

Louisiana State Library

Prepared for:

**Louisiana Department of Culture,
Recreation and Tourism**



The Louisiana Research Team



Acknowledgements

This report was prepared by **Marilyn Hankel**, Associate Dean of Library Services, Earl K. Long Library, University of New Orleans with the assistance of **Marianne Hawkins Marcell**, Research Analyst and **Melody Alijani**, Assistant Research Analyst in the Division of Business and Economic Research at the University of New Orleans. Thanks is also given to **Janet Speyrer, PhD**, Associate Dean for Research, College of Business, University of New Orleans for her direction on this project and help with the surveys and economic analysis and to **Harsha Chacko, PhD**, Professor of the Lester E. Kabacoff School of Hotel, Restaurant, and Tourism Administration, University of New Orleans, for his help with the surveys. Thanks and recognition is also given to the **LSU Public Policy Research Lab** and to **Dek Terrell, PhD**, Director of the Division of Economic Development and Forecasting, College of Business, LSU, for helping with data collection. Recognition and thanks also go to **Diane Brown**, Deputy State Librarian for her helping in providing State Library data and feedback, as well as to **Tom Jaques**, recently retired State Librarian, and **Rebecca Hamilton**, new State Librarian for their cooperation and help with the project. Finally, recognition is given to various other members of the Louisiana Research Team who provided specific information relevant to the results reported.

Executive Summary

This study examines the role of the State Library of Louisiana and its contribution to the quality of life and the economy in Louisiana for the year 2004-05, and some limited post-Katrina information. The emphasis will be on quality of life.

STATE LIBRARY PATRON PROFILE

Onsite Survey

- Most patrons (78.2%) of the State Library are state employees or retired state employees. The other patrons (21.8%) include the general public, educators, students, and blind/physically handicapped.
- Most patrons of the State Library are between 30 and 65 years of age (79%).
- Most State Library patrons have an education beyond high school (91.9%) with 51.7% of those with a 4 year college degree or higher.
- 44.3% of the patrons have an income between \$25,000 and \$50,000, and 29.9% have an income between \$51,000 and \$100,000.
- 74.3% of the patrons are aware of remote access to the State Library, and 65.9% of them have connected to the State Library's website.
- Of those physically going to the State Library, 50.9% drove and 46.7% walked.

STATE LIBRARY PATRON PROFILE

Web Survey

- Most patrons (65%) answering the web survey are state employees or retired state employees. The other patrons (35%) include the general public, educators, and students.
- Most are between 30 and 65 years of age (80%).
- Most have an education beyond high school (92.5%) with 80% of those with a 4 year college degree or higher.
- 52.5% have an income between \$25,000 and \$50,000, and 25% have an income between \$51,000 and \$100,000.

PUBLIC LIBRARY DIRECTORS AND BRANCH MANAGERS PROFILE

- 49.4% of the respondents were in rural public libraries.
- 23.5% of the respondents were in suburban public libraries.
- 25.9% of the respondents were in urban public libraries.

LOUISIANA BOOK FESTIVAL PROFILE OF AUDIENCE

- It was estimated that just over 11,000 were in attendance.
- The audience had a high level of education with 31% holding a bachelor's degree only and 54% had attained graduate degrees.
- Almost 30% of those attending reported a household income exceeding \$75,000 and 45% reported household income between \$35,000 and \$75,000.
- Attendees were predominantly white (90%) and female (80%). The second largest ethnic group was Asian (5%).
- Most (66%) were between the ages of 31-60.
- Most attendees came from greater Baton Rouge (59%) with the second largest group visiting from the New Orleans area (14%).
- The majority (80%) came with at least one friend or family member
- Parents made up 57% of the sample and roughly 1 in 5 of the attendees brought their children to the book festival.

STATE LIBRARY EXPERIENCE

Onsite Survey

- The top three library services that were reported ever used at the State Library are reading a book, journal, magazine in the general collection (72.2%), checking out books from the general collection (71.7%), and asking a librarian to help in finding information in the library or on the Internet (68.3%). These are followed closely by checking out a video, CD, audio tape, etc. (58.9%), using electronic databases (58.9%), using reference materials in the library (57.8%), and using a library workstation to access the Internet (56.7%). Reported use by less than 50% included using the Louisiana Collection (45.6%), using state documents (33.9%), using interlibrary loan (33.9%), using federal documents (28.9%), attending a lecture, or some other sort of program, etc. (26.7%), using a meeting room (25.0%), asking an email reference question (21.1%), using a library workstation for other purposes (16.7%), and receiving technology instruction (12.2%).
- Those with the most positive ratings of either "strongly agree" or "agree" were as follows: State Library personnel provide professional assistance (92.9%), the State Library has a welcoming and comfortable environment (91.9%), and the resources and services of the State Library meet my personal needs (90.0%). These are closely followed by the resources and services of the State Library are a good value for the state money spent on them (87.1%), the State Library provides modern computer equipment for public access to information (85.7%), and the resources and services of the State Library meet my educational needs (83.2%). Also receiving high ratings include the resources and services of the State Library meet my work or job-related needs (78.7%), the State Library's website enables me to locate information on my own (76.9%), the State Library has appropriate print collections to meet information needs (74.4%), the State Library has appropriate electronic collections to meet information needs (73.9%), electronic databases are easily accessible from home or office (67.5%), the State Library has convenient hours (56.4%), the State Library provides timely interlibrary loan and

document delivery (56.1%). Those with the least positive ratings under 50% include the resources and services of the State Library are well publicized throughout the state (49.7%), the resources and services for the blind at the State Library meet the needs of the users (31.8%), the resources and services of the physically handicapped at the State Library meet the needs of the users (31.8%), and convenient parking is available (27.8%).

STATE LIBRARY EXPERIENCE

Web Survey

- The top three services that were reported used on this visit included using the Louisiana Collection (65%), checking out a book, journal, magazine in the general collection (60%), and using state documents (55%). The top three services that were reported being ever used were asking a librarian to help in finding information (65%), using electronic databases (62.5%), and using reference materials in the library (55%).
- Those with the most positive ratings of either “strongly agree” or “agree” were as follows: State Library personnel provide professional assistance (95%) and the resources and services of the State Library meet my work or job-related needs (90%). These are followed by the State Library provides modern computer equipment for public access to information (87.5%), the State Library’s website enables me to locate information on my own (87.5%), the resources and services of the State Library are a good value for the state money spent on them (85%), the resources and services of the State Library meet my personal needs (85%), the resources and services of the State Library meet my educational needs (83%), electronic databases are easily accessible from home or office (80%), the State Library has a welcoming and comfortable environment (77.5%), the State Library has appropriate print collections to meet information needs (60%), the State Library has appropriate electronic collections to meet information needs (57.5%), and the State Library provides timely interlibrary loan and document delivery (52.5%). Those with the least positive ratings under 50% include the State Library has convenient hours (37.5%), the resources and services of the State Library are well publicized throughout the state (25%), the resources and services for the blind at the State Library meet the needs of the users (20%), and resources and services for the physically handicapped at the State Library meet the needs of the users (17.5%).

STATE LIBRARY ECONOMIC BENEFITS/ECONOMIC IMPACT

- For every \$1 of state money spent by the State Library, \$1.04 is generated from federal money and the Gates Foundation and the secondary impacts on the state’s economy.
- Based on an intercept survey conducted at the Louisiana Book Festival held in November 2004, reported spending from people outside the Baton Rouge area was an average of \$81 per person which would suggest just over \$356,000 injected into the local economy as a result of the festival.
- When patrons were given the statement “The resources and services of the State Library are a good value for the state money spent on them” 87.1% either “strongly agreed” or “agreed” on the onsite survey, and 85% on the web survey.

- When asked to list the two most important economic benefits received from the State Library with a list of possible answers, the responses were as follows on the onsite survey: contributed to your learning and education, but not via a formal classroom setting (35.9%); made you more productive on the job (34.4%); helped you obtain general information (31.8%); supported your education in a formal school, college, or university (21.1%); helped you learn about new jobs or other business opportunities (9.7%); improved literacy (9.7%); introduced you to new technologies (5.6%); helped you obtain health information (5.6%); helped you obtain travel information (5.6%); helped you obtain business/government information (5.6%); helped you obtain tax information (4.6%); supported starting a business on your own (3.6%); contributed to your overall financial success (3.6%); helped you obtain a new job (3.1%); helped you with civic duties or politics (2.6%); helped you obtain legal information (2.1%); helped with issues concerning community development (2.1%). The web survey produced the following numbers: made you more productive on your job (55%), helped you obtain general information (30%), contributed to your learning and education but not via a formal classroom setting (22.5%), supported your education in a formal school, college, or university (15%), helped you obtain health information (12.5%), introduced you to new technologies (10%), helped you obtain business/government information (10%), helped you obtain legal information (7.5%), contributed to your overall financial success (2.5%), helped you obtain a job (2.5%), supported starting a business on your own (2.5%), helped you obtain travel information (2.5%), and improved literacy (2.5%).

PUBLIC LIBRARY DIRECTORS AND BRANCH MANAGERS EXPERIENCE

- The evaluations given for the following statements that were “strongly agree” or “agree” are as follows: electronic databases provided by the State Library are essential to meet patrons’ information needs (95.1%); State Library provides timely interlibrary loans and document delivery (95.1%); the summer reading program of the State Library enhances the potential of children to become lifelong readers (95.1%); I am aware of the available resources and services of the State Library (88.9%); State Library personnel provide reference referral services (86.4%); the State Library provides necessary infrastructure to support public Internet access (86.4%); the State Library website provides easy access to information (84%); State Library personnel provide essential consulting services to public libraries in the area of Children’s Services (82.7%); resources and services of the State Library meet the needs of the blind (81.4%); by digitizing unique Louisiana materials the State Library is increasing their availability (80.2%); State Library personnel provide high quality professional assistance (76.5%); the State Library effectively spends Federal LSTA funds (76.5%); the State Library has appropriate print collections to meet information needs (75.3%); the State Library has appropriate electronic collections to meet information needs (72.9%); the State Library provides other needed training and continuing education opportunities to public library staff (71.6%); the State Library effectively provides statewide public relations and library promotion campaigns (67.9%); the State Library provides leadership and support in making modern computer equipment available to easily access information (64.2%); the State Library personnel provide essential consulting services to public libraries in the area Louisiana law and legislation (64.2%); the State Library personnel provide essential consulting services to public libraries in the area of general administration (61.8%); State Library

personnel provide essential consulting services to public libraries in the area of technology (61.8%); the State Library provides essential collection development support to public libraries through state aid (61.7%); the resources and services of the State Library meet the needs of the physically handicapped (59.2%); the State Library provides needed training and continuing education opportunities for technology support to public library staff (54.3%); the State Library provides essential literacy program support for children (53.1%); the State Library personnel provide essential consulting services to public libraries in the area of trustee training (45.7%); State Library personnel provide essential consulting services to public libraries in the area of literacy programs (45.7%); State Library personnel provide essential consulting services to public libraries in the area of collection development (40.9%); and State Library personnel provide essential consulting services to public libraries in the area of building and construction (29.6%).

HURRICANE KATRINA POSTSCRIPT MARCH 2006

- The state's public libraries that were not impacted by Katrina became information hubs for evacuees with their public Internet workstations. A phone survey was conducted in March 2006 by the LSU Public Policy Research Lab and several questions were asked about the public computer workstations in local public libraries in Louisiana and in the State Library. Statewide, 50.4% of those responding either "strongly agreed" or "agreed" that those public computer workstations in parish public libraries provided them access to the Internet to get critical information after Hurricanes Katrina and Rita. Of those responding, 43.5% either "strongly agreed" or "agreed" that those public computer workstations in the State Library provided them access to the Internet to get critical information after Hurricanes Katrina and Rita.
- Public libraries have been providing services to evacuee children at shelters as well as at public library locations that were not damaged.
- Many public library locations in the following parishes suffered damages from Hurricanes Katrina and Rita: Calcasieu, Cameron, Jefferson, Jefferson Davis, Lafourche, Orleans, Plaquemines, St. Bernard, St. Tammany, Terrebonne, and Vermilion. As of March 17, 2006, 37 of 339 locations are closed with 7 of those being closed permanently. Some of those that are open as of this report have limited hours and some offer basic services only.

Introduction

This study examines the role of the State Library of Louisiana (<http://www.state.lib.la.us/>) and its contribution to the quality of life and the economy in Louisiana for the year 2004-05, and some minimal post-Katrina information. The emphasis will be on quality of life. The State Library of Louisiana is located in downtown Baton Rouge near the State Capitol and other state office buildings at 701 North 4th Street.

The National Center for Education Statistics defines a state library as the official agency of a state that is charged by state law with the extension and development of public library services throughout the state and that has adequate authority under state law to administer state plans in accordance with the provisions of the Library Services and Technology Acts (LSTA) (P.L. 104-208). Beyond these two roles, state library agencies vary greatly. They are located in various departments of state government and report to different authorities. They are involved in various ways in the development and operation of electronic information networks, and they provide different types of services to different types of libraries. The State Library of Louisiana is one of four state libraries along with the state libraries in New Hampshire, New Mexico, and North Carolina in the United States that are part of a department of cultural resources. In some states, state libraries are independent agencies reporting to the Governor or a board or commission. Others are part of the states' departments of education or departments of state. Since Louisiana is a state with rich natural and cultural resources, and libraries collect and provide access to information about such valuable resources, it is not surprising that the State Library of Louisiana is a part of the Louisiana Department of Culture, Recreation, and Tourism.

As stated in its strategic plan, *the mission of the State Library of Louisiana is to build an informed, literate, and participative citizenry by ensuring preservation of and access to educational, cultural, and recreation resources, especially those resources unique to Louisiana.* Also, the goals in its strategic plan state that *access to information is necessary for economic growth and a literate and informed society. The Office of the State Library will provide a central collection of materials that meet the needs of government. The State Library will play a leadership role in improving local library services across the state, serving the informational needs of blind and visually impaired citizens, and in the development of public libraries in parishes throughout Louisiana. To do this it will ensure access to resources through customer service, effective promotional strategy, and technological infrastructure; ensure the expansion and development of resource collections in a variety of print, media, and electronic formats; increase the number of registered library users; and contribute to future prosperity of Louisiana citizens by attracting young children to become lifelong learners and readers.* Objectives that specifically apply to the parish public libraries include the following: *training and workshops for librarians; publicize resources and services of the State Library; provide a sophisticated telecommunications infrastructure; provide a usable and relevant State Library collection; make informational databases available statewide; provide services for the blind and physically handicapped; have summer reading programs for children.*

While the specific services state libraries in general provide vary, the State Library of Louisiana provides a wide range of services, including the following:

- It maintains technical and specialized collections supporting the business of state government, supplementing parish public library collections, and complementing collections in Louisiana's college and university libraries. For more detail, the State Library's collection development policy is available at http://www.state.lib.la.us/la_dyn_templ.cfm?doc_id=38
- It provides in-depth reference and research services to state government employees and to the general public using its extensive resources of printed materials and electronic databases, including those on the Internet.
- It provides leadership in the coordination of all library services and resource sharing by all types of libraries in the state—academic, public, special, and school—to provide for optimum usefulness and equal access.
- It administers \$1.5 million annually in state aid to Louisiana's parish public libraries to enhance their material collections and to update their technology.
- It supports the development and improvement of public and parish libraries through consultative, educational, resource sharing, and long range planning assistance. It also collects a variety of data annually on the parish public libraries including statistical information on staff, collections, circulation, revenues, expenditures, public internet workstations, use of electronic databases, and children's programs. The most recent report, entitled "Public Libraries in Louisiana, Statistical Report 2004" can be found at http://www.state.lib.la.us/la_dyn_templ.cfm?doc_id=278
- It provides information and distributes materials from its collection of over 1 million items and from the collections of other libraries throughout the country through interlibrary loan to state officials and employees and the general public.
- It enables resource sharing through its web-based statewide interlibrary loan service by providing for a statewide delivery system to all public libraries.
- It provides access to electronic resources by supporting the public library network of over 2,000 public access Internet workstations and by providing public libraries with T-1 Internet connections.
- It provides public access to a collection of electronic databases representing thousands of books, magazines, and articles on a wide range of subjects.
- It provides consultative and technical assistance to state agencies in the collection and maintenance of their materials; administers the Louisiana Government Information Network (LaGIN) for state agencies; participates in the Louisiana Geographic Information System (GIS); and participates in the federal library statistics program administered by the U.S. Bureau of the Census and the National Center for Educational Statistics.
- It administers the Louisiana State Documents Depository Program and serves as a federal documents depository.
- It actively participates in the war against illiteracy by providing print materials and literacy software, guidance to public libraries applying for federal literacy grants, and training workshops for literacy tutors.
- It supports Louisiana's public libraries in the development and implementation of services to young people ages six and up.
- It provides focus to children's reading needs by administering the award winning Louisiana Summer Reading Program, the Teen Reading Program, and the Louisiana Young Reader's Choice Award.

- It focuses on enhancing public library services to meet the emergent literacy needs of children from birth to age six by developing resources and conducting training workshops for teachers and caregivers to demonstrate strategies that develop young children's literacy skills.
- It aids in the provision of library services in the state's health and correctional institutions.
- It serves directly Louisiana residents who are blind and physically handicapped. The State Library also has a homepage for the visually impaired at http://www.state.lib.la.us/VisImpaired/visimp_dyn_templ.cfm?doc_id=99
- In addition, the Center for the Book, which is housed in the State Library of Louisiana, holds a Louisiana Book Festival in Baton Rouge every year in the Fall (beginning in 2002). The Louisiana Center for the Book was established in the State Library of Louisiana in 1994 for the purpose of stimulating public interest in reading, books and libraries. It is affiliated with the Center for the Book in the Library of Congress and works to accomplish its mission in three ways: by developing, sponsoring and coordinating statewide reading and writing enrichment programs for children; by identifying and nurturing the objectives of Louisiana's writers, publishers, and others involved in the creation and promotion of books; and by encouraging Louisianans to read by presenting or sponsoring public presentations by accomplished authors, thus enabling the public to interact with living authors.

Based on the 2003 fiscal year National Center for Education Statistics (NCES) data, the State Library of Louisiana has total expenditures per capita of \$2.02 compared to the U.S. average of \$3.77. Their operating expenditures per capita are \$1.68 per capita compared to a national average of \$1.04. In the recently released NCES data for 2004, the State Library of Louisiana has total expenditures per capita of \$2.08 compared to the U.S. average of \$3.55. Their operating expenditures per capita in 2004 are \$1.62 compared to a national average of \$1.03. Visits to the State Library went up from 119,936 in FY 2003 to 144,666 in FY 2004. Circulation of library materials went up from 39,079 in FY 2003 to 47,042 in FY 2004. Interlibrary loan/document delivery provided to other libraries also went up from 43,363 in FY 2003 to 47,356 in FY 2004. Reference transactions went down slightly from 14,773 in FY 2003 to 13,982 in FY 2004.

Methodology

In the initial research phase of this project, studies of other public libraries and their impact on the quality of life and the economy were gathered to determine the best approach for this study because no one approach is dominant. Appendix C has the complete citations to the reports gathered. The various studies and reports including Barron (2005), Griffiths (2004), McClure (1998), McClure (2001), and Ryan (2003), used a variety of approaches including surveys, analysis of use statistics, focus groups, economic impacts, economic benefits, return on investment, and attaching market monetary values to data that libraries traditionally collect such as the number of books circulated, and number of reference questions. The New York State Library (2004) produced a brochure on the economic impact of public libraries, and the Online Computer Library Center, Inc. (OCLC) (2003) provided a snapshot of the economic impact of libraries. The Louisiana Research Team decided that attaching monetary values to already existing library data was not a method to use in this study for several reasons. For one thing, this method may not be a valid economic impact measure because as an example, when someone checks out a book from a library, it takes away from the economic impact that buying a book would have. With this behavioral response, the library might even have a negative impact on the economy. Also, it is not the intention of libraries to generate economic impact. One might say that a library is a well-justified government function because no one or no other entity would provide such resources and services. Finally, these studies and reports were about all public libraries in a state, not just about the state libraries. Although the State Library of Louisiana provides many resources and services to the 339 parish public libraries in the state, the research team decided that since this study is about the Louisiana Department of Culture, Recreation, and Tourism this study is not about all of those mainly locally funded public libraries and therefore, these studies do not match the situation that is being studied. Although such a study is outside the scope of this report, a more extensive report on all public libraries could be done at a later date for a different audience.

There are two distinct areas where economic impact information is clearly defined. The first area is the economic impact on the state of the federal dollars and foundation grants. The second area is that of the Louisiana Book Festival.

The method for this study then consisted of four parts: survey design, implementation, and data analysis; return on objectives; economic benefits and economic impact with a specific event; and finally, return on investment of federal dollars and grant money.

Survey Design, Implementation, and Data Analysis

The research team decided to rely primarily on the survey technique, and it was determined that there would be a survey of the users of the State Library of Louisiana in Baton Rouge both onsite and posted on the State Library's website. Also, since the State Library provides some resources and services to the state's parish public libraries even though they are primarily supported by local revenue, it was decided to survey the directors and branch managers of the parish public libraries, but not the patrons of all of the state's parish public libraries.

The State Library patron survey both onsite and online, as well as the public library directors and branch managers surveys were designed using a combination of sources and methods. The survey questions were developed with the mission, goals, and objectives of the State Library's Strategic Plan in mind. Based on the Strategic Plan, some of the studies cited above provided guidance on what types of questions to ask in this study. Also, the State Library provided information from focus groups that the State Library conducted in August 2004 of their end users, public library directors, and staff that helped in the development of survey questions.

Because of privacy issues, surveys could not be sent by mail or email to State Library patrons so it was decided to distribute the surveys onsite at the State Library for those that physically go into the building, and the survey was posted on the front page of the State Library's website for those that use the State Library remotely. The research team also decided that even though some of the blind and physically handicapped patrons might be missed by such surveys, it was important that all patrons be surveyed in the same manner because this allows for a truly random sample.

In addition to the above surveys, it was also decided to conduct an intercept survey of the audience and volunteers at the annual Louisiana Book Festival which is sponsored by the Center for the Book in the State Library of Louisiana in the Fall. This survey was conducted by the LSU Public Policy Research Lab in November 2004 onsite at the Festival. Their random sample includes information from 160 members of the audience and 198 volunteers. It was estimated that just over 11,000 were in attendance throughout the day. The 2005 Louisiana Book Festival was cancelled because of Hurricane Katrina.

A phone survey was done by the LSU Public Policy Research Lab in March 2006 to gather some post-Katrina information for the whole CRT project. The research team decided to include a question about awareness of blind and physically handicapped resources and services in that phone survey because of concern about the onsite and web surveys of State Library patrons not reaching the intended audience. Questions about the importance of public computer workstations at the State Library and in public libraries in the state in obtaining critical information post-Katrina were also included in the phone survey.

The Division of Business and Economic Research (DBER) of the University of New Orleans printed and delivered the onsite surveys to the State Library, and the surveys were distributed randomly to every 7th person every day from August to October 2005 by State Library personnel. Surveying at the State Library was essentially uninterrupted due to Hurricane Katrina as physical surveying was taking place in Baton Rouge except for a brief time right after Katrina. The completed onsite surveys were sent to the UNO DBER for entering the data and compiling the results. The web survey was posted on the front page of the State Library's website for that time period, and the LSU Public Policy Research Lab conducted the survey on UNO's behalf and the data was then sent to the UNO DBER for programming and analysis. The survey of public library directors and branch managers was emailed to them in August 2005 before Katrina by the LSU Public Policy Research Lab and that data was also sent to the UNO DBER for programming and analysis. The intercept survey conducted at the Louisiana Book Festival in November 2004 and the post-Katrina phone survey was also conducted by the LSU Public Policy Research Lab and results were sent to UNO.

There were 232 respondents to the onsite survey of State Library patrons and 40 respondents to the web survey of State Library patrons. There were 81 respondents out of the 339 surveys emailed to public library directors and branch managers. There were 916 respondents to the post-Katrina phone survey.

Return on Objectives

The focus of this part was to examine the return on objectives of the State Library and it focused on the impact of the State Library on quality of life in Louisiana. Questions for library patrons were included regarding use of various State Library resources and services and their satisfaction with them including collections, computers, Internet access, economic benefits, as well as demographics. Questions for public library directors and managers were included dealing with State Library leadership, training, continuing education, consulting services, collections, and technology assistance.

Economic Impact/Economic Benefits

Several questions on the surveys included questions about economic benefits derived from the State Library's resource and services. In addition, the Louisiana Book Festival intercept survey was able to gather economic impact data for this event in November 2004. The Festival includes readers, writers and books by many exceptional authors and its intent is to grow a culture of literacy in Louisiana. Although the State Library distributed some evaluation forms to attendees in 2002 and 2003 and gathered limited information, the research team with the help of the LSU Public Policy Research Lab was able to conduct an intercept survey of the audience and volunteers at the Louisiana Book Festival in November 2004 to gather economic impact data. The 2005 Louisiana Book Festival was cancelled because of Hurricane Katrina, but plans are in place to hold the next one in the Fall of 2006.

Return on Investment

The research team decided that the State Library's impact on quality of life in Louisiana was far more important than a return on investment. However, it was decided that new dollars infused from sources outside Louisiana had a clear economic impact. Two such sources are the federal dollars that are received by the State Library that would not be received if no State Library existed, and the grant money received by the Bill Gates Foundation for technology. The federal dollars come from LSTA, and they are based on the population of the state and the State Library is also required to maintain a Maintenance of Effort level of state funding which is an average of the 3 preceding years to maintain the current level of funding. The Gates Foundation provided the Staying Connected Grant which is to be used for technology training and the replacement of public access terminals in all of Louisiana's public library systems.

RETURN ON OBJECTIVES

State Library Patrons – Onsite and Web

State Library patrons were asked to answer a number of questions dealing with the mission, goals, and objectives of the State Library as follows:

- Build an informed, literate, and participative citizenry
- Ensuring preservation of and access to educational, cultural, and recreational resources, especially those resources unique to Louisiana.
- Ensure access to resources through customer service, effective promotional strategy, and technological infrastructure.
- Ensure the expansion and development of resource collections in a variety of print, media, and electronic formats.
- Contribute to future prosperity of Louisiana citizens by attracting young children to become lifelong learners and readers.

Questions which were asked on the survey were more qualitative than quantitative to determine the importance of the State Library in enhancing the quality of life of its patrons. The questions were designed to address those goals and objectives. The following tables show the responses for % “strongly agree” or “agree”:

Services ever used	%Strongly Agree or Agree - onsite	% Strongly Agree or Agree - web
Read a book, journal, magazine in the general collection	72.2%	15%
Checked out books from the general collection	71.7%	25.0%
Asked a librarian to help in finding information in the library or on the Internet	68.3%	65%
Checked out a video, CD, audio tape, etc.	58.9%	N/A
Used electronic databases	58.9%	62.5%
Used reference materials in the library	57.8%	55.0%
Used a library workstation to access the Internet	56.7%	37.5%

Level of agreement with statements	%Strongly Agree or Agree - onsite	% Strongly Agree or Agree - web
State Library personnel provide professional assistance	92.9%	95%
The State Library has a welcoming and comfortable environment	91.9%	77.5%
The resources and services of the State Library meet my personal needs	90.0%	85%
The resources and services of the State Library are a good value for the state money spent on them	87.1%	85%
The State Library provides modern computer equipment	85.7%	87.5%

for public access to information		
The resources and services of the State Library meet my educational needs	83.2%	83%
The resources and services of the State Library meet my work or job-related needs	78.7%	90%
The State Library's website enables me to locate information on my own	76.9%	87.5%
The State Library has appropriate print collections to meet information needs	74.4%	60%
The State Library has appropriate electronic collections to meet information needs	73.9%	57.5%
Electronic databases are easily accessible from home or office	67.5%	80%
The State Library has convenient hours ¹	56.4%	37.5%
The State Library provides timely interlibrary loan and document delivery	56.1%	52.5%
The resources and services of the State Library are well publicized throughout the state	49.7%	25%
The resources and services for the blind at the State Library meet the needs of users ²	31.8%	20%
The resources and services of the physically handicapped at the State Library meet the needs of the users ²	31.8%	17.5%
Convenient parking is available	27.8%	N/A

A question about what resources or services they would like to see that the State Library provide that it does not now provide elicited a wide range of responses. See Appendix D to see all of the responses, but several that repeatedly were mentioned included a coffee shop and more audio, video and DVD materials.

¹ When asked if library hours should be extended, those that said "yes" said anywhere from longer hours on weekdays, open Saturdays, open Sundays, and even 24 hours. In general, most people would like libraries to open longer hours just in case they want to go to the library, not that they would. The State Library might want to consider some longer hours if the budget will allow, particularly on a Saturday for those that cannot get there during the work week.

² Over 50% had no response or N/A for the questions on blind and physically handicapped which could indicate that many patrons are not very well aware of those resources and services for the blind and physically handicapped or were unable to judge the resources because they are not blind or physically handicapped. When a cross tab was run on those who actually responded to the questions rather than N/A, two-thirds of the respondents either "strongly agreed" or "agreed" with the statements. Also, a phone survey done by the LSU Public Policy Research Lab in March 2006 had an awareness question about the State Library resources and services for the blind and physically handicapped, and 69.2% said "yes" they were aware of those resources and services.

Public Library Directors and Managers Survey

The public library directors and branch managers at the 339 public libraries served by the State Library were also surveyed and asked a number of questions dealing with the specifics of the services and resources that the State Library provides which are in line with the State Library's mission and goals above. There are some specific objectives that are directly relevant to those parish public libraries. Those specific objectives are as follows:

- Training and workshops for librarians
- Publicizing resources and services of the State Library
- Provide a sophisticated telecommunications infrastructure.
- A usable and relevant State Library collection.
- Make informational databases available statewide.
- Provide services for the blind and physically handicapped
- Have summer reading programs for children

Questions which were asked on the survey were more qualitative than quantitative to determine the importance of the State Library in working with the parish public libraries and enhancing the quality of life in the state. The questions were designed to address their objectives. The following tables show the responses for % "agree" or "strongly agree:"

The electronic databases provided by the State Library are essential to meet patrons' information needs	95.1%
The State Library provides timely interlibrary loans and document delivery	95.1%
The summer reading program of the State Library enhances the potential of children to become lifelong readers	95.1%
I am aware of the available resources and services of the State Library	88.9%
The State Library personnel provide reference referral services	86.4%
The State Library provides necessary infrastructure to support public Internet access	86.4%
The State Library website provides easy access to information	84.0%
The State Library personnel provide essential consulting services to public libraries in the area of Children's Services	82.7%
The resources and services of the State Library meet the needs of the blind	81.4%
By digitizing unique Louisiana materials the State Library is increasing their availability	80.2%
State Library personnel provide high quality professional assistance	76.5%
The State Library effectively spends Federal LSTA funds	76.5%
The State Library has appropriate print collections to meet information needs	75.3%
The State Library has appropriate electronic collections to meet information needs	72.9%
The State Library provides other needed training and continuing education opportunities to public library staff	71.6%
The State Library effectively provides statewide public relations and library promotion campaigns	67.9%

The State Library provides leadership and support in making modern computer equipment available to easily access information	64.2%
The State Library personnel provide essential consulting services to public libraries in the area Louisiana law and legislation	64.2%
The State Library personnel provide essential consulting services to public libraries in the area of general administration	61.8%
The State Library personnel provide essential consulting services to public libraries in the area of technology	61.8%
The State Library provides essential collection development support to public libraries through state aid	61.7%
The resources and services of the State Library meet the needs of the physically handicapped	59.2%
The State Library provides needed training and continuing education opportunities for technology support to public library staff	54.3%
The State Library provides essential literacy program support for children	53.1%
The State Library personnel provide essential consulting services to public libraries in the area of trustee training	45.7%
The State Library personnel provide essential consulting services to public libraries in the area literacy program	45.7%
The State Library personnel provide essential consulting services to public libraries in the area of collection development	40.9%
The State Library personnel provide essential consulting services to public libraries in the area of building and construction	29.6%

Louisiana Book Festival Survey

An overwhelming majority of survey respondents viewed the Louisiana Book Festival as a success. Of the audience, 89% found the overall quality of the book festival programs to be “Very Interesting” and 98% said they would return next year. 82% said that food concessions were “Good” or better, and 9 out of 10 reported parking as convenient. Half of the audience had attended the Festival before and most (83%) knew about the festival weeks in advance. Roughly two thirds of the audience visited the website along with the 60% of the volunteers who registered on-line. About two thirds of the volunteers surveyed rated the training and overall experience as “Excellent” with one fourth reporting “Good”. As for 2005 Book Festival volunteers, 58% of the 2004 volunteers reported that they would like to return. Youth attendance and audience diversity (demographic and geographic) appeared low. However, the attendees anticipated the event in advance and were extremely satisfied with the 2004 Louisiana Book Festival. Even though youth attendance was low, questions rating Children’s Programs including craft activities, story telling, face painting, and story book characters were overwhelmingly positive.

ECONOMIC BENEFITS/ECONOMIC IMPACT

State Library Patron Survey – Economic Benefits

When patrons were asked to rate the following statement: The resources and services of the State Library are a good value for the state money spent on them, 87.1% (onsite survey) and 85% (web survey) either agreed or strongly agreed with that statement.

When asked “what are the two most important **economic benefits** that you have received from the State Library” with a list of possible answers, the following responses were received:

	Onsite	Web
Contributed to your learning and education, but not via a formal classroom setting	35.9%	22.5%
Made you more productive on your job	34.4%	55%
Helped you obtain general information	31.8%	30%
Supported your education in a formal school, college, or university	21.1%	15%
Helped you learn about new jobs or other business opportunities	9.7%	0%
Improved literacy	9.7%	2.5%
Introduced you to new technologies	5.6%	10%
Helped you obtain health information	5.6%	12.5%
Helped you obtain travel information	5.6%	2.5%
Helped you obtain business/government information	5.6%	10%
Helped you obtain tax information	4.6%	0%
Supported starting a business on your own	3.6%	2.5%
Contributed to your overall financial success	3.6%	2.5%
Helped you obtain a new job	3.1%	2.5%
Helped you with civic duties or politics	2.6%	0%
Helped you obtain legal information	2.1%	7.5%
Helped with issues concerning community development	2.1%	0%

Louisiana Book Festival, November 2004 – Economic Impact

An estimated 4,400 people traveled to the Greater Baton Rouge area for the 2004 Louisiana Book Festival. Our survey asked those respondents traveling from outside Baton Rouge to estimate their spending at the Book Festival.

Table 1
Reported Spending for those from Outside Baton Rouge

Category	Average
Shopping	\$18.34
Meals	\$28.26
Transportation	\$11.94
Entertainment	\$5.31
Other	\$17.24
Total	\$81.09

Applied to 4,400 visitors, average spending of \$81.09 per person would suggest just over \$356,000 injected into the local economy as a result of the 2004 Louisiana Book Festival.

RETURN ON INVESTMENT

The State Library received \$3,200,757 in federal funds (LSTA) in 2004-05.

The State Library through the Louisiana Library Foundation disbursed \$201,824 in 2004-05 to public libraries from the Gates Foundation grant of \$934,320 grant that covers 2004-2007.

Based on the Maintenance of Effort level of funding which is the average of the 3 preceding years to maintain federal funding (LSTA), the operating budget for the State Library for the last 3 fiscal years is as follows:

2001-02 \$6,850,791

2002-03 \$6,438,052

2003-04 \$6,286,657

The average for those three years is \$6,525,167.

Applying output multipliers of 2.0068 to the federal funds of \$3,200,757 and 1.6618 (for technology services category) to \$201,824 equals \$6,759,182 and divide that number by the average of the state dollars for 3 years \$6,525,167 and that provides a return on investment of 1.04. This is a very conservative return on investment figure for the State Library of Louisiana because it does not quantify the harder to measure other benefits of the State Library such as the value of providing Internet access, consulting services to local libraries, and the many other such

resources and services provided by the State Library. However, it shows that for every \$1 spent by the State Library, \$1.04 was returned in federal and Gates Foundation money plus the secondary impact of this new spending.

APPENDIX A

OVERALL RESULTS OF THE SURVEYS

CONTENTS:

- A1. USER PROFILE FOR ONSITE SURVEY OF STATE LIBRARY PATRONS**
- A2. USER PROFILE FOR WEB SURVEY OF STATE LIBRARY PATRONS**
- A3. USER PROFILE FOR PUBLIC LIBRARY DIRECTORS AND BRANCH MANAGERS SURVEY**
- A4. LOUISIANA BOOK FESTIVAL PROFILE**
- A5. CRT PHONE SURVEY (LIBRARY QUESTIONS AND RESPONSES ONLY)**

APPENDIX A1

USER PROFILE FOR ONSITE SURVEY OF STATE LIBRARY PATRONS

User Profile

Survey for State Library of Louisiana Patrons (Onsite Survey)

1. Please indicate how many times you have *visited* the State Library of Louisiana in the past year?

Response	Percentage
0	3.3%
1-20 times	65.4%
21-40 times	17.1%
41-60 time	6.1%
60+ times	8.1%
Total	100.0%
Valid Cases	211

2. Please indicate how many times you have *called* the State Library of Louisiana in the past year?

Response	Percentage
0	37.3%
1-5 times	48.8%
6-10 times	10.1%
10+ times	3.8%
Total	100.0%
Valid Cases	218

3. The State Library provides library card holders with remote access (from home, office, etc.) to various databases and services via the Internet. Are you aware of this service?

Response	Percentage
Yes	74.3%
No	25.7%
Total	100.0%
Valid Cases	218

- Almost $\frac{3}{4}$ of those responding are aware of remote access.

4. Have you connected to the State Library of Louisiana via the Internet?

Response	Percentage
Yes	65.9%
No	34.1%
Total	100.0%
Valid Cases	217

If yes, how many times have you connected in the past twelve months?

Response	Percentage
1-10 times	51.9%
11-20 times	22.5%
21-30 times	10.6%
30+ times	15.0%
Total	100.0%
Valid Cases	133

- A majority of those responding (65.9%) are aware of and use the State Library's website.

5. How important is the State Library in meeting your information needs? Please circle a number between 1 and 5 where 1 is not at all important and 5 is absolutely essential.

Response	Percentage
1	0.0%
2	1.4%
3	19.0%
4	31.0%
5	48.6%
Total	100.0%
Valid Cases	216

- Almost 80% of those responding consider that the State Library is essential in meeting their information needs.

6. Should library hours of operation hours be extended?

☐ Yes ☐ No

↳ If yes, please indicate hours for evenings 59, weekends 80

There was a wide range of times given, but overall there is quite a bit of sentiment for longer evening hours and at least one weekend day.

7. How did you get to the State Library?

Response	Percentage
Walked	46.7%
Drove	50.9%
Public Transportation	2.2%
Taxi	0.0%
Total	100.0%
Valid Cases	212

- While half of the people drove to the State Library, a little less than half walked there.

8. Below is a list of library services. Please indicate which services you used on *this* visit and which ones you have *ever* used:

USE/SERVICES	Which Service(s) Did You Use on <i>THIS</i> <i>VISIT</i>	Which Service(s) Have You <i>EVER</i> Used
a. Read a book, journal, magazine in the general collection	35.8%	72.2%
b. Checked out books from the general collection	50.3	71.7
c. Used the Louisiana Collection	12.7	45.6
d. Used <i>state</i> documents	7.5	33.9
e. Used <i>federal</i> documents	3.5	28.9
f. Used electronic databases	24.9	58.9
g. Used interlibrary loan	5.8	33.9
h. Checked out a video, CD, audio tape, etc.	27.2	58.9
i. Used reference materials in the library	15.0	57.8
j. Asked a librarian to help in finding information in the library or on the Internet	25.4	68.3
k. Asked an email reference question	3.5	21.1
l. Attended a lecture, or some other sort of program, etc.	7.5	26.7
m. Used a meeting room	6.4	25.0
n. Received technology instruction	4.6	12.2
o. Used a library workstation to access the Internet	31.8	56.7
p. Used a library workstation for other purposes	5.8	16.7
*Total response greater than 100% due to multiple responses		

9. Level of disagreement/agreement for each statement on the five-point scale

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
9. State Library personnel provide professional assistance.	67.0%	25.9%	2.8%	.9%	2.4%	0.0%
10. The resources and services of the State Library are well publicized throughout the state.	11.1%	38.6%	32.4%	20.3%	3.9%	4.8%
11. The State Library provides modern computer equipment for public access to information.	46.2%	39.5%	7.1%	1.9%	2.9%	2.4%
12. The State Library provides timely interlibrary loan and document delivery.	30.3%	25.8%	12.6%	2.0%	1.5%	27.8%
13. The State Library has appropriate print collections to meet information needs.	34.2%	40.2%	10.1%	2.5%	2.0%	11.1%
14. The State Library has appropriate electronic collections to meet information needs	35.0%	38.9%	14.3%	.5%	3.0%	8.4%
15. The State Library has convenient hours.	23.2%	33.2%	19.0%	15.6%	7.6%	1.4%
16. The State Library has a welcoming and comfortable environment.	61.1%	30.8%	3.3%	1.4%	2.8%	0.5%
17. The State Library's website enables me to locate information on my own.	50.0%	26.9%	9.7%	1.5%	1.9%	7.3%
18. Electronic databases are easily accessible from home or office.	43.2%	24.3%	13.1%	1.0%	1.9%	16.5%
19. The resources and services for the blind at the State Library meet the needs of the users.	16.4%	15.4%	15.9%	0.5%	0.0%	51.7%
20. The resources and services for the physically handicapped at the State Library meet the needs of the users.	15.9%	15.9%	14.9%	0.5%	0.5%	52.2%
21. Convenient parking is available	11.7%	16.1%	19.0%	16.6%	20.0%	16.6%
22. The resources and services of the State Library are a good value for the state money spent on them.	57.9%	29.2%	8.6%	0.5%	2.9%	1.0%
23. The resources and services of the State Library meet my <i>educational</i> needs.	48.6%	34.6%	7.7%	0.5%	1.9%	6.7%
24. The resources and services of the State Library meet my <i>personal</i> needs.	58.1%	31.9%	4.8%	1.0%	2.4%	1.9%
25. The resources and services of the State Library meet my <i>work or job-related</i> needs.	49.8%	28.9%	9.5%	0.0%	2.4%	9.5%

26. If your response to 25 above is less than “strongly agree”, what do you do to meet your information needs?

Response	Percentage
I use another source (e.g., another person, a store, an academic library, etc.)	88.6%
I would do without the information	11.4%
Total	100.0%
Valid Cases	211

27. What are the two most important economic benefits that you have received from the State Library?

Response	Percentage
Made you more productive on your job	34.4%
Helped you learn about new jobs or other business opportunities	9.7%
Helped you obtain a new job	3.1%
Supported starting a business on your own	3.6%
Improved literacy	9.7%
Supported your education in a formal school, college, or university	21.0%
Contributed to your learning and education, but not via a formal classroom setting	35.9%
Introduced you to new technologies	5.6%
Helped you obtain legal information	2.1%
Helped you obtain tax information	4.6%
Helped you obtain health information	5.6%
Helped you obtain travel information	5.6%
Helped you obtain general information	31.8%
Helped you obtain business/government information	5.6%
Contributed to your overall financial success	3.6%
Helped you with civic duties or politics	2.6%
Helped with issues concerning community development	2.1%

28. What services/resources would you like to see the State Library offer that it does not now offer? _____ See Appendix D for responses

28. Please choose your user status:

Response	Percentage
State Library employee	15.0%
Other state employee	56.0%
Retired state employee	7.2%
General public	13.0%
Educator	3.9%
Blind/Handicap	0.5%
Student	4.3%
Total	100.0%
Valid Cases	207

30. Please indicate the range of years that applies to your age:

Response	Percentage
Under 18	1.4%
18-29	14.3%
30-44	28.1%
45-54	29.5%
55-65	21.4%
Over 65	5.2%
Total	100.0%
Valid Cases	210

31. What is your highest level of education?

Response	Percentage
Some high school, but did not graduate	1.0%
High school graduate or GED	7.2%
Some college or 2 year degree	40.2%
4 year college degree	23.0%
More than 4 year college degree	28.7%
Total	100.0%
Valid Cases	207

32. What is your annual income?

Response	Percentage
Not employed	4.5%
Under \$25,000	18.4%
□\$25,000 to \$50,000	44.3%
□\$51,000 to \$100,000	29.9%
101,000-\$150,000	2.5%
over \$150,000	0.5%
Total	100.0%
Valid Cases	207

APPENDIX A2

USER PROFILE FOR WEB SURVEY OF STATE LIBRARY PATRONS

User Profile

Survey for State Library of Louisiana Patrons (Web Survey)

1. Please indicate how many times you have *visited* the State Library of Louisiana in the past year?

Response	Percentage
0	22.5%
1-20 times	55.0%
21-100 times	7.5%
100+	15.0%
Total	100.0%
Valid Cases	40

2. Please indicate how many times you have *called* the State Library of Louisiana in the past year?

Response	Percentage
0	17.5%
1-5 times	57.5%
6-10 times	7.5%
10+ times	17.5%
Total	100.0%
Valid Cases	40

3. How many times have you connected to the State Library of Louisiana via the Internet in the past year? (12 months)

Response	Percentage
0	7.5%
1-10 times	12.5%
11-20 times	5.0%
30	37.5%
Total	100.0%
Valid Cases	40

4. How important is the State Library in meeting your information needs? Please circle a number between 1 and 5 where 1 is not at all important and 5 is absolutely essential.

Response	Percentage
1	2.5%
2	5.0%
3	2.50%
4	55.0%
5	35.0%
Total	100.0%
Valid Cases	40

5. Below is a list of library services. Please indicate which services you used on *this* visit and which ones you have *ever* used:

USE/SERVICES	Which Service(s) Did You Use on <i>THIS VISIT</i>	Which Service(s) Have You <i>EVER</i> Used
a. Read a book, journal, magazine in the general collection	0.0%	15.0%
b. Checked out books from the general collection	60.0	25.0
c. Used the Louisiana Collection	65.0	15.0
d. Used <i>state</i> documents	55.0	2.5
e. Used <i>federal</i> documents	25.0	2.5
f. Used electronic databases	25.0	62.5
g. Used interlibrary loan	5.0	52.5
h. Listened to music	0.0	0.0
i. Used reference materials in the library	7.5	55.0
j. Asked a librarian to help in finding information in the library or on the Internet	32.5	65.0
k. Asked an email reference question	10.0	25.0
l. Attended a lecture, or some other sort of program, etc.	2.5	35.0
m. Used a meeting room	0.0	17.5
n. Received technology instruction	0.0	22.5
o. Used a library workstation to access the Internet	5.0	37.5
p. Used a library workstation for other purposes	2.5	17.5
q. Other – See Appendix D for responses	0.0	20.0
*Total response greater than 100% due to multiple responses		

6. State Library personnel provide professional assistance

Response	Percentage
Strongly Agree	70.0%
Agree	25.0%
Neutral	0.0%
Disagree	2.5%
Strongly Disagree	2.5%
Not Applicable	0.0%
Total	100.0%
Valid Cases	40

7. The resources and services of the State Library are well publicized throughout the state.

Response	Percentage
Strongly Agree	10.0%
Agree	15.0%
Neutral	37.5%
Disagree	25.0%
Strongly Disagree	10.0%
Not Applicable	2.5%
Total	100.0%
Valid Cases	40

8. The State Library provides modern computer equipment for public access to information.

Response	Percentage
Strongly Agree	42.5%
Agree	45.0%
Neutral	5.0%
Disagree	2.5%
Strongly Disagree	0.0%
Not Applicable	5.0%
Total	100.0%
Valid Cases	40

9. The State Library provides timely interlibrary loan and document delivery.

Response	Percentage
Strongly Agree	32.5%
Agree	20.0%
Neutral	25.0%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	22.5%
Total	100.0%
Valid Cases	40

10. The State Library has appropriate print collections to meet information needs.

Response	Percentage
Strongly Agree	30.0%
Agree	30.0%
Neutral	30.0%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	10.0%
Total	100.0%
Valid Cases	40

11. The State Library has appropriate electronic collections to meet information needs.

Response	Percentage
Strongly Agree	5.0%
Agree	22.5%
Neutral	25.0%
Disagree	5.0%
Strongly Disagree	.5%
Not Applicable	10.0%
Total	100.0%
Valid Cases	40

12. The State Library has convenient hours.

Response	Percentage
Strongly Agree	12.5%
Agree	25.0%
Neutral	20.0%
Disagree	25.0%
Strongly Disagree	12.5%
Not Applicable	.0%
Total	100.0%
Valid Cases	40

13. The State Library has a welcoming and comfortable environment.

Response	Percentage
Strongly Agree	52.5%
Agree	25.0%
Neutral	25.0%
Disagree	2.5%
Strongly Disagree	2.5%
Not Applicable	12.5%
Total	100.0%
Valid Cases	40

14. The State Library's website enables me to locate information on my own.

Response	Percentage
Strongly Agree	40.0%
Agree	47.5%
Neutral	5.0%
Disagree	2.5%
Strongly Disagree	2.5%
Not Applicable	2.5%
Total	100.0%
Valid Cases	40

15. Electronic databases are easily accessible from home or office.

Response	Percentage
Strongly Agree	37.5%
Agree	42.5%
Neutral	7.5%
Disagree	7.5%
Strongly Disagree	0.0%
Not Applicable	5.0%
Total	100.0%
Valid Cases	40

16. Resources and services for the blind at the State Library meet the needs of the users.

Response	Percentage
Strongly Agree	12.5%
Agree	7.5%
Neutral	25.0%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	55.0%
Total	100.0%
Valid Cases	40

17. Resources and services for the physically handicapped at the State Library meet the needs of the users.

Response	Percentage
Strongly Agree	7.5%
Agree	10.0%
Neutral	27.5%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	55.0%
Total	100.0%
Valid Cases	40

18. The resources and services of the State Library are a good value for the state money spent on them.

Response	Percentage
Strongly Agree	60.0%
Agree	25.0%
Neutral	5.0%
Disagree	2.5%
Strongly Disagree	5.0%
Not Applicable	22.5%
Total	100.0%
Valid Cases	40

19. The resources and services of the State Library meet my educational needs.

Response	Percentage
Strongly Agree	45.5%
Agree	37.5%
Neutral	10.0%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	5.0%
No answer	2.5%
Total	100.0%
Valid Cases	40

20. The resources and services of the State Library meet my personal needs.

Response	Percentage
Strongly Agree	52.5%
Agree	32.5%
Neutral	12.5%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	2.5%
Total	100.0%
Valid Cases	40

21. The resources and services of the State Library meet my work or job-related needs.

Response	Percentage
Strongly Agree	65.0%
Agree	25.0%
Neutral	5.0%
Disagree	0.0%
Strongly Disagree	0.0%
Not Applicable	5.0%
Total	100.0%
Valid Cases	40

22. If your response to 21 above is less than “strongly agree”, what do you do to meet your information needs?

Response	Percentage
Used another source	100.0%
Do without the information	0.0
Other sources include:	
Academic library	
Bookstore	
Google	
Online service	
Public library	
Newspaper	
Television	
Magazines	
LSU	
State Archives	
Valid Cases	40

23. What are the two most important economic benefits that you have received from the State Library?

Response	Percentage
Made you more productive on your job	55.0%
Helped you learn about new jobs or other business opportunities	0.0%
Helped you obtain a new job	2.5%
Supported starting a business on your own	2.5%
Improved literacy	2.5%
Supported your education in a formal school, college, or university	15.0%
Contributed to your learning and education, but not via a formal classroom setting	22.5%
Introduced you to new technologies	10.0%
Helped you obtain legal information	7.5%
Helped you obtain tax information	0.0%
Helped you obtain health information	12.5%
Helped you obtain travel information	2.5%
Helped you obtain general information	30.0%
Helped you obtain business/government information	10.0%
Contributed to your overall financial success	2.5%
Helped you with civic duties or politics	0.0%
Helped with issues concerning community development	0.0%
Other	10.0%

24. What services/resources would you like to see the State Library offer that it does not now offer?

See Appendix D for responses.

25. Please choose your user status:

Response	Percentage
State Library employee	12.5%
Other state employee	47.5%
Retired state employee	5.0%
General public	27.5%
Educator	5.0%
Blind/Handicap	0.0%
Student	2.5%
Total	100.0%
Valid Cases	40

26. Please indicate the range of years that applies to your age:

Response	Percentage
Under 18	2.5%
18-29	15.0%
30-44	27.5%
45-54	40.0%
55-65	12.5%
Over 65	2.5%
Total	100.0%
Valid Cases	40

27. What is your highest level of education?

Response	Percentage
Some high school, but did not graduate	0.0%
High school graduate or GED	7.5%
Some college or 2 year degree	12.5%
4 year college degree	17.5%
More than 4 year college degree	62.5
Total	100.0%
Valid Cases	40

28. What is your annual income?

Response	Percentage
Not employed	10.0%
Under \$25,000	12.5%
□\$25,000 to \$50,000	52.5%
□\$51,000 to \$100,000	25.0%
101,000-\$150,000	0.0%
over \$150,000	0.0%
Total	100.0%
Valid Cases	40

APPENDIX A3

USER PROFILE FOR PUBLIC LIBRARY DIRECTORS AND BRANCH MANAGERS SURVEY

User Profile

Survey for Public Library Directors and Branch Managers

1. I am aware of the available resources and services of the State Library of Louisiana.

Response	Percentage
Strongly Agree	59.3%
Agree	29.6%
Neutral	3.7%
Disagree	6.2%
Strongly Disagree	0.0%
Don't Know	1.2%
Total	100.0%
Valid Cases	81

2. The State Library provides necessary infrastructure to support public Internet access.

Response	Percentage
Strongly Agree	45.7%
Agree	40.7%
Neutral	7.4%
Disagree	2.5%
Strongly Disagree	1.2%
Don't Know	2.5%
Total	100.0%
Valid Cases	81

3. The State Library provides leadership and support in making modern computer equipment available to easily access information.

Response	Percentage
Strongly Agree	34.6%
Agree	29.6%
Neutral	18.5%
Disagree	3.7%
Strongly Disagree	3.7%
Don't Know	7.4%
Total	100.0%
Valid Cases	81

4. The State Library provides needed training and continuing education opportunities for technology support to public library staff.

Response	Percentage
Strongly Agree	24.7%
Agree	29.6%
Neutral	22.2%
Disagree	9.9%
Strongly Disagree	2.5%
Don't Know	11.1%
Total	100.0%
Valid Cases	81

5. The State Library provides other needed training and continuing education opportunities public library staff.

Response	Percentage
Strongly Agree	32.1%
Agree	39.5%
Neutral	13.6%
Disagree	6.2%
Strongly Disagree	2.5%
Don't Know	4.9%
Total	100.0%
Valid Cases	81

6. The electronic databases provided by the State Library are essential to meet patrons' information needs.

Response	Percentage
Strongly Agree	74.1%
Agree	21.0%
Neutral	2.5%
Disagree	0.0%
Strongly Disagree	1.2%
Don't Know	1.2%
Total	100.0%
Valid Cases	81

7. The State Library has appropriate print collections to meet information needs.

Response	Percentage
Strongly Agree	28.4%
Agree	46.9%
Neutral	6.2%
Disagree	1.2%
Strongly Disagree	1.2%
Don't Know	12.3%
N/A	3.7%
Total	100.0%
Valid Cases	81

8. The State Library has appropriate electronic collections to meet information needs.

Response	Percentage
Strongly Agree	27.2%
Agree	45.7%
Neutral	8.6%
Disagree	6.2%
Strongly Disagree	0.0%
Don't Know	9.9%
N/A	2.5%
Total	100.0%
Valid Cases	81

9. The State Library personnel provide essential consulting services to public libraries in the area of:

A. Trustee Training

Response	Percentage
Strongly Agree	18.5%
Agree	27.2%
Neutral	22.2%
Disagree	8.6%
Strongly Disagree	0.0%
Don't Know	19.8%
Total	100.0%
Valid Cases	81

B. General Administration

Response	Percentage
Strongly Agree	27.2%
Agree	34.6%
Neutral	12.3%
Disagree	3.7%
Strongly Disagree	1.2%
Don't Know	14.8%
N/A	6.2%
Total	100.0%
Valid Cases	81

C. Louisiana Law and Legislation

Response	Percentage
Strongly Agree	28.4%
Agree	35.8%
Neutral	4.9%
Disagree	6.2%
Strongly Disagree	1.2%
Don't Know	19.8%
N/A	3.7%
Total	100.0%
Valid Cases	81

D. Children's Services

Response	Percentage
Strongly Agree	44.4%
Agree	38.3%
Neutral	7.4%
Disagree	1.2%
Strongly Disagree	0.0%
Don't Know	6.2%
N/A	2.5%
Total	100.0%
Valid Cases	81

E. Literacy

Response	Percentage
Strongly Agree	11.1%
Agree	34.6%
Neutral	24.7%
Disagree	3.7%
Strongly Disagree	2.5%
Don't Know	17.3%
N/A	3.7%
Total	100.0%
Valid Cases	81

F. Technology

Response	Percentage
Strongly Agree	19.8%
Agree	42.0%
Neutral	11.1%
Disagree	8.6%
Strongly Disagree	3.7%
Don't Know	8.6%
N/A	3.7%
Total	100.0%
Valid Cases	81

G. Building and Construction

Response	Percentage
Strongly Agree	3.7%
Agree	25.9%
Neutral	23.5%
Disagree	6.2%
Strongly Disagree	3.7%
Don't Know	23.5%
N/A	3.7%
Total	100.0%
Valid Cases	81

H. Collection Development

Response	Percentage
Strongly Agree	9.9%
Agree	30.9%
Neutral	24.7%
Disagree	3.7%
Strongly Disagree	3.7%
Don't Know	19.8%
N/A	3.7%
Total	100.0%
Valid Cases	81

10. The State Library personnel provide reference referral services.

Response	Percentage
Strongly Agree	42.0%
Agree	44.4%
Neutral	4.9%
Disagree	3.7%
Strongly Disagree	1.2%
Don't Know	14.8%
N/A	6.2%
Total	100.0%
Valid Cases	81

11. The State Library personnel provide high quality professional assistance.

Response	Percentage
Strongly Agree	39.5%
Agree	37.0%
Neutral	4.9%
Disagree	2.5%
Strongly Disagree	1.2%
Don't Know	9.9%
N/A	1.2%
Total	100.0%
Valid Cases	81

12. The resources and services of the State Library meet the needs of the blind.

Response	Percentage
Strongly Agree	44.4%
Agree	37.0%
Neutral	4.9%
Disagree	0.0%
Strongly Disagree	1.2%
Don't Know	7.4%
N/A	2.5%
Total	100.0%
Valid Cases	81

13. The resources and services of the State Library meet the needs of the physically handicapped.

Response	Percentage
Strongly Agree	22.2%
Agree	37.0%
Neutral	13.6%
Disagree	2.5%
Strongly Disagree	0.0%
Don't Know	18.5%
N/A	4.9%
Total	100.0%
Valid Cases	81

14. The State Library provides timely interlibrary loans and document delivery.

Response	Percentage
Strongly Agree	63.0%
Agree	32.1%
Neutral	2.5%
Disagree	0.0%
Strongly Disagree	0.0%
Don't Know	0.0%
N/A	1.2%
Total	100.0%
Valid Cases	81

15. The Summer Reading Program of the State Library enhances the potential of children to become lifelong readers.

Response	Percentage
Strongly Agree	71.6%
Agree	23.5%
Neutral	2.5%
Disagree	0.0%
Strongly Disagree	1.2%
Don't Know	0.0%
N/A	1.2%
Total	100.0%
Valid Cases	81

16. The State Library provides essential collection development support to public libraries through state aid.

Response	Percentage
Strongly Agree	40.7%
Agree	21.0%
Neutral	14.8%
Disagree	4.9%
Strongly Disagree	1.2%
Don't Know	14.8%
N/A	2.5%
Total	100.0%
Valid Cases	81

17. The State Library effectively provides statewide public relations and library promotion campaigns.

Response	Percentage
Strongly Agree	19.8%
Agree	48.1%
Neutral	18.5%
Disagree	6.2%
Strongly Disagree	3.7%
Don't Know	2.5%
N/A	1.2%
Total	100.0%
Valid Cases	81

18. The State Library effectively spends LSTA (Library Services and Technology Act) funds on statewide projects such as electronic databases, lanter delivery system, Internet connectivity, summer reading programs, and literacy programs.

Response	Percentage
Strongly Agree	43.2%
Agree	33.3%
Neutral	3.7%
Disagree	1.2%
Strongly Disagree	1.2%
Don't Know	14.8%
N/A	2.5%
Total	100.0%
Valid Cases	81

19. The State Library provides essential literacy program support for children.

Response	Percentage
Strongly Agree	19.8%
Agree	33.3%
Neutral	17.3%
Disagree	8.6%
Strongly Disagree	1.2%
Don't Know	17.3%
N/A	2.5%
Total	100.0%
Valid Cases	81

20. By digitizing unique Louisiana materials the State Library is increasing their availability.

Response	Percentage
Strongly Agree	44.4%
Agree	35.8%
Neutral	2.5%
Disagree	0.0%
Strongly Disagree	1.2%
Don't Know	8.6%
N/A	2.5%
Total	100.0%
Valid Cases	81

21. The State Library's website provides easy access to information.

Response	Percentage
Strongly Agree	32.1%
Agree	51.9%
Neutral	4.9%
Disagree	6.2%
Strongly Disagree	2.5%
Don't Know	0.0%
N/A	1.2%
Total	100.0%
Valid Cases	81

22. What services/resources would you like to see the State Library of Louisiana provide that it currently does not provide or that it could put more emphasis on in the future? Choose your top three answers.

Response	Percentage
Grant writing assistance	49.4%
Training of support staff	43.2%
Legal expertise	40.7%
Help with long range planning and evaluation	32.1%
More help with e-rate discount programs	25.9%
Training of professional staff	23.5%
Provide more digitization of Louisiana materials	18.5%
Preservation/conservation services	14.8%
Help with digitization projects	11.1%
Retrospective conversion	4.9%
Help with cataloging	3.7%
Other	6.2%
Total	100.0%
Valid Cases	81

23. What are the two most important benefits that the State Library provides to public libraries?

See Appendix D.

24. Choose the best category that fits your public library location.

Response	Percentage
Rural	49.4%
Urban	25.9%
Suburban	23.5%
Total	00.0%
Valid Cases	81

25. What is the annual circulation at your location?

These responses varied widely and are not helpful at this time.

26. What is the total operating budget for your location?

These responses also varied widely and are not helpful at this time.

27. What are the total hours per week your branch is open?

Response	Percentage
21-40 hours	17.3%
41-60 hours	37.0%
60+	35.8%
No response	9.9%
Total	100.0%
Valid Cases	81

APPENDIX A4

LOUISIANA BOOK FESTIVAL PROFILE

Louisiana Book Festival Profile

Volunteer & Audience Survey of the 2004 Louisiana Book Festival

November 6, 2004
Downtown Baton Rouge, Louisiana

Final Report
January 18, 2005

EXECUTIVE SUMMARY



THE FESTIVAL AND SURVEY

The 2004 Louisiana Book Festival was held the first weekend in November near the Louisiana State Capitol. This report summarizes results from on-site surveyors. Their random sample includes information from 160 members of the audience and 198 volunteers. It was estimated that just over 11,000 were in attendance throughout the day.

AUDIENCE DEMOGRAPHIC INFORMATION

The survey reveals that 2004 Louisiana Book Festival attracted a highly educated audience. In terms of highest level of education completed, 31% held a bachelor's degree only and 52% had attained graduate degrees. Almost 30% reported a household income exceeding \$75,000 and 45% reported household income between \$35k and \$75k.



In terms of race and gender, the attendees were predominately white (90%) and female (80%). The second largest ethnic group was Asians (5%). Most (66%) were between the ages of 31-60. The Book Festival attracted a large group from greater Baton Rouge (59%) with the second largest group visiting from the New Orleans area (14%). The majority (80%) came with friend (36%) or family (44%). Parents made up 57% of the sample and roughly 1 in 5 brought their children to the book festival.

RESULTS

An overwhelming majority of survey respondents viewed the Book Festival as a success. Of the audience, 89% found the overall quality of the book festival programs to be "Very Interesting" and 98% said they would return next year. Less than 1 out of 5 attendees gave the food concessions a lower than "Good" rating and 9 out of 10 reported parking as convenient. Half of the audience had attended the Festival before and most (83%) knew about the festival weeks in advance. Roughly two thirds of the audience visited the website along with the 60% of the volunteers who registered on-line. About two thirds of the volunteers surveyed rated the training and overall experience as "Excellent" with one fourth reporting "Good". As for 2005 Book

Festival volunteers, 58% of the 2004 volunteers reported that they would like to return. Youth attendance and audience diversity (demographic and geographic) appeared low. However, the attendees anticipated the event in advance and were extremely satisfied with the 2004 Louisiana Book Festival.

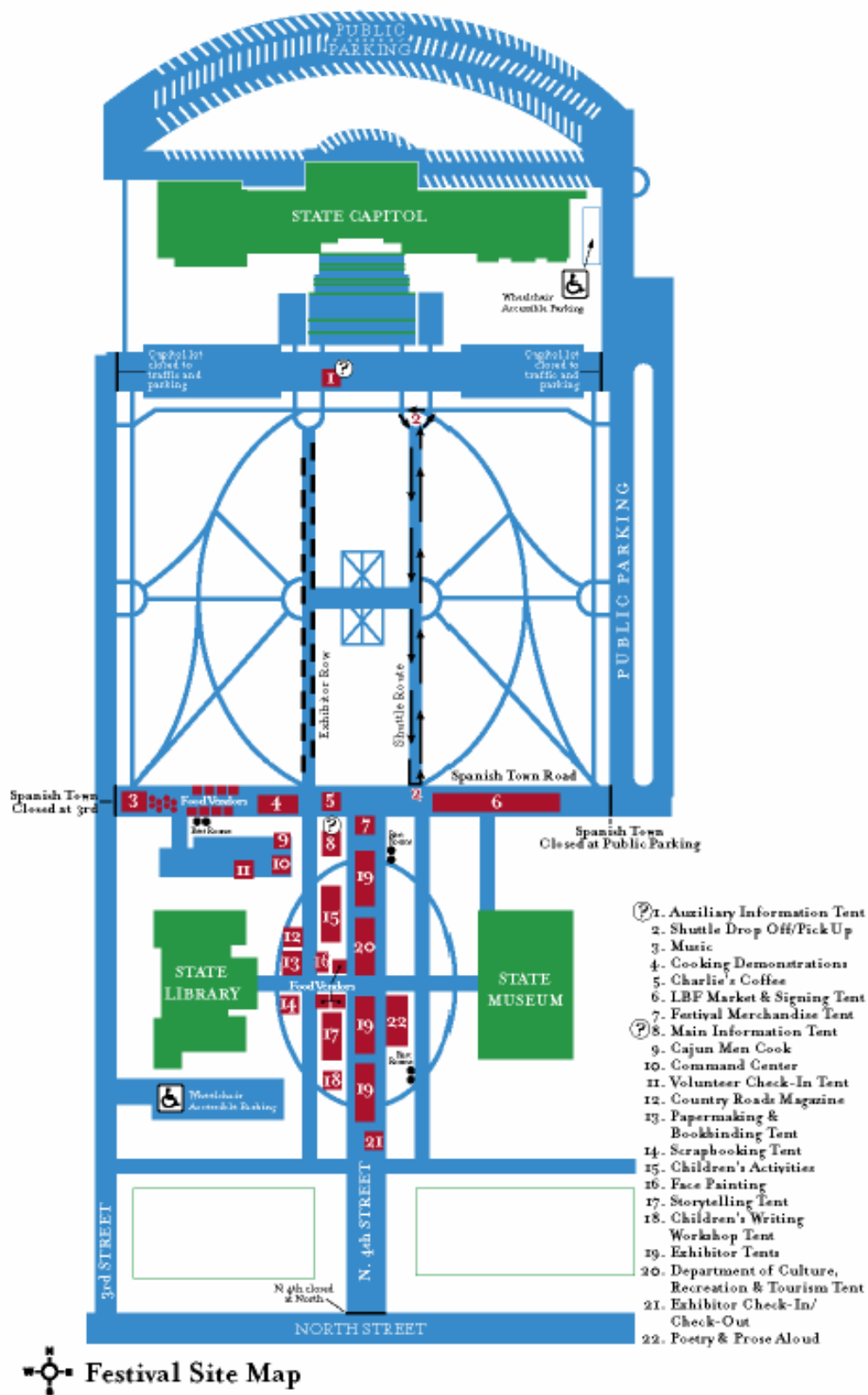
ECONOMIC IMPACT

An estimated 4,400 people traveled to the Greater Baton Rouge area for the 2004 Louisiana Book Festival. Our survey asked those respondents traveling from outside Baton Rouge to estimate their spending at the Book Festival.

Table 1
Reported Spending for those from Outside Baton Rouge

Category	Average
Shopping	\$18.34
Meals	\$28.26
Transportation	\$11.94
Entertainment	\$5.31
Other	\$17.24
Total	\$81.09

Applied to 4,400 visitors, average spending of \$81.09 per person would suggest just over \$356,000 injected into the local economy as a result of the 2004 Louisiana Book Festival.



Survey of 2004 Louisiana Book Festival Audience:

1. Is this the first year you've attended Louisiana Book Festival?

48% Yes
52% No

If no, how many others have you attended

34% Attended 1 other year
48% Attended 2 other years
19% Attended 3 or more years

2. How did you learn about the Louisiana Book Festival?

37% News
23% Friend
18% Mailing
16% Other
13% Radio
12% TV
9% E-mail

3. When did you first learn about the festival?

17% Within: 1-2 weeks
27% 2-4 weeks
56% 4-6 weeks +

4. Did you visit the Louisiana Book Festival Website, www.louisianabookfestival.org ?

64% Yes
36% No

5. Who did you come with?

20% Alone
36% Family
44% Friends

6. What do you read most often?

8% Poetry
55% Fiction
37% Non-fiction

7. Do you have children?

57% Yes
43% No

8. Did you bring your children to the festival?

11% Yes
49% No
40% Not Applicable

Questions 9 & 10 were written

11. Please rank these festival programs in order of enjoyment.

Reading

57% Most enjoyed
31% Somewhat enjoyed
7% Least enjoyed
5% Indifferent

Book Talk

73% Most enjoyed
23% Somewhat enjoyed
0% Least enjoyed
4% Indifferent

Panel Discussion

59% Most enjoyed
31% Somewhat enjoyed
4% Least enjoyed
6% Indifferent

Interview

55% Most enjoyed
31% Somewhat enjoyed
3% Least enjoyed
12% Indifferent

12. Please rate the overall quality of the Book Festival programs:

89% Very Interesting
10% Somewhat Interesting
2% OK
0% Somewhat Uninteresting
0% Boring

13. Please rate these Children's Programs.

Craft Activities

73% Excellent
23% Good
3% Fair
0% Poor

Story Telling

71% Excellent
29% Good
0% Fair
0% Poor

Face Painting

64% Excellent
32% Good
4% Fair
0% Poor

Story Book Characters

77% Excellent
23% Good
0% Fair
0% Poor

14. Please rate the food concessions.

25% Excellent
57% Good
16% Fair
1% Poor

15. Did you find the parking convenient?

91% Yes
9% No

16. The next Louisiana Book Festival is scheduled for November 5, 2005. Will you attend?

98% Yes
2% No

17. The Louisiana Book Festival goes on for 2 days. How many days do you expect to attend?

76% 1 day
22% 2 days
2% 2 days+

18. About how much money will you/ your group spend today at the Louisiana Book Festival?

\$300 Maximum
\$49 Average
\$0 Minimum

19. Do you live in the Greater Baton Rouge Area?

59% Yes
41% No

If Yes, skip to the Question #20 or If No, please answer the following questions.

a.) What is the purpose of your visit to Baton Rouge?

96% Attend Louisiana Book Festival
4% Vacation/Pleasure
0% Business/Convention
0% Other

b.) How important was the Louisiana Book Festival in your decision to visit Baton Rouge?

86% Main Reason
6% Very Important
6% Somewhat Important
0% Little Importance
2% No Importance

c) How many people are in your party?

14% One
41% Two
21% Three
9% Four
14% > Four

d) If you are from out of the Baton rouge area, did you spend the night in Baton Rouge in order to come to the festival?

16% Yes, I stayed at a local hotel.
14% Yes, I stayed with a friend.
69% No, I drove in.

e) Did you dine at a local restaurant while here?

42% Yes
58% No

The following spending questions were asked only of visitors

f) How much money do you personally expect to spend in total in Baton Rouge on this visit?

For Meals?

\$200 Maximum
\$28.26 Average
\$0 Minimum

Entertainment?

\$75 Maximum
\$5.31 Average
\$0 Minimum

Shopping?

\$100 Maximum
\$18.34 Average
\$0 Minimum

Transportation?

\$75 Maximum
\$11.94 Average
\$0 Minimum

Totals about?

\$300	Maximum
\$81.09	Average
\$0	Minimum

Participant Information:

20. Sex

21%	Male
79%	Female

21. Race

90%	Caucasian
1%	African-American
5%	Asian
4%	Hispanic

22. Age

1%	Under 18
11%	18-30
66%	31-60
22%	Over 60

23. Education completed:

8%	High School/GED
9%	Two-Year College
31%	Four-Year College
52%	Graduate School

24. Which category best describes your annual household income?

9%	Under \$25,000
13%	\$25-\$34,000
15%	\$35-49,000
19%	\$50-\$74,000
29%	\$75,000+
15%	No Response

25. Metropolitan Area of Residence:

7%	Alexandria
62%	Baton Rouge
3%	Lafayette
1%	Lake Charles
3%	Monroe
14%	New Orleans
3%	Shreveport
8%	Other

Survey of 2004 Louisiana Book Festival Volunteers:

How did you learn about volunteering at the Louisiana Book Festival?

54% Other
28% Friend
10% Web site
3% Newspaper
3% Radio
1% Television

Did you volunteer as....

42% An individual
37% Part of a group
21% With a Friend

How did you register to volunteer?

60% On-line
23% Mail
13% Fax
5% Phone

What was your volunteer assignment? (check all that apply)

25% Room Monitor
22% Young Reader's Pavilion
18% Information Booth/Festival Guide
15% Author escort or Hospitality
12% Other
7% Concessions
4% Poetry and Prose Tent
4% SCUM
3% Book signing
2% Festival Market
1% Volunteer Tent

Please rate the training you received for your assignment.

64% Excellent
31% Good
2% Fair
3% Poor

Rate your experience as a volunteer.

72% Excellent
26% Good
1% Fair
2% Poor

Please check if you would like to volunteer for the 2005 Louisiana Book Festival.

58% Yes
42% No

APPENDIX A5
CRT PHONE SURVEY
(LIBRARY QUESTIONS
AND RESPONSES ONLY)

CRT Phone Survey – Library Questions and Responses

1. The public computer workstations in the local public libraries in Louisiana provided me access to the Internet to get critical information after Hurricanes Katrina and Rita.

Response	Percentage
Strongly Agree	12.7%
Agree	37.7%
Disagree	10.4%
Neither Agree or Disagree	6.8%
Strongly Disagree	8.4%
Refused	.2%
Don't Know	23.9%
Total	100.0%
Valid Cases	916

2. The public computer workstations in the State Library of Louisiana provided me access to the Internet to get critical information after Hurricanes Katrina and Rita.

Response	Percentage
Strongly Agree	9.9%
Agree	33.6%
Disagree	12.3%
Neither Agree or Disagree	8.0%
Strongly Disagree	9.5%
Refused	.2%
Don't Know	26.4%
Total	100.0%
Valid Cases	916

3. I am aware that the State Library of Louisiana provides resources and services to the blind and physically handicapped.

Response	Percentage
Yes	69.2%
No	25.1%
Don't Know	5.5%
Refused	.2%
Total	100.0%
Valid Cases	916

APPENDIX B

SURVEY INSTRUMENTS

- B1. Survey for State Library of Louisiana Patrons Onsite
- B2. Survey for State Library of Louisiana Patrons Web
- B3. Survey for Public Library Directors
- B4. Louisiana Book Festival Survey

APPENDIX B1

Survey for State Library of Louisiana Patrons Onsite

(Handout at state library)

Survey for State Library of Louisiana Patrons

1. Please indicate how many times you have **visited** the State Library of Louisiana in the past year? (12 months) _____ times
2. Please indicate how many times you have **called** the State Library of Louisiana in the past year? (12 months) _____ times
3. The State Library provides library card holders with remote access (from home, office, etc.) to various databases and services via the Internet.

Are you aware of this service? ☐ Yes ☐ No

4. Have you connected to the State Library of Louisiana via the Internet?

☐ Yes ☐ No

↳ If yes, how many times have you connected in the past twelve months?
_____ times

5. How important is the State Library in meeting your information needs? Please circle a number between 1 and 5 where 1 is not at all important and 5 is absolutely essential.

**Not at all
Important**

↔

**Absolutely
Essential**

1

2

3

4

5

6. Should library hours of operation hours be extended?

☐ Yes ☐ No

↳ If yes, please indicate hours for evenings _____, weekends _____

7. How did you get to the State Library?

☐ Walked

☐ Drove

☐ Public Transportation

☐ Taxi

8. Below is a list of library services. Please indicate which services you used on *this* visit and which ones you have *ever* used:

USE/SERVICES	Which Service(s) Did You Use on <i>THIS VISIT</i> (Check all that apply)	Which Service(s) Have You <i>EVER</i> Used (Check all that apply)
a. Read a book, journal, magazine in the general collection		
b. Checked out books from the general collection		
c. Used the Louisiana Collection		
d. Used <i>state</i> documents		
e. Used <i>federal</i> documents		
f. Used electronic databases		
g. Used interlibrary loan		
h. Checked out a video, CD or audio tape		
i. Used reference materials in the library		
j. Asked a librarian to help in finding information in the library or on the Internet		
k. Asked an email reference question		
l. Attended a lecture, or some other sort of program, etc.		
m. Used a meeting room		
n. Received technology instruction		
o. Used a library workstation to access the Internet		
p. Used a library workstation for other purposes <i>Please specify</i>		
q. Other (please specify)		

The following questions relate to your visit to the State Library of Louisiana. Please circle your level of disagreement/agreement for each statement on the five-point scale where 1 means “strongly agree” and 5 means “strongly disagree”. Please check N/A if the question is not applicable:

	Strongly Agree		↔ Strongly Disagree			N/A	
	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree		N/A
9. State Library personnel provide professional assistance.	1	2	3	4	5		n/a
10. The resources and services of the State Library are well publicized throughout the state.	1	2	3	4	5		n/a
11. The State Library provides modern computer equipment for public access to information.	1	2	3	4	5		n/a
12. The State Library provides timely interlibrary loan and document delivery.	1	2	3	4	5		n/a
13. The State Library has appropriate print collections to meet information needs.	1	2	3	4	5		n/a
14. The State Library has appropriate electronic collections to meet information needs	1	2	3	4	5		n/a
15. The State Library has convenient hours.	1	2	3	4	5		n/a
16. The State Library has a welcoming and comfortable environment.	1	2	3	4	5		n/a
17. The State Library’s website enables me to locate information on my own.	1	2	3	4	5		n/a
18. Electronic databases are easily accessible from home or office.	1	2	3	4	5		n/a
19. The resources and services for the blind at the State Library meet the needs of the users.	1	2	3	4	5		n/a
20. The resources and services for the physically handicapped at the State Library meet the needs of the users.	1	2	3	4	5		n/a
21. Convenient parking is available	1	2	3	4	5		n/a
22. The resources and services of the State Library are a good value for the state money spent on them.	1	2	3	4	5		n/a
23. The resources and services of the State Library meet my <i>educational</i> needs.	1	2	3	4	5		n/a
24. The resources and services of the State Library meet my <i>personal</i> needs.	1	2	3	4	5		n/a
25. The resources and services of the State Library meet my <i>work or job-related</i> needs.	1	2	3	4	5		n/a

26. If your response to 25 above is less than “strongly agree”, what do you do to meet your information needs?

- ☐ I use another source (e.g., another person, a store, an academic library, etc.) Please specify: _____
- ☐ I would do without the information.

27. What are the two most important economic benefits that you have received from the State Library? (**Check 2**)

- ☐ Made you more productive on your job
- ☐ Helped you learn about new jobs or other business opportunities
- ☐ Helped you obtain a new job
- ☐ Supported starting a business on your own
- ☐ Improved literacy
- ☐ Supported your education in a formal school, college, or university
- ☐ Contributed to your learning and education, but not via a formal classroom setting
- ☐ Introduced you to new technologies
- ☐ Helped you obtain legal information
- ☐ Helped you obtain tax information
- ☐ Helped you obtain health information
- ☐ Helped you obtain travel information
- ☐ Helped you obtain general information
- ☐ Helped you obtain business/government information
- ☐ Contributed to your overall financial success
- ☐ Helped you with civic duties or politics
- ☐ Helped with issues concerning community development
- ☐ Other (please specify): _____

28. What services/resources would you like to see the State Library offer that it does not now offer? _____

29. Please choose your user status:

- | | | |
|-------------------------------------------------|-----------------------------------------|----------------------------------|
| <input type="checkbox"/> State Library employee | <input type="checkbox"/> General public | <input type="checkbox"/> Student |
| <input type="checkbox"/> Other state employee | <input type="checkbox"/> Educator | |
| <input type="checkbox"/> Retired state employee | <input type="checkbox"/> Blind/Handicap | |

30. Please indicate the range of years that applies to your age:

- ☐ Under 18 ☐ 18-29 ☐ 30-44 ☐ 45-54 ☐ 55-65 ☐ Over 65

31. What is your highest level of education?

- | | |
|-----------------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Some high school, but did not graduate | <input type="checkbox"/> Some college or 2 year degree |
| <input type="checkbox"/> High school graduate or GED | <input type="checkbox"/> 4 year college degree |
| <input type="checkbox"/> More than 4 year college degree | |

32. What is your annual income?

- | | | |
|-----------------------------------------|------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Not employed | <input type="checkbox"/> \$25,000 to \$50,000 | <input type="checkbox"/> \$101,000-\$150,000 |
| <input type="checkbox"/> Under \$25,000 | <input type="checkbox"/> \$51,000 to \$100,000 | <input type="checkbox"/> over \$150,000 |

APPENDIX B2

Survey for State Library of Louisiana Patrons Web

(web-based for patrons)

Survey for State Library of Louisiana Patrons

Thank you for participating in this study about the services and resources provided by the State Library of Louisiana. By responding to this survey, you will help us to determine the benefits and impacts of the State Library, as well as ways for the State Library to serve you even better. Your individual response will be strictly confidential and the results will be reported only in aggregate form.

1. Please indicate how many times you have **visited** the State Library of Louisiana in the past year? (12 months) _____ times
2. Please indicate how many times you have **called** the State Library of Louisiana in the past year? (12 months) _____ times
3. How many times have you connected to the State Library of Louisiana via the internet in the past year? (12 months)) _____ times
4. How important is the State Library in meeting your information needs?
 - 1- Not at all important
 - 2- Not important
 - 3- Neutral
 4. Essential
 - 5- Absolutely essential

5. Below is a list of library services. Please indicate which services you used on *this* online visit and which ones you have *ever* used. **Please note: all services may not apply to this visit.**

USE/SERVICES	Which Service(s) Did You Use on <i>THIS VISIT</i> (Check all that apply)	Which Service(s) Have You <i>EVER</i> Used (Check all that apply)
a. Read a book, journal, magazine in the general collection.		
b. Checked out books from the general collection		
c. Used the Louisiana Collection		
d. Used <i>state</i> documents		
e. Used <i>federal</i> documents		
f. Used electronic databases		
g. Used interlibrary loan		
h. Listened to music.		
i. Used reference materials in the library.		
j. Asked a librarian to help in finding information in the library or on the Internet.		
k. Asked an email reference question		
l. Attended a lecture, or some other sort of program, etc.		
m. Used a meeting room		
n. Received technology instruction		
o. Used a library workstation to access the Internet		
p. Used a library workstation for other purposes <i>Please specify</i>		
t. Other (<i>please specify</i>)		

The following are questions regarding the State Library of Louisiana. Please select your level of disagreement/agreement for each statement. Please check N/A if the question is not applicable:

6. State Library personnel provide professional assistance.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
7. The resources and services of the State Library are well publicized throughout the state.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
8. The State Library provides modern computer equipment for public access to information.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
9. The State Library provides timely interlibrary loan and document delivery.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
10. The State Library has appropriate print collections to meet information needs.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
11. The State Library has appropriate electronic collections to meet information needs.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree

12. The State Library has convenient hours.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
13. The State Library has a welcoming and comfortable environment.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
14. 16. The State Library's website enables me to locate information on my own.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
15. Electronic databases are easily accessible from home or office.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
16. Resources and services for the blind at the State Library meet the needs of the users.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
17. Resources and services for the physically handicapped at the State Library meet the needs of the users.
 - a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree

18. The resources and services of the State Library are a good value for the state money spent on them.
- a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
19. The resources and services of the State Library meet my educational needs.
- a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
20. The resources and services of the State Library meet my personal needs.
- a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
21. The resources and services of the State Library meet my work or job-related needs.
- a. Not applicable
 - b. Strongly Agree
 - c. Agree
 - d. Neutral
 - e. Disagree
 - f. Strongly disagree
22. If your response to 21 above is less than “strongly agree”, what do you do to meet your information needs?
- ☐ I use another source (e.g., another person, a store, an academic library, etc.) Please specify:
-
- ☐ I would do without the information.

23. What are the two most important economic benefits that you have received from the State Library? (**Check 2**)
- ☐Made you more productive on your job
 - ☐Helped you learn about new jobs or other business opportunities
 - ☐Helped you obtain a new job
 - ☐Supported starting a business on your own
 - ☐Improved literacy
 - ☐Supported your education in a formal school, college, or university
 - ☐Contributed to your learning and education, but not via a formal classroom setting
 - ☐Introduced you to new technologies
 - ☐Helped you obtain legal information
 - ☐Helped you obtain tax information
 - ☐Helped you obtain health information
 - ☐Helped you obtain travel information
 - ☐Helped you obtain general information
 - ☐Helped you obtain business/government information
 - ☐Contributed to your overall financial success
 - ☐Helped you with civic duties or politics
 - ☐Helped with issues concerning community development
 - ☐Other (please specify): _____
24. What services/resources would you like to see the State Library offer that it does not now offer? _____
25. Please choose your user status:
- | | | |
|-------------------------------------------------|-----------------------------------------|----------------------------------|
| <input type="checkbox"/> State Library employee | <input type="checkbox"/> General public | <input type="checkbox"/> Student |
| <input type="checkbox"/> Other state employee | <input type="checkbox"/> Educator | |
| <input type="checkbox"/> Retired state employee | <input type="checkbox"/> Blind/Handicap | |
26. Please indicate the range of years that applies to your age:
- | | | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|----------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18-29 | <input type="checkbox"/> 30-44 | <input type="checkbox"/> 45-54 | <input type="checkbox"/> 55-65 | <input type="checkbox"/> Over 65 |
|-----------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|----------------------------------|
27. What is your highest level of education?
- | | |
|-----------------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Some high school, but did not graduate | <input type="checkbox"/> Some college or 2 year degree |
| <input type="checkbox"/> High school graduate or GED | <input type="checkbox"/> 4 year college degree |
| <input type="checkbox"/> More than 4 year college degree | |
28. What is your annual income?
- | | | |
|-----------------------------------------|------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Not employed | <input type="checkbox"/> \$25,000 to \$50,000 | <input type="checkbox"/> \$101,000-\$150,000 |
| <input type="checkbox"/> Under \$25,000 | <input type="checkbox"/> \$51,000 to \$100,000 | <input type="checkbox"/> over \$150,000 |

APPENDIX B3

Survey for Public Library Directors

Survey for Public Library Directors

Thank you for participating in this study about the services and resources that the State Library of Louisiana provides to public libraries. By responding to this survey, you will help us to determine the benefits and impacts of the State Library, as well as ways for the State Library to serve you even better. Please consider the past two years when responding to the questions on this survey. Your individual response will be strictly confidential and the results will be reported only in aggregate form. This survey should only take about 10 minutes of your time.

Please indicate your level of agreement with each statement below. (If the statement does not apply to you

or you do not know the answer, mark it N/A.)

1. I am aware of the available resources and services of the State Library of Louisiana.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

2. The State Library provides necessary infrastructure to support public Internet access.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

3. The State Library provides leadership and support in making modern computer equipment available to easily access information.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

4. The State Library provides needed training and continuing education opportunities for *technology* support to public library staff.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

5. The State Library provides *other* needed training and continuing education opportunities to public library staff.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

6. The electronic databases provided by the State Library are essential to meet patrons' information needs.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

7. The State Library has appropriate *print* collections to meet information needs.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

8. The State Library has appropriate *electronic* collections to meet information needs.

- ☐ ☐ N/A
☐ ☐ Strongly agree
☐ ☐ Agree
☐ ☐ Neutral
☐ ☐ Disagree
☐ ☐ Strongly Disagree *Why?*
☐ ☐ Don't know

9. The State Library personnel provide essential consulting services to public libraries in the area of

Please indicate your level of agreement with each subject.

Strongly agree	Agree	Neutral	Disagree	Strongly	Disagree
Trustee Training		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
General Administration	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Louisiana law and Legislation	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Children's Services		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Literacy Program		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Technology		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Building and Construction		<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Collection Development	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

10. The State Library personnel provide reference referral services.

- ☐ ☐ N/A
☐ ☐ Strongly agree
☐ ☐ Agree
☐ ☐ Neutral
☐ ☐ Disagree
☐ ☐ Strongly Disagree *Why?*
☐ ☐ Don't know

11. State Library personnel provide high quality professional assistance.

- ☐ ☐ N/A
☐ ☐ Strongly agree
☐ ☐ Agree
☐ ☐ Neutral
☐ ☐ Disagree
☐ ☐ Strongly Disagree *Why?*
☐ ☐ Don't know

12. The resources and services of the State Library meet the needs of the blind.

- ☐ ☐ N/A
☐ ☐ Strongly agree
☐ ☐ Agree
☐ ☐ Neutral
☐ ☐ Disagree
☐ ☐ Strongly Disagree *Why?*
☐ ☐ Don't know

13. The resources and services of the State Library meet the needs of the physically handicapped.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

14. The State Library provides timely interlibrary loans and document delivery.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

15. The Summer Reading Program of the State Library enhances the potential of children to become lifelong readers.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

16. The State Library provides essential collection development support to public libraries through state aid.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

17. The State Library effectively provides statewide public relations and library promotion campaigns.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

18. The State Library effectively spends LSTA (Library Services and Technology Act) funds on statewide projects such as electronic databases, lanter delivery system, Internet connectivity, summer reading programs, and literacy programs.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

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19. The State Library provides essential literacy program support for children.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

20. By digitizing unique Louisiana materials the State Library is increasing their availability.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

21. The State Library's website provides easy access to information.

- ☐ ☐ N/A
- ☐ ☐ Strongly agree
- ☐ ☐ Agree
- ☐ ☐ Neutral
- ☐ ☐ Disagree
- ☐ ☐ Strongly Disagree *Why?*
- ☐ ☐ Don't know

22. What service/resources would you like to see the State Library of Louisiana provide that it currently does not provide or that it could put more emphasis on in the future?
Choose your top three answers.

- ☐ ☐ Preservation/conservation services
- ☐ ☐ Retrospective conversion of bibliographic records
- ☐ ☐ Help with cataloging
- ☐ ☐ Legal expertise
- ☐ ☐ Grant writing assistance
- ☐ ☐ Help with long range library planning and evaluation
- ☐ ☐ Training of support staff
- ☐ ☐ Training of professional staff
- ☐ ☐ Provide more digitization of Louisiana materials
- ☐ ☐ Help with digitization projects
- ☐ ☐ More help with federal e-rate discount program
- ☐ ☐ Other, please specify.

23. What are the two most important benefits that the State Library provides to public libraries? _____

24. Choose the category that best fits your public library location _____

25. What is the annual circulation at your location? _____

26. What is the total operating budget for your branch, if known? _____

If unavailable, use system budget. Please indicate which one is used.

27. What is the total hours per week your branch is open? _____

APPENDIX B4

Louisiana Book Festival Survey



1. Is this the first year you've attended Louisiana Book Festival? ☐ Yes ☐ No
 If No, how many others have you attended? (Not including this one)

2. How did you learn about the Louisiana Book Festival?
☐ Radio ☐ Television ☐ Newspaper ☐ Friend ☐ Mailing ☐ E-mail ☐ Other _____

3. When did you first learn about the festival? Within: ☐ 1-2 weeks ☐ 2-4 weeks ☐ 4-6 weeks +

4. Did you visit the Louisiana Book Festival Website, www.louisianabookfestival.org? ☐ Yes ☐ No

5. Who did you come with? ☐ Alone ☐ Family ☐ Friends

6. What do you read most often? ☐ Poetry ☐ Fiction ☐ Non-fiction

7. Do you have children? ☐ Yes ☐ No

8. Did you bring your children to the festival? ☐ Yes ☐ No ☐ Not Applicable

9. What did you MOST enjoy about the festival?

10. What did you LEAST enjoy about the festival?

11. Please rank these festival programs in order of enjoyment.
 Reading ☐ Most enjoyed ☐ Somewhat enjoyed ☐ Least enjoyed ☐ Indifferent
 Book Talk ☐ Most enjoyed ☐ Somewhat enjoyed ☐ Least enjoyed ☐ Indifferent
 Panel Discussion ☐ Most enjoyed ☐ Somewhat enjoyed ☐ Least enjoyed ☐ Indifferent
 Interview ☐ Most enjoyed ☐ Somewhat enjoyed ☐ Least enjoyed ☐ Indifferent

12. Please rate the overall quality of the Book Festival programs:
☐ Very Interesting ☐ Somewhat Interesting ☐ OK ☐ Somewhat Uninteresting ☐ Boring

13. Please rate these Children's Programs.
 Craft Activities ☐ Excellent ☐ Good ☐ Fair ☐ Poor
 Story Telling ☐ Excellent ☐ Good ☐ Fair ☐ Poor
 Face Painting ☐ Excellent ☐ Good ☐ Fair ☐ Poor
 Story Book Characters ☐ Excellent ☐ Good ☐ Fair ☐ Poor

14. Please rate the food concessions. ☐ Excellent ☐ Good ☐ Fair ☐ Poor
 Comments: _____

15. Did you find the parking convenient? ☐ Yes ☐ No
 Comments: _____

16. The next Louisiana Book Festival is scheduled for November 5, 2005. Will you attend? ☐ Yes ☐ No

17. The Louisiana Book Festival goes on for 2 days. How many days do you expect to attend?

18. About how much money will you/ your group spend today at the Louisiana Book Festival? \$

46180





2004 Volunteer Evaluation form

We hope that you have enjoyed your volunteer experience at the 2004 Louisiana Book Festival, an annual celebration of books. We want the 2005 Louisiana Book Festival to be even better. You can help us accomplish this goal by taking a few moments to complete this evaluation. Please leave this form in the boxes located at the Volunteer Tent, or give it to an area coordinator. Thank you!

- Q1 How did you learn about volunteering at the Louisiana Book Festival?**
☐ Web site ☐ Television ☐ Newspaper ☐ Radio ☐ Friend ☐ Other: _____
- Q2 Did you volunteer as....** ☐ An individual ☐ Part of a group ☐ With a Friend
- Q3 How did you register to volunteer?** ☐ On-line ☐ Fax ☐ Phone ☐ Mail
- Q4 What was your volunteer assignment? (check all that apply)**
- | | |
|-----------------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Author escort or Hospitality | <input type="checkbox"/> Room Monitor |
| <input type="checkbox"/> Book signing | <input type="checkbox"/> SCUM |
| <input type="checkbox"/> Concessions | <input type="checkbox"/> Volunteer Tent |
| <input type="checkbox"/> Festival Market | <input type="checkbox"/> Young Reader's Pavilion |
| <input type="checkbox"/> Information Booth/Festival Guide | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Poetry and Prose Tent | |
- Q5 Please rate the training you received for your assignment.** ☐ Excellent ☐ Good ☐ Fair ☐ Poor
- Q6 Rate your experience as a volunteer.** ☐ Excellent ☐ Good ☐ Fair ☐ Poor

What did you enjoy MOST about your experience?

What did you enjoy LEAST about your experience?

If you would like to be included in our mailing list for the future festivals and events, please include your name and mailing address.

Name _____

Address _____

Email _____

- Q7** ☐ Please check if you would like to volunteer for the 2005 Louisiana Book Festival.



APPENDIX C

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APPENDIX D

OPEN-ENDED COMMENTS

- D1. STATE LIBRARY PATRONS (ONSITE SURVEY)
- D2. STATE LIBRARY PATRONS (WEB SURVEY)
- D3. PUBLIC LIBRARY DIRECTORS AND BRANCH MANAGERS

APPENDIX D1

STATE LIBRARY PATRONS (ONSITE SURVEY)

State Library Patrons (Onsite Survey)

Q.28 What services/resources would you like to see the State Library offer that it does not now offer?

access to public
additional periodicals
art loan
better hours for working people
better parking
CD and DVD recordings of files from the Internet
children's programs
Children's Section
coffeeshop
coffeeshop
coffeeshop
coffeeshop
Computer Book
computer services
current "circulation" reference materials
drive thru
fictional books not in large print
financial seminars
general public access
let people know about the library
library meeting room
like more books on tape
longer checkout times
longer or extended hours
more audio resources
more audio resources
more books related to leisure reading
more branches in other regions. More access to people outside BR
more christian teachings
more christian teachings
more classes on using databases effectively
more current fiction books
more digitization, computer access
more interlibrary out of state loans
more La. history
more teen books
more variety with the DVD collection
more video and DVD
more video and DVD
more video and DVD
more video and DVD
more video and DVD
more video and DVD
more video and DVD

music listening rooms
newsletter
not aware of any
parking for handicapped
parking
places to read
police protection
something besides all of the religious (Christian) books, and how to collect plastic knick-knacks
weekend time
wireless connection
workshop
workshops, book signings, grants,
research

APPENDIX D2

STATE LIBRARY PATRONS (WEB SURVEY)

State Library Patrons (Web Survey)

Q.5q (Other) Below is a list of library services. Please indicate which services you used on this online visit and which you have ever used. Please note: all services do not apply to this visit.

audio-visual section is the one I use the most for books, videos, and music

I called and asked for assistance

It should promote itself more - no one knows to use the State Library (but state employees - MAYBE

obtain material from the Blind and Physically Handicapped

The library should have longer open hours, such as some weekend hours

This is my first visit to your online site. I will be back.

used a library workstation to read publications from a database.

Q24. What services/resources would you like to see the State Library offer that it does not now offer?

evening hours M-F and some weekend hours

expanded hours

keep the staff assigned to the magazine reading room in the reading room to ensure timely availability of newspapers and magazines

later hours

more comprehensive catalog of archived items and audio/video; catalog browse features by genre, style, subject matter, and category and subcategories, e.g. history (subcategories- Roman, exploration, military, etc.), mystery, classics, French literature

none I can think of

since I am not familiar with the State Library, I would like to see more information distributed to teachers so they could utilize the State Library services

the library should have longer open hours, such as some weekend hours; it should also promote itself more - no one knows to use the State Library (but state employees -

MAYBE)

upon request, mail books/documents from its collection to local libraries for ease of pickup

weekend hours

weekend hours would be so nice

APPENDIX D3

PUBLIC LIBRARY DIRECTORS AND BRANCH MANAGERS

**Public Library Directors and Branch
Managers Survey**

Comments - for questions that have if "strongly disagree" why?

Q. 2 The State Library provides necessary infrastructure to support public internet access.

The State Library tried unsuccessfully a few years ago to provide website services for rural public library systems and didn't follow up.

Q.3 The State Library provides leadership and support in making modern computer equipment available to easily access information.

haven't heard a thing about it

I'm not sure what you are asking here, but in my opinion the State Library has not taken a leadership role in working with public libraries in planning for technology. State Library has made decisions that impact us, but with virtually no input from us.

Jefferson parish is the largest public library system in the state. State Library personnel won't hold training sessions on both sides of the river (East Bank and West Bank) for JPL staff.

Q. 4 The State Library provides needed training and continuing education opportunities for technology support to public library staff.

haven't heard a thing about it

State Library has not take an leadership role in this regard and has always contracted out the training to SOLINET or others. I'm aware of workshops and support groups/forums organized by other groups or individuals for public libraries.

Q. 5 The State Library provides other needed training and continuing education opportunities to public library staff.

haven't heard a thing about it

The workshops have been few and far between in last few years. Reference workshops are repeats and the children and young adult workshops are good.

Q. 7 The State Library has appropriate print collections to meet information needs.

Check the circulation stats of State Library material vs amount of money spent. State Library needs to spend lots of money in Louisiana collection and reference. Let the local public libraries meet the recreational needs.

Additional comments:

Q.9A The State Library personnel provide essential consulting services to public libraries in the area of trustee training.

Changes in organizational structure and especially in staffing for technology support in the field indicates the State Library is listening to our needs and taking steps to answer those needs.

could increase frequency

have never known of any specific training

haven't heard anything about this

I am a branch manager, not a director

LSL needs to offer more training for trustees in various locations around LA to make it easier for trustees to attend.

my trustees will not take advantage of what is offered, the State Library is not at fault in that

need updated Trustee handbooks; trustee workshops or other orientation/education opportunities

need more opportunities

this area needs to be strengthened

Toledo Ben event was more than 2 years

We need workshops such as the one done in the 80's but held locally.

workshops should be held to train new directors on how to work with a board

Q.9B The State Library personnel provide essential consulting services to public libraries in the area of general administration.

Except for the current State Librarian, I don't believe any of the consulting staff has ever been a public library director. One I believe was an assistant director and is about to retire. Difficult to be credible to directors without that!

Few, if any, directors understand fund accounting.

have to have their help out in the field

haven't heard anything about this

(name) and (name) have been indispensable to me and to our library system

(name) has been a life saver in this area.

large systems do not rely on these services.

none of the consultants have ever been in administration.

superb!!!

would be nice to know what services they will provide service or consultation for

would like to see more budget training

Q.9C The State Library personnel provide essential consulting services to public libraries in the area of Louisiana law and legislation

a librarian who is also a lawyer might be a good consultant

administrative conferences primarily

administrative conferences are very helpful

again, (name) has been very valuable to us in this area

haven't heard anything about this

Louisiana law and legislation is always an are where we could use more

This is a valuable service and has shown a more proactive approach in the past 2 years.

Updated publication of Library Laws of Louisiana is very helpful as are email notifications of changes in laws affecting public libraries.

vital information for us

Where's the updated Louisiana Legal Advisor, can't the State Library play any role in helping get digests such as these titles published

Q.9D The State Library personnel provide essential consulting services to public Libraries in the area of children's services.

All summer reading support is outstanding.

Coordinating summer reading programs isn't really providing a consulting service, is it?

Probably better in children's services than any other

(name) is awesome...she is increasing the quality of inservice for Children's Services.

smaller library systems benefit from this service

SRP art and assistance is strong

State Library goes all out to provide 1st rate children's programs for the whole state.

Summer Reading & teen Reading Programs are very helpful. Need more help developing programs and services to babies, toddlers and pre-schoolers.

The children's consultants focus almost solely on summer reading club. What about activities and programs throughout the year?

We need programs every year on award winning books and other strong books along with info on programming using those books.

Q.9E The State Library personnel provide essential consulting services to public libraries in the area of literacy program.

haven't heard anything about this.

I am not aware of any services the State Library provides to help public libraries develop literacy programs/collections/services.

I don't know of any literacy consulting from the SLOL.

I haven't been involved with this.

I haven't heard of any services in our area.

Need more help because we are a rural parish with many problems

Not a "direct" PL program as such

Q.9F The State Library personnel provide essential consulting services to public libraries in the area of Technology.

(name) is helpful, but the whole area is still extremely confusing and stressful, with uneven and sometimes unsatisfactory results.

Consulting staff does not have such expertise.

E-rate does not count as consulting for technology in my opinion.

haven't heard anything about this.

It should, but it doesn't always do it.

Need more training for staff who deal with public access computers/patrons and also consulting services to help public library directors maintain and upgrade technology in their individual library systems, particularly small, rural libraries.

Not my first choice for information.

not nearly enough

(name) and her staff have always been helpful and knowledgeable about everything I have asked.

(name) and (name) provide a valuable and reliable technology contact for the public libraries.

(name) has done a tremendous job to communicate with all the public libraries about technology.

Q.9G The State Library personnel provide essential consulting services to public libraries in the area of building and construction.

(name) and (name) did outstanding site evaluations to present to the board - very helpful

has anyone on the library on this staff been through a building process?

haven't heard anything about this.

no consultant has ever built a building.

None of the consultants, to my knowledge, has any expertise in this area.

not an area that I would contact the State Library about.

Q.9H The State Library personnel provide essential consulting services to public libraries in the area of collection development.

haven't heard anything about this

I don't recall any consulting services directed to this topic other than a reference and a genealogy workshops (not really a consulting service however)

Need workshops to train non-professional staff to assist with collection development, including weeding and resource selection.

Q.11 State Library personnel provide high quality professional assistance.

It depends on the individual if you get professional service or not

Q.17 The State Library effectively provides statewide public relations and library promotion campaigns.

never have seen anything on this.

The pr effort is focused more to SLOL's own services and operations, rather than statewide promotion and campaigns, albeit SRP is an exception.

The State Library should take the lead in promoting, not only itself and its resources, but the 66 parish libraries as well. The State Library is in a unique position to promote reading, learning, etc. in a poor rural state by acting as an umbrella.

Q.18 The State Library effectively spends Federal LSTA (Library Services and Technology Act) funds on statewide projects such as electronic databases, lanter delivery system, Internet connectivity, summer reading programs, and literacy programs.

As I understand it, traditionally LSTA \$ has gone to ILL (with which I concur) but also to pet projects of state library - virtually no input from public library directors as to what the priorities are.

Q.19 The State Library provides essential literacy program support for children.

I know the Let's Read program is in the works, but it hasn't really started yet. Not aware of other efforts.

Q.21 The State Library's website provides easy access to information.

I could find information BEFORE the redesign. Since the redesign, I find it difficult to use and have to really hunt for the information. Also, it doesn't look like many areas are regularly updated.

Poorly designed, difficult to use, almost worthless.

Q.22 What service/resources would you like to see the State Library of Louisiana provide that it currently does not provide or that it could put more emphasis on in the future? Choose your top three.

Other -

Manager training for branch managers, mid-managers

PL "value" marketing; increasing direct aid

professional image

selection and programming in children's area

set a goal to change state law where public libraries can own property separate from the Police Jury

Technology - Tech support and leadership in determining the appropriate technology for libraries beyond public access computers.

The questions for Director do not apply to me because I am a branch manager.

use interactive videoconferencing for continuing education.

Q.23 What are the two most important benefits that the State Library provides to public libraries?

1. consulting 2. extended print and non-print resources for the public.

1. helping us with the legal and financial information by being the liaison with appropriate people.
2. providing funds through state aid and grant money for collection development and technology

1. Louisiana Connection Databases, but sometimes you drop the ball - InfoTracOneFile was late, and you don't publish enough color brochures. 2. SRP Art and Promotion Assistance

A constant flow of timely information and feedback and open communication between libraries and the State Library.

access for our patrons to their collections and access to databases and interlibrary loan services

ALL OF THESE ARE CRITICAL: 1. working with the Legislature 2. Coordinating and contracting for Internet services, databases, etc. 3. keeping us informed of new laws, procedures, etc. 4. consultants

books for the blind, computer programs

child/youth programming, support interlibrary loan service

consultants, Louisiana Collection

consultants, materials

consultants who can be a sounding board because of their longevity and experience in the state, state aid funds

consultation and information, garner financial support from the State's budget through legislative contact

consulting on administrative matters; paying for technology infrastructure

consulting services and interlibrary loan

consulting services, continuing education

continuing education and assistance with technology

counsel and assistance to library directors, strong book collection for ILL

databases, training

databases and interlibrary loan

databases, government documents

e-rate support, Summer Reading Support

e-rate support and state aid

electronic databases and state aid

e-rate consulting, fantastic support to public libraries both through professional service and grant monies

field consultants, infrastructure for technology developments, including consortium for database subscriptions

I think the things that have most helped me are being able to get books needed by school children of all ages that are required reading, and our branches do not have available; and also it is comforting knowing that we have you for backup for anything we need.

ILL books, audio-visual materials

ILL Loan Shark services (and Lanter); and lobbying for state aid

ILL, T1 lines

Interlibrary Loan and Summer Reading Programs for Children and Young Adults

Interlibrary loan, library development

Interlibrary loan, advice of library consultants

Interlibrary loan and soon-to-be-gone consultant (name)

Interlibrary loan, databases

Interlibrary loan, great collection

interlibrary loans and meeting the needs of the physically handicapped

Interlibrary loans and state databases

Internet access and Interlibrary Loan (Loan Shark)

Internet access and interlibrary loans

Internet connectivity, databases

Internet connectivity and delivery service

Internet connectivity, statewide databases

library consultants, Internet connection

Louisiana Library Connection databases, technology

Materials we do not have locally, keeping the library updated with new information on Internet

Moral support, administrative guidance

Online access, Summer Reading
Programs

Professional offerings in the area of in-service and training in all areas for staff; phone
call
consultations when needed.

programs for children, important
databases

providing information requested by library administration (consulting services), access to
databases

Providing the statewide databases, providing the infrastructure for the statewide interlibrary
loan system and delivery service

public consulting and state aid funding

reference, Interlibrary Loan program

resources, ILL

state aid and continuing education

summer reading club, statewide electronic databases

summer reading, ILL

summer reading program, interlibrary loan

support for services to children and young adults, Interlibrary
Loan

technological access and support Interlibrary Loan

technology and interlibrary loan

technology, planning

the collective supplemental services not affordable locally and the "equalization" potential of

direct aid

the consultant's job is the most beneficial to me personally. Where I can call and ask any "stupid" question.

the online databases are the best, as is the interlibrary loan.

they provide Internet services for the community and also provide the state aid to libraries. Because of our limited budget, we would not be able to provide the latest in technological advances without the financial support given through the State Library.