

# Change in Functions and Roles of State Library Agencies

2011 State Library Survey Update - Survey Results Analysis  
DISCUSSION DRAFT  
November 21, 2011

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# Project Overview

- Over the last decade, the US Libraries team has relied on partnerships with state libraries to influence and support local libraries' provision of public access technology to patrons. State-level support remains an important factor affecting the sustainability of public access to technology in libraries at the local level.
- Given the current economic climate and the ongoing evolution of the role of libraries in the US, the US Libraries team wanted to better understand the current roles and functions of state libraries, and how that compares to the roles and functions described in the Function and Roles of State Libraries publication developed by COSLA in 2000.
- As a starting place, the US Libraries team identified 18 roles and functions from the roles and functions defined and collected for the 2000 report that directly or indirectly support public access technology in public libraries. Then, it conducted an update of state library roles and functions (conducted by Community Attributes in Sept/Oct) and completed an analysis of how current roles and functions have changed since 2000.
- The analysis helps show how state libraries are currently structured to support public access to technology through public libraries and the ways in which they are lacking structures to support public access to technology. The analysis findings can also help support discussions about future and emerging priorities of state libraries.

## Methodology:

Surveys were sent to all 50 State Library Associations, to update data collected in 2000 which informed the publication “The Functions and Roles of State Library Agencies”

Survey respondents were given the following prompt:

In 2000, the American Library Association published "The Functions and Responsibilities of State Libraries" informed by responses from all fifty State Library agencies. The publication has been used by many organizations to support efforts to bolster and strengthen the library community.

The Bill and Melinda Gates Foundation is interested in updating aspects of this survey, specifically focusing on the subset of roles/function related in part to the support of public access technology. Many of these roles have evolved over time in response to a new budget and technology climate. Any insights and updates to “The Function and Roles of State Library Agencies” publication will be shared back to the library community. In addition, ASCLA and COSLA may be considering further updates of other aspects of the roles and functions outlined in the original effort from 2000. If so, the foundation will share the data collected.

The following are the guiding definitions to guide appropriate selection for survey respondents, extracted verbatim from the previously conducted survey:

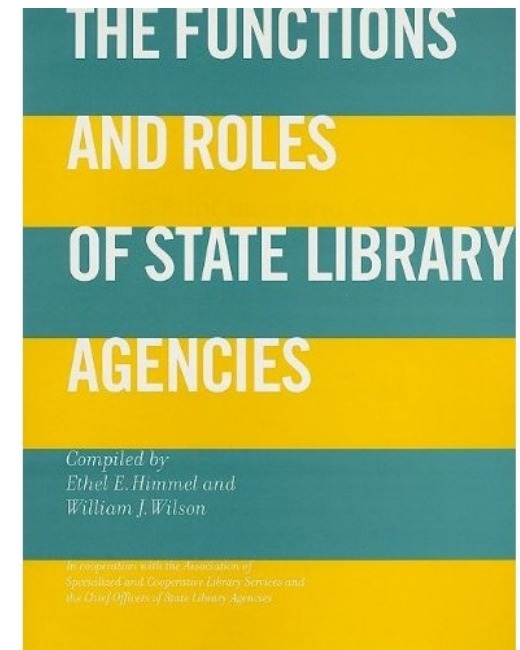
**No Responsibility** means that the SLA has no statutory or fiscal responsibility for a collection, service, or function.

**Limited Shared Responsibility** means that a SLA cooperates with one or more agencies to provide the service and that it provides less than 25 percent of the funding, space, and/or staffing expended in carrying out the duty.

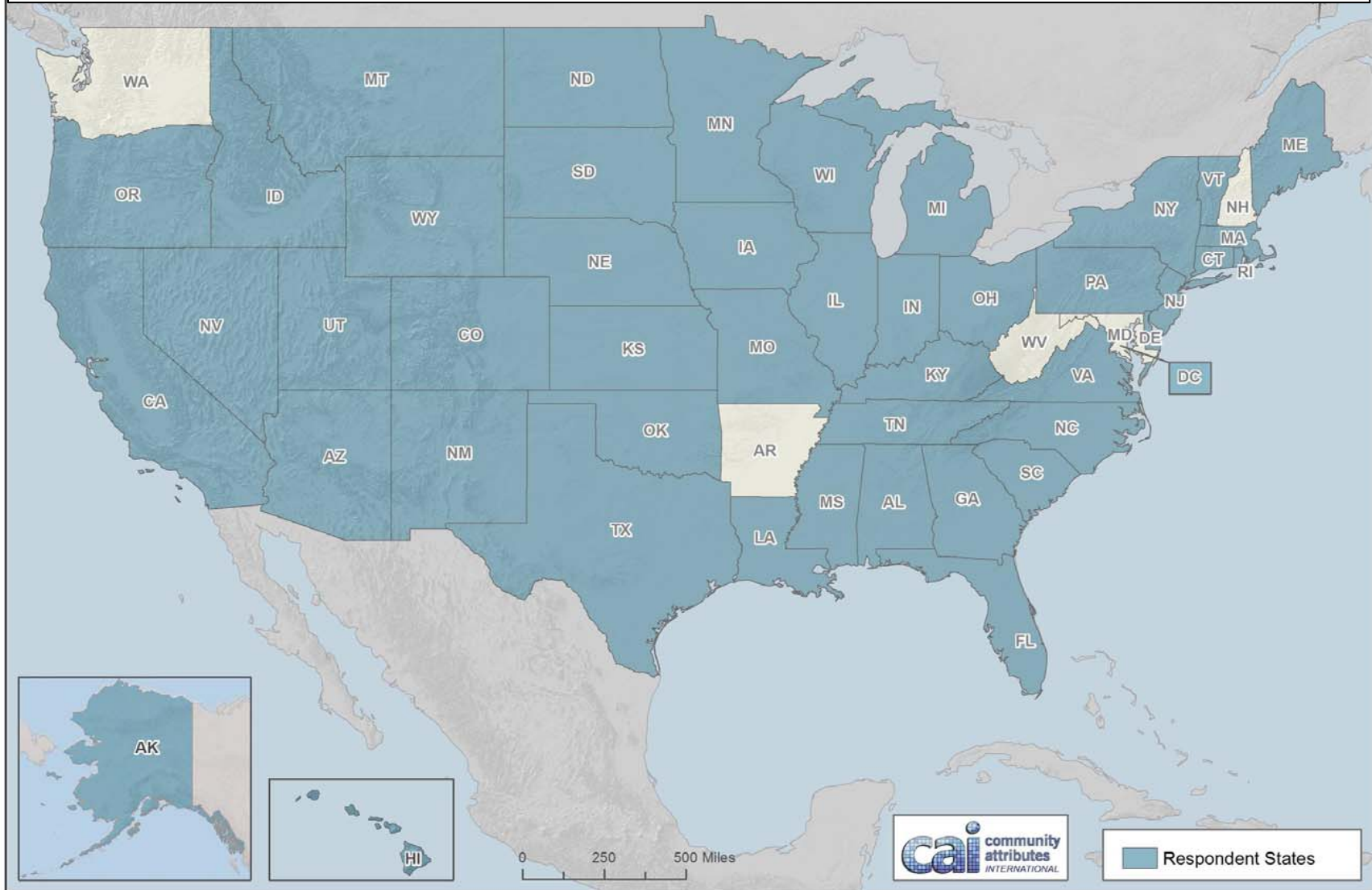
**Equally Shared Responsibility** is used to describe instances in which an SLA works with other entities but supplies 25 to 75 percent of the collective resources required to carry out the task.

**Primary Responsibility** indicates that the SLA is the lead entity in the service and provides more than 75 percent of the needed resources.

**Contract Responsibility** means that a SLA has statutory or fiscal responsibility for the collection, service, or function and that it discharges its responsibility by contracting with one or more other organizations.



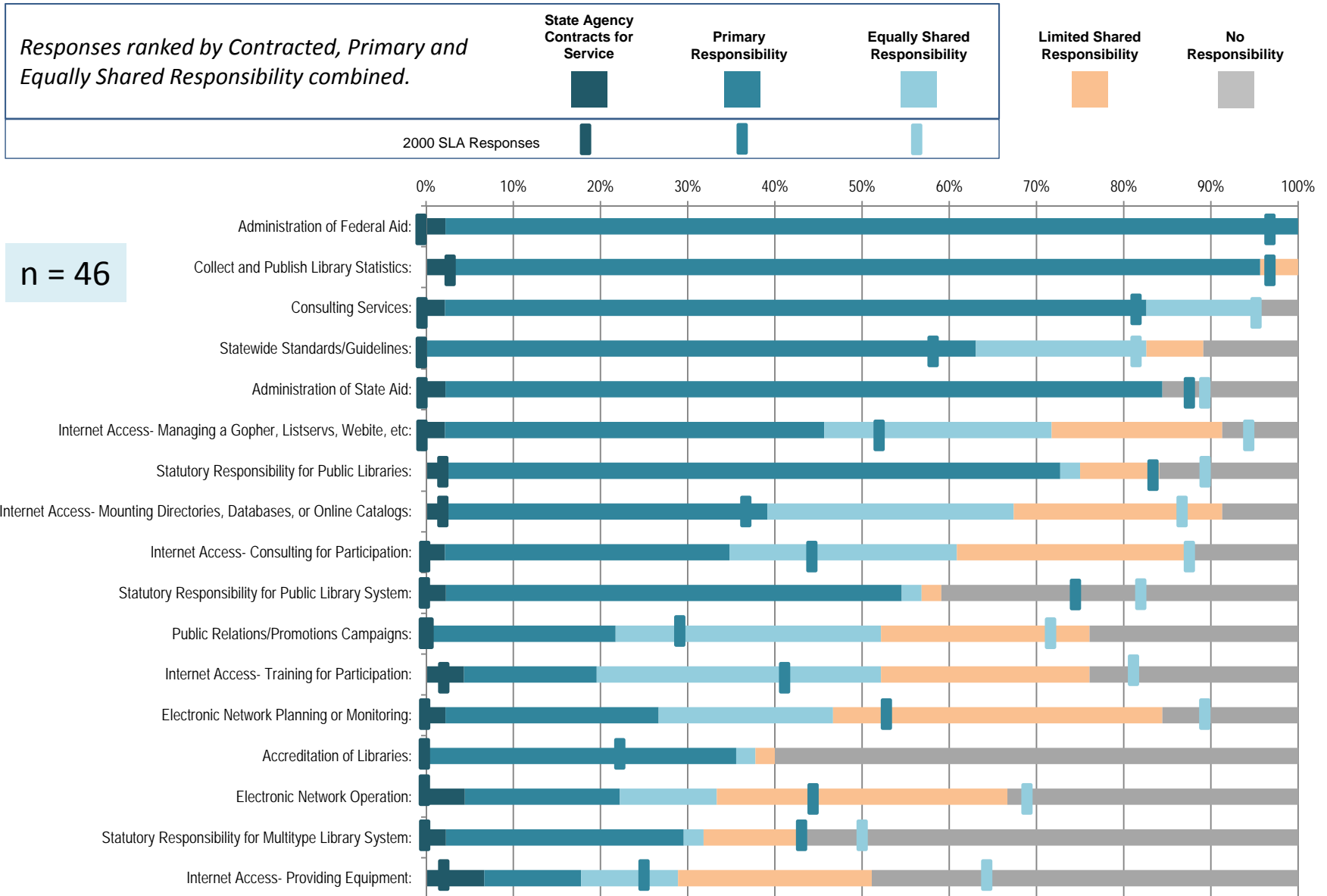
# Methodology: Overview of State Responses



# Initial Findings

- Overall, State Library Agency responsibilities related to public access technology decreased since 2000 (as represented via roles and functions noted by respondents to the 2011 survey).
  - 72 % of states reported a reduction in select roles and functions from 2000 levels.
    - The functions and roles ranked by percentage with the greatest decreases are ‘Electronic Network Planning or Monitoring,’ ‘Internet Access: Training for Participation,’ and ‘Electronic Network Operation’.
    - The following states showed the greatest overall decrease in selected responsibility; Hawaii, Oklahoma, Wyoming, Kentucky, and Maine.
  - 22% of states reported an increase in select roles and functions from 2000 levels.
    - Increases in select functions and roles were reported in ‘Accreditation of Libraries’ and ‘Statewide Standards and Guidelines’.
    - The following states showed the greatest overall increase in responsibility; Pennsylvania, South Dakota, South Carolina, Massachusetts, and Louisiana.
- Overall, State Library Agencies are narrowing their level of responsibilities over selected roles.

# 2011 State Libraries Agency Survey Results

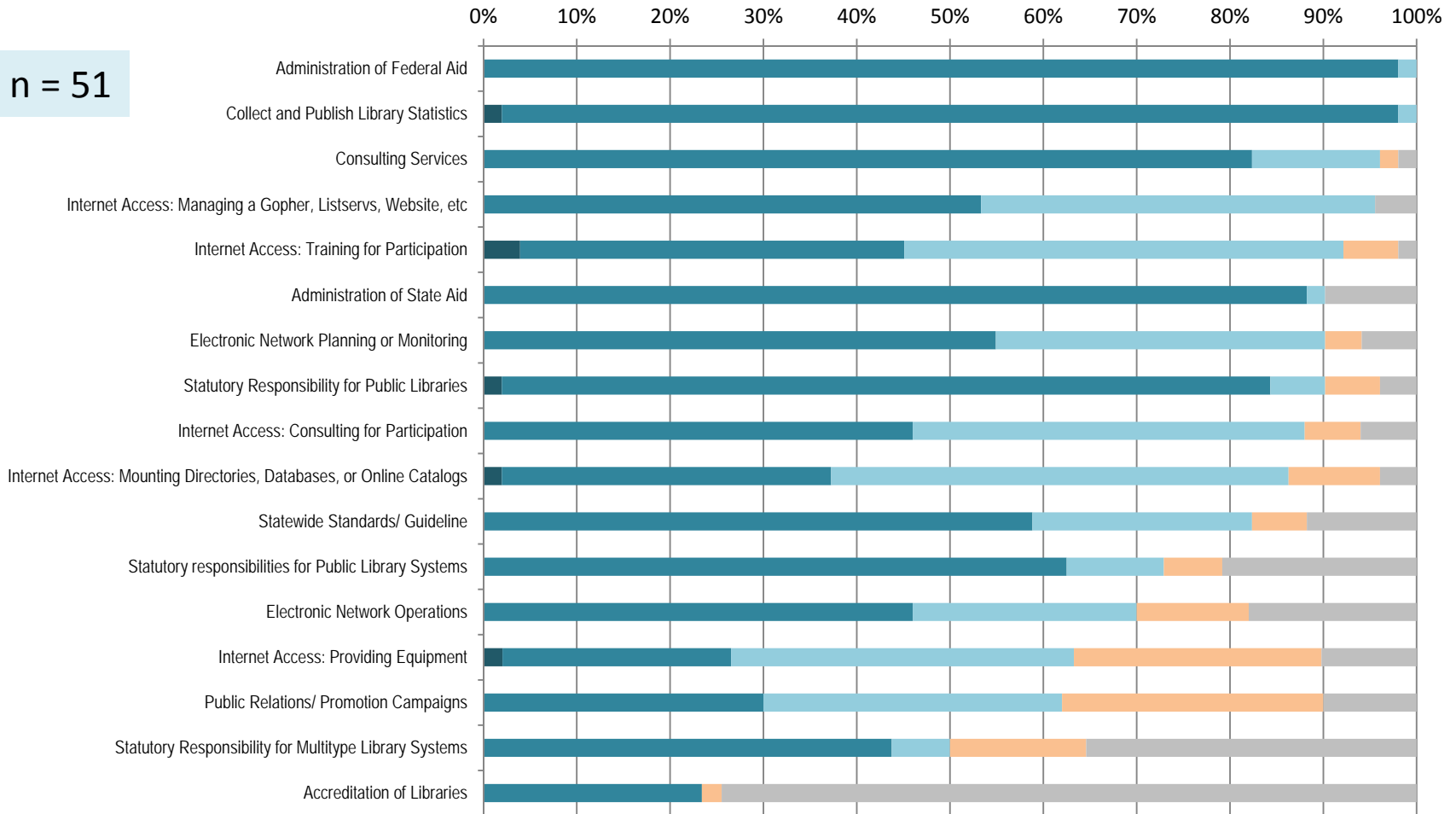


# Survey Results for 2000 State Library Agency Survey

Responses ranked by Contracted, Primary and Equally Shared Responsibility combined.



n = 51



# State Library Agency Survey – Combined Responsibility

Responses ranked by total for Contract, Primary, and Equally Shared Responsibility.

State Agency  
Contracts for  
Service



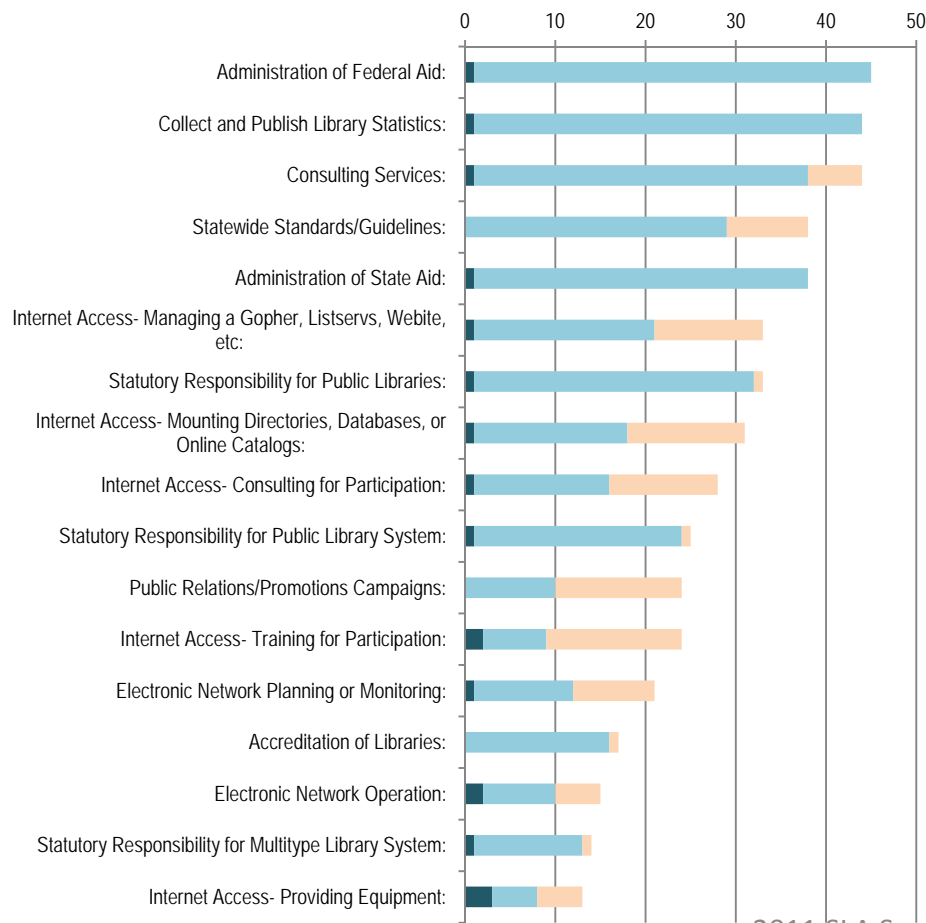
Primary  
Responsibility



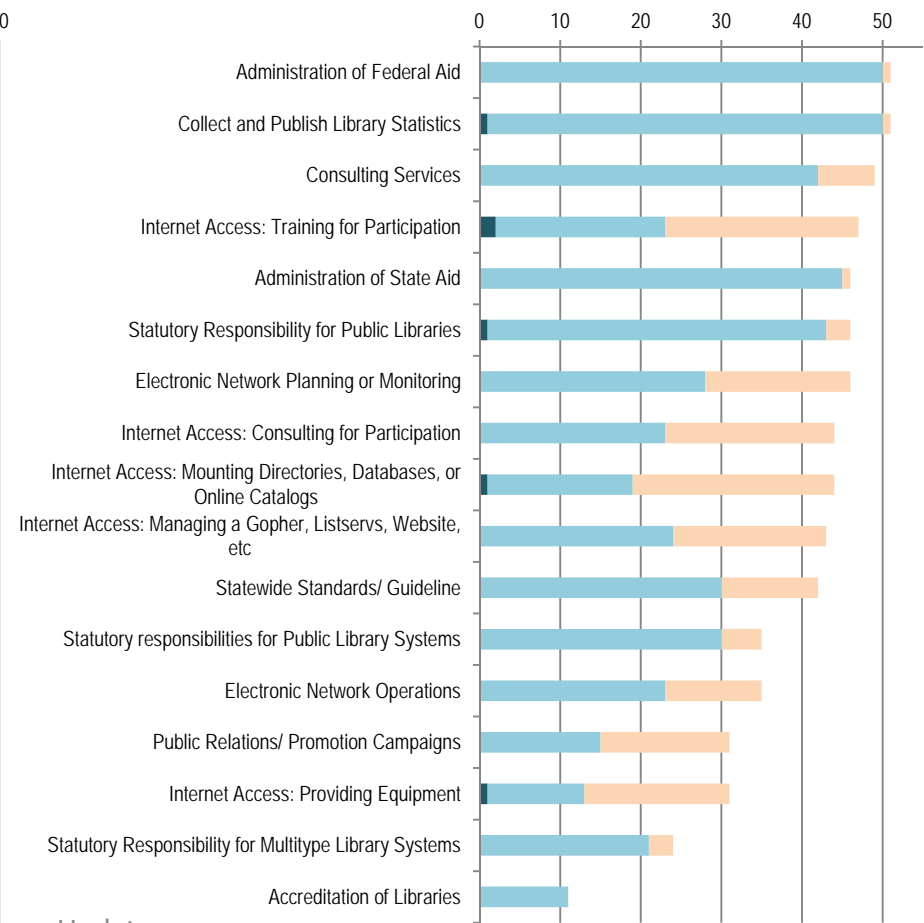
Equally Shared  
Responsibility



2011

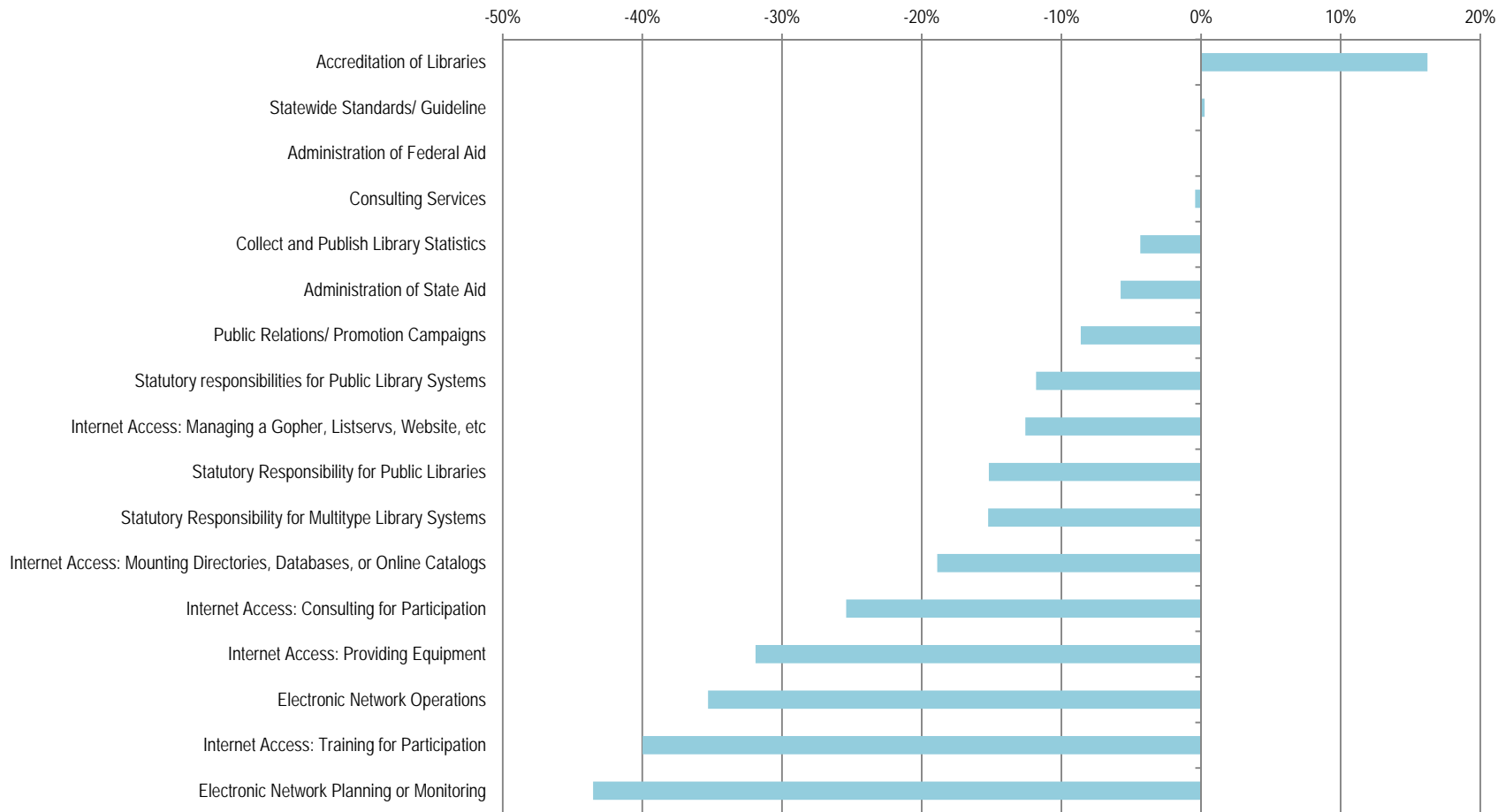


2000



1/5/2012

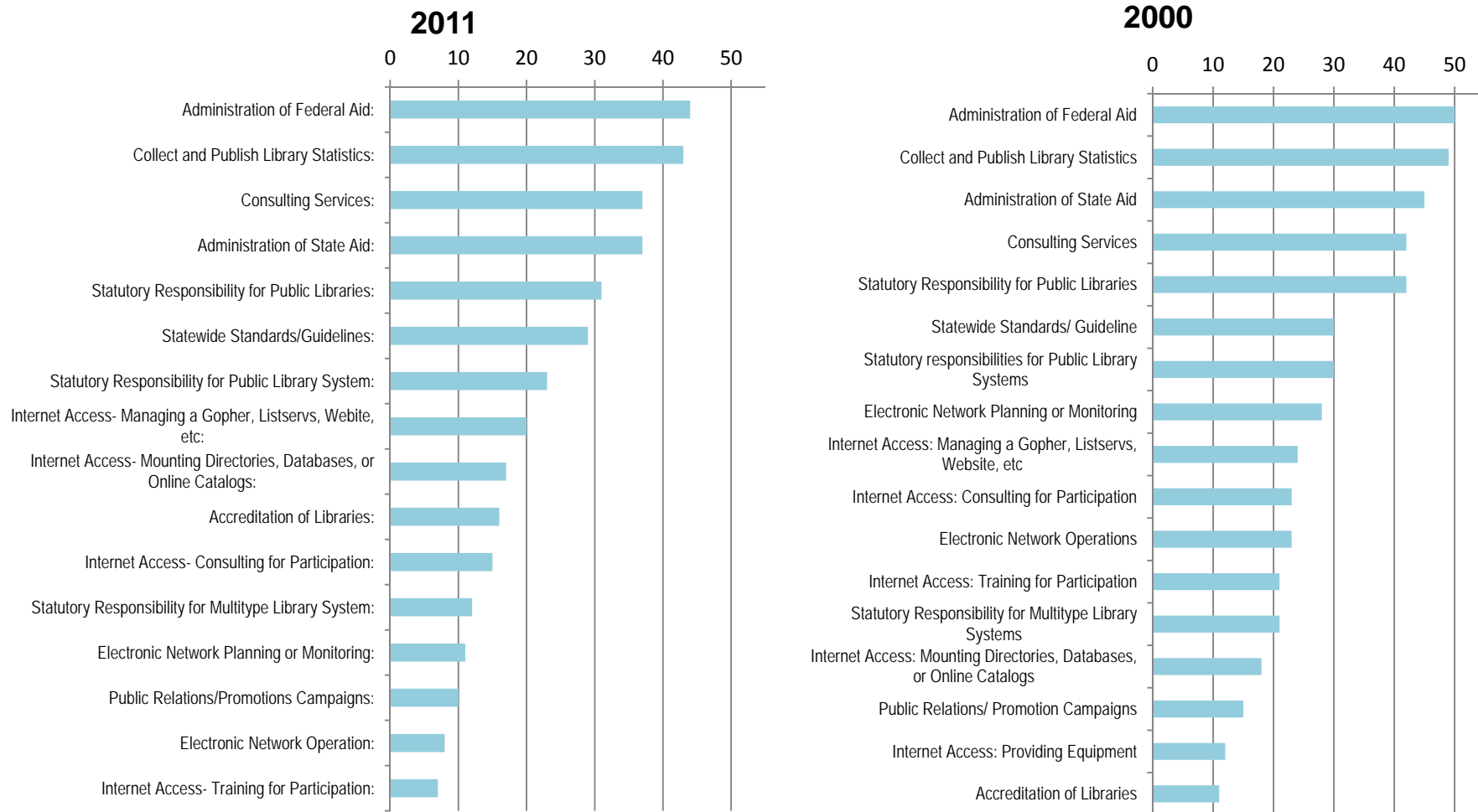
# 2011 State Library Agency Survey – Combined Responsibility as Percent Change



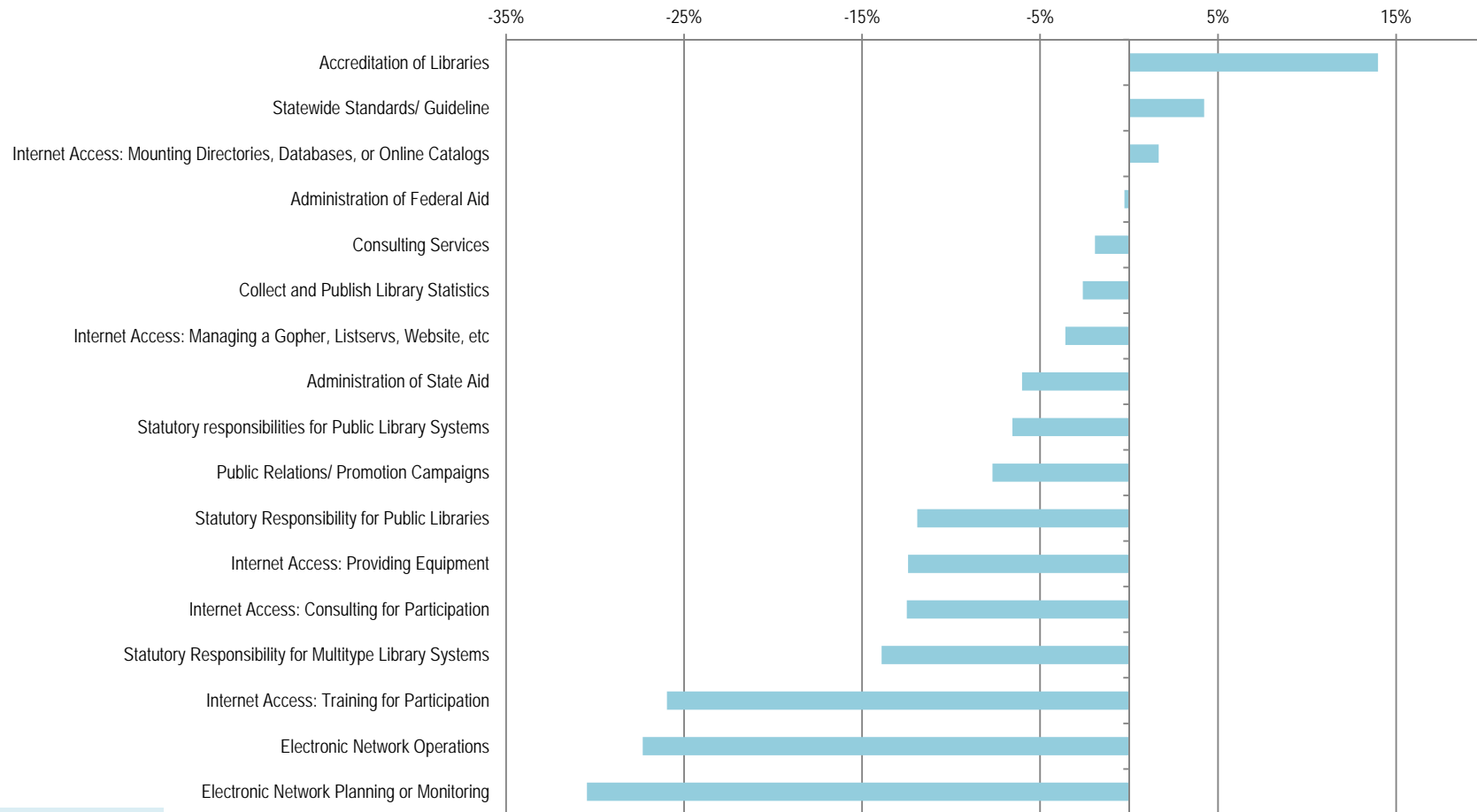
## Key Findings

- State Combined Responsibilities decreased in all categories except 'Accreditation of Libraries' and 'State Standards and Guidelines'
- There was no change in Combined Responsibilities for 'Administration of Federal Aid'

# State Library Agency Survey – Primary Responsibility Only



# 2011 State Library Agency Survey – Primary Responsibility as Percent Change



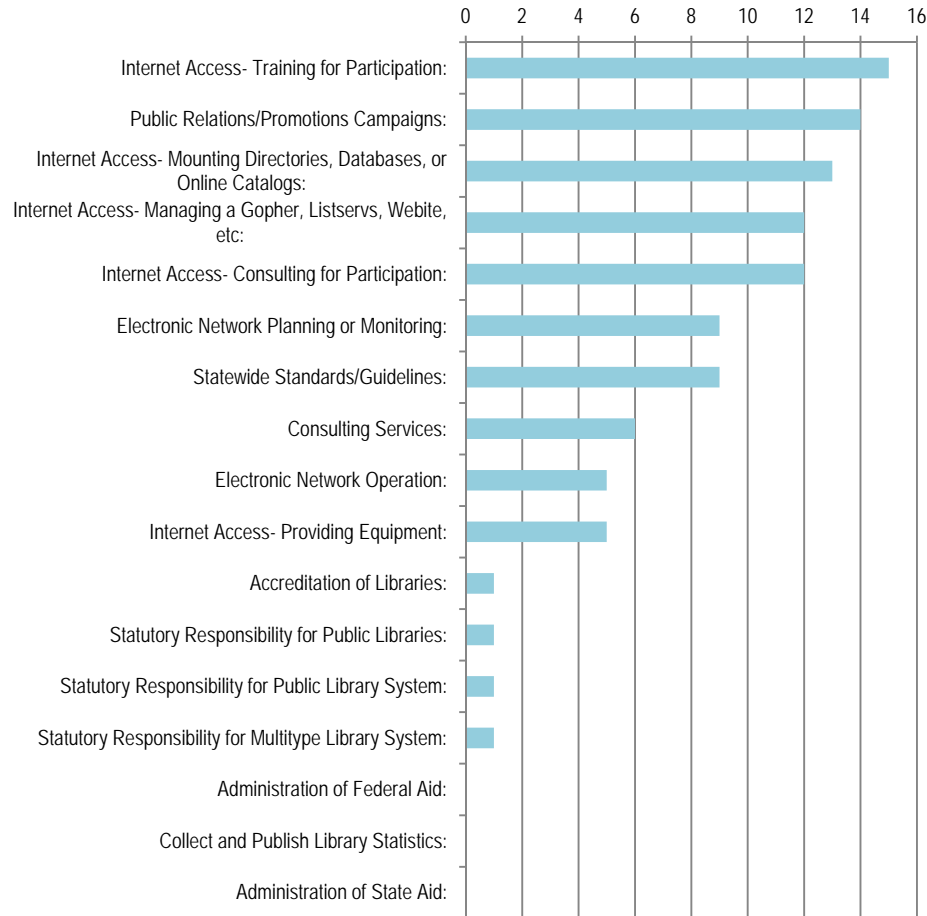
## Key Findings

- State Primary Responsibilities increased for 'Accreditation of Libraries', 'Statewide Standards & Guidelines', and 'Internet Access: Mounting Directories'

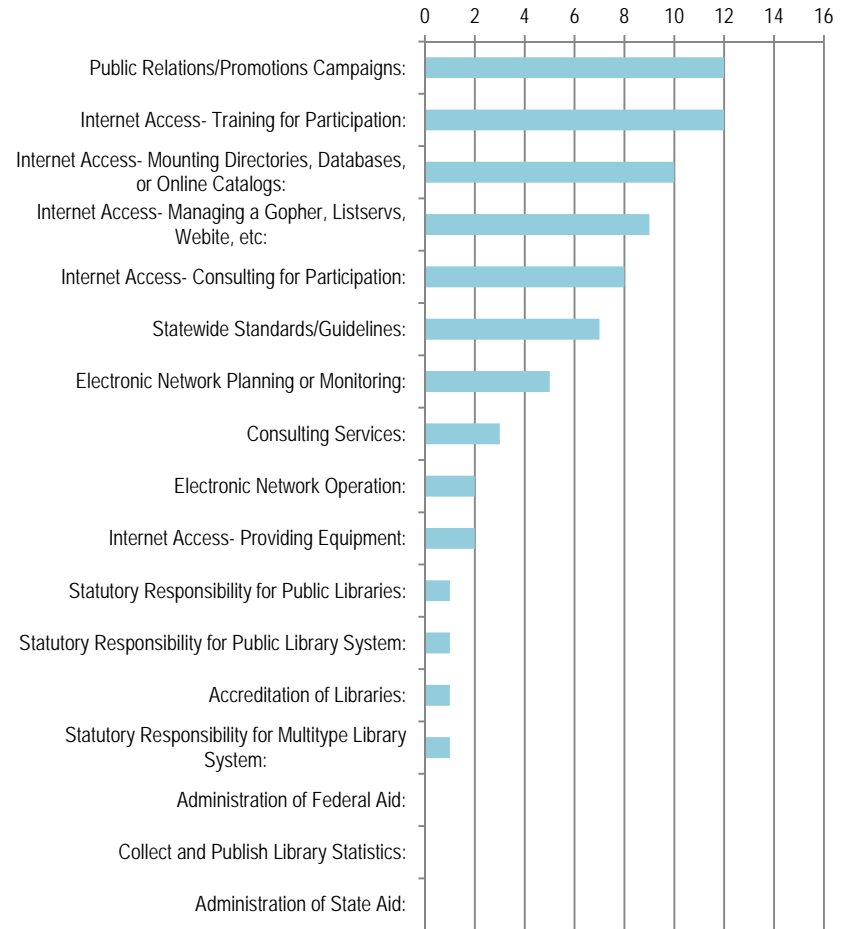
1/5/2012

# State Library Agency Survey – Equally Shared Responsibility Only

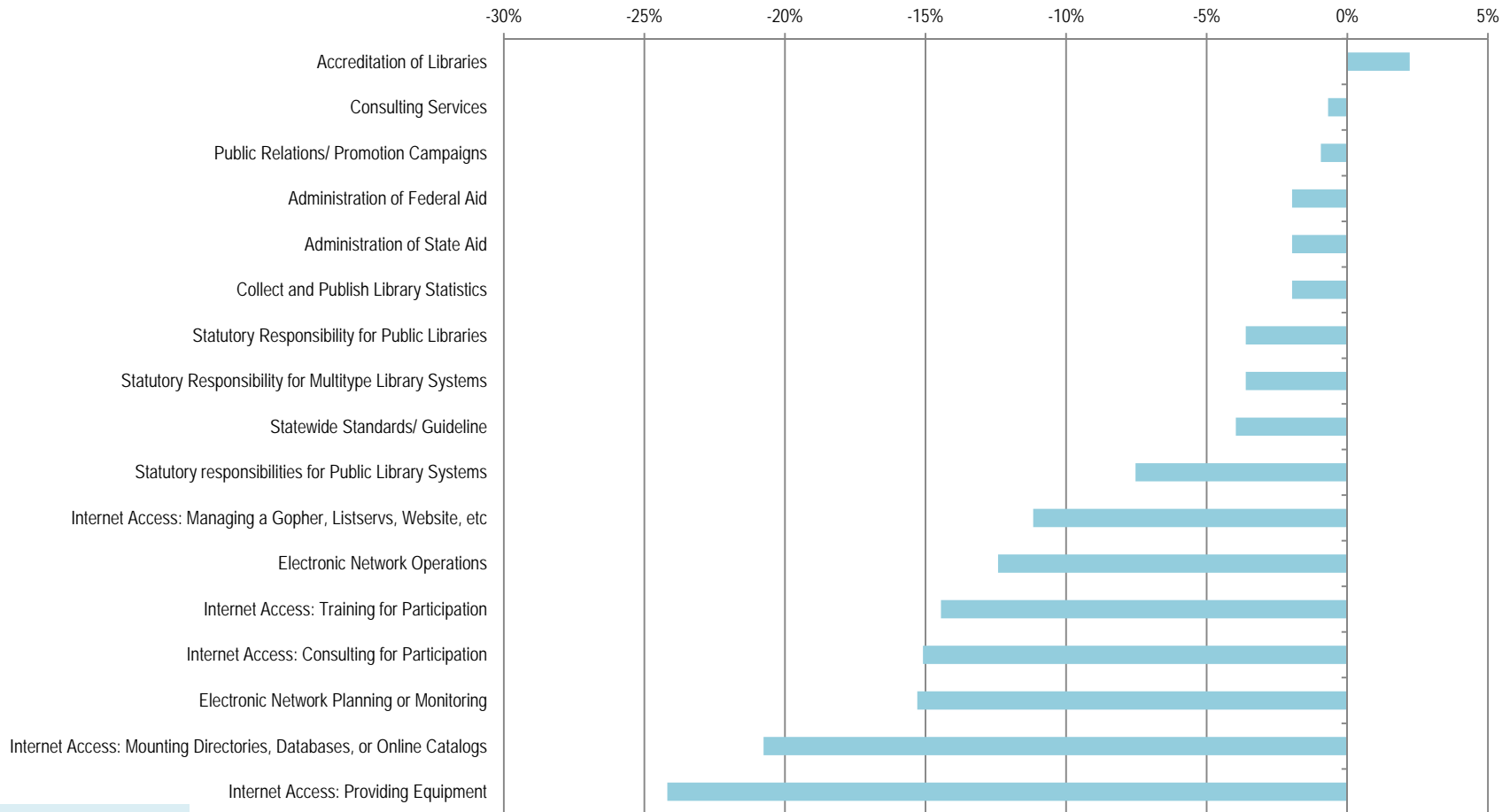
**2011**



**2000**



# 2011 State Library Agency Survey – Equally Shared Responsibility as Percent Change



## Key Findings

- State Equally Shared Responsibilities increased for 'Accreditation of Libraries'

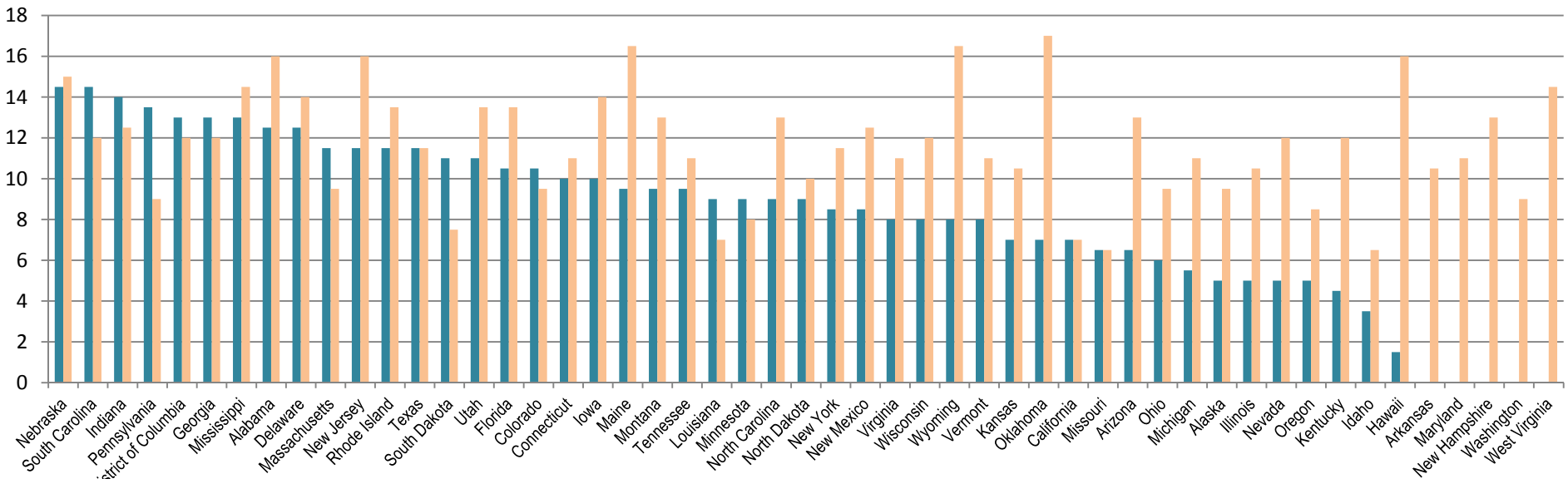
# Top and Bottom Five Roles and Functions Identified by State Library Agencies

State Libraries Agency Survey Results – Top Five in order	
2011 State Library Agency Survey Update Results	2000 State Library Agency Survey Results
Administration of Federal Aid	Administration of Federal Aid
Collect and Publish Library Statistics	Collect and Publish Library Statistics
Consulting Services	Consulting Services
Statewide Standards/Guidelines	Administration of State Aid
Administration of State Aid	Electronic Network Planning or Monitoring

State Libraries Agency Survey Results – Bottom Five in order	
2011 State Library Agency Survey Update Results	2000 State Library Agency Survey Results
Electronic Network Planning or Monitoring	Internet Access: Subsidy for Participation
Accreditation of Libraries	Public Relations/ Promotion Campaigns
Electronic Network Operation	Internet Access: Providing Equipment
Statutory Responsibility for Multitype Library System	Statutory Responsibility for Multitype Library Systems
Internet Access- Providing Equipment	Accreditation of Libraries

# States Ranked by Primary, Equally Shared, and Contracted Responsibilities

Each task identified as a “State Agency Contracts for Responsibility” or “Primary Responsibility” was given a score of 1. Each task identified as an “Equally Shared Responsibility” was given a score of .5. Scores were totaled and states were ranked by overall responsibility.



**States Where Responsibilities Increased:**  
 Colorado, District of Columbia, Georgia, Indiana, Louisiana, Massachusetts, Minnesota, Pennsylvania, South Carolina, South Dakota

**States Where Responsibilities Decreased:**  
 Alabama, Alaska, Arizona, Connecticut, Delaware, Florida, Hawaii, Idaho, Illinois, Iowa, Kansas, Kentucky, Maine, Michigan, Mississippi, Montana, Nebraska, Nevada, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Rhode Island, Tennessee, Utah, Vermont, Virginia, Wisconsin, Wyoming

**States Where Responsibilities Did Not Change:**  
 California, Missouri, Texas

**States Not Responding:**  
 Arkansas, Maryland, New Hampshire, Washington, West Virginia

2011 SLA Survey Data



2000 Survey Data



## Q2. Additional Roles and Functions 2011

Respondents were asked “What additional roles do you play that support public access to technology in public libraries?” The following are their responses grouped by theme and ranked by frequency.

Additional Roles and Functions	Respondents
Direct Technical Assistance, including Broadband	16
Trainings and Continuing Education for Librarians	14
Other Grant Administration	10
No Additional Roles and Functions	9
E-Rate Coordination	9
Miscellaneous Roles and Functions; <i>ex: development of library cards, talking book and braille services, advocacy, cataloging, and children and youth services</i>	9
Membership or Coordination with Supporting Organizations, Commissions or Boards	7
BTOP Administration	6

# Appendix 1. 2011 State Library Agency Survey –

## Q2. Additional Roles and Functions

Respondents were asked “What additional roles do you play that support public access to technology in public libraries?” The following are the extracted responses.

- Accreditation - Certify Librarians through Cont. Education. Int'l Access - Successfully automated - In 2010, 40 New Mexico public libraries were on outdated library systems, or using systems more appropriate for a school library. In 2011 32 of those 40 libraries have a new system or are in the process of getting one. In addition, twenty (20) of the NM public libraries were not automated.
- Active member of the Commission for Educational Technology
- Administer BTOP grant and Jersey Connect, statewide infrastructure.
- Administration of statewide grants
- Advocating for provider discounts in state
- Alaska State Library supports public access to technology in public libraries through specific training events and support for continuing education for librarians. The Alaska OWL (Online with Libraries) project supports public access in all of Alaska's 104 public libraries.
- BTOP is assisting 42 selected libraries in a 3 year grant to create public access computing areas and equipment. E-rate facilitation.
- Building awareness and providing training around public access technology issues
- Continuing education and training for library staff facilitator of collaborations among library consortia
- Continuing Education for library employees; Training in "how to use" databases; provide statewide tutor assistance and training as to how to access evaluate software for library usage; design one-page websites for public libraries in state; provide library construction consultation; and, provide small competitive grant program using State (now Federal) dollars.
- Coordinate with BTOP2 recipient MCNC in laying fiber to libraries (CAIs) in rural N.C.
- Coordination with state utilities board Represent public libraries in statewide discussions of broadband issues
- District of Columbia Public Library is a different sort of place.....
- Ensure that all public libraries apply for both federal and state e-rate funding.
- E-rate consulting; technology planning assistance; conduit for access to contracted resources such as WebJunction
- E-rate coordination
- Implementation of BTOP grant. Manage servers housing some ILS and catalog systems for libraries.
- Information dissemination about state broadband planning
- Manage state-funded Regional Library Telecommunications Aid program and provide E-rate telecommunications discount program support for public libraries.
- Monitor and evaluate new software and hardware. Introduce new concepts such as library cards with built in jump drives (seen in China)
- None
- Our state does not provide any state aid to libraries.
- Participate with partners on developing citizen training (digital literacy).
- Shared responsibility for training users in Internet (Broadband) access; shared responsibility for partnerships between and among libraries and emergency management/public safety, economic development, labor and training (One Stops)
- State partnership in public library facilities - grants State-wide library card - ILS - PINES Talking Book & Braille services; Continuing Ed. for public library staff and trustees Youth and Children's Services
- State provides a 50% match for a 3 Year Replacement Cycle for pcs. We provide the statewide multityple library catalog
- State Librarian is the director of the statewide library system.
- Support and assist in use of state and federal (E-rate) funds for public library and school broadband connections.
- Training and workshops. Grants.
- Training, Continuing Education, Provision of databases, Facilitate access through funding, Grants,
- Training; development of library web sites through Plinkit program; workshops on emerging technologies; assist in developing rationale for importance of technology in libraries for use in advocacy; keep state stakeholders informed of what is occurring on the ground at the local level
- Troubleshoot IT problems for the public libraries in the state
- We administer grants, ARRA funded grants, review e-Rate technology plans, provide e-Rate training for public libraries
- We have had some grants available; but grants are not available every year.
- We provide a free CMS, hosted by us, to any public library that needs one. We serve about half the libraries in Oregon and work with other states to develop the open source CMS software.
- While the State Library is responsible for mounting the statewide online catalog, this service is contracted out to a vendor.
- Write grants (BTOP) and implement down to public libraries, site visits for network help, pay for main library internet connection, help file for e-rate for all libraries
- We employ five network consultants who visit libraries and provide direct services including trouble-shooting, installations, etc.

## Appendix 2. List of “State Agency Contracts for Service”, “Primary Responsibility”, and “Equally Shared Responsibility” State Roles and Functions, 2011 SLA Survey

State	Accreditation of Libraries	Administration of Federal Aid	Administration of State Aid	Collect and Publish Library Statistics	Consulting Services	Electronic Network Planning or Monitoring	Electronic Network Operation	Internet Access-Training for Participation	Internet Access-Consulting for Participation	Internet Access-Providing Equipment	Internet Access-Mounting Directories, Databases, or Online Catalogs	Internet Access-Managing a Gopher, Listservs, Website, etc	Public Relations/Promotions Campaigns	Statewide Standards/Guidelines	Statutory Responsibility for Public Libraries	Statutory Responsibility for Public Library System	Statutory Responsibility for Multitype Library System
Alabama	X	X	X	X	X	X	X		X		X	X			X	X	X
Alaska		X	X	X	X									X			
Arizona		X	X	X	X	X	X		X								
California			X	X	X									X	X	X	X
Colorado		X		X	X			X	X	X	X	X	X	X	X	X	X
Connecticut		X	X	X	X	X		X	X		X	X		X	X		
Delaware		X	X	X	X	X	X	X	X	X	X	X	X	X			
District of Columbia		X	X							X	X	X	X	X	X	X	
Florida		X	X	X	X			X	X		X	X		X	X	X	X
Georgia		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Hawaii		X	X							X	X		X		X	X	
Idaho		X		X	X						X						
Illinois		X	X	X	X						X	X		X			X
Indiana	X	X	X	X	X			X	X	X	X	X	X	X	X	X	
Iowa	X	X	X	X	X	X	X		X		X	X		X			
Kansas		X	X	X	X			X	X		X	X	X				
Kentucky		X	X	X	X			X									

# List of “State Agency Contracts for Service”, “Primary Responsibility”, and “Equally Shared Responsibility” State Roles and Functions, 2011 SLA Survey – cont.

State	Accreditation of Libraries	Administration of Federal Aid	Administration of State Aid	Collect and Publish Library Statistics	Consulting Services	Electronic Network Planning or Monitoring	Electronic Network Operation	Internet Access-Training for Participation	Internet Access-Consulting for Participation	Internet Access-Providing Equipment	Internet Access-Mounting Directories, Databases, or Online Catalogs	Internet Access-Managing a Gopher, Listservs, Website, etc	Public Relations/Promotions Campaigns	Statewide Standards/Guidelines	Statutory Responsibility for Public Libraries	Statutory Responsibility for Public Library System	Statutory Responsibility for Multitype Library System
Louisiana		X	X	X	X	X	X	X	X			X	X	X	X		
Maine		X		X	X	X		X	X		X		X	X	X	X	X
Massachusetts	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X
Michigan	X	X	X	X	X	X	X							X	X		
Minnesota		X	X	X	X							X	X	X	X	X	X
Mississippi	X	X	X	X	X	X	X	X	X			X		X	X	X	
Missouri		X	X	X	X	X	X	X	X	X	X	X		X	X		
Montana	X	X	X	X	X						X	X	X	X	X	X	
Nebraska	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X
Nevada		X	X	X	X									X			
New Jersey		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
New Mexico	X	X	X	X	X			X				X		X	X		
New York	X	X	X	X	X						X	X	X	X	X	X	
North Dakota		X	X	X	X	X			X	X	X	X			X	X	X
North Carolina		X	X	X	X	X			X			X	X	X	X	X	
Ohio		X		X	X			X				X	X	X			

# List of “State Agency Contracts for Service”, “Primary Responsibility”, and “Equally Shared Responsibility” State Roles and Functions, 2011 SLA Survey – cont.

State	Accreditation of Libraries	Administration of Federal Aid	Administration of State Aid	Collect and Publish Library Statistics	Consulting Services	Electronic Network Planning or Monitoring	Electronic Network Operation	Internet Access-Training for Participation	Internet Access-Consulting for Participation	Internet Access-Providing Equipment	Internet Access-Mounting Directories, Databases, or Online Catalogs	Internet Access-Managing a Gopher, Listservs, Website, etc	Public Relations/Promotions Campaigns	Statewide Standards/Guidelines	Statutory Responsibility for Public Libraries	Statutory Responsibility for Public Library System	Statutory Responsibility for Multitype Library System
Oklahoma		X	X	X	X				X			X		X	X		
Oregon		X	X	X	X										X		
Pennsylvania	X	X		X	X	X		X	X	X	X	X	X	X	X	X	X
Rhode Island	X	X	X	X	X			X	X		X	X	X	X	X	X	X
South Carolina	X	X	X	X	X	X	X	X	X		X	X	X	X	X		X
South Dakota	X	X		X	X			X	X		X	X	X	X	X	X	
Tennessee		X	X	X	X	X	X		X	X				X	X	X	
Texas	X	X	X	X	X			X	X	X	X	X		X		X	X
Utah	X	X	X	X	X			X			X	X	X	X	X	X	
Vermont		X		X	X	X	X	X	X		X		X	X	X		
Virginia		X	X	X	X				X		X	X		X			
Wisconsin	X	X	X	X	X						X	X		X	X	X	

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State	Accreditation of Libraries	Administration of Federal Aid	Administration of State Aid	Collect and Publish Library Statistics	Consulting Services	Electronic Network Planning or Monitoring	Electronic Network operations	Internet Access: Training for Participation	Internet Access: Consulting for Participation	Internet Access: Mounting Directories, Databases, or Online Catalogs	Internet Access: Managing a Gopher, Listservs, Website, etc	Internet Access: Providing Equipment	Public Relations/ Promotion Campaigns	Statewide Standards/ Guideline	Statutory Responsibility for Public Libraries	Statutory responsibilities for Public Library Systems	Statutory Responsibility for Multitype Library Systems
Alabama		x	x	x	x	x		x	x	x	x	x	x	x	x	x	x
Alaska		x	x	x	x	x	x	x	x	x	x			x	x	x	
Arizona		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Arkansas		x	x	x	x	x	x	x	x	x	x	x	x	x		x	x
California		x	x	x	x	x	x	x						x			x
Colorado		x		x	x	x	x	x	x	x	x			x	x	x	
Connecticut		x	x	x	x	x	x	x	x	x	x	x		x	x	x	
Delaware		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Florida		x		x		x	x	x		x	x		x	x	x	x	x
District of Columbia		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Georgia		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Hawaii		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Idaho		x		x	x	x		x	x	x	x	x		x		x	
Illinois		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Indiana	x	x	x	x	x	x			x	x	x	x	x	x	x	x	x
Iowa	x	x	x	x	x	x	x	x	x	x	x			x	x	x	
Kansas		x	x	x	x	x		x	x	x	x		x	x	x	x	x

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Kentucky		x	x	x	x	x	x	x		x	x	x	x	x	x		
Louisiana		x	x	x	x			x						x		x	x
Maine		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Maryland		x	x	x	x	x						x		x	x	x	x
Massachusetts		x	x	x	x	x		x	x	x	x	x	x	x	x	x	
Michigan	x	x	x	x		x	x	x	x	x	x	x	x	x			
Minnesota		x	x	x	x									x	x	x	x
Mississippi		x	x	x	x	x	x	x	x	x	x	x	x			x	x
Missouri		x	x	x	x	x			x	x	x	x	x	x	x	x	
Montana		x	x	x	x	x	x	x	x	x	x			x	x	x	x
Nebraska	x	x	x	x	x	x	x	x	x	x	x			x	x	x	x
Nevada		x	x	x	x	x	x	x	x	x		x	x	x	x	x	x
New Hampshire	x	x	x	x	x	x	x	x	x	x	x			x	x	x	
New Jersey	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
New Mexico		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
New York		x	x	x	x	x		x	x	x	x	x	x	x	x	x	x
North Carolina		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

# List of “State Agency Contracts for Service”, “Primary Responsibility”, and “Equally Shared Responsibility” State Roles and Functions, 2000 Survey - cont.

State	Accreditation of Libraries	Administration of Federal Aid	Administration of State Aid	Collect and Publish Library Statistics	Consulting Services	Electronic Network Planning or Monitoring	Electronic Network operations	Internet Access: Training for Participation	Internet Access: Consulting for Participation	Internet Access: Mounting Directories, Databases, or Online Catalogs	Internet Access: Managing a Gopher, Listservs, Website, etc	Internet Access: Providing Equipment	Public Relations/ Promotion Campaigns	Statewide Standards/ Guideline	Statutory Responsibility for Public Libraries	Statutory responsibilities for Public Library Systems	Statutory Responsibility for Multitype Library Systems
North Dakota		x	x	x	x	x	x	x	x	x	x			x		x	
Ohio		x	x	x	x	x	x	x	x	x	x	x	x	x	x		x
Oklahoma	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Oregon		x	x	x	x	x		x	x			x	x	x		x	x
Pennsylvania		x	x	x	x			x	x		x	x		x	x	x	x
Rhode Island	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
South Carolina		x	x	x	x	x	x	x	x					x	x	x	x
South Dakota		x		x	x	x	x	x	x	x				x	x	x	
Tennessee		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Texas		x	x	x	x			x	x	x	x				x	x	x
Utah	x	x	x	x	x	x		x	x	x	x	x	x	x	x	x	
Vermont	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x
Virginia		x	x	x	x	x	x	x		x	x			x	x	x	x
Washington		x		x	x			x	x	x	x	x	x	x			
West Virginia		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Wisconsin	x	x	x	x	x	x	x	x	x	x	x			x	x	x	x
Wyoming		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x