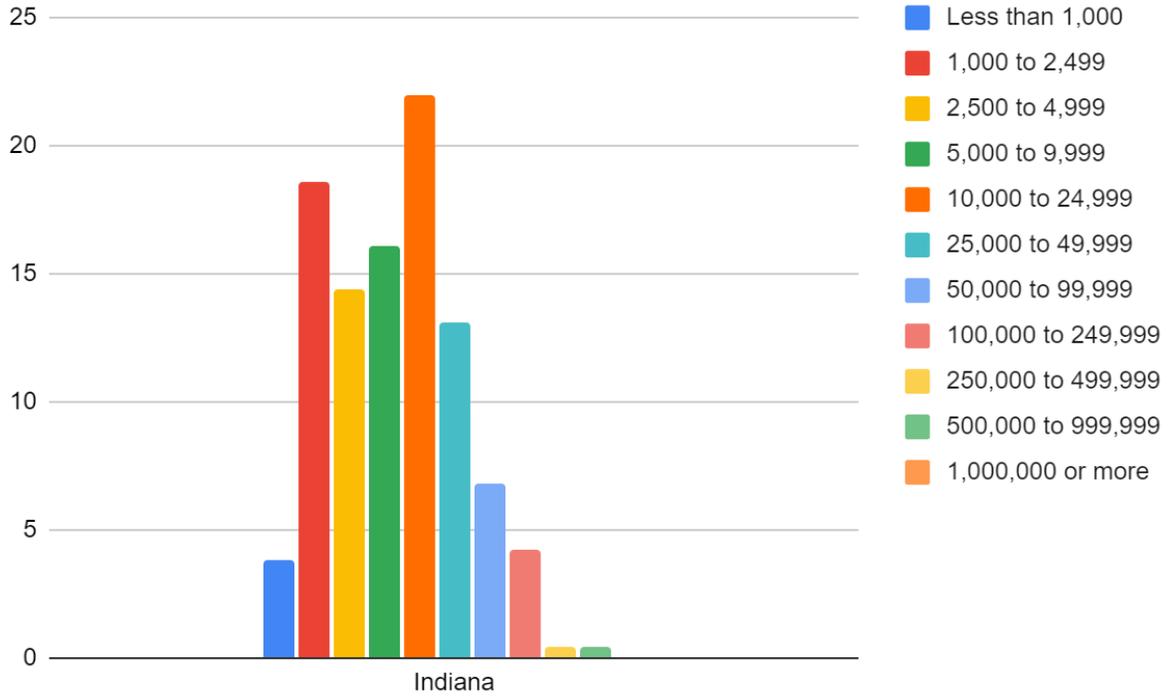
PLS Table 1A. Percentage distribution of public libraries, by population of legal service area: FY 2019

Appendix L: Organizational Chart for Indiana

Please note gray boxes reflectLSTA funded positions.

ORGANIZATION OF THE INDIANA STATE LIBRARY PUBLIC AND SUPPORT STAFF