Library Services and Technology Act (LSTA)

Five Year Plan for Texas
2013 – 2017

Texas
State Library
and Archives
Commission

For Submission to the Institute of Museum and Library Services

2012

Texas State Library and Archives Commission
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Introduction

Texas is a state of contradictions. The state has medical research centers that are some of the finest in the nation while ranking 50th in percent of population with health insurance coverage. Texas has colleges and universities that rank among the top higher educational institutions in the country while ranking 50th in percent of population aged 25 years and older that has a high school diploma or equivalency. Texas faces many challenges now and in the coming decade, including a rapidly growing and diverse population, scattered concentrations of aging citizenry, low educational attainment, and income disparities. Overall population shifts from rural to urban areas tax local, regional, and state resources needed to address these challenges.

Texas libraries are valuable statewide assets that constitute a base of support to help address many of the state's challenges. However, over the past year, as a result of deep budget cuts, our state's libraries have been operating in a mode of retrenchment. While some statewide programs that support libraries and improve their ability to serve the people of Texas are still intact, most have been eliminated or reduced dramatically. As a result, the leadership capacity of the Texas State Library and Archives Commission (TSLAC) has been compromised. It is from this ebb that we must move forward, keeping ever in mind the mission we embrace to provide access to information in all forms for the betterment of our state and the larger world.

In the Texas State Library and Archives Commission's five-year plan for the expenditure of federal Library Services and Technology Act (LSTA) funds, we have concentrated on several strategic directions that are most likely to yield the greatest benefit for our state and leverage the strong commitment to interlibrary cooperation and resource sharing in the state. These strategic directions support formal and informal education, especially early learning; digital literacy leading to full inclusion; small business growth, including entrepreneurial and innovative ventures; workforce skills development and employment preparedness; and library services delivered by well-trained, customer-oriented staff. These strategic directions and goals are further supported by partnerships that TSLAC has established and nurtured with the Texas Workforce Commission, Connected Texas, regional education service centers, Literacy Texas, and other allied groups and organizations.

These are trying times for our state and our nation. Texas libraries of all types are linchpins that can strengthen the ability of our state to meet the growing and diverse needs of its people. This LSTA five-year plan will help us make significant progress.

Mission Statement

The mission of the Texas State Library and Archives Commission is to safeguard significant resources, provide information services that inspire and support research, education and reading, and enhance the capacity for achievement of current and future generations. To accomplish this, we

- Preserve the record of government for public scrutiny
- Secure and make accessible historically significant records and other valuable resources
- Meet the reading needs of Texans with disabilities
- Build and sustain statewide partnerships to improve library programs and services
- Enhance the capacity for achievement of individuals and institutions with whom we work

Needs Assessment

Texas faces major challenges to the state's ability to meet the growing diverse needs of its people. Between 2000 and 2010, Texas experienced a 20.6 percent growth rate, second only to Arizona's percentage growth, but far exceeding all high-growth states in sheer numbers. This growth was fairly evenly split between natural increase and net migration into the state. Net migration was split evenly between domestic and international migration. According to the Pew Hispanic Center (Feb. 1, 2011), 6.5 percent of the 2010 population in Texas was unauthorized immigrants.

Texas has become a majority minority state with Hispanic, Black, and Non-Hispanic other population categories reaching 55 percent in 2010. The Hispanic population is a much younger population, with the bulk of the people aged 30 and younger. The reverse is true for the population designated Non-Hispanic White as the bulk of the population is over 30 years of age.

Of the 254 counties in Texas, 22 lost significant population (10.1-21 percent) and almost 60 counties lost up to 10 percent of their population over the past decade. These areas are primarily in western and more rural counties. With the loss of population, many of these counties are left with high concentrations of elderly citizens who tend to be financially at risk.

Texas is on a path to have a major epidemic of obesity with all its attendant health risks by 2040, led by steep growth in obesity among the Hispanic population. These potential health problems are compounded by the fact that Texas has the highest rate in the nation of population without health insurance coverage. This is particularly true for the Hispanic and Black portions of our population.

Educational attainment in the state is very low, with 79.9 percent of the population of people aged 25 years and older that have a high school diploma or equivalency. This ranks the state 50th among its peers. In addition, only 25.5 percent of the population has a bachelor's degree and only 8.5 percent has a graduate degree. In the Hispanic population, 71 percent has less than a high school diploma or equivalency, and only 15 percent has college and greater degrees. This percentage contrasts with the population characterized as Non-Hispanic White, of which 67 percent has college or higher degrees.

These demographics pose great challenges that have the potential to diminish an otherwise bright future for our state and may overwhelm the state's modest safety net. However, many of these challenges can be addressed through the network of our state's libraries and their programs and services. Our libraries positively influence student achievement; contribute to the economic bottom line; fuel research; support community development; improve the quality of life; further lifelong learning; and contribute to personal betterment. These are goals based on shared values and common beliefs. Based on this foundation of demographic data, TSLAC engaged librarians, library staff, and library supporters in conversations and activities designed to elicit input for this long-range plan.

Several sources were used to assess the key statewide needs for library services and inform the development of the plan goals and activities. Among them was the evaluation of the agency's current LSTA five-year plan, a survey sent to all types of libraries to determine needs and goals, a Statewide Resource Sharing Summit, and a series of focused conversations with different types of libraries on community and state needs.

Texas is a growing and very diverse state across many dimensions, facing challenges in education and the labor force, health and aging issues, and water and energy issues as outlined in a presentation from the State Demographer on the 2010 census. Texas Governor Rick Perry has set priorities for education and economic development in response to identified state needs.

The evaluation of the current LSTA five-year plan spoke to library needs, but also indicated strong community needs for connectivity and services that can be met through support for technology and innovation in libraries, as well as continuing education for librarians.

TSLAC conducted a survey (Appendix B) and asked for input from public, academic, and school librarians. TSLAC also hosted a series of five focused conversations conducted via teleconferences. TSLAC sent out invitations to participate on various electronic lists. The questions that guided each teleconference focused on the needs of the library's community, the needs of the libraries themselves, and asked participants how TSLAC could help meet needs. The questions asked may be found in Appendix C.

The survey results and comments, as well as the focused conversations, reinforced the themes from the evaluation. The survey results showed the highest ranking needs in the state for library services were digital inclusion (in all of its aspects) and educational attainment. These needs correlate closely with the highest ranked LSTA priority from the survey of expanding services for learning and access to information to support education, lifelong learning, workforce development, and digital literacy. Overwhelmingly,

survey respondents ranked the IMLS focus area of lifelong learning as the highest priority. To meet these needs, shared library resources and access to digital information and services were the top ranked goals. The other two needs listed in the survey, for economic and workforce development and early childhood literacy, while not ranked as high as the others, also had a significant number of respondents indicate these were important as well. Participants' comments in the survey echoed these themes, with the addition of a number of comments that mentioned a library role in the digitization of resources.

The focused conversations elicited similar themes, with communities facing funding, education, and economic challenges, and libraries facing challenges in funding, as well as keeping up with all of the technology changes. Participants spoke to trends in libraries with a focus on technology in all aspects (connectivity, hardware, e-books, new formats, digitization, mobile devices, teaching patrons), as well as increased outreach to diverse populations. Participants felt that libraries could best help with lifelong learning (in many aspects) and technology access, and that TSLAC could best provide shared resources and services and continuing education, with priority given to shared services across all types of libraries.

Librarians also participated in a survey administered by the Parthenon Group last fall. The survey and resulting report were provided by the Bill & Melinda Gates Foundation to assist the agency in strategic planning. The report from this study provided an assessment of the agency's strategic direction indicating that access to information is of paramount importance to libraries and patrons, and the agency should increase the proportion spent in scalable and measurable areas supporting priorities where we have comparative advantage. These priorities also focus on shared resources and services, and continuing education. According to the survey results, the agency's comparative advantage is in licenses and access to content, assisting with technology planning and staff training for technology support and information skills. The top three new areas to consider where the agency has comparative advantage are centralized e-book purchasing, training library staff to assist patrons with technology, and strategic planning for technology. The report may be found at https://www.tsl.state.tx.us/pubs/parthenonreport.html

The agency-sponsored Statewide Resource Sharing Summit included representatives from all types of libraries, as well as other stakeholders. It spoke to many of the same challenges all types of libraries are facing in dealing with the implications of new technology and service demands in meeting the needs of their communities for education and access to information. Participants defined the following priorities: the consortium-wide licensed TexShare databases, e-books; school library participation in the TexShare databases; discovery tools; mobile apps; negotiated discounts for optional TexSelect databases; and courier subsidies.

The two primary themes running through all of the assessments are a need for libraries to help meet the needs for education and access to information through technology. While not a state need, all of the stakeholder input methods mentioned above also indicated there was a strong need for continuing education so that libraries could fulfill these needs.

As we undertake the activities described in the plan in the next five years, we have several ways to make sure the needs we have identified remain the needs that should be addressed. We will have regular meetings with agency advisory boards and other groups to insure we keep current on trends and changing needs in the state. In addition, we will carefully monitor economic conditions in the state and will conduct formative evaluation to determine whether or not any of the trends or conditions indicates that we should change needs and/or goals in the plan.

Needs

The following key state needs for library services are derived from the needs assessment:

1. Digital Inclusion – All Texans and Texas communities need access to Internet connected resources and services and the support they need to use them successfully
2. Literacy and Educational Attainment – Texans of all ages need access to services and resources to further their formal and informal learning goals

3. Economic Development – Texans of working age need access to resources and services for business and workforce development in order to prosper

Goals (in priority order)

1. Texans will have access to shared library resources to meet their learning and informational needs
2. Texans and Texas communities will have access to Internet connected resources and services through Texas libraries to meet community and personal goals and the support they need to use them successfully
3. Texans will have access to library services to build a strong foundation for early learning, success in school, and lifelong learning
4. Texans will enhance their business and workforce development, including entrepreneurial endeavors, through use of materials and services at their libraries
5. Texans will receive responsive library services

Criteria for prioritization

The goals were prioritized using the following criteria:

- Has statewide impact
- Leverages the agency's comparative advantages in statewide cost savings and expertise
- Responds to the results of the stakeholder input

Programs

Note: For program descriptions, outputs, and outcomes see Appendix A.

Goal 1

Texans will have access to shared library resources to meet their learning and informational needs.

Programs

- TexShare program: Digital Content; the Reciprocal Borrowing Card program; Resource Discovery Tools
- Interlibrary Loan and Courier service
- Online access to Texas and local history through digitization including grants, training, and resources from the Texas State Library and Archives Commission, Archives and Information Services Division

Goal 2

Texans and Texas communities will have access to Internet connected resources and services through Texas libraries to meet community and personal goals and the support they need to use them successfully.

Programs

- Provide enhanced patron access to Internet connected resources and services such as Plinkit (content management based library websites), E-rate consulting, technology consulting and training, grants, and mobile apps.
- Provide enhanced access to digital content for blind and visually handicapped patrons, including outreach and training, production of digital materials, and access systems through TSLAC's Talking Book Program

- Promote cooperation among libraries to support shared networks and services, including grants and training.
- Promote the adoption of the Edge Public Library Public Access Technology Benchmarks.

Goal 3

Texans will have access to library services to build a strong foundation for early learning, success in school, and lifelong learning.

Programs
- Promote statewide use of the Collaborative Summer Library Program
- Promote early childhood literacy and programs to promote reading in libraries through grants, model programs, and training

Goal 4

Texans will enhance their business and workforce development, including entrepreneurial endeavors, through use of materials and services at their libraries.

Programs
- Enhance the ability of libraries to offer business and workforce development services through grants, training, model programs, and cooperation with related agencies such as the Texas Workforce Commission.

Goal 5

Texans will receive responsive library services

Programs
- Provide continuing education and consulting for all types of libraries that enhance their ability to provide responsive service
- Contracts for specialized library consultations – library management and technology support for public libraries

Coordination Efforts

Agency staff has worked with the Texas Workforce Commission, the Texas Education Agency, the Texas Library Association, Connected Texas, and Head Start on projects and initiatives. As projects unfold for the priorities under this new plan we will continue to work actively with these partners and others to most effectively and efficiently achieve our goals.

Evaluation Methodology

The evaluation of funded projects will have two components:

(1) Output measures and financial performance

TSLAC is required to report output measures and financial information on its programs. The output targets for the agency are developed for each biennium and for each project annually. Targets will be set in this plan for those projects for which funding is known to be available. Additional targets will be added in later years if other projects named in this plan are funded. Grant programs must report the following information quarterly, with an annual report:

- *Financial Status Report* - reports of grant encumbrances and/or disbursements;
- *Performance Reports* that list the output measure targets to be reached by each project.

(2) Outcome Based Evaluation (OBE)

The agency continues its efforts to collect outcome, or impact, information on its programs. We recognize the value of this information to the agency, to the Institute of Museum and Library Services (IMLS), and to the library and broader community to understand the impact of the programs on the people of Texas. The agency will work with each grant recipient to determine outcomes, where appropriate, for their projects and will provide training on outcomes during the next five years.

Agency staff has participated in IMLS' *Measuring Success* project and will use that process to inform the collection and reporting of outcome data.

Stakeholder Input

Texas librarians and other interested persons have had several opportunities to have input into the development of the plan. In fall 2011, the Parthenon Group conducted research, including a statewide survey, into the agency's strategic directions. The report and recommendations were widely disseminated. Stakeholders had numerous opportunities to provide comment on LSTA programs and services through the evaluation of the current five-year plan, as outlined in that document. The agency held a resource sharing summit with 85 librarians representing all types of libraries. This summit helped define key statewide resource sharing goals. We also conducted another online survey to gather information on key needs and goals for the next five-year plan, provided an opportunity for librarians to participate in focused conversations, addressed our two official advisory boards (Library Systems Act Advisory Board and TexShare Advisory Board), and held an open meeting at the annual conference of the Texas Library Association. The draft plan was made available to the Texas library community for final comment. After the comment period a final draft version of the plan was created and submitted to the agency's Commission for discussion and approval. Information about participating in these opportunities was widely disseminated through electronic lists, our blog, and meetings.

Communication

The agency has a page on our website dedicated to information on its LSTA five-year plan, including the text of the current and proposed plan, previous plans, the five-year evaluations, and any related documents and information. We inform the Texas library community about the availability of this information through email lists, our blog, and meetings.

Monitoring

We monitor the performance of LSTA funded activities through contracts, reports of output and outcome targets, site visits as appropriate, sample audits, and regular contact with grantees and contractors.

TSLAC has formal processes for monitoring its sub-grant and contract programs. The evaluation section of this plan describes the output measures and financial information that are required of the agency. These are used to monitor the progress of grantees and contractors in completing their projects. Both program managers and grants accounting staff are involved in this review. Semi-annual narrative reports augment the statistical and financial information. Program managers are also in close contact with project staff throughout the year. Contacts may be by telephone, email, or site visits. Site visits are also used to more closely work with projects that appear to be having difficulty, to document projects that have been very successful, and to gather more detailed information about grant projects and processes through discussion with selected project staff.

Information gathered through these methods is used by all grant program staff at the agency to improve agency sub-grant programs. Program managers also meet regularly to exchange information and incorporate findings into the agency planning processes.

Agency projects also report quarterly output measures, along with a variety of other evaluative tools, and staff and activities are regularly reviewed through performance evaluations.

Appendix A

Federal funds will assist with all of the supporting programs listed.

Goal 1

Texans will have access to shared library resources to meet their learning and informational needs.

Supporting programs:
1. TexShare services: Digital Content, Reciprocal Borrowing Card program, Resource Discovery Tools – provide the shared materials and services of the statewide TexShare consortium to public and academic libraries, and libraries of clinical medicine. The consortium also has affiliate members, and is exploring expanding membership to school libraries statewide. Digital content includes a wide range of online materials, the card program allows direct borrowing by patrons at participating TexShare libraries, and the resource discovery tools allow libraries and their patrons' easy discovery and access to digital content.
2. Interlibrary Loan – provides the OCLC Navigator system to public libraries statewide and provides net lender reimbursements to public and academic libraries to encourage the open sharing of resources. This program includes the supporting Courier program, which provides a cost effective delivery mechanism for TexShare libraries with larger amounts of ILL activity.
3. Provide online access to Texas and local history through digitization including grants, training, and resources from the Texas State Library and Archives Commission, Archives and Information Services Division (ARIS). Grants and training are available to all types of libraries. ARIS will digitize and make available online significant collections from the State Archives.

Timeline
Activities under this goal are expected to take place each year of the Plan 2013-2017. All outputs and outcomes are five-year targets.

Outputs
- Number of items digitized (Grants and ARIS)
- Number of items made accessible through a web-based portal (Grants and ARIS)
- Target for ARIS is 72,000 images to be made available on TSLAC website or Flickr Commons
- Use of the following three resource sharing programs, measured collectively, will increase 10% over the five-year period:
  - Number of ILL total transactions for public libraries in the Navigator program
  - Number of items borrowed through the Card Program
  - Number of items transported with the courier program
- Use of the core TexShare digital content by patrons of public and academic libraries will increase 5% each year
- Percentage of public libraries participating in training for activities under this goal will be 85% for online and 75% for in-person trainings
- Percentage of academic libraries participating in online training for activities under this goal will be 40%

Outcomes
- Surveys of patrons requesting and receiving ILL materials will show that 70% received materials that increased their knowledge and/or improved their lives
- Bi-annual survey of patrons using the databases will show that 70% found information that increased their knowledge and/or improved their lives - includes access to digital content through the resource discovery tool

- Annual survey of libraries using training will show that 70% improved local library services as a result of training staff participated in

This goal addresses the following LSTA priorities
- Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services
- Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks

Goal 2

Texans and Texas communities will have access to Internet connected resources and services through Texas libraries to meet community and personal goals and the support they need to use them successfully.

Supporting programs
1. Provide enhanced patron access to Internet connected resources and services through programs that assist in providing access, such as Plinkit (content management based library websites for public libraries – may be extended to other types of libraries), E-rate consulting and training for public libraries, a wide range of technology consulting and training (all types of libraries) including digital literacy, grants (all types of libraries), and mobile apps for libraries (initially exploring public and academic libraries and may extend to other types of libraries).
2. The Texas State Library and Archives Commission, Talking Book Program will provide enhanced access to digital content for blind and visually handicapped patrons statewide, including outreach and training, production of digital materials, and access systems.
3. Promote cooperation among all types of libraries to support shared networks and services, including grants and training.
4. Promote the adoption of the Edge Public Library Public Access Technology Benchmarks.

Timeline
Activities under this goal are expected to take place each year of the Plan 2013-2017. All outputs and outcomes are five-year targets.

Outputs
- Number of patrons/participants served (Grants)
- Percent of public libraries that have a customizable, up-to-date website will be 90%, using Plinkit or another web-hosting service
- Percent of public libraries that use Plinkit for web hosting and regularly update those websites will be 25%
- Number of Braille and Audio Reading Download (BARD) workshops – Target 120-150 (TBP)
- Number of libraries signed up as BARD demonstration sites and/or sites patrons can use to download materials and provide assistance – Target 50% of the 120-150 target above (TBP)
- Number of BARD "parties" per year in a public library setting – Target 5 (TBP)
- Number of duplicated copies of books and magazines – Target 35,000 (TBP)
- Number of mastered book and magazine recordings – Target 300-500 and 108, respectively (TBP)
- Percent of public libraries attending E-rate training will be 30%
- Percentage of public libraries participating in E-rate will be 40%
- Percentage of public libraries that participate 2 consecutive years will be 70%

- Edge program - Public libraries attending Edge benchmarks training will be 60%.
  - Of those who attend training, 50% will implement Edge
  - Of those who assess in one year, 70% will participate in Edge the following year
- Percentage of public libraries participating in training for activities under this goal will be 85% for online and 75% for in-person trainings
- Percentage of academic libraries participating in online training for activities under this goal will be 40%

Outcomes
- The number of library patrons/participants (including librarians) who report, using a survey, increasing their knowledge and/or confidence in using Internet connected resources and services (Grants)
- The number of library patrons using funded materials/services that report, using a survey, enhanced access to and satisfaction with information and/or materials to meet educational, economic, or other personal goals
- Of those libraries that participate in Edge, 40% will report beneficial results six months later
- Annual survey of libraries using training shows that 70% improved local library services as a result of training staff participated in
- Annual survey of TBP patrons shows that 70% indicated that TBP BARD services improved their lives

This goal addresses the following LSTA priorities
- Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services
- Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks

Goal 3

Texans will have access to library services to build a strong foundation for early learning, success in school, and lifelong learning.

Supporting programs
1. Promote statewide use of the national Collaborative Summer Library Program for public and selected school libraries.
2. Promote early childhood literacy and programs to promote reading in libraries through grants, model programs, and training. These are available to public, academic, and school libraries.

Timeline
Activities under this goal are expected to take place each year of the Plan 2013-2017. All outputs and outcomes are five-year targets.

Outputs
- Percentage of public libraries participating in the Collaborative Summer Library Program will be 90%
- Number of patrons/participants served (Grants)
- Number of library materials purchased (circulating and non-circulating) (Grants)
- Number of programs presented (Grants)
- Percentage of public libraries participating in training for activities under this goal will be 85% for online and 75% for in-person trainings

- Percentage of academic libraries participating in online training for activities under this goal will be 40%

Outcomes
- Number of caregivers who report, using a survey, feeling more confident with early childhood literacy skills and the value of the library as a contributor to their quality of life and that of their children
- Annual survey of libraries using training shows that 70% improved local library services as a result of training staff participated in

This goal addresses the following LSTA priorities
- Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills
- Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved

Goal 4

Texans will enhance their business and workforce development, including entrepreneurial endeavors, through use of materials and services at their libraries.

Supporting programs
1. Enhance the ability of public, school, and academic libraries to offer business and workforce development services through grants, training, model programs, and cooperation with related agencies such as the Texas Workforce Commission.

Timeline
Activities under this goal are expected to take place each year of the Plan 2013-2017. All outputs and outcomes are five-year targets.

Outputs
- Number of patrons/participants served (Grants)
- Percentage of public libraries participating in training for activities under this goal will be 85% for online and 75% for in-person trainings
- Percentage of academic libraries participating in online training for activities under this goal will be 40%

Outcomes
- Number of project participants who report, using a survey, that they feel more confident in their basic computer skills, searching databases/online information, online workforce/job skills or other specified computer/technology skills upon program completion
- Number of participants who report, using a survey, that they have increased knowledge of small business/entrepreneurial skills
- Annual survey of libraries using training shows that 70% improved local library services as a result of training staff participated in

This goal addresses the following LSTA priorities
- Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills
- Develop public and private partnerships with other agencies and community-based organizations
- Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, and to individuals with limited functional literacy or information skills

Goal 5

Texans will receive responsive library services

Supporting programs
1. Provide continuing education and consulting for all types of libraries that enhance their ability to provide responsive service – examples include the Small Library Management Program, foundational skills for library staff, and programming.
2. Contracts for specialized library consultations – library management and technology support for public libraries

Timeline
Continuing education and consulting will take place each year of the Plan 2013-2017; library consultations contract 2013-2014 only.

Outputs
- 70% of public libraries use contracted services
- Percentage of public libraries participating in training for activities under this goal will be 85% for online and 75% for in-person trainings
- Percentage of academic libraries participating in online training for activities under this goal will be 40%

Outcomes
- 50% of public libraries using contracted services will demonstrate via an annual survey that the service has improved local library services
- Annual survey of libraries using training shows that 70% improved local library services as a result of training staff participated in

This goal addresses the following LSTA priority
- Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services

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Appendix B

Online Survey Questions

1. In which type of library do you work?

2. Where is your library located?

   a. Dallas/Ft. Worth metroplex
   b. Central Texas
   c. East Texas
   d. South Texas
   e. Northeast Texas
   f. San Antonio/South Central Texas
   g. Lubbock/West Texas area
   h. Abilene/San Angelo area
   i. El Paso/Southwest Texas area
   j. Texas Panhandle area

3. If you work in a public or school library, do you serve a primarily:

   a. Rural area
   b. Suburban area
   c. Urban area

4. Before writing the plan TSLAC must define the most important specific state needs the people of Texas have for library services and identify the target population for the services. Following are initial suggestions. Please choose all you think are priorities.

   a. Digital inclusion – All Texas communities need access to Internet connected computers and services.
   b. Educational attainment – Texans of all ages need access to services and resources to enhance education.
   c. Literacy – Preschool age children and their caregivers need access to information and services to enhance early childhood literacy.
   d. Economic development – Texans of working age need access to resources and services for business and workforce development.

5. Please rank these needs from most important (1) to least important (4):

   a. Education
   b. Economic development
   c. Digital inclusion
   d. Literacy

6. The suggestions on needs listed above were derived from reviewing the documents and reports linked from the Five-Year Plan webpage, along with the Governor's priorities and demographic data. What other specific needs for library services in the state would you suggest?

7. Thinking further about statewide needs for library services, please describe briefly what your library and/or your community accomplished in meeting critical community needs in the last four years (education, economic development, other).

8. Looking ahead to 2017, briefly describe your community and library. What do you hope to be doing or to have accomplished?

9. Goals must be set to meet the state needs. Following are suggested goals. Please indicate which ones you think should be considered. (Choose as many as desired)

10. Please rank these goals from most important (1) to least important (4).

    a. Library services/resources for business/workforce
    b. Shared library resources
    c. Texans have access to digital information/services
    d. Early literacy skills for preschool children

11. What other goals would you suggest?

12. These are the LSTA purposes. Please indicate which ones you think are priorities for the Texas plan. (Choose as many as desired)

    a. Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support needs for education, lifelong learning, workforce development, digital literacy skills.
    b. Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.
    c. Provide training and professional development to enhance the skills of the library workforce and provide leadership and advance delivery of library services.
    d. Establish or enhance electronic and other linkages and improve coordination among libraries to improve quality of and access to library services.
    e. Target library services to persons having difficulty using a library and to underserved urban and rural communities including children from families with incomes below the poverty line.
    f. Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
    g. Develop public and private partnerships with other agencies and community-based organizations.

13. Please rank the LSTA purposes from most important (1) to least important (7)

    a. Expand services for learning/access to information
    b. Develop public/private partnerships
    c. Target library services to individuals of diverse backgrounds
    d. Electronic/linkages among libraries
    e. Target library services to underserved/children in poverty
    f. Provide users access to information through networks
    g. Professional development for librarians

14. Reporting outcomes is very important. IMLS needs to be able to tell a compelling story about how the investment of federal funds has benefitted the people of the United States. Following are six categories IMLS has identified for which states could report outcomes. Which do you believe should be considered for the Texas LSTA plan? (May choose as many as desired)

    a. Lifelong Learning
    b. Databases
    c. Digitization
    d. Employment and small business development
    e. Human services (statewide community services)
    f. Civic engagement/e-government

15. Please rand these categories from most important (1) to least important (6).

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    a. Lifelong Learning
    b. Databases
    c. Digitization
    d. Employment and small business development
    e. Human services (statewide community services)
    f. Civic engagement/e-government

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16. What other comments do you have about priorities for this five-year plan?

Appendix C

Focused Conversation Questions

1. What do you feel is the most exciting library trend today?

2. What challenges does your library face?

3. What challenges does your community face?

4. What state needs can libraries best help with?

5. What do you feel the State Library can best help libraries accomplish in their communities?

6. How should the State Library prioritize needs?

7. Is there anything else you would like to say about priorities for the use of LSTA funds?