

**TECHNICAL ASSISTANCE
NEGOTIATED GRANT (TANG)**

**APPLICATION GUIDELINES
FOR
STATE FISCAL YEAR
2011**

**Application Deadline:
Monday, May 31, 2010**

Applications and/or supporting materials must be postmarked by this date

**Texas State Library and Archives Commission
Library Development Division
Lorenzo De Zavala State Archives and Library Building
1201 Brazos Street
Austin, Texas 78701**

Questions about the TANG Application should be referred to:
Administrator, Library Systems Grants, Library Development Division
(512) 936-2236

**TECHNICAL ASSISTANCE NEGOTIATED GRANT
(TANG) GUIDELINES
SFY 2011**

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CONTACT PERSON

Questions about the Technical Assistance Negotiated Grant application should be referred to:

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**TECHNICAL ASSISTANCE NEGOTIATED GRANT GUIDELINES AND
APPLICATION INSTRUCTIONS**
STATE FISCAL YEAR 2011

Section I: Introduction, Purpose, & Program Description

Introduction

The TANG program is funded by Library Services and Technology Act (LSTA) funds, and is part of the approved five-year plan to meet state goals under this program. The TANG program must directly address the priorities and the purposes of the LSTA program described in the plan submitted to IMLS for 2008-2012. More information can be found here: <http://www.tsl.state.tx.us/ld/pubs/lstaplan/2008/>

The following state goals have been identified in the plan:

Goal 1: Provide Texans with access to a broad range of library materials.

Goal 2: Provide assistance to libraries to support literacy and educational attainment in their communities.

Goal 3: Assist libraries in providing programs and services to meet the needs of their populations.

Goal 4: Assist libraries with technology to serve the information needs of Texans.

Program Purpose

The TANG program meets the objective of ***Goal 4*** in the following way:

- TANG will provide onsite and remote assistance, continuing education, and technology planning assistance to libraries to assist with sustaining technology and improving technology-based library services (FY2008-2012)

This goal is based on Texans' need for technology-based library services to help them achieve economic, educational, and other personal goals. The Plan includes targets for each year of the TANG program. The targets are based upon previous output and outcome measures:

Output Targets:

- TANG will provide onsite or remote assistance to at least 300 libraries. (FY2008-2012)

Outcome Targets for TANG:

- Services provided through the program will result in at least 95 percent of library staff experiencing increased technical knowledge, skills, and/or confidence on the topics of training or assistance provided (FY2008-2012)
- Services provided through the program will result in at least 95 percent of library staff experiencing increased confidence in their ability to maintain technology (FY2008-2012)

- Services provided through the program will result in at least 90 percent of library staff attempting more technical processes on their own and experiencing more success (increase in technological self-sufficiency) (FY2008-2012)
- Services provided through the program will result in at least 30 percent of libraries improving or enhancing current technology-based services or offering new technology-based services (FY2008-2012)
- Services provided through the program will result in at least 80 percent of library staff experiencing increased technical knowledge, skills, and/or confidence in areas of planning and implementing for new technology (FY2008-2012)

Program Goals

The primary goals of the TANG Program are to:

- Increase competence of public library staff in troubleshooting basic problems in software, hardware, and networks.
- Assist libraries in evaluating, planning, and budgeting for appropriate hardware, software, and infrastructure in their library.
- Assist libraries in planning for and implementing technology-based services to their communities that connect people to relevant information.

While all libraries are eligible to receive services from the TANG program, the priority for services are libraries with the greatest demonstrated need and least amount of resources to address these needs. Applicants should focus the efforts of their program services on those libraries first and then provide services to other libraries based upon the demonstrated need of those libraries in relation to the primary goals of the program.

This prioritization of services does not mean that libraries should expect that they do not have to commit resources to the support of their technology. Local libraries must work closely with the TANG program staff to ensure that the limited resources made available under this program are utilized to the highest degree possible through cooperation and local commitment to supporting technology through ongoing funding and staff learning.

The focus of these grants is not on the acquisition of technology for libraries, but rather on improving the selection, maintenance, and use of the equipment and on building capacity in library staff to better meet the information needs of their communities. Training and support efforts should be focused whenever possible on building the skills of library staff to support, plan for, or implement technology services more independently. Libraries are responsible for supplying an adequate level of financial support for the technology in their libraries, including renewing software licenses, purchasing hardware and software of a current standard, participating in training classes offered by the TANG or other continuing education programs, and assuming the responsibility for common technical support tasks.

Applicants should incorporate this information into their plans for providing services to the libraries and setting expectations for the level of service that they will provide to an individual library.

Eligible Applicants

The Texas State Library and Archives Commission seeks to contract with eligible entities located in the ten regions served by library systems in Texas to achieve the program goals.

Major resource library systems and regional library systems are eligible to apply for these grants. If a major resource library system or regional library system chooses not to apply for this grant, a major resource center library located in that region may apply. If a major resource library system, regional library system, or a major resource center library located in the same region choose not to apply for this grant, a city or county library serving a population of 100,000 or more and located in that region may apply. If neither a system nor a library within a region chooses to apply for this grant, TSLAC may contract with a non-profit corporation or business to provide technical assistance to libraries and library systems in the region.

Criteria for Grant

TSLAC may award negotiated grants to provide technical assistance services if it determines that:

1. the applicant demonstrates capability of delivering technical assistance in a timely fashion to the libraries in the Texas Library System in which the applicant resides;
2. the commission finds a continuing regional and statewide need for the services; and
3. funds are available to continue the TANG Program.

Eligible Expenses

This grant will fund costs for personnel, equipment/property, telecommunications, supplies, travel and professional services necessary to provide technical assistance and/or training to libraries.

This grant will not fund building construction or renovation; capital expenses; food, beverages, or gifts; equipment/property or technology not specifically needed to carry out the goals of the grant; travel for non-grant funded personnel, or travel not necessary to carry out the grant project.

Length of Funding

Projects will be funded for State Fiscal Year (SFY) 2011 (September 1, 2010-August 31, 2011).

Estimated Amount of Funding Available

For SFY 2011, there is estimated to be approximately \$800,000 available. If there are not sufficient funds to fully fund all requests, TSLAC staff will negotiate with applicants to fund as many project components as possible with existing funds, taking into consideration the following factors:

1. Measurable targets included in the application.

2. Ensuring that funds are available for the equitable delivery of services within each region.
3. Ensuring that personnel costs (salaries and fringe benefits) are covered as fully as possible.
4. Priority given to providing 1) technology consulting and planning, 2) technical support and 3) training. Technology consulting and planning focuses on maximizing existing technology through provision of advice and planning for future technology needs. This type of support takes precedence over hands-on technical support of a non-emergency type. TANG staff should work with libraries to create and implement technology plans and budgets that are appropriate for the library and that maximize the efficient use of the time of the TANG staff through the use of public access computer security software (e.g. DeepFreeze or other similar products).
5. Support provided by the TANG program to assisting the state library in implementing programs funded by the Opportunity Online and BTOP grant programs. These programs are planned to focus on upgrading internet connectivity and adding additional public computer capacity. In addition, mobile computer labs could be deployed on a rotating basis to libraries throughout the state. Applicants should describe their willingness to support the deployment and installation of these labs as needed in the grant period.

Maximum Award

For SFY 2011, funding requests should not exceed \$80,000. If provision of basic TANG services in SFY2011 is expected to require more than \$80,000, applicants must provide a detailed explanation of why this additional amount is needed. This additional explanation should be provided in Question 5 of the narrative.

Section II: Instructions for Submitting the Technical Assistance Negotiated Grant Application

Grants Management System Information

The majority of the application will be completed and submitted through an online portal, the Grants Management System (GMS).

Certain portions of the application created online will need to be printed, signed, and delivered to the agency for the application to be considered complete. These documents include:

- Applicant Information form – signed by the appropriate party who is authorized to enter into contracts on behalf of the applicant. The Applicant Information form is equivalent to the “Application for State / Federal Assistance” form from past TANG applications
- Children’s Internet Protection Act (CIPA) Certification – signed by the coordinator / executive director
- Certification of Review by System Advisory Council - signed by the board chair
- Costs Requiring Prior Approval – signed by the coordinator / executive director

The following supporting documentation should be e-mailed to the grants administrator:

- Program Activity Targets Form

Forms or supporting documentation that require a signature must be postmarked by **May 31, 2010**.

Forms or supporting documentation that does not require a signature must be postmarked or received electronically by **May 31, 2010**.

The components of the TANG application are outlined below.

Applicant Information form

This form collects information similar to the information collected on the “Application for State/Federal Assistance” form from prior grant application packets. There are four required fields on this form including:

- Legal Entity
- Primary Contact for the grant
- Proposed funding source
- Delinquency on any federal debt

Please ensure that the pre-populated information on this form is also correct. If this information needs to be updated, you will need to submit a request by editing your organizational profile within GMS.

The city manager, mayor, or other official of city government who is empowered to enter into agreements binding upon the municipality must sign the application. For regional library systems, the person authorized to do so should sign the form. Faxes or scanned documents will be accepted.

Personnel Budget form

This form collects the classification, name, salary, fringe benefits, and amount of full-time equivalents (FTE) of persons whose salaries are paid in whole or in part with grant funds. Salary and fringe benefit information should include any known or anticipated salary increases as a result of merit, longevity, or other increases for FY 2011. Forty hours per week is considered = 1 FTE. Do not include persons contracted with for professional services.

LBB (Legislative Budget Board) Measure form

This form captures the number, type, method and justification for calculating the LBB performance measures.

The three targets for the TANG program that are reported to the Texas State Legislature are:

1. Number of Library Staff Assisted
2. Number of Library Staff Trained
3. Number of Instructional Materials Provided

Please refer to the “Additional information for completing program evaluation forms” in Section III of the guidelines for further information on setting appropriate LBB targets.

Method of Measurement

Applicants are required to explain the method used to track the progress against the target. The explanation should clearly show that an auditable method of measurement will be utilized by the applicant.

Explanation for calculation

Applicants are required to explain the method used to determine the target number and identify potential problems in meeting the target. Methods for arriving at target numbers may include, but are not limited to:

1. Formulas used to arrive at performance measures;
2. Trends affecting the performance measures;
3. Factors affecting the target whether internal such as staff turnover / hiring and external such as new libraries, demographic changes, increase in demand, etc.
4. Analysis of past performance against targets and

Project Budget form

The project budget form provides budget categories (i.e. Personnel, Contractual, Supplies, Travel, Equipment, Other) with standardized budget line items. If there is not an appropriate budget line item for the proposed budget item, place it in the “Other – Project Specific” budget line item with appropriate notation in the “Description” field. Please provide as much detail as possible for the line items submitted for each project in the Description field. If you have multiple items within the budget line item, itemize and describe each budget line item in the “Description” field. If additional space is

needed for description, use the “Additional Notes” field at the bottom of the each budget category.

Narrative form

The narrative form includes the following questions and focuses on how the activities and services provided with grant funds will assist libraries in meeting the state goal as described in the LSTA plan.

Question 1. Provide a summary of proposed services to be delivered in the next year: This answer should be a high-level overview of planned activities and services provided to member libraries. Refer to the ***Program Goals*** section at the beginning of these guidelines. All proposed grant activities must directly support the state LSTA plan program goal.

Question 2. Describe the needs of library staff that will be addressed through this project: The answer should describe how these needs were identified and prioritized, how the needs of the libraries have changed from previous years, and how the services provided will meet those needs.

Question 3. Describe the services to be offered and how they will be delivered to libraries (i.e. through personnel or contract with third-party): The answer should include summaries of major activities (consulting, training, or assistance) and training topics that will be covered as identified in question 2 of the narrative. Please highlight any changes in focus of grant services due to progress made or changes in identified needs of library staff served. Services should be directly related to the needs identified.

Question 4. Please list three primary objectives for the grant activities: Include three measureable objectives for the grant activities in this section. They should set goals for the program activities and measure progress made by the libraries in terms of the program goal. Progress against these three primary objectives is required to be reported in the year-end performance summary for the grant.

EXAMPLE 1:

The TANG program has been successful at getting libraries to address the basic need of securing their public computers through third-party software and utilizing anti-virus software on all of the library’s computers. But the library has not built in these ongoing software costs into its operating budget. One objective for the TANG program for the year might be as follows:

“Direct assistance will be provided to 20% of the member libraries in determining an accurate technology budget”

The activities around this objective could include assisting libraries in preparing a technology inventory so they are aware of the type of hardware and software they should be budgeting for, determining appropriate costs for the various products, and utilizing existing budgeting tools or templates for compiling the information.

EXAMPLE 2:

From the interaction with various libraries, the TANG staff has realized that certain libraries web sites do not provide useful information to the community and are not being maintained. One objective for the TANG program for the year might be as follows:

“Provide additional follow-up consulting visits to 20% of member libraries to assist in completing the ‘Useful Web Site’ checklist”

EXAMPLE 3:

Many libraries do not have a technology plan, have not kept their existing plan up to date, or checked their progress against their plan. To assist libraries in ensuring that they have done one of these activities the TANG program establishes the following objective:

“40% of member libraries will receive a “Technology Plan Checkup” consisting of an on-site consulting visit that reviews their current technology plan, revising the plan, and documenting progress against the goals of the plan”

It is important that the objective is one that can be measured and described in the annual report. It can be part of the larger set of activities – for example, the LBB measures for Librarians Trained or Assisted may include the web site consulting visits or technology budgeting sessions in their counts and the objective is a subset of those counts. The activity associated with the objective would be captured in the LBB measures (i.e. 20 assists to accomplish this objective) and the objective shows the results of some portion of those activities.

If you have questions about what should go here, please contact the grants administrator with questions.

Question 5. Provide an explanation of how the amounts in the Project Budget form were arrived at and the justification for these costs:

The answer should include descriptions of the costs that will be incurred to implement this project, such as contractual, equipment, personnel and fringe benefit, supplies, telecommunications, and travel. The level of detail should include, for example, estimated number of trips and mileage for travel; type, duration, and cost of training for technician; and estimated unit cost and number of participants for vendor training. The information contained in this section should allow the agency to understand if the costs are reasonable as estimated to accomplish the activities detailed in the other sections of the narrative. Additional explanation is required in this section to justify any grant request that exceeds \$80,000.

Section III: Additional Information for the SFY11 TANG Program

Program Evaluation

Two forms of measurement to evaluate the program, LBB Performance and Program Activity targets, require the applicants to submit targets with the application. Reporting against these targets throughout the period of the grant is also required. The types and methods for reporting these evaluation measures are described below:

Submitting the LBB Performance Targets and Reporting

- The targets for the LBB Performance measures will be submitted through GMS by completing the LBB Measure form.
- The actual performance results for the LBB Performance measures will be submitted through GMS by completing the LBB measures reporting form.

Submitting the Program Activity Targets and Reporting

- The targets for the program activity measures will be submitted through the spreadsheet available within GMS (Application Activity Targets Form). This form should be e-mailed to the grant administrator.
- The program activity measures will be reported through the “FY2011 TANG Program Reporting” form available at <http://www.tsl.state.tx.us/ld/TANG/>.

Each applicant is required to track the activities of the grant so that targets in the application can be measured against actual levels of performance at the end of the grant period. For example, a spreadsheet tracking the number of onsite assistance sessions and the library receiving the assistance should be kept to ensure accurate reporting of the program performance measures.

OBE Reporting

A third type of evaluation, Outcome Based Evaluation, does not require the TANG applicant to submit any targets or materials to the agency with the application. OBE measures will be reported on in the following manner:

- Create an outcomes based logic model for any formal continuing education workshop conducted by TANG personnel or funded by TANG grant funds. Please contact the grant administrator before the workshop is conducted if you need a copy of the most current OBE logic model form or need assistance in determining immediate or intermediate outcomes for the training sessions
- Use the CE Standard Evaluation Form and Workshop Reporting Form for all formal training to assess immediate outcomes.
- Conduct a follow-up survey after 3-6 months to see whether training participants have used new knowledge or skills to assess intermediate outcomes.
- Enter results from these workshops into the Workshop Reporting System. For workshops funded with TANG grant funds please check the radio button for TANG.
- Outcomes from program activities on library staff, services provided by the library, and the community are captured through a year-end survey administered by TSLAC staff. TANG staff are required to publicize the survey when it is available.

Additional information for completing program evaluation forms

Completing the Legislative Budget Board (LBB) Measure form:

This form consists of three measures:

- Number of Library Staff Assisted
- Number of Library Staff Trained
- Number of Instructional Materials Provided

For each of the measures, explain how targets were set and what is included in each measure (see example below). Consider targets carefully and set realistic targets based on planned activities, assumptions, and past experience and results.

A review of past performance targets and the actual performance against those targets should also be included in the process of setting targets. Applicants should seek to understand why they exceeded or fell below performance targets in past years to more accurately set current targets. An understanding of the various factors that went into exceeding or missing a target should provide insight into whether the target was set inaccurately or if there was an operational challenge that prohibited the target from being met. Consistently missing or exceeding program targets are symptoms that there is a problem in the process of setting the target and applicants should take steps to ensure that their targets are accurately set. Please contact the Grants Administrator if you have questions about how or what to count for a measure or setting a target.

Example of performance targets:

-Library Staff Trained: 5 workshops x 30 participants/workshop = 150

-Instructional Materials Provided: 64 tech bulletins (4 issues x 16 libraries) + 40 workshop packets (2 workshops x 10 participants/workshop x 2 materials per participant) = 104

LBB Performance measure definitions are included for your reference. Careful review of these definitions should be undertaken before setting the targets. All statistics included in the LBB Measure form must conform to these definitions.

Completing the Program Activity Targets Form:

Please see the Program Activity Targets Form for the additional performance measures that are required to be collected. Please complete estimates for the unduplicated number of **member** libraries that will utilize each of the services defined on the attachment. If your program does not include those services, please mark the # column as "N/A".

Program Evaluation Plan for FY 2011

As additional background for the applicant, the TANG Program Evaluation Plan and Outcomes Based Evaluation Logic Model are provided with these guidelines.

The five primary program outcomes to be measured are included in the Evaluation Plan. In order to obtain the most complete possible assessment of the outcomes achieved

through the TANG program, please collect and report any data available in support of these outcomes. Applicants should familiarize themselves with the evaluation plan as part of the application process.

CHECKLIST FOR TANG APPLICATION FISCAL YEAR 2011

Completed and submitted through GMS by May 31, 2010

- Applicant Information form
- Personnel Budget form
- LBB Measure form
- Project Budget form
- Narrative form

Downloaded through GMS – submitted through postal mail, scanned, or faxed – postmarked or received by May 31, 2010

- Applicant Information form – SIGNATURE REQUIRED
- Certification of Review by the System Advisory Council – SIGNATURE REQUIRED
- Costs Requiring Prior Approval– SIGNATURE REQUIRED
- CIPA Certification – SIGNATURE REQUIRED

Downloaded through GMS – submitted through e-mail or postal mail – submitted or postmarked by May 31, 2010

- Program Activity Targets Form

Definitions of LBB Performance Measures for the Technical Assistance Negotiated Grant (TANG) Program

All counts must be made in accordance with the agency's LBB performance measure definitions, which appear as an appendix of the TSLAC Agency Strategic Plan.

An auditable record must document all counts.

LBB Measure: Number of librarians trained or assisted in local libraries:

Number of Library Staff Assisted and Number of Library Staff Trained include professional staff, technical staff, volunteers, and community persons who help provide technical services to the library. Count each training or assistance event as defined below. If both training and assistance occurred during the same exchange, count as one or the other.

TANG Measure: Number of Library Staff Assisted

This is a non-unique count each time assistance is provided. Report solicited assistance, and unsolicited one-on-one or targeted group assistance in response to an identified issue or need, provided in any format. Also count here informal training, including hands-on, that does not meet the definition of workshop training below. Count only when substantive content has been conveyed. For example, do not count directional assistance such as dates and locations of workshops, and do not count contacts relating to the administration of the TANG grant. Counts for assisting librarians must be documented with logs or other defined, auditable means. Count one complete exchange on one topic as one assist. If there are three distinct topics discussed in one phone call, for example, then count as three assists. Please note that an exchange on one topic may take place over multiple calls or contacts and only count as one assist. Use judgment in determining when an assist has concluded.

Other assistance provided that is unsolicited should not be counted under librarians assisted. Depending on the content of the unsolicited assistance it is possible that it may be counted under materials provided. Please see "Number of Instructional Materials Provided" section to determine if the unsolicited assistance should be counted as materials provided.

If materials are provided in response to a request for information or assistance, count as follows: If requestor requests specific materials which are then provided without additional assistance, count only as materials provided; if materials are selected for requestor and/or if additional information or assistance is provided along with the materials, then count as both assistance and materials provided.

TANG Measure: Number of Library Staff Trained

Report the number trained through instructional workshops. A workshop must have a defined, developed curriculum and materials of substantive content and length. The number of participants is not a factor in determining if it is a workshop. Workshops include but are not limited to:

1. Instructor-led tutorials, workshops, or training sessions provided by various means such as in-person, online, or videoconference;
2. Self-paced online tutorials, workshops, or training sessions;
3. Recorded versions of all of the above provided by videotape, CD-ROM, streaming media, or other recorded medium.

Workshop attendance is a non-unique count of persons who are registered and attend the workshop event. If the workshop event is multi-day or multi-topic each attendee is generally only counted once: one count per person per registration event. Count only those attendees who complete at least one defined module or 50% of the workshop. Do not count system staff attending workshops.

Do not include informal training (non-workshop, situation-specific) counts here; instead include it in the measures as assistance.

LBB Measure: Number of books and other library materials provided to local libraries:

Number of Instructional Materials Provided includes all materials provided, purchased, and given to library staff. These can include manuals, instructional sheets, diagrams, lists of helpful hints, or other **substantive** materials produced by TANG or system staff.

TANG Measure: Number of Instructional Materials Provided

Count here all formats of instructional materials purchased for or provided to libraries: audiovisuals, books, subscriptions, microforms, etc. Includes articles, documents, and instructional manuals. Focuses on materials libraries would include in a professional collection, not administrative or publicity items. Count number of physical units: volumes, items, or pieces.

A workshop packet should be counted as one material provided. The packet must contain substantive information created/compiled by the TANG program. Do not count each part of the packet as a separate material. The packet should be counted as a whole unit. If a packet is provided at a workshop and a book is provided in addition to the packet, then each may be counted, resulting in two materials provided per attendee. Count number distributed at the workshop and/or as part of consulting assistance.

Instructional web pages or web documents: Count only if it would be considered a document and contains substantive content. **Re-posting content from another source with little or no additional information or content added by system staff cannot be counted.** Counts of e-documents represent number of times project-funded resources are used. May be collected through data collection software or by sampling or estimating and are often called “views” by many web statistics / logging software programs.

Blast emails and faxes: Count only as one item (not the number of recipients) and only if substantive in content and length—an item that might be added to a professional collection—and created by staff with reasonable level of effort.

Newsletters or newsletter articles: Count only if substantive in content and length—an item that might be added to a professional collection. The newsletter count is a unique count based on the number of persons subscribing to the newsletter, regardless of the number of different media in which they receive the newsletter. Count one material per issue per subscriber. Do not count workshop flyers or other administrative or publicity items.

Program Evaluation Plan for TANG – Updated for FY2011 (includes the OBE Logic and Planning Model)

Description of program services:

TANG services include a variety of formal and informal technical training, technical information updates, and technical support, delivered on-site or via telephone, email, or other remote methods. Specific services are proposed in the grant application and approved prior to contracting.

Evaluation questions:

1. How is TANG helping libraries to better serve users?
2. Are library staff becoming more technologically self-sufficient through TANG services?
3. Are libraries planning for future technology or only sustaining current technology?

NOTE: The following evaluation question was removed in FY2009 -
“How do different approaches to delivery of services compare?”

Evaluation issues:

1. TANG is in many ways a support service for libraries —benefits to end- users / patrons are indirect.
2. Ongoing staff turnover and continuous emergence of new technologies, new technical issues, and new threats: what goals have a completion point and what goals are ongoing?
3. Broad range of existing technical capacity in libraries.
4. Multiple sources of technical support for libraries (various staff, volunteers, commercial support)—whose capacity are we trying to increase?
5. Need for statewide technology goals/standards:
 - a. Core services
 - b. Core competencies: (see *Library Practitioner Core Competencies, Western Council of State Libraries/Continuum of Library Education, Adopted October 20, 2004*)
 - c. Standards for skills, infrastructure, and services

Baseline data and ongoing grant program goals developed in context of identification of a set of core services and/or core competencies, and means of collecting the data (adoption and application of standards involves issues of authoritativeness, buy-in, mandatory v. voluntary application, etc.)

Research questions outside the scope of TANG evaluation:

1. How do library users benefit when the library offers effective, available, and appropriate technology?
2. How do library users use technology-based library services?

Current outcome-based evaluation approach:

[See logic model]

Outcomes:

1. Library staff experience increased technical knowledge, skills, and/or confidence in areas of training topics
2. Library staff experience increased confidence in their ability to handle technical issues
3. Library staff attempt more technical processes on their own and experience more success (increase in technological self-sufficiency)
4. Libraries offer improved technology-based services to users
5. Library staff experience increased technical knowledge, skills, and/or confidence in areas of planning and implementing for new technology

Data collection instruments:

1. Report form for on-site assistance visits, completed by TANG staff. Includes library assisted, type of assistance, number assisted, benefit to library and users. In use beginning FY04.
2. Online survey to be completed by library staff receiving TANG services. Includes use of training received, increase or improvement in confidence level, technical processes, and technology-based services. Annual. Launched in FY07 – ongoing through FY10.
3. Rubric or questionnaire to be completed by TANG staff, assessing changes in library staffs' technological self-sufficiency as evidenced by attempting more technical processes on their own and with more success. Annual. Not utilized from FY07 forward.
4. Continuing Education logic model template for measuring outcomes for formal training activities. Per workshop beginning with FY2005 workshops.

Future directions:

1. Identify statewide (or nationwide?) core services, core competencies, and/or technology plan for public libraries. Use for refining grant program goals, measuring baseline data, measuring progress.
2. Identify research into the outcomes that users experience through provision of adequate technology-based services in libraries.



INSTITUTE of MUSEUM and LIBRARY SERVICES

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Organization Name	
Texas State Library and Archives Commission	
Project/Program Name	
Technical Assistance Negotiated Grant (TANG) program – FY2011	
Organizational Mission (The part of the mission your program supports)	
<p>The Technical Assistance Negotiated Grant (TANG) Program is intended to achieve the statewide goal of <i>encouraging and assisting libraries to use technology to serve the information needs of Texans</i>. This goal addresses the need of Texans requiring access to the Internet and other technology-based services to achieve their economic, educational, and personal goals.</p> <p><i>TANG will meet the 2008-2012 state LSTA plan Goal 4: Assist libraries with technology to serve the information needs of Texans in the following way:</i></p> <p><i>TANG will provide onsite and remote assistance, continuing education, and technology planning assistance to libraries to assist with sustaining technology and improving technology-based library services.</i></p>	
Program Influencers (Key entities that help define the program or to whom the program will report results; e.g. board members, museum staff, parents of participants, participants, ACM)	What information they want from the program (e.g. continue the program, provide more funding, try to replicate the program)
<ul style="list-style-type: none"> Public library staff and users TSLAC Systems staff IMLS 	<p>Uses of Evaluation information: Continue the program? Funding levels? Program revisions? (TSLAC and Systems staff)</p> <p>Evaluation questions:</p> <ul style="list-style-type: none"> How is TANG helping libraries to better serve users? Are library staff becoming more technologically self-sufficient? Is TANG helping libraries prepare for future technology needs?
Need Identified (Why you believe the program is needed)	Sources of Information (What evidence you have that the program is needed))
<p>Factors contributing to need:</p> <ul style="list-style-type: none"> Ever-changing technologies Staff turnover Lack of sufficient local technical support <p>Library staff need technical knowledge and technical support to:</p> <ul style="list-style-type: none"> Fully utilize technologies currently in use Determine technical needs; Select, acquire, and implement appropriate new technologies to provide tech-based services to users Library users need library technologies to be in 	<ul style="list-style-type: none"> Expressed desire for program from library staff Feedback from system / TANG staff about library needs LSTA evaluations Annual surveys from Information Institute Responses from library staff on previous program surveys

place, available, and functioning in order to access needed resources and services.		
Program Purpose (We do what, for whom, for what outcomes)		
What outcome(s) do we want?	<p>Library staff are able to perform more technical functions on their own.</p> <p>With technical support, library staff are able to select, implement, and maintain appropriate technology-based services for staff and users.</p> <p>Library staff plan and implement new technology based services to meet the needs of their community.</p>	
For whom?	Public library staff, and others providing technical support to public libraries.	
What will we do to produce them?	<p>Provide technical training, both formal and informal</p> <p>Provide technical support and assistance</p>	
Program Activities List (Key management or administrative actions/tasks needed to make the program happen)		Program Services List (Key events, products, or services your audience will experience, participate in, or use to gain the intended outcome)
Determined by each system based upon needs assessment / field experience. Generally includes on-site assistance, remote assistance, technology training, and consulting to assist in planning for and implementing new technology.		<ul style="list-style-type: none"> • Formal training classes • Informal training opportunities • On-site / remote assistance with technical problems • Consulting focused on technology planning & implementation
Inputs (Materials, supplies, staff, building, or other resources needed to support the program)		
<ul style="list-style-type: none"> • TANG consultant staff • System staff • Technology equipment (software / hardware) to provide services • Travel funds 		
Outputs (Quantities of things that represent program productivity, e.g. number of products, events, or services provided; number of participants or users)		
<p># of library staff receiving formal training</p> <p># of library staff receiving informal training or other assistance</p> <p># of workshops provided</p> <p># of materials provided</p> <p>#/% of libraries assisted</p> <p># of on-site assistance visits</p>		
Target Population/Audience (e.g. middle school students; visually challenged adults; rural teen parents)		Audience characteristics that might impact the success of your program (e.g. age, interests, cultural norms, language, physical challenges, income, mobility)
Public library staff and others providing technical support to public libraries (e.g., volunteers)		<p>Staff turnover rates</p> <p>Broad range of technical knowledge</p> <p>Variations in level of tech support available in-house</p>
		<p>Variations in level of technology used within the library</p> <p>Variations in level of funding available for technology implementation and support</p>
Outcome Time frame	Intended Outcomes (Changes in skill, knowledge, attitude, behavior, life condition or status)	Indicators (measures you will use to understand the extent to which outcomes occurred; an indicator "stands for" an outcome)

Immediate (by end of project or individual's participation)	1. Library staff experience increased technical knowledge, skills, and/or confidence in areas of training topics (Will use the CEC template model for measuring outcomes achieved through formal training; specific knowledge, skills, and confidence outcomes vary by training topic)	1. #/% of library staff that report increased technical knowledge, skills, and/or confidence in areas of training topics (e.g., troubleshooting, maintenance, installation, networking, tech planning, security, operating systems, working with vendors, evaluating technologies)		
Intermediate (up to 1 year after project or individual's participation)	2. Library staff experience increased confidence in their ability to handle technical issues 3. Library staff attempt more technical processes on their own and experience more success (increase in technological self-sufficiency) 4. Library staff experience increased technical knowledge, skills, and/or confidence in areas of planning for and implementing new technology	2. a. #/% of library staff who report increased confidence in maintaining existing technology b. #/% of library staff who report that they have attempted at least one new technical process 3. a. Library staff are attempting more technical processes on their own and with more success b. #/% of library staff who report that on at least one occasion they have used new technical knowledge or skills in their library 4. a. #/% of library staff who report that they have used knowledge gained from TANG activities to plan for or implement new technology in their library b. #/% of libraries that create or improve a technology plan or complete a technology assessment (i.e. Libraries as 21st Century Technology Leaders (http://www.networkedlibraries.info/assessment/login.php) or WebJunction's TechAtlas technology assessments (http://webjunction.org/do/Navigation?category=13408)).		
Long-term (more than one year after project or individual's participation)	5. Libraries offer improved technology-based services to users (this outcome may occur in the immediate, intermediate, or long term)	5. a. #/% of libraries that report at least one improvement in the technology-based services offered to users (e.g. decreased downtime, increased security, improved disaster preparedness [incl backups], increased utilization of opportunities [incl tech grants], new services, improved function, improved staff efficiencies, cost efficiencies) b. #/% of libraries for which TANG staff report at least one improvement in tech-based services offered to users		
Outcome #1. Library staff report increased technical knowledge, skills, and/or confidence in areas of training topics (specific outcomes vary by training topic)				
Indicator(s)	Data Source (Where and how you will get/collect	Applied To Whom (The group of people for whom	Data Intervals (When and how often you will	Target (How many of your participants or users you expect to

	information about the indicator, e.g. a survey, interviews, observing visitors)	you will get/collect that information, e.g. all, a sample of all, only those who meet specific criteria)	request/collect/analyze information, e.g. at end of project, before and after participation, month 5)	meet the parameters of the indicator) NOTE: Q# refers to the question number on year-end survey.
#/% reporting increased skills, knowledge, or confidence specific to training topic	Online Survey	Library staff receiving TANG services (onsite visits, informal training or assistance)	Annual, at end of year	95% (based upon TANG survey reports from FY2007-10) FY2009 = 98% (Q1) FY2008 = 95% (Q2) FY2007 = 95% (Q2)
#/% reporting increased skills, knowledge, or confidence specific to training topic	Workshop Reporting System	Library staff participating in formal training events (workshops)	At end of training	80% (based upon Workshop Reporting Outcome averages for immediate outcomes FY2005-10) FY2009 = 82% FY2008 = 80% FY2007 = 81% FY2006 = 79% FY2005 = 75%
Outcome #2. Library staff experience increased confidence in their ability to handle technical issues				
Indicator(s)	Data Source	Applied To Whom	Data Intervals	Target
#/% of library staff who report increased confidence in maintaining technology	Online survey	Library staff receiving TANG services (training and/or assistance)	Annual, at end of year	95% (based upon TANG survey reports from FY2007-10) FY2009 = 96% (Q2) FY2008 = 94% (Q3) FY2007 = 93% (Q3)
#/% of library staff who report that they have attempted at least one new technical process	Online survey – this question was combined with the question below in FY2008	Library staff receiving TANG services (training and/or assistance)	Annual, at end of year	90% (based upon TANG survey reports from FY2007-10) FY2009 = N/A FY2008 = N/A FY2007 = 89% (Q4)
Outcome #3. Library staff attempt more technical processes on their own and experience more success (increase in technological self-sufficiency)				
Indicator(s)	Data Source	Applied To Whom	Data Intervals	Target
#/% of library staff who report that on at least one occasion they have applied new technical knowledge or skill in their library	Online survey	Library staff receiving formal or informal training	Annual, at end of year	90% (based upon TANG survey reports from FY2007-10) FY2009 = 95% (Q3) FY2008 = 96% (Q4) FY2007 = 90% (Q5)

Outcome #4. Libraries are better able to sustain existing technology and plan for new technology due to TANG consulting visits - consulting topics vary, but focus on technology planning, budgeting and implementing of technology projects.				
Indicator(s)	Data Source	Applied To Whom	Data Intervals	Target
#/% of libraries that report consulting visits helped them plan, budget, or implement technology more effectively than in the past	Online survey	All libraries receiving TANG services	Annual, at end of year	60% - new focus for grant program in FY2008, so lower target-target may need to be raised based upon FY2009 and FY2010 results FY2009 = 84% (Q5) FY2008 = 83% (Q6) FY2007 = 76% (Q6)
#/% of libraries which report increased confidence or skills in maintaining existing technology	Online survey - this question was combined with the question for outcome #2 in FY2008	Libraries receiving on-site technical assistance	Annual, at end of year	95% (based upon TANG survey reports from FY2007-10) FY2009 = N/A FY2008 = N/A – question not asked FY2007 = 81% (Q7)
#/% of libraries that create or improve a technology plan or complete a technology assessment	Online survey	All libraries receiving TANG services	Annual, at end of year	60% (new question for FY2010) FY2009 = N/A FY2008 = N/A FY2007 = N/A
Outcome #5. Libraries offer improved technology-based services to users				
Indicator(s)	Data Source	Applied To Whom	Data Intervals	Target
#/% of libraries using technical knowledge or skills acquired from TANG services for the benefit of patrons	Online survey – Question first asked in FY2008	All libraries receiving TANG services	Annual, at end of year	80% FY2009 = 92% (Q4) FY2008 = 92% (Q5) FY2007 = N/A
#/% of libraries that report at least one improvement in the technology-based services offered to users	Online survey	All libraries receiving TANG services	Annual, at end of year	60% (new question for FY2010) FY2009 = FY2008 = N/A FY2007 = N/A