New Mexico State Library LSTA 5-Year Evaluation 2018-2022

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The New Mexico State Library
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THRIVING LIBRARIES
cultivate, grow, flourish

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EVALUATION SUMMARY

The New Mexico State Library (NMSL) established three goals in its LSTA Five Year Plan 2018 – 2022.

Goal 1. Expand services for learning and access to information and educational resources, in all types of libraries for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.

Goal 2. Establish or enhance interlibrary resource sharing electronically via ILLiad and improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services.

Goal 3. Provide library services to visually impaired, rural, homebound, and underserved New Mexico residents (2018-2022 ongoing).

RETROSPECTIVE EVALUATION

To what extent did your five-year plan goals make progress towards each goal?

Goal 1: Achieved
Goal 2: Achieved
Goal 3: Partly Achieved

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

GOAL	PROJECT	Focus Area(s)
Goal 1	Summer Reading	Improve the library workforce
		Improve library operations
	El Portal	Improve users' ability to obtain and/or use information resources
	Union Catalog	Improve the library's physical and technological infrastructure
		Improve users' ability to obtain and/or use information resources.
	Managing State Grants in Aid to Libraries	Various
Goal 2	Atlas/ILLiad	Improve library operations
		Improve users' ability to discover information
		Improve users' ability to obtain and/or use information resources
Goal 3	Bookmobiles	Improve users' general knowledge and skills
	Books by mail	Improve users' general knowledge and skills
	LBPD	Improve users' ability to discover information
		Improve users' ability to obtain and/or use information resources

Did any of the following groups represent a substantial focus for your Five-Year Plan activities?

No. While the NMSL targeted various groups, none of the targeted audiences reached the 10% expenditure threshold established by IMLS as representing a substantial focus.

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PROCESS EVALUATION

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

SPR data helps the New Mexico State Library analyze the effectiveness of its programs towards LSTA goals, and guide decisions on prioritizing projects. It gives NMSL a chance to compare progress from year to year, identify areas of strength and weakness, and focus attention where it is needed.

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

No formal changes or amendments were made to the Plan.

How and with whom have you shared data from the old and new SPR and from other evaluation resources?

New Mexico State Library shares this data with stakeholders as part of its extensive quarterly NMSL Commission reports, which are made available online and sent to statewide library email lists, with the State Legislature, and with leadership in the Department of Cultural Affairs and the Governor's Office. Internally the data is used to make decisions, and prioritize funding.

METHODOLOGY

Thriving Libraries, LLC reviewed SPR data and other statistics collected by the NMSL, held virtual focus groups and interviews with stakeholders throughout the state, and used a web-based survey to collect responses. Sixty-nine people responded to the survey, and twelve people took part in five focus group sessions.

The Covid-19 pandemic created challenges during the evaluation and data collection phase. Virtual meetings allowed more stakeholders to participate than usual since participants didn't have to travel for professional development and meetings. Still, the changes made to services necessitated by the pandemic created circumstances that could not be quantified the same way as prior data. This presented difficulties in analyzing some service trends.

Evaluators have made themselves available to the NMSL to discuss recommendations and explore potential follow-ups to the report.

RECOMMENDATIONS

The New Mexico State Library (NMSL) staff are a resilient team who have provided services throughout the pandemic and even innovated to improve access, as in the case of the Library for the Blind and Print Disabled. But the team is stretched thin, with many positions remaining unfilled due to processes beyond the control of the NMSL. As the pandemic wanes, the staff is eager to resume site visits, and implement substantial changes – including creating 52 new libraries – 49 new branch libraries at Navajo Chapter Houses and three new branch libraries on Pueblos, to better serve the rural Native American population.

To support this effort, the NMSL should consider creating a robust professional development program for library leaders without professional training. The lack of an American Library Association certified MLS/MLIS program puts the library community at a disadvantage – there are no local schools that can provide interns, and no direct pipeline for librarians to enter the job market in New Mexico.

The sheer size of the state and low population density requires an innovative approach to serving rural residents. Currently, bookmobiles, popular with residents and legislators, and the books-by-mail program are used to reach these patrons. But the bookmobiles are expensive to run and prone to mechanical difficulties, which cause significant interruptions in library services. If bookmobiles continue to be used, it may make sense to set up regional hubs or invest in smaller, nimble vans that make regular stops.

The NMSL is currently working on a new website, which will raise the profile of the department in the state and improve access to the services it provides. Once the pandemic wanes, there is interest among NMSL staff and New Mexico's libraries to have increased outreach, including site visits, marketing of its services, and developing a robust social media presence.

To implement the desired changes, we recommend the following:

INTERNAL
- Fill current open positions at the NMSL
- Standardize reporting methodology
- Statistical Records:
  - Distinguish between the Books by Mail Program and the Bookmobile Program circulation statistics
  - Distinguish between the circulation of the bookmobile main office and the mobile units
  - Keep additional monthly statistics on usage of the LBPD
- Review, assess, and reappraise content in El Portal

EXTERNAL
- Increase training and promotion of ILLiad
- Increase training and promotion of BARD
- Increase training and promotion of the Library for the Blind & Print Disabled
- Create robust professional development for library leaders without professional training
- Design a new NMSL website to support and promote its services
- Continue playing an active role in advocating for digital equity
- Continue exploring innovative approaches to reach isolated rural populations

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EVALUATION REPORT

INTRODUCTION

The mixed methods evaluation approach used by the evaluators incorporates both quantitative and qualitative data. Evaluators began with a web-based survey to determine the satisfaction level with, and usage of the services outlined in the NMSL 5-Year Plan. The evaluators convened multiple focus groups of internal and external stakeholders and conducted several one-on-one interviews. In addition, the State Program Report (SPR) and other statistical reports provided by NMSL and IMLS were reviewed. This evaluation is based on the Guidelines for IMLS Grants to States Five-Year Evaluation and the goals established by the NMSL in its Library Services and Technology Act: Five-Year State Plan for Federal Fiscal Years 2018-2022.

BACKGROUND

The New Mexico State Library (NMSL) serves 2,117,522 residents of New Mexico, who are spread over more than 121,000 square miles of verdant mountains, grasslands, mesas, and deserts. New Mexico's population shows modest growth of 2.8% over the last decade[1], a decrease in growth from prior Census reports reflecting a negative net migration of people 18 years and younger. Despite the outward migration, the Hispanic and Native American communities continue to grow. The population is trending older, with 77% of New Mexicans older than 18. The median age is 38.4 years old, higher than the national average. Retirees are drawn to the state due to its relatively mild weather and considerable natural, educational, and cultural attractions. Nearly one-third of the population is based in Bernalillo County (676, 444).

As of July 1, 2021, New Mexico's population was 11% Native American, 49% Hispanic or Latino, and 36.8% white,[2] making it one of the few majority-minority states. It has the highest percentage of Hispanic and Latino Americans in the country and the second-highest percentage of Native people after Alaska, which informs its rich culture and traditions. The Navajo, Pueblo, and Apache nations call New Mexico home. The NMSL has two positions dedicated to serving its Native American population: A tribal libraries coordinator, who works closely with the state's tribal libraries to distribute funding, resources, and support, and a Navajo Nation Outreach Librarian who travels between the Chapter Houses providing digital literacy, financial literacy, and summer reading programs. The NMSL reports the funding of both positions as matching funds for the LSTA.

The 2018 decision in the Yazzie Martinez v. State of New Mexico case determined that the state had violated its Education Clause, the Equal Protection Clause, and the Due Process Clause of the New Mexico Constitution. [3] To improve the educational outcomes of at-risk students, defined as those experiencing socioeconomic disadvantages, English language learners, Native American children, and children with disabilities, an injunction was ordered to "create a funding system that will meet the constitutional requirements." [4]

BACKGROUND (cont)

The courts ordered the state to increase funding for education. When New Mexico's tribal leaders created a framework to improve student outcomes, they included libraries as an integral part – something which had not been mandated by the courts. The proposed framework recognizes the role of libraries in providing after-school support and summer reading programs, and the need for library construction funds to develop more than fifty libraries at Navajo Chapter Houses and Pueblos, a daunting undertaking for any organization.

With 18 percent of New Mexicans living in poverty, the state is one of the poorest in the U.S., despite the oil and gas industry and substantial investment by the federal government in military and research. Tourism is a growing industry, sparked by the appealing climate, stunning landscapes, and rich cultural heritage.

The dedicated, enthusiastic staff at the NMSL provide high-quality, responsive services to New Mexicans but are challenged by numerous unfilled positions, low wages, and budget issues. Despite these challenges, the staff is working on adding libraries to more than 50 Chapter Houses and creating additional libraries on Pueblos. The NMSL has a robust Library for the Blind and Print Disabled.

The National Center for Education Statistics ranks New Mexico in the bottom 25% of states regarding literacy, which is a significant concern and an opportunity for the NMSL to partner with other state agencies. [5] The sheer size of the state and low population per square mile ratio requires ongoing innovative thinking to provide services to a widely dispersed rural population, currently served primarily by bookmobiles and a Books-by-Mail program.

The defining event of the 2018-2022 evaluation period is the ongoing Covid-19 pandemic which continues to cause unprecedented disruption and hardship. Despite the challenges of providing services in this environment, the New Mexico State Library provides an exceptional array of programs and tools to its constituent libraries and the people of New Mexico.

After a challenging period of rapid leadership turnover at the NMSL in 2018, Eli Guinnee became the state librarian of New Mexico following the departure of Kathleen Moeller-Peiffer in 2017. This change in leadership did not result in modifications or amendments to the LSTA Five Year Plan; the New Mexico State Library continued its expected projects without disruption.

[1] U.S. Census Bureau. (2021, October 8). New Mexico Population Grew 2.8% Last Decade. Census.Gov. https://www.census.gov/library/stories/state-by-state/new-mexico-population-change-between-census-decade.html
[2] US Census Bureau. (2021, July 1). Quick Facts New Mexico. United States Census Bureau. Retrieved February 20, 2022, from https://www.census.gov/quickfacts/NM
[3] New Mexico Public Education Department. (2022, March 1) Martinez and Yazzie Consolidated Lawsuit. Retrieved, March 2, 20232, from https://webnew.ped.state.nm.us/bureaus/yazzie-martinez-updates/
[4] Yassie/Martinez v The State of New Mexico, D-101-CV-2014-00793, Stephen T. Pachecho (2019). chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/viewer.html?pdfurl=http%3A%2F%2Fnmpovertylaw.org%2Fwp-content%2Fuploads%2F2019%2F02%2FD-101-CV-2014-00793-Final-Judgment-and-Order-NCJ-1.pdf&clen=110925&chunk=true
[5] National Center for Education Statistics. (2014). States and Counties with the Highest and Lowest Levels of Adult Literacy and Numeracy Skills. https://nces.ed.gov/search/?q=Literacy+Rates#gsc.tab=0&gsc.q=Literacy%20Rates&gsc.page=1

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A. RETROSPECTIVE QUESTIONS

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

Goal 1. Expand services for learning and access to information and educational resources in all types of libraries for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.

PROJECTS

Summer Reading
NMSL continued membership with the Collaborative Summer Library Program (CSLP), well received by librarians and library staff statewide. Due to COVID-19 and the attrition of a staff member dedicated to coordinating this goal, some changes had to be made to the usual components of the Summer Reading Program. For 2020 and 2021, all training to support the Summer Reading Program (SRP) went virtual. Funds were disbursed to libraries to purchase material to support SRP programs.

El Portal
The purpose of this LSTA Project is to enhance the quality of research, teaching, and education in the state by providing electronic journal articles and newspaper databases, as well as a homework help/tutoring service and job/career assistance to all New Mexico residents through their local public, academic, or school libraries. New Mexico citizens can also access these databases from their homes or offices from anywhere in New Mexico through El Portal, the gateway Website - http://www.elportalnm.org.

Union Catalog
With a competitive RFP-based procurement process, the New Mexico State Library awarded a contract to Sirsi Corporation for migration from the Rural Services Koha databases to SirsiDynix Symphony. The migration includes the State Library's Polaris database, another Koha database in state government (Museum of International Folk Art), and an OCLC WorldShare Management database (College of Santa Fe collections on permanent loan to the state).

Managing State Grants in Aid to Libraries
Support the libraries of NM and their capacity to address user needs. The State of New Mexico is empowered through statute NMSA 18-2-4 to provide state grants in aid to libraries. These funds are administered through NMAC 4.5.2 and are split evenly between eligible libraries that have submitted their annual report to the NMSL (branch libraries get 1/2 shares). The libraries use these funds for operational support, acquisitions, staff training, and equipment.

EXPENDITURES

	Summer Reading		El Portal		Union Catalog		Managing State Grants in Aid to Libraries		Total for Goal 1	
	Spent	% of annual LSTA	Spent	% of annual LSTA	Spent	% of annual LSTA	Spent	% of annual LSTA	Spent	% of annual LSTA
2018	14,285	1%	654,415	44%		0%		0%	668,700	45%
2019	14,500	1%	521,465	35%		0%		0%	535,965	36%
2020	13,173	1%	489,352	31%	91,528.99	5%	189,466	CARES Funding	594,053	37%
TOTAL	**41,958**	**1%**	**1,665,231**	**37%**	**91,529**	**2%**	**189,466**	**0%**	**1,988,184**	**40%**

USAGE STATISTICS

EL PORTAL
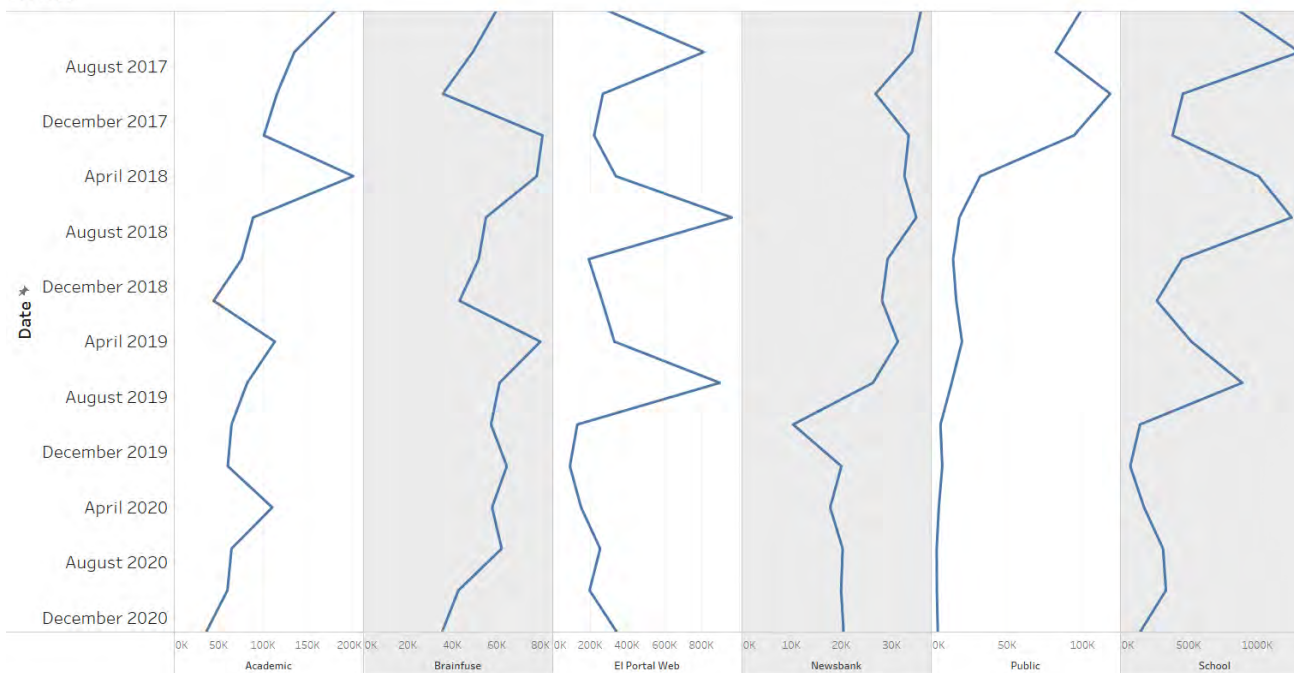
The trends of sum of Academic, sum of Brainfuse, sum of El Portal Web, sum of Newsbank, sum of Public and sum of School for Date Month.

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SUMMER READING

Summer Reading

	Events Presented			Kids/Teens Registered			Program Attendance		
Library	2017	2018	2019	2017	2018	2019	2017	2018	2019
Alamogordo Public Library	71	60	64	987	1,012	968	2,145	2,131	1,946
Albert W. Thompson Mem..	9	16	16	25	28	23	148	105	141
Anthony Public Library	12	16	13	42	29	29	42	59	39
Artesia Public Library	86	70	108	410	493	456	2,726	2,058	2,703
Arthur Johnson Memorial ..	7	6	7	0	166	0	298	244	363
Aztec Public Library	101	49	26	191	144	147	841	512	822
Bayard Public Library	16	12	19	70	35	51	386	301	398
Belen Public Library	12	13	18	130	135	132	635	709	150
Bloomfield Public Library	16	14	15	233	164	135	1,113	2,264	874
Bosque Farms Public Libr..	39	10	19	180	164	142	850	279	318
Capitan Public Library	8	8	9	42	43	49	184	136	62
Carlsbad Public Library	42	42	43	974	820	889	3,817	3,658	4,141
Carnegie Public Library	6	12	7	95	168	100	2,650	1,426	150
Clovis-Carver Public Library	68	72	45	496	243	56	2,136	1,524	1,497
Columbus Village Library	5	9	12	30	74	17	200	70	83
Corrales Community Libra..	19	22	31	150	183	148	1,440	4,378	949
Cuba Public Library	12		20	27		21	128		29
David F. Cargo El Valle de ..	16	8	16	35	56	22	240	148	27
Edgewood Community Lib..	5	7	8	254	355	341	359	641	1,005
Eleanor Daggett Memoria..	5	4	4	45	15	28	62	257	195
Embudo Valley Library	20	10	10	32	51	32	395	297	179
Espanola Public Library	78	62	50	54	84	60	1,107	198	488
Estancia Public Library	29	18	19	48	68	59	349	357	252
Eunice Public Library	26	20	28	61	104	70	473	479	633
Farmington Public Library	82	124	130	6,564	6,976	7,165	14,639	10,793	12,692
Gila Valley Library	14	15	8	12	41	70	20	400	141
Glenwood Community Lib..	8	8	16	57	30	42	212	231	230
Grants Public Library		65	9		118	50		1,280	235
Hatch Public Library	31	45	43	127	90	163	749	720	458
Hobbs Public Library	18	15	65	173	220	96	1,417	842	1,086
Irene S. Sweetkind Public ..	6	6	17	12	11	190	5	72	1,087
Jemez Pueblo Community ..	38	39	8	93	62	15	620	101	72
Jemez Springs Public Libr..	20	19	37	0	40	28	263	322	1,177
Laguna Public Library	48	52	23	54	58	34	1,125	1,078	869
Lordsburg Hidalgo Library	34	19	67	105	79	46	851	684	1,097
Los Alamos County Librar..	112	107	16	200	0	127	4,093	4,410	773
Los Lunas Public Library	32	27	122	400	500	796	740	1,726	5,995
Lovington Public Library	24	8	65	126	113	518	1,262	405	2,070
Magdalena Public Library	31	43	23	26	23	184	251	423	1,319
Marshall Memorial library	20	16	8	85	85	16	604	470	52
Mescalero Community Lib..		114	8		84	61		357	25
Moise Memorial Library	19	160	48	197	245	134	829	180	1,739
Moriarty Community Libr..	41	35	26	80	62	46	627	760	546
Octavia Fellin Public Libra..	40	65	52	460	520	0	1,433	2,799	1,974
Placitas Community Libra..	6	7	7	35	46	29	156	184	150
Portales Public Library	51	56	12	199	168	39	2,047	1,795	240
Pueblo de Abiquiu Library ..	8	18	56	51	28	257	216	179	1,883
Pueblo De Cochiti Library	0	5	23	0	529	55	129	39	69
Pueblo de San Ildefonso	30	32	4	70	65	66	1,650	80	255
Pueblo of Pojoaque Public ..	5	8	8	51	46	93	173	211	369
Pueblo of San Felipe Com..		15	8		17	17		435	10
Questa Public Library		9	1		25	5		208	12
Reserve Public Library		7	201		12	1,330		42	12,924
Rio Abajo Community Libr..	8	10	59	23	17	509	568	354	1,662
Rio Rancho Public Libraries	197	195	50	739	931	241	9,008	10,582	1,592
Roswell Public Library	41	54	19	963	823	0	1,780	2,136	64
Ruidoso Public Library	73	47	5	369	343	43	2,441	1,896	185
Rural Bookmobile East	12	1	2	80	41	65	85	59	113
Rural Bookmobile NE/ Cim..	12	5	6	64	63	25	419	76	35
Rural Bookmobile West	0	0	7	91	66	53	0	0	245
Sandia Learning Resource..		6	0		35	0		270	0
Santa Clara Pueblo Comm..	28	37	34	18	24	25	260	338	373
Santa Fe Public Library	38	32	43	1,502	1,742	1,604	1,555	4,845	1,965
Santo Domingo Pueblo Lib..	10	5	10	56	108	72	135	125	130
Shuter Library of Angel Fi..	11	16	18	71	42	30	139	160	124
Socorro Public Library	51	49	12	235	224	151	1,294	873	600
Sunland Park Community ..	1	6	8	29	26	60	6	180	86
Talpa Community Center L..	1	1	6	20	7	10	20	15	29
Taos Public Library	22	33	14	160	149	191	819	622	976
Tatum Community Library	10	8	9	0	0	0	52	59	82
Taytsugeh Oweengeh Libr..	40	10	48	25	45	40	560	450	3,840
The Public Library	83	78	333	577	570	12,978	2,515	2,547	13,685
The Public Library Albuqu..	322	307	100	10,724	10,028	634	11,263	10,453	2,847
Thomas Branigan Memori..	105	104	91	602	681	699	3,780	2,551	2,317
Town of Bernalillo Public ..	20	43	38	130	91	39	499	1,009	694
Truchas Library	15	0	1	20	14	15	35	14	450
Truth or Consequences Pu..		16	8		15	87		218	327
Tucumcari Public Library	12	10	25	230	254	289	506	503	1,165
Tularosa Public Library	24	30	24	151	74	57	1,151	150	105
Village of Santa Clara Libr..		15	11		65	8		81	142
Vista Grande Public Library	30	29	8	21	48	15	310	120	15
Woolworth Community Li..	11	13	33	113	121	41	497	370	299
Zia Enrichment Library		10	8		30	105		75	257
Grand Total	2,603	2,869	2,748	30,801	31,604	33,733	96,532	94,588	101,397

Events Presented, Kids/Teens Registered and Program Attendance broken down by Date Year vs. Library.

THRIVING LIBRARIES

| Summer Reading			
YEAR	Events Presented	Kids/Teens Registered	Program Attendance
2018	2,869	31,604	94,588
2019	2,748	33,733	101,397
2020	Changed data collection for COVID		
2021	Changed data collection for COVID		

EXPENDITURES

Due to the nature of this service, comparative financial metrics are not available. Difficulty in reporting due to the COVID-19 pandemic was compounded by a change in how financial information was reported during this LSTA Evaluation period.

SURVEY QUESTIONS

Goal 1

100% of respondents consider Goal 1 to be a medium priority or higher.

Q14 How would you rate the workshops you attended? Choose all that apply.
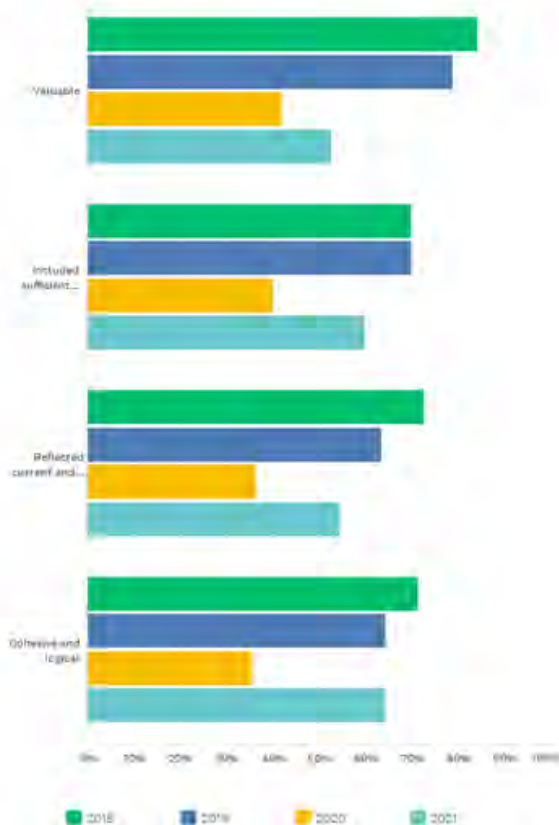
EL PORTAL

- 38% of respondents indicated that they agreed they had the skills and training to teach patrons how to use El Portal.
- 63% of survey respondents who had used ILLIAD indicated significant satisfaction with the service.
- A majority of respondents indicated the primary benefit of the service was it broadens the range of services/resources [their] patrons can access

El Portal Content Analysis

	COMPLETELY DISSATISFIED	MOSTLY DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	MOSTLY SATISFIED	COMPLETELY SATISFIED	NOT FAMILIAR WITH THIS RESOURCE/UNABLE TO RATE	TOTAL	WEIGHTED AVERAGE
Gale/Cengage Bundle	0.00% 0	0.00% 0	17.31% 9	25.00% 13	36.54% 19	21.15% 11	52	4.24
Newsbank New Mexico newspapers	0.00% 0	5.77% 3	17.31% 9	19.23% 10	21.15% 11	36.54% 19	52	3.88
Brainfuse	0.00% 0	0.00% 0	11.32% 6	20.75% 11	35.85% 19	32.08% 17	53	4.36
HelpNow	0.00% 0	0.00% 0	11.76% 6	15.69% 8	29.41% 15	43.14% 22	51	4.31
JobNow	0.00% 0	0.00% 0	15.38% 8	15.38% 8	25.00% 13	44.23% 23	52	4.17

During the 2018-2022 LSTA period, NMSL expanded the existing Union Catalog capacity to additional institutions, including public and tribal libraries across the state, as well as other state agencies and cultural institutions.

Selection of Noteworthy Comments:

- We have an aging population so always do an "all ages" approach. SRP planning is (understandably) always geared towards children but I suspect other communities might have the same issue.
- You all have done a good job keeping us up-to-date on what the Collaborative Summer Reading Program is doing.
- I appreciate the availability of resources beyond the normal scope of our academics, like Chilton, and JobNow, available for our community to use.
- The El Portal Program is an important resource but we could use a little more training.

EVALUATION

The summer reading program was significantly impacted by COVID, but statewide participation was growing before 2020. The workshops presented by the state library were well regarded and informative. The EI Portal program has experienced decreasing usage during COVID-19, reflecting the limited access students had to school libraries, where school librarians help them navigate the platform.

It remains well regarded and specific databases – including Newsbank and those used by school districts – remain heavily used. This service would benefit from greater publicity and training.
The new Union Catalog is a significant improvement for both patrons and library staff. It additionally strengthens the Bookmobile and Books-by-Mail programs.

STATE GRANTS IN AID TO LIBRARIES

The State Grants in Aid program provides equitable supplementary operational support to public libraries (i.e., funding is based on the number of outlets rather than the local population size). This funding method reflects the desire for rural equity in New Mexico. It incentivizes the maintenance of local funding, timely filing of annual reports, and meeting minimum standards of operation while providing much-needed support for collections, equipment, programs, and staff. The state aid program includes grants for developing public libraries with lower standards, providing a stepping stone for new libraries as they get established. The State Grants in Aid program is an essential program for encouraging the growth of new libraries and the sustainability of existing libraries.

GOAL 1 CONCLUSION

The evaluators conclude that despite the challenges faced by staff attrition and the COVID-19 pandemic, the NMSL ACHIEVED Goal 1.

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Goal 2. Establish or enhance interlibrary resource sharing electronically via ILLiad and improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services.

PROJECTS

ATLAS/ILLiad

The New Mexico State Library provides interlibrary loan services to 13 prison libraries, 54 small and/or rural libraries, 7 small academic libraries, 11 school libraries, 12 special libraries, and 12 tribal libraries throughout the state that are unable to afford or staff an OCLC interlibrary loan service at their library. The purpose of the Atlas System/ILLiad project is to provide professional level interlibrary resource sharing capability to small and rural libraries throughout New Mexico and to improve the functionality of the current ILLiad system used by the NMSL so that the state can meet its member obligations and national resource sharing requirements.

In 2018, this service was improved by an "Access Services Concierge Solutions package" which fixed long-standing technical issues, improved the configuration within ILLiad, and provided training to a dedicated ILL staff member.

In January of 2020, the NMSL subscribed to the Articles Plus service. Articles Plus is an articles on demand service which provides the latest research available and delivers the articles requested quickly, cost effectively, and is copyright compliant.

EXPENDITURES

YEAR	Atlas System / ILLiad		Total for Goal 2	
	Spent	% of yearly LSTA	Spent	% of yearly LSTA
2018	4,774	0%	4,774	0%
2019	14,653	1%	14,653	1%
2020	24,653	2%	24,653	2%
Total	44,080	1%	44,080	1%

THRIVING LIBRARIES

USAGE STATISTICS

Illiad Usage

Year of Date	Month of Date	Borrowing	Doc Delivery	Lending
2018	January	445	21	48
	February	452	10	56
	March	456	23	66
	April	480	9	51
	May	455	22	51
	June	448	17	43
	July	475	27	47
	August	418	18	46
	September	376	35	38
	October	487	22	50
	November	349	13	48
	December	340	13	38
	Total	5,181	230	582
2019	January	553	40	63
	February	449	16	35
	March	454	25	40
	April	544	15	34
	May	493	18	28
	June	384	14	27
	July	496	25	29
	August	501	6	34
	September	487	20	38
	October	485	34	43
	November	429	12	35
	December	406	20	49
	Total	5,681	245	455
2020	January	462	24	46
	February	462	18	16
	March	336	16	44
	April	101	7	14
	May	139	7	22
	June	173	3	30
	July	298	1	17
	August	305	7	27
	September	322	5	21
	October	269	4	20
	November	137	0	7
	December	183	6	12
	Total	3,187	98	276
2021	January	269	12	34
	February	243	12	26
	March	201	9	21
	April	160	6	28
	May	199	10	22
	June	238	8	21
	July	281	7	22
	August	255	13	17
	September	319	8	24
	Total	2,165	85	215

Borrowing, Doc Delivery and Lending broken down by Date Year and Date Month. The view is filtered on Date Year, which excludes 2017.

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FINANCIAL STATISTICS

Year	Cost	Items Borrowed	Cost Per Circ
2019	14,653	5,181	$2.83
2020	14,653	5,681	$2.58
2021	24,653	3,187	$7.74

SURVEY QUESTIONS

Goal 2
- 84% of respondents consider goal 2 to be a medium priority or higher

ILLiad
- 60% of respondents were not familiar with the service
- Survey respondents indicated multiple benefits to the service, including:
  - Broadens the range of services/resources our patrons can access,
  - Improved ability of my staff to serve the public,
  - Improves the quality of services we can provide to patrons.
- 93% of survey respondents who had used ILLIAD indicated significant satisfaction with the service.

Selection of Noteworthy Comments
- Sharing resources is always key to libraries, especially the number of small, rural libraries in a state like New Mexico.
- Would love to know more about this service.
- We are a smaller library, and have limited material space. This program allows our patrons to access materials our library is unable to house.

GOAL 2 CONCLUSION

The evaluators found that, despite suffering setbacks due to COVID-19, the ILLiad service improved the quality of and access to information for the libraries of New Mexico. This was enhanced by creating a dedicated ILL position, the Access Services Concierge Solutions package, which resolved numerous technical workflow challenges, and the acquisition of the Articles Plus service, which allows for low-cost articles from across a greater variety of sources than New Mexico's libraries can routinely access.

Despite depressed usage due to the COVID-19 pandemic - which led to a greatly heightened cost per circulation - NMSL has nevertheless improved its operations and users' ability to discover/obtain/use their information resources. The challenge presented by our survey and focus group data is that many New Mexico libraries are not sufficiently familiar with the service; improving training and marketing around ILLiad should be a focus for future years.

The evaluators conclude that the NMSL ACHIEVED Goal 2.

THRIVING LIBRARIES

Goal 3. Provide library services to visually impaired, rural, homebound, and underserved New Mexico residents (2018-2022 ongoing).

PROJECTS

Rural Services: Bookmobiles & Books by Mail

The New Mexico State Library provides direct library services statewide to rural and under-served populations. The Rural Services program provides these library services by operating three bookmobile programs and a Books-by-Mail program. All of the programs have an online catalog and Facebook social media site. In addition, all the bookmobiles now have Internet capabilities due to installing rooftop collapsible satellite dishes made possible through the federal E-Rate program for Category 2 subsidies.

Library for the Blind & Print Disabled (LBPD)

The New Mexico Library for the Blind and Print Disabled (LBPD) serves approximately 3,000 eligible users statewide either individually or through institutional (e.g., public schools) accounts by providing audio and braille books and magazines in digital and download format along with braille publications. The Braille and Audio Reading (BARD) service provides access to a growing library of nearly 130,00 titles in various genres and languages. One note about the NMSL LBPD -- it followed the guidance of the National Service for the Blind & Print Disabled and changed its name in 2019 from the Library for the Blind and Physically Handicapped.

EXPENDITURES

YEAR	Rural Services Spent	Rural Services % of yearly LSTA	LBPD & Braille Program Spent	LBPD & Braille Program % of yearly LSTA	Total for Goal 3 Spent	Total for Goal 3 % of yearly LSTA
2018	640,225	43%	99,942	7%	740,167	50%
2019	819,389	55%	116,429	8%	935,818	63%
2020	849,490	53%	125,431	8%	974,921	61%
Total	2,309,104	51%	341,803	8%	2,650,907	58%

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USAGE STATISTICS

Bookmobile

Bookmobile

Sum of Circ, sum of Patrons and sum of Total Transactions for each Date. Color shows details about Route.

Books-by-Mail

Books by Mail	
YEAR	**Total Circulation**
2018	6,351
2019	6,008
2020	6,343
2021	6,492

Library for the Blind and Print Disabled

LBPD	
YEAR	**Total Circulation**
2018	175,000
2019	153,330
2020	173,993

FINANCIAL STATISTICS

LBPD	
YEAR	**Cost per Circ**
2018	$ 0.57
2019	$ 0.76
2020	$ 0.72

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SURVEY QUESTIONS
GOAL 3

- 96% of respondents consider goal 3 to be medium priority or higher

Bookmobile Program
- 69% of respondents are at least somewhat aware of the Bookmobile program
- 68% of respondents consider the Bookmobile program a moderate or higher priority

Books byMail
- 63% of respondents are at least somewhat aware of the Books-by-Mail program
- 70% of respondents consider the Books-by-Mail program a moderate or higher priority

Library for the Blind & Physically Handicapped
- 78% of respondents indicated that they were at least somewhat aware of the Library for the Blind & Physically Disabled
- 45% of respondents indicated that were at least somewhat aware of the BARD digital download service
- 16% of respondents agree that they have the skills and training needed to help patrons use the Library for the blind

Selection of Noteworthy Comments
- BOTH [Bookmobiles & Books-by-Mail] services are essential for delivery of literacy services to library patrons in rural NM and to all for that matter.
- I know we had people ready to participate in Books-by-Mail when we did not have titles available. There were regular users who know what titles and authors they specifically wanted. Again, I was not trained to process these types of services. The library aide was the only staff member who provided this service.
- My staff need training on this resource for the blind and print disabled.

GOAL 3 CONCLUSION

The Books-by-Mail program is one of the rare bright spots during COVID-19. This service, falling in usage between 2017-2019, showed increased use during FY 2020 and 2021. In October 2019, the NMSL introduced duplication-on-demand techniques, further boosting circulation and making an already economical service even more robust.

While well regarded by many survey and focus group respondents, the Bookmobile Program remains costly to operate for the amount of usage received, but reflects the NMSL's commitment to equity. Due to vehicle maintenance issues and COVID-19, this service was especially hard hit by the pandemic and ceased functioning for almost a year.

The Library for the Blind & Print Disabled remained relatively robust despite COVID-19 and managed to increase its BARD service significantly. Both LBPD staff and participants in the external focus groups identified opportunities for increased outreach, training, and promotion of its services – which had been hampered during the pandemic.

The NMSL made admirable improvements despite the COVID-19 pandemic.

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

GOAL	PROJECT	Focus Area(s)
Goal 1	Summer Reading	Improve the library workforce
		Improve library operations
	El Portal	Improve users' ability to obtain and/or use information resources
	Union Catalog	Improve the library's physical and technological infrastructure
		Improve users' ability to obtain and/or use information resources.
	Managing State Grants in Aid to Libraries	Various
Goal 2	Atlas/ILLiad	Improve library operations
		Improve users' ability to discover information
		Improve users' ability to obtain and/or use information resources
Goal 3	Bookmobiles	Improve users' general knowledge and skills
	Books by mail	Improve users' general knowledge and skills
	LBPH	Improve users' ability to discover information
		Improve users' ability to obtain and/or use information resources

PROJECTS

GOAL 1

Summer Reading

Workshops were held for member library staff. Summer reading manuals, created by the Collaborative Summer Library Program (CSLP) were distributed to librarians to help them in their program planning. Vouchers were provided to New Mexico's libraries to assist in the purchase of promotional material. These efforts variously improved library operations as well as the library workforce.

El Portal

The content of the Gale/Cengage resources was improved with the purchase of 22 ebook titles for children, including Spanish/English bilingual books. Gale in Context: Elementary, was also enhanced to include all K-5 Gale ebooks as well as the 22 new ebooks purchased by the State Library, all fully integrated and accessible. This product enhancement was designed to increase access both in the classroom and online which was vital due to remote learning during the COVID-19 pandemic. Additionally, in partnership with the Arizona State Library, a special webpage was created for the Navajo Nation which spans the border of Arizona and New Mexico. The webpage is available in all fifty Navajo Chapter Houses and provides direct access to El Portal resources on the New Mexico side of the nation. These improvements improve users' ability to obtain and/or use information resources.

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Managing State Grants in Aid to Libraries

Each fiscal year, the libraries must submit an annual report to qualify for state grants in aid. Upon submission, the state appropriation is allocated to approximately 93 tribal and public libraries and their branches. Individual libraries used this funding in various ways, from infrastructure to materials.

Union Catalog

The migration to an ILS shared by 13 libraries - and the bookmobiles and books-by-mail service - from various individual databases significantly improved the technological infrastructure of libraries across New Mexico. The ability to search across a significantly expanded group of libraries further improved users' ability to obtain and/or use information resources.

GOAL 2

ILLiad

The Article Plus service is a clear improvement to library operations and users' ability to discover information resources. It further improves users' ability to obtain and use information resources. The ILLiad service as a whole, while under-utilized due to COVID-19 limitations in training and marketing, nevertheless offers materials to libraries and populations that would otherwise not have them. After analyzing the resources available to libraries in 2019, NMSL staff realized the need to provide on-demand access to articles that required payment. In January 2020, NMSL added the Articles Plus service utilizing Reprints Desk, an on-demand service that provides up-to-date research quickly, cost-effectively, and is copyright compliant. In September 2020, NMSL added the OCLC IFM service to increase access and meet demand for requested articles. The Articles Plus service has been successful per patron feedback and cost/benefit analysis of turn around time as well as the total cost of subscribing to all of the content received.

The addition of a staff member dedicated to interlibrary resource sharing library operations significantly enhanced the accessibility and use of the service when it was filled, but the position has been empty since December 2020, resulting in challenges creating newsletters, training webinars, surveys, soliciting feedback through discussions with stakeholders in the library community. The evaluators expect that this service will stabilize once the position is filled.

GOAL 3

Bookmobile

This service improves users' general knowledge and skills. It benefited from the Union Catalog implemented in Goal 1, an example of improvement to the library's physical and technological infrastructure

Book by mail

This service improves users' general knowledge and skills. This service also benefited from the Union Catalog implemented in Goal 1, an example of improvement to the library's physical and technological infrastructure.

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LBPD

This project improves both users' ability to discover information as well as users' ability to obtain and/or use information resources. Both were significantly improved by the implementation of a Duplication-on-Demand process. The growing library of nearly 130,000 digital titles available via BARD has also greatly expanded users' access to content.

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

GOAL 1

No. None of the targeted audiences reach the 10% expenditure threshold established by IMLS as representing a substantial focus. However, the Summer Reading Program focuses on Children (aged 0-5), school-aged youth (aged 6-17), and families. El Portal is targeted toward a general audience. The Union Catalog similarly targets all inhabitants of New Mexico, although it also benefits the Library Workforce (current and future). The Managing State Grants in Aid to Libraries assisted library operations but no specific population.

GOAL 2

No. The ILLiad system is targeted to the Library Workforce (current and future) but does not reach the 10% expenditure threshold established by IMLS as representing a substantial focus.

GOAL 3

No. None of the targeted audiences reach the 10% expenditure threshold established by IMLS as representing a substantial focus. However the Books-by-mail program does focus on homebound/disabled patrons. The Library for the Blind & Print Disabled focuses on patrons with print disabilities. The bookmobile program is specifically directed to rural areas, including numerous Reservations. While the service is not directly designed around any ethnic or minority population, this service does provide a significant benefit to New Mexico's Native American people. Further, the demographics of New Mexico would indicate that many of the residents who benefit from this program fall below the poverty line.

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B. Process Questions

B-1. How has the New Mexico State Library used data from the old and new StateProgram Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

SPR data helps the New Mexico State Library analyze the effectiveness of its programs towards LSTA goals and make decisions on how to prioritize projects. It gives NMSL a chance to compare progress from year-to-year, identify areas of strength and weakness, and focus attention where it is needed.

B-2. Specify any changes the New Mexico State Library made to the Five-YearPlan, and why this occurred.

No formal changes or amendments were made to the Plan. Some additional programs were added to existing services (e.g. Career Online High School, EBSCO Learning Express, Articles Plus - Reprints) when additional funding was available.

B-3. How and with whom has the New Mexico State Library shared data from the old and new SPR and from other evaluation resources?

New Mexico State Library shares this data with stakeholders as part of our extensive quarterly NMSL Commission reports, made available online and sent to statewide library email lists, with the State Legislature, and with leadership in the Department of Cultural Affairs and the Governor's Office. Internally the data is used to make decisions and prioritize funding.

C. Methodology Questions

C-1. Identify how New Mexico State Library implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of Evaluators.

New Mexico State Library issued a Request for Bid for a 5-year evaluation of its LSTA Grants to States program on August 27, 2021, following state procurement processes. Bids were due on September 17, extended to September 30. As a result of this competitive bidding process, Thriving Libraries, LLC, a library consulting firm with expertise in statistical and qualitative data evaluation, current library practice, and strategic planning, was awarded the contract. Both parties signed a contract on November 8, 2021, for an independent and objective evaluation of relevant LSTA program data, stakeholder surveys, and focus group discussions, and work commenced shortly thereafter.

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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.

Thriving Libraries, LLC reviewed SPR data and other statistics collected by the NMSL, held virtual focus groups and interviews with internal and external stakeholders throughout the state, and used a web-based survey to collect responses.

The Covid-19 pandemic created challenges both during the evaluation and throughout the data collection phase. Virtual meetings allowed more stakeholders to participate than might have otherwise been available, but the various changes made to services in light of the COVID-19 pandemic created previously unforeseen circumstances that could not be quantified in the same way as prior data. This presented difficulties in analyzing certain service trends, especially the Bookmobile program.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation and how the evaluators engaged them.

Librarians and other library staff throughout New Mexico were sent a web-based survey and were invited to attend multiple virtual focus group sessions. State Library staff involved in LSTA activities were engaged through frequent email communication and attended virtual focus groups specific to their areas of focus. After the data collection, the evaluators presented to the LSTA Advisory Committee to ensure that our findings accurately represented multiple stakeholders.

C-4. Discuss how the New Mexico State Library will share the key findings and recommendations with others.

NMSL will share findings and recommendations with leadership in the Department of Cultural Affairs, the NMSL Commission, with library stakeholders statewide, and with the LSTA Advisory Council. The findings will be made available via the NMSL and IMLS websites. NMSL will make a review of findings and recommendations a focus of one of its regular meetings with public and tribal libraries.

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APPENDICES

Appendix A - Acronyms

- ALA – American Library Association
- BARD – Braille and Audio Reading Download
- BBM – Books-by-Mail
- CSLP – Cooperative Summer Library Program
- DCA – Department of Cultural Affairs
- FFY – Federal Fiscal Year
- ILL – Interlibrary Loan
- ILLiad – Interlibrary Loan System
- IMLS – Institute of Museum and Library Services
- LBPH – Library for the Blind and Physically Handicapped
- LSTA – Library Services and Technology Act
- NLS – National Library Service
- NMLA – New Mexico Library Association
- NMSL – New Mexico State Library
- SLAA – State Library Administrative Agency
- SPR – State Program Report
- SRP – Summer Reading Program

Appendix B - Bibliography of Documents Reviewed

1. Guidelines for IMLS Grants to States Five-Year Evaluation
2. NEW MEXICO STATE LIBRARY LSTA Five Year Plan 2018 – 2022
3. New Mexico SPR FFY 2016
4. New Mexico SPR FFY 2017
5. New Mexico SPR FFY 2018
6. New Mexico SPR FFY 2019
7. New Mexico SPR FFY 2020
8. New Mexico State Library Website http://nmstatelibrary.org/
9. El Portal http://www.elportalnm.org/
10. Bookmobiles http://nmstatelibrary.org/direct-and-rural-services/rural-bookmobiles
11. Books by Mail http://nmstatelibrary.org/direct-and-rural-services/books-by-mail
12. Library for the Blind and Physically Handicapped http://nmstatelibrary.org/direct-and-rural-services/lbph
13. In addition, the evaluators reviewed many internal statistical documents.

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Appendix C - Web Survey Questions

The New Mexico State Library (NMSL) is committed to providing leadership that promotes effective library services and access to information to all citizens of New Mexico. As it looks to the future, it gathers information from library workers and other stakeholders to gauge what's working and plan for the next five years. To do that, the New Mexico State Library has contracted with Thriving Libraries, LLC to evaluate the New Mexico State Library's Library Services and Technology Act (LSTA) Five-Year Plan (2018-2022). The Institute of Museum and Library Services requires this evaluation of LSTA funding.

Participation in the survey provides the New Mexico State Library with critical data to evaluate the current Five-Year Plan and shape the next. This survey is one part of the Five-Year Plan evaluation. It also includes a landscape review, data analysis, stakeholder interviews, and focus groups.

For any questions about the survey or the evaluation of the Five-Year Plan, don't hesitate to get in touch with Erica Freudenberger, Thriving Libraries LLC, at erica@thrivinglibraries.com.

Thank you for making time to share your valued expertise! Please respond by January 15, 2022.

2. Demographic Data

1. What type of library do you represent?
- University/College Library
- Community College Library
- Public Library
- Tribal Library
- School Library
- Special library (i.e., hospital, law, business, research, etc.)
- State Agency Library

Other (please specify)

2. If you work in a special library, which type are you affiliated with?
- Hospital Library
- Law Library
- Business Library
- Law Library
- Research Library

Other (please specify)

3. What is your current position?
- Library Director/Manager
- Reference/Adult Services Librarian
- Youth Services Librarian
- Technical Services Librarian (Cataloger)
- General Library Staff
- Trustee
- Friend of the Library
- Volunteer

Other (please specify)

4. Approximately how long have you worked in your current position?
- 0-5 Years
- 6-10 Years
- 11-15 Years
- More Than 15 Years

5. In which county is your library located?

6. Please indicate the type of community your library serves (check all that apply):
- Rural
- Suburban
- Urban

7. What is the population of the community served by the library?
- Fewer than 250
- 250 - 499
- 500 - 999
- 1,000 - 1999
- 2,000 - 4999
- 5,000 - 9,999
- 10,000 - 24,999
- 25,000 - 49,999
- 50,000 - 99,999
- 100,00+
- Not Sure/Don't Know

PDF Copy of Web Survey Results may be found here:
https://www.dropbox.com/s/i8zqi2cin7wncl9/NM%20LSTA%20Survey.pdf?dl=0

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8. How many full-time equivalent (FTE) staff are employed at the library? (You may find this information on the library's Annual Report to the State. If that is not available, divide the total number of paid hours worked by library staff in a typical week by the number of hours considered to be full-time at your library – usually between 35-40).

- Less than 1
- 1 or more, but less than 2
- 2 - 4
- 5 - 9
- 10 - 19
- 20 - 34
- 35 - 49
- 50 - 99
- 100 - 249
- 250 - 499
- 500 - 999
- 1,000 or more
- Not Sure/Don't Know

3. Section 2: Input on Priority Areas from 5-Year Plan

The New Mexico State Library uses its 5-Year Plan as a roadmap in determining essential services for its community. This portion of the survey helps to determine the success of the New Mexico State Library in meeting its goals. It asks questions about usages and satisfaction of the services identified as goals by the NMSL.

For the 2018-2022 Five-Year Plan, the New Mexico State Library identified three goals:

- GOAL 1 - Expand services for learning and access to information and educational resources, in all types of libraries for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.
- GOAL 2 - Establish or enhance interlibrary resource sharing electronically via ILLiad and improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services.
- GOAL 3 - Provide library services to visually impaired, rural, homebound, and underserved New Mexico residents (2018-2022 ongoing).

9. How would you prioritize the following goals?

	Not a priority	Low Priority	Medium priority	High priority	Essential
GOAL 1 - Expand services for learning and access to information and educational resources	☐	☐	☐	☐	☐
GOAL 2 - Establish or enhance interlibrary resource sharing electronically	☐	☐	☐	☐	☐
GOAL 3 - Provide library services to visually impaired, rural, homebound, and underserved New Mexico residents	☐	☐	☐	☐	☐

4. Summer Reading

Each goal had accompanying projects, outputs, and outcomes. The following questions focus on the projects identified to accomplish the outlined goals.

Please indicate if your library has used the service and your level of satisfaction with each identified service.

10. What years did your library offer a Summer Reading Program? Choose all that apply.

- ☐ 2018
- ☐ 2019
- ☐ 2020
- ☐ 2021

11. If you responded no to any year, what was the reason the library did not offer a Summer Reading Program?

	2018	2019	2020	2021
Limited resources to purchase material.	☐	☐	☐	☐
Insufficient staff to manage a Summer Reading Program.	☐	☐	☐	☐
Lack of physical space to support a Summer Reading Program	☐	☐	☐	☐
Community has few to no children	☐	☐	☐	☐
COVID-19 pandemic	☐	☐	☐	☐

Other (please specify)

_____

12. Did you or other library staff attend a Summer Reading Program professional development workshop hosted by the NMSL in any of the following years?

	2018	2019	2020	2021
Yes	☐	☐	☐	☐
No	☐	☐	☐	☐

13. If you answered yes, please indicate how many professional development sessions you attended each year from 2018-2021.

	2018	2019	2020	2021
1	☐	☐	☐	☐
2	☐	☐	☐	☐
3	☐	☐	☐	☐
4 or more	☐	☐	☐	☐

14. How would you rate the workshops you attended? Choose all that apply.

	2018	2019	2020	2021
Valuable	☐	☐	☐	☐
Included sufficient detail to implement at the library	☐	☐	☐	☐
Reflected current and relevant thinking and practice	☐	☐	☐	☐
Cohesive and logical	☐	☐	☐	☐

15. Did your library receive a voucher to purchase promotional materials to support local programs? Choose all that apply.

	2018	2019	2020	2021
Yes	☐	☐	☐	☐
No	☐	☐	☐	☐

16. If you answered yes, how did you use those funds?

_____

17. Who took part in the library's Summer Reading Program? Please check all that apply.

	2018	2019	2020	2021
Babies & Toddlers	☐	☐	☐	☐
Pre-School Age Children	☐	☐	☐	☐
Primary School Age Children	☐	☐	☐	☐
Middle School Age Children	☐	☐	☐	☐
Teens	☐	☐	☐	☐
Adults	☐	☐	☐	☐

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Please identify the Summer Reading Program services and programs your library provided to each of the identified groups.

18. Mostly self-directed reading lists, reading logs, and other summer reading materials without library staff-led events and programs. Choose all that apply.

	2018	2019	2020	2021
Babies & Toddlers	☐	☐	☐	☐
Pre-School Age Children	☐	☐	☐	☐
Primary School Age Children	☐	☐	☐	☐
Middle School Age Children	☐	☐	☐	☐
Teens	☐	☐	☐	☐
Adults	☐	☐	☐	☐

19. Library staff and/or outside presenters led programs and shared resources. Choose all that apply.

	2018	2019	2020	2021
Babies & Toddlers	☐	☐	☐	☐
Pre-School Age Children	☐	☐	☐	☐
Primary School Age Children	☐	☐	☐	☐
Middle School Age Children	☐	☐	☐	☐
Teens	☐	☐	☐	☐
Adults	☐	☐	☐	☐

20. No summer reading programs were offered for this group. Choose all that apply.

	2018	2019	2020	2021
Babies & Toddlers	☐	☐	☐	☐
Pre-School Age Children	☐	☐	☐	☐
Primary School Age Children	☐	☐	☐	☐
Middle School Age Children	☐	☐	☐	☐
Teens	☐	☐	☐	☐
Adults	☐	☐	☐	☐

21. Are there additional specific services or training opportunities that would help the library plan and implement a successful summer reading program in the future?

22. Please share any additional feedback about NMSL's support for your library's summer reading program.

5. EI PORTAL

The NMSL provides free access to online databases, homework help, and job support to all school, academic, public, tribal libraries as well as the public including the rural and underserved communities through EI Portal. The following questions are about your satisfaction with the resources offered through EI Portal.

23. Please rate your satisfaction with the following products

	Completely dissatisfied	Mostly dissatisfied	Neither satisfied nor dissatisfied	Mostly satisfied	Completely satisfied	Not familiar with this resource/unable to rate
Gale/Cengage Bundle	○	○	○	○	○	○
Newsbank New Mexico newspapers	○	○	○	○	○	○
Brainfuse	○	○	○	○	○	○
HelpNow	○	○	○	○	○	○
JobNow	○	○	○	○	○	○

24. Which EI Portal e-resource is of the greatest importance to your patrons/ users? (You will have an opportunity to choose a second option in the next question.)

☐ Gale/Cengage Bundle
☐ Newsbank New Mexico newspapers
☐ Brainfuse
☐ HelpNow
☐ JobNow
☐ None of the above

25. Which EI Portal e-resource is of the greatest importance to your patrons/ users?

☐ Gale/Cengage Bundle
☐ Newsbank New Mexico newspapers
☐ Brainfuse
☐ HelpNow
☐ JobNow
☐ None of the above

26. Please explain why these are the most important.

27. Please indicate the degree to which you agree or disagree with the following statement: My staff has the skills and training they need to use and teach patrons how to use the EI Portal resources.

○ Strongly disagree ○ Disagree ○ Neither agree nor disagree ○ Agree ○ Strongly agree

28. How does the availability of these e-resources/databases affect your ability to serve your patrons? (Select the response that represents the greatest impact on your library.)

○ Reduces the overall cost of services to patrons
○ Broadens the range of services/resources our patrons can access
○ Enables my library to buy/license other resources
○ Improves the ability of my staff to serve the public
○ Improves the quality of service we can provide to patrons

Other (please specify)

29. Please indicate your overall satisfaction with the EI Portal program.

○ Completely dissatisfied ○ Mostly dissatisfied ○ Neither satisfied nor dissatisfied ○ Mostly satisfied
○ Completely satisfied

30. Please share any additional feedback about the EI Portal program below.

THRIVING LIBRARIES

6. Atlas System/ILLiad

The NMSL establishes and enhances interlibrary resource sharing electronically through the Atlas System/ILLiad to improve coordination among and between libraries in New Mexico for the purpose of improving the quality of and access to library information services.

The following questions relate to the usage of satisfaction with the Atlas System/ILLiad.

31. My library uses the Atlas System/ILLiad
- ○ Yes
- ○ No

32. If you responded no, please indicate why the library does not use the service.

[   ]

33. How does the Atlas System/ILLiad affect your ability to serve your patrons? (Select the response that represents the greatest impact on your library.)
- ○ Broadens the range of services/resources our patrons can access
- ○ Improves the ability of my staff to serve the public
- ○ Improves the quality of service we can provide to patrons

Other (please specify)

[   ]

34. Please indicate your overall satisfaction with the Atlas System/ILLiad.
- ○ Completely dissatisfied ○ Mostly dissatisfied ○ Neither satisfied nor dissatisfied ○ Mostly satisfied
- ○ Completely satisfied

35. Please share any additional feedback about the Atlas System/ILLiad program below.

[   ]

7. RURAL LIBRARY SERVICES

The NMSL uses a significant portion of its Library Services and Technology Act (LSTA) Grants to States funding to support bookmobiles and books by mail programs serving patrons in rural areas who lack easy access to public libraries. This section includes questions for library staff involved in Rural Library Services, as well as questions about the importance of these services to the wider New Mexico library community.

36. Are you aware of the bookmobile program for rural library services?
- ○ Not at all aware ○ Slightly aware ○ Somewhat aware ○ Very aware ○ Extremely aware

37. Are you aware of the Books By Mail service?
- ○ Not at all aware ○ Not so aware ○ Somewhat aware ○ Very aware ○ Extremely aware

38. What priority is the bookmobile service to the New Mexico library ecosystem?
- ○ Not a Priority ○ Low Priority ○ Neutral ○ Moderate Priority ○ High Priority

39. What priority is the Books By Mail services to the New Mexico library ecosystem?
- ○ Not a Priority ○ Low Priority ○ Neutral ○ Moderate Priority ○ High Priority

40. Please provide any additional information and feedback about the bookmobile or books by mail program below.

[   ]

8. LIBRARY FOR THE BLIND AND PRINT DISABLED

The NMSL provides special-format reading materials and other services through a partnership with the National Library Service for the Blind and Print Disabled (LBPD), a program of the Library of Congress.

41. Are you aware of the Library for the Blind and Print Disabled (LBPD)
- ○ Not at all aware ○ Not so aware ○ Somewhat aware ○ Very aware ○ Extremely aware

42. Do patrons in your service area use the Library for the Blind and Print Disabled services?
- ○ Yes
- ○ No
- ○ Unsure

43. The Talking Books Collection of the Library for the Blind and Print Disabled offers popular fiction and non-fiction titles for adults, teens, and children in special formats for eligible readers. Are you aware of the Talking Books Collection?
- ○ Not at all aware ○ Not so aware ○ Somewhat aware ○ Very aware ○ Extremely aware

44. How important is it to increase awareness of the NMSL's Talking Book program?
- ○ Not at all important ○ Not so important ○ Somewhat important ○ Very important
- ○ Extremely important

45. The Braille and Audio Reading Download (BARD) free service, provided by the Library for the Blind and Print Disabled, allows eligible patrons with Internet access and an email address to search for and download titles to either a personal flash drive or a digital cartridge for immediate listening. How aware are you of this service?
- ○ Not at all aware ○ Not so aware ○ Somewhat aware ○ Very aware ○ Extremely aware

46. My library staff has the skills and training they need to inform patrons about the Library for the Blind and Print Disabled program and can help them register for the service.
- ○ Strongly disagree ○ Disagree ○ Neither agree nor disagree ○ Agree ○ Strongly agree

47. If you have additional feedback for NMSL about its support for the Library for the Blind and Print Disabled program, please include that in the text box provided below.

[   ]

9. Section 3: Shaping the Future

As part of the planning and evaluation process, the New Mexico State Library is convening focus groups and interviews with NMSL staff and representatives from libraries across the state.

48. What would you like NMSL staff to consider as they draft the next LSTA Five-Year Plan?

[   ]

49. What changes do you expect to impact your library in the next several years?

[   ]

50. What new skills do you need to move forward, given the expected changes?

[   ]

51. What projects, programs, or processes would benefit your community?

[   ]

52. What resources will you need to implement your most vital projects and initiatives?

[   ]

53. Would you be interested in taking part in a conversation about the future of the New Mexico State Library?
- ○ Yes
- ○ No

54. If you answered yes, please provide an email so we may invite you to participate in a planning session.

[   ]

Thanks for making time to help the New Mexico State Library!

8. LIBRARY FOR THE BLIND AND PRINT DISABLED

The NMSL provides special-format reading materials and other services through a partnership with the National Library Service for the Blind and Print Disabled (LBPD), a program of the Library of Congress.

41. Are you aware of the Library for the Blind and Print Disabled (LBPD)

◯ Not at all aware   ◯ Not so aware   ◯ Somewhat aware   ◯ Very aware   ◯ Extremely aware

42. Do patrons in your service area use the Library for the Blind and Print Disabled services?

◯ Yes

◯ No

◯ Unsure

43. The Talking Books Collection of the Library for the Blind and Print Disabled offers popular fiction and non-fiction titles for adults, teens, and children in special formats for eligible readers. Are you aware of the Talking Books Collection?

◯ Not at all aware   ◯ Not so aware   ◯ Somewhat aware   ◯ Very aware   ◯ Extremely aware

44. How important is it to increase awareness of the NMSL's Talking Book program?

◯ Not at all important   ◯ Not so important   ◯ Somewhat important   ◯ Very important

◯ Extremely important

45. The Braille and Audio Reading Download (BARD) free service, provided by the Library for the Blind and Print Disabled, allows eligible patrons with Internet access and an email address to search for and download titles to either a personal flash drive or a digital cartridge for immediate listening. How aware are you of this service?

◯ Not at all aware   ◯ Not so aware   ◯ Somewhat aware   ◯ Very aware   ◯ Extremely aware

46. My library staff has the skills and training they need to inform patrons about the Library for the Blind and Print Disabled program and can help them register for the service.

◯ Strongly disagree   ◯ Disagree   ◯ Neither agree nor disagree   ◯ Agree   ◯ Strongly agree
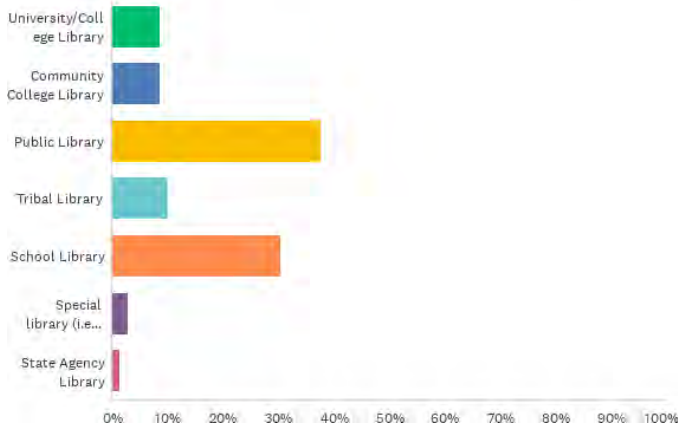
47. If you have additional feedback for NMSL about its support for the Library for the Blind and Print Disabled program, please include that in the text box provided below.
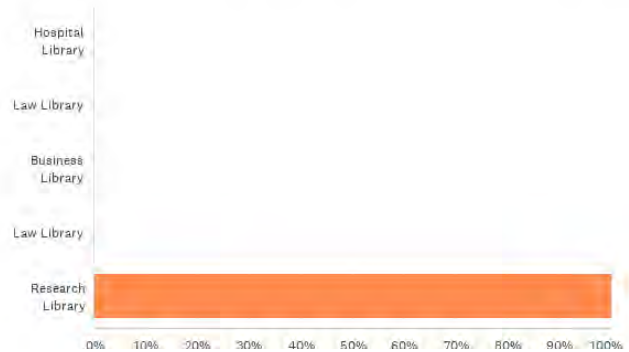
Appendix D - Web Survey Results
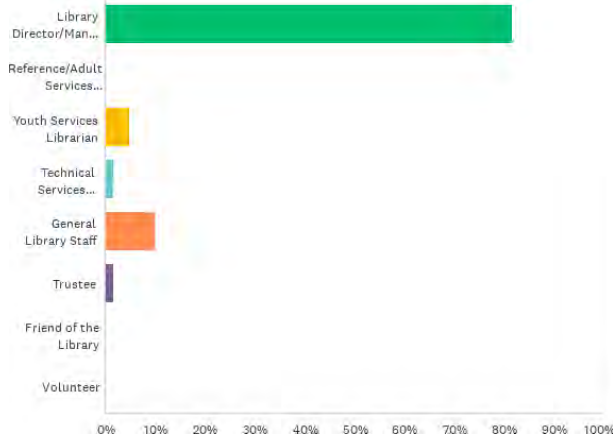
PDF Copy of Web Survey Results may be found here:
https://www.dropbox.com/s/ltjc1nb29h3xn4o/Web%20Survey%20Results.pdf?dl=0
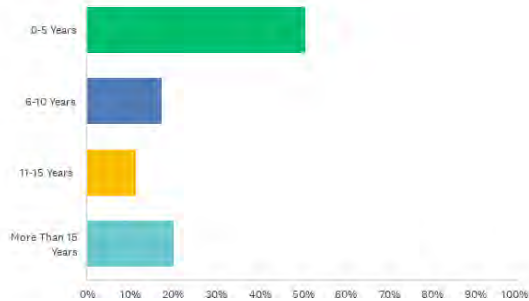
Q1 What type of library do you represent?

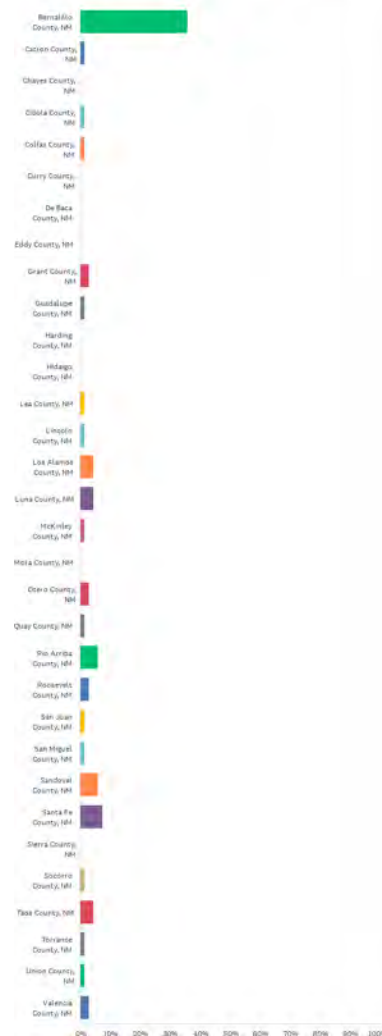### Q2 If you work in a special library, which type are you affiliated with?
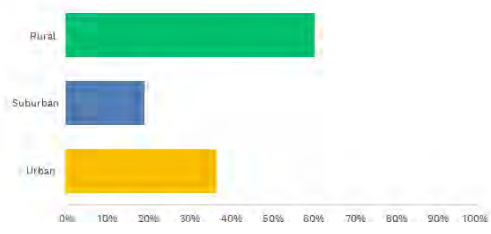
Q3 What is your current position?

Q5 In which county is your library located?

Q4 Approximately how long have you worked in your current position?

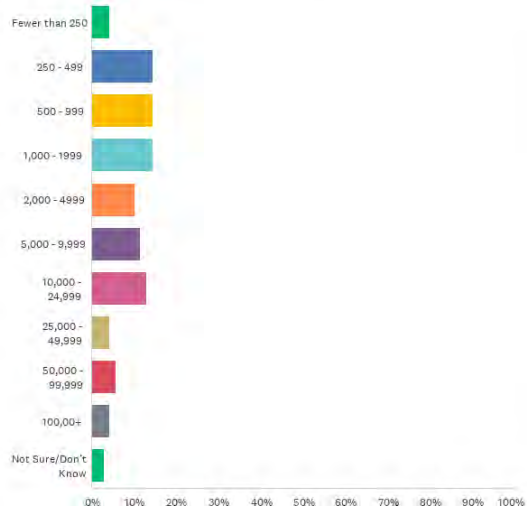THRIVING LIBRARIES

Q6 Please indicate the type of community your library serves (check all that apply):


Q7 What is the population of the community served by the library?

Q8 How many full-time equivalent (FTE) staff are employed at the library? (You may find this information on the library's Annual Report to the State. If that is not available, divide the total number of paid hours worked by library staff in a typical week by the number of hours considered to be full-time at your library – usually between 35-40).
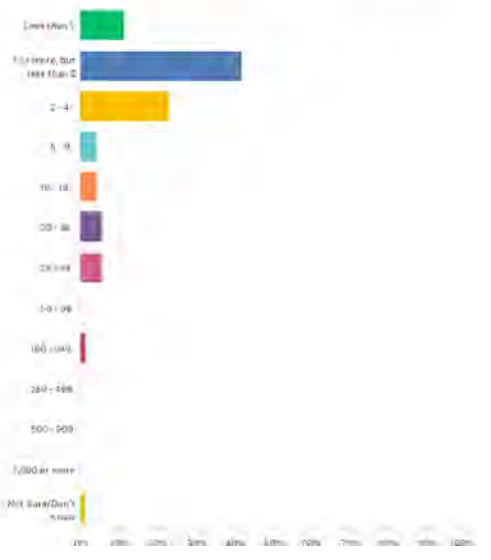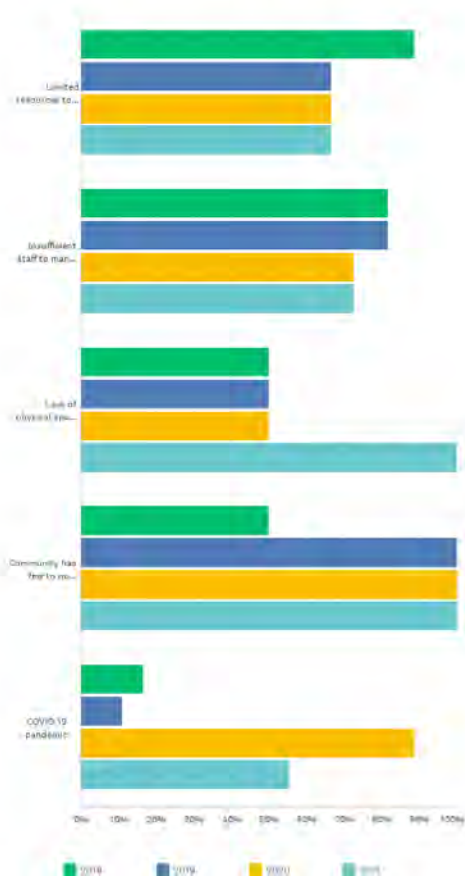

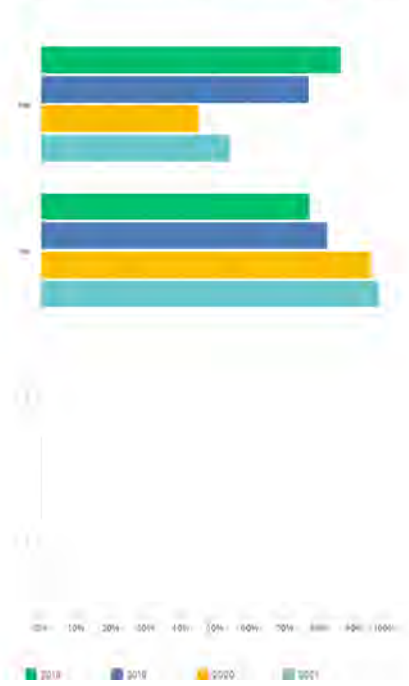Q9 How would you prioritize the following goals?
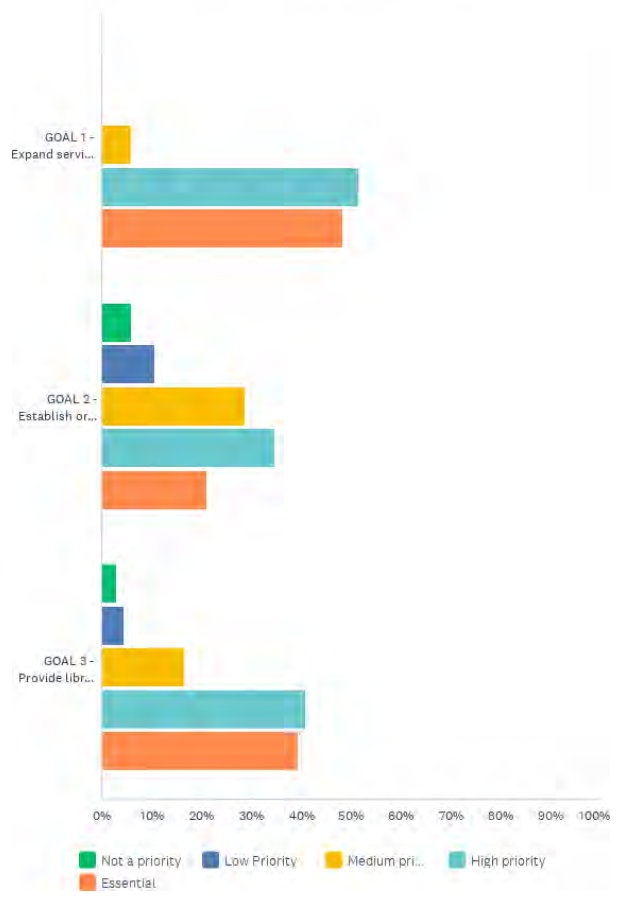
Q10 What years did your library offer a Summer Reading Program? Choose all that apply.

THRIVING LIBRARIES
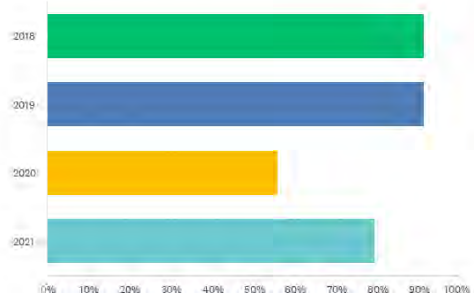
Q11 If you responded no to any year, what was the reason the library did not offer a Summer Reading Program?


Q12 Did you or other library staff attend a Summer Reading Program professional development workshop hosted by the NMSL in any of the following years?
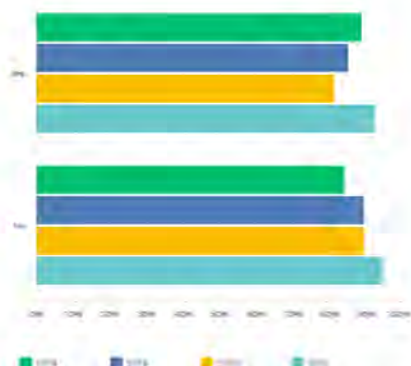

Q14 How would you rate the workshops you attended? Choose all that apply.

Q13 If you answered yes, please indicate how many professional development sessions you attended each year from 2018-2021.

THRIVING LIBRARIES
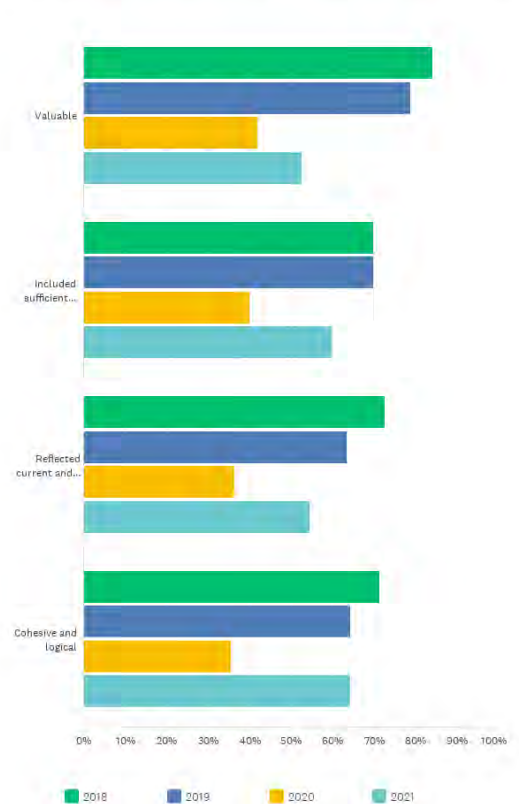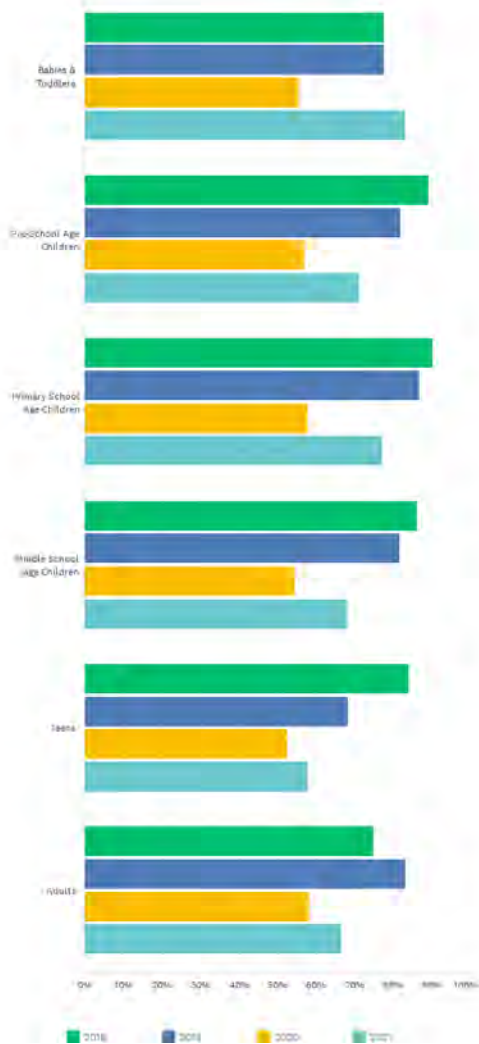
Q15 Did your library receive a voucher to purchase promotional materials to support local programs? Choose all that apply.

Q16 If you answered yes, how did you use those funds?

Answered: 29   Skipped: 40

#	RESPONSES	DATE
1	staff t-shirts and other promotional items to display	1/11/2022 12:37 PM
2	Purchase high interest books for our student patrons.	1/10/2022 5:49 PM
3	Promotional, reading logs, projects	1/10/2022 12:59 PM
4	we purchased posters, reading logs, and tshirts for staff	1/10/2022 12:21 PM
5	PURCHASED BOOKMARKS, BAGS FOR BOOKS, PENCILS, AND POSTERS. THESE WERE GIVEN AWAY TO PATRONS OF ALL AGES FOR CHECKING OUT BOOKS.	1/10/2022 11:53 AM
6	program supplies	1/10/2022 11:43 AM
7	T-shirts	1/10/2022 11:39 AM
8	reading logs, posters, staff attire, prizes	1/7/2022 4:55 PM
9	We bought summer reading program supplies	1/7/2022 10:57 AM
10	To purchase the approved materials for the program. Bags, certificates, pencils, bookmarks, banners, stickers, crafts, etc.	1/6/2022 8:58 PM
11	I was hired in May 2019. Only in 2021 was I aware I had a voucher I could use to purchase promotional materials. I may extremely disappointed my former director kept this resource from me. She would give me a few items in 2019, none in 2020 and this year 2021 I was thriled to finally be able to use this voucher myself. Afterall, I am the Children's Program Coordinator.	1/5/2022 5:03 PM
12	Promotional items for SRP	1/5/2022 3:56 PM
13	I am sure we did but didn't purchase.	1/5/2022 3:45 PM
14	We spent the money on CSLP material to help promote the program.	1/4/2022 7:10 PM
15	marketing materials	1/3/2022 2:50 PM
16	Prizes, give-aways	12/29/2021 11:39 AM
17	Purchased promotional items from a catalog.	12/27/2021 2:28 PM
18	purchased promotional materials, we recycled the unused materials from the years we did not have SRP.	12/23/2021 12:56 PM
19	We use these funds to buy new books or summer reading prizes and incentives	12/22/2021 6:16 PM
20	Program supplies and promotional materials.	12/22/2021 4:19 PM
21	Summer reading promotional materials, items for prizes, items for use in program	12/22/2021 4:00 PM
22	bought art materials.	12/22/2021 4:00 PM
23	purchased items to give to readers.	12/22/2021 3:59 PM
24	purchased promotional materials, like posters, book marks, signs, decorations; and also rewards/enticements for children like pencils, stickers, buttons, etc.	12/22/2021 1:26 PM
25	Purchased incentives for children and teens	12/22/2021 12:16 PM
26	Purchase books	12/22/2021 11:51 AM
27	purchased promotional materials from a list	12/22/2021 11:14 AM
28	Purchased signage, bookmarks, pencils, etc.	12/22/2021 11:04 AM

**Q17** Who took part in the library's Summer Reading Program? Please check all that apply

Q18 Mostly self-directed reading lists, reading logs, and other summer reading materials without library staff-led events and programs. Choose all that apply.

THRIVING LIBRARIES
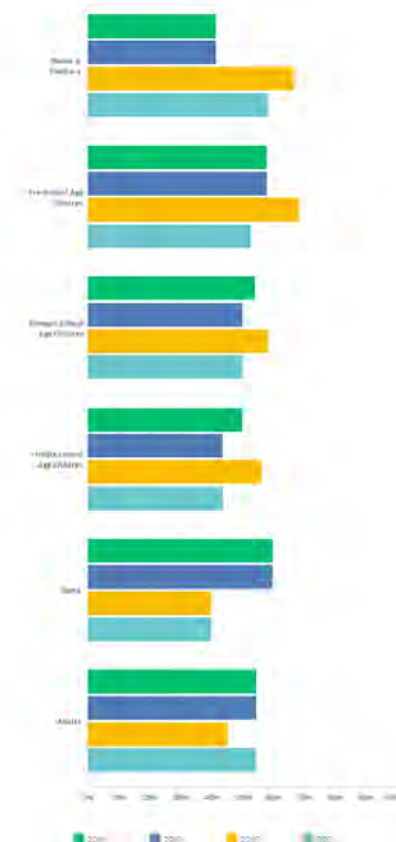
Q19 Library staff and/or outside presenters led programs and shared resources. Choose all that apply.
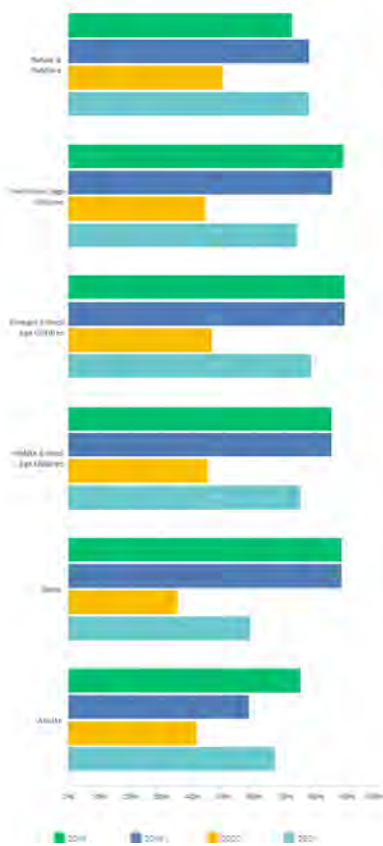
Q20 No summer reading programs were offered for this group. Choose all that apply.
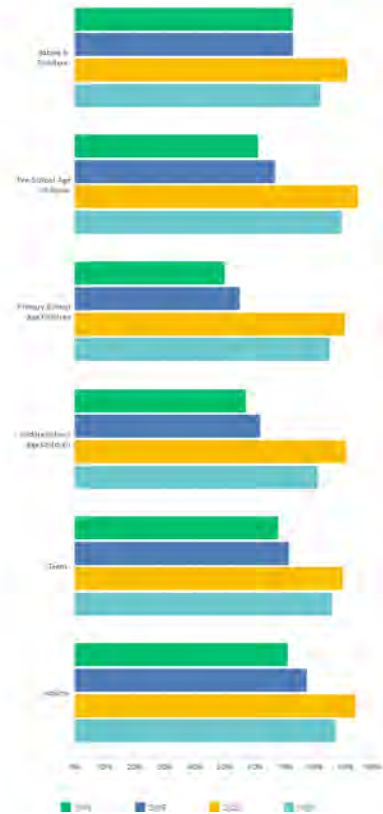
Q21 Are there additional specific services or training opportunities that would help the library plan and implement a successful summer reading program in the future?

Answered: 21   Skipped: 48

#	RESPONSES	DATE
1	Partnering schools with local library branches is a great way to build these summer programs. I appreciate Dion's support of Albuquerque schools, as they incentivize reading through pizza vouchers.	1/10/2022 5:49 PM
2	We didn't have the summer reading program from the state offered to school libraries.	1/10/2022 4:51 PM
3	not at this time	1/10/2022 3:50 PM
4	How-to. My training is not in public library services. If I had an outline, I could adapt one for our special library.	1/10/2022 12:10 PM
5	I would like to have training with a volunteer and myself each year. Suggestions and ideas as to what we should do. I am the only employee at this library, so I am limited as to what I can do.	1/10/2022 11:53 AM
6	Learning how to present online programs.	1/10/2022 11:43 AM
7	Sharing resources. Graphic design and marketing	1/10/2022 11:39 AM
8	The packets offered by the museums via NMSL during 2020 were amazing. More of that sort of coordination between entities would be awesome - we're too small to reach out beyond local resources for the most part... for example it would be a major imposition to ask a museum for 10-20 packets for a program just for us.	1/7/2022 4:55 PM
9	no	1/7/2022 10:57 AM
10	I would love resources other relevant to our states Indigenous population in regards to the themes presented by the Collaborative Summer Reading Programs. I would also love book of all levels to be culturally relevant to our Indigenous populations because in most instances our tribal libraries are tasked with having cultural programming. Funding to purchase books may be an issue. I would also love to have a speakers bureau resource. Being told I didn't have a budget to spend, I relied on free programming. Future forward, I look forward to providing programming from a guide or speakers bureau catalog.	1/5/2022 5:03 PM
11	Virtual implementation, our pueblo remains closed and no librarian hired. Virtual complicated because infrastructure just is not there yet.	1/5/2022 3:45 PM
12	Keep sharing the ideas and resources each library is using to create new programs or get more attendance at their programs.	1/4/2022 7:10 PM
13	We feel we may have lost the pre-school and primary age children due to Covid and the replacement of going to the library with the tablets and chrome books issued during that time. This is the formidable age group that is now using technology as their social outlet, not the library.	12/23/2021 12:56 PM
14	I believe its a matter of our community getting together consistently.	12/22/2021 6:16 PM
15	Provide a statewide campaign to advertise summer reading "at your local library".	12/22/2021 4:19 PM
16	We would like to be better able to promote SRPs to tweens, youths and adults as these demographics do not participate or generally express interest, but some of this might be insufficient resources for promoting	12/22/2021 4:00 PM
17	Maybe have special training sessions that focus on each of these categories: middle school, teens and adults. have separate training sessions for each of these levels. Lets try this for next summer....	12/22/2021 3:59 PM
18	Advice/training on how to market the program to different age groups; specifically one for babies/toddlers, and one for teens. Most of the programs were for primary to middle school kids, which are not easily adaptable for teens or toddlers.	12/22/2021 1:26 PM
19	free presenters and or events	12/22/2021 11:14 AM
20	Funds to purchase incentives for reading	12/22/2021 11:04 AM
21	None at this time.	12/22/2021 10:49 AM

THRIVING LIBRARIES

Q22 Please share any additional feedback about NMSL's support for your library's summer reading program.

Answered: 21   Skipped: 48

#	RESPONSES	DATE
1	Our chief barrier is funding for additional support staff for this programming.	1/11/2022 6:14 PM
2	You all have done a good job keeping us up to date on what the Collaborative Summer Reading Program is doing.	1/11/2022 12:37 PM
3	Would love to do it at my school!	1/10/2022 7:04 PM
4	As we are closed during the summer, I encourage all of my middle school students to take part in the public library program just two blocks from our school.	1/10/2022 4:52 PM
5	It would be great to offer the program even if there is no summer school offered at a particular school.	1/10/2022 4:51 PM
6	APS does not do summer programs in middle school, that is why we do not offer one.	1/10/2022 3:50 PM
7	Themes and vouchers are very helpful.	1/10/2022 12:59 PM
8	Having access to the CSLP manual is very helpful for building our SLP. We continue to use the manuals for tips on working with children, the projects, book suggestions, and songs and other early literacy measures from the manual.	1/10/2022 12:21 PM
9	I'm thankful for our vouchers and the training.	1/10/2022 11:43 AM
10	We have an aging population so always do an "all ages" approach. SRP planning is (understandably) always geared towards children but I suspect other communities might have the same issue.	1/7/2022 4:55 PM
11	They are always there if I have any questions about anything.	1/7/2022 10:57 AM
12	InformationNation! Deming High School Library & Media Services did not coordinate or sponsor any summer reading program.	1/6/2022 10:48 AM
13	It would be totally awesome if each tribal library could set up a Zoom share hour for our patrons to participate in. It would also be cool if our tribal Governors and leadership were invited to record themselves and read aloud books so we may view leadership advocating literacy. I would love to see our state leadership participate as well, so our children may connect and see things outside or respective communities.	1/5/2022 5:03 PM
14	I think the NMSL's support for SRP is appreciated and valuable. But I'm not sure it would need to be expanded any.	1/5/2022 3:56 PM
15	Would be nice to be able to collaborate with local neighboring libraries to implement and offer remote summer reading programs.	1/5/2022 3:45 PM
16	The NMSL has been a powerhouse when it comes to SRP. They always try to help it remain relevant, interesting and topical.	12/23/2021 12:56 PM
17	I appreciate having the program available in a ready to use format. It would be very difficult to find money and staff to produce this on my own.	12/22/2021 4:19 PM
18	Overall it's amazing. Lots of support tools, the CSLP manual is generally good, the voucher is useful and questions are answered quickly. Free support materials are also provided which are very helpful	12/22/2021 4:00 PM
19	It is very important for the state library to continue to organize and share resources with public libraries around this program. The skills and knowledge of the state's youth services coordinator is essential to public librarians and their staff. Beanstack was a great program to start to use when doing virtual reading program for the first time. It was great that it was purchased for us. These kinds of efforts are so very helpful!!!	12/22/2021 3:59 PM
20	Shared resources, tips, and ideas. Provided a platform (listserv emails) for us to communicate with peers to get more ideas and resources.	12/22/2021 1:26 PM
21	Support has been excellent. We appreciate all the summer reading seminars and classes.	12/22/2021 10:49 AM

Q23 Please rate your satisfaction with the following products
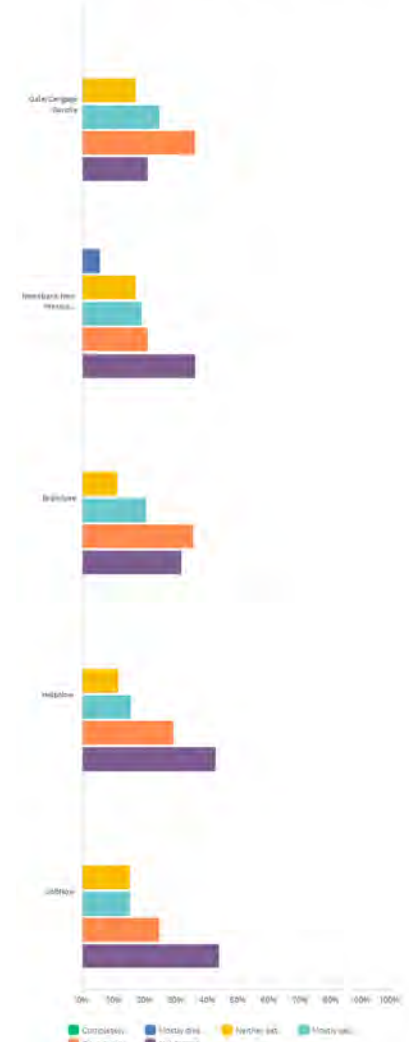
Q24 Which El Portal e-resource is of the greatest importance to your patrons/ users? (You will have an opportunity to choose a second option in the next question.)

Q25 Which El Portal e-resource is of the greatest importance to your patrons/ users?
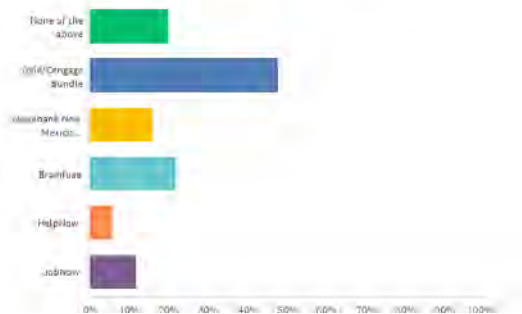
THRIVING LIBRARIES

Q26 Please explain why these are the most important.

Answered: 30   Skipped: 39

#	RESPONSES	DATE
1	Help for teachers and students is a critical resource. Newsbank would have more support if the resources were richer. The extent of the papers shared in this resource is too limited	1/11/2022 6:21 PM
2	The Gale Cengage bundle has Chilton which helps people repair cars. Students at high school and college level do research. Brainfuse has HelpNow and JobNow to which we refer kids needing tutoring and job seekers.	1/11/2022 1:00 PM
3	Student research for class assignments.	1/11/2022 11:04 AM
4	What my teachers used were access to on-line books, but we lost access to that service.	1/10/2022 4:59 PM
5	can be used by elementary students	1/10/2022 4:55 PM
6	We are a small middle school, and I have not been trained with any of these programs.	1/10/2022 3:51 PM
7	My patrons often need help with homework and research for their school reports.	1/10/2022 3:27 PM
8	Students requiring to do research for their classes use Gale a lot, as well as other resource materials to supplement between material purchases. Also, Brainfuse provides vital tutoring support that students use.	1/10/2022 1:17 PM
9	Brainfuse offers a resource we can offer to patrons needing to brush up on a few skills. We don't use it often, but it's what I recommend to patrons. What our rural community actually needs to an instructor lead, in-person adult tech curriculum.	1/10/2022 12:25 PM
10	These are the most used resources.	1/10/2022 11:46 AM
11	The learning resources and practice tests for careers such as trades, nursing etc... as well as for GED/SAT tests have been used most. We don't track usage outside the library so this is a hard question to answer -this is for library inquiries.	1/7/2022 5:04 PM
12	Students need access and assistance with content help and the community needs resources for career development and access.	1/6/2022 9:00 PM
13	High School students and educators Gale/Cengage Bundle provides access to reliable, vetted sources to support student and educator research and information needs. Brainfuse provides tutoring support through HelpNow and employement support through JobNow.	1/6/2022 11:02 AM
14	These are the databases that seem to receive the most usage. Tutoring is popular in our rural area.	1/5/2022 3:58 PM
15	Our patrons are not familiar with any of these.	1/5/2022 3:50 PM
16	Academic Library	1/5/2022 11:05 AM
17	These are the resources that we have had questions about from patrons.	1/4/2022 7:12 PM
18	They are the most used by patrons	1/3/2022 2:52 PM
19	We use them for GED and test prep	12/29/2021 11:40 AM
20	They are services our community can use.	12/22/2021 4:22 PM
21	My patrons would like much greater access to newspapers than we can offer and while they like what newsbank offers, would like it to be larger. Brainfuse is an excellent resource for all students.	12/22/2021 4:03 PM
22	Offer reliable sources when library is closed.	12/22/2021 4:02 PM
23	No experience with these resources.	12/22/2021 4:01 PM
24	The statewide databases are often the only resources available in small and rural libraries.	12/22/2021 1:37 PM
25	JobNow should be the most important resource given the economic profile of my community, but I cannot get my patrons interested in using any of the e-resources. In the spring, I'll visit the high school and try to promote the Gale/Cengage Bundle as a resource for research.	12/22/2021 1:28 PM
26	These resources are used for research. Gale provides display settings to assist users with reading difficulties, especially dyslexia.	12/22/2021 12:37 PM
27	Since COVID we have taken all newspapers out and now they use NewsBank, Job for everyone doing job searches and homework help for all who are homeschooled.	12/22/2021 12:20 PM
28	our patrons use the Gale databases for research for course assignments and HelpNow for the SkillSurfer feature for College Entrance Prep tests and Career Prep resources.	12/22/2021 11:29 AM
29	Our patrons use it and it provides feedback as well as live help, where we can't due to short staffing.	12/22/2021 11:09 AM
30	These resources are used to help school age children in the community. It is one of the ways we help support our schools.	12/22/2021 10:53 AM
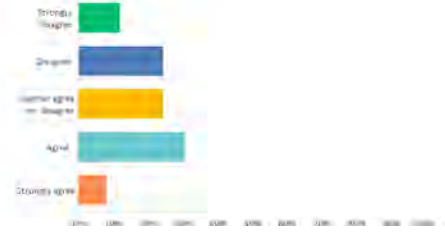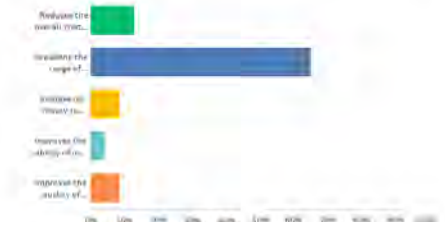
Q30 Please share any additional feedback about the El Portal program below.

Answered: 15   Skipped: 54

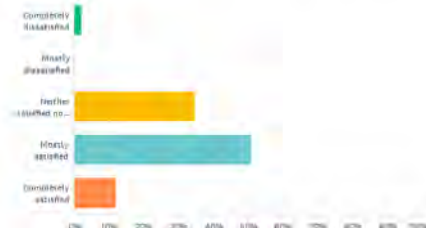| #	RESPONSES	DATE
1	Information on how to add resources for an individual library?	1/11/2022 6:21 PM
2	I have not used the service as much as I could have.	1/10/2022 4:59 PM
3	This is something we need to take advantage of.	1/10/2022 1:00 PM
4	The databases are limited.	1/10/2022 12:25 PM
5	Looks useful, but an initial search shows limitations.	1/10/2022 12:20 PM
6	I'd love to see this sort of resource expand even if it means participating libraries doing cost sharing as a consortium. I'd love to provide language learning (like Mango) and streaming video (like Hoopla) and the new Comics database but cannot as a tiny library. I also don't have the time to create a consortium nor find vendors amenable to that. A wider newspaper access would be great too... national or international.	1/7/2022 5:04 PM
7	Thank you for providing these digital, state-funded services!	1/6/2022 11:02 AM
8	Sadly, when I asked our former director what I needed to know about the El Portal program, she told me not to focus on this. It was not part of my job description. I welcome professional development training for myself and community members in how to navigate and use the El Portal programming the best we can.	1/5/2022 5:07 PM
9	I do not use enough to rate.	1/5/2022 3:50 PM
10	Would like to see the number of resources available increased	1/3/2022 2:52 PM
11	The biggest request I get is more newspapers	12/22/2021 4:03 PM
12	This is the only truly statewide program expenditure made by the State Library.	12/22/2021 1:37 PM
13	I need more (free) training on the program so I know how to better market it and how to help patrons use it.	12/22/2021 1:28 PM
14	I appreciate the availability of resources beyond the normal scope of our academics, like Chilton, and JobNow, available for our community to use.	12/22/2021 12:37 PM
15	The El Portal Program is an important resource but we could use a little more training.	12/22/2021 10:53 AM

Q27 Please indicate the degree to which you agree or disagree with the following statement My staff has the skills and training they need to use and teach patrons how to use the El Portal resources.

Q28 How does the availability of these e-resources/databases affect your ability to serve your patrons? (Select the response that represents the greatest impact on your library.)

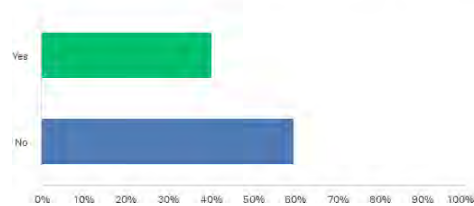## Q29 Please indicate your overall satisfaction with the El Portal program

Q31 My library uses the Atlas System/ILLiad

THRIVING LIBRARIES

Q32 If you responded no, please indicate why the library does not use the service.

Answered: 27   Skipped: 42

#	RESPONSES	DATE
1	Our rural low-income community is not the right audience for this service.	1/11/2022 6:22 PM
2	Unsure (new librarian here)	1/11/2022 11:04 AM
3	No aware of it	1/11/2022 10:23 AM
4	I am unaware of it and not sure school libraries are able to use this service.	1/11/2022 10:06 AM
5	Being based in Albuquerque, I use the public library and other APS library systems.	1/10/2022 5:02 PM
6	Didn't know it was available for elementary level	1/10/2022 4:57 PM
7	not available	1/10/2022 4:31 PM
8	I have never heard of it	1/10/2022 3:52 PM
9	OCLC	1/10/2022 2:27 PM
10	I was unaware of the use of this system and as part of a public school library I am unsure how to connect to it and its fiscal impact on the library to use it.	1/10/2022 1:17 PM
11	We use OCLC for interlibrary loan services and cataloging.	1/10/2022 1:02 PM
12	Did not know it was available.	1/10/2022 12:21 PM
13	I am not very familiar with this.	1/10/2022 11:47 AM
14	We use a similar, but different, service.	1/10/2022 11:34 AM
15	Not familiar with this service	1/7/2022 11:02 AM
16	I did not know that Public School Libraries qualified. InformationNation! would definitely like to utilize the resource in an attempt to vertically align with collegiate libraries and horizontally align with public libraries. Public school libraries provide the initial direct instruction for library use.	1/6/2022 11:07 AM
17	I am sad to respond I am clueless to the program, in fact, this is the first time I am seeing the name. Again, my former director did nothing to improve my service skills. She set the tone my only service was to provide programs for the children in my space. She would build up barriers or shut the door rather than teach or provide resources for myself. My other staff member was comfortable with not doing much or connecting with our patrons.	1/5/2022 5:15 PM
18	We have been closed the past year and 10-months or so.	1/5/2022 3:53 PM
19	We use Tipasa	1/5/2022 11:06 AM
20	Use Worldcat instead	1/3/2022 2:54 PM
21	We use OCLC	12/29/2021 11:40 AM
22	not aware of it.	12/22/2021 4:02 PM
23	We pay for Tipasa.	12/22/2021 12:38 PM
24	Did not know about the program.	12/22/2021 12:21 PM
25	Unfamiliar and unavailable	12/22/2021 11:53 AM
26	Use OCLC	12/22/2021 11:36 AM
27	We are an academic library that uses OCLC WMS.	12/22/2021 11:31 AM

## Q35 Please share any additional feedback about the Atlas System/ILLiad program below.

Answered: 10   Skipped: 50

#	RESPONSES	DATE
1	I honestly never think about using it.	1/10/2022 5:02 PM
2	ILL through OCLC is consistently used. We tend to send out more than we request. If we, at some point, can no longer afford OCLC, we will look into the Atlas System	1/10/2022 1:02 PM
3	Would love to know more about this service.	1/10/2022 12:21 PM
4	We are grateful for this service! Sometimes the mechanics of it are frustrating but I think anything mail-based these days is in that category - we appreciate the efforts and the access!	1/7/2022 5:07 PM
5	I do not have feed back because I was never educated or trained about this system since I was hired in May 2019. This is all new to me.	1/5/2022 5:15 PM
6	None at this time.	1/5/2022 3:53 PM
7	Communication is often difficult	12/22/2021 4:08 PM
8	I wish there was a way we could mark items as returned ourselves, instead of having to email NMSL every time	12/22/2021 1:30 PM
9	Sharing resources is always key to libraries especially the number of small, rural libraries in a state like New Mexico.	12/22/2021 11:31 AM
10	We are a library that is smaller and we have limited material space. This program allows our patrons to access materials our library is unable to house.	12/22/2021 10:55 AM

Q33 How does the Atlas System/ILLiad affect your ability to serve your patrons? (Select the response that represents the greatest impact on your library.)
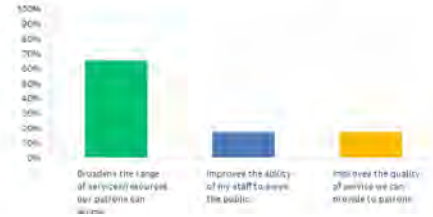
Q34 Please indicate your overall satisfaction with the Atlas System/ILLiad.
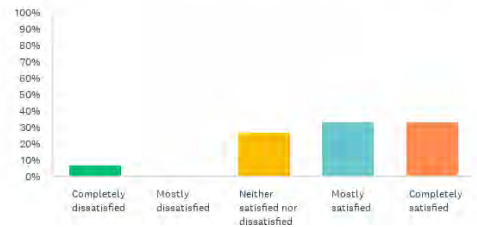
Q36 Are you aware of the bookmobile program for rural library services?
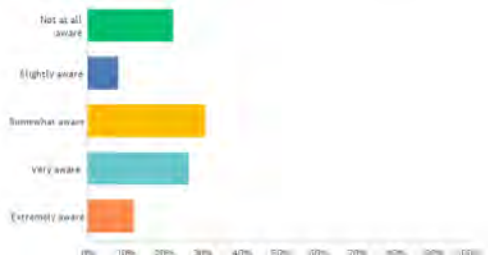
Q37 Are you aware of the Books By Mail service?

Q38 What priority is the bookmobile service to the New Mexico library ecosystem?

Q39 What priority is the Books By Mail services to the New Mexico library ecosystem?

THRIVING LIBRARIES

Q40 Please provide any additional information and feedback about the bookmobile or books by mail program below.

Answered: 12   Skipped: 57

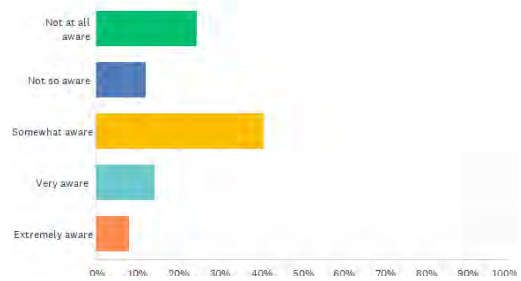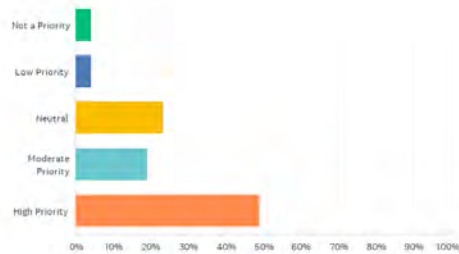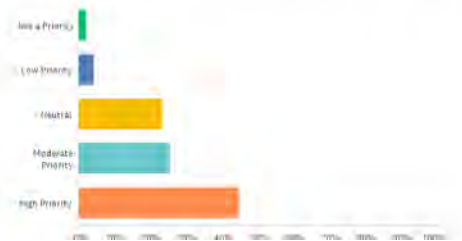| #	RESPONSES	DATE
1	I think there is a strong need for local small rural libraries such as ours to meet the patrons where they are. This used to be provided by bookmobiles, but the routes seem to have decreased in our area. I see these services as part of the "new" rural library outreach.	1/11/2022 6:23 PM
2	I do not live in a rural area.	1/10/2022 5:03 PM
3	Our community in Luna County does not have a book mobile and as far as I know books by mail is not something used even at our Public Library, but with recent events throughout the pandemic both those services would have been an immense support to our community and families.	1/10/2022 1:19 PM
4	The book mobile in our area serves patrons who may or may not also be patrons of our library who are not actual residents of our legal service area (ex: Cimmaron). We do not track this.	1/10/2022 1:04 PM
5	I probably need to up my game on encouraging use of the mail system to those in more remote areas in the Jemez Valley corridor. The bookmobile doesn't serve this area any more but old timers still remember it fondly so I know it's important to the areas it serves.	1/7/2022 5:09 PM
6	I know we had people ready to participate in books by mail when we did not have titles available. There were regular users who know what titles and authors they specifically wanted. Again, I was not trained to process these types of services. The library aide was the only staff member who provided this service.	1/5/2022 5:15 PM
7	The bookmobile program is so expensive and the concept of library is as much about place as it is about material. When the bookmobile leaves the library leaves. It seems like funding would be better spent on creating libraries in rural communities or providing access to materials in a different way.	1/3/2022 10:42 AM
8	We would like to know more about the Bookmobile system, especially what it takes to get one in a community and if that is something only the State Library can do	12/22/2021 4:09 PM
9	BOTH services are essential for delivery of literacy services to library patrons in rural NM and to all for that matter. Many people recall bookmobile from childhood and still hold those memories dear to them bc they fostered and supported learning and education to children specifically who could not travel or even for those kids who do have a library close by the bookmobile is like an ice cream truck for the mind!!! Many kids families cannot afford to buy books to read at home. and many school libraries are now defunct. the bookmobile service could continue on and could offer more in the future.	12/22/2021 4:06 PM
10	I'm not entirely sure that bookmobiles are necessary to deliver this valuable service ie it could be done by mail.	12/22/2021 1:39 PM
11	I need more promotional stuff to advertise these programs for those who need it, and basic training to know what is offered and how to help people sign up for these services.	12/22/2021 1:31 PM
12	New Mexico cities and towns are spread out geographically unlike many other states so these types of services that bring reading materials and information to the patron is crucial..."meet them where they're at".	12/22/2021 11:32 AM

Q41 Are you aware of the Library for the Blind and Print Disabled (LBPD)
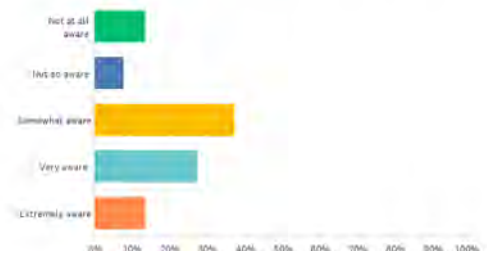
Q42 Do patrons in your service area use the Library for the Blind and Print Disabled services?
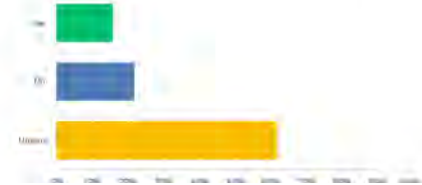
Q43 The Talking Books Collection of the Library for the Blind and Print Disabled offers popular fiction and non-fiction titles for adults, teens, and children in special formats for eligible readers. Are you aware of the Talking Books Collection?
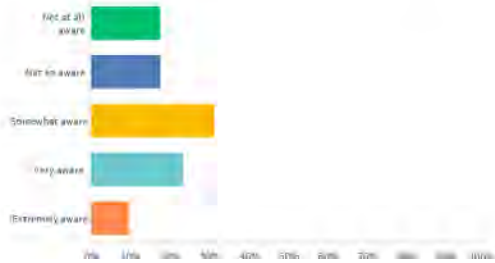
Q44 How important is it to increase awareness of the NMSL's Talking Book program?
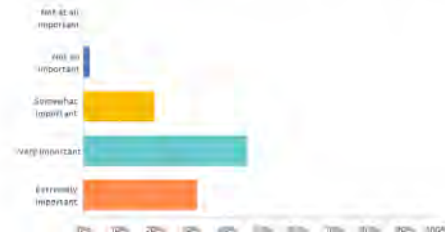
Q45 The Braille and Audio Reading Download (BARD) free service, provided by the Library for the Blind and Print Disabled, allows eligible patrons with Internet access and an email address to search for and download titles to either a personal flash drive or a digital cartridge for immediate listening. How aware are you of this service?
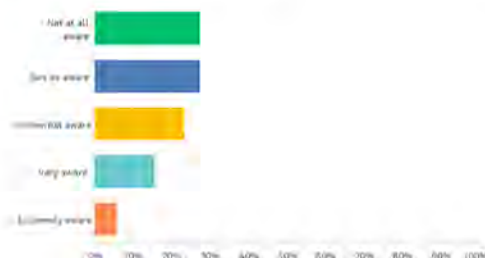
Q46 My library staff has the skills and training they need to inform patrons about the Library for the Blind and Print Disabled program and can help them register for the service.

Q47 If you have additional feedback for NMSL about its support for the Library for the Blind and Print Disabled program, please include that in the text box provided below.

Answered: 13   Skipped: 56

#	RESPONSES	DATE
1	I do not currently have blind or print disabled students at my school. It is good to know in case I have one enroll.	1/10/2022 5:05 PM
2	Are these programs available to public school libraries as well? If so, how can one get this information to sign up.	1/10/2022 1:20 PM
3	Not only sharing these resources with library directors, a big help in our community would be to communicate with the Senior Citizens Center and the Nursing Home/Rehabilitation Center.	1/10/2022 12:29 PM
4	Would love to know more about these services.	1/10/2022 12:23 PM
5	Most of the folks who sub in for holidays/Saturdays couldn't help someone with this... but core staff could figure it out. It isn't something we have much experience with but there are a few locals who use the service.	1/7/2022 5:15 PM
6	InformationNation! utilizes the services of BookShare (https://www.bookshare.org/cms/) to service the needs of the Special Education population who are educated under the direction of Individual Educational Plans (IEPs).	1/6/2022 11:10 AM
7	I welcome and look forward to training myself and my staff in providing library services and informing patrons about the Library for the Blinds and Print Disabled program. Currently, I have 3 adults with disabilities come weekly where I provide art projects and I just recently started reading aloud with them. After the reading, they all exclaimed they would love to learn how to read. This was very endearing to me to hear. I would love to provide more consistent services for adults with disabilities because they seem to get left out and forgotten once they age out to the school settings.	1/5/2022 5:21 PM
8	I attended a webinar a few years ago presented by NMSL that went over these services. Otherwise I would not have been as aware of this. Seems like all staff at all NM libraries should be made aware of this essential service.	1/5/2022 4:00 PM
9	I do not have a librarian and we remain closed to the public	1/5/2022 3:55 PM
10	Would like to know more about the Braille services as well as about partnering directly with the LBPD and BARD	12/22/2021 4:10 PM
11	we would like more training in this area. perhaps have a sample traveling collection to check out through our social services program for our tribal staff who have access to people who are disabled. currently our library is not ada compliant or very wheelchair accessable. Just a thought on how to spread the word...	12/22/2021 4:08 PM
12	many of my patrons do not have internet or an email address	12/22/2021 11:18 AM
13	My staff need training on this resource for the blind and print disabled.	12/22/2021 10:58 AM

Q49 What changes do you expect to impact your library in the next several years?

Answered: 37   Skipped: 32

#	RESPONSES	DATE
1	- Digital divide and the homework gap - Aging population and rural population decline - Shift away from print/book materials in libraries' role in community	1/11/2022 6:32 PM
2	Difficult to determine what the "new normal" will be in the wake of the COVID pandemic. New attendance normal and new normal for computer usage, for example. We anticipate less public funding but we are prepared for that using our donated funds. We have had difficulty maintaining full staffing levels. We anticipate a decrease in circulation of physical items over time; we have begun offering more online services.	1/11/2022 2:04 PM
3	I expect that between COVID and social media, library usage will continue to drop. I believe that it is more important than ever before to offer various services through the library to increase patron's usage.	1/11/2022 10:09 AM
4	Continuing COVID issues	1/10/2022 7:10 PM
5	I am retiring within the next two years.	1/10/2022 5:36 PM
6	funding and personnel staffing	1/10/2022 5:03 PM
7	The loss of the APS interschool mail delivery of books :(	1/10/2022 4:35 PM
8	making changes as needed for the effects of COVID	1/10/2022 3:56 PM
9	More and more patrons are utilizing our consortium to download ebooks and audiobooks.	1/10/2022 3:46 PM
10	Budget cuts and increases to book prices.	1/10/2022 1:23 PM
11	Change in leadership which may also change future goals.	1/10/2022 1:09 PM
12	I expect I will need to organize adult tech classes. This is something I am looking to have covered by a contract hire rather than completely organize it myself.	1/10/2022 12:36 PM
13	Decrease in funding with a need for more reliance on grants.	1/10/2022 12:35 PM
14	Greater need for data services and specialization, increased need for research support, increased efforts to support community engagement statewide for health-related outcomes	1/10/2022 11:55 AM
15	Having online presence.	1/10/2022 11:54 AM
16	The library community focus on open information resources, support for information resources that are "born open" and freely accessible to all.	1/10/2022 11:47 AM
17	The shifts in local demographics, businesses, schools, and impact of increased visitors will no doubt affect the area and the needs of the most vulnerable.	1/7/2022 5:51 PM
18	I think that Tucumcari's population will keep decreasing in the next few years.	1/7/2022 11:08 AM
19	Balancing remote, hybrid, and face-to-face learning	1/6/2022 5:46 PM
20	Specifically, funding for collections and security. I expect my community would be impacted with provided services for the adult mentally disabled population because I want to open up our library space for them. I believe we have not built on or improved on being a space where we are offering computer skills training so patrons can seek jobs. I also believe we will be impacted with those children and families who lost loved ones due to Covid 19. A lot of social emotional resources need to be provided and offered through library servies.	1/5/2022 5:43 PM
21	Results of COVID. Change in leadership. We should have better accessibility to internet connectivity.	1/5/2022 4:19 PM

Q48 What would you like NMSL staff to consider as they draft the next LSTA Five-Year Plan?

Answered: 37   Skipped: 32

#	RESPONSES	DATE
1	More options for funding staff at libraries outside of a municipality More consideration of the many new ways libraries reach patrons - off-site, mobile - More emphasis and options for non-book services that libraries provide - the other critical functions they offer should be more encouraged, emphasized, valued in the way in which libraries are promoted, branded, assessed More use of libraries by local schools and teachers for learning, support, tech training, etc	1/11/2022 6:32 PM
2	Weekly meetings are really nice but we can't normally attend a meeting during our lunch rotation (12pm-2pm). Director appreciated having a meeting with the State Librarian. Enhanced collaboration with other state agencies would benefit everyone statewide.	1/11/2022 2:04 PM
3	Continue to find ways to serve the underserved and ways to get persons excited about what NM Libraries have to offer!!!!	1/10/2022 7:10 PM
4	Book recommendations and lessons for e-resources.	1/10/2022 5:52 PM
5	We need to rebuild a reading public. We have to provide access to materials that are relevant to our users.	1/10/2022 5:36 PM
6	more communication with academic libraries	1/10/2022 5:03 PM
7	Make it easier to return and share books between schools (via interschool mail)	1/10/2022 4:35 PM
8	safe on-line research resources, eBooks for young adults	1/10/2022 3:56 PM
9	Most of the people that live in Northern New Mexico do not have the money to get internet.	1/10/2022 3:46 PM
10	Honestly, your priority of providing more services/resources to those who are differently enabled seems the most valuable and would be awesome.	1/10/2022 1:23 PM
11	School library services need to be addressed. I feel that I cannot provide the duty that schools need in my role and with the staff I have.	1/10/2022 12:36 PM
12	Be aware of the limitations of tribal libraries and others without public or state funding and work to assist them whether especially in education and professional development.	1/10/2022 12:35 PM
13	Developing partnerships with health sciences libraries to increase the ability of public libraries to support health, health literacy, etc	1/10/2022 11:55 AM
14	More training in library courses which involve assisting patrons through live sessions.	1/10/2022 11:54 AM
15	Diversity, equity and inclusion (DEI) - develop resources that help staff create and use DEI competencies, focusing on policies and services that address the removal of barriers and the potential for bias.	1/10/2022 11:47 AM
16	I love the wide-view approach that has been followed and includes the tiny libraries as well as the large systems. Keeping in mind that economic barriers still prevent small libraries from providing the same fee-based services larger libraries can, or even an adequate staffing level, will help in thinking about how to provide equal access around the state. Seems like that has been considered more in recent years and I appreciate it!	1/7/2022 5:51 PM
17	Public school libraries will need support for remote learning. Digital resources, e-books, audio-books, streaming movies with be of great help in supporting curriculum and soften the blow to budgets.	1/6/2022 5:46 PM
18	I would love more Indigenous inclusion. Our tribal libraries are essential resources and safe spaces for all. We need to build up and focus on having spaces where healthy snacks and meals could be offered. Also, buildings need to conform and have funding for outside outlets as well as inside outlets as a majority of patrons have electronic devices they want to recharge.	1/5/2022 5:43 PM
19	Some tribes do not have the capacity to hire employees that have an understanding of library services, grant administration or how to make good decisions to benefit the patron. What shall a tribe look for in hiring a librarian? What does a librarian need to know when it comes to cataloging items? How does what we do impact the larger picture of accessing or making library services available to a community?	1/5/2022 4:19 PM
20	More training opportunities for staff at all levels, from director to front desk.	1/5/2022 4:03 PM
21	I would love for NMSL to spearhead a consortium for statewide access to digital collections such as Overdrive and Hoopla.	1/3/2022 3:12 PM
22	How academic libraries might be included in the NMSL mission/rules. If the work academic libraries were doing was more integrated with the work of the NMSL I think we could do a better job of supporting each other and providing ideas and practices for all types of libraries.	1/3/2022 10:46 AM
23	Local advocacy for things like branches and staff. We need someone from the State to tell Administration how important these things are in a community.	12/29/2021 11:42 AM
24	We need services that will invite the public to look first to the library for information from credible sources.	12/22/2021 5:15 PM
25	Assistance to librarians on what to select as part of core offerings on their websites. Website contract assistance is needed as well to reach patrons who cant visit the library. Maybe make all our public libraries virtual through requiring each library make a virtual tour and put that on the state library website.. that would be so fun to visit all libraries virtually!!!	12/22/2021 4:18 PM
26	Digital divide, library accessibility, interlibrary communication.	12/22/2021 4:14 PM
27	We are looking forward to increased inter-activity between libraries (once the pandemic restrictions are removed) We have been in the Sandoval Overdrive Consortium for the past several years and have enjoyed the collegial interaction with other library members of the Sandoval Overdrive Consortium.	12/22/2021 4:11 PM
28	continue current services, add more resources to El Portal if there are additional funds to spend	12/22/2021 1:46 PM
29	Probably broadband for all libraries. Specific resources for rural libraries (which is most NM libraries). More outreach/training on how to best/promote current resources. Resources/training on things like basic book keeping, budgeting, etc (I think it would help with using GO Bonds and State Grants-in-Aid).	12/22/2021 1:45 PM
30	Time lines and deadlines, funding are always given with little to no turn around time for signatures and then spending.	12/22/2021 12:56 PM
31	Finding the non-library users.	12/22/2021 12:46 PM
32	To bring back the Certification program for library staff who would like to further their career but can't afford to go to class or take classes. These individuals have worked in the library system for more than ten years and they should be allowed to do a certification.	12/22/2021 12:31 PM
33	Add New York Times to Newsbank	12/22/2021 12:18 PM
34	ongoing funding. line item funding from the State budget for all libraries so we don't have to depend on the GO Bond every two years	12/22/2021 11:38 AM
35	Include funding for Rural Libraries and Social Wellbeing	12/22/2021 11:32 AM
36	please consider bringing more free education classes to the rural areas.	12/22/2021 11:23 AM
37	Library classes which allow staff to receive the 9 credit hours of library science classes to get their Class 1 certification through education. Three of my staff have bachelor's degrees and at least one is interested in getting her Class I certification but no library classes are available through a university in state. Out of state prices are not affordable. Most municipalities require the certification before hiring. By offering library science classes or allowing staff members to test for their certifications before becoming a Director is a great service for small libraries and allows many to have staffing continuity.	12/22/2021 11:23 AM

THRIVING LIBRARIES

22	COVID will still affect our gate count. Hopefully we will be able to either remodel or relocate our building.	1/5/2022 4:03 PM
23	Staffing shortages, shift from print to digital collections,	1/3/2022 3:12 PM
24	The pandemic, people expecting more remote services, a need to provide more diverse library material. I fear that there may be more challenges to intellectual freedom based on the political landscape of the country. Libraries in NM may need to come together to support each other and provide a common message to address challenges to intellectual freedom.	1/3/2022 10:46 AM
25	Technology	12/29/2021 11:42 AM
26	Due to the isolation of the pandemic, our young people will not be attuned to library services.	12/22/2021 5:15 PM
27	Need for more space. Need for continued funding. Need for staff to keep up with growing technology in public library arena and to present those offerings to patrons in an easy and non intimidating way. I think people are still very frustrated with accessing online social services and agencies.. I know I was very angry with the NM social security office bc their website is so uncared for. I think a training in use and familiarity with all these social services websites in the state of NM online services would be very helpful to public library staff.	12/22/2021 4:18 PM
28	Costs, digital divide, lack of school librarians, greater need for services and less money to provide	12/22/2021 4:14 PM
29	We are particularly interested in completing the installation of Fiber optic cables and internet for our library and for our community at large.	12/22/2021 4:11 PM
30	Covid, continuing outward migration of younger population (ages 20 -50), aging of the population, declining birth rate	12/22/2021 1:46 PM
31	Changes in population, possible increase in digital resource use, change in leadership at the library.	12/22/2021 1:45 PM
32	Increased services in person, more programming, larger space.	12/22/2021 12:56 PM
33	Dropping student population as a whole and a decrease in on-campus students. Continued questioning of the value of a bachelor's degree.	12/22/2021 12:46 PM
34	E-books, our library currently does not provide e-books, because we believe that we would still like people to come into the library and check out a book. There are plenty of things that have gone automated and we believe that books should not be part of that automation.	12/22/2021 12:31 PM
35	Sure wish we could predict that. Surely a greater focus on technology for library operations as well as patron needs.	12/22/2021 11:38 AM
36	Operations to include: Curbside service, Programming to include year round takeaway activities, more partnership bonding	12/22/2021 11:32 AM
37	fear of covid and misinformation is rapid. We need more community meetings and education led by those in the health and education services. We also need free GED or HSE classes.	12/22/2021 11:23 AM

Q51 What projects, programs, or processes would benefit your community?

Answered: 33   Skipped: 36

#	RESPONSES	DATE
1	This is a very general question so difficult to answer - More partnership programs between schools and libraries that allow libraries to participate more in fully in education of students and also teachers - Digital inclusion that provides free devices and library based skills training	1/11/2022 6:32 PM
2	Workforce development is a need in our community but workforce development programs often do not get much attendance. Initiatives require extensive collaboration. We have done a lot of tech skills programs but frequently do not reach job seekers.	1/11/2022 2:04 PM
3	Money.	1/10/2022 7:10 PM
4	My neighbors and students parents use the computers for job seeking.	1/10/2022 5:36 PM
5	almost all that seems to be available	1/10/2022 5:03 PM
6	Summer Reading, Book exchange, books in the mail over the summer, etc.	1/10/2022 4:35 PM
7	research and eBooks	1/10/2022 3:56 PM
8	Music lessons, learning life skills, learn to code.	1/10/2022 3:46 PM
9	Programs for differently enabled and reading programs (not just for during the summer).	1/10/2022 1:23 PM
10	Restarting and building pre-school story hour, summer story hour, programs hosted by other NM agencies (job application, social security benefits, legal aid resources, etc.), programs for teens and adults.	1/10/2022 1:09 PM
11	Adult tech classes from beginners to advanced.	1/10/2022 12:36 PM
12	Professional development on a range of LIS subjects, perhaps in the form of a cohort of non-traditional students because self-directed learning is not the best option.	1/10/2022 12:35 PM
13	A statewide leadership institute would help develop our library staff's ability to dream up and manage new projects, plus would enable stronger connections amongst different libraries/library types	1/10/2022 11:55 AM
14	More online services.	1/10/2022 11:54 AM
15	The big stuff...There are still pockets in need of connectivity for which library-led solutions have not been answers as of yet (hot spots won't work and they are outside our LSA so getting grants for new service lines is also not realistic). Better resources/methods to handle the increased visitors are needed. The school district continues to fail it's students except in a few of the charter schools. The reading levels are low and the students would benefit from more reading assistance. Most families privileged enough to do so take their kids out of district for school or homeschool. Of course there is a much longer list of ideas... lol	1/7/2022 5:51 PM
16	The summer reading program is very important, and we need to keep it going for the children	1/7/2022 11:08 AM
17	Free Career development programs or access to job skill training, financial literacy programs, health programs, basic computer skills programs, work based learning opportunities	1/6/2022 9:04 PM
18	SWNM is in need of continued literacy support for emerging readers, language acquisition, and adult learners. During the pandemic, high levels of illiteracy has challenged remote student learning.	1/6/2022 5:46 PM
19	Always have a children's program coordinator. Have a way to have MOA's with schools in our community to support and collaborate with libraries. Have healthy snacks and meals available for youth patrons. I believe with the MMIW (Murdered Missing Indigenous Women) movement and NM being identified as a state with high victim rates libraries should provide FREE	1/5/2022 5:43 PM

Q50 What new skills do you need to move forward, given the expected changes?

Answered: 35   Skipped: 34

#	RESPONSES	DATE
1	- Libraries now need to do more outreach, be more inventive in the ways they deliver services. - Libraries need to master multiple software and digital programs - many need support for this	1/11/2022 6:32 PM
2	It is useful for staff of all levels to have technology skills or be able to learn tech.	1/11/2022 2:04 PM
3	Invitations to participate in trainings	1/10/2022 7:10 PM
4	I need time. Much of my day is spent covering classes for teachers who are absent due to COVID.	1/10/2022 5:36 PM
5	better pd about what's available and how to use the resources	1/10/2022 5:03 PM
6	More experience and training with the aforementioned technology and data bases.	1/10/2022 4:35 PM
7	training for available resources from the State of NM that would impact our middle school students	1/10/2022 3:56 PM
8	The new skills that i need to move forward, are time, and in depth training to use our consortium more efficiently to provide more items . Money is also a factor.	1/10/2022 3:46 PM
9	More connection to what NM Library can provide to a public school library and information on implementing literacy programs in the library for a higher success rate.	1/10/2022 1:23 PM
10	More technological knowledge when aiding patrons.	1/10/2022 1:09 PM
11	I think I just need more staff.	1/10/2022 12:36 PM
12	Not necessarily new skills, but the ability to convince management of the value of our library.	1/10/2022 12:35 PM
13	Data management, data science, etc	1/10/2022 11:55 AM
14	Learning to go live or pre-rcorded resources to put online for patrons.	1/10/2022 11:54 AM
15	The ability to engage with information providers on a community-wide or consortia level, negotiating as a group.	1/10/2022 11:47 AM
16	I think that as the demands increase and the resources do not, increasing my awareness of staff needs and ways for us all not to burn out will be important.	1/7/2022 5:51 PM
17	I need to keep the population coming into the library and to show that we are a need in the community.	1/7/2022 11:08 AM
18	Continued exposure to latest technologies, digital services, and best teaching practices.	1/6/2022 5:46 PM
19	In general, I welcome professional develop in up to date technology and computer skills. I admit, I lack in these skills because this is my first full time employment. I have been a PTO volunteer and stay at home mom until getting this job three years ago. I believe our work in this service field means we are well rounded and educated in all subject areas. All skills needed to work in a library, I welcome to be taught in.	1/5/2022 5:43 PM
20	Exploring services, how to manage financial records, justification when making purchases and the importance of following you agreements..	1/5/2022 4:19 PM
21	How to hold virtual programming	1/5/2022 4:03 PM
22	Regularly scheduled training sessions or perhaps recorded webinars for staff who are new to working in libraries to cover things like customer service, collection dev training, privacy and intellectual freedom issues, equity, diversity and inclusion. Could be based on ALA Essentials for Library Workers classes.	1/3/2022 3:12 PM
23	More training on tech	12/29/2021 11:42 AM
24	I need to be skilled in how to draw people back in.	12/22/2021 5:15 PM
25	All the above. Maybe the bookmobile could even just do a tour to all the communities who have a public library, maybe park in front of the library to show the bookmobile off. That way the public could know these services still continue but that they are very limited to only the communities who truly need them.	12/22/2021 4:18 PM
26	fiscal support as needed to participate in new programs and facilities. (particularly re. internet services)	12/22/2021 4:11 PM
27	services to the elderly, resources/programming for the elderly (additional ebook/audio books)	12/22/2021 1:46 PM
28	How to use and market digital resources like EI Portal, Newsbank, and our ebook service. How to promote/help register people for services like books by mail, bookmobile, library for the blind and print disabled, etc.	12/22/2021 1:45 PM
29	Technology related , webpage development	12/22/2021 12:56 PM
30	Ways to decrease the amount of time spent on purchasing and maintaining services as the number of staff decreases.	12/22/2021 12:46 PM
31	More information from the State Library on all issues that pertain to libraries. More visits to see what other libraries are doing in their communities.	12/22/2021 12:31 PM
32	providing online, digital resources and programming	12/22/2021 11:38 AM
33	Program development	12/22/2021 11:32 AM
34	databases to combat false information	12/22/2021 11:23 AM
35	Skills to keep up with changing technology to include marketing of library services and programs.	12/22/2021 11:23 AM

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services for relatives to create, produce and print flyers. I have participated in events where family members affected my this have stated they lack funds to print flyers for distribution.

20	Cataloging 101, how to use Atriuum, selecting material that benefits the reader.	1/5/2022 4:19 PM
21	Continued assistance through TLP.	1/5/2022 4:03 PM
22	Increase the number of databases and/or digital collections.	1/3/2022 3:12 PM
23	GED, Citizenship and ESL. Local advocacy.	12/29/2021 11:42 AM
24	A completed physical plant. Resources for working with adults and children with disabilities.	12/22/2021 5:15 PM
25	There are so many needs. I don't know where to start. I think best practices and having state library staff be assigned or a new position be created just to look at what other state libraries have available and then taking those offerings and seeing what will work here as well would be a great idea. Librarians really dont have time to do alot of leg work or look at new stuff. I know since Cassandra Oseterloh came o board she has the experience and the knowledge to gather info that each of us in our unique communities need regarding making changes to our services or providing resources that bring awareness to new things in the public library/technology arena.	12/22/2021 4:18 PM
26	Healthcare programs, financial, technology	12/22/2021 4:14 PM
27	improved education (more teachers and librarians), improved health care (physical and mental), better and stable broadband	12/22/2021 1:46 PM
28	Culturally relevant programs	12/22/2021 12:56 PM
29	More training for new employees and a mentor leadership program.	12/22/2021 12:31 PM
30	keep funding statewide resources.	12/22/2021 11:38 AM
31	Creating a Storytelling DVD based on local stories of migration to Aztec.	12/22/2021 11:32 AM
32	free speakers, and educational programs	12/22/2021 11:23 AM
33	Continued support through training, electronic resources and interlibrary loan.	12/22/2021 11:23 AM

Q53 Would you be interested in taking part in a conversation about the future of the New Mexico State Library?

Q54

If you answered yes, please provide an email so we may invite you to participate in a planning session.

Q52 What resources will you need to implement your most vital projects and initiatives?

Answered: 32   Skipped: 37

#	RESPONSES	DATE
1	Staff	1/11/2022 6:32 PM
2	State Grants-in-Aid and GO Bond funds are very important to implement projects. State Library assistance in applying to the e-rate program was essential to our success in implementing it. ILLiad interlibrary loan is important to us. At this time we have a lot of in-house expertise so we don't ask questions very frequently.	1/11/2022 2:04 PM
3	Unsure at this time.	1/10/2022 7:10 PM
4	Lesson ideas for nonfiction and e-books.	1/10/2022 5:52 PM
5	I need money for paper resources. Students were unable to return materials and we lost many, many books. My graphic novels and other popular book collections were decimated.	1/10/2022 5:36 PM
6	funding for materials and staff	1/10/2022 5:03 PM
7	I can always use money to keep my small library updated with eBooks and hard back books.	1/10/2022 3:56 PM
8	paying volunteers and supplies.	1/10/2022 3:46 PM
9	Materials and guidance support.	1/10/2022 1:23 PM
10	At this time, funding is adequate for promoting programming and hand-out promotionals.	1/10/2022 1:09 PM
11	Staff, money for contract services. Either I have to learn and teach something and neglect my other duties, or I have to fulfill my basic roles and not have time to learn and then teach for community programs.	1/10/2022 12:36 PM
12	Training and funding.	1/10/2022 12:35 PM
13	Funding, training, advocacy	1/10/2022 11:55 AM
14	Tech people.	1/10/2022 11:54 AM
15	The big stuff won't be "our" initiatives... we can use the LTC skills to provide the opportunity for the community to come together and create solutions, and can provide information and resources. Some community partners interested in education with grant-writing experience to assist would be a need if we can get the schools interested in partnering on a reading tutor program. (transportation issues would prevent students from participating at the public library; tribal students do have tutoring help at the Jemez Pueblo Community Library though not through the pandemic and funding there is also limited) Local volunteers to participate in both training and tutoring would also be required. The schools have been insular but if we can find the right partners to work on this it would make such a difference... this is on my dream project list!	1/7/2022 5:51 PM
16	Just support from the city and the community.	1/7/2022 11:08 AM
17	Funding and software, licenses for programs	1/6/2022 9:04 PM
18	Access to high quality digital resources, e-books, audio books, steaming video	1/6/2022 5:46 PM
19	I welcome and would love resources of professional children's programs being offered. I would love to invest funds in bring high quality programming for the children in my community. I must admit, I have to build up on my programming for teens. I would love resources about what works in teen programming. I would also love to beginning implementing intergenerational programming with our Senior Citizens. We must hear their stories before they lose ways to communicate, losing memory and family.	1/5/2022 5:43 PM
20	I need staff. I need people to come work in rural libraries. People that want the job and want to make a difference. Commitment with a willingness to learn.	1/5/2022 4:19 PM
21	Funding, staff, new technology	1/5/2022 4:03 PM
22	adequate staffing with necessary skillset	1/3/2022 3:12 PM
23	Advocacy and support from the State.	12/29/2021 11:42 AM
24	Grant resources. Skilled program leaders.	12/22/2021 5:15 PM
25	Assistance of all the staff at the state library.	12/22/2021 4:18 PM
26	Money and time (including more staff)	12/22/2021 4:14 PM
27	Fiscal resources: grants and bonds.	12/22/2021 4:11 PM
28	staff (hiring and retention)	12/22/2021 1:46 PM
29	Training and funds.	12/22/2021 1:45 PM
30	Funding$$$$	12/22/2021 12:56 PM
31	Funding	12/22/2021 12:31 PM
32	Funding for purchases of DVD recording, production, distribution,	12/22/2021 11:32 AM

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Appendix E - External Focus Group Questions

- What makes you proud to be a part of the New Mexico Library community?
- What challenges do you anticipate in the next 3-5 years?
- What do you want libraries in New Mexico to be known for?
- What are 3-5 key goals that would achieve this vision of the future?
- What role could the New Mexico State Library play to help realize this future?

Appendix F- Internal Focus Group Questions

- What does the NMSL do best?
- What do you want the NMSL to be known for?
- What are your boldest hopes and highest aspirations for the NMSL? What would you love to see happen?
- What does an ideal future for the NMSL look like?
- What measurable results will indicate you've achieved this shared vision of the future?
- What changes do you expect to impact the NMSL in the next several years?
- What new skills would be helpful for libraries in New Mexico to develop to meet future challenges?
- What is the NMSL being called to do?
- What new skills does the NMSL need to move forward?
- What resources are needed to implement the most vital projects and initiatives?
- Is there anything I didn't ask that you would like to share?

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Appendix G - External Focus Group Themes

What makes you proud to be a part of the New Mexico Library community?
- Libraries support & collaborate with each other, regardless of type
- NMSL provides good support – even when not mandated to do so
- Representation matters – the importance of diversity in libraries

What challenges do you anticipate in the next 3-5 years?
- Anxiety about sustainable funding sources
- Culture challenges (intellectual freedom, etc.)
- Lack of accredited MLS/MLIS program in the state – impact on the professional community
- Salary levels for librarians are not competitive, do not reflect the of cost of living
- Staffing: Recruitment, development & training – particularly of tribal libraries (see above lack of accredited MLS/MLIS programs)

What do you want libraries in New Mexico to be known for?
- Libraries as essential hubs for community
- Robust shared resources/platforms that are easy to access
- Diversity
- Native Americans represented in library leadership, staff & collections
- Development opportunities for diverse leaders

What are 3-5 key goals that would achieve this vision of the future?
- United approach to advocacy: Library community to speak with one voice
- Support for school librarians -- opportunity w the State Education's Year of Literacy initiative
- Collaborate beyond silos to improve quality of life & access to opportunities for New Mexicans
- Broadband/Digital Equity
- Partnerships between tribal and other libraries to share expertise
- Increase access and create multiple to MLS/MLIS or accreditation for Native Americans
- Create a bachelor's or associate's library degree

What role could the New Mexico State Library play to help realize this future?
- Informal advocacy – use the power of the State Librarian office locally
- Help overcome barriers to accessing resources (e-rate, pass-through monies, etc.)
- Build broad-based coalitions
- Rethink approach to rural libraries and access to resources
- Invest in creating libraries rather than bookmobiles to ensure more equitable access
- Improve accessibility to library certification programs for Native Americans
- Keep the tribal libraries coordinator position filled

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Appendix H - Internal Focus Group Themes

Overarching Themes
- NMSL Staffing
  - Filling positions
  - Retaining staff
  - Recruiting talent
  - Competitive pay
  - Dedicated, passionate staff, determined to provide high-quality services to New Mexicans
  - Creation of 50+ tribal libraries for Chapter Houses & Pueblos
- Desire for connection
  - Create a networked professional community
- Statewide infrastructure:
  - Shared catalog
  - Courier service
  - New NMSL website
  - Broadband
  - Expand services (outreach to promote various state departments, marketing, site visits, social media)
  - Internal & external professional development

Challenges
- Long-term, sustainable, dedicated funding
- Bookmobiles
  - Popular with legislators and the communities they serve, but resource-intensive and unreliable, resulting in people going without library services for extended periods of time

Measurable Results
- Fill empty staff positions at NMSL to build capacity
- Robust professional development provided for NMSL staff & New Mexican librarians
- Increase collaboration & partnerships with other state agencies and external stakeholders
- Successful creation of tribal libraries for Chapter Houses & Pueblos
- New NMSL Website

PRIORITIES

Internal
- NMSL Staffing
- Bookmobile conundrum
- New NMSL website

External
- Creation of Chapter House & Pueblo tribal libraries
- Literacy: Adult, Family & Early Childhood
- Professional development/building library communities

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Appendix I - Consolidated Themes

What makes you proud to be a part of the NM State Library?

- Helping people get their GEDs
- Being a part of the New Mexico library community
- Implementing statewide initiatives
- Helping others be successful/part of the infrastructure of support
- Connecting New Mexicans to technology & services
- Dedicated, passionate staff
- Library for the Blind & Print Disabled
- Provide services to everyone in the state (bookmobiles & books by mail)
- Innovation
- Strengthening the library community during pandemic
- Strong cataloging staff
- Commitment to get funding to libraries
- Creating Chapter Houses & Pueblo tribal libraries

What does the NMSL do best?

- Support libraries in New Mexico
- Financial support for libraries
- Innovative
- Connecting people to accessible services
- Going above and beyond – doing more despite lack of staffing
- Supporting New Mexico's librarians & researchers
- Manage grant funding to libraries

What do you want the NMSL to be known for?

- Robust, high-quality professional development/continuing education
- Creation of a leadership institute
- Path for non-librarians to attain certification
- Create a culture of professional librarianship
- Providing outstanding statewide infrastructure, services, and leadership for New Mexico's libraries
- Innovation
- Advocate for connecting people to knowledge
- Improving the lives of New Mexicans
- A cheerleader for New Mexico's libraries
- Consistency
- Connectivity – Broadband
- Partnerships & collaborations
- Empathy – understanding the difficulties faced by libraries

THRIVING LIBRARIES

What are your boldest hopes and highest aspirations for the NMSL? What would you love to see happen?

- Develop Leadership Institute & certification program
- A statewide union catalog to bring in small, rural libraries and provide ILL
- Courier system to deliver to all New Mexico libraries
- Increase coordination with Public Education Department
- Elevate the value of the NMSL
- Launch & sustain new programs & initiatives
- Consistency – specifically, bookmobiles
- Ensure information gets to all New Mexico communities (e.g. Census, etc.)
- Improve outreach, specifically Library for the Blind & Print Disabled
- Improve statewide literacy
- Build capacity at NMSL, retain employees

What does an ideal future for the NMSL look like?

- Improved funding for New Mexico Libraries & NMSL
- Create a culture of professional librarianship
- Robust professional development/continuing education – for NMSL staff & New Mexico libraries
- Create a funded network of substitute librarians to support staff to attend professional development & conferences
- Full staffing at NMSL
- New website
- Create a vibrant, innovative culture that embraces a growth mindset – everyone is an educator
- Time & space to consider how the world is changing, how NMSL can continue to adapt & innovate
- Improve HR and financial processes
- Transition from a research library to Center for the Book, focus on printed material (e.g. Poetry, zines, etc.)

What changes do you expect to impact the NMSL in the next several years?

- Maximize online, virtual presence
- Create regional forums for professional development
- Continue to deal w COVID pandemic
- Ongoing outward migration of New Mexicans, losing young and middle-age people
- Small/tribal/rural libraries need support financially
- Develop a librarian certification program
- ILS migration, the possibility of a statewide shared catalog
- Resources to support statewide catalog, consortium, and delivery
- Addition of 50 + new libraries at Chapter Houses & Pueblos
- Staffing shortages -- at NMSL & libraries throughout the state
- Focus on outreach to promote services
- Telework/remote work – rethink how to build NMSL culture
- Focus on sustainability
- Embrace systems thinking, understanding library's role in community

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What new skills would be helpful for libraries in New Mexico to develop to meet future challenges?

- Build confidence & skills in navigating virtual environment
- Build soft skills: facilitation, listening, leadership, communication
- Crisis/Change Management
- Establish a Master's Degree MLIS/MLS program in the state
- Create a coherent plan for the future
- Improve wages for librarians to attract & retain talent to New Mexico and NMSL
- Maintain leadership at NMSL
- Provide professional development to stay dynamic & current in the field
- Attend conferences
- Library Board training
- Systems thinking
- Potential of partnerships & collaboration – connect to create resilient organizations
- Rural libraries & social well being
- Talk about the work NMSL & New Mexico libraries do

What is the NMSL being called to do?

- Create 50+ tribal libraries
- Professional development/continuing education
- Support bookmobiles
- Replace bookmobiles with libraries
- Literacy

What new skills does the NMSL need to move forward?

- Soft skills training – conflict management, communication, leadership
- Provide financial support to people pursuing library degrees
- Website development
- Ability to provide hybrid (online and in-person) services to libraries (training, professional development, librarian certification, virtual visits, etc.)
- Concierge services: Ability to book one-on-one appointments with reference librarian
- Develop cross-departmental and cross-agency collaborations & partnerships
- Unravel the bookmobile quandary
- Empower lower-level staff to be creative problem solvers
- Find a way to effectively & efficiently deal with databases

What measurable results will indicate you've achieved this shared vision of the future?

- Establish a Continuing Ed consultant position
- Create competencies for New Mexico's librarians and library staff
- Develop outcomes to measure things like digital equity, literacy, etc.
- Increase reach of Library of the Blind & Print Disabled
- Build partnerships with other state agencies
- Consider how services are provided (e.g. bookmobiles)

THRIVING LIBRARIES

What are 3-5 key goals you would like to accomplish to achieve this vision of the future?

- Establish a strong continuing education/ professional development program with budget
- Navajo Chapter Houses and Pueblos get libraries established
- Advocate for better pay for NMSL employees to retain staff
- Retain current State Librarian Eli Guinnee
- Fill leadership & other empty positions at NMSL
- Prioritize outreach & marketing (including social media) – LBPD and other services
- Time for professional brainstorming/cooperation
- Statewide catalog & consortium
- Strengthen the bonds between libraries
- Have a liaison between NMSL and other state departments (e.g., Veteran's Affairs)
- Statewide delivery between libraries
- Nimble, responsive bookmobile program
- Focus on literacy
- Yearly evaluation of El Portal resources
- New website
- Standardize metrics & reporting process

What resources are needed to implement the most vital projects and initiatives?

- Personnel/staffing
- Funding
- Build the confidence & leadership of the NMSL team
- Improve staffing levels & retention at NMSL
- Find ways to integrate/collaborate with museums & historic sites
- Make better use of DCA resources (advertising, social media, graphic designers, etc.)
- Ensure NMSL resources are sustainable
- Discussions with libraries currently providing nimble bookmobile service.
- Partnerships to provide literacy training
- Funding dedicated to basic delivery service, maybe a tribal library resource sharing pilot
- Marketing support
- Web development support

THRIVING LIBRARIES