

83. If YES

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	High Satisfaction		Above Average	Average		Low Dissatisfied		Total #	Ave. (1 not, 5 high)
	5r	4r	3r	2r	1r				
Rate your satisfaction level with the service and collection	39	52	25	2	0	118	4.08		
	33%	44%	21%	2%	0%				

84. If YES

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very valuable	Some value	Limited value	Total #	Average rating (3 = very, 1 = limited)
	3r	2r	1r		
Rate the value of the resource(s) provided in helping you improve services at your library	71	46	1	118	2.59
	60%	39%	1%		

85. Have you taken training or attended conference from GPLS in the past 4 years?

Yes	172	62%
No	105	38%
Total	277	100%

86. If NO, why not? Choose all that apply.

Didn't know about the programs	27	26%
Didn't have time	16	15%
Didn't need the training	6	6%
Wasn't invited	19	18%
Wasn't relevant to my job	18	17%
Someone else from my library attended	44	42%
Other: Please specify in the comment box at the end of the survey	13	12%

87. Indicate the subjects/types of training or conferences you attended in the past 4 years:

PINES or Evergreen	97	57%
Cataloging Boot Camp	22	13%
GALILEO or the Digital Library of Georgia	54	32%
GOLD/GALILEO conferences	45	26%
Children's services	66	39%
Youth Services	48	28%
Technology management	10	6%
IT Boot Camp	19	11%
E-rate applications	16	9%
Statistics	10	6%
Communications	4	2%
Serving people with disabilities	23	13%
Webjunction courses	101	59%

88. Rate your overall satisfaction with the training.

Excellent	72	42%
Good	83	49%
Average	15	9%
Fair	1	1%
Poor	0	0%
Total	171	100%

Rank	Total based on # of resp.	Average w/ 5 as excellent
5	360	
4	332	
3	45	
2	2	
1	0	
	739	4.32

89. Indicate your level of agreement with the following statements (select only those relevant to the type of training you attended). GPLS training programs or conferences helped me to:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly agree	Agree	Disagree	Strongly Disagree	Total #	Average rating (4=agree, 1=not)
	4r	3r	2r	1r		
Improve delivery of library resources and services to patrons	53 34%	98 63%	5 3%	0 0%	156	3.31
Increase access to library resources in a variety of formats	39 25%	101 66%	14 9%	0 0%	154	3.16
Develop partnerships with other agencies and community-based organizations	31 21%	82 57%	30 21%	2 1%	145	2.98
Strengthen my library's planning and development of new or expanded services	39 26%	94 63%	15 10%	1 1%	149	3.15
Improve family literacy skills	28 20%	76 55%	34 24%	1 1%	139	2.94
Improve library services to persons having difficulty using a library	26 18%	89 63%	26 18%	0 0%	141	3.00
Improve library services to underserved populations	28 20%	85 61%	24 17%	3 2%	140	2.99
Improve library services to non-English speaking residents	14 11%	68 52%	43 33%	6 5%	131	2.69
Improve library services to children and youth	54 36%	81 56%	11 7%	2 1%	148	3.26
Make my library easier to use	43 29%	87 60%	15 10%	1 1%	146	3.18
Make my library more efficient and effective	49 32%	95 61%	10 6%	1 1%	155	3.24

90. If GPLS did not offer these programs, I would not have been able to obtain this training.

			Rank	Total based on resp. #	Average w/ 4 as strong agree
Strongly agree	71	42%	4	284	
Agree	84	49%	3	252	
Disagree	16	9%	2	32	
Strongly disagree	0	0%	1	0	
Total	171	100%		568	3.32

91. The following programs are currently sponsored by GPLS with LSTA funds. RANK them in priority from high (1) to low (10) for YOUR LIBRARY for the NEXT LSTA plan.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents ranking in column.

	1	2	3	4	5	6	7	8	9	10
PINES	177 65%	25 9%	11 4%	9 3%	5 2%	3 1%	5 2%	7 3%	8 3%	21 8%
GALILEO	42 15%	55 32%	61 23%	32 12%	18 7%	12 4%	7 3%	4 1%	4 1%	3 1%
Georgia HomePLACE	1 0%	1 0%	10 4%	15 6%	17 6%	20 7%	41 15%	48 18%	65 24%	53 20%
Collaborative Summer Reading Program	33 12%	98 36%	74 27%	31 11%	19 7%	5 2%	5 2%	4 1%	2 1%	0 0%
PRIME TIME Family Reading Time Program	0 0%	4 1%	15 6%	32 12%	25 9%	44 16%	32 12%	54 20%	41 15%	24 9%
GLASS	2 1%	9 3%	13 5%	36 13%	28 10%	40 15%	42 15%	40 15%	34 13%	27 10%
Talking Books Recording Booth	1 0%	3 1%	12 4%	23 8%	28 10%	32 12%	39 14%	42 15%	33 12%	58 21%
Information Technology Management	11 4%	34 13%	34 13%	38 14%	49 18%	31 11%	23 8%	22 8%	23 8%	6 2%
Public & private partnerships between GA libraries & other agencies	0 0%	6 2%	30 11%	44 16%	51 19%	44 16%	34 13%	16 6%	28 10%	18 7%
Provision of statistical resources for stakeholders to assess community needs	4 1%	3 1%	11 4%	11 4%	31 11%	40 15%	43 16%	34 13%	33 12%	61 23%
	271	271	271	271	271	271	271	271	271	271

Average Rank
1=high,
10=low

Total #

271 2.63

271 3.09

271 7.69

271 2.90

271 6.77

271 6.54

271 7.21

271 5.05

271 5.89

271 7.24

Appendix D: 2011/12 GPLS LSTA Survey Form

GPLS LSTA Evaluation Survey of Library Staff888

Created: December 06 2011, 7:36 AM
 Last Modified: December 06 2011, 7:40 AM
 Design Theme: Clean
 Language: English
 Button Options: Custom: Start Survey: "Start Survey!" Submit: "Submit"
 Disable Browser "Back" Button: False

GPLS LSTA Evaluation Survey of Library Staff Use your browser back arrow key to return to the previous screen.

Page 1 - Question 1 - Choice - One Answer (Bullets) [Mandatory]

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

- Administration
- Technical Services
- Circulation
- Reference
- Children's & Youth Services
- Technology Services
- Other

Page 1 - Question 2 - Choice - One Answer (Bullets) [Mandatory]

Is your library a member of PINES?

- Yes
- No

Page 1 - Question 3 - Choice - One Answer (Bullets) [Mandatory] [Up To 2 Answers]

Do you use PINES for your job?

- Yes [Skip to 2]
- No [Skip to 3]

Page 2 - Question 4 - Rating Scale - Matrix

Estimate what percentage of your library's patrons in each group use PINES?

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
K-6th grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th 12th grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 18-30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 30-60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 60 and over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 2 - Question 5 - Choice - One Answer (Bullets)

How often do you use PINES to assist patrons?

- Multiple times a day
- Once per day
- Several times each week

- Once per week
- Several times each month
- Once per month
- A few times a year
- Never

Page 2 - Question 6 - Choice - One Answer (Bullets)

How often do you use PINES for your personal use?

- Multiple times a day
- Once per day
- Several times each week
- Once per week
- Several times each month
- Once per month
- A few times a year
- Never

Page 2 - Question 7 - Choice - One Answer (Bullets)

[Mandatory]

How important is PINES to your library's patrons?

- Very important
- Important
- Somewhat important
- Not important

Page 2 - Question 8 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with PINES.

- Excellent
- Good
- Average
- Fair
- Poor

Page 2 - Question 9 - Choice - One Answer (Bullets)

[Mandatory]

Rate you patron's satisfaction with PINES.

- Excellent
- Good
- Average
- Fair
- Poor

Page 2 - Question 10 - Rating Scale - Matrix

For PINES, indicate the level of your agreement to the following statements.

Use of my library's collection has increased because of PINES.

If my library did not have a PINES courier, we could not participate at the same level in interlibrary lending within the s

PINES is an essential service for my library's patrons.

GPLS should continue to support courier services.

Page 2 - Question 11 - Choice - One Answer (Bullets)

[Mandatory]

Should GPLS continue to use LSTA funds to support PINES?

- More
- About the same
- Less
- No

Page 3 - Question 12 - Choice - One Answer (Bullets)

[Mandatory]

Do you use GALILEO for your job?

- Yes [Skip to 4]
- No [Skip to 5]

Page 4 - Question 13 - Rating Scale - Matrix

Estimate what percentage of your library's patrons in each group use GALILEO.

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
K-6th grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th 12th grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 18-30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 30-60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 60 and over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 4 - Question 14 - Ranking Question

Patrons use GALILEO resources for many reasons. To the best of your knowledge, RANK the following purposes for which your patrons use GALILEO resources in order of most frequent to least frequent.

K-12 education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Secondary Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genealogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 4 - Question 15 - Choice - One Answer (Bullets)

How often do you use GALILEO to assist patrons?

- Multiple times a day
- Once per day
- Several times each week
- Once per week
- Several times each month
- Once per month
- A few times a year
- Never

How often do you use GALILEO for your personal use?

- Multiple times a day
- Once per day
- Several times each week
- Once per week
- Several times each month
- Once per month
- A few times a year
- Never

How important is GALILEO to your library's patrons?

- Very important
- Important
- Somewhat important
- Not important

Rate your library's satisfaction with GALILEO.

- Excellent
- Good
- Average
- Fair
- Poor

Rate your patron's satisfaction with GALILEO.

- Excellent
- Good
- Average
- Fair
- Poor

For GALILEO, indicate the level of your agreement to the following statements.

- | | Strongly A |
|--|-----------------------|
| My library receives more use, both virtually and in person, because of GALILEO. | <input type="radio"/> |
| My library has saved money on print subscriptions and books because of GALILEO. | <input type="radio"/> |
| If my library did not have GALILEO, we couldn't offer the equivalent information resources to our patrons. | <input type="radio"/> |
| If my library did not have GALILEO, my patrons would not have other means to access similar resources. | <input type="radio"/> |
| GALILEO databases are an essential part of my library's services. | <input type="radio"/> |

Should GPLS continue to use LSTA funds to support GALILEO?

- More
- About the same
- Less
- No

Page 5 - Question 22 - Choice - One Answer (Bullets)

[Mandatory]

Do you use Georgia HomePLACE for your job?

- Yes [Skip to 6]
- No [Skip to 7]

Page 6 - Question 23 - Rating Scale - Matrix

Estimate what percentage of your library's patrons in each group use HomePLACE.

	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%	N/A
K-6th grade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6th 12th grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 18-30	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 30-60	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ages 60 and over	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 6 - Question 24 - Ranking Question

Patrons use HomePLACE resources for many reasons. To the best of your knowledge, RANK the following purposes for which your patrons use HomePLACE resources in order of most frequent to least frequent.

K-12 education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-Secondary Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genealogy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 6 - Question 25 - Choice - One Answer (Bullets)

[Up To 2 Answers]

How often do you use HomePLACE to assist patrons?

- Multiple times a day
- Once per day
- Several times each week
- Once per week
- Several times each month
- Once per month
- A few times a year
- Never

Page 6 - Question 26 - Choice - One Answer (Bullets)

How often do you use HomePLACE for your personal use?

- Multiple times a day
- Once per day
- Several times each week
- Once per week

- Several times each month
- Once per month
- A few times a year
- Never

Page 6 - Question 27 - Choice - One Answer (Bullets)

[Mandatory]

How important is HomePLACE to your library's patrons?

- Very important
- Important
- Somewhat important
- Not important

Page 6 - Question 28 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with HomePLACE:

- Excellent
- Good
- Average
- Fair
- Poor

Page 6 - Question 29 - Choice - One Answer (Bullets)

[Mandatory]

Rate your patron's satisfaction with HomePLACE:

- Excellent
- Good
- Average
- Fair
- Poor

Page 6 - Question 30 - Choice - One Answer (Bullets)

[Up To 2 Answers]

Does your library have collections it would like to digitize and include in HomePLACE?

- Yes
- No
- I don't know

Page 6 - Question 31 - Choice - One Answer (Bullets)

[Mandatory]

Should GPLS continue to use LSTA funds to support HomePLACE?

- More
- About the same
- Less
- No

Page 7 - Question 32 - Choice - One Answer (Bullets)

[Mandatory]

Do you have knowledge of your library's Collaborative Summer Reading Program?

- Yes [Skip to 8]

No [Skip to 9]

Page 8 - Question 33 - Choice - One Answer (Bullets)

[Mandatory]

How important are Collaborative Summer Reading Programs to your patrons?

- Very important
- Important
- Somewhat important
- Not important

Page 8 - Question 34 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with the CSRP.

- Excellent
- Good
- Average
- Fair
- Poor

Page 8 - Question 35 - Choice - One Answer (Bullets)

[Mandatory]

Rate your patron's satisfaction with the CSRP.

- Excellent
- Good
- Average
- Fair
- Poor

Page 8 - Question 36 - Choice - One Answer (Bullets)

[Mandatory]

How much does the CSRP increase use of your library among children?

- No increase
- Small increase
- Moderate increase
- Large increase
- Don't know

Page 8 - Question 37 - Choice - One Answer (Bullets)

[Mandatory]

How much does the CSRP increase use of your library among adults?

- No increase
- Small increase
- Moderate increase
- Large increase
- Don't know

Page 8 - Question 38 - Choice - One Answer (Bullets)

[Mandatory]

If GPLS did not offer a CSRP, your library would:

- Not have a summer reading program

- Decrease the length or scope of our summer reading program
- Develop our own summer reading program
- Continue it on the same level

Page 8 - Question 39 - Rating Scale - Matrix

Indicate the level of your agreement to the following statements about the CSRP:

	Strongly agree	Agree	Disagree	Strongly disagree
CSRP participants maintain or improve their reading skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teachers appreciate the CSRP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSRPs increase interest in reading among the children who participate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSRP themes are appealing and entertaining for children in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 9 - Question 40 - Choice - One Answer (Bullets)

[Mandatory]

Did your library participate in the PRIME TIME Family Literacy Program?

- Yes [Skip to 10]
- No [Skip to 12]
- Don't Know [Skip to 12]

Page 10 - Question 41 - Choice - One Answer (Bullets)

[Mandatory]

Are you familiar with the PRIME TIME program?

- Yes [Skip to 11]
- No [Skip to 12]

Page 11 - Question 42 - Choice - One Answer (Bullets)

[Mandatory]

Was your program bilingual?

- Yes
- No

Page 11 - Question 43 - Choice - One Answer (Bullets)

[Mandatory]

How important was this program to your patrons?

- Very important
- Important
- Somewhat important
- Not important

Page 11 - Question 44 - Choice - One Answer (Bullets)

[Mandatory]

Rate your library's satisfaction with the PT program.

- Excellent
- Good
- Average
- Fair
- Poor

Rate PRIME TIME participants' satisfaction with the program.

- Excellent
- Good
- Average
- Fair
- Poor

Did PT increase use of library resources and materials among participants?

- No increase
- Small increase
- Moderate increase
- Large increase
- Don't know

Should GPLS continue to use LSTA funds to support PRIME TIME?

- More
- About the same
- Less
- No

Indicate the level of your agreement to the following statements about PRIME TIME:

PT has strengthened the library's partnerships with other organizations, such as schools and ESL programs.

For libraries hosting bilingual PT programs, the sessions have increased library usage among Spanish-speaking residents.

For libraries hosting bilingual PT programs, PT is a critical part of library's outreach to non-English speaking residents.

If GPLS did not offer PT, the library would not have the resources to offer a similar family literacy program.

Does your library host a Talking Book Center or Library (subregional library for the blind and physically handicapped)?

- Yes
- No

Have you referred patrons to a nearby Talking Book Center or Library in the past year?

- Yes
- No

Have you attended an outreach program or staff day presentation related to GLASS or the Talking Book Libraries in the past 2 years?

- Yes
- No

Have you received information or participated in training about providing services to people with disabilities, such as adapting existing library programs/services to accommodate people with disabilities or etiquette for interacting with people with disabilities?

- Yes
- No

How informed are you about GLASS and Georgia's Talking Book Libraries?

- Well informed
- Informed
- Somewhat informed
- Uninformed

Do you use Current Look, GPLS's annual statistical publication on the state of libraries in Georgia?

- Yes [Skip to 15]
- No [Skip to 14]

If NO, why not? Choose all that apply.

- Don't know about it [Skip to 16]
- Too long [Skip to 16]
- Too complicated [Skip to 16]
- Not relevant to my job [Skip to 16]
- Other. Please specify in the comment box at the end of the survey. [Skip to 16]

Who do you share Current Look with? Choose all that apply.

- Other library staff
 - Trustees
 - Staff in county agencies
 - City or County elected officials
 - State legislators
 - Local news media
 - Didn't share
 - Other, please specify
-

Did you use any of the Current Look report's information in library publicity materials?

- Yes
- No

Indicate the value of Current Look in assisting your library to:

	Low	Moderate	High
Raise awareness of the library's needs and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate the importance of library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase support for the library in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase funding for the library in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The following provides a list of Information Technology Services from GPLS. Indicate your library's level of satisfaction with the services it uses:

	Low	Poor	Average	Good	Excellent	Don't Use	Don't Know
Email hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CIPA filtering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-rate application assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help Desk assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Forum discussion lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For IT services on the above list that your library DOES NOT use, indicate why it does not use them. Choose all that apply.

- Don't know about it
 - Obtain from another source
 - Don't need it
 - Tried in the past and it wasn't effective
 - Don't know
 - Other, please specify
-

Rate the capacity provided by GPLS's Wide Area Network for your library services.

- Excellent
- Good
- Average
- Poor
- Inadequate
- Don't know

How well informed are you about the following programs (services, status, new developments, etc.)?

	Well informed	Informed	Somewhat informed	Uninformed
PINES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GALILEO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GA HomePLACE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSRP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRIME TIME	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLASS and Talking Book Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPLS technology help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-rate applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State of Georgia's libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPLS training opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GPLS professional resource collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.a. GA State Parks and Historic Sites ParkPass loan program

- Yes [Skip to 19]
 No [Skip to 18]

If NO, why not? Choose all that apply.

- Wasn't aware of program [Skip to 20]
 Wasn't relevant [Skip to 20]
 Wasn't of interest to patrons [Skip to 20]
 Didn't serve my community [Skip to 20]
 Other. Please specify in the comment box at the end of the survey. [Skip to 20]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.b. Zoo Atlanta Family Pass loan program

- Yes [Skip to 22]
 No [Skip to 21]

If NO, why not? Choose all that apply.

- Wasn't aware of program [Skip to 23]
 Wasn't relevant [Skip to 23]

- Wasn't of interest to patrons [\[Skip to 23\]](#)
- Didn't Serve my community [\[Skip to 23\]](#)
- Other. Please specify in the comment box at the end of the survey. [\[Skip to 23\]](#)

Page 22 - Question 68 - Rating Scale - Matrix

[Mandatory]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 23 - Question 69 - Choice - One Answer (Bullets)

[Mandatory]

Has your library participated in or used any of the following partnership programs.c. Atlanta Hawks or Thrashers Check-It-Out Reading Program

- Yes [\[Skip to 25\]](#)
- No [\[Skip to 24\]](#)

Page 24 - Question 70 - Choice - Multiple Answers (Bullets)

[Mandatory]

If NO, why not? Choose all that apply.

- Wasn't aware of program [\[Skip to 26\]](#)
- Wasn't relevant [\[Skip to 26\]](#)
- Wasn't of interest to patrons [\[Skip to 26\]](#)
- Didn't Serve my community [\[Skip to 26\]](#)
- Other. Please specify in the comment box at the end of the survey.

Page 25 - Question 71 - Rating Scale - Matrix

[Mandatory]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 26 - Question 72 - Choice - One Answer (Bullets)

[Mandatory]

Has your library participated in or used any of the following partnership programs.d. GEFA Kill-a-watt loan program

- Yes [\[Skip to 28\]](#)
- No [\[Skip to 27\]](#)

Page 27 - Question 73 - Choice - Multiple Answers (Bullets)

[Mandatory]

If NO, why not? Choose all that apply.

- Wasn't aware of program [\[Skip to 29\]](#)
- Wasn't relevant [\[Skip to 29\]](#)
- Wasn't of interest to patrons [\[Skip to 29\]](#)
- Didn't Serve my community [\[Skip to 29\]](#)
- Other. Please specify in the comment box at the end of the survey [\[Skip to 29\]](#)

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.e. Path2College Plan program

- Yes [Skip to 31]
 No [Skip to 30]

If NO, why not? Choose all that apply.

- Wasn't aware of program [Skip to 32]
 Wasn't relevant [Skip to 32]
 Wasn't of interest to patrons [Skip to 32]
 Didn't Serve my community [Skip to 32]
 Other. Please specify in the comment box at the end of the survey [Skip to 32]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your library participated in or used any of the following partnership programs.f. High Museum of Art Speakers Bureau. Georgia Center for the Book Author Toursh. GA Commission on the Holocaust program

- Yes [Skip to 34]
 No [Skip to 33]

If NO, why not? Choose all that apply.

- Wasn't aware of program [Skip to 35]
 Wasn't relevant [Skip to 35]
 Wasn't of interest to patrons [Skip to 35]
 Didn't Serve my community [Skip to 35]
 Other. Please specify in the comment box at the end of the survey [Skip to 35]

If yes,

	Excellent	Good	Average	Fair	Poor
Rate the library's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the patron's satisfaction with the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you used the professional resources collection and/or reference services at GPLS?

- Yes [Skip to 37]
- No [Skip to 36]

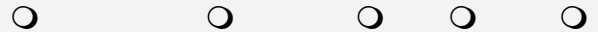
If NO, why not? Choose all that apply.

- Didn't know about it [Skip to 38]
- Don't need it [Skip to 38]
- Doesn't have what I need [Skip to 38]
- Other. Please specify in the comment box at the end of the survey [Skip to 38]

If YES

High Satisfaction Above Average Average Low Dissatisfied

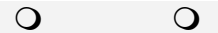
Rate your satisfaction level with the service and collection



If YES

Very valuable Some value Lim

Rate the value of the resource(s) provided in helping you improve services at your library



Have you taken training or attended conference from GPLS in the past 4 years?

- Yes [Skip to 40]
- No [Skip to 39]

If NO, why not? Choose all that apply.

- Didn't know about the programs [Skip to 41]
- Didn't have time [Skip to 41]
- Didn't need the training [Skip to 41]
- Wasn't invited [Skip to 41]
- Wasn't relevant to my job [Skip to 41]
- Someone else from my library attended [Skip to 41]
- Other. Please specify in the comment box at the end of the survey [Skip to 41]

Indicate the subjects/types of training or conferences you attended in the past 4 years:

- PINES or Evergreen
- Cataloging Boot Camp
- GALILEO or the Digital Library of Georgia
- GOLD/GALILEO conferences
- Children's services

PRIME TIME Family Reading Time Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GLASS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking Books Recording Booth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public & private partnerships between GA libraries & other agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of statistical resources for stakeholders to assess community needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page 41 - Question 92 - Open Ended - Comments Box

Please share any comments or stories you may have about the LSTA programs sponsored by GPLS.

.....

.....

.....

.....

Thank You Page

Standard

Screen Out Page

Standard

Over Quota Page

Standard

Survey Closed Page

Standard

Appendix E: Acronyms

- AMLAS: Atlanta Metropolitan Library for Accessible Services
- BOR: Board of Regents
- COMO: Council of Media Organizations
- CSLP: Collaborative Summer Library Program
- DLG: Digital Library of Georgia
- FCC: Federal Communications Commission
- GALILEO: Georgia Library Learning Online
- GEFA: Georgia Environmental Facilities Authority
- GLASS: Georgia Library for Accessible Statewide Services
- GOLD: Georgia Online Database
- GPLS: Georgia Public Library Service
- ILL: Interlibrary loan or lending
- IMLS: Institute of Museum and Library Services
- LSTA: Library Services and Technology Act
- Mbps: Megabits per second
- OCLC: Online Computer Library Center
- PINES: Public Information Network for Electronic Services
- RDA: Resource Description and Access
- RPLAC: Regents Public Library Advisory Committee
- WAN: Wide Area Network

Appendix F: Interviews

Dates of face-to-face interviews are noted below. Email communications with most interviews occurred throughout the course of the assessment.

Emily Almond, Director, Information Technology, GPLS, on 11/1/11

David Baker, Director, Communications and Strategic Partnerships, GPLS, on 11/1/11

Elaine Black, Director, Youth Services, GPLS, on 11/1/11

Richard Brock, E-rate Program Director, GPLS, by email on 11/9/11

Peggy Chambliss, Library Services Specialist, GPLS, on 11/1/11

Stella Cone, Director, GLASS, on 11/1/11

Darin Givens, Webmaster and Communications Specialist, GPLS, on 11/1/11

Alan Harkness, Assistant State Librarian for Library Development, GPLS, on 11/1/11 and 3/12/12

Nicol Lewis, IT Helpdesk Manager, GPLS, on 11/1/11

Elizabeth McKinney, PINES Program Director, GPLS, on 11/1/11

Dr. Lamar Veatch, State Librarian, GPLS, on 11/3/11 and 3/12/12

Diana Very, Director of LSTA, Research, and Statistics, GPLS, on 10/25/11 and 11/1/11

Julie Walker, Deputy State Librarian, GPLS, on 11/1/11 and 3/12/12

Appendix G: Bibliography of Documents Reviewed

General

Georgia Public Library Service News, issue 8:6 (June 2010), issue 9:1 (August 2011), and issue 9:2 (October 2011). Copies provided by David Baker at 11/1/11 interview. Also available at <http://www.georgialibraries.org/news/>.

Georgia Public Library Service Website (<http://www.georgialibraries.org>). All documents/pages retrieved at URLs noted on 10/18/11.

- “About Us,” 1/18/11, available at http://www.georgialibraries.org/gpls/about_us.pdf.
- “By the Numbers,” 1/18/11 version and 1/18/12 version, available at <http://www.georgialibraries.org/statelibrarian/bythenumbers.pdf>.
- “A Current Look at Georgia’s Public Libraries and GPLS: Report for Fiscal Year July 1, 2009 to June 30, 2010,” February 2011, PDF available in five parts at <http://www.georgialibraries.org/lib/publiclibinfo/>.
- “Did You Know? Facts About Our Public Libraries,” 2009-2010, available at http://www.georgialibraries.org/statelibrarian/DidYouKnow_2010.pdf.
- “Georgia Library Services Using LSTA,” 3/1/11 (PDF available at http://www.georgialibraries.org/lib/advocacy/lsta_fact_sheet2011.pdf
- “Georgia Public Library Service Strategic Plan: Approved by the Strategic Planning Team December 10, 2007,” available at http://www.georgialibraries.org/gpls/strategic_plan/GPLSStrategicPlanFINAL.pdf.
- “Value of Library Services Calculator.” Retrieved 10/28/11 at <http://www.georgialibraries.org/lib/advocacy/calculator.php>.

Georgia Public Library Surveys, spreadsheets of data collected annually by GPLS from all Georgia public libraries, provided by Diana Very for the following fiscal years:

- 2010 (July 2009 through June 2010)
- 2009 (July 2008 through June 2009)
- 2008 (July 2007 through June 2008)
- 2007 (July 2006 through June 2007)
- 2006 (July 2005 through June 2006)

“GPLS Assessment of Strategic Direction, March 2012” slide presentation produced by the Parthenon Group for GPLS and the Bill & Melinda Gates Foundation. Provided by Julie Walker on 3/12/12.

Institute of Museum and Library Services documents/webpages:

- “Guidelines for Five-Year Evaluation Report,” provided by GPLS
- “State Program,” <http://www.ims.gov/programs/default.aspx> retrieved on 10/11/11

Library Services & Technology Act Five-Year Plan for Georgia’s Libraries 2008 to 2012, Georgia Public Library Service. Submitted July 9, 2007. Revised July 30, 2007. Retrieved 10/18/11 from http://www.georgialibraries.org/lib/lsta/5yr_plan2008_12.pdf.

LSTA program annual reports, all provided to consultants by Diana Very:

- “Georgia State Program Report Summary” Fiscal Year 2007, version 2
- “Georgia State Program Report Summary” Fiscal Year 2008, version 2

- “Georgia State Program Report Summary” Fiscal Year 2009, version 2
- “Georgia State Program Report Summary” Fiscal Year 2010, version 1

Communications and Strategic Partnerships

Data reports provided on 11/1/11 by David Baker and Darin Givens for:

- Website pages and traffic
- Facebook fan page
- Newsletter subscriptions and distribution
- Face sheets
- Press releases
- Georgia State Parks and Historic Sites ParkPass
- Zoo Atlanta Family Pass
- Georgia Environmental Facilities Authority Kill-a-Watt Loan Program
- Atlanta Hawks/Thrashers Check-It-Out Reading Program
- Path2College 529 Plan
- Programming partnerships with the High Museum of Art Speakers Bureau, Zoo Atlanta Zoomobile, Georgia Commission on the Holocaust, VSA Arts of Georgia

GALILEO

“Annual User Surveys.” Spreadsheet files retrieved on 11/6/11 from http://about.galileo.usg.edu/assessment/annual_user_surveys/ were:

- GALILEO User Survey 2010
- GALILEO User Survey 2009
- GALILEO User Survey 2008
- GALILEO User Survey 2007

“Facts and Figures for Marketing GALILEO.” Retrieved 11/4/11 from http://about.galileo.usg.edu/galileo_facts_and_figures_for_marketing.

“GALILEO Usage Statistics.” Spreadsheet files retrieved 11/6/11 from <http://about.galileo.usg.edu/statistics/> for Public Libraries, Atlanta Metropolitan Private Academic Libraries (AMPALS), Georgia Private Academic Libraries (GPLAS), Public K-12 libraries, Private K-12 libraries, Technical Colleges, and the University System of Georgia for the following fiscal years:

- 2011
- 2010
- 2009
- 2008
- 2007; FY2007 also included a “Summary Database Usage” report for all communities.

“Georgia’s Virtual Library GALILEO: 2010-2011 Fact Sheet.” Retrieved 11/4/11 from http://about.galileo.usg.edu/docs/materials_docs/GALILEOFactSheet_030711_1.pdf.

“GALILEO: Georgia’s Virtual Library for the 21st Century.” Facts from OITT, Office of Information and Instructional Technology, University System of Georgia, 3/09. Retrieved 11/4/11 from <http://www.usg.edu/oiit/about/factsheets/galileo.pdf>.

Georgia HomePLACE

“Digital Library of Georgia: Facts from OIIT.” Office of Information and Instructional Technology, University System of Georgia, 3/09. Retrieved 11/6/11 from http://about.galileo.usg.edu/docs/materials_docs/dlgfactsheet_03_13_09.pdf.

“Georgia HomePLACE.” Retrieved on 11/6/11 from <http://dlg.galileo.usg.edu/AboutDLG/HomePLACE.html>.

See also the GALILEO section for references to annual usage statistics.

GLASS

“Georgia Libraries for Accessible Statewide Services,” 1/18/11, available at http://www.georgialibraries.org/glass/GLASS_facts.pdf.

“GLASS” webpage, retrieved 10/18/11 from <http://www.georgialibraries.org/glass/>.

Hopper, Lyn. *Georgia Libraries for Accessible Statewide Services (GLASS): Review and Recommendations*. GPLS, July 22, 2011. Retrieved 10/18/11 from <http://www.georgialibraries.org/glass/2011-review-recommendations-glass.pdf>.

HourGLASS, Georgia Public Library Service, September 2011 issue.

State of GLASS Report, September 1, 2009. Retrieved 10/18/11 from http://www.georgialibraries.org/glass/state_of_glass0909.pdf.

GOLD

“Georgia Online Database.” GPLS, 2/7/11. Retrieved 10/28/11 from http://www.georgialibraries.org/lib/gold/GOLD_facts.pdf.

“GOLD.” Retrieved 10/28/11 from <http://www.georgialibraries.org/lib/gold/>.

“GOLD Loans & Borrows FY2010,” “Non-GOLD Loans & Borrows FY2010,” “GOLD Loans and Borrows FY2011,” and “Non-GOLD Loans and Borrows FY2011,” spreadsheets provided by Alan Harkness on 3/12/12. The reports can also be retrieved from <http://www.georgialibraries.org/lib/gold/statistics>.

Information Technology Management Services

2011 GPLS Technology Boot Camp Conference documents. Provided by Emily Almond on 11/1/11:

- Agenda
- Attendees List
- Project Report 10/25/10

“Beyond Branches: Re-Architecting Georgia’s Public Library Network.” N.D. Provided by Emily Almond on 11/1/11.

Georgia Libraries Tech Center website at <http://galibtech.org/>. Accessed on 10/28/11.

“GPLS Hosting Services.” 10/31/11. Provided by Emily Almond on 11/1/11. Lists library systems for which GPLS provides hosted email, URL filtering, and/or websites.

“GPLS IT Server Overview.” 10/27/11. Provided by Emily Almond on 11/1/11.

“GPLS Ticket Response Procedures.” Provided by Emily Almond on 11/1/11.

“Numara Software Implementation Report,” 10/25/10. Provided by Emily Almond on 11/1/11.

“Replacement of URL Filtering Equipment Used by Georgia’s Public Libraries.” May 12, 2011. Provided by Emily Almond on 11/1/11.

PINES

Cataloging Summit Evaluation Survey Results, August 2011. SurveyMonkey Report provided by Elizabeth McKinney on 11/1/11.

PINES website, homepage at <http://pines.georgialibraries.org/>.

PINES Annual Surveys

- PINES 2011: Annual Patron Satisfaction Survey, 4/26/11. Provided by Elizabeth McKinney on 11/1/11.
- PINES 2010: Annual Patron Satisfaction Survey, 4/30/10. Retrieved 10/28/11 from http://georgialibraries.org/lib/pines/user_survey/PINES_Survey_10.pdf.
- PINES Annual Patron Satisfaction Survey 2009, 4/30/09. Provided by Elizabeth McKinney on 11/1/11.
- PINES Annual Patron Satisfaction Survey 2008, 5/5/08. Provided by Elizabeth McKinney on 11/1/11.
- PINES Annual Patron Satisfaction Survey 2007, 5/1/07. Provided by Elizabeth McKinney on 11/1/11.
- PINES Annual Patron Satisfaction Survey 2006, 4/28/06. Provided by Elizabeth McKinney on 11/1/11.

“PINES: Georgia’s Statewide Library Card,” 1/24/12. Retrieved 3/19/12 from http://georgialibraries.org/lib/pines/PINESfacts_0212.pdf

PINES Help Desk Workflow. Provided by Elizabeth McKinney on 11/1/11.

Professional Collection

“The State Library Collection,” 1/18/11. Retrieved 10/28/11 from http://www.georgialibraries.org/statelibrarian/State_Lib_Coll.pdf.

Youth Services

Barr, James E. “Stemming the Tide of Intergenerational Illiteracy: A Ten-Year Impact Study of PRIME TIME Family Reading Time®: Executive Summary.” Louisiana Endowment for the Humanities, 2011.

“Children’s Services Annual Conference 2009 Evaluation Survey Results.” SurveyMonkey report provided by Elaine Black, 11/9/11.

Grantee Reports for the 2010 ALSC Institute, all provided by Elaine Black:

- Allison Grant, 9/30/10
- Jessie Johnson, 10/1/10
- Norma McKellar, 9/28/10

PRIME TIME “Entry Survey” and “Completion Survey” results for Norcross and Vidalia sites, August through October 2008. Copies of completed survey forms provided by Elaine Black on 11/3/11.

PRIME TIME Family Reading Time Survey Results from Community Organizers, Program Coordinators, Preschool Coordinators, and Scholars/Storytellers. SurveyMonkey Reports for Georgia libraries provided by Elaine Black on 11/3/11, obtained from the Louisiana Endowment for the Humanities. Separate reports were provided for stakeholder group for:

- Fall 2010 (results for 7 sites)
- Spring 2011 (results for 2 sites)
- Fall 2011 (results for 5 sites)

“Teen Services Annual Conference 2008 Evaluation Survey Results.” SurveyMonkey report provided by Elaine Black, 11/3/11.

“Youth Services,” 2/7/11, PDF available at <http://www.georgialibraries.org/lib/child/>. Retrieved on 10/28/11.

Appendix H: GPLS Logic Model Template and Sample

Logic Model Template

Project Title	Grant Period
----------------------	---------------------

Project Description

Resources	Activities/Methods	Outputs	Outcomes	Impacts
In order to accomplish set of activities, we will need the following:	In order to address our problem we will conduct the following activities:	We expect that these activities will produce the following evidence of service delivery	We expect changes in attitudes, behaviors, knowledge, skills resulted from this project	Organizational, community or procedural level changes resulted from this project.
Name of resources	Name of activities	Number of items	Increased number Percentage Increase	Increased Number Percentage increase

Other Results

Anecdotal Information

Exemplary Reason

Youth Services LSTA 120

Project Title	Summer Reading	Grant Period	7/10 - 6/11
----------------------	----------------	---------------------	-------------

Project Description The Georgia Public Library Service coordinates the annual statewide Summer Reading Program that encourages children and families to read for fun during school vacations through the CSLP. Family literacy activities are highlighted and parents are encouraged to participate in the program with their children. Reading logs, bookmarks, posters, stickers are designed to help promote the program in each of the 394 library facilities in Georgia for children from birth to 17 yrs

Resources	Activities/Methods	Outputs	Outcomes	Impacts
In order to accomplish set of activities, we will need the following:	In order to address our problem we will conduct the following activities:	We expect that these activities will produce the following evidence of service delivery	We expect changes in attitudes, behaviors, knowledge, skills resulted from this project	Organizational, community or procedural level changes resulted from this project.
Elaine, Diana, GPLS staff	CSLP Annual Meeting	Number of humanites/arts programs	Increased program attendance	8% door count increase over last year
CSLP materials	LSTA subgrants to libraries	Attendance at programs	Increased Media attention	7% circulation increase statewide
61 GA library systems	Purchase materials for libraries (kid and teen)	Number of materials purchased	More families joined SRP	
	Local programming	Number of storytime aids purchased	Increased Circulation	

Other Results

Anecdotal Information

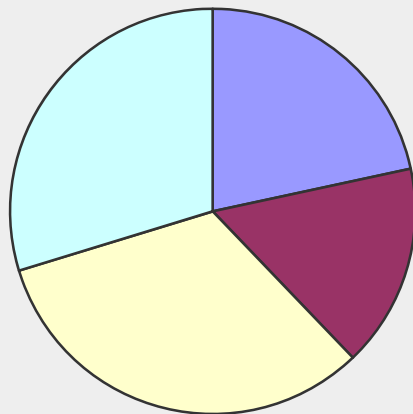
Exemplary Reason

Parthenon Survey of GPLS Priorities

Of which RPLAC Group is your system part? If you're unsure, check here:
http://www.georgialibraries.org/lib/rplac/membership_representation_rplac.php

Answer Options	Response Percent	Response Count
Rural Single County	21.6%	8
Urban Single County	16.2%	6
Rural Multi-County	32.4%	12
Urban/Rural Multi-County	29.7%	11
<i>answered question</i>		37
<i>skipped question</i>		0

Of which RPLAC Group is your system part? If you're unsure, check here:
http://www.georgialibraries.org/lib/rplac/membership_representation_rplac.php



- Rural Single County
- Urban Single County
- Rural Multi-County
- Urban/Rural Multi-County

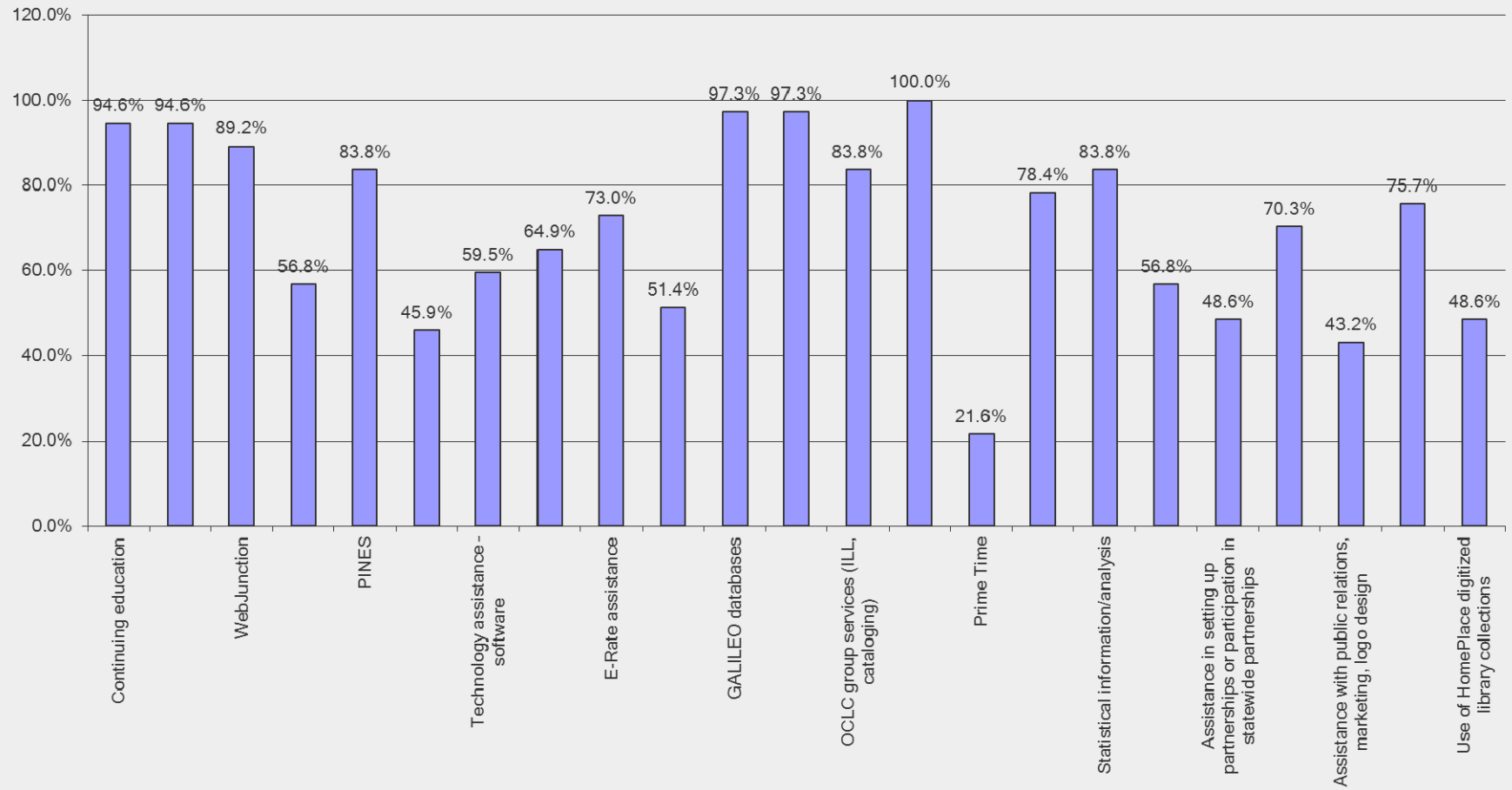
Parthenon Survey of GPLS Priorities

Has your library used or participated in the following GPLS programs or services?		
Answer Options	Response Percent	Response Count
Continuing education	94.6%	35
Workshops, webinars, online courses, GALILEO	94.6%	35
WebJunction	89.2%	33
Referenced/used the agency's professional library	56.8%	21
PINES	83.8%	31
Technology assistance - hardware	45.9%	17
Technology assistance - software	59.5%	22
Technology assistance - wi-fi and internet (installing,	64.9%	24
E-Rate assistance	73.0%	27
Assistance or hosting of library website/website	51.4%	19
GALILEO databases	97.3%	36
GPLS-provided courier service	97.3%	36
OCLC group services (ILL, cataloging)	83.8%	31
Summer Reading Club program materials/programs	100.0%	37
Prime Time	21.6%	8
Assistance/consulting on facilities planning, construction,	78.4%	29
Statistical information/analysis	83.8%	31
Advice about children's/teen/adult programming at your	56.8%	21
Assistance in setting up partnerships or participation in	48.6%	18
Cataloging assistance	70.3%	26
Assistance with public relations, marketing, logo design	43.2%	16
Consulting on library administration, board issues,	75.7%	28
Use of HomePlace digitized library collections	48.6%	18
Other (please specify)		1
	<i>answered question</i>	37
	<i>skipped question</i>	0

Other comments:

Education Grants (Laura Bush Scholarship)

Has your library used or participated in the following GPLS programs or services?



Parthenon Survey of GPLS Priorities

Of the boxes you checked in the last question, On a scale of 1-7 where 1 is not at all important and 7 is very important, how important are the services listed above to you?

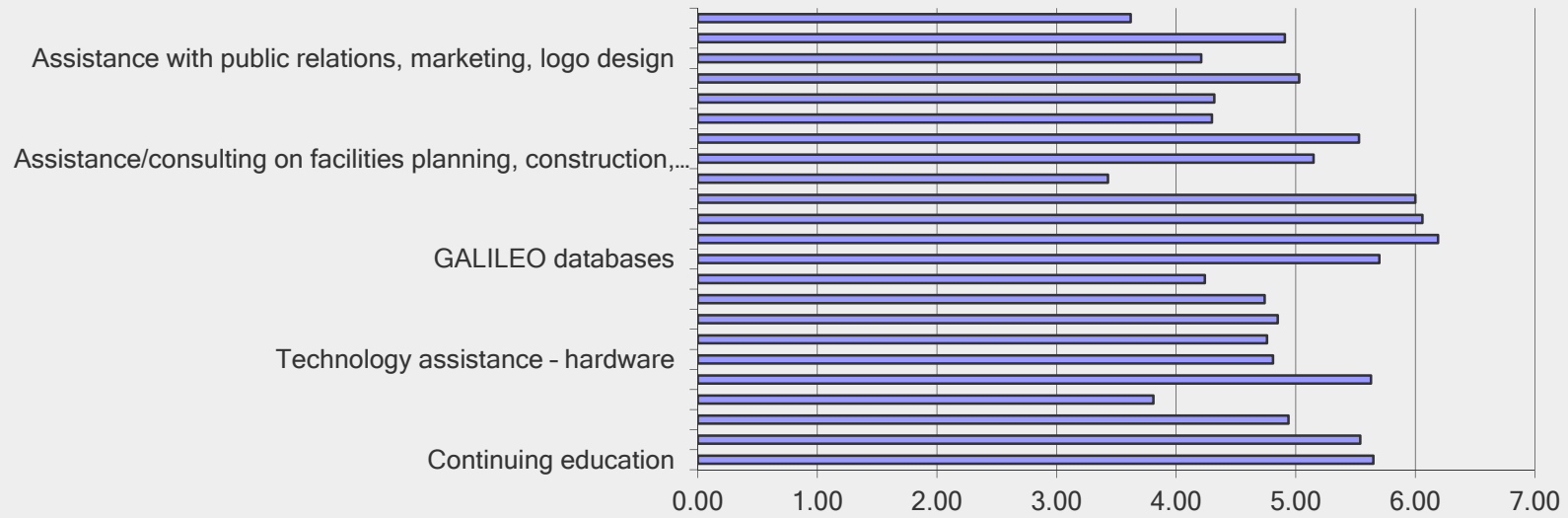
Answer Options	Least Important - 1	2	3	4	5	6	Most Important - 7	Rating Average	Response Count
Continuing education	0	3	2	2	3	11	13	5.65	34
Workshops, webinars, online courses, GALILEO	1	2	1	5	5	9	14	5.54	37
WebJunction	1	2	4	7	5	9	7	4.94	35
Referenced/used the agency's professional library	5	5	3	7	3	8	1	3.81	32
PINES	7	0	0	0	2	2	24	5.63	35
Technology assistance - hardware	5	1	3	2	5	7	9	4.81	32
Technology assistance - software	4	2	4	2	5	8	8	4.76	33
Technology assistance - wi-fi and internet (installing,	4	2	2	4	6	5	10	4.85	33
E-Rate assistance	4	1	4	7	5	3	11	4.74	35
Assistance or hosting of library website/website	8	2	2	2	3	2	10	4.24	29
GALILEO databases	3	1	1	3	1	10	18	5.70	37
GPLS-provided courier service	1	1	0	3	2	5	24	6.19	36
OCLC group services (ILL, cataloging)	1	0	1	4	0	11	18	6.06	35
Summer Reading Club program materials/programs	0	0	1	3	6	12	15	6.00	37
Prime Time	7	2	2	3	2	2	3	3.43	21
Assistance/consulting on facilities planning, construction,	2	1	5	1	5	11	8	5.15	33
Statistical information/analysis	1	1	0	6	4	13	9	5.53	34
Advice about children's/teen/adult programming at your	4	2	2	6	7	7	2	4.30	30
Assistance in setting up partnerships or participation in	5	3	2	3	7	7	4	4.32	31
Cataloging assistance	5	0	1	5	2	14	7	5.03	34
Assistance with public relations, marketing, logo design	6	0	2	7	4	5	4	4.21	28
Consulting on library administration, board issues,	2	4	2	3	6	8	8	4.91	33
Use of HomePlace digitized library collections	4	4	5	7	6	1	2	3.62	29
Other (please specify)									2
<i>answered question</i>									37
<i>skipped question</i>									0

Other comments

Consortium type access and pricing very important - particular for databases and possible e-books

I am not sure where the broadband network falls under here.

Of the boxes you checked in the last question, On a scale of 1-7 where 1 is not at all important and 7 is very important, how important are the services listed above to you?



Parthenon Survey of GPLS Priorities

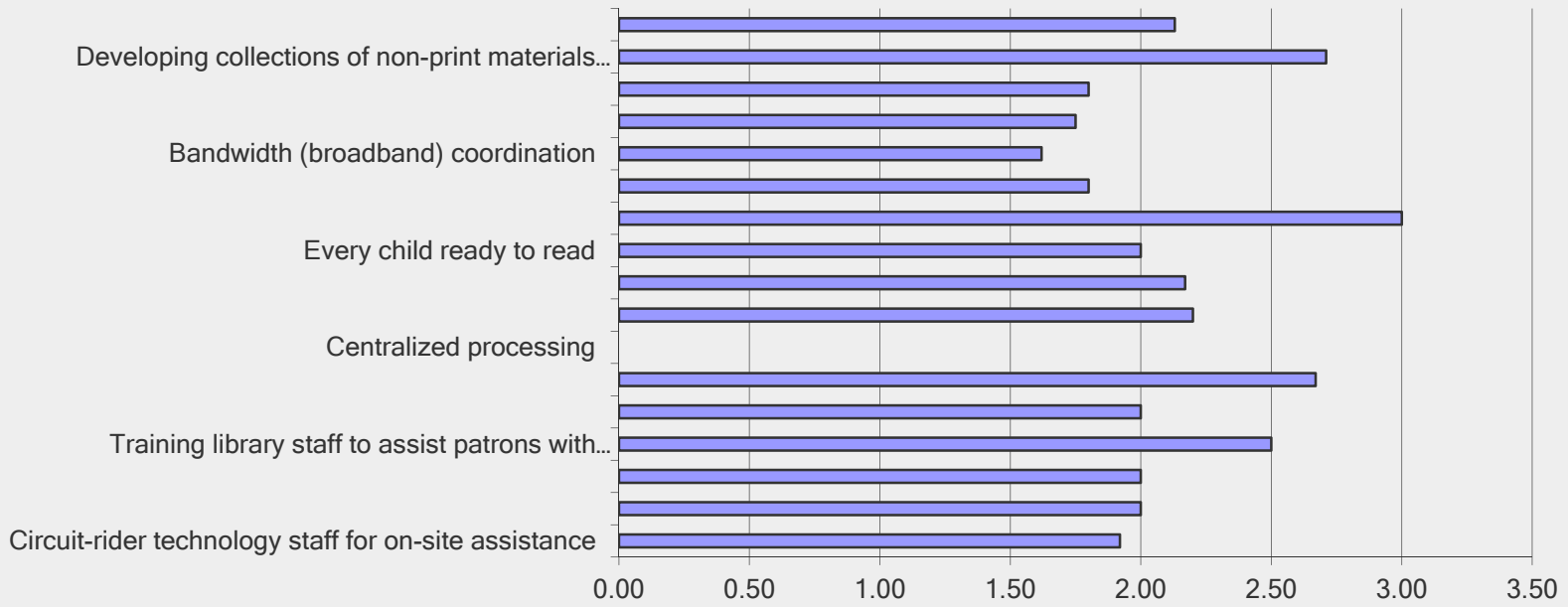
If the GPLS were to offer other products or services that they do not offer today (keeping in mind that this may involve trade-offs with grant types/services offered today), in what areas would you like most to receive support or assistance in the future Please rank your top 3. Use

Answer Options				Rating Average	Response Count
Circuit-rider technology staff for on-site assistance	5	4	4	1.92	13
Meeting needs of groups with special needs (mobility	0	1	0	2.00	1
Computer literacy training for patrons	1	2	1	2.00	4
Training library staff to assist patrons with technology	0	1	1	2.50	2
Statewide reference service	0	2	0	2.00	2
Centralized cataloging	0	2	4	2.67	6
Centralized processing	0	0	0	0.00	0
Training on financial issues/audits/ aups	1	2	2	2.20	5
Staff development	2	1	3	2.17	6
Every child ready to read	1	2	1	2.00	4
Genealogy workshops	0	0	1	3.00	1
Human resources consulting	2	2	1	1.80	5
Bandwidth (broadband) coordination	11	7	3	1.62	21
Centralized e-book purchasing	9	2	5	1.75	16
Strategic planning for technology	3	0	2	1.80	5
Developing collections of non-print materials (e.g. dvds, e-	1	0	6	2.71	7
Digitization of local newspapers or other resources	0	7	1	2.13	8
Others (please specify) - one per line					3
				<i>answered question</i>	36
				<i>skipped question</i>	1

Other comments

Statewide plan for library development and improvement . Number 1 priority. Broadband development and implementation. Bandwidth coordination gets my top vote if that means making sure we have a broadband network. Not sure what is meant by 'bandwidth coordination.' If it means provision of additional bandwidth, that would rank

If the GPLS were to offer other products or services that they do not offer today (keeping in mind th



Parthenon Survey of GPLS Priorities

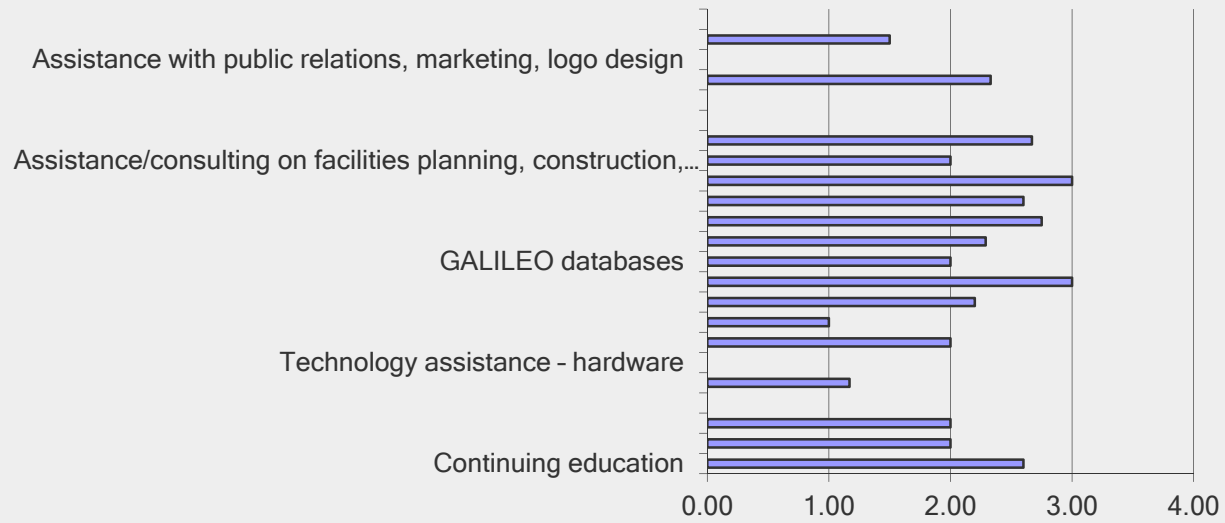
Of the answers from the last two questions, which are your top three in order of priority?

Answer Options	Highest priority	2nd Highest priority	3rd Highest	Rating Average	Response Count
Continuing education	1	0	4	2.60	5
Workshops, webinars, online courses, GALILEO	0	3	0	2.00	3
WebJunction	0	1	0	2.00	1
Referenced/used the agency's professional library	0	0	0	0.00	0
PINES	25	3	1	1.17	29
Technology assistance - hardware	0	0	0	0.00	0
Technology assistance - software	0	1	0	2.00	1
Technology assistance - wi-fi and internet (installing,	1	0	0	1.00	1
E-Rate assistance	1	2	2	2.20	5
Assistance or hosting of library website/website	0	0	2	3.00	2
GALILEO databases	5	3	5	2.00	13
GPLS-provided courier service	1	13	7	2.29	21
OCLC group services (ILL, cataloging)	0	1	3	2.75	4
Summer Reading Club program materials/programs	0	4	6	2.60	10
Prime Time	0	0	1	3.00	1
Assistance/consulting on facilities planning, construction,	1	1	1	2.00	3
Statistical information/analysis	0	1	2	2.67	3
Advice about children's/teen/adult programming at your	0	0	0	0.00	0
Assistance in setting up partnerships or participation in	0	0	0	0.00	0
Cataloging assistance	0	2	1	2.33	3
Assistance with public relations, marketing, logo design	0	0	0	0.00	0
Consulting on library administration, board issues,	1	1	0	1.50	2
Use of HomePlace digitized library collections	0	0	0	0.00	0
Other (please specify)					2
<i>answered question</i>					36
<i>skipped question</i>					1

other comments

Answers to questions and requests specifically asked of state agency such as financial data, performance data and legal opinions on state library law and rules. These are the top 3 priorities in order and none of the above is of higher priority than these listed in OTHER

Of the answers from the last two questions, which are your top three in order of priority?





Home	New Survey	Surveys	Libraries	Templates	Email Lists	Reports	Users	My Account	Help	Logout
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Survey Results -- Overview

[Export Data](#) [Individual Responses](#)

Ranking GPLS-Provided Services

Respondents: 41 displayed, 41 total **Status:** Open

Launched Date: 07/21/2011 **Closed Date:** N/A

Display:

[Manage Filters](#) 0 filters

[Share Results](#) Disabled

1. Please indicate to which RPLAC caucus you belong.

		Response Total	Response Percent
Urban/Rural Multi-County		11	27%
Rural Multi-County		14	34%
Rural Single County		9	22%
Urban Single County		7	17%
Total Respondents		41	

2. Are you a PINES library?

		Response Total	Response Percent
Yes		35	85%
No		6	15%
Total Respondents		41	

3. Please rate the following GPLS-provided service categories as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
IT Services	7% (3)	5% (2)	0% (0)	5% (2)	27% (11)	56% (23)	41	4.1
Resource Sharing	12% (5)	10% (4)	12% (5)	15% (6)	27% (11)	24% (10)	41	3.1
PINES	20% (8)	2% (1)	5% (2)	0% (0)	5% (2)	68% (28)	41	3.7
Youth Services	10% (4)	10% (4)	7% (3)	27% (11)	29% (12)	17% (7)	41	3.1
Continuing Education	12% (5)	12% (5)	10% (4)	22% (9)	29% (12)	15% (6)	41	2.9
Research	22% (9)	22% (9)	20% (8)	25% (10)	10% (4)	0% (0)	40	1.8
Communications (PR, GPLS News, etc.)	12% (5)	17% (7)	24% (10)	27% (11)	15% (6)	5% (2)	41	2.3

GLASS	22% (9)	27% (11)	20% (8)	12% (5)	15% (6)	5% (2)	41	1.9
Facilities and Construction Services	20% (8)	12% (5)	12% (5)	12% (5)	29% (12)	15% (6)	41	2.6
Strategic Partnerships (State Parks ParkPass, Zoo Atlanta, Atlanta Hawks, etc.)	20% (8)	22% (9)	17% (7)	24% (10)	15% (6)	2% (1)	41	2.0
Total Respondents							41	

4. Please rate the following GPLS-provided IT services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
IT SERVICES: High speed internet services	5% (2)	0% (0)	0% (0)	3% (1)	8% (3)	85% (33)	39	4.6
IT SERVICES: Statewide Erate application	5% (2)	5% (2)	3% (1)	8% (3)	8% (3)	72% (28)	39	4.2
IT SERVICES: Mandated internet filtering	8% (3)	3% (1)	3% (1)	13% (5)	15% (6)	59% (23)	39	4.0
IT SERVICES: Email and website design/hosting	18% (7)	13% (5)	3% (1)	8% (3)	23% (9)	36% (14)	39	3.1
IT SERVICES: Statewide Microsoft purchasing contract	8% (3)	5% (2)	3% (1)	13% (5)	26% (10)	46% (18)	39	3.8
Total Respondents							39	
(skipped this question)								2

5. Please rate the following GPLS-provided resource sharing services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
RESOURCE SHARING: OCLC Shared service (ILL, cataloging)	8% (3)	8% (3)	8% (3)	13% (5)	26% (10)	38% (15)	39	3.6
RESOURCE SHARING: GOLD/GALILEO conference	31% (12)	49% (19)	5% (2)	10% (4)	5% (2)	0% (0)	39	1.1
RESOURCE SHARING: GOLD payments	54% (21)	26% (10)	3% (1)	10% (4)	5% (2)	3% (1)	39	0.9
RESOURCE SHARING: GALILEO databases	8% (3)	10% (4)	3% (1)	10% (4)	18% (7)	51% (20)	39	3.7
RESOURCE SHARING: HomePLACE	26% (10)	15% (6)	26% (10)	23% (9)	8% (3)	3% (1)	39	1.8
Total Respondents							39	
(skipped this question)								2

6. Please rate the following GPLS-provided PINES services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
PINES: hardware & software maintenance, helpdesk, training, upgrades	11% (4)	8% (3)	3% (1)	8% (3)	8% (3)	62% (23)	37	3.8
PINES: courier service	5% (2)	5% (2)	3% (1)	8% (3)	11% (4)	68% (25)	37	4.2

PINES: overdue notice production & mailing	11% (4)	8% (3)	3% (1)	3% (1)	16% (6)	59% (22)	37	3.8
PINES: database cleanup	16% (6)	8% (3)	0% (0)	11% (4)	30% (11)	35% (13)	37	3.4
	Total Respondents						37	
	(skipped this question)							4

7. Please rate the following GPLS-provided youth services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
YOUTH SERVICES: LSTA mini-grants for summer reading	8% (3)	8% (3)	14% (5)	14% (5)	16% (6)	41% (15)	37	3.4
YOUTH SERVICES: Summer reading program materials and support	3% (1)	5% (2)	5% (2)	3% (1)	22% (8)	62% (23)	37	4.2
YOUTH SERVICES: PrimeTIME	24% (9)	27% (10)	19% (7)	14% (5)	11% (4)	5% (2)	37	1.8
YOUTH SERVICES: Conference scholarships	24% (9)	27% (10)	22% (8)	14% (5)	8% (3)	5% (2)	37	1.7
YOUTH SERVICES: Young Adult Programming	11% (4)	24% (9)	22% (8)	19% (7)	19% (7)	5% (2)	37	2.3
	Total Respondents						37	
	(skipped this question)							4

8. Please rate the following GPLS-provided continuing education services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
CONTINUING EDUCATION: Workshops/courses	3% (1)	11% (4)	3% (1)	19% (7)	28% (10)	36% (13)	36	3.7
CONTINUING EDUCATION: Scholarships for training	11% (4)	14% (5)	19% (7)	16% (6)	22% (8)	19% (7)	37	2.8
CONTINUING EDUCATION: WebJunction	5% (2)	8% (3)	22% (8)	16% (6)	19% (7)	30% (11)	37	3.2
CONTINUING EDUCATION: IT Bootcamps	8% (3)	8% (3)	19% (7)	8% (3)	14% (5)	43% (16)	37	3.4
CONTINUING EDUCATION: Business Managers Summit	14% (5)	11% (4)	14% (5)	3% (1)	32% (12)	27% (10)	37	3.1
CONTINUING EDUCATION: PINNACLE: Library Leadership Institute	19% (7)	27% (10)	11% (4)	19% (7)	14% (5)	11% (4)	37	2.1
	Total Respondents						37	
	(skipped this question)							4

9. Please rate the following GPLS-provided research services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
RESEARCH: Bibliostat	14% (5)	16% (6)	14% (5)	14% (5)	19% (7)	24% (9)	37	2.8
RESEARCH: Annual report training	14% (5)	22% (8)	24% (9)	19% (7)	3% (1)	19% (7)	37	2.3

RESEARCH: Professional Collection	24% (9)	38% (14)	14% (5)	14% (5)	11% (4)	0% (0)	37	1.5
RESEARCH: GPLS Reference Services	32% (12)	35% (13)	11% (4)	11% (4)	11% (4)	0% (0)	37	1.3
	Total Respondents						37	
	(skipped this question)							4

10. Please rate the following GPLS-provided communications services as to their importance to your library or library system, with 0 being "Unimportant to my library" and 5 being "Very important to my library".

	0	1	2	3	4	5	Response Total	Response Average
COMMUNICATIONS: Public Relations	3% (1)	6% (2)	33% (12)	14% (5)	28% (10)	17% (6)	36	3.1
COMMUNICATIONS: GPLS News	6% (2)	6% (2)	42% (15)	14% (5)	22% (8)	11% (4)	36	2.8
COMMUNICATIONS: Design services and related support	14% (5)	17% (6)	22% (8)	22% (8)	14% (5)	11% (4)	36	2.4
	Total Respondents						36	
	(skipped this question)							5

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