

OFFICE OF STATE LIBRARY

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Government and Citizens

Objective: 1 – Increase usage of the State Library collections and services by at least 2% by 2028.

Indicator Name: Number of items accessed from State Library collections

Indicator LaPAS PI Code: 21892

1. **Type and Level:**
Output and Key indicator
2. **Rationale, Relevance, Reliability:**
The State Library provides many services including the ability to check out and borrow materials, obtain answers to reference questions, use public access computers, access the archival collection, and attend events. We believe that measuring the number of items checked out from the State Library's collection, as well as those used in the State Library, will reveal the usefulness and appropriateness of the materials in the collection and will show that we are meeting user needs.
3. **Use:**
This indicator will reveal how well we are meeting the needs of users (state employees, agencies, elected officials, and general public via public library interlibrary loan). It will be used for budgeting purposes.
4. **Clarity:**
Indicator is self-explanatory.
5. **Data Source, Collection and Reporting:**
Source of the data is the Library's automated system. This captures all materials checked out from the library and includes both in person check-outs as well as items loaned via interlibrary loan. Library staff in the Louisiana Department and Reference Department also collect statistics on items used in-house which cannot be circulated.
6. **Calculation Methodology:**
Sum of all items checked out plus the sum of non-circulating items used in-house.
7. **Scope:**
The sum on a monthly basis may be broken out by borrower type for circulated items. But, for our purposes here, we will report the aggregated sum.
8. **Caveats:**
This number, since it originates from an automated system, is accurate. It does not, however, measure whether the borrower read and benefited from the item. Number of in-house use items is dependent on staff keeping track of requests.

9. Accuracy, Maintenance, Support:

Circulation data (number of items loaned/checked out) is a standard library measure and is reported on a national level to several agencies.

10. Responsible Person:

Coordinator of Access Services; Kytara Gaudin; (225) 342-4920; kgaudin@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Government and Citizens

Objective: 1 – Increase usage of the State Library collections and services by at least 2% by 2028.

Indicator Name: Number of reference inquiries at the State Library

Indicator LaPAS PI Code: 1263

1. Type and Level:

Output and Key indicator

2. Rationale, Relevance, Reliability:

The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers, and attend events. We believe that measuring the number of questions asked via all methods of communication (phone, mail, in person, email) will reveal the usefulness and appropriateness of the materials in the collection as well as the skill of the staff in serving customers and will show that we are meeting user needs.

3. Use:

This indicator will reveal how well we are meeting the needs of users (state employees, those incarcerated, state agencies, the general public and providing backup support for public library reference services). It will be used for budgeting purposes.

4. Clarity:

A "reference question" is defined as any request for assistance or information received at a reference desk of the State Library either in person or via email, phone or regular mail. Questions may be as simple as requesting assistance with a public access computer or as complex as researching elusive federal or state legislation.

5. Data Source, Collection and Reporting:

Number of reference questions is recorded on an ongoing basis at each service desk. On a monthly basis, they are added up and recorded on a monthly statistical report.

6. Calculation Methodology:

This measure is the sum of all questions received at the Reference Desk and the Louisiana Department Desk.

7. Scope:

The sum on a monthly basis is broken out by Louisiana Reference versus General Reference. But, for our purposes here, we will report the aggregated sum.

8. Caveats:

This number, since it originates from staff remembering to mark down number of questions as they occur may not be exactly accurate. In addition, it does not indicate whether the questions were answered correctly.

9. Accuracy, Maintenance, Support:

Counting reference questions is a standard library measure and is reported on a national level to several agencies.

10. Responsible Person:

Head of Reference Department; Michael Golrick; (225) 342-4917; mgolrick@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Government and Citizens

Objective: 1 – Increase usage of the State Library collections and services by at least 2% by 2028.

Indicator Name: Number of attendees at annual LA Book Festival

Indicator LaPAS PI Code: 22339

1. Type and Level:

Outcome and Key indicator

2. Rationale, Relevance, Reliability:

The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. The annual Louisiana Book Festival is the premier public event hosted by the State Library. We believe that measuring attendance will reflect the overall success of the event.

3. Use:

This indicator will reveal how well we are publicizing the Book Festival and whether we are providing interesting and engaging activities to attract attendees.

4. Clarity:

An attendee is defined as someone who attends any of the Book Festival events, including author reception, workshops, children's activities, book talks, musical events, and outreach events.

5. Data Source, Collection and Reporting:

Data is collected at each event and the total reported once per year, usually in the last quarter of the fiscal year.

6. Calculation Methodology:

This measure is the sum of all attendance at all Book Festival events.

7. Scope:

Some demographic information (age, gender, family income, level of education, race) is gathered on evaluation forms, but only a portion of attendees fill out the forms.

8. Caveats:

This number, since it originates from room monitors and staff remembering to mark down number of attendees at each event may not be completely accurate. People may be counted twice, but this is the accepted way to estimate attendance for these events.

9. Accuracy, Maintenance, Support:

Attendance at each event is measured by “counting heads” once the event is underway. Room monitors and staff count and report the results. The same method of reporting has been used for each annual Book Festival.

10. Responsible Person:

Center for the Book Director; Jim Davis; (225) 342-9714; jdavis@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Government and Citizens

Objective: 1 – Increase usage of the State Library collections and services by at least 2% by 2028.

Indicator Name: Number of digital items added to electronic collections

Indicator LaPAS PI Code: 25412

1. Type and Level:

Output and Key indicator

2. Rationale, Relevance, Reliability:

The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. The State Library is mandated to gather and provide perpetual access to all born digital state public documents. The State Library also collects Louisiana historical items. Counting the number of digital items added to the State Library's electronic collections will measure the State Library's success in providing and preserving state resources. It will also reflect the direction of most state agencies in replacing print with electronic publications.

3. Use:

This indicator will reveal the State Library's success in fulfilling this mandate as well as show the move to replace print with electronic by most state agencies. Also, increased access to electronic items will benefit all citizens by making information, especially state historical and governmental information, more accessible to them.

4. Clarity:

A digital item includes all digital public documents, photographs, serials, images, art, etc., added by the State Library to our electronic collections.

5. Data Source, Collection and Reporting:

A monthly report of total number of items in the electronic collections can be produced. By subtracting the previous month's total from the current month's total, the number of new items added that month can be calculated.

6. Calculation Methodology:

This measure is the sum of all digital items added.

7. Scope:

The sum of items added by month is tracked on a spreadsheet, but will be reported here quarterly.

8. Caveats:

This number, since it originates from staff entering items into a spreadsheet, may not always be entirely accurate. However, in the departmental workflow, there are several checkpoints such that an error is unlikely. Also, since some agencies are slow to deliver documents, the number may not reflect all the items published, just those delivered to the State Library.

9. Accuracy, Maintenance, Support:

Each document is tracked on a spreadsheet when it arrives. The spreadsheet is reliable.

10. Responsible Person:

Head of Technical Services, Lesli Gray; (225) 342-4938; lgray@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Government and Citizens

Objective: 1 – Increase usage of the State Library collections and services by at least 2% by 2028.

Indicator Name: Number of uses of State Library wireless connectivity

Indicator LaPAS PI Code: 25413

1. Type and Level:

Outcome and Key indicator

2. Rationale, Relevance, Reliability:

The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. Measuring the increased use of wireless technology will show ways in which the State Library is meeting a community need.

3. Use:

This indicator will reveal ways that the State Library is meeting user needs. More and more users are coming into the library with their own laptops and mobile devices.

4. Clarity:

A “use” is defined as a user clicking on a specially-designed policy page on a library wireless access point. Each time a user clicks on the policy page, it will count as one use.

5. Data Source, Collection and Reporting:

Specially-prepared wireless access points have been modified to capture this information.

6. Calculation Methodology:

The sum of all uses of the wireless connection is reported.

7. Scope:

This represents just the usage of the State Library’s wireless connection. It includes all accesses by individual laptops and mobile devices.

8. Caveats:

If the access spot is down, no data will be captured until someone reports the outage.

9. Accuracy, Maintenance, Support:

The State Library’s count of usage is very valid and mostly reliable and accurate. Sometimes attempted usage may not be adequately captured if the Wi-Fi connection is down and no one reports it.

10. Responsible Person:

Head, Information Technology; Jeirico Howard; (225) 342-4919; jhoward@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 2 – Increase usage of public library resources by 5% by 2028.

Indicator Name: Number of electronic resource searches [Revised Indicator Name]

Indicator LaPAS PI Code: 21896

1. Type and Level:

Output and Key indicator

2. Rationale, Relevance, Reliability:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational electronic resources, and assistance with E-rate to obtain broadband and networking services and equipment. We believe that measuring usage of the interlibrary loan system, statewide electronic resources, public access computers, and free wi-fi in public libraries shows the benefit and return on investment in these services. Electronic resource searches reveal the number of times a user has executed a search in one of the statewide electronic resources.

3. Use:

Statewide electronic resource usage statistics are reviewed by the OSL Database Advisory Committee to determine which electronic resources will be renewed and if new ones need to be added.

4. Clarity:

A search is defined as accessing one of the statewide electronic resources.

5. Data Source, Collection and Reporting:

Data is derived from usage reports received from each vendor.

6. Calculation Methodology:

This measure is the sum of all searches reported by all vendors.

7. Scope:

OSL receives and reports aggregated usage from each vendor. Once per year, the overall usage by individual library is available in the print annual *Public Library Statistical Report*.

8. Caveats:

This number, since it originates from various vendors is dependent upon how the vendor defines and reports a "search." There are endeavors which attempt to require vendors to all adhere to the same definition of a search, but at this time, interpretation of vendor reports is sometimes unclear.

9. Accuracy, Maintenance, Support:

Electronic resource usage statistics are a standard library measure reported on a national level to several agencies. While not all vendors report usage in the same way, tracking usage year-over-year from the same vendor will provide information about increases/decreases in usage of that resource.

10. Responsible Person:

Library Consultant; Riley Bordelon; (225) 342-0798; rbordelon@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 2 – Increase usage of public library resources by 5% by 2028.

Indicator Name: Number of items borrowed and loaned among public libraries
[Revised Indicator Name]

Indicator LaPAS PI Code: 21891

1. Type and Level:

Output and Key indicator

2. Rationale, Relevance, Reliability:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational electronic resources, and assistance with E-rate to obtain broadband and networking services and equipment. We believe that measuring usage of the interlibrary loan system, statewide electronic resources, public access computers, and free wi-fi in public libraries shows the benefit and return on investment in these services. This measure shows the number of items public libraries loan and borrow among themselves.

3. Use:

Statistics are reviewed by the OSL Interlibrary Loan Advisory Committee to determine which libraries are using the system, if additional training is needed in a particular area, and to assess how much the local libraries promote and advertise the service.

4. Clarity:

An interlibrary loan is defined as one item requested and supplied within the framework of the statewide interlibrary system.

5. Data Source, Collection and Reporting:

Data is derived from usage reports received from the interlibrary loan vendor.

6. Calculation Methodology:

This measure is the sum of all items in the statewide system with a status of “shipped”, minus those items “shipped” from the State Library.

7. Scope:

The interlibrary loan system vendor supplies OSL with a report showing usage by type of transaction as well as by library. For our purposes, only the aggregate number of items “shipped” among public libraries is reported.

8. Caveats:

This number is accurate in that it reports the total items requested and supplied via the statewide system. However, it does not reveal the number of requests that are processed, but not filled, due to the items being checked out. Many of the latter items are then requested from the State Library to be borrowed from the OSL collection or from out-of-state, using a national automated system.

9. Accuracy, Maintenance, Support:

Data is accurate since it is derived from the vendor's automated system. Numbers of items actually loaned may be higher because subject requests, while they come in on the system, are not supplied via the system. Thus, not all subject requests which are fulfilled get counted.

10. Responsible Person:

Coordinator of Access Services; Kytara Gaudin; (225) 342-4920; kgaudin@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 2 – Increase usage of public library resources by 5% by 2028.

Indicator Name: Number of uses of public access computers in public libraries

Indicator LaPAS PI Code: 21899

1. Type and Level:

Outcome and Key indicator

2. Rationale:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational electronic resources, and assistance with E-rate to obtain broadband and networking services and equipment. We believe that measuring usage of the interlibrary loan system, statewide electronic resources, public access computers, and free wi-fi in public libraries shows the benefit and return on investment in these services. This measure shows how many times users come in to a public library anywhere in the state and sit down to use a public access computer.

3. Use:

Statistics are used by the public libraries to assess whether additional computers and/or bandwidth are needed. The State Library uses the statistics to gauge usage of technology and how much overall usage of public libraries is increasing.

4. Clarity:

A “public access computer use” is defined as a patrons signing up for a session at a public library. It does not include patron use of personal computers or devices inside the library.

5. Data Source, Collection and Reporting:

Data is derived from computer registration systems in use at individual libraries. The most accurate count is reported once per year in the annual *Public Library Statistical Report*. These numbers, reported in the 4th quarter of each fiscal year, represent data from the previous calendar year.

6. Calculation Methodology:

This represents the sum of all usage figures reported by all public libraries.

7. Scope:

Data is available by individual library in the print annual *Public Library Statistical Report*. For our purposes, we report only the aggregated number.

8. Caveats:

This number is accurate in that it reports the number of times users have signed up to use a public access computer at a public library. It is assumed that the usage may be under-reported since there may be times in libraries when there are computers available and people do not need to sign up in advance. It is not clear if all of these uses are counted.

9. Accuracy, Maintenance, Support:

Data is considered reasonably accurate since most libraries require that patrons sign up for a computer in advance. The names are counted and recorded and then the sheets destroyed to protect the patron's individual privacy. Tracking data over time within one institution will reveal increased / decreased traffic and usage.

10. Responsible Person:

Head of Reference Services, Michael Golrick (225) 342-4917; mgolrick@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 2 – Increase usage of public library resources by 5% by 2028.

Indicator Name: Number of uses of public library wireless hotspots

Indicator LaPAS PI Code: 25414

1. Type and Level:

Outcome and Key indicator

2. Rationale:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational electronic resources, and assistance with E-rate to obtain broadband and networking services and equipment. We believe that measuring usage of the interlibrary loan system, statewide electronic resources, public access computers, and free wi-fi in public libraries shows the benefit and return on investment in these services. This measure shows how many times users come in to a public library anywhere in the state and use the free wireless connectivity it provides.

3. Use:

This indicator will reveal ways that public libraries are meeting user needs. Today, many users come into the library with their own laptops and mobile devices.

4. Clarity:

A “use” is defined as a user clicking on a specially-designed policy page on a library wireless access point. Each time a user clicks on the policy page, it will count as one use.

5. Data Source, Collection and Reporting:

Specially-prepared wireless access points capture this information. Some public libraries have purchased special software to capture these statistics. The most accurate count is reported once per year in the annual *Public Library Statistical Report*. These numbers, reported in the 4th quarter of each fiscal year, represent data from the previous calendar year.

6. Calculation Methodology:

The sum of all uses of the wireless connection is reported. Although data is collected for each individual public library system, only the aggregate is reported here.

7. Scope:

This represents the reported usage of wireless connectivity in all public libraries in the state. It includes all accesses by individual laptops and mobile devices.

8. Caveats:

If the access spot is down, no data will be captured until someone reports the outage.

9. Accuracy, Maintenance, Support:

Public libraries that are using specially-designed access points provided by the State Library will provide valid and mostly reliable and accurate data. Some libraries provide their own systems' data. In addition, in all libraries, unsuccessful logons may not be adequately captured if the Wi-Fi connection is down and no one reports it.

10. Responsible Person:

Head, Information Technology; Jeirico Howard; (225) 342-4919; jhoward@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 2 – Increase usage of public library resources by 5% by 2028.

Indicator Name: Number of online tutoring engagements.

Indicator LaPAS PI Code: 24337

1. Type and Level:

Outcome and Key indicator

2. Rationale:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational electronic resources, and assistance with E-rate to obtain broadband and networking services and equipment. We believe that measuring usage of the interlibrary loan system, statewide electronic resources, public access computers, and free wi-fi in public libraries shows the benefit and return on investment in these services. As part of these services, the State Library offers online after-school tutoring sessions for students from kindergarten through basic college level. This service also provides one-on-one assistance for job seekers with resume writing and interview preparation. This indicates OSL's commitment to the overall educational attainment of our population.

3. Use:

Statistics are used to measure level of interest in and need for this service. Increased usage will reflect success in outreach efforts and responsiveness of the service to the users.

4. Clarity:

Online tutoring engagements include all of the usage of the service: tutoring sessions, accounts created, tutoring additions, practice quizzes, previous session views, SkillsCenter searches, video views, and SAT/ACT practice.

5. Data Source, Collection and Reporting:

Data is derived from an online monthly statistical report from the vendor.

6. Calculation Methodology:

This is the sum of all of the tutoring sessions, accounts created, tutoring additions, practice quizzes, previous session views, SkillsCenter searches, video views, and SAT/ACT practice.

7. Scope:

This indicator is the statewide usage, but the vendor also provides usage reports by grade level, by public library, and by subject.

8. Caveats:

None

9. Accuracy, Maintenance, Support:

Data will be reliable, valid and accurate since it is gathered electronically and reported by the vendor.

10. Responsible Person:

Riley Bordelon, Library Consultant, 342-0798, rbordelon@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 3 – Provide a minimum of 90 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Indicator Name: Number of library systems receiving consultations and site visits

Indicator LaPAS PI Code: 21894

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library professional staff provides advice and information on a daily basis via telephone and email. There are times when we need to schedule more in-depth consults and assistance and conduct face-to-face assessments of each public library system and their network as part of an overall strategy to improve library services at the local level and to make sure that all public library staff are able to fully utilize the tools and resources available to them from the State Library.

3. Use:

Statistics are used to assess productivity in both the Library Development Division and the Information Technology Department of the State Library. We will also use the data to make sure that we are advising and visiting all areas of the state and are not too focused on any one area.

4. Clarity:

A consultation is defined as scheduled individual or small group assistance to a public library provided by State Library staff for purposes of assessing quality of services, to assess viability of technology infrastructure or to provide expert advice on a particular library topic. A site visit is defined as State Library staff going on site at a public library for purposes of assessing quality of services, to assess viability of technology infrastructure or to provide expert advice on a particular library topic.

5. Data Source, Collection and Reporting:

Data is derived from an online monthly statistical report.

6. Calculation Methodology:

This is the sum of all consultations and visits to each library system. For consultations, consultations with multiple occurrences on the same topic or that involve follow-up communication and assistance will count as one consultation. For site visits, visits over multiple days or to multiple branches in the same library system will count as one visit.

7. Scope:

Individual consultations and visits are recorded, but only the aggregated total number of systems visited is reported.

8. Caveats:

There may be some ambiguity over whether it should be considered a consultation or site visit or training or presentation; we will have to make sure all staff is aware of the definitions.

9. Accuracy, Maintenance, Support:

Data will be reliable and accurate since consultations and site visits must be planned and approved in advance. There may be some ambiguity about some, i.e. whether to treat them as consultations or site visits or if would be a training or presentation. Staff will need training on how to record correctly.

10. Responsible Person:

Associate State Librarian; Jessica Styons; (225) 342-4931; jstyons@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 3 – Provide a minimum of 90 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Indicator Name: Number of workshops held

Indicator LaPAS PI Code: 14869

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library's Library Development Division provides training and consulting opportunities for public library staff. Many library directors are not trained librarians and rely on the educational opportunities offered by the State Library to teach them how to provide basic library services to their communities. Counting the number of educational opportunities presented measures the amount of training available to public library staff. This also measures appropriateness of topic, time and location since we will cancel a workshop (and it will not be counted) if there are not enough participants.

3. Use:

Statistics are used to assess productivity of the Library Development Division of the State Library and how well we are addressing public library staff training needs.

4. Clarity:

A workshop is defined as an educational opportunity that is designed to teach or convey in a formal setting, whether in-person or web-based, a body of information or skills to the attendees. This is different from a presentation, consultation, or site visit.

5. Data Source, Collection and Reporting:

Data is derived from an online monthly statistical report.

6. Calculation Methodology:

This is the sum of all workshops held.

7. Scope:

Individual workshops are recorded, but only the aggregated total is reported.

8. Caveats:

There may be some ambiguity between workshops, presentations, consultations, and site visits; we will have to make sure all staff are aware of the definitions.

9. Accuracy, Maintenance, Support:

Data will be reliable and accurate since workshops are scheduled in advance and registrations accepted. There may be some ambiguity about what constitutes a workshop

rather than a presentation or site visit. A workshop will typically have expected educational outcomes and requires registration.

10. Responsible Person:

Associate State Librarian; Jessica Styons; (225) 342-4932; jstyons@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 3 – Provide a minimum of 90 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Indicator Name: Number of attendees at workshops

Indicator LaPAS PI Code: 14870

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library provides training and consulting opportunities for public library staff. Many library directors are not certified librarians and rely on the educational opportunities offered by the State Library to teach them how to provide basic library services to their communities. Also, many library staff do not have library skills and/or education and rely on the State Library training to improve and develop these skills. Counting the number of attendees at these educational opportunities reflects the appropriateness of the topic, location and time and their prior experience with the quality and usefulness of OSL-sponsored workshops.

3. Use:

Statistics are used to assess productivity of the Library Development Division of the State Library and the effectiveness of scheduling and appropriateness of topic.

4. Clarity:

A workshop attendee is defined as a participant in a workshop. Staff who are there only to handle logistics are not counted.

5. Data Source, Collection and Reporting:

Data is derived from an online monthly statistical report.

6. Calculation Methodology:

This is the sum of attendance at all workshops held.

7. Scope:

Individual workshops and attendance are recorded, but only the aggregated total is reported.

8. Caveats:

Sometimes we hire outside trainers and we depend on them to obtain accurate attendance figures and report them to us.

9. Accuracy, Maintenance, Support:

Data will be reliable and accurate since workshops are scheduled in advance and attendees must register in advance to attend. There may be some discrepancies between the number

of people who register for a workshop and the number that actually attend. We will count actual attendance, not registrations.

10. Responsible Person:

Associate State Librarian; Jessica Styons; (225) 342-4932; jstyons@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Special Populations

Objective: 4 – By 2028, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.

Indicator Name: Number of participants in Summer Reading Program

Indicator LaPAS PI Code: 20735

1. Type and Level:

Output and Key indicator

2. Rationale:

Reporting number of children, teens, and adults enrolled in various reading programs reflects the popularity of these programs, their attractiveness to participants of all ages, and OSL's success in obtaining buy-in from the public libraries. OSL provides the theme, masters for materials, and statewide coordination. Local public libraries actually implement the annual Summer Reading Program for their users. Tracking number of participants registered or enrolled shows success of the program.

3. Use:

Statistics are used to assess success of the Summer Reading Program.

4. Clarity:

A participant is defined as any child, teen, or adult who signs up for the Summer Reading Program; this covers all ages.

5. Data Source, Collection and Reporting:

Each public library maintains statistics on number of children/teens registered and reports it once per year in early Fall to the State Library.

6. Calculation Methodology:

This is the sum of registrations at all public libraries.

7. Scope:

Individual libraries report to OSL the number of participants, but OSL reports only the aggregated total. Data is available on number of children and teens participating, but not reported.

8. Caveats:

OSL is dependent upon the libraries to keep accurate statistics. Also, this number does not reflect the percentage of children/teens that actually complete the programs.

9. Accuracy, Maintenance, Support:

This indicator has been used for many years to track success of the programs. Examination of year-over-year data reveals increases and decreases in participation.

10. Responsible Person:

Children and Teen Services Consultant; Megan Thomas; (225) 342-9716;

mthomas@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program:	Library Services
Activity:	Services to Special Populations
Objective:	4 – By 2028, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.
Indicator Name:	Number of participants in LA Readers' Choice Program [Revised Indicator Name]

Indicator LaPAS PI Code: 21895

1. Type and Level:

Output and Key indicator

2. Rationale:

Reporting number of children, teens, and adults enrolled in various reading programs reflects the popularity of these programs, their attractiveness to participants of all ages, and OSL's success in obtaining buy-in from the public libraries. For LRC, OSL provides the reading list and statewide coordination. Local public libraries and schools promote and publicize the program to their communities.

3. Use:

Statistics are used to assess success of the LRC Program; in addition, children and teens vote on their favorite book and an annual award is presented to the author.

4. Clarity:

An enrolled child or teen is one who reads the required number of books from the published list and votes on his or her favorite book. Numbers represent total votes.

5. Data Source, Collection and Reporting:

Teachers gather votes in their classes and go to an online form on the OSL website to report votes. In some areas, schools use real voting machines on loan from the Secretary of State to capture votes; then the teachers report the votes online or fax the votes to the State Library. Votes are also received from libraries and individuals through the online form or fax.

6. Calculation Methodology:

This is the total number of all votes cast.

7. Scope:

Votes are accepted from schools, libraries, and individuals statewide. They report to OSL the number of votes for each book, but OSL reports only the aggregated total.

8. Caveats:

OSL is dependent upon the teachers, libraries, and individuals to report accurate votes. It is also dependent upon the delivery systems used to obtain the results, i.e. fax and online systems to be up and running properly.

9. Accuracy, Maintenance, Support:

This indicator has been used for many years to track success of the programs. Examination of year-over-year data reveals increases and decreases in participation.

10. Responsible Person:

Children and Teen Services Consultant; Megan Thomas; (225) 342-9716;

mthomas@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Special Populations

Objective: 4 – By 2028, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.

Indicator Name: Number of books read by LA Readers' Choice Program participants

Indicator LaPAS PI Code: 26421

- 1. Type and Level:**
Output and Key indicator
- 2. Rationale:**
Reporting number of children, teens, and adults enrolled in various reading programs reflects the popularity of these programs, their attractiveness to participants of all ages, and OSL's success in obtaining buy-in from the public libraries. For LRC, OSL provides reading lists and statewide coordination. Local public libraries and schools promote and publicize the program to their communities.
- 3. Use:**
Statistics are used to assess success of the LRC Program; in addition, children and teens vote on their favorite book and an annual award is presented to the author.
- 4. Clarity:**
This is the number of books read by children and teens in the LRC Program.
- 5. Data Source, Collection and Reporting:**
State Library staff calculate the number of books read from the number of participants in the program which is reported by schools, libraries, and individuals.
- 6. Calculation Methodology:**
To be able to vote, children participating in the Louisiana Young Readers' Choice Program (grades three through eight) must read at least three books off of the nominated lists; teens participating (grades nine through twelve) must read at least two books off of the nominated list. This number is calculated by taking the number of LYRC participants and multiplying it by three, taking the number of LTRC participants and multiplying it by two, then adding these together to get the total number of books read.
- 7. Scope:**
OSL reports only the aggregated totals; it doesn't collect information by participant.
- 8. Caveats:**
This number is extrapolated from the votes and the program requirements; there is no way to verify if children or teens read the required number of books before voting.

9. Accuracy, Maintenance, Support:

This data cannot be verified but is tracked consistently by State Library staff. Online voting has been made easier, and staff have been able to gather this information directly from participants which makes the numbers more accurate.

10. Responsible Person:

Children and Teen Services Consultant; Megan Thomas; (225) 342-9716;
mthomas@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Special Populations

Objective: 4 – By 2028, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.

Indicator Name: Number of items loaned to persons with visual or physical disabilities

Indicator LaPAS PI Code: 21898

- 1. Type and Level:**
Output and Key indicator
- 2. Rationale:**
Reporting number of items circulated reflects the productivity and popularity of the Talking Books and Braille Library (TBBL) program.
- 3. Use:**
Statistics are used to assess success of the TBBL program and are used to track usage.
- 4. Clarity:**
An item circulated could be a talking book, magazine, newsletter, catalog, audiobook, reading machine, or downloaded title loaned to a person with a visual or physical disability or who has a reading disability.
- 5. Data Source, Collection and Reporting:**
Data is extracted from the TBBL automated system, KLAS, and from the national BARD system and is considered accurate.
- 6. Calculation Methodology:**
This is the sum of all items checked out from KLAS including machines, talking books, large print books, etc. It also includes all BARD digital downloads.
- 7. Scope:**
Data for books, machines, and tapes is available, but OSL reports the aggregated total.
- 8. Caveats:**
The technology has changed. Digital cartridges can hold multiple items so a person may read multiple titles but only one item is circulated. Currently, there is no report to accurately count the number of titles on a cartridge, but a new process, Duplication on Demand, is being implemented which will allow us to account for and report these numbers.
- 9. Accuracy, Maintenance, Support:**
This indicator has been used for many years to track success of the program. Examination of year-over-year data reveals increases and decreases in usage.

10. Responsible Person:

Coordinator of Special Services; Shelia Coleman; (225) 342-4942; scoleman@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 5 – The State Library will achieve a 90% satisfaction rate in surveys of its users.

Indicator Name: Percentage of public libraries satisfied with OSL services

Indicator LaPAS PI Code: 21897

1. Type and Level:

Quality and Key indicator

2. Rationale:

An annual survey of public library directors will reveal their satisfaction with services offered by OSL. We hope to achieve at least 90% satisfied with services.

3. Use:

Statistics will be used to assess satisfaction with various services and to budget which services should be continued, dropped, or improved to better meet needs. Survey results will be used for planning.

4. Clarity:

Satisfaction is indicated on the survey by those that “strongly agree” or “agree” with positive impact statements about State Library services. Indicator is subjective.

5. Data Source, Collection and Reporting:

Each winter, a survey of public library directors will be conducted and results reported.

6. Calculation Methodology:

This will represent the percentage of respondents to an annual survey that mark either “strongly agree” or “agree” for each OSL service. Formula: (strongly agree + agree) / total surveys completed.

7. Scope:

Although data on non-use and lack of awareness will be available on each service OSL offers, we will report only satisfaction levels at the aggregated level. The survey is sent only to public library directors and only one response is recorded per library system.

8. Caveats:

By nature, a survey instrument is only a snapshot in time and, depending on the respondent, may not truly represent overall satisfaction throughout the year. The survey only goes to public library directors who may not be the target audience or direct user of the service.

9. Accuracy, Maintenance, Support:

Satisfaction is different from usage or awareness of a particular service. We are specifically seeking satisfaction levels, although the survey is designed to indicate if the respondent is unaware or does not use a service.

10. Responsible Person:

Deputy State Librarian; Meg Placke; (225) 342-4925; mplacke@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program: Library Services

Activity: Services to Public Libraries

Objective: 5 – The State Library will achieve a 90% satisfaction rate in surveys of its users.

Indicator Name: Number of public library technology support incidents handled

Indicator LaPAS PI Code: 25415

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
Many public libraries, especially in the rural parishes, do not have dedicated IT staff and rely upon the State Library for technology support and troubleshooting. Measuring the number of incidents to which State Library staff responds will indicate the volume of this activity and how well the State Library is meeting the needs of the public libraries, and, by extension, the general public. Quality and quantity of IT support of public libraries has a direct impact on their satisfaction with State Library services.
- 3. Use:**
Statistics will be used to assess technology needs in geographic areas of the state, to plan technology training as needed and to track support of each library. This measure also shows level of activity in the IT arena.
- 4. Clarity:**
An “incident” is defined as a unique request from a public library for technology assistance.
- 5. Data Source, Collection and Reporting:**
Data will be collected from individual staff members’ daily support logs and from the automated incident tracking system.
- 6. Calculation Methodology:**
This will represent sum of all support requests recorded that are related to technology.
- 7. Scope:**
Support incidents will include all public library requests for assistance with networks, routers, wireless, servers, laptops, mobile devices, PCs, Internet connectivity, database connectivity and authentication, software installation and maintenance, best practices, technology training, security, etc. from any one of 340 public library buildings across the state.
- 8. Caveats:**
Staff must remember to log all emails and phone calls that result in technology help for public libraries. Staff may experience some confusion when one call results in multiple

problems reported and need to be trained to report each unique technology problem as a separate incident.

9. Accuracy, Maintenance, Support:

Most tech support requests come in via email or phone calls. Staff already tracks this information to show how much time is devoted to public library support.

10. Responsible Person:

Head, Information Technology; Jeirico Howard; (225) 342-4919; jhoward@slol.lib.la.us