

# ANNUAL REPORTS ON MEASURES

ACTUAL PERFORMANCE FOR OUTCOME AND EXPLANATORY MEASURES

FOURTH QUARTER OUTPUT & EFFICIENCY MEASURES

FISCAL YEAR 2022

SUBMITTED TO THE EXECUTIVE AND LEGISLATIVE BUDGET OFFICES

BY

TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

(306)

OCTOBER 06, 2022

**Outcomes**  
 87th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/6/2022**  
 TIME: **1:45:41PM**  
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Agency code: **306**

Agency name: **Library & Archives Commission**

Type/Objective/Measure	2022 Target	2022 YTD	Percent of Annual Target	
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1-2 TEXANS WITH DISABILITIES

1 % ELIGIBLE POPULATION REGISTERED	4.50 %	5.00 %	111.11 % *	4.28 - 4.73
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Explanation of Variance: The agency has now registered 5% of the eligible population for the Talking Book Program, which is 11 percent above the estimated target. The agency attributes these above-target results to continued marketing efforts through social media campaigns and print advertising to targeted markets. In addition, institutions registering individual patrons instead of registering only as institutions allows patrons to request their preferred materials instead of relying on selections requested by the institution.

2-1 IMPROVE INFO PROVIDED

1 % OF CUSTOMERS SATISFIED	96.00 %	89.00 %	92.71 % *	91.20 - 100.80
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Explanation of Variance: The annual customer satisfaction rate dropping to 7% below target for FY 22 is primarily related to three factors. First, more patrons are getting the information needed via the agency's website, which means fewer patrons surveyed, resulting in a higher impact to the overall rating. Additionally, many patrons surveyed respond "no" when asked if they were satisfied because the information requested was not available. Finally, there has been a high turnover in public service positions, and training new hires often results in delayed response times, which also results in patrons being not satisfied with the services received. As employment levels stabilize, we believe these numbers will rebound closer to the target in FY 23.

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	
<b>Output Measures</b>					
<u>1-1-1 LIBRARY SUPPORT SERVICES</u>					
3 # SERVICES PROVIDED TO PERSONS					
<b>Quarter 1</b>	500,000.00	30,358.00	30,358.00	6.07 % *	100,000.00 - 150,000.00
<u>Explanation of Variance:</u> This measure is heavily reliant on projects implemented locally under the competitive grants program, and the first quarter is often a "ramp up" period for local projects where the groundwork is being laid and services are not yet in place. Additionally, some grant programs do not initially report activity until the second quarter (i.e., semi-annual reporting rather than quarterly.) Regular increases in COVID infections and new variants continues to impact the ability of local libraries to provide in-person services.					
Performance for Q1 in FY 2022 is down less than 1% compared to the prior biennium performance (5.17% for FY 2021 and 5.35% for FY 2020), and the actual performance number reported here is only down slightly from the Q1 performance in FY 2020 (34,774) and FY 2021 (33,592).					
<b>Quarter 2</b>	500,000.00	33,955.00	64,313.00	12.86 % *	225,000.00 - 275,000.00
<u>Explanation of Variance:</u> Performance for this measure remains much lower than expected due to reliance on implementation of programs under the competitive grant awards. Many of this year's grants rely on the purchases of equipment and technology, and supply chain delays related to COVID may continue to have an impact. Additionally, many of the grants are for projects that will not be available to the public until summer.					
Performance for Q2 in FY 2022 at 12.8% of the target is down significantly from the same period in the prior biennium performance (23.55% for FY 2021 and 31.54% for FY 2020), with the actual performance numbers reported here at about 42% of Q2 performance in FY 2021 (153,044) and 31% of Q2 FY 2001 (205,007). As more libraries increase hours of operation due to slowing COVID infection rates, we believe the numbers for the remaining two quarters will track closer to the previous biennium.					
<b>Quarter 3</b>	500,000.00	119,555.00	183,868.00	36.77 % *	350,000.00 - 400,000.00
<u>Explanation of Variance:</u> This measure is heavily reliant on the competitive grants program, and many of this year's grants are for purchases of technology and other equipment. Delays caused by supply chain issues continue to have an impact on libraries' ability to fully deploy projects. Additionally, many of the grants are for ongoing projects delivered throughout the grant year, which means it will be summer before these are available to the public.					
<b>Quarter 4</b>	500,000.00	58,572.00	242,440.00	48.49 % *	475,000.00 - 525,000.00

\* Varies by 5% or more from target.

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**Agency: 306 Library & Archives Commission**

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<b>Type/Strategy/Measure</b>	<b>2022 Target</b>	<b>2022 Actual</b>	<b>2022 YTD</b>	<b>Percent of Annual Target</b>
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**Output Measures**

3 # SERVICES PROVIDED TO PERSONS

Explanation of Variance: Many of the grants provided in FY 22 were to purchase equipment and materials, and supply chain disruptions resulted in libraries receiving those items at the end of the grant period. As a result, libraries were unable to provide services to patrons throughout most of the program year, which resulted in lower performance than projected when the targets were established in 2020. The Texas Reads grant program was an exception, awarding 67% more grants with recipients serving 172% more persons than in FY 21.

Additionally, many libraries were still closed to the public at the beginning of FY 22, which contributed to the decrease in the number of services provided. Finally, the agency delivered fewer in-person training sessions and provided fewer training sessions related to e-resources as the agency was soliciting new e-resources during this fiscal year. We anticipate reaching targeted performance in FY 21 as we implement new e-resource products and supply chain issues are resolved.

1-2-1 DISABLED SERVICES

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	
<b>Output Measures</b>					
1 # OF PERSONS & INSTITUTIONS SERVED					
<b>Quarter 1</b>	15,370.00	5,605.00	5,605.00	36.47 % *	3,074.00 - 4,611.00
<p><u>Explanation of Variance:</u> The Q1 performance is the number of the Talking Book Program’s (TBP) established patrons served for the first-time during Oct. – Nov. 2021, and newly registered patrons served during the quarter. Each patron is counted once at point of first service during a fiscal year, regardless of the use during the remainder of the FY. Therefore, the highest number patrons first served are during the first quarter each FY.</p> <p>The agency can determine newly-registered patrons during Sept. 21 from the tracking system, but the number of established patrons receiving service in Sept. 21 (first month of FY 22) can’t be parsed from patrons already served in the prior federal FY (Oct. 2020 – Sept. 2021); the automation system only produces quarterly reports based on the federal fiscal year. As a result, FY 21 patrons receiving services in Sept. 21 aren’t counted for until served on or after Oct. 1, 2021.</p> <p>While the agency has exceeded the quarterly target for the first quarter in FY 22, the performance is 18.69% lower than the same quarter in FY 21. However, our overall enrollment numbers have increased by 10.8% over same quarter in FY 21. We have experienced lower quarter-over-quarter patrons-served numbers since the onset of COVID-19, but have now registered 4.45% of the eligible population, the highest percentage since 4.60% in FY 2014.</p>					
<b>Quarter 2</b>	15,370.00	1,479.00	7,084.00	46.09 %	6,916.50 - 8,453.50
<b>Quarter 3</b>	15,370.00	848.00	7,932.00	51.61 % *	10,759.00 - 12,296.00
<p><u>Explanation of Variance:</u> While we continue to see major increases in the number of patrons enrolling in the Talking Book Program, the number of persons and institutions served in Q3 decreased 28% from FY19. To help increase performance on this measure, we reinstated a registered patron follow up initiative in June 2022. Under this initiative, staff reach out to newly registered patrons within the first three months to check in with the patron and assess services received. Additionally, we will implement an “inactive” patron follow-up initiative to reach out to registered patrons who have not requested services (e.g., borrowed an item) within six months. We believe these follow-up contacts will increase service requests and improve patron retention.</p>					
<b>Quarter 4</b>	15,370.00	832.00	8,764.00	57.02 % *	14,601.50 - 16,138.50
<p><u>Explanation of Variance:</u> Q4 performance in FY 22 was up 21.64% over the same quarter last fiscal year, and 48.84% above the FY 20 (early pandemic) Q4 performance. However, the lower performance in Q1 resulted in an overall annual performance below the target established in 2020. We attribute the higher Q4 performance to the active patron follow-up efforts that were reimplemented in June 2022. We believe these follow up efforts will also result in patron retention and increase requests for services in the future.</p>					

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target
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**Output Measures**

4 # OF HOURS ASSISTED PATRONS

<b>Quarter 1</b>	12,000.00	1,409.00	1,409.00	11.74 % *	2,400.00 - 3,600.00
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Explanation of Variance: This measure only includes hours that staff spend speaking directly to patrons of the Talking Book Program. During Q1 FY 22, the agency continued COVID safety protocols established to limit the number of staff answering live calls from patrons onsite. As a result, the 24/7 toll-free automated voice mailbox allowed patrons to leave information relating to requested service, allowing staff to spend time processing materials requested more quickly without direct communication. The agency began operation of the onsite call center in Nov. 21. The agency believes the hours in the remaining quarters will return to pre-pandemic levels.

<b>Quarter 2</b>	12,000.00	1,779.00	3,188.00	26.57 % *	5,400.00 - 6,600.00
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Explanation of Variance: This measure reflects hours that staff spend speaking personally to patrons of the Talking Book Program. During the pandemic, we implemented and promoted additional tools for patrons to request services remotely, which also allowed patrons to become more self-sufficient and less reliant on direct interaction with staff. One tool, the 24/7 toll-free automated voice mailbox system, allowed patrons to leave information relating to requested service, allowing staff to spend time processing requested materials more quickly and without direct communication with patrons.

During Q1 FY 22, the agency continued COVID safety protocols established to limit the number of staff working onsite to answer live calls from patrons. The agency resumed operation of the onsite call center in Nov. 21, and we anticipated a return to pre-pandemic levels of direct assistance during the Q2 reporting period.

Patron use of another tool, BARD (direct download service), has increased more than 100% since implementation: from 3,360 users at the end of FY19, to 7,793 users at end of Q2 FY22. Patrons using the BARD service have immediate access to approximately 600,000 titles and allows patrons greater control of content with their personal smart device or computer.

We believe these tools, and the increasing acceptance of them by TBP patrons, are key contributors to the lower than projected call volume. We will continue to monitor this trend over the next two quarters.

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	
<b>Output Measures</b>					
4 # OF HOURS ASSISTED PATRONS					
<b>Quarter 3</b>	12,000.00	1,782.00	4,970.00	41.42 % *	8,400.00 - 9,600.00
<p><u>Explanation of Variance:</u> This measure reflects hours staff spend speaking personally to patrons of the Talking Book Program, including staff time spent providing other service programming (such as book clubs and reading programs) directly to patrons. The additional tools we implemented and promoted for patrons to request services remotely during the pandemic allowed patrons to become more self-sufficient and less reliant on direct interaction with staff. The 24/7 toll-free automated voice mailbox system allows patrons to leave information relating to requested service, allowing staff to spend time processing requested materials more quickly and without direct communication with patrons. This has allowed staff to implement the active and inactive patron follow-up initiatives that we believe will result in more patrons actively using our program.</p> <p>Patron use of another tool, BARD (direct download service), has increased more than 100% since implementation: from 3,360 users at the end of FY19, to 8,843 users at end of Q3 FY22. Patrons using the BARD service have immediate access to approximately 600,000 titles and allows patrons greater control of content with their personal smart device or computer.</p> <p>We believe these tools, and the increasing acceptance of them by TBP patrons, are key contributors to the lower than projected call volume. We will continue to monitor this trend</p>					
<b>Quarter 4</b>	12,000.00	1,777.00	6,747.00	56.23 % *	11,400.00 - 12,600.00
<p><u>Explanation of Variance:</u> This is the first year reporting this measure for the Talking Book Program (TBP), and the target was established based on staff hours consulting with patrons prior to the pandemic, and when most patrons called the toll-free line for borrowing assistance. As a result of the pandemic, TBP implemented new and promoted additional online tools that allowed patrons to request services remotely, as discussed in previous explanations. Less reliance on direct interaction with TBP staff has allowed staff to implement and expand popular programs like the online book club, spend more time assisting patrons with technology issues, and reimplement the patron follow up efforts, which are also beneficial to the patrons.</p>					
5 NUMBER OF ITEMS CIRCULATED					
<b>Quarter 1</b>	900,000.00	217,069.00	217,069.00	24.12 %	180,000.00 - 270,000.00
<b>Quarter 2</b>	900,000.00	227,882.00	444,951.00	49.44 %	405,000.00 - 495,000.00
<b>Quarter 3</b>	900,000.00	235,182.00	680,133.00	75.57 %	630,000.00 - 720,000.00
<b>Quarter 4</b>	900,000.00	249,830.00	929,963.00	103.33 %	855,000.00 - 945,000.00
<u>2-1-1 PROVIDE ACCESS TO INFO &amp; ARCHIVES</u>					

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	
<b>Output Measures</b>					
1 # OF ASSISTS WITH INFO RESOURCES					
<b>Quarter 1</b>	6,700,000.00	1,055,895.00	1,055,895.00	15.76 % *	1,340,000.00 - 2,010,000.00
<u>Explanation of Variance:</u> During Q1 FY 22, the agency experienced technical issues with systems established to capture web statistics. A change in the website server caused issues that resulted in Google Analytics not capturing application webpages provided under this measure during the entire first quarter. These include multiple high-use resources such as Republic Claims, Adjutant General service records and Index to Confederate pension applications. Additionally, Texas Archival Resources Online (TARO), which provides direction and access to resources in our collection, transitioned to a new website at the end of October, resulting in a drop in traffic during November, as was expected with a implementing a new website. If technical issues are resolved and agency can capture missing information, we will revise Q1 numbers during the next reporting period.					
<b>Quarter 2</b>	6,700,000.00	1,176,240.00	2,232,135.00	33.32 % *	3,015,000.00 - 3,685,000.00
<u>Explanation of Variance:</u> Performance during the second quarter continued to be lower than expected due to ongoing problems capturing web use statistics. The agency migrated to a new website server and we have been unable to repair all issues with Google Analytics reporting tools. As a result, the tool did not capture ARIS application website visits, which include numerous high-use resources such as Republic Claims, Adjutant General Services records and Index to Confederate pension applications for the entire Q2 period. Despite the data collection issues, the percentage to target at Q2 is only 12.62% below FY 21 and 14.41% below FY 20 percentages for the same reporting period. Our Information Technology Services staff are working on resolutions which should resolve the problem going forward; however, the resolutions will not allow us to retroactively capture statistics for the first two quarters. Therefore, we anticipate the overall numbers for the fiscal year will remain below the projected target.					
<b>Quarter 3</b>	6,700,000.00	1,143,023.00	3,375,158.00	50.38 % *	4,690,000.00 - 5,360,000.00
<u>Explanation of Variance:</u> We resolved the issue with Google Analytics accurately capturing web statistics for ARIS application webpages at the beginning of Q3; however, the number of assists in this quarter remains about 24 percent below the same period in FY 21. Texas Archival Resources Online (TARO), which provides direction and access to resources in our collection, transitioned to a new website at the end of October 2021, and activity from this resource has been consistently lower since the move. We are currently working to determine if this is due to a different method of defining and reporting page views. Additionally, activity on TSLAC resources hosted online by external organizations (such as Ancestry) have also trended lower. This may be due to fewer visitors accessing these resources online, or due to a change in how traffic is reported.					

\* Varies by 5% or more from target.



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**Agency: 306 Library & Archives Commission**

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Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target
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**Output Measures**

1 # OF ASSISTS WITH INFO RESOURCES

<b>Quarter 4</b>	6,700,000.00	1,106,468.00	4,481,626.00	66.89 % *	6,365,000.00 - 7,035,000.00
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Explanation of Variance: The overall performance for this measure for FY 22 is 66.9% of the target established pre-pandemic in 2020, and 16.9% below the same period last fiscal year. We attribute most of the lower performance to data collection issues discussed in prior quarters. However, the agency has experienced a significant increase (99.92%) over performance in FY 2021 in resources supplied on-site. Another key factor in the overall decrease is attributed to the new website (October 2021) for the Texas Archival Resources Online (TARO), which provides direction and access to our archival holdings. We believe the numbers will slowly grow in FY 23 as visitors to the TARO site become familiar with the new interface, but will not return to prior levels due to changes in calculating page views.

3-1-1 MANAGE STATE/LOCAL RECORDS

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

Type/Strategy/Measure	2022 Target	2022 Actual	2022 YTD	Percent of Annual Target	
<b>Output Measures</b>					
1 # TIMES GOV EMPLOYEES TRND/ASSISTED					
<b>Quarter 1</b>	10,000.00	3,014.00	3,014.00	30.14 % *	2,000.00 - 3,000.00
<u>Explanation of Variance:</u> Performance during Q1 FY 22 was higher than estimated due primarily to the increased number of participants at the annual e-Records Conference in Nov. 21. Due to COVID concerns, the agency and our partner agency DIR decided to provide the conference via Zoom again this year. As a result, the number of participants was not limited by physical space restrictions when providing the conference in an in-person format. Additionally, local government officials that may not normally participate due to limited travel and training budgets were able to participate in the virtual conference at no additional cost to the local entity. The agency anticipates normal performance in future quarters as COVID concerns will likely continue to reduce requests for in-person training, while calls for assistance will remain at normal levels.					
<b>Quarter 2</b>	10,000.00	2,752.00	5,766.00	57.66 % *	4,500.00 - 5,500.00
<u>Explanation of Variance:</u> With the lifting of COVID restrictions, state and local government officials have increasingly requested in-person training and presentations on-site at conferences. With few in-person events during the past two years, attendance at both training sessions and conferences have been higher than expected. As a result, the performance during the first two quarters is higher than projected.					
<b>Quarter 3</b>	10,000.00	3,138.00	8,904.00	89.04 % *	7,000.00 - 8,000.00
<u>Explanation of Variance:</u> Interest from state and local government officials for records management training in-person and for presentations at conferences has continued to increase during Q3. We believe the interest will remain high for the next few quarters and expect performance on this measure to exceed the target for the fiscal year as we continue to provide training to meet the demand.					
<b>Quarter 4</b>	10,000.00	3,307.00	12,211.00	122.11 % *	9,500.00 - 10,500.00
<u>Explanation of Variance:</u> As government employees returned to working onsite, we have received a higher number of requests for training and calls for assistance than anticipated when the target was established. As a result, we continue to offer live online training in addition to in person training to meet the increased demand. Additionally, the updates to the University Records Retention Schedule and State General Retention Schedule generated an increased number of calls from higher education entities and state agencies during this fiscal year.					

\* Varies by 5% or more from target.

**Explanatory Measures**  
 87th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/6/2022 1:48:15PM

Agency code: **306**

Agency name: **Library & Archives Commission**

<u>Type/Strategy/Measure</u>	<b>2022 Target</b>	<b>2022 YTD</b>	<b>Percent of Annual Target</b>
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**Explanatory/Input Measures**

1-1-1 LIBRARY SUPPORT SERVICES

1 # OF RESOURCES PROVIDED TO PERSONS

120,000,000.00	140,477,041.00	117.06% *
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Explanation of Variance: Demand for and use of shared resources continued to increase throughout FY 22, with increased performance in three of the four shared resource categories. Compared to FY21, inter-library loan requests were up 95%, TexShare resources increased by 90%; and use of TexQuest resources were up 107%. Only the use of e-ReadTexas resources went down year over year. TexQuest resources had sustained increases quarter over quarter, with a decrease in Q4 that was still higher than performance in the same quarter the prior year. Increased use of these valuable resources demonstrates the value of services provided to library patrons across the state.

\* Varies by 5% or more from target.