

# ANNUAL REPORTS ON MEASURES

ACTUAL PERFORMANCE FOR OUTCOME AND EXPLANATORY MEASURES

FOURTH QUARTER OUTPUT & EFFICIENCY MEASURES

FISCAL YEAR 2024

SUBMITTED TO THE EXECUTIVE AND LEGISLATIVE BUDGET OFFICES

BY

TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

(306)

OCTOBER 3, 2024

**Outcomes**  
 88th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: **10/3/2024**  
 TIME: **2:41:55PM**  
 PAGE: **1 OF 1**

Agency code: **306**

Agency name: **Library & Archives Commission**

| Type/Objective/Measure  | 2024<br>Target | 2024<br>YTD | Percent of<br>Annual Target |               |
|---|----------------|-------------|-----------------------------|---------------|
| <u>1-1 LIBRARY SERVICES</u>   |                |             |                             |               |
| 1 % OF LIBRARIES USING SERVICES   | 75.00 %        | 78.81 %     | 105.08 % *                  | 71.25 - 78.75 |
| <p><u>Explanation of Variance:</u> This is a new measure for the FY24-FY25 biennium. Target for % of libraries using state-sponsored services is slightly above goal for FY24 at 78.81%. Although the percentage is fairly consistent with FY23 performance at 79.6%, the first year we began tracking this measure. During FY24, we had a decrease in participating school districts in the optional TexQuest databases program. Also, we decreased the number of continuing education options available to libraries as we migrate to a new learning management system. This may attribute to a reduction in the number of libraries using our training services during FY24. The target for FY25 is 80% and we anticipate meeting this target during FY25.</p> |                |             |                             |               |
| <u>1-2 TEXANS WITH DISABILITIES</u>   |                |             |                             |               |
| 1 % ELIGIBLE POPULATION REGISTERED  | 5.10 %         | 7.05 %      | 138.24 % *                  | 4.85 - 5.36   |
| <p><u>Explanation of Variance:</u> Due to the success of our continuous outreach programs, social media campaigns to market the program, and implementation of SB 2075, we have far exceeded our projected target, registering 7,973 more new patrons this fiscal year. We anticipate this percentage to continue to increase during FY 2025 as more reading disability students are added to the program during the Fall.</p>  |                |             |                             |               |
| <u>2-1 IMPROVE DELIVERY OF INFO PROVIDED</u>  |                |             |                             |               |
| 1 % OF CUSTOMERS TIMELY SERVED  | 95.00 %        | 92.28 %     | 97.14 %                     | 90.25 - 99.75 |

\* Varies by 5% or more from target.

**Efficiency/Output Measures**  
 88th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/3/2024 2:46:25PM

**Agency: 306 Library & Archives Commission**

| Type/Strategy/Measure                 | 2024<br>Target   | 2024<br>Actual | 2024<br>YTD   | Percent of<br>Annual Target |                               |
|---------------------------------------|--|----------------|---------------|-----------------------------|-------------------------------|
| <b>Output Measures</b>                |  |                |               |                             |                               |
| <u>1-1-1 LIBRARY SUPPORT SERVICES</u> |  |                |               |                             |                               |
| 1 NUMBER OF LIBRARY RESOURCE PROVIDED |  |                |               |                             |                               |
| <b>Quarter 1</b>                      | 43,000,000.00  | 13,453,324.00  | 13,453,324.00 | 31.29 % *                   | 8,600,000.00 - 12,900,000.00  |
|                                       | <u>Explanation of Variance:</u> Consistent with previous years, actual performance for this measure was slightly above target for Q1, yet below the same quarter in FY 23 by 21.9% and FY 22 by 3.9%. The usage of library materials and e-resources generally does not follow a linear trend quarter-to-quarter, mapping instead to the academic calendar as many school districts and colleges/universities contribute to TexQuest and TexShare programs. TexShare usage was down in FY 24 from FY 23, but TexQuest usage was up slightly, with the recently implemented e-books usage as part of the programs has increase exponentially (395.5%) from Q1 FY 23 to the same quarter in FY 24. |                |               |                             |                               |
| <b>Quarter 2</b>                      | 43,000,000.00  | 12,483,805.00  | 25,937,129.00 | 60.32 % *                   | 19,350,000.00 - 23,650,000.00 |
|                                       | <u>Explanation of Variance:</u> As expected, and consistent with previous years, actual performance for this measure exceeds the target for Q2. This high performance is expected during the first three quarters each fiscal year, reflecting usage by school districts and colleges/universities during the academic year, along with comparatively lower usage in the summer months of Q4. Usage in Q2 also reflects targeted outreach and training to the TexQuest user community and increased adoption of recently acquired TexShare resources by academic libraries.  |                |               |                             |                               |
| <b>Quarter 3</b>                      | 43,000,000.00  | 17,101,759.00  | 43,038,888.00 | 100.09 % *                  | 30,100,000.00 - 34,400,000.00 |
|                                       | <u>Explanation of Variance:</u> Consistent with previous years, actual performance for this measure exceeds the target for Q3. This is expected, with high performance expected in the first, second and third quarters (from usage by school districts and colleges/universities during the academic year) and comparatively lower usage in the summer months of Q4. Usage trends in Q3 reflect targeted outreach and training to the TexQuest user community and increased adoption of recently acquired resources by academic libraries (TexShare).   |                |               |                             |                               |
| <b>Quarter 4</b>                      | 43,000,000.00  | 6,487,208.00   | 49,526,096.00 | 115.18 % *                  | 40,850,000.00 - 45,150,000.00 |
|                                       | <u>Explanation of Variance:</u> The significant drop in usage for Q4 is consistent with previous years as K-12 schools close for the summer and most higher education institutions have reduced enrollments. The usage trends in the first three quarters were above established targets, and the Qtr 4 performance in the current fiscal year was up 75% over the same period in the prior year, so the agency has exceeded the annual target for this fiscal year. This quarterly increase demonstrates the success of our targeted outreach and training to the TexQuest user community about resource updates and content curation tools.  |                |               |                             |                               |

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

| Type/Strategy/Measure | 2024<br>Target | 2024<br>Actual | 2024<br>YTD | Percent of<br>Annual Target |
|-----------------------|----------------|----------------|-------------|-----------------------------|
|-----------------------|----------------|----------------|-------------|-----------------------------|

**Output Measures**

2 # TIMES LIBRARIANS TRAINED/ASSISTED

|                  |           |          |          |           |                      |
|------------------|-----------|----------|----------|-----------|----------------------|
| <b>Quarter 1</b> | 37,000.00 | 4,107.00 | 4,107.00 | 11.10 % * | 7,400.00 - 11,100.00 |
|------------------|-----------|----------|----------|-----------|----------------------|

Explanation of Variance: Performance for this measure is consistently below target during Q1, with FY24 performance 7.16% below the same quarter in FY23, and 8.32% below FY22. We had to decommission our learning management system (LMS) during this quarter while we work to complete a formal solicitation for a new system/vendor. As a result, the number of in-person trainings and/or live webinars available were down. The number of course offerings and availability of new training will be reduced until a new LMS can be procured, implemented and made available to our customers. We will track activity and conduct further analysis to determine if performance will improve when the new system is implemented.

|                  |           |          |           |           |                       |
|------------------|-----------|----------|-----------|-----------|-----------------------|
| <b>Quarter 2</b> | 37,000.00 | 6,743.00 | 10,850.00 | 29.32 % * | 16,650.00 - 20,350.00 |
|------------------|-----------|----------|-----------|-----------|-----------------------|

Explanation of Variance: While Q2 performance is below the target, performance increased 58.02% over the same quarter in FY23 and 43.01% over FY22. This increase reflects demand from school libraries regarding implementing HB900 and new collection development standards. We are currently implementing a new interlibrary loan system and providing training/consulting to libraries as they transition to it. Additionally, our learning management system remains decommissioned as we continue the formal solicitation process for a new system/vendor.

|                  |           |          |           |           |                       |
|------------------|-----------|----------|-----------|-----------|-----------------------|
| <b>Quarter 3</b> | 37,000.00 | 5,623.00 | 16,473.00 | 44.52 % * | 25,900.00 - 29,600.00 |
|------------------|-----------|----------|-----------|-----------|-----------------------|

Explanation of Variance: Although year-to-date performance is well below target, Q3 performance increased 122% for same quarter in FY23, and 66.6% for FY22. The quarterly increase is due to ongoing demand for training and consulting from school libraries on implementation HB900 and new collection development standards, and ongoing training for new interlibrary loan system. In addition, we hosted several special meetings to consult with public libraries statewide about upcoming revisions to public library accreditation rules. Overall numbers this year still remain below target due to a few factors including our learning management system was decommissioned while we continue to complete formal solicitation for new system/vendor.

|                  |           |          |           |           |                       |
|------------------|-----------|----------|-----------|-----------|-----------------------|
| <b>Quarter 4</b> | 37,000.00 | 5,287.00 | 21,760.00 | 58.81 % * | 35,150.00 - 38,850.00 |
|------------------|-----------|----------|-----------|-----------|-----------------------|

Explanation of Variance: During Fall FY 24, the agency began updating pre-recorded training sessions made available to librarians across the state to ensure the most comprehensive and relevant information is available. As a result, the number of available Continuing Education (CE) topics decreased from more than 100, to approximately 35, across the multiple agency web pages. This resulted in fewer views of these resources which have historically accounted for 88% of the total training sessions each fiscal year.

Additionally, the agency provided 24% fewer live training events in FY 24 as we have also been working to update and revise the content of the live sessions. Once the content revisions of both pre-recorded and live in-person workshops are finalized, and we plan for additional live workshops in FY25, we believe performance for FY 25 will be reach the target.

1-2-1 DISABLED SERVICES

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

| Type/Strategy/Measure   | 2024<br>Target | 2024<br>Actual | 2024<br>YTD | Percent of<br>Annual Target |                     |
|---|----------------|----------------|-------------|-----------------------------|---------------------|
| <b>Output Measures</b>  |                |                |             |                             |                     |
| 1 # OF PERSONS & INSTITUTIONS SERVED  |                |                |             |                             |                     |
| <b>Quarter 1</b>  | 9,500.00       | 23,341.00      | 23,341.00   | 245.69 % *                  | 1,900.00 - 2,850.00 |
| <p><u>Explanation of Variance:</u> Each Talking Book Program (TBP) patron is counted once, at point of first service during a fiscal year, regardless of the patron's level of use during the fiscal year. First quarter performance is historically high, with lower numbers in subsequent quarters as TBP serves the majority of patrons for the first time during the initial quarter each fiscal year.</p> <p>This first quarter performance reflected in this report includes the number of established TBP patrons served for the first-time during October and November 2023, plus newly registered patrons receiving service during the first quarter of FY 2024.</p> <p>Quarterly reports in TBP's patron tracking system are based on the federal fiscal year (October – September). As a result, FY 24 patrons receiving services in September 2023 were not counted for FY 24 until they received services on or after October 1, 2023. Additionally, a previous calculation error in the reporting function of TBP's management information system caused this target to be lower than actual. As a result, the performance for the year will continue to be higher than previously projected.</p> |                |                |             |                             |                     |
| <b>Quarter 2</b>  | 9,500.00       | 820.00         | 24,161.00   | 254.33 % *                  | 4,275.00 - 5,225.00 |
| <p><u>Explanation of Variance:</u> The agency continues to far exceed the target for this measure due to the success of our marketing campaigns to not only enroll more patrons, but also to remind patrons and their caregivers of the benefits our program provides. While we registered 820 new patrons for the program during this reporting period, only a small number actually used the program for the first time. As a result, Q2 performance numbers are lower when compared to the same quarter in prior years. In researching the information management system for anomalies, we believe the lower performance may be the result of a new method of running reports implement by our information management system vendor. We are also researching any impact removing inactive patrons from the system to ensure reporting is consistent moving forward.</p>  |                |                |             |                             |                     |
| <b>Quarter 3</b>  | 9,500.00       | 1,163.00       | 25,324.00   | 266.57 % *                  | 6,650.00 - 7,600.00 |
| <p><u>Explanation of Variance:</u> Historically, this number decreases in the third quarter. The increase for Q3 FY 24 demonstrates that the agency's outreach efforts to new patrons and inactive patrons have been successful. As a result, the increase in patrons served the first time in Q3 FY 24 is up 320 over the same period in FY 23, almost 38% more year-over-year.</p>  |                |                |             |                             |                     |
| <b>Quarter 4</b>  | 9,500.00       | 2,515.00       | 27,839.00   | 293.04 % *                  | 9,025.00 - 9,975.00 |
| <p><u>Explanation of Variance:</u> We have exceeded our projected performance for 2024 by almost 300%. The increase is a direct result of the SB 2075 from the 86th Legislative session, our active patron follow-up project started in June 2022, continuous outreach and engagement programs, and the social media campaign implemented in 2022. Our enrollment numbers have increased by 7.29% from the same quarter in FY 23.</p>   |                |                |             |                             |                     |

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

| Type/Strategy/Measure  | 2024<br>Target | 2024<br>Actual | 2024<br>YTD | Percent of<br>Annual Target |                     |
|--|----------------|----------------|-------------|-----------------------------|---------------------|
| <b>Output Measures</b>   |                |                |             |                             |                     |
| 2 # OF HOURS ASSISTED PATRONS  |                |                |             |                             |                     |
| <b>Quarter 1</b>   | 6,650.00       | 1,379.00       | 1,379.00    | 20.74 %                     | 1,330.00 - 1,995.00 |
| <b>Quarter 2</b>   | 6,650.00       | 1,405.00       | 2,784.00    | 41.86 % *                   | 2,992.50 - 3,657.50 |
| <u>Explanation of Variance:</u> Q2 performance was 5% above Q1 due to implementing a new patron project. Staff proactively initiate contact with patrons in "on-hold" status due to overdue/unreturned items. We mailed overdue notices to patrons, prompting contact from patrons seeking to resolve the missing materials records. With the Q2 increase, we are now 3.4% below estimated performance at this time in the fiscal year.  |                |                |             |                             |                     |
| <b>Quarter 3</b>   | 6,650.00       | 1,391.00       | 4,175.00    | 62.78 % *                   | 4,655.00 - 5,320.00 |
| <u>Explanation of Variance:</u> Q3 performance is generally similar to Q1 and FY 24 performance continues to follow this pattern. However, the number of hours in FY 24 has consistently been down from FY 23 performance as patrons increasingly become more familiar with the BARD system which allows them to download materials directly and to set their profiles to auto-select which materials will be provided next from their preference queue.   |                |                |             |                             |                     |
| <b>Quarter 4</b>   | 6,650.00       | 1,156.00       | 5,331.00    | 80.17 % *                   | 6,317.50 - 6,982.50 |
| <u>Explanation of Variance:</u> The number of hours staff spend providing one-on-one assistance directly to patrons has continued to decline, as expected, each quarter as patrons become more self-sufficient in using the self-directed tools that were implemented during the recent pandemic. Key among these are the 24/7 toll-free automated voice mailbox system, allowing patrons to provide information relating to requested service, which avoids patrons waiting on hold extended periods for a reader consultant to become available to take the call in-person. This system has also proven to be more efficient as staff spend more time processing requested materials, following up with inactive patrons, and guiding new adopters as they become familiar with the BARD (direct download service) system which provides immediate access to more than 145,000 titles. |                |                |             |                             |                     |

While we achieved 80.17% of the target for FY 24, we anticipate the number of hours to continue to decrease in the next few years, which will allow staff to implement additional value-added programs and services for TBP's patrons.

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

| Type/Strategy/Measure   | 2024<br>Target | 2024<br>Actual | 2024<br>YTD  | Percent of<br>Annual Target |                             |
|---|----------------|----------------|--------------|-----------------------------|-----------------------------|
| <b>Output Measures</b>  |                |                |              |                             |                             |
| 3 NUMBER OF ITEMS CIRCULATED  |                |                |              |                             |                             |
| <b>Quarter 1</b>  | 920,000.00     | 194,076.00     | 194,076.00   | 21.10 %                     | 184,000.00 - 276,000.00     |
| <b>Quarter 2</b>  | 920,000.00     | 180,995.00     | 375,071.00   | 40.77 % *                   | 414,000.00 - 506,000.00     |
| <u>Explanation of Variance:</u> After running the revised reports, Q2 performance on this metric was up 5,881 (or 3.15%) over the same quarter for FY 23. However, Q2 performance is down 13,081 (or 6.7%) from Q1 FY 24, which is consistent with prior years.   |                |                |              |                             |                             |
| <b>Quarter 3</b>  | 920,000.00     | 207,922.00     | 582,993.00   | 63.37 % *                   | 644,000.00 - 736,000.00     |
| <u>Explanation of Variance:</u> Q3 FY 24 performance was up 4,946 (2.4%) over the same quarter FY 23, and 26,927 (14.9%) over Q2 FY 24 performance, bringing YTD performance 5.07% higher than the same period in FY 23. The agency has recently added Texas magazines to the "Download on Demand" catalog and expects performance in Q4 to bring annual performance at or near the projected annual target.  |                |                |              |                             |                             |
| <b>Quarter 4</b>  | 920,000.00     | 201,743.00     | 784,736.00   | 85.30 % *                   | 874,000.00 - 966,000.00     |
| <u>Explanation of Variance:</u> Our blind, deaf/blind, and visual impairment patrons have been a large part of our patron base; however, this demographic decreased by 7.3% in the past four years due to attrition and mortality. Because these patrons are highly engaged, this resulted in a decrease of our circulation numbers.  |                |                |              |                             |                             |
| <p>While implementing SB 2075 resulted in a 339.9% increase in reading disability patrons since 2020, we only signed up these newest patrons for online BARD access. This was not effective towards engaging these patrons to proactively request materials. We now reach out to these patrons, through their parents and caregivers, to offer the addition of a talking book machine and cartridges. Nearly 50% of those we have spoken with have opted to check out a machine, so we expect our circulation numbers to increase as these patrons increase use of our collection. We are planning a robust schedule of programs to keep all our patrons engaged with our collection.</p> |                |                |              |                             |                             |
| <u>2-1-1 PROVIDE ACCESS TO INFO &amp; ARCHIVES</u>  |                |                |              |                             |                             |
| 1 # OF ASSISTS WITH INFO RESOURCES  |                |                |              |                             |                             |
| <b>Quarter 1</b>  | 4,500,000.00   | 1,069,441.00   | 1,069,441.00 | 23.77 %                     | 900,000.00 - 1,350,000.00   |
| <b>Quarter 2</b>  | 4,500,000.00   | 1,137,678.00   | 2,207,119.00 | 49.05 %                     | 2,025,000.00 - 2,475,000.00 |
| <b>Quarter 3</b>  | 4,500,000.00   | 1,130,117.00   | 3,337,236.00 | 74.16 %                     | 3,150,000.00 - 3,600,000.00 |
| <b>Quarter 4</b>  | 4,500,000.00   | 1,113,276.00   | 4,450,512.00 | 98.90 %                     | 4,275,000.00 - 4,725,000.00 |
| <u>3-1-1 MANAGE STATE/LOCAL RECORDS</u>   |                |                |              |                             |                             |

\* Varies by 5% or more from target.

**Agency: 306 Library & Archives Commission**

| Type/Strategy/Measure                 | 2024<br>Target   | 2024<br>Actual | 2024<br>YTD | Percent of<br>Annual Target |                       |
|---------------------------------------|--|----------------|-------------|-----------------------------|-----------------------|
| <b>Output Measures</b>                |  |                |             |                             |                       |
| 1 # TIMES GOV EMPLOYEES TRND/ASSISTED |  |                |             |                             |                       |
| <b>Quarter 1</b>                      | 11,000.00  | 3,750.00       | 3,750.00    | 34.09 % *                   | 2,200.00 - 3,300.00   |
|                                       | <u>Explanation of Variance:</u> The Quarter 1 performance is higher due to the OAG Open Government Conference moving from its former December schedule to November, which resulted in 600 more trained than anticipated for the quarter.   |                |             |                             |                       |
| <b>Quarter 2</b>                      | 11,000.00  | 3,101.00       | 6,851.00    | 62.28 % *                   | 4,950.00 - 6,050.00   |
|                                       | <u>Explanation of Variance:</u> While participation exceeded expectations in Q2 with the release of mini-webinars in January, and more in-person training sessions in February, the number originally entered in for Q2 was incorrect. As a result, the number for this quarter's performance dropped, impacting the quarter-to-date performance for Q3.   |                |             |                             |                       |
| <b>Quarter 3</b>                      | 11,000.00  | 3,313.00       | 10,164.00   | 92.40 % *                   | 7,700.00 - 8,800.00   |
|                                       | <u>Explanation of Variance:</u> The Quarter 3 performance is higher due the increase of participation at regional conferences for local government associations. In addition we have had an increase in call and email volume in the third quarter.  |                |             |                             |                       |
| <b>Quarter 4</b>                      | 11,000.00  | 3,670.00       | 13,834.00   | 125.76 % *                  | 10,450.00 - 11,550.00 |
|                                       | <u>Explanation of Variance:</u> The fourth quarter performance numbers reflect the continued success in this measure during this fiscal year. Performance during each quarter exceeded targets, by 9.09% in Q1 and trending upwards each quarter, with a final performance at 25.76% above the projected target. The increase in performance can be attributed to multiple factors, including low turnover among the analyst team and the agency's ability to retain staff for longer tenures. Retaining these key staff ensures their ability to become proficient in records management procedures and protocols , which allows them to also be more efficient when responding to calls and emails from customers of state agencies and local governments, and allows us to accept more invitations for training. The program held 75 training sessions during this fiscal year. |                |             |                             |                       |

Targets for FY 24 and 25 were set when the turnover rate and time needed to hire and properly train new staff had an impact on the number of training sessions that could be scheduled throughout the year. High turnover also reduced the ability to create and make available new content. We will continue to monitor performance during the next fiscal year, and adjust future targets as needed to reflect the success of the program and the increased interest for additional content by customers of this program.

\* Varies by 5% or more from target.



**Explanatory Measures**  
 88th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

Agency code: **306**

Agency name: **Library & Archives Commission**

| <u>Type/Strategy/Measure</u> | <b>2024<br/>Target</b> | <b>2024<br/>YTD</b> | <b>Percent of<br/>Annual Target</b> |
|------------------------------|------------------------|---------------------|-------------------------------------|
|------------------------------|------------------------|---------------------|-------------------------------------|

**Explanatory/Input Measures**

2-1-1 PROVIDE ACCESS TO INFO & ARCHIVES

1 # ARCHIVAL ITEMS NEWLY DIGITIZED

|  |          |           |           |
|--|----------|-----------|-----------|
|  | 3,900.00 | 12,144.00 | 311.38% * |
|--|----------|-----------|-----------|

Explanation of Variance: A partnership with the University of North Texas (UNT) in FY 24 to digitize certain TSLAC newspaper titles has resulted in a significant increase in the number of items newly digitized and made available to the public during this reporting period. Newspaper digitization will continue in fiscal year 2025 and the next biennium. Therefore, we believe the projected performance for FY 25 will continue to exceed the established target. Due to the success of this effort with UNT, we have increased the targets for FY 26-27 to 10,000 per fiscal year.

\* Varies by 5% or more from target.