


TEXAS STATE LIBRARY
AND
ARCHIVES COMMISSION


**TSLAC Grant Management Series:
Performance Measures**



1

Agenda

- Overview
- The outputs
 - Activities
 - Numbers
- Narrative
- Surveys



2

WHY We Report

- Monitor program progress
- Report program progress
 - Federal – Institute of Museum and Library Services (IMLS)
 - State – Legislature and Legislative Budget Board (LBB)
 - Local – Governing entities, community, patrons



3

WHAT We Report

- Grant-related activities during the reporting period
 - Planning & preparation
 - Events
 - Programs
 - Meetings
 - Other
- Numbers (outputs)*
- Narratives (outcomes +)*

*Measurements and tools provided by TSLAC.



4

WHEN We Report

Grant	Due
<ul style="list-style-type: none"> • Special Projects • TexTreasures • ILS Cooperative 	Q1 – October 30 Q2 – January 30 Q3 – April 30 Q4 – July 30
<ul style="list-style-type: none"> • Texas Reads 	P1 – March 7 P2 - September 7



5

Reporting Resources


- GMS (grants.tsl.texas.gov)
- Performance measures and reporting guidance
 - *FY 2024 LSTA Competitive Grants Performance Measures & Reporting* (reference)
 - *Grant Performance Reporting* (individual)
- Surveys
- Attendance records
- Calendars
- Publicity/promotions



6

THE OUTPUTS


Activities
Numbers



7

Activities


- Patron events and services (planning, implementation, results)
- Project meetings/planning sessions
- Staff training
- Acquisitions
- Successes (info purposes only)
- Challenges and delays (info purposes only)
- Corrective actions (info purposes only)



8

Numbers – WHEN to Count

- At each
 - Event
 - Program
 - Milestone
 - Activity



9

Numbers – WHAT to Count

- ❑ Output measures (customized for each subrecipient)
 - a) # materials provided
 - b) # sessions presented
 - c) # persons provided project-sponsored services
 - d) # library staff trained or assisted
 - e) # circulations attributed to program



10

Numbers – WHAT to Count

- ❑ Unique vs. non-unique
 - Unique = each item counted only once (i.e., acquisitions)
 - Non-unique = individual items/persons counted multiple times (i.e., circulation, class attendance)
- ❑ Cumulative vs. non-cumulative
 - Cumulative = total including previously reported totals
 - Non-cumulative = total for the period in question only



11

Numbers – WHAT to Count

- a) Number of materials provided
 - # of items added to a library collection or provided through programs funded by TSLAC grant (unique count)
 - Books/e-books
 - Subscription issues
 - DVDs, CDs, other A/V materials
 - Kits or devices if circulating (not its components)
 - Webpages created
 - Images digitized or made accessible



12

Numbers – WHAT to Count

- b) Number of sessions presented
 - Session title
 - Session length in minutes
 - Number of sessions in program
 - Number of people who attended each session
 - Number of times program/presentation administered



13

Numbers – WHAT to Count

- c) Number of persons provided project-sponsored services
 - # of instances persons receive services as a result of the project (*non-unique count*)
 - Program attendees (classes, showings, displays)
 - Webpage views
 - Reading Club logs
 - Hardware or software usage
 - Reference questions
 - Circulations*



14

Numbers – WHAT to Count

- d) Number of circulations attributed to project
 - Items purchased with grant funds
 - Items circulated to target audience
 - Examples
 - Books, e-books
 - E-readers, circulating tablets



15

Numbers – WHAT to Count

- e) Number of library staff trained or assisted
of librarians, library staff, volunteers, and others who **RECEIVE** training or assistance to help improve library services (*non-unique count*)
 - Training (instructional) – classroom instruction, webinars, online tutorials, articles, conferences, e-mails (i.e., instructor-led, self-paced, recorded, etc.)
 - Documentation = sign-in sheets, electronic logs, registration receipts, attendance logs/certificates, head counts



16

Numbers – HOW to Count

- Explanation of method and justification of measurement (*How did you come up with the numbers reported?*)
 - # of classes with attendance at each class documented by sign-in sheets, head counts
 - Open house event with # of visitors recorded by door counter
 - Staff training by vendor on new software as indicated by sign-in sheets
 - # of activity logs submitted for activity
 - # of materials given away or checked out based on circulation records or # of materials remaining



17

Numbers – HOW to Count

- Documentation
- Must be auditable
 - Communication logs/directories (cell phone, phone, e-mail)
 - Sign-in sheets
 - Head counts (two people counting)
 - Catalog or circulation records
 - Invoices or shipping manifest
 - Must be explained
 - Method of measurement (how counted)
 - Justification of measurement (how documented)



18


THE NARRATIVE



19

The Narrative


- Tells your project story
 - Successes and challenges
 - Delays or failures
 - Best practices
 - Anecdotes
 - Outcomes
- Assumes TSLAC knows nothing (be complete and concise)



20

Narrative Questions

- Activities
- Survey results
- Project outcomes
- Anecdotes
- Best practices
- Other results (i.e., accomplishments, impacts) not captured in anecdotes/outcomes



21

Activities

- Summarize what has taken place during the **specified grant period** (i.e., What have you done this period?)
 - Who
 - What
 - When
 - Where
 - Why
 - For Whom



22

Surveys

- REQUIRED by IMLS
- Based on program/activity type
 - Instructional (public or staff)
 - Planning and evaluation (staff)
 - Content (staff)
- Available at TSLAC website
<https://www.tsl.texas.gov/ldn/grants/forms-tools>



23

Survey Resources

- Available at TSLAC website
<https://www.tsl.texas.gov/ldn/grants/forms-tools>
 - Survey Guidance (handout)
 - Survey — Library Acquisitions and Content
 - Survey Tool — Planning and Evaluation
 - Survey — Library Planning and Evaluation
 - Survey Tool — Instructional Program Info
 - Survey — Instructional Program for Library Staff
 - Survey — Instructional Program for Public



24

Survey Results

- Collect throughout program activities
 - At conclusion of program/event, series or set of services, project
- Report in last report ONLY
- Give total number of survey responses by program
- Calculate and report number and percentage of responses (agree/disagree, etc.) for each question



25

Survey Scale

- Strongly Agree
- Agree
- Neither Disagree or Agree
- Disagree
- Strongly Disagree

Survey Response	NR	SD	D	NA/NO	A	SA
# Responses		5	3		5	2



26

Survey Questions

Survey — Instructional Program for Public

1. I learned something by participating in this library activity.
2. I am confident about using what I have learned.
3. I am likely to apply what I have learned.
4. I am more likely to participate in a similar library activity.
5. I am more likely to use other library services and resources.
6. (OPTIONAL) Would you like to provide any other comments or suggestions about the program?



27

Survey Questions

Survey — Instructional Program for Library Staff

- 1. I learned something by participating in this library activity.
- 2. I am confident about using what I have learned.
- 3. I am likely to apply what I have learned.
- 4. Applying what I learned will help improve library services to the public.
- 5. (OPTIONAL) Would you like to provide any other comments or suggestions about the program?



28

Survey Questions

Survey — Questionnaire for Library Staff about Content (acquisition and creation activities only)

- 1. I am satisfied that the resource is meeting library needs.
- 2. Applying the resource will help improve library services to the public.
- 3. (OPTIONAL) Would you like to provide any other comments or suggestions about the program?



29

Survey Questions

Survey — Questionnaire for Library Staff about Planning and Evaluation

- 1. I believe the planning or evaluation addresses library needs.
- 2. I am satisfied with the extent to which the plan or evaluation addresses library needs.
- 3. I believe the information from the plan or evaluation will be applied to address library needs.
- 4. (OPTIONAL) Would you like to provide any other comments or suggestions about the planning or evaluation activity?



30

Project Outcomes

- Measure achievements, benefits, changes for patrons/community; how attendees have been impacted or changed as result of project
 - Skills
 - Knowledge
 - Behavior or attitude
 - Status or life condition



31

Project Outcomes

- Measured (survey-based)
 - Beyond TSLAC/IMLS survey questions
 - Pre- and post-data most effective indicator
 - Impacts NOT Satisfaction



32

Anecdotal Information

- Patron stories
- Collection highlights
- Comments



33

Best Practices

- Recommended programs
- Words of wisdom (what worked, what did not, what you wish you had known)
- Simple to complex (procedures to equipment)
- Model program to be replicated



34

Other Results

- Not already covered
 - Accomplishments
 - Impacts
 - Unexpected findings or results



35

Outcome-Based Evaluation

- IMLS resources
 - Outcomes Logic Model Template
www.tsl.texas.gov/ldn/grants/forms-tools
 - Outcome-based Evaluation
www.ims.gov/applicants/outcome_based_evaluations
 - OBE Basics
 - OBE Purposes
 - OBE Webography
 - OBE Presentations



36

Final Report

- Due with your last performance report
- Who benefitted from program
 - Targeted (families, immigrants/refugees, low income, unemployed, people w/disabilities, library staff, limited literacy) or general population
 - Urban, suburban, or rural
 - Age groups
 - Ethnic or minority populations
 - Other groups not listed



37

Contact

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38
