

**Nebraska Library Commission**

**Evaluation of the 2012—2017  
Library Services and Technology Act Plan**

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# LSTA 2012—2017 PLAN EVALUATION

## Evaluation Summary

The Institute of Museum and Library Services (IMLS), the federal agency responsible for implementing the Library Services and Technology Act (LSTA), requires state grant recipients to conduct an independent evaluation of programs funded with grant funds as delineated in the 2012—2017 LSTA Five-Year Plan (Plan). The Nebraska Library Commission (Commission), the state administrative library agency that administers LSTA Program in Nebraska, engaged consultant John F. Dale to conduct the Plan evaluation.

The Nebraska Library Commission is part of the executive branch of state government. Per state statute, the Commission is responsible for the statewide promotion, development, and coordination of library services. In fulfilling these functions the Commission works with all types of libraries—public, school, college and university, special, and institutional libraries. A major resource assisting the Commission in working toward its mission is LSTA funding provided by IMLS.

LSTA purposes for this period are as follows:

### Overall Purposes of LSTA (20 U.S.C. § 9121)

- enhance coordination among federal programs that relate to library and information services;
- promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States;
- facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry;
- encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public;
- promote literacy, education, and lifelong learning and to enhance and expand the services and resources provided by libraries, including those services and resources relating to workforce development, 21st century skills, and digital literacy skills;
- enhance the skills of the current library workforce and to recruit future professionals to the field of library and information services;
- ensure the preservation of knowledge and library collections in all formats and to enable libraries to serve their communities during disasters;
- enhance the role of libraries within the information infrastructure of the United States in order to support research, education, and innovation; and
- promote library services that provide users with access to information through national, state, local, regional, and international collaborations and networks.

With LSTA purposes setting the direction, the following goals were established in the Five Year Plan.

**Goal 1:** All Nebraskans will benefit from life-long learning and cultural enrichment delivered through their library programs and services.

**Goal 2:** Library staff and supporters will have the tools and skills to provide and sustain needed programs and services to their target audiences.

This Five-Year Plan evaluation will address the IMLS retrospective, process, and methodological questions.

### Retrospective Questions

- To what extent did the Five-Year Plan activities make progress towards each goal of the of the state's Five-Year Plan? Where progress towards each goal was not achieved, discuss what factors contributed.
- 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?
- Did any of the following groups represent a substantial focus for your Five-Year Plan activities?
  - Library workforce (current and future)
  - Individuals living below the poverty line
  - Individuals that are unemployed/underemployed
  - Ethnic or minority populations
  - Immigrants/refugees
  - Individuals with disabilities
  - Individuals with limited functional literacy or information skills
  - Families
  - Children (aged 0-5)
  - School-aged youth (aged 6-17)

### Process Questions

- How have you used data from the old and new State Program Reports (SPR) and elsewhere to guide activities included in the Five-Year Plan?
- Specify any changes made to the Five-Year Plan and why this occurred.
- How and with whom have you shared data from the old and new SPR and from other evaluation resources?

### Methodology Questions

- Identify how you implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of Evaluators.
- Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.
- Describe stakeholders involved in the various stages of the Five-Year Plan Evaluation and how you engaged them.
- Discuss how you will share the key findings and recommendations with others.

### Focus Group Questions

Focus groups were conducted with three groups to gain information for this report. The groups were the State Advisory Council on Libraries (SACL), Regional Library System Directors, and commissioners serving on the Nebraska Library Commission. Focus groups were asked to address the following questions:

1. What did the Nebraska Library Commission do to support your type of library's *life-long learning efforts*? Can you suggest other things that could have been done?
  2. What did the Nebraska Library Commission do to support your type of library's *cultural enrichment efforts*? Can you suggest other things that could have been done?
  3. Under the current plan has the Nebraska Library Commission provided your type of library additional *tools* to sustain needed programs and services to your target audiences? Can you suggest other things that could have been done?
  4. Has the Nebraska Library Commission helped provide your library staff, administration, governing board, and volunteers with *skills* to provide and sustain your library's programs and services to your target audiences? Can you suggest other things that could have been done?
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# Evaluation Report

## *Activities Designed To Help Meet Goal 1*

Nebraska Center for the Book  
Nebraska eReads  
NebraskAccess  
Talking Book and Braille Service

## *Activities Designed to Help Meet Goal 2*

Library Improvement through Consultation and Training  
Interlibrary Loan and Reference Service  
Lender Compensation  
Children and Young Adult Library Services  
Library Statistical Survey via Bibliostat Collect  
Technology Innovation  
Statewide Library Improvement Services  
Library Improvement Grants

### **Goal 1 Retrospective Question 1**

To what extent did the Five-Year Plan activities make progress towards each goal of the of the state’s Five-Year Plan? Where progress towards each goal was not achieved, discuss what factors contributed.

**Goal 1:** *All Nebraskans will benefit from life-long learning and cultural enrichment delivered through their library programs and services.*

### **Activities Designed To Help Meet Goal 1**

#### ***Activity 1—Nebraska Center for the Book***

The Nebraska Center for the Book (NCB) is a state affiliate of the Center for the Book in the Library of Congress. The Nebraska Library Commission supports the Center’s projects including publications and special events. The Nebraska Center for the Book brings together the state’s readers, writers, booksellers, librarians, publishers, printers, educators, and scholars to build the community of the book.

#### **Survey Results:**

In a survey of 454 users, users were asked to respond to the statement below. There were 226 user responses to this statement.

*Nebraska Center for the Book (NLC provides staff support for NCB activities. The NCB publishes a newsletter, provides Nebraska sponsorship for the national Letters About Literature program, hosts the annual Nebraska Book Festival, awards programs, and the statewide One Book One Nebraska program.)*

The responses were as follows:

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
49	94	70	12	1

Ninety-four percent of the 226 users rated the service somewhat-to-very valuable.

Users were asked to respond to the following question:

*Please rank five program/services in which you've participated that have had the greatest impact on your library.* Out of twenty-nine responses, the Nebraska Center for the Book was ranked as follows:

1 <sup>st</sup>	1
2 <sup>nd</sup>	3
3 <sup>rd</sup>	7
4 <sup>th</sup>	18
5 <sup>th</sup>	16

### **Findings**

As a result of Nebraska Center for the Book programs and projects thousands of Nebraskans have gained awareness and appreciation of books and writing. Nebraskans have learned about authors, writing, books, publishing, information, and ideas focused on Nebraska. In association with Nebraska Center for the Book activities, the Library Commission has a growing collection of books for lending through libraries for local book club groups and book discussions. The NCB's One Book One Nebraska (OBON) program each year selects a book to promote. OBON related activities have involved numerous presentations throughout the state, readings of the selected book, and growth in reading awareness and interest. Humanities Nebraska and other organizations are valued and effective partners in supporting Nebraska Center for the Book activities and events.

In answer to question #1, NLC Commissioners and SACL members listed NCB and its One Book One Nebraska program as contributing to the life-long learning effort.

In answer to question #2, all three groups included NCB as contributing to NLC's cultural enrichment goal.

#### ***Activity 2—Nebraska eReads/OverDrive***

Nebraska eReads/OverDrive is a collaborative project among the Nebraska Library Commission and 170 public libraries to jointly purchase and loan eBooks and digital audiobooks. The Nebraska eReads/OverDrive library consortium loaned 151,561 audiobooks and 308,158 eBooks this past year. The consortium libraries set policies and collaborate on purchase decisions.

### **Findings**

#### **Nebraska OverDrive Libraries**

The Nebraska OverDrive Libraries consortium started in 2008 with 25 small to medium-sized public libraries and one school library, and the group had increased to 109 libraries by 2012. Over the past five years an additional 61 libraries joined. The 170 libraries represent communities with populations ranging from 136 to 53,936, with 69 serving populations of less than 1,000, and 86 serving populations between 1,000 and 10,000. All accredited Nebraska libraries serving populations of more than 2,000 offer OverDrive service to their customers. Most of the libraries serve rural areas, and some serve entire counties because they may be in the only town in the county. For example, Arthur County Library, which is located in Arthur, its only town and county seat, serves a population of 453 and covers 718 square miles (60% of the area of Rhode Island).

The vast majority of libraries in the consortium would not be able to afford OverDrive services on their own. Each library contributes funds based on population served with the minimum being \$500. As a group pooling funds, their customers have access to a much wider variety of materials. The collection contained only audiobooks until 2010 when eBooks were first added. Since 2012, the audiobook collection has increased by 26% and the eBook collection by 40%. In that time, audiobook circulation has increased by 27% and eBook circulation by 38%. Wait lists lengths have also grown. LSTA funds help to extend the service and alleviate the waiting times.

The eclectic nature of the collection helps with discovery, cultural enrichment, and lifelong learning. Due to the growing Hispanic population, Spanish-language content has been purchased. Most eBooks have an option to enlarge the text, aiding those with vision problems.

Commission staff provide the consortium with training, technical support, marketing materials, financial management, and optional authentication services.

### **Feedback from library staff and customers:**

“One of the best things our library ever did was to get involved with OverDrive’s audiobook and ebook services. The convenience of carrying one small audio player rather than two or three audio CD collections is incalculable. I have had seniors sign-up for a library card, because they could check out their audiobooks at home, rather than having to go to the library, or waiting for outreach to bring them their audiobooks.

There is so much to be said for the ebooks as well. The first thing is that the ebook technology appeals to reluctant readers. My nephew is 25. He was a reluctant reader all his life. While watching the movie *The Hunger Games* together, I found out that he read the book on his iPhone with a Kindle app. While I am not sure that he checked it out on OverDrive, the fact that he read the trilogy speaks volumes. I am so glad that we offer Juvenile and YA books in the ebook format, because young men like my nephew, who never read anything but the sports page are reading fiction with ebook technology. From Christmas to the first of February, we see an increase in the number of library cards, because people have given ebook readers to their family members.” *Dan Nieman, Assistant Director, South Sioux City Public Library*

“Subscribing to offer over 5,000 downloadable audio and e-books to our patrons on our current library budget is a viable option for us. Since joining last year, our library’s numbers for patrons using this service just keep going up and we fully expect this number to continue to rise. People in the community are constantly stopping me to ask me about this service. Still, patrons bemoan the fact that there are so ‘few’ titles and that the waiting lines for specific titles are so long. The growing pains of the publishing world notwithstanding, the fact that our patrons can and do access this service anywhere in the world and at any time means that our tiny little library is actually bringing readers back into the fold. It also means our library has gone global. What a cool thing!” *Laurie Yocom, Director, Wilson Public Library, Cozad*

### **Focus Group Results**

Focus group responses from SACL and System Directors listed eReads/OverDrive as contributing to the lifelong learning effort.

### **Activity 3—NebraskaAccess**

NLC licenses online databases for access through libraries, schools, and home use. The databases are provided at no cost for Nebraska residents.

## Survey Results:

There were 328 responses regarding this service. The rankings were as follows:

Very Valuable	Valuable	Somewhat Valuable	Not Very Valuable	Not At All Valuable
233	75	17	3	0

Ninety-nine percent of the 328 users found the service somewhat-to-very valuable.

Users were asked to respond to the following question:

*Please rank five program/services in which you've participated that have had the greatest impact on your library.* Out of 253 responses, the NebraskAccess was ranked as follows:

1 <sup>st</sup>	109
2 <sup>nd</sup>	48
3 <sup>rd</sup>	42
4 <sup>th</sup>	30
5 <sup>th</sup>	24

## Findings

### NebraskAccess for LSTA 5-year plan evaluation

Through the NebraskAccess portal, Nebraska residents are provided with links to recommended sites on a variety of topics, FAQs on Nebraska topics, and licensed online databases. The Nebraska Library Commission licenses the online databases for access through libraries, schools, and home use. The databases are provided free of charge to Nebraska residents; State and LSTA funds are used to pay for the licenses. From 2013-2015, NebraskAccess provided online access to the following databases: EBSCO's (formerly H.W. Wilson's) OmniFile FT Select and Biography Reference Bank, ProQuest's eLibrary (not available at K-12 schools) and HeritageQuest Online, Bowker's Fiction and Nonfiction Connection and Books in Print, and OCLC FirstSearch Basic Database Package including OCLC WorldCat.

Database contracts were renegotiated in 2015 and NebraskAccess now provides online access for all types of libraries to the following databases: EBSCO's MasterFile, MyHeritage, Legal Reference Center, Consumer Health Complete, Small Business Reference Center, Biography Reference Bank, Biography Reference Center, Psychology and Behavioral Sciences Collection, Science and Technology Collection, NoveList Plus, NoveList K-8 Plus, Points of View Reference Center, and Funk & Wagnalls New Encyclopedia, along with the OCLC FirstSearch Basic Database Package, including OCLC WorldCat.

The introduction of the new databases helped the Commission to better meet its Goals.

The databases provide a wide range of content to Nebraskans from elementary school to adult level.

With encyclopedias and full-text magazines and journals for K-12 students, an added benefit of the Commission's licenses is that all schools now meet the Nebraska Department of Education's Rule 10 requirement for access to these specific resources without having to individually subscribe to such resources. Public libraries have also been able to drop subscriptions such as NoveList and MyHeritage.

This has helped many libraries with their content budgets. According to information provided by EBSCO, if each public, school, and academic library in the state individually subscribed to all of its databases provided through the Commission, the cost would be over \$10 million; the Commission pays only a small fraction of that amount.

Business and legal resources help the unemployed/underemployed and those looking to start their own businesses. People who have medical problems or loved ones with medical problems find help from the health resources. People interested in genealogy have more access to more materials.

Commission staff train library staff on the use of the databases at in-person workshops (Roadshows) and webinars throughout the year. Staff are also creating asynchronous training through Moodle. Customizable marketing materials created by the Commission help libraries market the databases. Commission staff also provide support for access and authentication. Feedback on the new content and training has been very positive.

Response to announcement of new databases:

“We were just talking about adding NoveList again. This is an awesome list!” – *Abby Yellman, Director, Scottsbluff Public Library*

“I just wanted to add that I’m really pleased with this new selection of databases. It helps fill some gaps we had in our institutional subscriptions. It’s a really nice broad and useful selection. From Union College’s perspective, I think MyHeritage will be more useful for our students and faculty who do research on individual people. I know I’ve been using my personal subscription to Ancestry.com for some of my work in our Archives.” – *Sabrina Riley, Director, Union College Library*

I am so excited to have these great resources available for our students. Kudos and thanks to the NLC for your help and support for K-12 libraries. In a year of 1.6 million in CUTS this will be invaluable!” – *Donna Perkey, Librarian, Millard Public Schools*

“We are not renewing our SIRS database this year. I have been pleased with the product in general, but not for the topics we have been researching. We are finding NebraskAccess much more useful. So we elected to save that subscription money for other online tools.” – *Paula Low, Walthill Public School*

### **Focus Group Results**

Of the three focus groups conducted the State Advisory Council on Libraries and the Regional Library System Directors listed NebraskAccess as a valuable service for the life-long learning effort and a valuable tool for the state’s libraries.

#### ***Activity 4—Talking Book and Braille Service***

The Talking Book and Braille Service (TBBS) provided free books and magazines on digital cartridges, cassette, online, and in Braille to individuals with a visual or physical condition or a reading disability which limits use of regular print.

There were 178 responses regarding this service. The rankings were as follows:

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
85	63	21	7	2

Ninety-five percent of those responding found the service somewhat-to-very valuable.

Users were asked to respond to the following question:

*Please rank five program/services in which you've participated that have had the greatest impact on your library.* Out of 42 responses, the Talking Book and Braille Service was ranked as follows:

1 <sup>st</sup>	4
2 <sup>nd</sup>	5
3 <sup>rd</sup>	8
4 <sup>th</sup>	9
5 <sup>th</sup>	15

### **Focus Group Results**

The State Advisory Council on Libraries focus group included TBBS as a life-long learning effort supported by the NLC. It must be noted that Talking Book and Braille Service is not an in-library service. It is a service provided to users directly in their homes therefore having minimal impact on libraries. With that in mind, the following customer comments help add understanding regarding the importance of the service.

#### **TBBS Testimonials:**

“Thank you! This tape is excellent. Born and raised in the country, I could relate to the experiences described.”

“I so enjoy receiving *Angels on Earth* and *Guideposts*. Your efforts fill my life with stories, allay my loneliness, and keep me connected with our world. Thank you for your service.”

“I wanted to thank you for making me feel special during Summer Reading Program the past several years. I am now too old to participate, but have fond memories of the past summers. I have enjoyed the prizes I won. I just wanted to write a note to thank you for your kindness and generosity.”

“Thank you so much for your help in providing tapes for (my wife) to listen to. She truly has enjoyed the services you provide.”

“Thank you so much for getting back to me so quickly with the needed information. My dad is interested in books by Shelby Foote and I will seek those out online and/or through the assistance of the Reader Advisor. I sincerely appreciate your help.”

#### **2014 Report of Survey of TBBS Customers**

*51 responses, average age 77*

**Disabilities:** 17 blind, 32 visually impaired, 1 physically impaired, 1 reading disability

**Nebraska Collection:** 30 preferred Nebraska books, 7 preferred Nebraska magazines and specifically named their favorites, 3 preferred both, 13 have read the *Interchange* articles or ordered books from it.

## **Digital Player use:**

*The borrowers indicated that the following features of the digital player would be most important for a person just learning about the service:*

- Easy to use, self-explanatory, no problems learning to use the digital player
- Fast forward and back
- Sound quality good
- Off/On switch
- Machine buttons color coded, large, raised, well-spaced
- Returns to where you left off

Three responses indicated that they had trouble learning to navigate, moving from chapter to chapter, and going to another level.

When asked about their experience as a borrower of Talking Books, the borrowers' responses ranged from "like it" to "absolutely wonderful." When asked to rate their level of satisfaction with Talking Book and Braille Service on a scale of 1 to 5, with 1 being very unsatisfied and 5 being very satisfied, 48 responses averaged 4.78. All the responses indicated that they would recommend Talking Books to someone who might qualify for it.

## **Internet usage:**

22 use computers, half of those who are blind and half of those who have visual impairments

12 individuals use handheld devices

## **Findings**

### **Talking Book and Braille Service for LSTA 5-year plan evaluation**

Evolving technology played a significant role in Talking Book and Braille Service activities during this 5-year cycle, providing more and higher-quality reading materials to TBBS patrons, new methods for accessing the TBBS collection, and new tools for outreach and promotion of the service.

While TBBS still delivers most of its library materials through the mail system, it's been a particularly rewarding period for patrons who use computers or mobile devices. The National Library Service (NLS) launched the BARD website in 2009, which allowed patrons to download audio materials or Web-Braille to their computers, which could then be transferred to digital talking book players for use. However, this system is only functional for borrowers using desktop or laptop computers, and requires relatively advanced computer skills to download, unzip, and transfer files. For patrons using mobile devices, such as iPhones, iPads, or Droid devices, using these materials became much easier with the launch of BARD Mobile, which became available to users of iOS devices in 2013, and Droid devices in 2015. Patrons use a free app to download books that are immediately available for use directly on their devices. Additionally, a free Windows software application called BARD Express was launched in early 2017, which simplifies the file management process for desktop and laptop users.

While the BARD website initially featured only materials produced by the NLS, TBBS participated in a pilot project to include locally-produced materials in the BARD collection. Nebraska was among the first

states to upload their own recordings onto BARD. The first Nebraska book uploaded to BARD was *I Am a Man* by Joe Starita, the 2014 One Book One Nebraska selection. TBBS has continued to add One Book One Nebraska selections to BARD each year, and will endeavor to add a large number of Nebraska recordings to the BARD collection in the future.

Most TBBS patrons correspond with readers advisory staff to help locate the right books and authors for their needs, but for borrowers who prefer independent online searching, the Nebraska Library Commission computer team developed an Online Public Access Catalog (OPAC), which was launched in 2012. While this interface didn't integrate directly with READS circulation software, it allowed borrowers to place orders that were emailed to readers advisory staff for completion. In 2016, a new fully-integrated OPAC went live, which allows patrons to order their own books with personal logins, placing them directly into request lists attached to their patron accounts.

This was a period of physical transition for TBBS, as circulation stacks and recording studios were relocated from the lower level of our office building to a location on the first floor in 2014. While the move was necessitated by water intrusion issues, the situation was treated as an opportunity to improve service. Thoughtful design of the new space in collaboration with Innerspace Studios improved the efficiency of mail processing and circulation activities, reducing the shelving footprint and shortening the distance between sorting and mail receiving areas. Moving the recording studios allowed the addition of two supplemental soundproof rooms for use as computer editing and postproduction suites. These computer-aided processes weren't practical when previous studios were designed 20 years ago, but now staff can take full advantage of modern audio production techniques to improve the quality and consistency of local recordings.

One of the most important ongoing projects in TBBS is outreach, making sure that Nebraska citizens who qualify to use the service are aware of its existence. Staff continue to engage in traditional forms of contact with potential patrons, including print advertising, attending health fairs, and contacting relevant medical and aging organizations. Audio and video projects were added to the communication mix during the past several years. Studio staff produced two radio spots of 30 and 60-second duration in 2013, which were distributed to Nebraska radio stations. Although staff weren't able to monetize their distribution, they have received airplay in the ensuing years from noncommercial stations, such as KZUM in Lincoln. TBBS also created two promotional videos in 2013, scripted by staff members and produced with the assistance of a professional videographer. The first video focused on the convenience and quality of digital talking books for high school and college populations. The second focused on the ease of use and great sound for aging populations. These videos can be seen on the NLC YouTube channel, and are helpful for presentations and outreach activities.

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*Listed above are the four primary activities engaged in by the Nebraska Library Commission using federal funds to meet the intent of Goal 1. Our next question is to what extent does the Five-Year Plan achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?*

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### **Goal 1 Retrospective Question 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?

## Measuring Success Focal Areas:

**Lifelong Learning.** These activities can range from the provision of instructional information resources to direct instructional services delivered by libraries or in partnership with local entities with the goal of transferring knowledge or skills to advance educational aims.

*Three of the activities listed above, Nebraska Center for the Book, NebraskAccess, and Talking Book and Braille Service clearly have achieved results in the area of lifelong learning that align with the national priorities associated with the Measuring Success focal areas and their intents. This is evidenced particularly by the survey results which found three of the four activities ranged from ninety-four percent to ninety-nine percent on the somewhat valuable-to-very valuable scale. The sheer volume of materials circulated in the Nebraska eReads program (loaned 151,561 audiobooks and 308,158 eBooks this past year) makes the case for this activity.*

*The first question asked to the three focus groups which were conducted was—What did the Nebraska Library Commission do to support your type of library’s life-long learning efforts?*

*Focus group one, State Advisory Council on Libraries, cited all four of these activities as contributing to life-long learning.*

*Focus group two, Regional Library System Directors, mentioned specifically OverDrive which is part of the Nebraska eReads program, as contributing to life-long learning,*

**Human Services.** These activities can range from the provision of instructional information resources to direct services, however these activities are focused on providing resources to remediate social problems and improve participants’ quality of life.

*Of the four activities being evaluated, the one with a specific human service focus would be the Talking Book and Braille service. The Talking Book and Braille Service provides free books and magazines on digital cartridges and in Braille to individuals with a visual or physical condition or a reading disability which limits use of regular print. The Nebraska Library Commission’s Talking Book and Braille Service provided books and magazines in audio and in Braille to 3,600 Nebraskans with visual or physical impairment. In addition to providing on-going services to eligible clientele, the Talking Book and Braille Service was involved in a major facility re-location and upgrade. The new location provided a significantly improved work environment and new recording studios. The new space occupied by the TBBS was completed for use during the report period.*

**Employment and Economic Development.** These activities address economic needs of individuals and communities.

*None of the activities engaged in under Goal 1 directly addressed this particular focal area. This area will be more directly addressed under Goal 2.*

**Information Access** (This focal area encompasses two former focal areas: digitization and database services.) These activities broaden public access to content through the purchase or original development of information resources (e.g. databases, computer technology).

*Under Goal 2 we will deal with technology innovation which more directly addresses this focal area.*

**Library Capacity Building.** These activities aim at modernizing existing libraries and/or supporting the development of sound policies, organizational structures, and effective methods of management and revenue development in order to improve the efficiency of library services.

*Under Goal 2 we will deal with Statewide Library Improvement Services, Library Improvement through Consultation and Training, Interlibrary Loan and Reference Service, Children and Young Adult Library Services, and Library Statistical Survey via Bibliostat Collect which more directly address this focal area.*

**Categorize Goal 1 as either 1) achieved, 2) partly achieved, or 3) not achieved.**

The intent was to accomplish Goal 1, *All Nebraskans will benefit from life-long learning and cultural enrichment delivered through their library programs and services*, through the following activities. To say that any of these activities have partly achieved or achieved Goal 1 is not to imply that they have achieved that status once and for all. These are all on-going activities which continue as active programs.

**Nebraska Center for the Book:** On the basis of survey results, findings and focus group responses, this activity achieved the aim of Goal 1.

**Nebraska eReads/Overdrive:** On the basis of the number of libraries participating in this program, the scope of the program statewide, the number of items circulated and the focus group results, this activity achieved the aim of Goal 1.

**NebraskaAccess:** This activity has features that contribute to the aims of both Goal 1 and Goal 2. Regarding Goal 1, the breadth of resources provided achieves the intent of Goal 1. The achievement is emphasized by the testimonies of users and the opinions expressed by the focus groups.

**Talking Book and Braille Service:** Survey results, focus group results, testimonials and findings all demonstrate clearly that this activity contributed strongly to achieving Goal 1.

### **Goal 2 Retrospective Question 1**

To what extent did the Five-Year Plan activities make progress towards each goal of the of the state's Five-Year Plan? Where progress towards each goal was not achieved, discuss what factors contributed.

**Goal 2:** *Library staff and supporters will have the tools and skills to provide and sustain needed programs and services to their target audiences.*

### **Activities Designed To Help Meet Goal 2**

#### ***Activity 1—Library Improvement through Consultation and Training***

Nebraska's regional library Systems are full partners with the Nebraska Library Commission in its efforts to develop and improve library services statewide. This partnership is reflected in the written agreement between the Commission and the Systems which lays out the following purposes of that document: *to provide a mechanism for development of cooperative programs among libraries and communities to address library service needs; to work with the Commission and libraries to improve local and regional service development; and to promote and enhance libraries and library services within the regional library development.* The expectation for these services is collaborative planning with the Nebraska Library Commission to achieve effective use of resources. The obligation portion of the agreement between the Nebraska Library Commission and the Systems states that each System will offer training, consultation, promotion, and development in the following areas:

- Strategic planning
- Public library accreditation
- Librarian and library board certification
- Children and young adult services
- Technology development
- State’s eBook collaborative
- Open-source Pioneer Consortium ILS
- Statewide databases
- Personnel management training
- Multicultural/diversity training
- Basic Skills classes
- Services to the blind/visually impaired
- Other Commission initiatives

These activities fall under Goal 2 of the Commission’s long-range plan: *Library staff and supporters will have the tools and skills to provide and sustain needed programs and services to their target audiences.* This goal responds to the LSTA priority: *provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services.*

Finally the efforts of this project respond to the LSTA purposes of promoting continuous improvement in library services in all types of libraries in order to better serve the people of the United States; promote literacy, education and lifelong learning and to enhance and expand the services and resources provided by libraries, including those services and resources related to . . . 21st century skills, and digital literacy skills; and enhance the role of libraries within the information infrastructure of the United States . . . The agreement between the Nebraska Library Commission and the Systems ensures that efforts on the part of System staff and boards will focus on improving library services in response to community needs. Formal and informal training as well as consultation and drop-in services offer response to both recognized and unrecognized needs on the part of library staff and boards.

### Survey Results

The following statement was related to this activity:

*Regional Library Systems (Four systems were funded in part with LSTA Funds. Services include consulting, continuing education, newsletters, book kits, and cooperative purchasing opportunities).*

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
<b>154</b>	<b>90</b>	<b>32</b>	<b>4</b>	<b>0</b>

100 percent of the 280 users evaluating this service considered it to be somewhat-to-very valuable.

Users were asked to do the following: *Please rank five program/services in which you've participated that have had the greatest impact on your library.*

Out of 182 responses, Activity 1, under the survey category—Regional Library Systems—were ranked as follows:

1 <sup>st</sup>	31
2 <sup>nd</sup>	48
3 <sup>rd</sup>	39
4 <sup>th</sup>	45
5 <sup>th</sup>	19

## Findings

Consolidation of the six regional library System into four Systems, and the significant effort expended to bring it about, has resulted in increased continuity of activity and direction on the part of the Systems with the Nebraska Library Commission. Service plans, required under the agreement between the Commission and each System, are now crafted to respond to LSTA purposes, LSTA Grants to States priorities, and goals in Nebraska's LSTA Five-Year Plan 2012-2017. Shared initiatives and activities (including training on and review of strategic plans that are required in order for a Nebraska public library to be accredited) help ensure that local libraries are on track with direction being set by the Nebraska Library Commission.

The “pulling in the same direction” that is now occurring is resulting in a more effective and efficient use of resources. The new approach on the part of LSTA reporting and the reconfiguration of the Systems have helped the Commission in its mission, “The statewide promotion, development and coordination of library services.”

### *Activity 2—Interlibrary Loan and Reference Service*

Through this service, every Nebraskan has access to library service and to materials and resources throughout the country through their local public or school library. The Library Commission supports libraries by providing reference and interlibrary loan services in keeping with the mission of the Library Commission to provide statewide promotion, development, and coordination of library and information services.

#### **Survey Results:**

The following statement was related to this activity.

*Interlibrary Loan and Reference Services (Book club kits, coordinating library resource sharing, loaning of material from the NLC collection, answering reference questions.)*

Users evaluated the statement as follows:

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
189	84	19	2	2

Ninety-nine percent of users evaluating this service considered it to be somewhat-to-very valuable.

Users were asked to do the following: *Please rank five program/services in which you've participated that have had the greatest impact on your library.*

Out of 204 responses, Activity 2 was ranked as follows:

1 <sup>st</sup>	45
2 <sup>nd</sup>	61
3 <sup>rd</sup>	52
4 <sup>th</sup>	25
5 <sup>th</sup>	21

## Findings

### Interlibrary Loan and Book Clubs:

The Commission provides provide Interlibrary Loan (ILL) to libraries in Nebraska that don't have the budget or staff to provide this service locally. This allows even the smallest public libraries and school libraries to meet the needs of their patrons by providing ILL items that allow them to do everything from serious research to keeping up on their favorite series. In times of diminishing acquisition budgets, this helps libraries that can't afford to buy every book their patrons want. School libraries use ILL to obtain books in languages other than English to help teach students whose first language is not English. School libraries also use our ILL services to obtain multiple copies of books for class use, as well as books for research papers. Also, home-school families use Commission ILL services through their public libraries to give their children as many educational options as possible.

The Commission also provides ILL services for Nebraska state government agencies, which allows them more flexibility with their journal subscription decisions, as well as access to up-to-the minute, mission-critical information. State agencies use ILL services to keep up on the latest general research in their field, to find out more about recent discoveries in their field, and to do research for a variety of proposals, projects, and problem-solving.

In 2006, the Library Commission started collecting multiple copies of books to serve as Book Club Kits to be loaned to libraries and media centers in the state. Today there are more than 1,300 titles in the collection (nearly 13,000 physical items), including elementary and young adult titles, classics, graphic novels, bestsellers, and several Nebraska authors. A prime motivation for creating this collection was to assist with Interlibrary Loan requests for multiple copies. The NLC collection makes providing copies to groups easier and more convenient; one place to request copies and one place to return them rather than individual copies to multiple libraries. In 2012 book club circulation averaged 371 items per month and the current pace is well over 1,000 per month. Commission staff use ILL and book club kits, along with a wiki that helps other libraries who want to resource-share their book club kits, to facilitate book club groups at school, public, and academic libraries. Book club groups reinforce the status and use of libraries in the community as an important part of the fabric of society.

Since January 2012, book club requests have been filled from: 137 public libraries, 97 school media centers, 5 academic libraries, 8 special/other libraries

### Interlibrary Loan Testimonials:

"This worked-Thank you so much!!! You and the NLC staff are always so knowledgeable, swift, and courteous in helping me find resources for enhancing public health in Nebraska." – *Epidemiology Surveillance Coordinator*

"This is exactly what I'm looking for. I think you set a record for retrieval and reply, 6 minutes! Thank you so much." – *Lincoln Regional Center Campus*

"The ILL book ... has arrived here!! Thank you for getting it for us -- what a great service you do – we're all as big as Omaha or Lincoln ... thanks to your efforts!!" – *Bancroft Public Library*

"I know I tell you every year how much I appreciate your help in this. We could not survive as a small school library without the use of the interlibrary loan service. Our senior English teacher assigns a major research paper every year on a different topic. The students get college credit for this class and so the

papers need to be in depth and like a college paper. So we all really do appreciate all you do. Thank you very much and I sincerely mean it.” – *Minden Public Schools*

“Thanks for all of your help this year!! Our staff and students are always so thankful for the opportunities we can provide with the extra books we can access through the ILL program.” – *Seward Public Schools*

**Book Club Testimonials:**

“Thank you so much! I have 16 book clubs I am administering - and finding your book kits has lessened the work – and stress – immensely.” – *Carriage Hill Elementary, Papillion*

“..., just wanted to tell you how much these kits have meant to us. Since starting the book club, we have noticed an uptick in patrons and books checked out. Thanks so much!” – *Loup City Public Library*

“Thanks for helping us with the schedule for the North Platte book club. Our patrons appreciate this service!” – *North Platte Public Library*

**Activity 3—Lender Compensation**

Lender Compensation provides partial reimbursement to libraries for loaning resources to other Nebraska libraries and assures statewide access to library holdings and services. Lender compensation supports sharing of resources for the benefit of people throughout Nebraska. All libraries benefit from resource sharing and people living in rural communities are also assured access to resources that may be lacking in their community libraries with limited collections.

The Nebraska Library Commission receives testimonials from librarians, teachers, students and the public describing the value of interlibrary loan service. While not new and “trendy” interlibrary loan remains a beneficial service to many. Interlibrary loan is often a difference maker for those receiving library resources via loan transactions. Teachers, students, school librarians, are among those who have described how interlibrary loan has enabled completion of an assignment, or helped in gaining a competitive college admission. Others have indicated a result of obtaining necessary information to start a business or complete a work activity.

**Survey Results:**

Users were asked to respond to the following statement.

*Lender Compensation (Partial reimbursement to libraries for loaning resources to other Nebraska libraries.)*

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
54	56	16	5	3

Ninety-four percent of users evaluating this service considered it to be somewhat-to-very valuable.

Users were asked to do the following: *Please rank five program/services in which you've participated that have had the greatest impact on your library.*

Out of 59 responses, Activity 3 was ranked as follows:

1 <sup>st</sup>	5
2 <sup>nd</sup>	14
3 <sup>rd</sup>	12
4 <sup>th</sup>	18
5 <sup>th</sup>	10

#### ***Activity 4—Children and Young Adult Library Services***

Children and Young Adult Library Services at the Commission is the focal point for the statewide development and improvement of library services for these age groups. The service manifests itself in both more and less-traditional ways, ranging from pre-Kindergarten literacy efforts to wearable technology. Activities include Nebraska’s statewide, reader-chosen Golden Sower Award; “Read Aloud Nebraska;” the Collaborative Summer Library Program (CSLP); performers’ database; Youth Grants for Excellence; book talks at regional System meetings, at library annual conferences, and online; One Book for Kids/Teens program; Youth Advisory Board; and consulting on demand. CSLP has moved away from paper and more to CDs, flash drives and online. We expect that trend to continue.

#### **Survey Results:**

Users were asked to evaluate the following statement.

*Children & Young Adult Services (Consultations, presentations, workshops, Collaborative Summer Library Program, Youth Grants for Excellence, work with annual book awards, One Book for Nebraska Kids/Teens, etc.)*

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
128	106	37	0	1

Over ninety-nine percent of users evaluating this service considered it to be somewhat-to-very valuable.

Out of 206 responses, Activity 4 was ranked as follows:

1 <sup>st</sup>	68
2 <sup>nd</sup>	52
3 <sup>rd</sup>	38
4 <sup>th</sup>	30
5 <sup>th</sup>	18

### ***Activity 5—Library Statistical Survey via Bibliostat Collect***

The Nebraska Library Commission licenses Bibliostat Collect software for collection and use of public library statistical data as part of the national public libraries statistics program in partnership with other state library agencies and the Institute of Museum and Library Services. The library data enables librarians and others to prepare peer comparisons, assess trends, and measure performance against benchmarks. The library data contributes to a national file that is available to Congress, policymakers, and the public. The compiled data allows for comparisons and studies to aid in library service planning at local, regional, and state levels. The data also provides the source of peer comparison standards for the public library accreditation program.

#### **Survey Results:**

Users were asked to evaluate the following service.

*Collection of annual public library statistics through Bibliostat Collect.*

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
67	82	53	4	0

Ninety-nine percent of users evaluating this service considered it to be somewhat-to-very valuable.

Out of 104 responses, Activity 5 was ranked as follows:

1 <sup>st</sup>	18
2 <sup>nd</sup>	17
3 <sup>rd</sup>	17
4 <sup>th</sup>	22
5 <sup>th</sup>	30

### **Findings**

Nebraska public libraries report the value of the annual collection of statistics through the IMLS public library survey. The data, while contributing to national data files, is essential for the Nebraska Library Commission’s accreditation process, to develop benchmarks for accredited public libraries. The data collection is also beneficial to move unaccredited libraries towards accreditation. Data has also been utilized by individual libraries that are comparing their own programs, services, revenue, and expenditures to similar (peer) library groups. Libraries have also reported the importance of these historical files, to analyze trends and for use in strategic planning, and to provide data visualizations for library stakeholders, the community, and policymakers.

### ***Activity 6—Technology Innovation***

The Technology Innovation Librarian scheduled and provided sessions to describe and demonstrate technology (hardware and software). The Technology Innovation Librarian was available for personal consultation as well as group consultation, and served as a resource for state library and regional staff. Ongoing projects include TechTalk on *NCompass Live* to continue upgrading the technology skills of

library staff via webinar; Big Talk from Small Libraries, an eight-hour online conference held each February featuring library staff from around the country; Basic Skills modules on technology; and eReader device workshops. The Technology Innovation Librarian provides ongoing advice and consulting on technology for library applications, as well as providing regular technology presentations via webinars, conferences and training sessions. The Technology Innovation Librarian performs a key leadership role in assisting many libraries provide websites hosted by the Nebraska Library Commission.

Attendees of eReader device workshops report increased confidence in providing support and troubleshooting patron’s eReader device problems at the end of the workshops. Library staff found using training videos created by the Technology Innovation Librarian to set up web sites on Nebraska Libraries on the Web helpful.

**Survey Results:**

Users were asked to evaluate the following service.  
*Technology-related programs (e.g. how to use phone, tablet, or other electronic devices).*

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
104	85	30	7	3

Over ninety-five percent of users evaluating this service considered it to be somewhat-to-very valuable.

Out of 99 responses, Activity 6 was ranked as follows:

1 <sup>st</sup>	5
2 <sup>nd</sup>	22
3 <sup>rd</sup>	18
4 <sup>th</sup>	18
5 <sup>th</sup>	36

***Activity 7—Statewide Library Improvement Services***

Statewide Library Improvement Services provide assistance to libraries of all types and library-related organizations in planning, developing, implementing, and managing library services. It encompasses partly the work of the continuing education coordinator and works closely with all directors of the state regional library systems. The project also provides advice, information, and training related to the e-rate application process, financial education and resources through public libraries, and weekly webinars provided for library personnel and others on library related issues and topics (*NCompass Live*).

In order to foster library service improvements, Library Commission staff provided information, advice, training and assistance to library personnel, library trustees, community officials, and regional system staff. Staff also provided training and consultation for public library service improvements associated with the public library accreditation; coordinated the Public Librarian and Public Library Board Certification Programs; provided ongoing consultation services; developed, taught, and coordinated a basic skills program for library staff without the MLS degree; aided in the determination of library scholarships and internships provided through a federal grant; and shared monthly information about

online webinars related to library services. LSTA funds were used for a portion of salaries and benefits for library development staff. Statewide Library Improvement Services included continuing consultation with libraries involved in the LSTA-supported Pioneer Consortium (a group of libraries collaborating on development of a shared automated system using open source software), meeting with the consortium governing Council and its officers to help with strategy. Training and advising were significant activities for the library development director and especially related to strategic planning training for library personnel.

### Survey Results

This activity was addressed in several survey questions addressed to users. The following statement was related to this activity.

*Library Development Services (Provides information, advice and assistance to library personnel, library trustees, and community officials, administers library accreditation guidelines, provides Basic Skills classes, and opportunities to earn continuing education credits, coordinates the Librarian Certification Program and the Board Certification Program).*

Users evaluated the statement as follows:

<b>Very Valuable</b>	<b>Valuable</b>	<b>Somewhat Valuable</b>	<b>Not Very Valuable</b>	<b>Not At All Valuable</b>
140	92	25	3	2

Ninety-eight percent of users evaluating this service considered it to be somewhat-to-very valuable.

Users were asked to do the following: *Please rank five program/services in which you've participated that have had the greatest impact on your library.*

Out of 142 responses, Activity 7 was ranked as follows:

1 <sup>st</sup>	12
2 <sup>nd</sup>	23
3 <sup>rd</sup>	33
4 <sup>th</sup>	37
5 <sup>th</sup>	37

## FOCUS GROUPS

Focus Groups highlighted the following library improvement services.

- Technology grants, e.g., LSTA, Broadband Technology Opportunity Program (BTOP)
- Webinars to help train staff
- NebraskAccess training
- Go to Webinar software
- Book Club kits
- Pioneer
- Strategic planning support and consulting in general
- E-rate training and reminders
- Webinars for boards and staff
- Summer reading program training
- ALA/United for Libraries membership
- Certification and accreditation standards (helpful in getting training for staff)
- Grants and scholarships to attend conferences
- E-rate help
- Library board training
- Basic skills classes
- STEM/STEAM
- *NCompass Live*

### *Activity 8--Library Improvement Grants*

Because of the irregularity of funding during this period this activity will not be evaluated.

## Goal 2 Retrospective Question 2

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*Listed above are the eight activities engaged in by the Nebraska Library Commission to meet the intent of Goal 2. Our next question is to what extent does the Five-Year Plan achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?*

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### Measuring Success Focal Areas

**Lifelong Learning**  
**Human Services**  
**Employment and Economic Development**  
**Information Access**  
**Library Capacity Building**

### *Activity 1—Library Improvement through Consultation and Training:*

This activity included very specific training programs as detailed. It has contributed directly to the *Information Access* and *Library Capacity Building* focal areas and at least secondarily to the other focal areas.

***Activity 2—Interlibrary Loan and Reference Service:***

This activity has contributed especially to the focal areas of *Lifelong Learning* and *Information Access*. It should be noted that during the five-year period, the service has been in transition. Book Club kits which the Commission began developing in 2006 have been enlarged and are now circulating over one thousand items per month. They are clearly contributing to these focal areas as well.

***Activity 3—Lender Compensation:***

This activity is closely related to Interlibrary Loan. It has never been possible to fully compensate lending libraries for their ILL service but the level of compensation provided at least helps. This activity supports the focal areas of *Lifelong Learning and Information Access* and also *Library Capacity Building* to the extent that it enhances “revenue development.”

***Activity 4—Children and Young Adult Library Services:***

This activity enhances *Lifelong Learning* particularly as it provides “summer reading” and “early literacy initiatives.”

***Activity 5—Library Statistical Survey via Bibliostat Collect:***

This activity enhances *Information Access* in that it involves a “development . . . activity designed to improve information access.” It also adds to *Library Capacity Building* by contributing to “effective methods of management.”

***Activity 6—Technology Innovation:***

This activity certainly contributes to *Information Access* by “broaden[ing] public access to content.” It also contributes to *Library Capacity Building* by “modernizing existing libraries and/or supporting the development of sound policies, organizational structures, and effective methods of management.”

***Activity 7—Statewide Library Improvement Services:***

On the basis of the survey results, the focus group responses and the findings listed under Activity 1 which is closely related to 7, it is apparent that this activity contributed strongly to the *Lifelong Learning*, *Information Access* and *Library Capacity Building* focal areas. Each of these focal areas was enhanced by the various service improvements detailed in this five-year period.

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### Retrospective Question 3

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

<ul style="list-style-type: none"> <li>• Library workforce (current and future) YES</li> </ul>
<ul style="list-style-type: none"> <li>• Individuals living below the poverty line NO</li> </ul>
<ul style="list-style-type: none"> <li>• Individuals that are unemployed/underemployed NO</li> </ul>
<ul style="list-style-type: none"> <li>• Ethnic or minority populations NO</li> </ul>
<ul style="list-style-type: none"> <li>• Immigrants/refugees NO</li> </ul>
<ul style="list-style-type: none"> <li>• Individuals with disabilities YES</li> </ul>
<ul style="list-style-type: none"> <li>• Individuals with limited functional literacy or information skills NO</li> </ul>
<ul style="list-style-type: none"> <li>• Families YES</li> </ul>
<ul style="list-style-type: none"> <li>• Children (aged 0-5) YES</li> </ul>
<ul style="list-style-type: none"> <li>• School-aged youth (aged 6-17) YES</li> </ul>

For those groups in the above table for whom the answer was “Yes”, to what extent was each group reached?

***Library workforce (current and future)*** NLC has trained library staff on current and emerging technologies. Commission staff and System Directors continued weekly *NCompass Live* broadcasts and provided e-book and e-reader training statewide. Nebraska Learns 2.0, an on-line self-discovery program related to new technologies, ran for part of the five years but was discontinued when interest waned.

NLC has provided continuing education opportunities for library staff and board members. The activities listed continued, and the Basic Skills classes were modified to be completely online. The Commission’s new Continuing Education Coordinator, with a background in instructional design, is redoing and expanding the offerings for both the Basic Skills classes and for additional online classes in Moodle and using other delivery methods.

NLC has provided consultation services to library directors, staff, and board members. Major changes occurred in this service area with Commission staff and System Directors acting in concert. The biennial agreement with the Systems was revised to emphasize training and consulting services to local libraries including the areas of strategic planning, public library accreditation, library board certification, personnel management, services to multicultural/diverse populations, Basic Skills classes, and other initiatives of the Commission. This one is “partly achieved,” but will never be fully met because it needs to keep changing all the time.

### ***Individuals with disabilities***

This has been done primarily through the Talking Book and Braille Service. The scope of the service is detailed on pp. 14 and 15 of this report.

### ***Families***

#### ***Children (aged 0-5)***

#### ***School-aged youth (aged 6-17)***

It is difficult to answer the “extent” to which this group was reached since it is such a large and uncontainable group. The following can be said. Children and Young Adult Library Services at the Commission serve as the focal point for the statewide development and improvement of library services for these age groups. The service manifests itself in both more and less-traditional ways, ranging as it does from pre-Kindergarten literacy efforts to wearable technology. Activities include Nebraska's statewide, reader-chosen Golden Sower Award; “Read Aloud Nebraska;” the Collaborative Summer Library Program; performers’ database; Youth Grants for Excellence; book talks at regional System meetings, at library annual conferences, and online; One Book for Kids/Teens program; Youth Advisory Board; and consulting on demand.

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## **Process Questions**

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

The Library Commission collects, manages, and assesses data and information collected for its programs and services. That data and information is used for the state program report (SPR) and for other management and planning purposes. The Library Commission publishes an annual report that is broadly distributed and accessible on the Commission’s website. The Commission also publishes a biennial report as required by state statute. Both reports cover the Commission’s programs, services, activities, and events. Program and service data is provided in these reports. The information and data the Commission collects provides performance indicators valuable for decisions on and management of programs and services.

### ***2) Specify any changes made to the Five-Year Plan and why this occurred.***

There have been no changes in the Five-Year Plan.

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

Data is included in the Library Commission's annual and biennial reports. The reports include coverage of the Commission's various programs and services. Reports are disseminated in print versions and are accessible online from the Commission's website. The reports are broadly disseminated and include specific target audiences – libraries, public officials (state and federal), advisory groups, library trustees, newspapers, etc.

## **Methodology Questions**

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

*[T]he evaluator must be able to demonstrate professional competency to rigorously conduct the evaluation, including requisite expertise in statistical and qualitative research methods.*

The evaluator selected for this project is John F. Dale. Mr. Dale spent twenty-eight years in supervision and administration with the Lincoln City Library system, Lincoln, Nebraska. He also has extensive experience with the Nebraska Library Commission, having served a total of nine years in two separate terms on the State Advisory Council on Libraries and seven years as a Nebraska Library Commissioner. Mr. Dale has never been an employee of the Nebraska Library Commission. During his years with Lincoln City Libraries he had experience conducting statistical studies related to budgeting, branch and personnel management, and in planning for new branch libraries.

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

Information sources used in preparation for this report included annual State Program Reports prepared by NLC, annual reports published in the *NCompass* Newsletter and a survey of 457 users of Nebraska Library Commission services including public and academic library administrators, school librarians, and information technology managers among others. Also used were reports including evaluations and statistics from NLC department directors. All reports were prepared according to standard administrative requirements set by the state of Nebraska. The survey was prepared using Survey Monkey and used conventional and qualitative methods available through that service.

**3) *Describe stakeholders involved in the various stages of the Five-Year Plan Evaluation and how you engaged them.***

Focus groups were conducted with the State Advisory Council on Libraries, with Regional Library System Directors, and with the Nebraska Library Commissioners. Incorporated also are responses from users of the various services such as Interlibrary Loan and Book Clubs, Nebraska eReads/Overdrive, NebraskAccess, and Talking Book and Braille Service.

**4) *Discuss how you will share the key findings and recommendations with others.***

Data will be included in the Library Commission's annual and biennial reports. The reports include coverage of the Commission's various programs and services. Reports will be disseminated in print versions and will be accessible online from the Commission's website. The findings and recommendations will be broadly disseminated to target audiences – libraries, public officials (state and federal), advisory groups, library trustees, newspapers, etc.

## APPENDICES

### Crosswalk of State Goals & Activities with IMLS Purposes

Overall Purposes of LSTA (20 U.S.C. § 9121)

1. Enhance coordination among federal programs that relate to library and information services;
2. Promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States;
3. Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry;
4. Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public;
5. Promote literacy, education, and lifelong learning and to enhance and expand the services and resources provided by libraries, including those services and resources relating to workforce development, 21st century skills, and digital literacy skills;
6. Enhance the skills of the current library workforce and to recruit future professionals to the field of library and information services;
7. Ensure the preservation of knowledge and library collections in all formats and to enable libraries to serve their communities during disasters;
8. Enhance the role of libraries within the information infrastructure of the United States in order to support research, education, and innovation;
9. Promote library services that provide users with access to information through national, state, local, regional, and international collaborations and networks.

State Goals and Activities	IMLS Purpose
<b>Goal 1: All Nebraskans will benefit from life-long learning and cultural enrichment delivered through their library programs and services.</b>	<b>2, 3, 4, 5, 8, 9</b>
<b>Activity 1: Nebraska Center for the Book</b>	<b>5, 8, 9</b>
<b>Activity 2: Nebraska eReads</b>	<b>2, 3, 4, 5, 8, 9</b>
<b>Activity 3: NebraskAccess</b>	<b>2, 3, 4, 5, 8, 9</b>
<b>Activity 4: Talking Book and Braille Service</b>	<b>2, 3, 5, 9</b>
<b>Goal 2: Library staff and supporters will have the tools and skills to provide and sustain needed programs and services to their target audiences.</b>	<b>2, 3, 4, 5, 6, 7, 8, 9</b>
<b>Activity 1: Library Improvement through Consultation and Training</b>	<b>2, 5, 6, 8,</b>
<b>Activity 2: Interlibrary Loan and Reference Service</b>	<b>2, 3, 4, 8, 9</b>
<b>Activity 3: Lender Compensation</b>	<b>3, 4, 8, 9</b>
<b>Activity 4: Children and Young Adult Library Services</b>	<b>2, 3, 4, 5, 6, 8, 9</b>
<b>Activity 5: Library Statistical Survey via Bibliostat Collect</b>	<b>2</b>
<b>Activity 6: Technology Innovation</b>	<b>2, 3, 4, 5, 6, 7, 8, 9</b>
<b>Activity 7: Statewide Library Improvement Services</b>	<b>2, 3, 4, 6, 8, 9</b>

## Crosswalk of State Goals & Activities with IMLS Priorities

1. Expand services for learning and access to information and educational resources in a variety of formats, 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;
2. Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services;
3. Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services;
4. Enhance efforts to recruit future professionals to the field of library and information services;
5. Develop public and private partnerships with other agencies and community-based organizations;
6. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills;
7. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved;
8. Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and
9. Carry out other activities consistent with the purposes set forth in section 9121, as described in the SLAA's plan.

### State Advisory Council on Libraries Members

**Francine Canfield (chair)**  
Baright Public Library (Ralston)

**John Dale**  
Lincoln

**Beth Falla**  
Lied Imperial Public Library (Imperial)

**Susan Franklin**  
Perkins Library, Hastings College

**Denise Harders**  
Hastings – Central Plains Library System

**Sherry Houston**  
Papillion

**Joann Jackson**  
Fairmont

**Beth Kabes (NSLA Liaison)**  
ESU Coordinating Council (Columbus)

**Angela Kroeger (NLA Liaison)**  
University of Nebraska Omaha - Criss Library  
(Omaha)

**Cecelia Lawrence**  
North Platte Public Library

**Laura Marlane**  
Omaha Public Library

**Julie Pinnell**  
Cochrane-Woods Library, Nebraska Wesleyan  
Univ., Lincoln

**Charlene Rasmussen**  
Wayne

**Vickie Retzlaff**  
Grant County Library (Hyannis)

**Janet Stoeger Wilke**  
University of Nebraska Kearney – Calvin T  
Ryan Library

**Kara Welch**  
Ainsworth Public Schools

**Matthew Williams**  
Kearney Public Library

**Regional Library System Directors**

**Central Plains Library System**  
Denise Harders, Co-Director  
Sharon Osenga, Co-Director

**Three Rivers Library System**  
Anneka Ramirez, Director

**Southeast Library System**  
Scott Childers, Director

**Western Library System**  
Pat Gross, Interim Director

**Survey Results**

<b>Now please tell us which position you hold in your library or organization:</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Director	36.5%	167
School Librarian	22.3%	102
Assistant Director	2.0%	9
Branch Manager	1.3%	6
Children's Librarian	2.2%	10
Reference Librarian	3.1%	14
Technical Services Librarian	1.5%	7
IT Staff	0.4%	2
Library Assistant	5.7%	26
Library Aide	0.4%	2
Other (please specify)	24.5%	112
<i>answered question</i>		<b>457</b>
<i>skipped question</i>		<b>0</b>

**Focus Group Questions and Responses**  
**State Advisory Council on Libraries**  
**November 18, 2016**

**Focus Group I**

**1. What did the Nebraska Library Commission do to support your type of library's *life-long learning efforts*? Can you suggest other things that could have been done?**

**Doing**

- One Book One Nebraska
- Data bases
- Webinars
- Inter-library loan
- Reference
- Talking Books and Braille Service
- Staff always available for training
- Data base road shows
- Learning efforts – for all library types
- N-Compass LIVE WEEKLY broadcasts
- OverDrive
- Commission chooses and vets links for NebraskAccess
- Nebraska Access
- N-Compass
- Training
- BTOP computer grant
- System grants for programming

**Suggestions**

- Grants
- Continued funding for all life-long learning efforts
- Book Club kits
- Remote access data bases
- Make OverDrive available to all Nebraskans, whether or not local public library participates, e.g., statewide portal to all services.
- Basic skill courses without cost
- Patrons' life-long learning help with SRP
- Scholarships for life-long learning for librarians (for example, ARSL attendance)
- Maker Spaces in public and school libraries (work with UNL Extension on NSF and IMLS grants)
- Library customers want to learn to digitize momentos/memories, e.g., convert slides/tapes to DVD. Could systems have rotating equipment?
- Further advancements in technology
- Mobile "Do Space"
- Life-long learning on-line courses for library customers, e.g., Lynda/Gale courses.
- Library mobile unit with tools
- Free courses for patrons or just courses for life-long learning

**I. What did the Nebraska Library Commission do to support your type of library's *cultural enrichment efforts*? Can you suggest other things that could have been done?**

### Doing

- Nebraska Memories
- Center for the Book
- Work with Nebraska Library Association and other partners on social media and shaping policy
- One Book One Nebraska
- Newsletters promoting local authors
- Nebraska's Sesquicentennial 150 book list and events
- Talking Book and Braille services
- Book Club kits
- Reading programs for all ages
- Interlibrary loan
- Summer Reading Program
- Regional Library Systems grants for programming (such as author programs for children)
- Summer reading programs

### Suggestions

- Continue work with libraries on social media use and policy to build community/building on local culture
- Author tours to public libraries
- Make sure state-wide initiatives make it to all areas of the state
- A way to sustain reading initiatives like Nebraska Sesquicentennial 150 List
- Author tours with NLC help for cost and coordination
- Multiple summer reading themes (one that would be cultural, one that would be more general, e.g., differing genres)
- Partnership with HN (Humanities?)-History (Nebraska memories tie-in)
- Help local libraries preserve community history through digitization
- Library of Congress program promotion by NLC/Systems
- Help local libraries find out about and access exhibits
- Help libraries to help local authors to self-publish
- Have a clearinghouse with museum information

**II. Under the current plan, has the Nebraska Library Commission provided your type of library additional *tools* to sustain needed programs and services to your target audiences? Can you suggest other things that could have been done?**

### Doing

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Technology grants, e.g., LSTA, BTOP</li><li>• Help automating catalogs</li><li>• Webinars to help train staff</li><li>• Nebraska Access training</li><li>• Meeting space</li><li>• Go to Webinar software</li><li>• Book repair workshops</li></ul> | <ul style="list-style-type: none"><li>• Subject searching of N-Compass Live</li><li>• Book Club kits</li><li>• Nebraska Access</li><li>• Over Drive</li><li>• Negotiated discounts; state-wide purchasing</li><li>• IT trouble shooting</li></ul> |
|---|---|

- Pioneer
- Strategic planning support and consulting in general
- E-rate training and reminders
- Printers
- Manuals
- Summer reading materials
- Nebraska Access data bases
- Inter-library loan
- Nebraska libraries on the web blog
- Early literacy tools
- B/talk computers
- Opportunity for blogs – target audiences

### Suggestions

- Financial assistance for occasional face-to-face training
- More subject searching of N-Compass Live
- Additional help in IT trouble shooting (encryption; go-between library and vendor; share information from other libraries that have already experienced similar IT problems)
- Technology “petting zoo.” Partner with Systems.
- Training and tools to help with marketing, e.g., Facebook and Twitter
- Post AD training
- On-line courses for customers, e.g., Lynda/Gale programs
- More early literacy tools
- Older adult programming

III. **Has the Nebraska Library Commission helped provide your library staff, administration, governing board and volunteers with *skills* to provide and sustain your library’s programs and services to your target audiences? Can you suggest other things that could have been done?**

### Doing

- Webinars for boards and staff
- Summer reading program training
- American Library Association – United for Libraries membership
- Cataloging help and classes
- Certification and accreditation standards (helpful in getting training for staff)
- Strategic planning
- Grants and scholarships to attend conferences
- E-rate help
- Library board training
- Basic skills classes
- STEM/STEAM
- N-Compass LIVE
- Big Talk for/from Small Libraries
- Workshops provided in rural areas

### Suggestions

- Help libraries with ISP decisions, e.g., collect information on ISP’s and distribute (Network Nebraska education)
- Lincoln and Omaha are now using Network Nebraska. Could that option be explored for smaller public libraries?

- Help school and public library collaborations
- Additional “train the trainer” help so that libraries can help customers use wi-fi on their own devices
- More tools, resources, etc. for any type of library and customers to reflect the reality of our customers
- More financial literacy resources

**Notes from Regional Library System Directors’ Focus Group  
LSTA Five Year Plan 2013 – 2017**

**Responses to the four questions**

**1. What did the Nebraska Library Commission do to support your type of library’s *life-long learning efforts*?**

- Promotion of 24/7-type services (e.g., OverDrive)
- NCompass Live Archive
- Interlibrary loan, especially for small libraries
- Immediate, nice response to questions via phone (personable)

**Can you suggest other things that could have been done?**

- Access for all Nebraskans to resources (e.g., Mango, Lynda.com, Great Courses)

**2. What did the Nebraska Library Commission do to support your type of library’s *cultural enrichment efforts*?**

- The Commission puts into the grant agreement with the Systems, the need to serve diverse communities
- Book Kits – allows smaller libraries to have discussions about literature
- Nebraska Center for the Book
- Letters about Literature – for kids to write to an author

**Can you suggest other things that could have been done?**

- Some means by which libraries can put up successful program ideas for adaptation
- Getting good speakers inexpensively
- Expand the Presenters’ Database beyond children’s programs, to include authors willing to Skype
- Statewide Hoopla access
- Promote and post information on the Humanities Nebraska grants, Nebraska Writers’ Guild, Nebraska Arts Council, and UNL Speakers Bureau grants

**3. Under the current plan has the Nebraska Library Commission provided your type of library *additional tools* to sustain needed programs and service to your target audiences?**

- The NebraskaAccess databases
- The “Books in Series” database
- The opening page before you get into NebraskaAccess (vetted information)
- The “Ask Reference” chat box (Monday through Friday, from 8 AM to 5 PM)
- Summer Reading Program – workshops and manuals

- WebJunction access
- United for Libraries/ALTAFf membership – Trustee Academy; website (also listed under question 4)
- Nebraska Library Commission staff – People don’t know they can just call
- Pioneer Consortium
- The entire Nebraska Library Commission website
- Professional collection of library materials (and the regular e-mail list of selected titles from that collection)

**Can you suggest other things that could have been done?**

- Do a better job of letting people know about NLC services/resources (e.g., “150 Things We [NLC] Do”
- A more user-friendly website – the search box is a “work around”
- A more user-friendly catalog

**4. Has the Nebraska Library Commission helped provide your library staff, administration, governing board and volunteers with *skills* to provide and sustain your library’s programs and services to your target audiences?**

- Basic Skills classes
- Upcoming, free webinars list from Holli Duggan (CE Coordinator at NLC)
- E-rate training and follow-up help from Christa Burns of NLC
- Bibliostat (annual collection of library statistics) help from Sam Shaw at NLC (Libraries would not collect statistics without this.)
- Big Talk from Small Libraries annual webinar (organized by Christa Burns at NLC)
- Underwriting attendance at regional conferences such as ARSL, through CE & Training Grants from NLC
- Advocacy with state and federal legislators
- The Systems – their *raison d’etre* – there to provide library skills, tools, and diagnosis locally for libraries
- United for Libraries/ALTAFf membership – Trustee Academy; website (also listed under question 3)

**Can you suggest other things that could have been done?**

- Deciphering and explaining jargon used by municipalities and jargon used by libraries, to librarians, to avoid misunderstanding or deception (with terms such as “acquisitions” which mean different things to both parties).
- Getting librarians more at ease with legalities

**Notes from Nebraska Library Commissioners'  
Focus Group – January 13, 2017  
LSTA Five Year Plan 2013 – 2017**

**Responses to the four questions**

**1. What did the Nebraska Library Commission do to support your type of library's *life-long learning efforts*?**

- Grants (technology-related) written for equipment, software, etc. – which allow citizens access to online courses, etc.
- NCompass Live
- Access to Commission staff (We also include the Systems in this comment.) by libraries
- Strategic planning process encouragement – leads to meeting librarians' own life-long learning goals as well
- FINRA effort – financial literacy project
- Statewide database licensing which subsidizes access for all citizens to information
- Coordination among consortia within the state
- Nebraska Library Commission advocates for library libraries to be a vital part of community development and community improvement
- Grants that include youth in the community and in the library – Youth Grants for Excellence, and library internship grants
- Work with the League of Nebraska Municipalities – increased visibility of libraries
- Recognition of Nebraska authors, and achievement of literacy (via the Center for the Book; 150 Nebraska anniversary activities) – for all ages, for society as a whole, and in government (The ability to read and comprehend is the goal.)

**Can you suggest other things that could have been done?**

- Help libraries apply technology to improve skills of the library staff and board
- PR aspect – a large segment of our population does not understand what Nebraska Library Commission does. (We need to share information more.)
- The point immediately above is especially true about the Talking Book and Braille Services of the Commission – We need to get the word out better to people who need these services.
- Promote the library field as a vocation for the younger generation.

**2. What did the Nebraska Library Commission do to support your type of library's *cultural enrichment efforts*?**

- One Book / One Nebraska
- MANGO – for foreign language learners

**Can you suggest other things that could have been done?**

- Need to provide support for more services for immigrants
- Continue to support literacy groups
- More relationships with other entities such as the State Historical Society (NLC does have on going relationships with Humanities Nebraska.)
- Reach out to Native American communities
- The Pioneer Consortium is doing something with Native Americans. [John – I think the Commissioner must have been thinking of some other entity. I work with the Pioneer Consortium closely, and I've not heard anything about this.]

**3. Under the current plan has the Nebraska Library Commission provided your type of library additional *tools* to sustain needed programs and service to your target audiences?**

- Yes – Summer Reading Program, especially the new formats
- Easy access via Nebraska Library Commission’s website
- Grants to System; and, in turn, grants from Systems to individual libraries
- If the Commission is selected for the IMLS grant, that will be tremendous.
- Partnerships with Maker spaces
- Partnerships with UN-L Extension
- Nebraska Library Commission’s staff – intentionality of purpose

**Can you suggest other things that could have been done?**

- Keeping up with changes through conference attendance, professional reading, etc. and sharing what is learned with those that have fewer resources (This needs to continue.)
- Job training resources (job skills, etc.) – need to be more widely available, for example, information on positions in the trades
- Public libraries and public library boards -- Nebraska Library Commission must continue to encourage local libraries to be in touch with their communities’ needs
- Visits by and to “peer libraries” (either individually or in groups) and evaluation especially for small libraries (somewhat reminiscent of Western Library System’s “job-a-likes”)

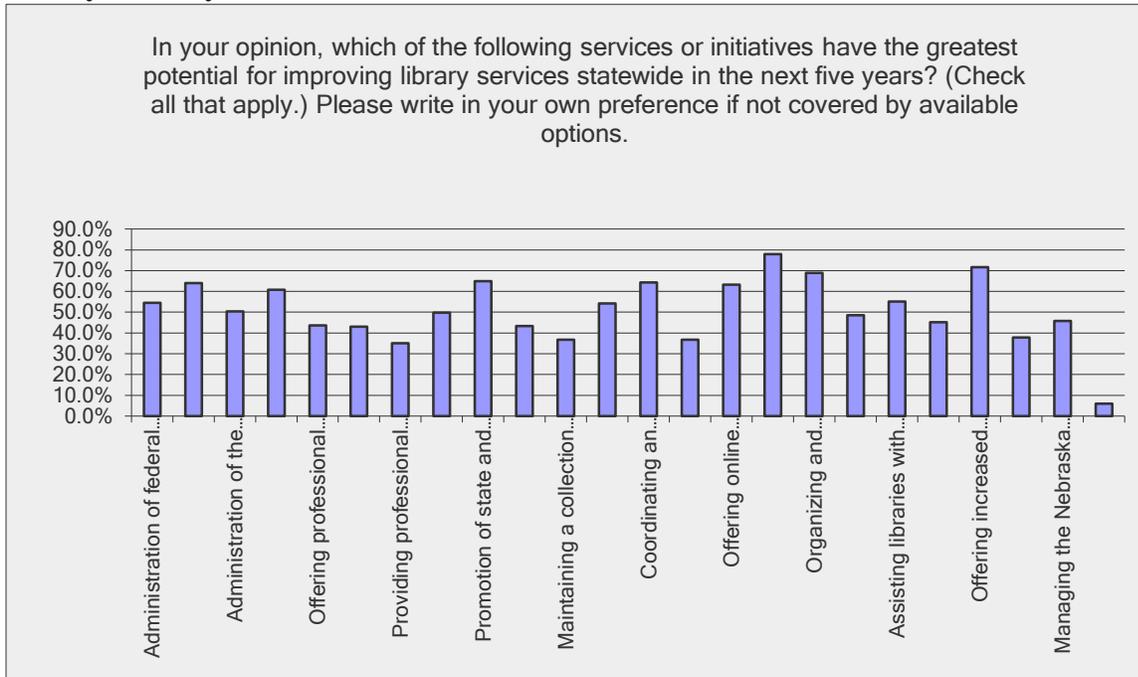
**4. Has the Nebraska Library Commission helped provide your library staff, administration, governing board and volunteers with *skills* to provide and sustain your library’s programs and services to your target audiences?**

- Nebraska Library Commission (YES!) excels in making staff and library boards aware of what they need to know and do (from where they are). This needs to continue.
- Continue to support library policy efforts – how to write, review, etc.

**Can you suggest other things that could have been done?**

- Help develop Hispanic-related services
- Share best practices for security issues in libraries (very timely) – within libraries and communities (Michael cited the Three Rivers Library System’s upcoming workshop on the topic.)

## Survey Monkey Results



## Evaluation of NE 2013-2017 Library Services and Technology Act (LSTA) Plan

In your opinion, which of the following services or initiatives have the greatest potential for improving library services statewide in the next five years? (Check all that apply.) Please write in your own preference if not covered by available options.

Answer Options	Response Percent	Response Count
Administration of federal Library Improvement Grants to facilitate growth and development of library programs and services in Nebraska public and institutional libraries by supplementing local funding with federal funds designated for these purposes	54.5%	156
Providing basic skills instruction for library staff	64.0%	183
Administration of the Nebraska Public Library Accreditation program	50.3%	144
Maintenance of a Nebraska librarian certification program	60.8%	174

Offering professional consulting services in library operations and governance for directors, trustees, and community officials	43.7%	125
Assisting libraries with applications for e-rate discounts on telecommunications services	43.0%	123
Providing professional consulting in services to children and young adults	35.0%	100
Offering and administering competitive grants for services to youth	49.7%	142
Promotion of state and national reading projects for youth, including active involvement in the Collaborative Summer Library Program	65.0%	186
Providing expert information research services for Nebraska library personnel	43.4%	124
Maintaining a collection of professional library resources for use by Nebraska library staff	36.7%	105
Collecting and loaning book club kits for use in local library reading promotions	54.2%	155
Coordinating an interlibrary loan service for state-wide resource sharing	64.3%	184
Reimbursing libraries for loaning materials to other Nebraska libraries	36.7%	105
Offering online educational opportunities on topical library issues (e.g. NCompass Live)	63.3%	181
Providing unrestricted access to online subscription databases to all Nebraska libraries and citizens	78.0%	223
Organizing and managing the Nebraska OverDrive Libraries Group to make e-books and digital audiobooks affordable to libraries that might not otherwise be able to provide these materials, through cost-sharing between members and financial support from the Nebraska Library Commission.	68.9%	197
Ensuring that Nebraskans with a print-related disability will have access to regional books and magazines in an accessible format as	48.6%	139

well as to the Library of Congress Talking Book and Braille collection		
Assisting libraries with efforts to market and promote their services and programs	55.2%	158
Developing and coordinating state-wide library promotion initiatives	45.1%	129
Offering increased educational opportunities to ensure that library personnel can acquire the knowledge, skills, and abilities needed to deal with technology-related issues and challenges.	71.7%	205
Collecting and using library statistical data as part of the national Public Libraries Survey program in partnership with other state library agencies and the Institute of Museum & Library Services (IMLS)	37.8%	108
Managing the Nebraska Memories project to digitize Nebraska-related historical and cultural heritage materials and make them available via the Internet.	45.8%	131
Other (please list)	5.9%	17

### Evaluation of NE 2013-2017 Library Services and Technology Act (LSTA) Plan

Among the LSTA program priorities are:

- 1) expanding library services to support such individuals' needs for education, life-long learning, workforce development, and digital literacy skills;
- 2) improved coordination among and between libraries and entities (public, private, and community-based), for the purpose of improving the quality of and access to library and information services;
- 3) providing training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership;
- 4) targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and
- 5) developing library services that provide all users access to information through local, State, regional, national, and international collaborations and networks. Please share any examples/stories that you have from your library that indicate that these kinds of activities are happening as a result of the

services/initiatives that the Nebraska Library Commission has undertaken using LSTA funds.

Answer Options	Response Count
	119
<i>answered question</i>	119
<i>skipped question</i>	338

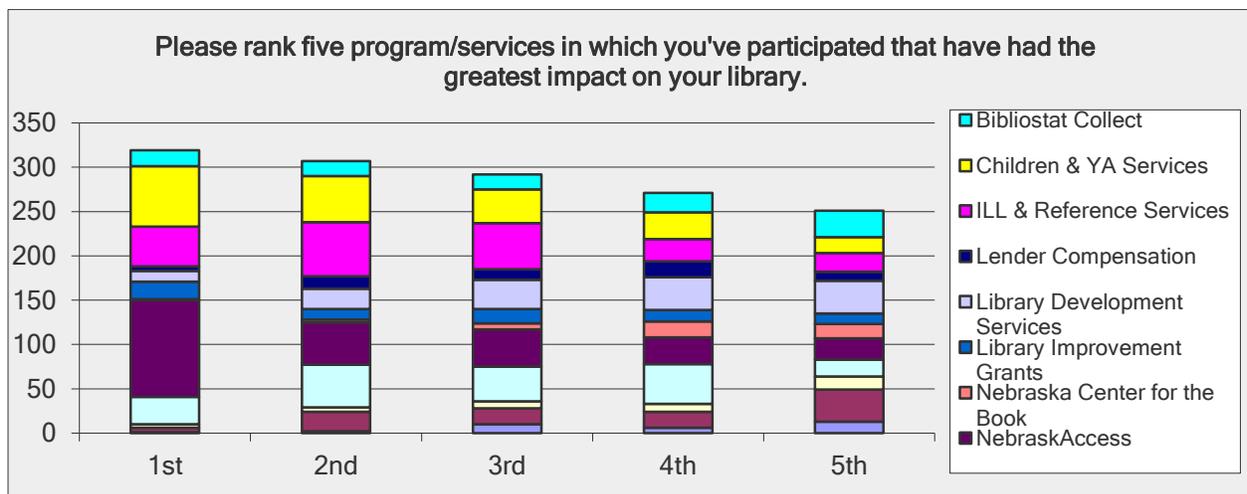
### Evaluation of NE 2013-2017 Library Services and Technology Act (LSTA) Plan

Does your library make the following LSTA focused technologies/programs available?

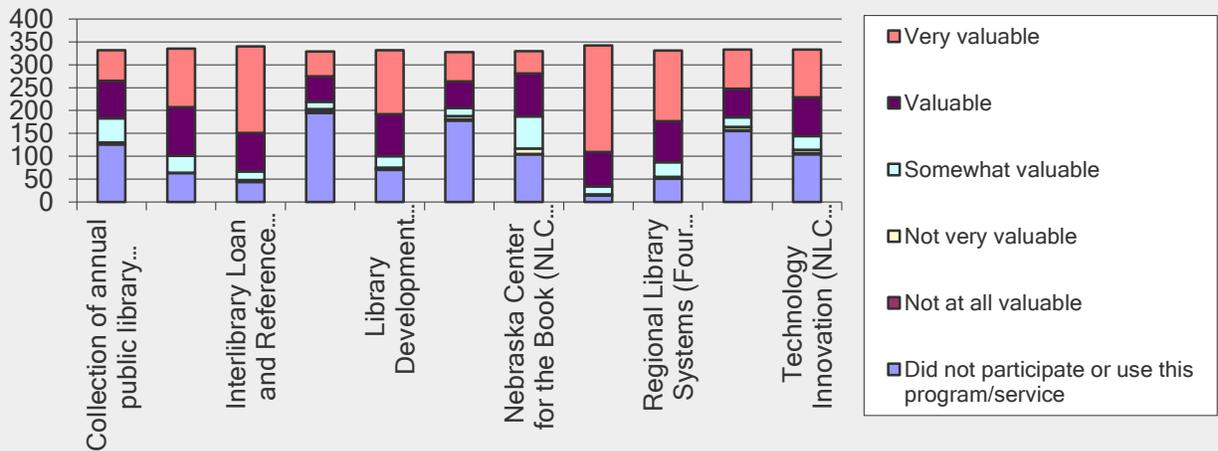
Yes or No

Answer Options	Yes	No	Response Count
Early learning technology(ies) such as AWE or tablet computers dedicated to Pre-K?	94	208	302
Programs targeted to individuals with limited functional literacy skills?	96	205	301
Job/employment resources (e.g. online or library sponsored programs)?	160	142	302
Language learning (e.g. Mango Languages, powerSpeak, or in person)?	74	229	303
Health resources (in person or online)?	165	138	303
Programs targeted to immigrants/refugees?	47	251	298
Programs for individuals with disabilities?	93	204	297

Homework assistance (e.g. online or in person)?	137	160	297
Technology-related programs (e.g. how to use phone, tablet, or other electronic devices)?	190	111	301
Early literacy programs (Pre-K)?	167	129	296
			<b>Question Totals</b>
Other (please specify)			16
			<b>answered question</b>
			<b>310</b>
			<b>skipped question</b>
			<b>147</b>



Please rate the LSTA-funded programs and services your library has used or participated in the last FOUR YEARS (at any time from 10/1/2012 to today).



### List of Acronyms

BARD	Braille and Audio Reading Download
COMMISSION	Nebraska Library Commission
CSLP	Collaborative Summer Library Program
ILL	Interlibrary Loan
IMLS	Institute of Museum and Library Services
LSTA	Library Services and Technology Act
MLS	Master of Library Science (academic degree)
NCB	Nebraska Center for the Book
NLC	Nebraska Library Commission
NLS	National Library Service
OBON	One Book One Nebraska
OCLC	Online Computer Library Center
OPAC	Online Public Access Catalog
SACL	State Advisory Council on Libraries
TBBS	Talking Book and Braille Service