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## Evaluation Summary

The period of time covered by the evaluation of Vermont's implementation of the Library Services and Technology Act (LSTA) Grants to States program (2008 – 2012) marks what has been arguably the most volatile period in the history of libraries in the United States. The sharp economic downturn combined with rapid technological advances and exceptionally high customer demands presented all state library administrative agencies (SLAAs) with a daunting challenge in their efforts to make progress. As this evaluation documents, the Vermont Department of Libraries (DOL) has made progress toward achieving most of the objectives that were outlined in its 2008 – 2012 LSTA Plan in spite of these difficult circumstances.

On October 9, 2007, just over one week into Federal Fiscal Year (FFY) 2008, the Dow-Jones Industrial Average hit an all-time high of 14,164. By March of 2009, it had lost more than half of its value and closed at 6,547. As we all know, the factors leading to this collapse and the recession that followed have had profound and lasting effects on local, state and federal budgets. The crisis had a direct impact on the DOL. At the time Vermont's 2008 – 2012 LSTA Plan was written, DOL had 33.5 full-time equivalent (FTE) staff. As this evaluation is being written, that number has been reduced to 26; a reduction of 22.4%. Staffing devoted to library development functions fell from 12 to 8.5 FTEs, a drop of almost thirty percent (29.17%). It is to the great credit of the DOL administration and staff that so much has been accomplished and that program evaluation has been ongoing in spite of a loss of capacity to serve at the SLAA.

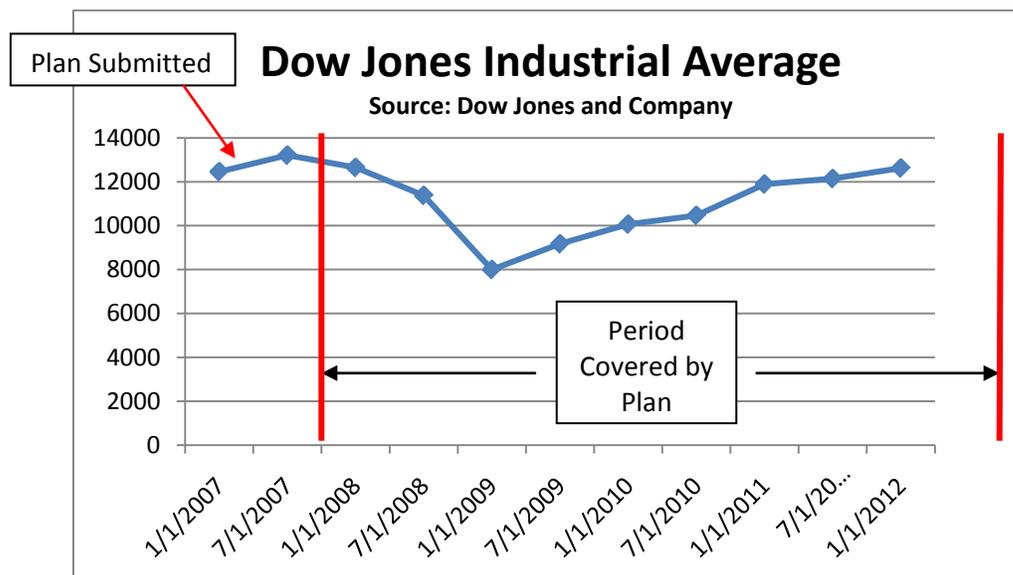


Chart 1  
Dow Jones Industrial Average 2007 - 2012

Concurrently, Vermont libraries of all types were presented with amazing opportunities. New technology products that directly impact the ways in which libraries deliver content to the public were bursting on the scene. Steve Jobs unveiled the first generation iPhone in January 2007 and the original Amazon Kindle was released in November of that year. The Barnes & Noble Nook was released in 2009; the original iPad went on sale in April 2010 and, in September 2011, the Nook broke the \$100 price barrier.

Simultaneously, increasing unemployment and cuts to social service agencies drove record numbers of people into libraries seeking everything from job retraining to a warm environment. Hurricane-related flooding that nearly paralyzed the State of Vermont in 2011 certainly didn't help the situation; however, in several instances, it did demonstrate the importance of public libraries as community centers and as important nodes in a statewide communications network.

It is within this challenging environment that the Vermont Department of Libraries and other SLAAs worked on realizing the goals they had set forth in their respective 2008 – 2012 LSTA Plans.

Vermont's 2008 – 2012 LSTA Plan included four Goals. They were:

- **GOAL 1:**  
**Vermonters will have electronic access to high-quality information resources.**  
(Addresses LSTA Priorities 1, 2, 3 and 4)
- **GOAL 2:**  
**Vermonters will have access to the wealth of information and materials available in Vermont's libraries and beyond, through enhanced and expanded resource sharing and cooperative efforts among libraries.** (Addresses LSTA Priorities 1, 2 and 3)
- **GOAL 3**  
**Vermonters will have access to a wide range of high quality library services to meet their lifelong learning, informational, recreational, and occupational needs and interests.** (Addresses LSTA Priorities 1 and 4)
- **GOAL 4**  
**Vermont children, Vermonters with disabilities or who have difficulty using a library as well as Vermonters of diverse geographic, cultural, and socioeconomic backgrounds will have equitable access to a wide range of high quality library services to meet their lifelong learning, informational, recreational, and occupational needs and interests.** (Addresses LSTA Priorities 4, 5 and 6)

The LSTA Grants to States program had six identified “priorities” when Vermont's 2008 – 2012 LSTA Plan was written. As noted above, components of Vermont's LSTA Plan address all six. A short version of the LSTA Grants to States priorities follows:

- Priority 1 – Expanding services for learning and access to information and educational resources,
- Priority 2 – Developing services that provide access to information through state, regional, national and international networks,
- Priority 3 – Providing electronic and other linkages among an between all types of libraries,
- Priority 4 – Developing public and private partnerships,
- Priority 5 – Targeting services to individuals of diverse geographic, cultural and socioeconomic backgrounds, to individuals with disabilities and to individuals with limited functional literacy or information skills and,
- Priority 6 – Targeting library and information services to persons having difficulty using library and to underserved urban and rural communities , including children from families with incomes below the poverty line.

In their response to a “self-assessment” survey conducted by the evaluators, the Vermont Department of Libraries administration indicated that they did not believe that they had **fully** met any of the Goals outlined in the 2008 – 2012 Plan; however, they indicated that they did believe that they were making progress toward reaching all four of their State LSTA Plan Goals. The evaluators agree with DOL’s self-assessment.

Goal	DOL Self-Assessment	Consultants’ Assessment
Goal 1	Progressing Toward Goal	Progressing Toward Goal
Goal 2	Progressing Toward Goal	Progressing Toward Goal
Goal 3	Progressing Toward Goal	Progressing Toward Goal
Goal 4	Progressing Toward Goal	Progressing Toward Goal

Table 1  
DOL Self- Assessment and Evaluator’s Assessment by State Goal

Following is a short summary of DOL’s progress organized by the Goals outlined in Vermont’s 2008 – 2012 LSTA Plan:

- **GOAL 1:**  
**Vermonters will have electronic access to high-quality information resources.**  
(Addresses LSTA Priorities 1, 2, 3 and 4)

One component of the Vermont Automated Libraries System (VALS) is the Vermont Online Library (VOL), which offers access to a suite of online databases that serves the users of school and academic libraries as well as the users of public libraries. The program, which has been supported by a combination of State, LSTA and local funds, is highly valued by the library community ranking in the top four LSTA-funded services in the web survey and in qualitative analysis of focus group and interview input. VOL contributes significantly to the information resources available to Vermont residents of all ages.

The statewide catalog component of VALS is also categorized under Goal 1 in Vermont’s LSTA Plan; however, the impact of this effort spans Goal 1 and Goal 2 and is a primary element in the State’s resource sharing system. VALS was rated as the LSTA-funded program with the greatest impact by the library community. VALS contributes to progress toward Goal 1 and plays a major role in progress toward Goal 2.

The VALS and VOL programs have enabled Vermont largely to fulfill Goal 1. Two factors contribute to the evaluators’ assessment of “progressing toward goal” rather than “met goal.” The first of the factors is simply that providing access to online databases is an ongoing commitment – the work is never done. The second factor relates to comments from the library community that the VALS system, while essential, is “clunky” and in need of a replacement or complete overhaul.

Activities under Goal 1 of Vermont’s 2008 – 2012 LSTA Plan successfully addressed LSTA Grants to States Priorities 1, 2, and 3 and, to a limited extent, Priority 4.

- **GOAL 2:**  
**Vermonters will have access to the wealth of information and materials available in Vermont's libraries and beyond, through enhanced and expanded resource sharing and cooperative efforts among libraries.** (Addresses LSTA Priorities 1, 2 and 3)

When the statewide catalog/interlibrary loan messaging system, the Resource Sharing Supplementary Grant programs and the DOL Technical Services unit are added together, they account for nearly forty percent (38.21%) of Vermont's LSTA allocation for the 2008 – 2012 period. Resource sharing is obviously a high priority in Vermont's LSTA Plan. The statewide catalog component of VALS was consistently rated the highest in terms of impact (both to local libraries and on a statewide basis) by the Vermont library community. Nevertheless, as was previously mentioned, many librarians feel that the statewide catalog/interlibrary loan messaging system is in need of replacement/updating.

Many respondents to the web survey indicated that the Resource Sharing Supplementary Grant program was important in their libraries' ability to participate in interlibrary loan. However, the small size of the individual grants was a topic of discussion in focus groups. Some felt that the practice of issuing many small checks to individual libraries was problematic in terms of administrative costs and that another approach to this program was needed.

Other programs categorized under Vermont's LSTA Goal 2 include the DOL Technical Services Unit (TSU) and the DOL Reference Services Unit (RSU). The TSU provides cataloging support and quality control functions related to the statewide union catalog. The RSU serves as a back-up reference and interlibrary loan support mechanism. Although both operations might be considered "legacy" services in that they represent an old model of state-level support mechanisms, nevertheless, the basic functions that they provide are necessary until they are replaced by updated versions of the services.

Together, the programs offered under Vermont's Goal 2 successfully address LSTA Grants to States Priorities 1, 2 and 3.

- **GOAL 3**  
**Vermonters will have access to a wide range of high quality library services to meet their lifelong learning, informational, recreational, and occupational needs and interests.** (Addresses LSTA Priorities 1 and 4)

Four programs are included under this Goal. They are:

1. Cultural Programming for Adults
2. Motion Picture Public Performance License
3. Statewide Library Development – Regional Library Services
4. Statewide Library Development – Continuing Education

Two of these services, Cultural Programming for Adults and the Motion Picture Public Performance License, have an external (public) focus. The remaining two services have an internal (library staff and operations) focus.

Vermont's "First Wednesdays" series is an exemplary partnership with the Vermont Humanities Council that offers quality adult programming in population centers throughout the State. The Motion Picture Public Performance License enables libraries to use movies in their collections

(or acquired through interlibrary loan) for public programs legally. While a small item in the big picture, it is, nevertheless, appreciated and utilized by many libraries in the State.

The two “library development” programs have suffered in recent years from the closure of one of the remaining two regional libraries due to State budget cuts. Although regionally based consultants still exist and provide valued functions, many of the services once offered through the regional libraries are gone. This leaves consulting and continuing education as the remaining key components of DOL’s efforts to improve and support staff and internal operations of local libraries. While focus group and web survey input for these programs was reasonably strong, the library community is also cognizant of what they have lost and made some critical comments. Most negative comments related to reduced access to continuing education at venues near their libraries. However the “Universal Class” component has been a popular addition to services that includes some online learning that could impact staff development. Acceptance of WebJunction education offerings has been rather anemic.

A third program, the licensing of Bibliostat Collect software to gather statistics from libraries also fits with library development efforts. By providing a more streamlined method for collecting statistical data from libraries, this software enables both DOL and individual libraries to function more efficiently by reducing staffing needs to perform a required administrative duty.

The first two services (Cultural Programming and Motion Picture Licenses) successfully address LSTA Grants to States Priorities 1 and 4. The two library development services indirectly address Priority 1 by increasing the capacity of local libraries to serve the public.

- **GOAL 4**  
**Vermont children, Vermonters with disabilities or who have difficulty using a library as well as Vermonters of diverse geographic, cultural, and socioeconomic backgrounds will have equitable access to a wide range of high quality library services to meet their lifelong learning, informational, recreational, and occupational needs and interests.** (Addresses LSTA Priorities 4, 5 and 6)

Two programs fall under Vermont’s Goal 4. They are the: (1) Special Services Unit (SSU), which includes library services to the visually and physically handicapped and services to State institutions, and (2) Children’s and Youth Services. The Children’s and Youth Services components could as easily be included with other library development activities under Goal 3. It is the fact that the program targets a specific audience that places it most appropriately under Goal 4.

The Special Services Unit, like other National Library Service (NLS) Library for the Blind and Physically Handicapped (LBPH) affiliates has been challenged in recent years by the change from an analog (cassette tape) talking book model to a digital model of service. By all accounts, SSU has successfully made this transition and the usage of digital media has outstripped the use of cassettes in two years. However, other changes loom. The Braille and Audio Reading Download program is gaining in popularity. BARD has the potential for significantly altering the primary service delivery model for LBPH affiliates. This change should be carefully monitored and DOL should work with other states to identify best practices related to services to individuals who are blind and/or physically handicapped.

The Children’s and Youth Services component of Vermont’s LSTA program is highly appreciated by public and school libraries in Vermont. Children’s and Youth Services ranked third (behind VALS and VOL) as the service that has the greatest impact on local libraries.

Furthermore, there were NO negative comments about this effort. It is clear that the Youth Services Consultant, Grace Greene, who is revered by most, is vastly overworked. The outputs generated by this single individual, which include consulting and continuing education efforts that support both school and public libraries as well as overseeing several book award programs and a children's book preview service, are absolutely astounding. Activities under Vermont's Goal 4 successfully address LSTA Grants to States Priorities 4, 5, and 6 and have an indirect impact on Priority 1.

## **Summation**

The State Goals written by the Vermont Department of Libraries in 2007 (the 2008 – 2012 Plan) were closely aligned with the LSTA priorities and have addressed several of the priorities to a significant degree. Vermont's implementation of the LSTA Grants to States program has had an impact on all six of the programs' priorities; however, impacts have been most significant in relation to Priority 1 (Expanding services for Learning and access to Information and educational resources), Priority 3 (Providing electronic and other linkages among and between all types of libraries) and Priority 4 (Developing public and private partnerships). Specific programs or components of specific programs have addressed elements of Priorities 2, 5 and 6.

## **Evaluation Report**

### ***Background***

**Audiences.** This report is intended for use by several audiences:

- The U.S. Institute of Museum and Library Services (IMLS). IMLS called for this evaluation as part of the reporting requirements when it awarded Library Services and Technology Act funding to the Vermont Department of Libraries (DOL) as required by Section 9134 of IMLS's authorizing legislation. That legislation directs state library administrative agencies (SLAAs) to "independently evaluate, and report to the [IMLS] Director regarding, the activities assisted under this subchapter, prior to the end of the five-year plan."
- State of Vermont elected officials and policy makers including the Agency of Administration.
- The Vermont Department of Libraries, which requested the evaluation, in partial fulfillment of the requirements for receiving LSTA funding from IMLS.
- The Vermont Board of Libraries, Department of Libraries and local library staff, as well as state-level and local-level partners involved in designing, implementing, and assessing LSTA-supported projects.
- Recipients of services supported by LSTA funding at the state, regional, and local level. In Vermont recipients included patrons of local libraries of all types, library employees, and partner agencies.

**Key Evaluation Questions.** This evaluation attempts to answer key evaluation questions outlined by IMLS that are designed to address effective past practices; identify processes at work in implementing the activities in the plan including the use of performance-based measurements in planning, policy making and administration; and, to develop findings and recommendations for inclusion in the next five-year planning cycle.

Retrospective questions include:

1. Did the activities undertaken through the state's LSTA plan achieve results related to priorities identified in the Act?
2. To what extent were these results due to choices made in the selection of strategies?
3. To what extent did these results relate to subsequent implementation?
4. To what extent did programs and services benefit targeted individuals and groups?

Process questions include:

1. Were modifications made to DOL's plan? If so, please specify the modifications and if they were informed by outcomes-based data.
2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?
3. How have performance metrics been used to guide policy and managerial decisions affecting the DOL's LSTA -supported programs and services?
4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

Prospective questions include:

1. How does the DOL plan to share performance metrics and other evaluation-related information within and outside the agency to inform policy and administrative decisions over the next five years?
2. How can the performance data collected and analyzed to-date be used to identify benchmarks in the upcoming five-year plan?
3. What key lessons has the agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.

Optionally, IMLS asked states to address three additional prospective questions to assist the states in jump starting their five-year planning process:

1. What are the major challenges and opportunities that DOL and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?
2. Based on the findings from the evaluation, what recommendations does DOL have for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan?
3. Based on the findings from the evaluation, what recommendations does DOL have for justifying potential cuts and/or elimination of programs in the next five-year plan?

**Values and principles.** As evaluators, Himmel & Wilson, Library Consultants embraces the "Guiding Principles for Evaluators" – systematic inquiry, competence, integrity/honesty, respect for people, and responsibilities for general and public welfare – adopted by the American Evaluation Association.

### ***Methodology***

Himmel & Wilson employed a variety of different methods to assess the progress that Vermont has made in pursuing its goals for the LSTA Grants to States program. The evaluation began with a reading of the State's 2008 – 2012 LSTA Plan and a review of the State Program Reports (SPRs) submitted to IMLS by DOL. An initial one-day site visit was made to the DOL offices in

Montpelier, Vermont. During that visit, the consultants reviewed the 2008 – 2012 LSTA Plan with State Librarian Martha Reid and Assistant State Librarian Christine Friese. Interviews were also conducted with several key staff members. Included were:

- Renee Ancel, Executive Assistant to the State Librarian
- Sheila Kearns, Information Technology Librarian
- Paul Donovan, State Law Librarian
- Gerrie Denison, Head, Reference and Interlibrary Loan Services
- Mara Siegel, Continuing Education Coordinator/Interlibrary Loan
- Grace Greene, Youth Services Consultant
- Michael Roche, Northeast Regional Consultant
- Lorraine Lanus, Head of Technical Services Unit

Himmel and Wilson also used a multifaceted research protocol, including interviews with library community leaders, focus groups with library representatives from around the state and a web-based survey targeting the broader Vermont library community. Individual tools are described below.

The strengths of the evaluation methodology derive from:

- Objective, external evaluators not associated with the state in any capacity.
- Varied approaches and tools, allowing analysis and comparison of program data collected by staff and quantitative survey results with comments from librarians and sometimes from end users.
- Credible data, including output and outcomes, thanks to strong efforts by the DOL to identify desired outcomes and design and implement ongoing data collection methods.

Methodological weaknesses are associated with several factors:

- Ex post facto evaluation design, which only allowed for review of program data after the fact, resulting in inconsistent data in some areas and sometimes unrecoverable gaps in information.
- Difficulty in identifying trends, with only two full years of data available at the time of this evaluation.
- The online survey dissemination method did not allow collection of responses from a random sample of library staff (it was a self-selected sample); consequently results are biased toward individuals most interested in LSTA.

**Review of existing documents.** The consultants conducted an extensive review of background documents, including the *LSTA Five-year Plan 2008-2012* and annual State Program Reports to IMLS for 2008 and 2009 (2010 report was not yet available at time of evaluation).

**Interviews with key DOL personnel.** Consultants Bill Wilson and Ethel Himmel visited DOL on September 9, 2011 and interviewed ten DOL staff members. A list of individuals interviewed was provided above.

**Web-based input on key questions from DOL personnel.** Himmel & Wilson created a web-based tool to solicit comments from the State Librarian and the Assistant State Librarian regarding the SLAA's performance in implementing their plan. The web-survey asked the key DOL staff to provide a self-assessment of the agency's performance in pursuing each of the goals in their plan (little or no progress toward goal, progressing toward goal, met goal, surpassed goal). Respondents were also asked to indicate why they believed that assessment was accurate.

Respondents were also asked to respond to each of the key questions posed by IMLS. While only general information could be offered on the optional prospective questions, substantive input was received on the other questions that were applicable.

**Focus groups.** Evaluator Bill Wilson conducted four focus group discussions: one each in Rutland, Shelburne, Montpelier, and Brattleboro. Participants came from public, special, school, and academic libraries. While a majority was library directors, there were also trustees, youth services librarians, cataloguers, ILL librarians, and a representative of the library association. A total of 34 people participated in the sessions. A summary of the focus groups is included as Appendix A. The focus group discussion guide is included as part of Appendix G. Notes from focus groups were analyzed using content analysis techniques recommended by Graham Gibbs<sup>1</sup>. Coding sheets are included in Appendix F.

**Interviews with key stakeholders.** Consultants Ethel Himmel and Bill Wilson conducted telephone interviews with eighteen Vermont library leaders. Most of the interviews were conducted during the first week of January 2012. A summary of the interviews and a list of participants are attached as Appendix B; the interview guide for the interviews is included as part of Appendix G. Notes from interviews were analyzed using content analysis techniques recommended by Gibbs. Coding sheets are included in Appendix F.

**Web-based survey.** Himmel & Wilson hosted a web-based survey using SurveyGizmo. This software was selected because it is superior to SurveyMonkey both in its features and in its accessibility for individuals with special needs who may be using screen readers. An email containing an invitation to participate and a “hot-link” to the survey was distributed using existing library email lists and listservs. Survey results are provided in Appendix C.

**Qualitative methods.** Evaluators included two qualitative methods – individual interview and focus group – in order to gain a more in-depth understanding of the context and descriptions from stakeholders about successes and challenges related to the projects undertaken.

Qualitative methods excel at providing detailed descriptions of how individuals use a product or service and add information that helps evaluators understand the quantitative data included in usage statistics, surveys, etc. Because these qualitative methods involve individuals, they are susceptible to bias in selection of participants, as well as in interpretation. In order to minimize bias in analysis, Himmel & Wilson carefully designed open-ended questions that would not lead participants in interviews and focus groups and used standard content analysis techniques to guide analysis.

**Development of evaluation report.** Evaluation team member Sara Laughlin analyzed notes from focus groups and personal interviews using content analysis techniques. Team members Ethel Himmel and Bill Wilson collated and analyzed results from the web-based survey.

Laughlin, Himmel and Wilson reviewed other documents (both print and web-based) and State Program Reports. Laughlin synthesized the data and information collected and created a draft report in the format provided by IMLS in the “Guidelines for Five-Year Evaluation Report” document. Himmel and Wilson revised and added content to the draft report and shared it with State Librarian Martha Reid and Assistant State Librarian Christine Frieze to make sure that it would fully meet the expectations of the DOL and comply with IMLS requirements. After incorporating feedback, they provided the resulting document to the DOL in print and digital formats. Finally, the evaluators submitted the evaluation report in a format suitable for forwarding to IMLS.

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<sup>1</sup> Gibbs, Graham. *Analyzing Qualitative Data* (Los Angeles: SAGE Publications, 2007)

## **Findings**

In this section of the report, findings are formulated according to the evaluation plan and the terms of reference of the evaluation study. Findings are organized around each specific priority in the IMLS authorization addressed under Vermont's five-year plan.

### **1. Did the activities undertaken through Vermont's LSTA plan achieve results, as outlined below in sections related to priorities identified in the Library Services and Technology Act?**

Yes. The activities undertaken by the Vermont Department of Libraries were closely aligned with the LSTA priorities and have addressed several of the priorities to a significant degree. Vermont's implementation of the LSTA Grants to States program has had an impact of all six of the program's priorities; however, impacts have been most significant in relation to Priority 1 (Expanding services for learning and access to information and educational resources), Priority 3 (Providing electronic and other linkages among and between all types of libraries) and Priority 4 (Developing public and private partnerships). Specific programs or components of specific programs have addressed elements of Priorities 2, 5 and 6. The Vermont 2008 – 2012 LSTA Plan does a more than adequate job of identifying quality outcomes for its program. Unfortunately however, the data that has been collected to document success is almost entirely of the output variety. The evaluators found that there was a great deal of output and anecdotal evidence to support progress; however, an additional effort will need to be made in the next five-year LSTA Plan to determine how the desired outcomes will be measured.

Following is a description of the programs and initiatives undertaken by DOL organized under the LSTA Grants to States program priorities. In many, if not most, cases programs could legitimately be placed under more than one priority. The evaluators have placed the programs in the areas where they seem to have had the greatest impact.

#### **LSTA PRIORITY 1: Expanding services for lifelong learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.**

Vermont allocates a very small percentage of its LSTA funds for administrative purposes. It is shown under LSTA priority 1 because addressing LSTA Priority 1 is the primary focus of Vermont's LSTA program. Please note that this section also provides a summary of DOL's partnership activities (LSTA Priority 4).

**Administration of LSTA** (LSTA expenditure 2008 – 2010: \$ 341 or 0.04% of the total LSTA allocation for the three-year period) The Vermont Department of Libraries (DOL) coordinated and monitored LSTA funds to ensure compliance with state law, LSTA priorities, and federal regulations. In 2008, DOL worked with the Vermont Consortium of Academic Libraries, Bill & Melinda Gates Foundation, Chief Officers of State Libraries, Council of State Library Agencies in the Northeast, Echo Lake Aquarium and Science Center/Leahy Center for Lake Champlain, Lyrasis, New England Library Association, University of Vermont, Vermont Community Foundation, Vermont School Library Association, Vermont Humanities Council, Vermont Library Association, Vermont Office of Attorney General, Vermont Public Radio, Vermont Secretary of State's Office, Vermont State Colleges, Vermont Historical Society, Vermont Museum and Gallery Alliance, Vermont Small Business Development Center, and Vermont Department of Labor.

The VOL (Vermont Online Library) portion of the umbrella VALS (Vermont Automated Libraries System) program addresses LSTA Grants to State Priority 1 by providing access to a suite of online databases. Table 2 provides comparative statistics for the VOL component of the VALS program.

**Vermont Automated Libraries System & Services (VALS)/Vermont Online Library (VOL)**

(2008 – 2010 expenditure \$480,942: or 17.62% of the total LSTA allocation for the three-year period) DOL managed VALS, the technological backbone of Vermont’s resource sharing network, which supports the public library union catalog, PUBcat, the K-12 school union catalog, K12cat, as well as Z39.50 links to online catalogs of major Vermont libraries of all types and other resources including a state newspaper index, catalog of archive collections, and a range of state government information. VALS provided dial-access accounts to the Internet at no cost to small public libraries in 2008; in 2009, the service was phased out. VALS hosted email accounts for all types of libraries to facilitate interlibrary loan and communication among libraries. VALS also provided access to databases, licensed on a statewide basis. In 2009, the State of Vermont centralized IT services including oversight, hosting, and maintenance of the VALS system network.

<b>Table 2: Vermont Online Library (VOL)</b>	<b>FFY 2008</b>	<b>FFY 2009</b>	<b>FFY 2010</b>	<b>Change 2008 - 2009</b>
Libraries participating in	317	295	300	-5.36%
Total searches in Gale/Wilson databases	1,849,006	2,832,638	1,810,819	-2.07%
Items retrieved	1,617,738	2,650,001	902,092	-44.24%
Total searches in HeritageQuest	105,000	88,432	241,888	130.37%

Table 2 – Vermont Online Library Outputs (VOL)

Focus group, interview and web survey participants all commented on VOL:

*“It’s wonderful to have the databases although they’re not used enough. Need more marketing.”*

*“The VOL databases are a great tool for my students to find information and to learn about searching for information.”*

*“We would never be able to afford a yearly subscription to these services (VOL databases) that are used by adults returning to school and school age children alike.”*

*“The Gale databases are great for college libraries...”*

**Cultural Programming for Adults** (LSTA expenditure 2008 – 2010: \$10,350 or 0.38% of the total LSTA allocation for the three-year period) DOL partnered with the Vermont Humanities Council to provide scholar-led book discussions and other programs featuring guest presenters in the humanities in nine public libraries:

- Brooks Memorial Library (Brattleboro)
- Fletcher Free Library (Burlington)
- Goodrich Memorial Library (Newport)
- Ilsley Public Library (Middlebury)
- Kellogg-Hubbard Library (Montpelier)
- Mark Skinner Library (Manchester)
- Norwich Public Library
- Rutland Free Library
- St. Johnsbury Athenaeum

In 2008, 67 programs attracted 4,840 participants, an average of 72 per program. In 2009, 67 programs had 4,749 attendees, an average of 71. In 2010, 70 programs had 4,212 attendees, and average of 61 people per program.

While no formal outcome data were collected, Peter Gilbert, Executive Director of the Vermont Humanities Council, explained in a phone interview that the vast majority of his organization's programs are in libraries, where they draw "remarkable turnouts." He reported that two people recently approached him following a program. He reported one said: *"It makes me want to be a better person,"* and the other: *"It makes me want to read more history."*

In interviews and focus groups, participants supported the partnership that brought cultural programming to public libraries:

*"First Wednesday library programs bring 100 people into the library per month."*

*"First Wednesday programs have a big impact. They help focus community attention on the library."*

Asked to prioritize state funding expenditures, though, they did not rate cultural programs in the top tier. One interviewee's comment offers insight into their reasoning:

*"... the cultural programs are nice, but statewide projects are more important."*

**Motion Picture Public Performance License** (LSTA expenditure 2008 – 2010: \$14,000 or 0.51% of the total LSTA allocation for the three-year period) DOL purchased a multi-year license with Movie Licensing USA that allowed Vermont's public libraries to show movies during library programs. DOL negotiated a separate agreement for a 50% discount on public performance rights for school libraries. In 2008, 135 of 184 public libraries returned program agreements; 79 school libraries participated. In 2009, 138 public libraries signed program agreements; 99 school libraries participated. No outcomes were reported.

This program received two mentions in two focus groups when participants were asked to identify programs having impact. One person's library showed three movies a month; the other noted:

*"Movie licensing is a small thing, but it's something that we take advantage of."*

Performance licensing was mentioned more frequently in the web surveys. The qualitative analysis found 9 positive mentions of movie licensing in the question regarding impact on the local library. This program nearly disappeared (only 1 positive mention) when statewide impact was considered.

**Statewide Library Development – Continuing Education** (2008 - 2010: \$60,424 or 2.21% of the total LSTA allocation for the three-year period) DOL supported workshops, webinars, materials review sessions, and other professional development activities leading to the "Certificate of Public Librarianship," which is aimed at staff who work in Vermont's 152 public libraries serving fewer than 5,000 residents. Outputs are summarized in Table 3.

<b>Table 3: Continuing Education Outputs, 2008 – 2010</b>				
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008-2010</b>
Workshops conducted	73	71	37	-49.3%
Workshop participants	960	588	580	-39.6%
WebJunction/online courses completed	151	11	65	-57.0%
WebJunction/online course participants	310	20	88	-71.6%
Individual consultations by CE librarian	403	352	484	20.1%
Individuals completing Certificate	6	21	18	200.0%

Table 3 – Continuing Education Outputs

A survey of librarians planned for 2009 was not carried out as planned, due to budget cuts, so outcomes were not available.

Continuing education ranked fourth in impact, according to focus group participants. Their comments confirm their rating:

*“As a school librarian, it’s WebJunction...”*

*“A portion of the curriculum includes a session at the state meeting of town officials. It’s a great opportunity for trustees to meet other trustees.”*

*“Continuing education is wonderful. I don’t have an MLS, and it keeps me current.”*

Focus group and interview participants described the barriers posed by cost and distance:

*“Used to be real regional... It’s hard to get people to the workshops when they’re not held in your part of the state. I’ve been really back and forth on travelling. There is a real value on meeting together, but it’s really costly and time-consuming and money and time are the two things that are in short supply.”*

*“Webinars can help, but they’re not a total solution.”*

Representatives from larger libraries and those with MLSs acknowledged that much of the content was aimed at basics for small library staff members:

*“The CE program that the state does doesn’t have much to do with us, but we need other kinds of training for MLS staff... They concentrate mostly on the very small libraries, which isn’t surprising given how many of them there are.”*

*“Even a post-MLS needs CE. What’s available is very rudimentary.”*

*“I would really love to see inspirational CE beyond the basics...”*

*“I’m really worried about the next generation of library leaders. Where are they going to come from?... There’s a big change coming.”*

**Statewide Library Development – Regional Library Services** (2008 - 2010: \$667,387 or 24.45% of the total LSTA allocation for the three-year period)

Changes in the regional library services structure have impacted this service over the past three years. In 2008, DOL maintained two regional library facilities – Midstate Regional Library in Berlin and Northeast Regional Library in St. Johnsbury – with a total of 2 librarians and 4.5 full-time equivalent support staff, plus one librarian in the southeast and one in southwest. Each librarian had primary consulting responsibility for approximately 50 libraries. Consulting focus was on state minimum standards. In addition to consulting, the facilities provided bulk loans to libraries to supplement local collections. Regional centers also provided direct library services. The state report for 2008 lists 27 partner agencies with which consultants worked.

In 2009, the Midstate Regional Library closed to the public and provided reduced service to libraries due to state budget cuts; the collection remained available through interlibrary loan. The Northeast Regional Library also closed to the public in 2009 but remained open to libraries and home school families on a reduced schedule. (The Midstate Regional Library was renamed Midstate Library Service Center and reopened to libraries with a limited schedule of hours open in state fiscal year 2011; the Northeast Regional Library closed permanently.) Four regional consultants remained.

Outputs for regional and direct library service are summarized in Table 4.

	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008-2010</b>
Consulting requests	2,200	3,097	3,399	54.5%
Items circulated in bulk collections	36,377	33,743	14,239	-60.9%
Interlibrary loan lending requests	11,500	9,955	8,568	-25.5%
Percent of 183 public libraries meeting standards	83.2%	76.6%	79.3%	-3.9%

Table 4 – Regional Library Outputs

While anecdotal information indicates that this program had positive outcomes, no measurable outcomes were reported.

Comments in focus groups and by interviewees show that many regret the downsizing of regional library services but appreciate the continued consulting:

*“The regional consultants are always important to small libraries.”*

*“Regional centers foster cooperation between and among the public libraries.”*

*“The Midstate Center helped with meeting space and with computer use.”*

*“The regional center is a big help. I go there weekly to borrow things...”*

*“The personal touch is an important service... Our district consultant works from an office with a phone and that’s all that’s really needed.”*

*“I call my regional librarian... all the time. I’ve worked with him for eight years. He has answers, advice, and is always available to come to talk to your board.”*

*“I rely on the regional library... Just last month I ordered two sets of books... one was for the book club and one was a collection for a teacher.”*

One focus group member was critical of the physical facility in which the Midstate Center was located:

*“The Midstate office is an old gas station. Parking is bad. [It’s] too small and has only one bathroom. It shows the low priority that State government places on libraries.”*

**Public Library Statistics – Bibliostat Collect Software** (2008 – 2010 expenditure: \$13,500 or 0.49% of the total LSTA allocation for the three-year period) DOL purchased a license for Bibliostat Collect and used it to collect annual statistics from public libraries, to be used in determining which libraries met minimum state standards and for submission to IMLS to support the national public library data collection effort.

**LSTA PRIORITY 2: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.**

NOTE: Information about the Vermont Automated Library System is repeated below (it also appeared under LSTA Priority 1) because various components of VALS directly address both Priorities 1 and 2.

**Vermont Automated Libraries System & Services (VALS)/Vermont Online Library (VOL)** (2008 – 2010 expenditure: \$480,942 or 17.62% of the total LSTA allocation for the three-year period) DOL managed VALS, the technological backbone of Vermont’s resource sharing network, which supports the public library union catalog, PUBcat, the K-12 school union catalog, K12cat, as well as Z39.50 links to online catalogs of major Vermont libraries of all types and other resources including a state newspaper index, catalog of archive collections, and a range of state government information. VALS provided dial-access accounts to the Internet at no cost to small public libraries in 2008; in 2009, the service was phased out. VALS hosted email accounts for all types of libraries to facilitate interlibrary loan and communication among libraries. VALS also provided access to databases, licensed on a statewide basis. In 2009, the State of Vermont centralized IT services including oversight, hosting, and maintenance of the VALS system network.

Outputs for VALS are included in Table 5.

<b>Table 5: VALS Outputs, 2008 and 2009</b>			
	<b>2008</b>	<b>2009</b>	<b>Change 2008-2009</b>
<b>VALS</b>			
Libraries with dial-access accounts	14	0	(100.0%)
Searches in FirstSearch databases	14,423	9,068	(37.1%)

Table 5 – VALS Outputs

Focus group, interview and web survey participants all commented on VOL:

*“We could not offer services without VALS.”*

*"[We are] on the VALS system and recently merged our catalog with VALS, so people can see whether we own materials..."*

*"We would be absolutely lost without VOL and VALS."*

*"Our small library uses VALS almost every day that we are open to interlibrary loan books for our patrons."*

*"No VT Library could function without VALS."*

**Reference & Interlibrary Loan Service** (LSTA expenditure 2008 – 2010: \$638,172 or 23.4% of the total LSTA allocation for the three-year period)

Four projects supported statewide interlibrary loan services:

- **Reference & Interlibrary Loan Service (RSU)** (LSTA expenditure 2008 – 2010: \$425,622 or 15.59% of the LSTA allocation for the three year period) DOL facilitated resource sharing among all types of libraries in Vermont by supporting the Vermont Union Catalog. To participate, libraries must contribute holdings and be willing to lend materials. Nearly every public and academic library and approximately 50% of school libraries participated. DOL's Reference Services Unit (RSU) acts as a clearinghouse for interlibrary loan requests to the University of Vermont and Middlebury College, requests to Dartmouth College if items are not available in Vermont, verification of citations, out of state locations for items and OCLC requests for public libraries, reference assistance, training and assistance on interlibrary loan practices and on databases that are part of the statewide license. Outputs are summarized in Table 6. No measurable patron outcomes were documented.

Interlibrary loan ranked first among focus groups and interviewees as the service having greatest impact on their libraries.

*"ILL is valuable to the college."*

*"ILL is important to us. Rutland is a net lender."*

*"I can't imagine functioning without ILL/resource sharing. Most of the libraries in the state are small and have limited collections. ILL makes many libraries viable. People come, not because they think that the library will have a book, but because they know that the library can get it for them."*

Despite their agreement that interlibrary loan had great impact, many were critical of the current processes. They envision a stronger statewide catalog:

*"I really think that the DOL website and ILL were very clunky. They are getting better."*

*"The union catalog isn't up to date; we really need a statewide shared catalog system."*

*"The e-mail ILL software could be a lot better. It's functional, but that's about all."*

*"Get a new ILL network and statewide catalog! That would have a huge impact. If it's easier for people to get a book via Amazon, that's what they'll do. We need to stay competitive."*

- **Reference & Interlibrary Loan Service –DOL/UVM Access Office** (LSTA expenditure 2008 – 2010: \$99,522 or 3.65% of the total LSTA allocation for the three-year period) Through a formal agreement, DOL provides \$10,000 for reference collection support and a reference

librarian at the University of Vermont (UVM), to handle interlibrary loan requests from Vermont libraries of all types. On average, each request handled through UVM cost \$9.42. The number of requests handled is included in Table 6. No measurable outcomes were reported.

*“The small amount of money that we get for collections is good. We’re grateful.”*

- Reference & Interlibrary Loan Services – Resource Sharing Supplement (Academic Libraries) (LSTA expenditure 2008 – 2010: \$23,050 or 0.84% of the total LSTA allocation for the three-year period) DOL provided sub-grants to academic libraries based on the formula related to the number of requests sent to the libraries via the Vermont Automated Libraries system. On average, institutions received \$1.95 for each loan. Academic institutions and funding received over the two years are:

- Burlington College Library – 42 requests (\$425)
- Calvin Coolidge Library – 1,628 requests (\$2,550)
- Durick Library, St. Michael’s College – 1,016 requests (\$2,150)
- Hartness Library, Vermont Technical College – 1,015 requests (\$1,550)
- Johnson State College Library – 917 requests (\$1,700)
- Kreitzberg Library, Norwich University – 658 requests (\$850)
- Main Library, Middlebury College – 1,371 requests (\$1,550)
- Miller Information Commons, Champlain College – 46 requests (\$225)
- Rice-Avon Library, Marlboro College – 178 requests (\$225)
- Samuel Read Hall Library – 1,208 requests (\$1,550)

Outputs are included in Table 6. No outcomes were included in state reports. See comments from focus group and interview participants following Table 6.

- Reference & Interlibrary Loan Services – Resource Sharing Supplement (Public Libraries) (LSTA expenditure 2008 – 2010: \$ 89,978 or 3.30% of the total LSTA allocation for the three-year period) DOL provided sub-grants to public libraries that met “Minimum Standards for Vermont Public Libraries,” use sub-grant funds to improve library services and not supplant other funding. DOL reimbursed libraries \$.95 per request received via the Vermont Automated Libraries system (VALS) during the prior state fiscal year. Among the 136 public libraries, 106 received less than \$500 over the two year period, while 13 received between \$500 and \$999, 10 received \$1,000 to \$1,999, and seven received \$2,000 or more. The largest sub-grant was \$4,119 to Brooks Memorial Library. The 136 public libraries and funding received over the two years included:

- |  |   |
|--|---|
| • Abbott Memorial Library (\$90)         | • Bennington Free Library (\$988)       |
| • Ainsworth Public Library (\$90)        | • Bent Northrop Memorial Library (\$50) |
| • Albany Town Library (\$40)             | • Bixby Memorial Free Library (\$329)   |
| • Alburg Public Library (\$90)           | • Blake Memorial Library (\$90)         |
| • Aldrich Public Library (\$1,528)       | • Bradford Public Library (\$187)       |
| • Alice M. Ward (\$100)                  | • Brandon Free Public Library (\$396)   |
| • Arvin A. Brown (\$245)                 | • Brookfield Free Public Library (\$90) |
| • Baldwin Memorial Library (\$232)       | • Brooks Memorial Library (\$4,119)     |
| • Barnet Public Library (\$90)           | • Brown Public Library (\$1,304)        |
| • Barton Public Library (\$117)          | • Brownell Library (\$2,079)            |
| • Baxter Memorial Library, Sharon (\$90) | • Burnham Memorial Library (\$1,808)    |

- Cabot Public Library (\$50)
- Calef Memorial Library (\$107)
- Carpenter-Carse Memorial Library (\$868)
- Castleton Free Library (\$106)
- Cavendish-Fletcher Community Library (\$90)
- Charlotte Library (\$90)
- Chelsea Public Library (\$55)
- Cobleigh Public Library (\$1,294)
- Craftsbury Public Library (\$408)
- Dailey Memorial Library (\$587)
- Davies Memorial Library (\$90)
- Deborah Rawson Memorial Library (\$331)
- Dorothy Alling Memorial Library (\$1,329)
- Dorset Village Library (\$58)
- Dover Free Library (\$175)
- Enosburg Public Library (\$153)
- Essex Free Library (\$1,117)
- Fair Haven Free Library (\$128)
- Fairfax Community Library (\$1,523)
- Fairlee Public Library (\$253)
- Fletcher Free Library (\$3,431)
- G. M. Kelley Community Library (\$50)
- Georgia Public Library (\$221)
- Gilbert Hart Library (\$232)
- Glover Public Library (\$50)
- Goodrich Memorial Library (\$554)
- Grafton Public Library (\$90)
- Grand Isle Free Library (\$90)
- Greensboro Free Library (\$222)
- Groton Free Public Library (\$57)
- Guilford Free Library (\$90)
- H. F. Brigham Free Public Library (\$92)
- Hancock Free Public Library (\$50)
- Hartford Library (\$98)
- Hartland Public Library (\$131)
- Haskell Free Library (\$341)
- Haston Library (\$90)
- Highgate Public Library (\$90)
- Huntington Public Library (\$90)
- Ilsley Public Library (\$2,556)
- Island Pond Public Library (\$90)
- Jaquith Public Library \$112)
- Jericho Town Library (\$90)
- Jeudevine Memorial Library (\$252)
- John G. McCullough Free Library (\$64)
- Johnson Public Library (\$90)
- Jones Memorial Library (\$40)
- Joslin Memorial Library (\$121)
- Kellogg-Hubbard Library (\$883)
- Kimball Public Library (\$637)
- Lanpher Memorial Library (\$142)
- Lawrence Memorial Library (\$210)
- Lincoln Library (\$200)
- Maclure Library (\$110)
- Mark Skinner Library (\$50)
- Martha Canfield Memorial Free Library (\$624)
- Middletown Springs Public Library (\$50)
- Milton Public Library (\$514)
- Montgomery Town Library (\$40)
- Moore Free Library (\$40)
- Moretown Memorial Library (\$40)
- Morrill Memorial and Harris Library (\$185)
- Morristown Centennial Library (\$297)
- New Haven Community Library (\$306)
- Norman Williams Public Library (\$2,094)
- North Hero Public Library (\$50)
- Norwich Public Library (\$765)
- Pawlet Public Library (\$90)
- Peacham Library (\$90)
- Pettee Memorial Library (\$90)
- Pierson Library (\$663)
- Platt Memorial Library (\$50)
- Pope Memorial Library (\$229)
- Poultney Public Library (\$47)
- Proctor Free Library (\$114)
- Putney Public Library (\$130)
- Quechee Library Association (\$239)
- Readsboro Community Library (\$102)
- Richmond Free Library (\$389)
- Rochester Public Library (\$332)
- Rockingham Free Public Library (\$1,668)

- Roxbury Free Library (\$90)
- Royalton Memorial Library (\$161)
- Rutland Free Library (\$2,067)
- Shrewsbury Library (\$98)
- Solomon Wright Public Library (\$90)
- South Burlington Community Library (\$588)
- South Hero Community Library (\$273)
- South Londonderry Free Library (\$90)
- Springfield Town Library (\$2,013)
- St. Albans Free Library (\$764)
- St. Johnsbury Athenaeum (\$510)
- Stamford Community Library (\$90)
- Starksboro Public Library (\$50)
- Stowe Free Library (\$1,141)
- Swanton Public Library (\$214)
- Tenney Memorial Library (\$50)
- Townshend Public Library (\$205)
- Tunbridge Public Library (\$176)
- Vernon Free Library (\$95)
- Wardsboro Free Public Library (\$90)
- Warren Public Library (\$181)
- Waterbury Public Library (\$661)
- West Hartford Library (\$168)
- West Rutland Free Library (\$40)
- Westford Library (\$26)
- Westminster West Public Library (\$50)
- Whiting Library (\$142)
- Whitingham Free Public Library (\$90)
- Wilder Memorial Library (\$90)
- William H. & Lucy F. Rand Memorial Library (\$90)
- Windsor Public Library (\$155)
- Winooski Memorial Library (\$92)
- Woodbury Community Library (\$40)

ILL requests filled are reported in Table 6. No measurable patron outcomes were reported.

	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008- 2010</b>
ILL requests handled RSU	12,832	17,280	10,008	-22.01%
ILL requests handled by UVM	3,252	3,829	4,579	40.81%
ILL requests lent by academic libraries	3,849	4,230	2,875	-25.31%
ILL requests lent by public libraries	29,806	28,316	30,876	3.59%
<b>Total ILL requests</b>	<b>49,739</b>	<b>53,655</b>	<b>48,338</b>	<b>-2.82%</b>
Reference questions answered (RSU)	6,334	5,733	5,238	-17.30%
Consulting requests	58	125	115	98.28%

Table 6 - Interlibrary Loan Outputs

Focus group and interview participants were supportive of the resource sharing grants based on lending:

*“I appreciate the funds that come directly based on hits for requests.”*

*“Over the last four years resource sharing grants have become important. The VALS software upgrade let our catalog be searched live. There was a tremendous increase in*

our ILL then; [it] really taxed our services. DOL gave us grant money for sharing. We use it for part-time staff to handle the ILL increase.”

“Our budget would die if we had to pay the postage...”

“I suppose that the small interlibrary loan grants foster cooperation in that they’re an incentive to participate. The small amount of the grants wouldn’t make or break participation for us, but for some of the libraries, the very small amounts may be the justification that directors need to convince their boards that they should participate...”

One focus group member questioned the amount of effort required to receive the small grant:

“The grants are really small. I think they may be more trouble than they’re worth.”

**Technical Services Unit – Card/MARC/Union Catalog Service** (2008 – 2010 LSTA expenditure: \$349,407 or 12.8% of the total LSTA allocation for the three-year period) DOL provided original cataloging for public libraries that meet state standards, supplied card sets or MARC records, and contributed holdings information to the statewide union catalog, PUBcat, which is available online through the Vermont Automated Libraries System (VALS). Libraries use VALS to locate needed items and request them via interlibrary loan. Automated libraries can also use OCLC’s CatExpress, a user-friendly, web-based copy cataloging service.

The Department of Libraries ended production of catalog card sets June 30, 2011.

Outputs are itemized in Table 7.

<b>Table 7: Technical Services Unit Outputs, 2008 and 2009</b>						
	<b>2008</b>		<b>2009</b>		<b>Change 2008-2009</b>	
	<b>Libraries</b>	<b>Items</b>	<b>Libraries</b>	<b>Items</b>	<b>Libraries</b>	<b>Items</b>
Card sets	31	9,471	24	8,049	(22.6%)	(15.0%)
MARC records	18	14,617	19	15,306	5.6%	4.7%
CatExpress records	9	6,480	9	8,826	0	36.6%
<b>Total libraries/records</b>	<b>58</b>	<b>30,568</b>	<b>52</b>	<b>32,181</b>	<b>(10.3%)</b>	<b>5.3%</b>
Percent of libraries automated (of 184)	51.1%		56.0%		4.9%	
Consulting requests	211		184		(12.8%)	

Table 7 – Technical Services Unit Outputs

This service rated only one mention as a priority service among focus group participants, was not mentioned at all by interviewees and had three positive mentions in the web surveys. Of the services rated, it was mentioned in a positive light the fewest number of times.

**LSTA PRIORITY 3: Providing electronic and other linkages among and between all types of libraries.**

Most of the programs listed under Priority 2 including VALS and the Resource Sharing Supplemental Grant program address both LSTA Grants to States Priority 2 and LSTA Grants to States Priority 3.

**LSTA PRIORITY 4: Developing public and private partnerships with other agencies and community-based organizations.**

While the evaluators have not listed any programs under this LSTA Priority, Vermont's performance in regard to partnerships with public and private agencies is exemplary. No single program is specifically designed to foster partnerships; however, nearly every activity undertaken by the Vermont Department of Libraries is conducted in concert with a partner. Examples range from the Vermont Humanities Council to the Vermont Veterans' Home and from the Woodside Juvenile Rehabilitation Center to the University of Vermont. Vermont libraries have a long history of cooperation. There is also great evidence to suggest that strong bonds exist between and among the public, academic and school library communities on programs ranging from children's book awards to interlibrary loan.

The Vermont Department of Libraries has done an excellent job of addressing LSTA Grants to States Priority 4.

**LSTA PRIORITY 5: Targeting 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.**

**Special Services to the Visually & Physically Handicapped and State-supported Institutions** (LSTA expenditure: \$261,892 or 9.59% of the total LSTA allocation for the three-year period) DOL provided reading materials for individuals with vision impairments and provided reading materials and advice for six state-supported institutions (Austine School for the Deaf, Laraway School, Lund Family Center, Vermont State Hospital, Vermont Veterans' Home, and Woodside Juvenile Rehabilitation Center).

In 2009, SSU began broadcasting public service announcements on selected Vermont radio stations; 288 new patrons registered, but the overall number of users declined slightly as a result of others leaving the service.

The Special Services Unit partnered with National Library Service for the Blind and Physically Handicapped; Vermont Association for the Blind and Visually Impaired; Vermont Council for the Blind; Vermont Department of Disabilities, Aging and Independent Living – Division for the Blind and Visually Impaired; Vermont State Rehabilitation Council; National Federation of the Blind and its Vermont Chapter; Vermont School Library Association; Vermont Library Association; Council on Aging – Vermont; Visiting Nurse Association; Vermont Refugee Resettlement Program; African, Latino, Asian, and Native American Community Organization; Lions Club; Veterans Administration Medical Center; White River Junction; and Vermont Center for Independent Living in Montpelier. Outputs for 2008 and 2009 are summarized in Table 8. No outcome measures were documented.

<b>Table 8: Special Services Unit Outputs, 2008 - 2010</b>				
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008-2010</b>
Qualifying users	1,317	1,310	1,296	-1.6%
Circulation – Talking books (Cassette)	42,371	34,984	23,607	-44.3%
Circulation – Talking Books (Digital Format)	1	7,323	25,694	+250.9%*
Circulation – large print books/magazines/other	17,078	16,350	14,563	-14.7%
Circulation – Braille materials	79	55	54	-31.6%
Circulation – video	249	323	190	-23.7%
<b>Total circulation</b>	<b>59,778</b>	<b>59,035</b>	<b>64,108</b>	<b>+7.2%</b>
BARD Downloads		1,928	4,775	+147.7%*
Deposit collection sites	147	156	170	+15.6%%
Interlibrary loan requests filled	604	695	981	+62.4%
Reference/readers' advisory questions received		8,181	8,877	+8.5%%*
NFB Newsline registered users	151	137	143	-5.3%
NFB Newsline calls	2,632	7,188	6,563	+149.2%
Consulting requests filled	117	119	133	+13.7%

\*2009 – 2010 change

Table 8 – Special Services Unit Outputs

Librarians in focus groups described the value of these services to their constituents:

*“I don’t purchase any large print, but I get a rotating collection that helps. We couldn’t offer any large print otherwise.”*

*“Seniors – communication is good from that department.”*

With five representatives from partner agencies involved in phone interviews, more detailed information was shared:

*“We work with the Special Services Unit. They have trained our teachers on how to use the new digital players...”*

*“I’m really impressed with the digital books. They’re the cat’s meow! They’re lots easier for residents to use than the tapes were.”*

*“They ask me for a wish list and they come through.”*

*“A lot of our consumers use library services. We hire a rehabilitation teacher who visits homes and tries to sign people up for services, including library services. That may be the only thing people have to do (can do) is to listen to books.”*

*“Special Services is most remarkable. Most of my [blind] clients are older than 55 and trying to stay in their homes. Books are among their only outlets.”*

Several praised the new outreach energy brought to the unit by its new director:

*“The new director of Special Services is more proactive than her predecessor. She brings the issues of this population to our attention.”*

One interviewee from a public library acknowledged not knowing much about the services:

*“I refer people there, but I’m less aware than I could be. It seems there’s less focus on letting local libraries be involved.”*

**LSTA PRIORITY 6: Targeting library and information 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.**

**Statewide Library Development – Children’s and Youth Service** (LSTA 2008 – 2010 expenditure: \$213,890 or 7.84% of the total LSTA allocation for the three-year period) DOL cooperated with state agencies and local libraries to promote reading and literacy for children, make available programs and other support resources, and provide consulting related to library services for children and youth. DOL supported several programs:

- Coordinated statewide summer reading, using the collaborative summer reading resources. Thanks to a bequest from Elva S. Smith, DOL awarded \$8,700 in grants to 87 libraries in 2008 and \$7,600 to 76 libraries in 2009 to assist in meeting expenses of a summer reading program performance. Outputs for FFY 2008 and 2009 are summarized in Table 9. Note that although a similar number of libraries participated in the Summer Reading Program in FFY 2010, 22 of these libraries did not submit program and participation statistics. Therefore, FFY 2010 data is not reported.

<b>Table 9: Summer Reading Program, 2008 and 2009</b>			
	<b>2008</b>	<b>2009</b>	<b>Change 2008-2009</b>
Libraries participating	145	148	2.1%
Children’s programs presented	3,893	3,393	-2.8%
Children’s program participants	57,853	62,465	8.0%
Teen programs	397	327	-17.6%
Teen program participants	4,120	3,626	-12.0%
Children registered	10,956	11,638	6.2%
Teens registered	1,308	1,138	-13.0%

Table 9 – Summer Reading Program

*“The Summer Reading Program is wonderful.” They’re doing a contest with students about it right now; want to involve the kids in the planning. Summer Reading gives libraries the chance to have performers.”*

*“The Summer Reading Program provides reading logs, stickers, bookmarks, etc. We couldn’t afford that without DOL help.”*

- Supported three awards:
  - Dorothy Canfield Fisher Memorial Children’s Book Award, co-sponsored with the Vermont Department of Education, with the winner selected by children in grades four through eight.
  - Red Clover Children’s Choice Picture Book Award, co-sponsored with the Vermont Center for the Book.
  - Green Mountain Book Award, co-sponsored with the Vermont School Library Association and Vermont Library Association, chosen by high school students.

Outputs are summarized in Table 10.

<b>Table 10: Children’s Book Awards Participation, FFY 2008 – 2010</b>				
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008-2010</b>
<b>Dorothy Canfield Fisher Award</b>				
Schools and libraries participating	149	192	167	12.1%
Children voting	5,400	4,592	3,989	-26.1%
<b>Red Clover Award</b>				
Children voting	24,000	24,570	24,278	1.2%
<b>Green Mountain Book Award</b>				
Schools and libraries participating	18	16	13	-27.8%
Children voting	271	396	163	-39.9%

Table 10 – Children’s Book Awards Participation

In a phone interview, Sally Anderson, Executive Director of the Vermont Center for the Book, appreciated the partnership:

*“... I appreciate the work they’re doing in serving children... We have fine leadership at DOL.”*

Others, including focus group participants, also supported the awards:

*“The Dorothy Canfield Fisher, Green Mountain [book awards] bring schools and public libraries together and bring the teachers, students, and parents into the public libraries.”*

*“Red Clover program means that virtually everyone in K-4 reads the same books.”*

*“The start-up of the Dorothy Canfield Fisher blog has been a great asset for kids to talk about books.”*

- Maintained the Children’s Book Exhibit Center, a collection of current children’s materials where librarians could review and select for their own collections. Outputs are reported in Table 11.

<b>Table 11: Children Book Exhibit Center Outputs, 2008 and 2009</b>				
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008-2010</b>
Titles received	3,351	2,647	2,936	-12.4%
Center visits	273	178	241	-11.7%
Material review sessions	10	10	10	No change
Material review session participants	264	254	195	-3.8%

Table 11 – Children’s Book Exhibit Center Outputs

Focus group participants included comments about impact of the review sessions sponsored by the Children’s Book Exhibit Center and its little-known resources:

*“The material review sessions are a place where I can expect to see people from around my area.”*

*“Great puppets, really special things that some don’t know are there.”*

- Provided consulting assistance to public and other libraries. Outputs are reported in Table 12.

<b>Table 12: Children’s Services Consulting Outputs, 2008 – 2010</b>				
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>Change 2008-2010</b>
Individual consultations by children’s consultant	461	583	475	26.5%
Bibliographies/resource aids produced	46	28	47	2.2%
Workshops/presentations	*	23	27	17.4%

\*not reported

\*\*2009 – 2010 change

Table 12 – Children’s Services Consulting Outputs

No formal outcome data were documented for the children’s and youth services activities.

## **2. To what extent were these results due to choices made in the selection of strategies?**

In a rural state with 80% of public libraries serving 5,000 or fewer residents, a traditional model of statewide direct service is still the norm in cataloging, ILL and reference service, and service to individuals with special needs. Reading the State Program Reports (SPRs) took the evaluators back 20 years to a time when libraries had card catalogs and were highly dependent on centralized reference service and regional consultants. Vermont’s libraries will surely struggle for survival unless there is a radical reinvention of service delivery modes. At the same time the comments of DOL staff and librarians who participated in focus groups and interviews

suggest they are aware of the urgency of change and welcome the State Library's leadership and the State Librarian's vision and willingness to move Vermont's libraries forward. Furthermore, Vermont has a long tradition of cooperation between and among types of libraries. All of this bodes well for the future of library and information services in the State.

Fortunately, Vermont libraries and their customers now benefit from access to the Internet and open-source solutions to library data management that are simple to use and less expensive than legacy systems. DOL is taking leadership in pilot projects to develop an open source, statewide integrated library system and in moving to digital resources for individuals with vision impairments. The Catamount Library Network decided in March 2012 to proceed with their project, seen as the first step toward a statewide ILS using the Evergreen open-source platform.

The specific programs that Vermont has undertaken in the past using LSTA funds are, for the most part, appropriate. What needs to change and is, in fact, already starting to change are the processes that support important components of library service. For example, resource sharing is absolutely critical in a State with limited resources. (The evaluators would remind readers that the population of Vermont's four largest cities **combined** is less than 100,000.) Innovative mechanisms and strategies need to be employed to overcome the real challenges of providing services in a State that is largely comprised of rural areas and small towns (all of which are fiercely independent).

A "statewide" strategy may be the most appropriate in regard to some services (online databases for example). However, in the case of other services such as the open-source integrated library system, a less traditional, less top-down/parental and more collaborative statewide strategy may be necessary. Vermont's next five-year LSTA Plan may be the most important ever written and the selection of strategies that will enable success will be critical.

### **3. To what extent did these results relate to subsequent implementation?**

With a few exceptions, programs were implemented as they have been in past years and outputs were therefore predictable. The exceptions occurred in areas where the State Library or the larger environment challenged current operations and caused changes. One example is the restructuring of the Regional Centers, in the face of budget shortfalls. Another is the introduction of digital content and hardware for patrons of the Special Services Unit, which resulted in a dramatic increase in the use of downloadable materials and substantial declines in usage of other formats.

A third example was the delay in implementation of planned improvements:

*"Their (State Library's) cuts were really felt. Important things like the statewide catalog have been delayed."*

Less information was available about the impact of the recession on local libraries' budgets, staffing, and ability to participate in statewide activities, but decreases in a number of areas, including the number of public libraries achieving standards, continuing education participation, etc. as well as comments about funding woes suggest that local libraries have been negatively impacted. One focus group participant summed things up by saying, "You can't buy if you don't have any money!"

### **4. To what extent did programs and services benefit targeted individuals and groups?**

Although the State Library included outcomes statements and proposed measures in its five-year plan, the State Program Reports include few outcomes for any projects.

A planned survey of residents did not occur, due to budget reductions, and the delay of that survey left the State Library with a dearth of data to assess to what extent its programs and services benefited targeted individuals and groups.

Detailed reports of outputs for each program are included in the Findings section, along with feedback gathered by the evaluators through an online survey, focus groups, and interviews.

### ***IMLS Process Questions***

#### **1. Were modifications made to the Vermont Department of Libraries' plan? If so, please specify the modifications and if they were informed by outcomes-based data.**

No modifications were made to the Vermont Department of Libraries' 2008- 2012 Plan.

#### **2. If modifications were made to the plan, how were performance metrics used in guiding those decisions?**

Since no modifications were made, this question is not applicable.

#### **3. How have performance metrics been used to guide policy and managerial decisions affecting the Vermont's LSTA -supported programs and services?**

The Department of Libraries indicates that they do not use performance metrics as much as they believe they should. While a set of basic performance metrics are collected and discussed internally and are occasionally shared with other governmental entities and with the library community, DOL believes that it is not using this information to its full advantage. The development of improved performance metrics, mechanisms to collect and monitor them and specific plans for disseminating relevant information to targeted audiences are high priorities for the 2013 – 2017 LSTA Plan.

#### **4. What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?**

Although Department of Libraries staff exhibits a good understanding of the differences between and among inputs, outputs and outcomes, DOL has not fully implemented the procedures that need to be in place to collect outcome-based data. Staffing reductions in excess of 20% haven't helped the situation. In their self-assessment, DOL offered the following response to this question:

1. Finding ways to show the data in effective ways. The recent COSLA workshop on data visualization was helpful.
2. Effective ways to share information with others in our Department and to design strategies and policies based on this data to improve library service in Vermont. Overcoming the power of past practice ("the way we have always done it") continues to be a challenge, not for lack of interest, but rather a need for more training and internal planning.
3. Cuts in staffing have kept us occupied with necessary internal changes and increased workloads.
4. We (DOL administration and staff) need to become more aware of the disconnect we have between "services to our libraries/librarians" and a focus on the "impact of what we do for VT citizens."

## ***IMLS Prospective Questions***

### **1. How does the Department of Libraries Agency plan to share performance metrics and other evaluation-related information within and outside the Agency to inform policy and administrative decisions over the next five years?**

The Department of Libraries has identified four ways in which it hopes to share performance metrics and other evaluation-related data. They are:

1. Create an Annual Report (which hasn't been done at least in recent years at DOL).
2. Meet with the legislative education committees to share some of these metrics to support changes in our work and to garner support for funding.
3. Re-build our website and make this information readily available.
4. Include this information in DOL's monthly email newsletter.

The evaluators would suggest that DOL also explore the use of social media outlets to reach both specific target audiences including the library community, local and State officials, the non-profit and foundation communities and the general public.

### **2. How can the performance data collected and analyzed to date be used to identify benchmarks in the upcoming five-year plan?**

As was mentioned earlier, DOL indicates that the development of improved performance metrics, mechanisms to collect and monitor them and specific plans for disseminating relevant information to targeted audiences are high priorities for the 2013 – 2017 LSTA Plan. Moving this effort forward will require the development of both baseline measures and benchmarks against which to monitor progress. The qualitative analysis conducted for this evaluation that used input from the library community gathered through focus groups, interviews and a web survey offers some data that can be used to establish baselines for specific programs.

Other answers may be found in multi-state, regional and national cooperative efforts instead of internally. The work of IMLS to identify similar programs (online databases, library for the blind, etc.) and to create logic maps and results chains (the "Measuring Success" initiative) is a helpful step in this direction. Shared efforts are more likely to produce outcome-based evidence of the significance of LSTA funding on the lives of real people. Vermont should be an active participant in these efforts.

### **3. What key lessons has the Agency learned about using outcome-based evaluation that other states could benefit from knowing? Include what worked and what should be changed.**

Due to staffing shortages and limited knowledge of evaluation methodologies and techniques, it is difficult for DOL to develop a robust program of outcome-based evaluation on its own. In its last plan, DOL managed to identify some very specific outcomes but the vast majority of the data that has been collected is of the input and output variety.

The agency is hopeful that the work of IMLS with SLAA staff from across the nation to create assessment frameworks may result in mechanisms that will allow all state library agencies to collect, analyze and disseminate valid and useful information that can be used for decision-making and for the refinement of programs and initiatives.

The fact that this evaluation of Vermont's implementation of the LSTA Grants to States program is being conducted in concert with nine other states may also provide an opportunity for working with the evaluators to identify strengths in evaluation efforts by other states in the Northeast that

can be adopted by Vermont or by the COSLINE (Council of State Library Agencies in the Northeast) organization.

### ***IMLS Optional Prospective Questions***

#### **1. What are the major challenges and opportunities that the Department of Libraries Agency and its partners can address to make outcome-based data more useful to federal and state policy makers as well as other stakeholders?**

Design evaluation protocols, perhaps with assistance from a trained evaluator, and make sure evaluation instruments are put in place during the next round of planning, so that progress toward outcomes identified in the state plan can be documented.

Develop a “dashboard” for reporting data on a regular basis (daily/weekly/monthly), so that data is consistent and complete for each year and is immediately available to policy makers, program planners, and participants in Vermont. The goal is to make data readily available for state-level and local decision making, rather than merely to report it at the end of each year.

#### **2. Based on the findings from the evaluation, include recommendations for justifying the continuation, expansion, and/or adoption of promising programs in the next five-year plan.**

Continue Special Services Unit's:

1. Priority on digital formats with an eye to encouraging more self-service/downloads by patrons to decrease the amount of time spent handling physical items and increase staff time available for readers' advisory and outreach efforts,
2. Outreach activities, to ensure that patrons with special needs are aware of available services and face no barriers that discourage library use.

Move with all deliberate speed to the development of a statewide, open-source catalog through pilots, incentives to participate, etc. Continue and expand efforts to engage VOKAL in the conversation and planning related to the Catamount effort.

Seek alternatives to the “Resource Sharing Supplemental Grants” that continue to ensure interlibrary loan participation but that require the issuance of fewer individual checks to libraries. For example, the issuance of credits (like frequent flier miles) that could be used with book vendors through a single State contract may be a possibility.

Continue regional library consultants and focus their work on support for local libraries' conversion to the statewide ILS and the implementation of digital downloading initiatives.

Continue CE, focused on three areas:

1. Capacity to convert to, use, and maintain statewide ILS, cataloging, ILL.
2. Certification requirements
3. Innovations – e-books, e-government, digital creativity centers, succession planning, market research, etc., to stimulate thinking and attract librarians with more education and larger libraries.

Continue statewide children's services – consulting, awards, summer reading, (but not children's book exhibit center)

Assess usage of online databases and retain those receiving usage and either promote or discontinue those not being used.

**3. Based on the findings from the evaluation, include recommendations for justifying potential cuts and/or elimination of programs in the next five-year plan.**

Because Vermont's population is among the smallest of any state in the nation, Vermont's LSTA allocation is small. The Green Mountain State receives the third smallest LSTA allocation (trailing only Wyoming and the District of Columbia). Starting with a small base certainly makes program cuts all the more difficult.

That said, DOL should seek alternatives to LSTA for funding of attractive and important programs that may be of interest to foundations or individual donors. For example, DOL might explore the feasibility of the establishment of a foundation (or the inclusion of programs in an existing foundation) as an ongoing source for cultural programming, movie licenses and other programming initiatives. This strategy is by no means an indication that these programs are not important or that they haven't been worthy of receiving LSTA funding. They have been selected solely because they would appear to be programs that might realistically garner private, rather than tax, support.

Vermont should also reassess the processes used in the Technical Services Unit and in the Reference Services Unit. As was stated earlier in this report, these units perform some critical functions; however, DOL should seek ways to streamline them. One possible strategy would be to start with a desired outcome (e.g., availability of MARC records for the statewide catalog) and to work backwards to identify different models in use by other states to accomplish the outcome.

Finally, all SLAAs that operate Library for the Blind and Physically Handicapped programs will be faced with the challenge of examining how that service is offered as it moves away from a model that involves the movement of physical items and toward a mode dominated by downloadable content. DOL should work with other states to determine what this shift means in terms of staffing and work assignments. DOL's Special Services Unit is positioned for this transition rather well. Any savings in staff time needed to carry out the LBPH function can be redirected to other quality outreach efforts.

**COSTS ASSOCIATED WITH THIS EVALUATION**

- Cost of contract with evaluator \$ 19,200
- Internal (SLAA) cost estimate \$ 3,293
- \$ 22,493

**Internal Cost Estimate**

8 DOL Staff members at on-site visit with Himmel & Wilson: \$ 2,116 (salary/benefits and mileage)

State Library Agency Head: Preparation for site-visit; reading draft survey and offering suggestions; compiling lists of candidates for focus groups and interviews; reading draft report and providing corrections/suggestions: 20 hours = \$ 1,067 (salary/benefits)

Other DOL Staff: Contacts/Arrangements for focus groups/interviews: 5 hours = \$ 110

## Appendix A: Focus Group Summary

Four focus group discussions were held: one each in Rutland, Shelburne, Montpelier, and Brattleboro. Participants came from public, special, school, and academic libraries. While a majority was library directors, there were also trustees, youth services librarians, cataloguers, ILL librarians, and a representative of the library association. A total of 34 people participated in the sessions.

### Rutland

11/21

There were eight participants in this session.

#### ***Which LSTA-funded or jointly supported programs has had the greatest impact on your library?***

For me personally, it's the talking book services: descriptive videos, large print books, NFB—news service. The new digital players are so much easier to use.

As a school librarian, it's WebJunction and the VT Center for the Book.

The databases are important to me; we have a focus on medical materials at our library and even though we have specialized resources, there are some of the general databases that we use. I'm registered to borrow through VALS.

Our catalog—small consortium—DOL was very receptive to get school on DOL page.

ILL is valuable to the college.

ILL is important to us; Rutland is a net lender.

VALS is wonderful. It's wonderful to have the databases although they're not used enough. They need more marketing.

ILL for this state is one of the best things. All of our libraries are small.

We do need a way to deliver interlibrary loan.

Rutland absorbs the postage except for the small kickback from the state. We have a volunteer doing ILL packaging and shipping. Otherwise we really couldn't afford it.

We use staff for ILL—mailing and shipping is very time consuming—might simplify the shipping.

As a patron, the big thing is interlibrary loan.

Databases—I'm aware they exist but they're more specialized. My connection is trying to get books through ILL.

We don't have a system in place for tracking ILL locally. We can't afford an expensive ILL system like ILLIAD and don't have patron initiated ILL. Our interlibrary loan system is kind of clunky.

Databases—we direct students toward them.

Opposing Viewpoints gets used a lot in the schools!

I'm part of VEMA. They were in tune with DOL; we wanted e-books.

Is the Green Mountain Consortium eligible for LSTA funding? It would be good if they could get grants to help acquire e-content. That would help; we can't provide enough content to meet the demand. The alternative would be for the State (DOL) to take it on in a big way.

***Where does innovation live in Vermont libraries? Where do new ideas come in?***

For a long time it was coming from us because the state library wasn't very forward thinking. So it had to come from individual libraries.

When my school automated, DOL couldn't figure out what to do with me.

I really think that the DOL website and ILL were very clunky. They're (DOL) is getting better.

Innovation comes from libraries, but is supported by DOL. They've been good about trying to work with multiple automation systems.

The state library is supporting Catamount Library Network (open source system)... a collaborative of a few of the larger libraries.

The VOKAL group—there are about 16 sharing that. It would be wonderful if the state could support those efforts more.

I've been here 24 years and I've seen the state library agency cut and cut and cut. They are curtailed...it's hard for them to innovate.

I'd point the finger back toward the State government.

VT is one of only eight states without state aid to libraries.

***How have LSTA programs furthered interactions? Collaboration/Cooperation?***

The Dorothy Canfield Fisher, Green Mountain (book awards)... bring schools and public libraries together... bring the teachers, students, parents into the public libraries.

The Mother Goose program and the book awards foster cooperation.

We share materials for these programs with the schools. These programs provide the opportunity to work together.

Red Clover program means that virtually everyone in K-4 read the same books.

It does seem like there is a lot of support for the summer reading program as well.

I suppose that the small interlibrary loan grants foster cooperation in that they're an incentive to participate. The small amount of the grants wouldn't make or break participation for us, but for some of libraries, the very small amounts may be the justification that directors need to convince their boards that they should participate. I'm really not sure.

***Where do you find continuing education programs?***

There's certification support; Web 2.0; WebJunction opportunities

The continuing education program that the state does doesn't have much to do with us, but we need other kinds of training for MLS staff. It's very valuable, but not that much to do with larger libraries.

They concentrate mostly on the very small libraries, which isn't surprising given how many of them there are.

A portion of the trustee curriculum includes a session at the State meeting of town officials. It's a great opportunity for trustees to meet other trustees.

***What's the role of the Regional Office?***

There used to be real regionals; used to have workshops; used to have collections. Now it's only consulting support. It's hard to get people to the workshops when they're not held in your part of the

State. I've really been back and forth in my thinking on traveling; there is a real value in meeting together, but it's really costly and time-consuming and money and time are the two things that are in short supply.

I think that the south gets left behind all the time.

### ***What should be priorities for the future?***

I would like to see more community programs among libraries.

I think the VT landscape is schizophrenic; lots of very small libraries.

The state library is trying to serve very different needs.

If the community doesn't want to support a library with their own taxes, is it the state's responsibility?

The public doesn't distinguish between local, state and federal funding. They just want service.

It's a problem in figuring out priorities when the libraries are so different.

The DOL thinks of itself as supporting all different levels.

Maybe we need to look at it differently — instead of providing services to all Vermont libraries, providing services to all Vermonters!

Should the state be thinking of Vermonters as their target audience? I think that diminishes the role of the local library. DOL's clientele should be the libraries.

Libraries need to reimagine---could the state provide a state library card?

I know in Cavendish the school and public libraries are merged. Is that a good model?

Before we went to the consortium, we had a discussion and we formed a community consortium with the school. It worked OK but neither of us had the resources we needed to do much.

### ***Anything else? Do you have any other comments/ideas you'd like to share?***

Libraries are silos — LSTA provides one of the real opportunities to build bridges.

I like what Chris said about a state library card.

DOE used to have a liaison to school libraries. They don't anymore. Grace serves that role somewhat, but it's way too much for one person to do.

Statewide library card—Michael said Marty (Martha Reid – the State Librarian) said that's our dream.

VOKAL and CATAMOUNT need support. We need to consider bundling the dollars that go into the nickel and dime ILL grants to libraries and do something big.

From what I've heard and what I know, DOL is moving libraries forward. We need the help getting the libraries better local support.

I don't have much to say...I've seen a big change. Marty is addressing the big issues—universal access, Broadband. They jumped into action on the hurricane with every day updates. They really did a fantastic job on this!

This has been extremely educational for me as a newbie on the scene. We've been talking about the State Library needing more resources. They may need more money. If they're not able to do their job, they need to build their capacity. I'm struck by all the talk about the technology hurdles. They're real, but they may be exaggerated. Getting to a statewide library card isn't a technological hurdle. It's more a financial and political hurdle. The real challenges are social, cooperative, and political. The State could be more active in setting the timeline and work aggressively toward it.

CATAMOUNT doesn't need to be pushed off into the distant future. State needs to work nimbly; my main concern that they aren't being nimble, aggressive enough.

**Shelburne**

**11/21**

There were 10 participants in this session.

***Which LSTA-funded or jointly supported programs has had the greatest impact on your library?***

Connectivity through interlibrary loan is clunky, but it works.

Summer Reading Program— Literacy – from early literacy through adults

We take advantage of the work of the technical services unit.

ILL— we're a net borrower so it's important to us; LSTA provides the infrastructure.

The regional consultants are always important to small libraries.

Vermont online library (VOL) has a reasonable cost for what we get out of it.

Periodic review sessions on children's resources and services

ILL—email system

Support for the Dorothy Canfield Fisher book award program

Vermont online library (databases) — the cost is ridiculously reasonable for us. Power Speak Languages;

Biography database

The databases are a pretty nice supplement.

Movie licensing—we show three movies a month.

First Wednesday Library programs bring 100 people into the library each month.

Midstate Library Center helps us.

Anything that Grace (children's consultant) does has great impact!

Continuing education is wonderful; I don't have an MLS and it keeps me current.

Some people want a next level of continuing education for those who have been here for a while—more in youth services.

I agree—what's available is a practicum, but that begs the question... what's next?

Continuing education is important to our part timers; it gives them confidence.

Web 2 catalogs are clunky, but they are a huge improvement over what we had.

Special services—I don't purchase large print, but I get a rotating collection that helps. We couldn't offer any large print otherwise.

Anecdotes of success/impact:

Seven years ago we saw a need in nearby towns, so we have done some summer reading programs off-site.

At least one person went on to get an MLS from continuing education.

Networking is important. I know I have connections with lots of people through YA listserv.

It helps us make the connections we need for programming; ideas and advice.

That's very much the case for us.

We're getting lots of links to webinars, but human (face to face) is nice too.

***Where does innovation live in Vermont libraries? Where do new ideas come in?***

Lately, it's in the consortiums: Green Mountain Library Consortia.  
Within our community a lot is patron driven; you need to be nimble.  
UVM has a lot of new initiatives.  
In VT we're at the end of the line; having the next level of continuing education could help with innovation.  
More of a creative thrust is needed.  
Even post MLS needs continuing education. What's available is very rudimentary.  
I would agree.

Early literacy: the state has taken the initiative and it has been tremendous. That initiative is tied into national trends. The book award programs, Mother Goose, etc. have all been good for literacy and for building connections between public libraries and schools.

At the school and academic levels we often have a technology department that is separate, but close by. That can be important (to innovation). We end up looking at the new technology and new continuing education mechanisms used by the teachers.  
Having someone who is tech savvy allows you to make more innovative choices.  
I've seen innovation as recycling old ideas in a new way. We have to do innovation on a shoe string. That often means that we don't do bleeding edge stuff. We recycle ideas for using more mature technologies.  
VT is so small and has such small libraries; some libraries are open 10 hours/week; the state has a wide range of innovation to support.

***How have LSTA programs furthered interactions? Collaboration/Cooperation?***

Regional centers foster cooperation between and among the public libraries.  
As we were developing policies, they helped us by sharing what others had already done.  
About 26 libraries are participating in the KOHA project. That takes cooperation to a new higher level than we've seen before on library automation.  
Resource sharing grants are helpful for postage. We weren't showing up on VALS and then suddenly we were. Suddenly we had requests and the subsidy for postage helped us justify our participation.  
If you don't lend, you can't ask.  
The grants are really small. I think they may be more bother than they're worth.  
Being involved in Green Mountain Book Award has allowed us to work with schools and the school library association. Summer reading—full of lots of ideas. The guide and performance booklet are very helpful.  
The Midstate Center helped with meeting space and with computer use.  
I was really impressed in the collaboration on selection of databases for VOL: process of the checklist, discussion—it was complicated, but the process made it easier.  
The material review sessions are a place where I can expect to see people from around my area.  
Start up of the Dorothy Canfield Fisher (DCF) blog has been a great asset for kids to talk about books  
DCF is main way that I collaborate with school libraries.

***What about outreach/extension?***

Teresa is always helpful in regard to the technology. Seniors—communication is good from that unit (Special Services)

***Final say? Anything else you'd like to add or stress?***

I'm looking forward to a time when there is more money! It's difficult to provide services with limited staffing. Their cuts (state library) were really felt. Things like the statewide catalog have been delayed. Statewide catalog would be awesome because it would be accurate and real time.

I appreciate the funds that come directly based on hits for requests.

I would really love to see inspirational continuing education beyond the basics; additionally, I love the book awards. Grace Greene is wonderful.

I believe things were better when DOE funded a school library liaison—it's unclear as to how LSTA funds apply to school libraries.

There are questions and no one at DOE. DOL has tried to help, but that just puts more on their plates.

Children's Book Exhibit Center—puppets

Great puppets; there are some really special things that some don't know are there.

Cataloging—the head of tech services has retired and they haven't hired a replacement yet. They must be overworked to death. But, I haven't noticed the difference yet.

Bibliostat for collecting statistics—from the state standpoint must save them time.

The other thing with continuing education—core courses are offered only once every two years and that is not often enough. Geography is a real problem. Webinars can help, but they're not a total solution.

Collaboration—VT libraries have discovered what resource sharing is, but there's a lot more room for the state to work with the consortia.

First of all—it's all about money. They (DOL) do a lot with the money they get. We're failing to point the finger at the state legislature. That's where the problem is.

The Midstate office is an old gas station; parking is bad; too small and has only one bathroom. It shows the low priority that State government places on libraries.

I appreciate the work of the DOL. One aspect that I'd like to see more of: the IT infrastructure needs upgrading. When I de-accession books with tech services, I have to send hard copy. This is why it's not accurate. They're short-staffed.

I want a stronger statewide catalog. My vision is to strengthen ILL and physical delivery. There is an academic courier. I worked in Wisconsin and it has hubs throughout the state—vans—that is more efficient. It's worth exploring.

Resource sharing and consortial buying are important.

You can't buy if you don't have any money!

There were 7 participants at this discussion session.

***Which LSTA-funded or jointly supported programs has had the greatest impact on your library?***

First Wednesday programs have a big impact. They help focus community attention on the library. VALS—we could not offer services without VALS

The e-mail ILL software could be a lot better. It's functional, but that's about all.

We have a definite high use of ILL resources through UVM.

I can't imagine functioning without ILL/resource sharing. Most of the libraries in the state are very small and have limited collections. ILL makes many libraries viable. People come not because they think that the library will have a book but because they know that the library can get it for them.

They can search the databases; ask for any book.

We feel like we can call DOL for help about almost anything.

Vermont Online Library is very important; great price; part of our offerings selection.

After patrons leave, they can still use the public library, which also has the resources there.

Databases are not used that much *in* the library; it is mostly remote usage. It's not that easy to use for people accessing the databases from outside. That's something that needs to be addressed. The authentication process places barriers in the way of access.

The databases are underutilized; there's definitely a gap between the resources and the usage.

Authentication by individuals is a problem. It appears to be an issue of training, ease of use.

Print reference resources were also hard to use. With the correct piece of paper in their hand my 9<sup>th</sup> graders use the databases just fine.

It may also be that people may lack an awareness of what's there.

Ease of use of the database isn't the problem.

Oposing Viewpoints is a great resource for schools. We use it in the academic libraries too.

Authentication is a major issue.

Clunky ILL—frumpy. We need a new ILL solution.

A true union catalog is needed. WorldCat could be a potential union catalog, but it's too expensive for small libraries unless the state was willing to pay for it.

Norwich is using WorldCat. Most of the colleges have their holdings in OCLC; there is a problem though; the holdings show up as a State library holding.

VT libraries are "siloeed."

The issue is funding and independent spirit/culture. The Department of Education consultant retired and wasn't replaced. There's nobody there at all to deal with libraries. DOL has taken up some of the slack. Grace is wonderful, but she has a full-time job without serving as the school library consultant.

I appreciate the opportunities to meet with colleagues that some of the LSTA programs provide. The book awards, continuing education, etc., all contribute to building the library "community."

With the Green Mountain Consortium—Recorded books contract...there was a feeling that there was a competition going on. It looks a little like a competition. Process of trying to reestablish leadership is a bit of a tricky process. Could the state underwrite some of the Green Mountain activities?

***Where does innovation live in Vermont libraries? Where do new ideas come in?***

Some of the consortia leaders have moved on. DOL is seen as a benevolent but powerless (no money) entity.

Our library is part of KOHA and DOL is funding CATAMOUNT. It's a key for the future.

ILL is very clunky.

State Librarian has been pushing, but they're two years behind in adding records.

Postage is too expensive; I don't know why a courier is so complicated.

Courier is so expensive it's off the charts. We're talking about so many sites.

Under Marty's (Martha Reid – State Librarian) command, it's a real improvement in regard to innovation. DOL is looking forward now.

The consortia, association conferences, there are lots of examples that we're starting to break out of the past.

Digital innovation is coming from the school association.

The continuing education webinars are good; they are open to the school librarians.

The consortia were frustrated with the previous state library administration.

I've been frustrated by the fact that everybody had to go through the whole process on their own; even without a lot of money, leadership from the DOL could make, and is making, good things happen.

My staff goes to schools to teach VOL databases.

Libraries are all about sharing—that's our mission. Connecticut is more integrated through their website. We need a better website.

***What should be priorities in the next five year plan?***

Usage is being informed by the downturn in the economy...job searching, Wi-Fi access for those who don't have broadband access at home. Lots of people don't have access even if they're willing to pay for it and others have cut out their Internet access because of the economic pressures.

There are lots of ideas; it would be great if DOL could sponsor a statewide wireless initiative.

DOL provided regular support in response to the disaster; that's been much appreciated.

Some of the things we need to work on are IP statewide authentication for the databases, direct lending, union catalog and a single statewide card.

Under the current pressure, we're getting desperate. There has to be a better way.

What if we think about the power of larger organizations and bring them to bear?

I like to think of VOL as a kind of cooperative.

Marketing is needed; lots of people don't know about DOL; libraries suffer from an image problem.

Information literacy—push to get an information literate population.

Create a statewide hotspot at libraries; make Internet access part of the mission of the small public library.

45-50% of public libraries in Vermont are still not automated. The lack of clarity—"we don't need the library any more" attitude is hurting us.

Willingness to cooperate is a real plus for Vermont.

We need to keep the money for Grace to do the reviews!

The book awards are important.

I would focus on the online; break down the budget barriers and work together.

Maybe what we need is a state system of libraries like Hawaii.  
A lot of ideas are behind the scenes: GEO location for authentication, for example.  
Statewide card, courier.  
Big picture is great, but we also need to do a few of the simple things.  
There has been a focus mainly on the public libraries; we should shift to public, academics, and schools together.  
Two things they could stop paying for are movie licensing and HeritageQuest.  
I need the movie licensing!  
HeritageQuest is really used at my library!

## **Brattleboro**

**11/22**

There were 9 participants in this session.

### ***Which LSTA-funded or jointly supported programs has had the greatest impact on your library?***

Summer Reading program: state helps support SRP with materials. Children are encouraged to come into the library, gives us great visibility in the community.  
Planning workshops; program planning  
Summer entertainment grants--\$100

ILL means a lot to me.

I really agree on that.

We borrow heavily from UVM and Dartmouth through the cooperative agreements that the State has set up.

On the ILL system software: it's pretty wimpy.

But ILL is so much easier when we can do so within the state.

Another thing that's really important is the negotiated discounts that we get from Baker & Taylor. I don't know that LSTA has anything to do with that, but it's a great benefit we get from DOL.

ILL is extraordinarily helpful; we lend more than we get.

The way we do ILL in the state (US mail) is becoming untenable.

Our postage budget is now \$10,000.

US postal service has a cheaper rate, but it still costs way too much.

The union catalog isn't up to date; we really need a statewide shared catalog system.

Only thing that worries me, we need a statewide union catalog, but how are we going to pay for it?

Texas has done it right; they have federated searching system across all types of libraries.

Children's awards have an impact; they really excite the kids and the awards go across the school/public boundaries.

Dorothy Canfield Fisher books have become part of the curriculum. It connects schools and public libraries.

Kids love going on the blog; they know about the books!

I wish there were more ways to encourage schools and public libraries. There should be something else to bring us closer together.

Seeing that the use by teens is low, we should figure out some way to engage that group.

There's a lack of continuity between schools and public libraries.

There are calls for cooperation at our town meeting; the public wants to see collaboration.

Efforts to try to attract teenagers are like the congressional "super-committee"... we tried and have failed.

The goal for teens is making them feel that they own it.

Our library has had some success through summer reading. We started young and added one grade year by year.

LSTA summer reading does have an impact for us.

Movie licensing is a small thing, but it's something that we take advantage of.

Databases are important for teens. It's a primary resource for homework and papers.

We need more help and support for VOL. It's a great resource, but it needs to be more student friendly.

The databases are underutilized in part because they're too academic looking.

### ***Where does innovation start in Vermont libraries?***

Green Mountain Libraries/Consortia

You have to be an entrepreneur to innovate. It's hard to innovate without money.

We get a lot of support but little or no money from DOL.

The consortia are responsible for most of the innovation recently.

The State (DOL) needs to be more nimble.

The perception that the state is going to be quick is unreal. It's not going to happen. They're stuck in a bureaucratic environment that prevents them from innovating. They have lots of good ideas, but not much support from the legislature.

Really forward thinking people raise the bar for all of us. We're in a much better place than we were a few years ago.

I agree, new leadership at DOL has led to more innovation. It's been a big change with Marty.

Open source leadership—Marty is pushing the envelope.

We don't have enough e-books.

### ***What should be the priorities in the next five-year plan?***

Broadband availability—so many resources are unavailable because we lack good broadband access.

There is an opportunity to push for broadband; we need more organized advocacy. It's a big issue with economic development, education, and public engagement ramifications!

Make libraries a "Statewide resource" with universal Wi-Fi access.

It could definitely be good for libraries to be closely linked with the push for broadband access.

This takes some strategic planning.

Leadership and planning; a lot of time but not a great deal of money.

### ***Anything else? Are there other ideas or comments you'd like to share?***

I'm worried about the next generation of library leaders. Where are they going to come from? I'm really concerned about aging of librarians; there's a big change coming.

I was looking through the whole list of grants: the \$50 here and there helps—it provides the ability to do the little things that would be impossible to do otherwise (interlibrary loan).

I applaud the efforts to get libraries together.

Personally, I think that the major issue is bridging the digital divide that exists in rural areas.

Libraries should be at the Technology JAM event. We need to be seen as directly connected to technology advancement.

As a school librarian, I feel disconnected from public libraries; we need to engage schools more.

Summer Reading Program is one where we DO collaborate. The book awards too. That's something that we can build on.

I do use the state Special Services Unit.

## Appendix B: Personal Interview Summary

Eighteen individuals identified by the Vermont Department of Libraries (DOL) staff were interviewed via telephone. The purpose of the interviews was to provide background information for the consultants and to gain the perspectives of Vermont librarians and supporters regarding the impact of LSTA funding in Vermont. A list of those interviewed follows the compilation of the comments made in those interviews.

### *Which of the LSTA funded programs have had the greatest impact since 2008?*

Certainly the funding for resource sharing and the access office at UVM and any funding that underwrites the Vermont Online Library (VOL) have had a big impact. I'm sure the DOL children's services have been a real boon to communities.

The Vermont Association for the Blind works with the Special Services Unit; Teresa has trained our teachers on how to use the new digital players. One student liked Dr. Seuss, so Teresa put 10 of those books on a player for the student, but she also thought other students would use that too. Teresa has come to our conferences; she's reaching out to staff and teachers. There were two kids at one school and Teresa went with our staff to visit the school. Teresa is also bringing a Vermont writer to our conference.

We work with DOL Children's Services, specifically, Grace Greene. I'm sure all the LSTA funded programs are critical, but our piece is specifically with children. We work yearly on the Red Clover project, which is cosponsored with DOL and two other organizations. It's a huge program, 25,000 kids K-4<sup>th</sup> grade vote to choose the books. The Department of Education provides 220 schools with the 10 books. Grace sets the calendar, calls the meetings, etc. A committee of 8 chooses the books. We don't receive any money from DOL, just the time that's invested.

DOL asks for a wish list of books for the library here at the juvenile detention facility "and they come through." I have no idea the amount of money involved. The kids here have a tremendous range of capabilities and reading levels. Kids tell me they've never read a book, but after a while they talk about books here. I ask the kids what to ask for when I'm preparing the wish list.

VOL databases—Gale especially. We get them at a huge discount; we pay approximately \$500 for a wide range of databases. We recently merged our catalog with VALS (Vermont Automated Libraries System), so people can see whether we own materials.

We also use ILL; borrow more than we lend. We borrow primarily from other schools and DOL, sometimes academic libraries. (We have a signed agreement to lend and borrow, but there's no reimbursement.)

VOL is really important; it enables Vermont libraries to rocket into the new century. ILL has always been huge; it hasn't changed much since 2008.

There's a task force studying ILL right now; they're looking for a more efficient process. Our library is one of 5 to create a union catalog. It'll probably be Open Source. DOL is the 6<sup>th</sup> library involved. They got it rolling/they spearheaded the pilot. It could ultimately be a statewide catalog. In the shorter term the task force is looking at other states to examine delivery via a courier.

Our budget would die if we had to pay the postage...also staffing—DOL staffing at the access centers.

First--ILL—we're one of the larger libraries and ILL is what we value most. In the last couple of years DOL decided some libraries could handle out of state requests. We've wanted DOL to handle those for us, and about two years ago they changed. We're net lenders so they handle our out of state requests. It's only 15 or so a year, but still...

Second—the help of the district coordinators. The personal touch is an important service. I've advocated that they close them all, but so far they've closed only four of them. Mid-state is still open. Our district consultant works from an office with a phone and that's all that's really needed.

Third--leadership on the statewide computer network. They've hired a consultant to evaluate Evergreen and expect recommendations in March. That has been a need for years!! They have undertaken supporting five libraries on a trial basis to do the open source. We're waiting for the state to decide and then we'll just go with them in their decision; we just need the direction.

There's a suite of Gale Cengage databases; we pay a lot less because the databases are shared statewide. DOL has a formula, sliding scale payments, for databases, still saves us a lot of money. There's also a person here paid by DOL to do ILL and document delivery several days/week. We don't have to do the ILL; she does it. We also get about \$2,000 to supplement resources.

Number 1 overall is ILL; it's invaluable. We have small libraries in Vermont and the collections overlap a lot—mostly popular materials. So having access to the libraries at UVM, Dartmouth, the State colleges, and Middlebury is important.

I call my regional librarian, Michael Roach, all the time; I've worked with him for 8 years. He has answers, advice, and is always available to come to talk to your board. Special Services librarian now is very pro-active. She is extremely proactive...you can't not know about the service because there are lots of communications from Teresa.

DOL is excellent; we call them for books. The nursing home is near the state library, but they also mail things to us to fill special requests. I've dealt with them for years. They have BiFokal kits I borrow. I'm really impressed with the digital books. They're the "cat's meow!!" They're lots easier for residents to use that the tapes were.

My school library uses all the DOL services—ILL a lot. My collection isn't as extensive as is needed even though it's well funded. We borrow more than we lend, rely on the regional library too. Just last month I ordered two sets of books from the regional library. One was for the book club and one was a collection for a teacher. We use VALS to find out where things are; we'll pay for the return shipping. They also have a great professional collection that I borrow.

Grace Greene is a fantastic resource. There's lots of interaction on the listserv. Grace answers lots of questions on the listserv. Twice a year Grace does a book review. You can attend or see the DVD that they make of it. Covers books from pre-school through high school and is held in four places around the state. The Summer Reading program is wonderful. They're doing a contest with students about it right now; want to involve the kids in the planning. Summer Reading gives libraries the chance to have performers.

The public library's budget is \$56,000. It has a director and several part time staff. With a budget that small it's hard to get guest performer. The Summer Reading program provides reading logs, stickers, bookmarks, etc. We couldn't afford that without DOL help.

It's ILL. It's good because it's an ongoing program. DOL does all the out of state requests for us and consequently my library doesn't have to join OCLC. DOL has greater clout in filling ILL requests. Sometimes when I used to send ILL requests to out of state libraries, especially academics, I never received any acknowledgement that they'd received the request...just limbo in trying to tell patron about it.

The DOL continuing education programs are fantastic and should continue.

The Special Services is most remarkable. Most of my clients are older than 55 and trying to stay in their homes. Books are among their only outlets. The new machines are a blessing; they're easy to use and life savers for many who can't get out. The descriptive videos are good too. We still use large print too. I call Teresa for help with programs and she finds resources for my programs.

The DOL employees make a real difference. It would really affect libraries if the VALS system and children's services weren't there. We have hardly any regional library services any more. Resource sharing is really important. There's very little support for libraries other than LSTA. LSTA has supported resource sharing, broadband partnerships, and academic connections.

### *What specific improvements have taken place in the last five years?*

Digital resources have expanded exponentially. We've seen lots—language instruction, career counseling resources...essentially the databases.

The digital book players

Over the last 4 years resource sharing grants have become important. The VALS software upgrade let our catalog be searched live. There was a tremendous increase in our ILL then, really taxed our services. DOL gave us grant money for sharing. We use it for part time staff to handle the ILL increase.

There have been the improvements to VOL and the funds to us for staffing ILL. They're talking about online resources, classes to help librarians find stuff that people can find and use in the databases. DOL used a committee to decide which ones to buy.

We were put in a different group for out of state borrowing (DOL now handles that for me). We don't get lots of out of state requests, but it didn't happen at all when I first came here. DOL workshops are good for some things, but staff here is too stretched with the new facility to have time to attend workshops. E-books are causing the biggest problem here; each one is a bit different. People are very happy with them once they figure out how to use them.

The change in leadership at DOL is refreshing. Even with lower resources, the tone is "let's try it" ...it's a great change.

There's some talk about the VOL databases; there's a committee selecting them. I'd like that to be more open in soliciting feedback about what we'd like to have.

Universal Class database—DOL has a 2 year contract; it's online free classes to the public, everything from knitting to statistics. It needs lots more publicity to get people aware of it and to use it. It's a good idea; it came from some money left over from something else. (Marty found the money and suggested the database)

Could DOL do an annual customer survey? (He was looking at the current LSTA plan for VT). He's unaware that that's been done. Maybe a survey could be done every 2 years.

The new director of Special Services is more pro-active than her predecessor. She brings the issues of this population to our attention.

The new VOL contract gave us access to more resources.

Resource sharing—DOL sends money directly for ILL postage; that's very helpful. It's the only direct reimbursement we get.

Downloadables and digital books

My biggest concern is that less money means cutting back. Our service in Vermont runs smoothly and Teresa keeps us informed. We're getting more information than we used to. Teresa comes to our board meetings to let us know what's going on.

*What changes in the way LSTA funds are expended would be appropriate?*

Any advocacy would be good. People think everything is on the web, but we need to disabuse people of that notion. It's broad, beyond advocacy to include information about what's available and what libraries can do to help people.

I have always thought DOL got it right. They enable the big systems in Vermont to do things and that lets little libraries do their services better. It doesn't make sense for LSTA funds to come directly to libraries; it should come through DOL to target programs that have statewide value. Statewide makes the most sense to me; the cultural programs are nice, but statewide projects are more important.

DOL is doing a good job now; any help is welcome—e-rate helps with technology. But, there's never enough money. The regional center is a big help; I go there weekly to borrow things. Special Services is helpful too.

We don't use DOL reference much; we just don't think of calling them. I know there's a walk-in service and they serve state government. I'm not sure about any interaction with DOL Technical Services. If they closed the final regional, maybe that would free up some funds.

The small amount of money that we get for collections is good; we're grateful.

LSTA is used very well in Vermont. Everybody benefits. When the big Freeman Foundation grants money was spent, the grants were gone. So DOL doing things statewide ongoing is a good thing.

Lots of the old (LBPH) machines are still out there and many really elderly clients don't want to change. But many clients are using Kindles, streaming, etc. I'd like to see better coverage: more categories and a better selection for the newer equipment that's available.

Vermont makes very efficient use of LSTA funds. It's well used here although we've always looking for new ways to use it efficiently and effectively. The conversations are ongoing—how much money has gone to little libraries, and how has it enhanced their viability? We need to provide something to all Vermonters.

*To what extent has Vermont's implementation of its LSTA Plan furthered the purposes of access, resource sharing, special needs, and strategic partnerships?*

Access—that has been very successful; we've come a long way in providing electronic information. Resource sharing—extremely successful; there's a modest stipend for sharing print resources, it's modest, but it underwrites the cost of postage, etc.

Special needs—don't know

Strategic partnerships—we're underway there. There's more to be done, but DOL reaches out to the library association and other state agencies. There's greater awareness of DOL and what it does than in the past.

We've getting more help under Marty...that's new. Marty has fostered partnerships. Our own funding for the project comes from a private foundation. The amount of collaboration is much different with Marty than with her predecessor. Marty encourages collaboration and cooperation.

Librarians here at the Medical Library have offered a class on health information with DOL. Many health sciences libraries use DOL ILL. I wonder if DOL has licenses for some databases. I would like to expand that, piggyback to add more databases for medical professionals—do cost sharing. DOL is very proactive in getting out there to help other libraries.

Partnerships—the State Division for the Blind and Visually Impaired works closely with Teresa Faust, the consultant at DOL. Teresa is on our advisory board; Teresa and I are on an outreach committee that's focusing on rural areas. The committee has people from DOL, my division, and the VT Center for Independent Living as well. They'll be developing a calendar so they know what's going on and can partner with others, do things like technology demonstrations at fairs, etc. We'll share a table with DOL Special Services.

Access—very successful; it's a huge part of what they've done: the three book awards and VOL are examples of getting people to see what's available to them through libraries.

Resource sharing—changes are coming in ILL; ILL has increased and now we can look at live catalogs and actively pursue projects to do that.

Special needs—I'm glad there's a Special Services Unit. The current person there makes that more visible to us than her predecessor did. She has been very helpful. I refer people there, but I'm less aware than I could be. It seems there's less focus on letting local libraries be involved.

Strategic partnerships—DOL does a lot; they helped us work with the Gates Foundation; got us training through Lyrasis.

Their work is sometimes invisible, but Marty is masterful at this—talking with other groups, legislators, etc. She helps to connect people with the services they need. I sense that we benefit from that. The new assistant state librarian (Christine Frieze) helped us with planning. She's interested in partnerships with businesses in particular. It's just starting to create advocates for libraries.

Access—my library is surrounded by towns that don't support a public library. They've talked about a statewide library card, but it's still in the distant future. Many here just don't have access to DOL services. DOL is helping, access is adequate because they're doing more online, but there's no access if a town doesn't support a library. I don't know if residents in those towns can use the databases or not.

Resource sharing—support for ILL and VALS is adequate.

Special needs—seems to be doing a good job.

Strategic partnerships—DOL seems to be positioning itself in a more public role; they're doing better job with partnerships.

Partnerships-- Vermont Humanities Council programs for the general public happen in libraries, historical societies, museums, etc. We run reading and discussion programs, 1-5 sessions; have 60-80 speakers in our bullpen. The vast majority of programs are in libraries.

DOL gives support for the program, i.e. Ken Burns spoke and showed clips of his TV programs at one session last night. In another town it was a program on prewar life in Nazi Germany. We get remarkable turnouts for these. After the Burns presentation two people told me...one said it makes me want to be a better person; another said it makes me want to read more history.

We're always looking for ways to get the word out about the (Humanities Council) programs. We make sure the nine sites are regional, not just the town hosting the program. It's a great collaboration and partnership. We can't do without the libraries. These are not latchkey programs. We also do some literacy programs. In previous years the children's librarians have done literacy/family literacy for us.

Access-strong!

Resource sharing—I don't have a strong sense of that. The money we get is valuable, but I don't know about increases or decreases in that.

Special needs—very strong! DOL really promotes that area.

Strategic partnerships—I'm unaware of those.

### *What should the priorities be for the coming five- year plan?*

To build on the digital resources (add databases), especially for small business development.

VT Assoc for Blind: Continued collaboration is important; continued work to build public awareness is important. There's lots of turnover in teachers and students, so there needs to be constant PR to schools and families.

As a private citizen I would like to see a better system of ILL, make it easier to do from home, get better serious fiction and nonfiction. The libraries in Florida are better. We had van delivery and regional collections before (access to the regional library collections). Now it's harder to get things on ILL and the process isn't intuitive.

Goal 1 of the old plan is still the most important; closely related in Goal 4—access to all materials for all Vermonters, including people with disabilities. Broadband isn't a concern here, but it is in other areas of Vermont. Marty has actively shared information on that. Expanding and assuring all public and school libraries have increased broadband access; we're not there yet...make it happen. I'd roll all four of the Goals into one!! Online access provides access to people with disabilities too. Stress All Vermonters!

Get us a new ILL network and statewide catalog!! That would have a huge impact. If it's easier for people to get a book via Amazon, that's what they'll do. We need to stay competitive. The whole e-book thing is just developing in Vermont; we must get materials into people's hands.

E-book kinds of things and ILL stuff. The contracts especially; we can't do that individually.

Getting the statewide computer network identified and then helping all the libraries move to that. The Green Mountain consortium (electronic) developed because DOL was inactive. The consortium and DOL need to get together and DOL needs to take over some of the projects, OverDrive in particular. DOL is looking at One-Click Digital program; there are two services now, there should be just one statewide. We need to develop more e-content (not digitization).

Creating a real union catalog and improving ILL delivery. The system isn't patron initiated now, so that creates more work than it would have to.

Get rid of the old (LBPH) machines. Make them disappear. I sing high praises for the State Library and its services. It serves all people, especially the elderly. Sometimes the only activity they can do is read.

Maintaining what they're doing well now; e.g., ILL. VOL gives us access to information and DOL has kept the price low so public and school libraries can afford the databases. We pay \$400-500 for VOL. The public library probably pays less. VOL provides access to journals, encyclopedias, reference books, newspapers. Having VOL means all Vermonters have access. Advocacy for literacy is important. Special Services isn't something we use much here, but every person should have access... your mind still works even if you have a physical disability.

None of us is swimming in money; the LSTA funds should be spent in the areas of greatest need. And keep the continuing education...put more money there.

Vermont is a high tech state and we need to keep on top of that in the long run. Make sure we're on the horizon with technology. Also take advantage of opportunities to educate more...how to look up things, etc.

*Anything else? Are there other comments you'd like to share?*

Having the LSTA grants is enormously helpful in providing citizen access in Vermont.

As the director for the Center for the Book, I appreciate the work they're doing in serving children. It would be nice if there were great resources and money for working with children.

We have fine leadership at DOL. Grace is incredible!

The medical library hasn't gotten any DOL grants. Marty is very pro-active; there isn't a direct relationship with DOL, but we'd like one.

Grace Green shares information through the library association and VALS listservs; Marty is on both listservs as well. They're great! Grace often sends information on book awards and upcoming events. Marty kept us up to date on the libraries in need after the hurricane; she sends out a newsletter. Marty also reminds us when the annual school library report is due at DOL. Other things Marty and Grace let us know about are things like discounts on copyrighted videos; job openings, etc.

A lot of our (vocational rehabilitation) consumers use library services; we hire a rehab teacher who visits homes, tries to sign people up for services (including LBPH services) Maybe the only thing people have to do (can do) is to listen to books. Teresa does a fabulous job of trying to make people aware of what's available.

E-books...I want us to have an enormous inventory. Right now we subscribe to OverDrive through the Green Mountain consortium. We must have tremendously more titles; much more content.

Workshops are good---how to do e-books, for example, and how to handle patrons and computers.

No---there's a delightful change at DOL with Marty. I'm optimistic!

We got a grant administered through IMLS that was used to purchase equipment and to hire staff to digitize collections. Center for Digital Initiatives...wasn't renewed the last go round; so, I'd like that re-established so we can offer the materials online. There's plenty to digitize and it would be a primary way to contribute to the state as a whole.

I'm a big fan!! Marty is creative, open, smart!

I would love to partner with Maine and New Hampshire libraries, be able to request more materials from there....do a tri-state network for resource sharing.  
The staff at DOL is great. We're really pleased with them.

She's very glad we have Special Services...do continue them. And, make flash drives available everywhere!

## Interviewees

Sally Anderson, Executive Director, Vermont Center for the Book  
Stephanie Bissonette, Head of Children's Services, VT Association for the Blind  
Lee Bonamico, Reference & ILL Services, Aldrich Public Library  
Marianne Burke, Head Librarian, UV Charles A Dana Medical Library  
David Clark, Director, Ilsley Public Library  
Lisa Elder, Department for Children and Families; Woodside Juvenile Rehab Center  
Joe Farara, President, Vermont Library Association  
Peter Gilbert, Executive Director, Vermont Humanities Council  
Annette Goynes, Librarian, Richford Senior High School  
Harriet Hall, Group Coordinator, VT Association for the Blind  
Peggy Howard, State Division for the Blind and Visually Impaired  
Bob Joly, ILL & Bindery, St. Johnsbury Atheneum  
Scott Lovelette, ILL, Kellogg Hubbard Library  
Susan Monmaney, Librarian, Montpelier High School  
Peter Spitzform, Librarian, Acquisitions and Collection Development, UVM Library  
Betty Thayer, Activity Coordinator, Woodridge Nursing Home  
Jeanne Walsh, ILL Services, Brooks Memorial Library  
Linda Williamson, Chair, VT Board of Libraries

## Appendix C: Web-Based Survey Summary

1. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services in YOUR library. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

	0 - Don't Know/Can't Rate	1 - No/Very Low Impact	2	3 - Moderate Impact	4	5 - Very High Impact	Total
<b>VALS (Vermont Automated Library System - Statewide Catalog)</b>	<b>6.2%</b> 11	<b>6.7%</b> 12	<b>2.2%</b> 4	<b>9.6%</b> 17	<b>14.0%</b> 25	<b>61.2%</b> 109	<b>100%</b> 178
<b>Resource Sharing Grants to Individual Libraries</b>	<b>32.2%</b> 57	<b>11.9%</b> 21	<b>4.0%</b> 7	<b>12.4%</b> 22	<b>13.0%</b> 23	<b>26.6%</b> 47	<b>100%</b> 177
<b>VOL (Vermont Online Library - Online Databases)</b>	<b>8.0%</b> 14	<b>8.0%</b> 14	<b>5.1%</b> 9	<b>11.4%</b> 20	<b>32.4%</b> 57	<b>35.2%</b> 62	<b>100%</b> 176
<b>DOL Technical Services Unit (Cataloging and Digital Bibliographic Records)</b>	<b>22.9%</b> 40	<b>18.9%</b> 33	<b>7.4%</b> 13	<b>17.7%</b> 31	<b>15.4%</b> 27	<b>17.7%</b> 31	<b>100%</b> 175
<b>Special Services Unit (Services to the Blind/Institutional Services)</b>	<b>19.2%</b> 34	<b>15.8%</b> 28	<b>10.7%</b> 19	<b>21.5%</b> 38	<b>16.9%</b> 30	<b>15.8%</b> 28	<b>100%</b> 177
<b>Children's/Youth Services Consulting and Services Including Summer Reading Program</b>	<b>4.5%</b> 8	<b>6.8%</b> 12	<b>2.8%</b> 5	<b>10.7%</b> 19	<b>22.6%</b> 40	<b>52.5%</b> 93	<b>100%</b> 177
<b>Motion Picture Performance License</b>	<b>11.3%</b> 20	<b>14.1%</b> 25	<b>8.5%</b> 15	<b>15.3%</b> 27	<b>20.3%</b> 36	<b>30.5%</b> 54	<b>100%</b> 177
<b>Regional Consulting Services</b>	<b>19.2%</b> 34	<b>10.2%</b> 18	<b>8.5%</b> 15	<b>14.1%</b> 25	<b>16.9%</b> 30	<b>31.1%</b> 55	<b>100%</b> 177
<b>1st Wednesday Cultural Programming Grants</b>	<b>45.7%</b> 80	<b>22.9%</b> 40	<b>7.4%</b> 13	<b>5.1%</b> 9	<b>7.4%</b> 13	<b>11.4%</b> 20	<b>100%</b> 175
<b>Universal Class Online Learning</b>	<b>24.3%</b> 43	<b>10.7%</b> 19	<b>7.9%</b> 14	<b>15.8%</b> 28	<b>21.5%</b> 38	<b>19.8%</b> 35	<b>100%</b> 177
<b>Continuing Education/Workshops</b>	<b>11.3%</b> 20	<b>7.3%</b> 13	<b>6.2%</b> 11	<b>15.3%</b> 27	<b>22.6%</b> 40	<b>37.3%</b> 66	<b>100%</b> 177

**2. Briefly tell us about the impact that your highest ranked service or services has had in YOUR library.**

Count	Response
1	All enhance our services and our staff's knowledge. The continuing education is fantastic!
1	Being a small rural library, the statewide catalog and resource sharing are invaluable.
1	Having access to all that VOL offers has helped us help students more than I can count.
1	I would say the highest ranked service that impacts our library the most is resource sharing.
1	ILL is the bomb.
1	It furnishes all of the materials for our relevant children's services.
1	Materials review sessions provided by Grace Greene are indispensable!!!
1	On our own, we could not afford these services that enhance our library.
1	Our children's library is exceptional. It's well attended by both parents and children.
1	Our patrons are very impressed with books we can make available to them through ILL.
1	Our regional field rep seems to help out our library more than anything else from Montpelier.
1	Our school utilizes ILL often. It is a very important service that we offer.
1	The Universal Class Online has been a tremendous asset for our community!
1	The summer reading programs help make our library a vibrant place to be all summer!
1	VALS and Vermont Online have attracted more library patrons and
1	VALS enables us to do interlibrary loan.
1	VALS gives our small library access to other info.
1	VALS is absolutely essential to our services for both research and pleasure reading!
1	VALS is an excellent supplement to our collection and helps us to ensure equity of access.
1	VALS is so easily accessible and user friendly. It rates big in our library.
1	We depend on ILL and Special Services (SSU)!!
1	We use the Gale databases and the Gale Virtual Reference Library a lot.
1	Yes
1	defer to librarian
1	Resource sharing, resource sharing, and resource sharing: we need it. Also anything that promotes libraries as 21st century life-long learning labs

Count	Response
1	We use VALS all the time for our patrons. As the youth services librarian I find the services available from the DOL invaluable: I use the motion picture license at least twice a month. Our patrons use the VOL on a regular basis. Continuing education classes are our best way to keep up with all the new library information. It has been important to our library to have regional consulting services available for our trustees as well as our staff.
1	Being able to access VALS allows me (one librarian in a very busy school library) to get books in the hands of my patrons (teachers, students, and parents) efficiently and quickly. It's a highly valued service and we're lucky to have it at our fingertips.
1	The educational and consulting services available through the Department of Libraries have made the difference in our library between well-intentioned but untrained librarians and having competent library staff able to handle the running of the library. Additionally, having consultants available enables us able to do more, and to accept new challenges even if we are unsure of ourselves, because we know that there is backup help available through our consultants.
1	We are a very small library and ILLs help us get books to our patrons: on average 30 books a month.
1	Having the ability to receive books from other libraries helps us keep within our own book budget. We also have limited space for new acquisitions so it helps that our patrons have access to books from other places too.
1	VOL is a critical service for our library in that it makes databases and digital resources available through a cheaper consortia price that we otherwise could not afford.
1	VALS and the Resource Sharing grants are especially important to our library because of our high interlibrary loan volume, both as a lending library and as a receiving library. Without the resource sharing grants we would be less able and less willing to participate in ILL.
1	Universal Classes has been a big hit this year. Lots of people are changing jobs, looking to advance or just to continue lifelong learning and these classes make learning so accessible.
1	Our library has benefited greatly from the programs and services that DOL has offered through Grace Greene and her office.
1	Since we are one of the highest borrower and lender of ILLs in the state, this service speaks for itself.
1	Children's/Youth Services Consultant Grace Greene, the services and expertise she provides, the children's book award programs she helps steer, and the resources of the CBEC are invaluable assets to support our library.
1	We subscribe to VOL and it is a valuable low-cost resource for our staff and students.
1	The statewide catalog allows us to borrow materials that individual patrons need that will not circulate to the community as a whole. We are experiencing great interest in the Universal Class opportunity. We do not have a vocational school or community college in town and this provides an affordable resource. We have a Friday afternoon film series

Count	Response
1	that provides patrons with documentaries, foreign films and award nominee movies in town, with no charge.
1	Universal Class Online has met with great reception. Many of our patrons have signed-on and praise the library for offering such courses.
1	As we are a net lender for ILL the grant we receive helps offset the high cost of mailing our books to other libraries.
1	The VOL databases are a great tool for my students to find information and to learn about searching for information.
1	We do a lot of ILL through VALS. Regional Consultant and Children's Consultant are wonderful and extremely helpful. Movie license lets us offer more to the patrons. Resource sharing helps pay for the ILL postage.
1	Continuing education has allowed me to learn the necessary knowledge and tools to serve my community. It is the sole source of my library education and without it I would not have become a librarian.
1	VALS keeps us connected with network of libraries. SSU provides an increased variety of large print books to patrons. Children's/Summer reading program is another program to offer our patrons. Continuing education service provides wonderful training and ongoing education to do this job as well as possible.
1	Continuing education, regional consultants and VALS are most important. The support for small libraries given by consultants is critical.
1	The VALS system for interlibrary loan is crucial to library service in our small town library. While we benefit from donations and a solid book budget, it is still impossible for us to meet all the needs of our patrons without ILL and the Resource Sharing Grants that help cover increasing postage costs. The VOL falls in the same category...we would never be able to afford a yearly subscription to these services that are used by adults returning to school and school age children alike.
1	ILL is a very important service to our patrons. We request over 1300 items per year. Patrons depend on it. Without VALS, it would be a much more laborious and time consuming task.
1	I can't imagine running a summer reading club without the services and materials currently offered by DOL. We have hundreds of children who participate and benefit from the summer reading club.
1	The statewide catalog and resource sharing grants both facilitate interlibrary loan for this community, which has a very small library. The regional consultant has been an invaluable source of help for the librarian and trustees when we have need of knowledgeable advice about policy, relations with the town board, layout, all sorts of things, really. I have no other staff to consult with so having her to call is fantastic.
1	Being a small library, I rely heavily on the state services for guidance and support. The state helps me to keep abreast of developments and services and improves the quality of programs that I am able to offer our patrons.

Count	Response
1	<p>Our summer reading program has been very successful thanks to the participation in the CLSP, the supplies provided by the DOL and the Monday Movie Matinees we have thanks to the motion picture performance license. SRP workshops have also been very helpful.</p>
1	<p>We access VALS daily to find resources at other libraries for our patrons. VOL contains databases that we could not afford if we had to purchase them ourselves. Our patrons are thrilled to have access to such a wide variety of information. We have been benefiting from TSU's cataloging services and expertise for decades and don't know what we would do without them. Children's services comprise more than 50% of our circulation and programming. Our youth services librarians receive great value from all of the consulting and services offered. We have a staff of eight and the continuing education is vital to helping us train new staff and keeping us up-to-date on changes in libraries and information delivery.</p>
1	<p>1st Wednesdays and Summer Reading support is essential for us to continue these valuable programing resources.</p>
1	<p>The DOL children's librarian is very helpful--for material reviews, her assistance in Red Clover, VSLA, and DCF programs, and her availability. The State Librarian is equally helpful with information, local meetings, and assistance, especially re. Tropical Storm Irene.</p>
1	<p>Summer Reading Program materials provide our library with opportunities to serve youth and adults. Often times, this is the only encouragement some children have to read throughout the summer. In a rural area, it is often hard and expensive for people to travel to learning opportunities in a larger town. Universal Class has been well received and patrons really enjoy being able to expand their horizons without spending time and money on travel. Since Universal Class began, there have been patrons coming to the library who have not come before. One of our most popular programs has been movie nights. We hold movie nights for families as well as grownups only. These are programs that patrons look forward to and have become involved in. A local group picks films of interest and then invites the public to come and discuss the films. Many people come to the library to view the films who are not regular patrons. This has been great to increase services the library provides and make the library more visible to more of the public.</p>
1	<p>All the highest impact services have equal importance and we couldn't survive and remain viable without them. Resource sharing enabled us to continue to offer ILLs through the year without limits. Consulting helps to bounce off decision making. Children's Services helps our programming and children's services are all about programming and outreach. Special Services is important as we have an aging population ready for more entertainment and reading.</p>
1	<p>As a small rural library with a limited budget, access to ILL, movie licensing, and professional development have been crucial for providing and improving service to this community. Cataloging assistance has allowed us to much more quickly make shelf-ready that which our patrons want. Also the summer program manual and programming workshop are tops. The year I did not make it to the workshop, our summer program did not shine. It is a highlight for many in the community. Thanks for all the support via this grant. We couldn't do half of what we are able to do without it.</p>

**Count****Response**

- 1 SSU provides large print (LP) books for visually impaired readers--this has been a wonderful service for our aging community. Amy Howlett has been very responsive to my questions pertaining to the library and operations. Grace Greene is a valuable resource in addition to her recommendations for children's books--we use the recommendations list for ordering purposes. The motion picture performance license was a great addition to our summer reading program. VALS is useful in many ways, including researching Dewey decimal numbers for books.
- 1 VALS - we do a huge volume of ILL for our patrons; I do wish for a better tool, however, as VALS is soooooo clunky. Continuing education - I prioritize improving service to our community and rely on the free workshops to keep my staff's skills sharp and up-to-date; Mara's monthly round-up of free non-DOL opportunities has been a real boon.
- 1 We use interlibrary loan extensively - borrowing from DOL, public and school libraries. The DOL children's consultant, Grace Greene, runs the material review sessions, which I've used for purchasing information for 25 years. Although not used often, over the last few decades my school library has occasionally borrowed from "Services to the Blind." The DOL consultant in our area, Amy Howlett, meets with school librarians and assists with planning.
- 1 VOL and VALS is the framework for our large ILL demand. Without those services ILL in the volume we do would be impossible. As it is, we process over 2000 outgoing requests a year for our patrons and fill the largest number in the state from our shelves for other libraries.
- 1 VALS for ILL: I am a net-borrowing library, so VALS is critical for me to source materials for my patrons.
- 1 Resource sharing helps with our huge interlibrary loan load both for staff and postage. I have worked every First Wednesday program. We have a large attendance, the speakers are outstanding and the programs attract different audiences. The VOL databases help answer so many reference questions. It impresses so many of the patrons who are often able to utilize the resource themselves in the future.
- 1 Access to the VALS catalog and ILL postage support impact a large number of our patrons who want titles we don't have. We would love to see VALS updated to something more versatile, sophisticated, and user friendly. We have fairly high summer reading participation, so that gets a high score for us. We don't use the regional consultants support often, but when we do, their support is very important.
- 1 VOL has been an important resource for student research. We are a very small library and do not have the budget for any other databases.
- 1 Our library directors have profited greatly from the assistance of the regional person. He has helped with many aspects of their work. Personally, I rely greatly on interlibrary loan and wonder why the library receives so little financial assistance.
- 1 Children's materials review Sessions- I watch online for collection development; we use VALS to search statewide resources.
- 1 The summer reading program helps our small library very much. We have a small budget and this program helps us reach our youth!

Count	Response
1	Our high school is located in a rural area. Without interlibrary loan and a quality digital library, such as the VOL, our students would not have access to rich resources and authoritative information. Resource sharing is also a money saver for EVERY entity involved. We all avoid unnecessary duplication of resources and we shoulder reduced costs as a consortium.
1	My students use the online databases available through VOL for biographical research. It's been very useful for more contemporary celebrities.
1	We couldn't afford or plan the Summer Reading program without DOL. Also resources for collection development, reading lists and material review Sessions are essential to our Children's Room.
1	This has allowed the town to show movies in the library. Not only does the library do several movie nights throughout the year, but some local organizations also use the library for movie festivals as well. A close second is the Universal Class online learning, but as this is so recently available I cannot gauge accurately the impact it is having in the community.
1	We make daily use of VALS and VOL for research and interlibrary loan. Consulting services, Children's services, and motion picture license are used regularly.
1	Access to electronic resources provided by the State is one of the best services that DOL provides; I only wish that it also was the service point for downloadable media. VALS is slow and clunky, but we also use it heavily for interlibrary loan.
1	I find that the material review sessions that Grace facilitates are a major source of collection development for me. It is very helpful to have the DVD/online version (though not as much fun) for when I am unable to get to a live session.
1	The Gale databases are great for college libraries, though they aren't our highest quality ones so we seldom direct students to them.
1	We are a low budget library and the resource sharing grant allows us to share information and books with other libraries.
1	A summer children's program in particular would be much harder to implement without the materials and workshops offered.
1	It is the VOL that allows this library to virtually always find material at once for patrons. The availability of these electronic databases is essential to being a full-service library and the cost would be utterly prohibitive except through the Department of Libraries.
1	We depend on VALS for interlibrary loan and bibliographic and cataloging work. We use the Regional Library and regional library consultant a lot and always have. Summer Reading programs are a very nice addition to essential service. Movie license, I guess we should be grateful, but the terms of it have had the side effect of limiting our promotion of film showings and affected our small turn - outs for films. We could use a shared license with more favorable terms. Certification classes for our librarians over the years are an essential service - thank you. Classes for others in the community have not shown much interest up to now. Thanks for being at the other end of a phone to answer our questions, and for the occasional in person visits!

Count	Response
1	The interlibrary loan services are very important to our patrons. ILL allows them to obtain materials that they need and that we are unable to provide in our collections. The regional consulting services provide us with a valuable link to the DOL and other libraries in the area. Universal Class is being enthusiastically embraced in our communities.
1	The VOL databases have been a real boon for our small parochial school. Also the children's services, materials review sessions are valuable.
1	The summer program for children's services has been a great community service for our town and encourages reading in children. It is a great service. Thanks!
1	Continuing education and workshops help keep staff informed on new trends, as well as what others are doing in the area. The sharing of ideas helps staff to best serve the community.
1	We would be absolutely lost with VOL and VALS. They have made such a difference. I can't imagine what we would do without either of them, and I am so grateful to the Vermont Department of Libraries for making them available to school libraries.
1	Access to VALS and the interlibrary loan support offered and facilitated by the Department of Libraries allows us to stretch our small collection development budget as well as better manage our own collection with the limited space we have to store it. The summer reading materials and programming assistance are invaluable to our community; having a summer reading program at all would be nigh impossible to execute such a complete and rich program with just a single part-time librarian at our library, while the support offered by the DOL puts much more within reach that my library can in turn offer back to the communities it serves.
1	The movie license has given us the freedom to show movies that may not be specifically targeted to an educational audience but that still support the curriculum in important ways.
1	VALS and Special Services have made the absolute WORLD of difference to so many folks in our remote and economically challenged area. Children's/Youth Services are the biggest influence on our young readers.
1	I consider the VOL part of my library's resources. It is an invaluable resource at a bargain price. If the affordability of this resource is as a result of the LSTA grant - Thank you!
1	Anything pertaining to our youth services is highly used in our community. The more resources and training the better our outreach and services. Our interlibrary loan numbers have also gone up due to the demographics of our community, which is primarily families with small children and seniors who are retired.
1	Being able to borrow books from other libraries allows us to stretch our budget and still provide great service.
1	Continuing education workshops have been crucial (technology changes, exchange of ideas with librarians in like-sized communities); summer programming brings much needed ready to use information, ideas and hands on materials.
1	We use the statewide catalog for ILL services and also we teach our patrons how to

**Count****Response**

- search the statewide catalog, letting them know that our "collection" is larger than what they see on our shelves!
- 1 VALS, Universal Class and Children's and Youth Services, especially the summer reading program, are a huge part of what we are able to offer our patrons. And they are services our patrons have come to expect from us. Our regional consultant and continuing education workshops are invaluable in keep the librarians informed and efficient.
- 1 VOL allows my school to access a suite of reference materials in a manner that fits within the limits of my annual budget. Also teaching elementary students how to locate authoritative information using data bases is part of my curriculum.
- 1 Resource sharing in the form of VALS, VOLS, Universal Class, and 1st Wednesday funding has allowed our library to offer highly valued services that otherwise would be out of our budget.
- 1 VALS: anyone can get anything they want. Workshops have been invaluable and the Regional Consultant is outstanding in the help she offers.
- 1 VALS is important for our patrons, especially when we do not have the book, but another library or DOL has.
- 1 Our library has just reopened after a five-year hiatus due to physical plant issues (frozen pipes/flooding). We offer our patrons access to the Vermont Online Library (via our subscription) year-round including during the winter when our building is currently closed. We have benefited from the advice of the regional consultants, trustee training, phone calls to the Specials Services Unit, and speaking with other public library trustees and librarians. Our library was pleased to order supplies for this year's Summer Reading Program through the auspices of the Children's/Youth Services Unit.
- 1 Access to the statewide catalog is essential to offering our patrons interlibrary loan services. Our total collection is about 10,000 items. Interlibrary loan expands our available selection enormously. I can almost always obtain the book people are looking for and this fact is much appreciated and adds to local support for the Warren Public Library.
- 1 Ranking these services by highest impact is difficult. Because of my position in the library, the Summer Reading Program is definitely a service that I find incredibly important. However, the motion picture license, VOL, and Universal Class are all vying for a top spot in terms of impact.
- 1 We get lots of interlibrary loan requests every week and patrons are very appreciative of the service. Recently our requests for information on VOL and Universal Class have increased greatly. Library programs are always popular and important for making the library an active part of the community. The regional consultant and continuing education options have been very helpful when navigating new ideas/procedures, such as automation, expansion, starting a Friends group, and orienting new librarians.
- 1 The VOL databases are very useful and we would NEVER be able to offer so many to our users without this support.

Count	Response
1	Resource sharing gives us access to ILL, which is well used by our small library. Michael Roche is wonderful and always responsive and knowledgeable whenever we seek guidance. We have had several sight-impaired patrons who benefitted greatly from the Special Services Unit.
1	Universal Class was incredibly well received. A lot of patrons called and came in asking for access to this as soon as we offered it.
1	Starting with the Automation: this is top priority and so valuable in this day of technology; followed by my favorite, the Special Services Unit, and receiving our large print materials. The Children's Service is essential especially when minimum amounts of our own library budget go towards necessary programs and reading materials. The motion picture license is huge! Without this we could not show the quality movies to the public. Grants are the number one way we can run a library efficiently and cost effectively. Universal Class is AWESOME! Patrons are loving this! And lastly, continuing education/workshops are another valuable tool for librarians to continue to strive in the economics of running a library smoothly, in an era of reminding all that libraries are a valuable resource for all who enter.
1	Our small library uses VALS almost every day that we are open to interlibrary loan books for our patrons.
1	Regional Consulting Services have allowed our trustees to gain expert opinions on issues that we have had to deal with in the past few years.
1	Because we are a small library, the interlibrary loan service is a very important service we provide to our community.
1	We are a small academic library not connected through OCLC, so we rely heavily on in-state interlibrary loan, and therefore on VALS.
1	We are a small library with a shrinking budget; VALS has greatly improved our ability to offer a wider variety of books to our patrons. Medical books are the hardest to keep current and between being able to borrow books and search out information through VOL, we have helped parents and seniors research medical questions and concerns. The Resource Sharing Grant allows us to augment our budget without impacting our ability to borrow books for our patrons.
1	Because we are a small library, interlibrary loan is an important way for us to serve patrons with more esoteric or in-depth requests. This service has the greatest impact of any for our patrons, especially those working on an external degree or something similar.
1	We use VALS frequently to help our patrons find materials in other libraries. The more we promote ILL services, the more patrons take advantage of those services and appreciate our willingness to search for and obtain high-interest materials that we don't happen to have in our library. I've seen large, appreciative crowds at the 1st Wednesday series in Essex Junction. Speakers are engaging and participants ask lots of questions - including follow-up questions that often keep the speakers long past their scheduled time. Continuing education workshops allow staff to learn more about current and upcoming services so that we can offer workshops to our community, better catalog

**Count****Response**

- books, and help patrons use the newest technologies.
- 1 Databases and online resources help our tiny library serve as an information source. Many individuals in our area are just now realizing the wealth of explorations the library system makes available and we ourselves, having recently put up a website, can now spread the word even more effectively.
- 1 Materials Reviews and workshops for Summer Reading Program are enormously helpful. Also, continuing education workshops are extremely helpful in providing library background to staff without MLS. ILL is very important to our patrons, and both VALS and the money we get for postage make it possible.
- 1 As a teacher, I have heard many parents and children talk about how they have participated in the summer reading program; for many children, I believe that this will help them build a positive lifelong library use experience.
- 1 We use VALS daily to fill ILL requests from our patrons. ILL is an invaluable resource. VOL is EXTREMELY cost effective thanks to DOL. There is no way that we would be able to afford the resources offered through VOL. For our youth services: the summer reading program support saves our staff an enormous amount of time during our busiest season. The movie license is used regularly for after school and vacation time movies for kids. The continuing education programs are invaluable for training new staff, keeping current staff up to date and providing networking opportunities. Without them, it would be very difficult to properly train staff, especially since they are at no cost to the library. We'd have to close for in-service on a regular basis and would be hard pressed to produce the same results if we did the training ourselves.
- 1 We are a small school/community library. Children's services have helped with curriculum development and provide reliable resources for building a strong collection.
- 1 Above all, our library uses VALS weekly to request for patrons and to fill requests from other libraries that increase our circulation statistics. The resource sharing grant helps offset postage costs for ILL. Free offerings such as the motion picture license and summer reading program allow us to offer more events to our users and bring them to the library more often. Universal Class participation has meant the library is seen as a community resource that extends beyond our building.
- 1 The First Wednesdays humanities lecture series breathes life into our community! Lectures are very well attended and the air is electric with energy as attendees stay afterwards to discuss the experience.
- 1 Summer reading workshops and access to free materials for summer programs are very important to our library.
- 1 The continuing education through the Red Clover conference, DCF conference, and the Dynamic Landscapes conference has a daily impact on what I teach and how I teach it. I so appreciate these opportunities.
- 1 We use the interlibrary loan service all the time. It is helpful for students doing individualized research projects. I also enjoy the sets available for book groups.
- 1 Automation is one of the two recent changes that have impacted our library in a very

**Count****Response**

- positive way. The ability to be part of the ILL community has helped our circulation numbers and the online databases are an integral part of that.
- 1 Since we are a small library, ILL service is very important to us and our patrons. It allows them access to materials that we do not have on-site. Also SSU services provide many of our patrons with access to books that they are able to read without difficulty.
- 1 Having access to the Vermont Online Catalog and general VALS system as an ILL tool has allowed our small library to provide access like a large library. Our limited budget means that we have to serve the greatest interests of our community. The LSTA work allows us to provide materials for all of our patron's interests, regardless of how unique.
- 1 Due to our small size, we use VALS several times a month. The Summer Reading Program has been a successful way to draw in new kids and families during the summer who otherwise may not think to use the library and our services.
- 1 We borrow books from regional, public, academic, and school libraries on a regular basis. This is a wonderful way to share resources as we have all faced budgetary constraints. We are only able to purchase and retain a certain level of books. With VALS, we are able to meet individual students' needs and interests.
- 1 VOL has been a tremendous asset; we could never afford to offer the databases as an individual library. The motion picture licensing and Universal Class have made it possible to expand our offerings to other digital services. No VT Library could function without VALS. We are very fortunate that VT DOL enables us to offer "large library" services to the rural public.
- 1 VOL has allowed us to offer incredible research possibilities to our students. The VALS service has enabled us to provide more than 200 patrons a year with desired information that we could never afford to buy on own.
- 1 Ability to find books at other libraries has been very beneficial in our library. Patrons working on degrees have frequently asked us for books that we could borrow through the system.
- 1 Having VALS for ILL, a regional consultant familiar with our library and the area, a children's consultant for help with books, materials review, and summer program, and resource sharing to help with ILL costs all have a high impact on our library.
- 1 Our library is short on space right now so we depend on VALS for titles we don't have space for. The resource sharing grants help us borrow these books. The SSU is VERY important for our senior population and several people with sight issues are using the "Talking books". Our summer reading program is well attended and the statewide theme makes it very easy for us to come up with ideas that fit the theme. Our movie nights are popular with both children and adults, bringing in several people that are not regular library users. Universal Class is new, but I am hearing a lot about how much it is being used. The continuing education is very important for our staff because the college libraries in VT do not offer library courses and college online classes are expensive and beyond the means of most of the staff.
- 1 VALS has the highest impact because it expands our collection of 20,000 books to an innumerable number. We usually borrow about 200 books from other libraries each year.

Count	Response
1	For many years our small library has depended on interlibrary loan service, which we have accessed/ordered via the VALS system. Resource sharing is very important to our small library and includes the information passed between libraries in the email component.
1	We use VALS often for interlibrary loan and the VOL daily for research. VALS allows us to offer more resources for our students and the VOL takes the place of many other more expensive databases. Both are a great help budget-wise.
1	The movie license has enabled us to institute and sustain a "Friday Family Flicks" program right in this little village, giving folks living in a small rural community the chance for the whole family to have a free night out, near home, complete with popcorn. It has been very popular.
1	VALS allows us to meet our patrons' needs and not have to purchase items we have no room for. We run multiple programs for summer reading and find the materials provided to us very helpful in allowing us to put together a super summer program. Consultant services help us to automate, provide up-to-date information to our patrons and moral support to our librarian.
1	Being a small rural library, having access to interlibrary loans is vital; also VALS keeps us 'in the loop' with other libraries. Universal Class has been received enthusiastically by our patrons. We can call DOL anytime for information and consultation and speak to a person! Our Summer Reading Program is dependent on the material we get from DOL. Thank you!
1	The ability to subscribe to quality databases for a modest fee (due to the negotiated collective purchasing of the resources) has been invaluable for our library. It allows us to provide access to databases we wouldn't otherwise be able to offer.
1	Professional training for the library director has been essential to improving the services and facility for our community.
1	We benefit greatly from the services provided by the children's consultant. We participate in the Summer Reading Program, materials review sessions, workshops and special programs. In the end, it is our children who benefit.
1	Access to the Vermont Automated Library Service and the Vermont Online Library are essential for me to be a self-respecting librarian in this age of budget cuts!
1	Brooks Memorial Library has a very high impact on its users and provides a superior service to this region!
1	Our students, faculty and staff have access to books and other materials all over the state due to the VALS system and resource sharing grant. Our patrons also have access to the Vermont Online Library, a valuable resource for a broad range of information.
1	The service that has had the greatest impact in my library is probably the Children's/Youth Services Consulting and Services. The Summer Reading program serves a large number of local youth and our participation in the Early Literacy Initiative has fundamentally changed the way that our library provides literacy services and information to parents, caregivers and kids. I believe that all of the services provided are

Count	Response
1	important to libraries, but that there are changes that could be made to make them more effective. For instance, a shared library catalog and library courier system could revolutionize resource sharing while saving staff time. Additional databases (or perhaps different selections) could improve the VOL experience.
1	VOL adds to what we purchase separately and helps our students have additional access to databases. Very helpful.
1	VALS allowed patrons and staff to be aware of what is available statewide. DOL kept us up-to-date with technological world of today and provided invaluable staff training.
1	VALS greatly increases the number of books I can offer our library members. Even if our library had unlimited resources for buying books (Each year the book budget gets cut by about \$1,000.), there is a finite amount of space to house them.
1	We couldn't afford the vast number of databases made available to us thru VOL and Universal Class.
1	As much information becomes digitized, the ability to access that information remotely through the library system is crucially important to research needs. First Wednesday's support and the ability to show motion pictures build local community.
1	Being a very small school library, we use VALS a lot. It provides material to patrons that would otherwise not be available. Our high school students and faculty use it the most.
1	VALS is one of our most important resources, though it would be even better if we could have a global statewide catalog. Having the online resources such as VOL and the Universal Class are very important to help libraries remain relevant in the digital age. For librarians running small libraries, the continuing education courses are also extremely important as we can't learn everything on our own in this rapidly changing environment.
1	I work with many patrons who also receive services from the Special Services Unit and they really enjoy having that resource.
1	We are able to receive books from around the state through VALS, which really helps us in servicing students' needs!
1	The Vermont Online Library is a fantastic resource and has enabled us to offer many resources to our students we could not otherwise afford to provide.
1	The Vermont Online Library is a necessary service to provide to the public. Many of these services are needed as basic reference services. I would say the regional consulting services provide the biggest impact in supporting the management of the library.

3. On a scale of 1 to 5 with 1 representing "No/Very Low Impact" and 5 representing "Very High Impact," please rate the degree to which each of the following programs has a positive impact on library services on a STATEWIDE basis. (Please select "0 - Don't Know/Can't Rate" if you are unaware of the program or lack the information needed to rate the service.)

	0 - Don't Know/Can't Rate	1 - No/Very Low Impact	2	3 - Moderate Impact	4	5 - Very High Impact	Total
<b>VALS (Vermont Automated Library System - Statewide Catalog)</b>	<b>12.1%</b> 21	<b>1.2%</b> 2	<b>1.2%</b> 2	<b>3.5%</b> 6	<b>9.8%</b> 17	<b>72.3%</b> 125	<b>100%</b> 173
<b>Resource Sharing Grants to Individual Libraries</b>	<b>38.2%</b> 66	<b>1.2%</b> 2	<b>2.9%</b> 5	<b>14.5%</b> 25	<b>15.6%</b> 27	<b>27.7%</b> 48	<b>100%</b> 173
<b>VOL (Vermont Online Library - Online Databases)</b>	<b>20.8%</b> 36	<b>0.6%</b> 1	<b>1.7%</b> 3	<b>9.8%</b> 17	<b>19.1%</b> 33	<b>48.0%</b> 83	<b>100%</b> 173
<b>DOL Technical Services Unit (Cataloging and Digital Bibliographic Records)</b>	<b>33.5%</b> 58	<b>1.2%</b> 2	<b>6.4%</b> 11	<b>9.2%</b> 16	<b>26.0%</b> 45	<b>23.7%</b> 41	<b>100%</b> 173
<b>Special Services Unit (Services to the Blind/Institutional Services)</b>	<b>34.1%</b> 59	<b>0.6%</b> 1	<b>4.6%</b> 8	<b>12.7%</b> 22	<b>21.4%</b> 37	<b>26.6%</b> 46	<b>100%</b> 173
<b>Children's/Youth Services Consulting and Services Including Summer Reading Program</b>	<b>13.5%</b> 23	<b>1.2%</b> 2	<b>1.8%</b> 3	<b>8.8%</b> 15	<b>15.9%</b> 27	<b>58.8%</b> 100	<b>100%</b> 170
<b>Motion Picture Performance License</b>	<b>34.1%</b> 59	<b>1.2%</b> 2	<b>3.5%</b> 6	<b>15.6%</b> 27	<b>19.7%</b> 34	<b>26.0%</b> 45	<b>100%</b> 173
<b>Regional Consulting Services</b>	<b>31.6%</b> 54	<b>1.2%</b> 2	<b>4.7%</b> 8	<b>11.1%</b> 19	<b>17.5%</b> 30	<b>33.9%</b> 58	<b>100%</b> 171
<b>1st Wednesday Cultural Programming Grants</b>	<b>56.7%</b> 97	<b>4.7%</b> 8	<b>3.5%</b> 6	<b>9.9%</b> 17	<b>10.5%</b> 18	<b>14.6%</b> 25	<b>100%</b> 171
<b>Universal Class Online Learning</b>	<b>42.4%</b> 73	<b>1.7%</b> 3	<b>4.1%</b> 7	<b>12.2%</b> 21	<b>18.0%</b> 31	<b>21.5%</b> 37	<b>100%</b> 172
<b>Continuing Education/Workshops</b>	<b>23.7%</b> 41	<b>1.2%</b> 2	<b>3.5%</b> 6	<b>9.2%</b> 16	<b>17.3%</b> 30	<b>45.1%</b> 78	<b>100%</b> 173

4. Briefly tell us about the impact that you think your highest ranked service or services has had on a STATEWIDE basis.

Count	Response
1	1st Wednesdays program is well supported and attended around the state.
1	Again, interlibrary loan, to share resources to the best advantage.
1	Don't know
1	Enabled patrons to find things throughout the state - expanded their horizons.
1	Hard to pick one -- but I think VALS is a key service for all levels of libraries.
1	Hard to tell from our location and experience
1	Having the free Universal Class Online is wonderful for everyone.
1	I feel connected to other libraries in the state via VALS. I use it all the time.
1	I have no idea how these are effected statewide.
1	I think VALS is an invaluable resource for many of the libraries in VT.
1	I think that the regional service reps are a big help around the state.
1	I'm unable to assess the statewide impact of any of these services.
1	Interlibrary loan program works very well.
1	It is an outstanding resource for the community and the state.
1	It's a wonderful service to be able to share our collections.
1	More services in our library with no or minimal cost.
1	Once again, interlibrary loan services help all of us maintain our book budgets better.
1	Please see previous response.
1	Providing training workshops for new librarians is so important!
1	Sharing books through the ILL system helps us all.
1	The BEST State to live and read in. Young, Old or in Between.
1	These services are used more statewide than here at our library.
1	Universal Class is a fantastic statewide resource. There is something for everyone!
1	VALS and VOL are very important resources for schools.
1	VALS connects all the libraries. Consulting and training unify our very diverse libraries.
1	VALS enables every library in the state to be on par with a big city library.
1	VALS has the greatest impact between libraries.
1	VOL provides an incredible array of information resources at a very moderate cost.

Count	Response
1	With low budgets communities needing funds that are otherwise unavailable
1	Increased uniformity of services around the state
1	State provided only such service available
1	Very helpful to bring readers into the library
1	Libraries with automated catalogs get hit the hardest with ILL requests. They need to be compensated for the postage costs.
1	Continuing education and workshops provided by DOL keep us up on all things library and for those who are new to the library world, it helps them learn the basics of all things library!
1	I know the Children's/Youth Services activities are highly visible and very helpful to Vermont youth and school librarians.
1	As a state with a lot of small libraries, the services the DOL provides enable the smaller as well as the large libraries to make available many services to our patrons and staff that we would not be able to afford on our own.
1	Our off-campus students and faculty have access to the Vermont Online Library wherever they live all over Vermont. Likewise, they can borrow items statewide due to VALS and our resource sharing grant.
1	Though our library may not use services in the same way as other libraries, I believe that the services provided by the state are crucial.
1	The high ranking scores are based on meetings, listservs, and committees where staff is able to share information and hear about what other libraries and doing. We get a better understanding of how we are all using these resources.
1	Continuing education is very important statewide; it helps keep a level of service needed in rural libraries. Again, children's services, consulting, Universal Class, resource sharing and Special Services are all important. The statewide catalog needs a major change, but that also takes funding.
1	The statewide cataloging service must be of immense assistance to local libraries of all kinds. At our own library, we do not yet have a digital catalog, but plan to implement one soon. Digital catalogs and the services that make them possible increase access immensely; thus, they are of great value to all Vermont libraries.
1	Smaller, rural Vermont libraries with meager collection budgets simply do not have the funds needed to create a collection that can meet the needs of their diverse patron population. VALS allows librarians in those smaller libraries to locate materials at other VT libraries that are fortunate enough to have more resources. In this way, residents of smaller communities are not left behind - they, too, can access the wealth of materials available in VT because of VALS and the ILL process.
1	The workshops and training the DOL provide to library directors with little formal library training keep the level of service to our communities high. The children's services are excellent, especially with help for summer programming. The statewide catalog makes

Count	Response
1	interlibrary loan possible, and this is critical for a state with many libraries that have very small holdings.
1	The Vermont Automated Library System beautifully enables resource sharing amongst libraries thereby serving the needs of patrons statewide.
1	Our services: We supply a wider region than Marshfield with materials. People come from some distances away for music, lectures, slide shows, author programs, and occasionally, films. We do a fair amount of interlibrary loan all over the state.
1	Interlibrary loan is critical in a state like Vermont where so many small libraries serve such small communities. It gives the people significant access without expense or duplication.
1	Continuing education and workshops have helped keep librarians informed about the profession and served as a means of professional networking.
1	I think most public and many school libraries rely on VALS statewide as a means to fill the needs of their clients. Students in most secondary schools across the state regularly use VOL as a research tool. I assume the same is true in public libraries. Continuing education and workshops provide tailored professional development at a reasonable cost.
1	VALS - ILL makes it possible to share collections, which is vital in our little state with its little libraries with their little budgets. Given the number of small and solo libraries in the state, I'm betting that access to professional expertise is a lifeline for many librarians; ditto with the opportunity to learn new skills.
1	Children's summer programs are very heavily used by most libraries. Most libraries show movies with the help of the performance license. VOL is very important and could not be afforded by individual libraries.
1	I can't pick just one service because the Department of Libraries does so much that the rural libraries of Vermont would have no chance of doing on their own - cataloging, movie licensing, providing library services to the blind, and so much more.
1	VOL enables Vermont libraries to provide resources to our patrons that would otherwise be far beyond our ability to afford, and resource sharing through VALS and ILL expands the collections of all our libraries.
1	Children's programming, especially the summer reading program, is a big thing to get more people in the door. These programs encourage families and children to love the library and it is these services that help grow a child into a life-long library patron.
1	VALS eases ILL, allowing resource sharing throughout the state, which is especially necessary to smaller libraries. SSU is critical to so many people with vision and other disabilities, many of whom are homebound as well.
1	DOL has enabled us to serve all Vermonters regardless of the size or funding of individual towns.
1	The highest impact in the statewide services is regional consulting services -- very, very important to our small library.

Count	Response
1	The growing need for summer reading and activity programs for Vermont youth in many Vermont small, rural communities seems apparent in the news media and thus I believe it to have a major impact on a statewide basis.
1	Training for library staff is very important in a state that no longer has an M.L.S. program. VALS - resource sharing!!!!!!!!!!!!!! Lots of little libraries that need to ILL.
1	Having such resources available is a benefit to all the libraries across the state. Also helps us to form a community.
1	I have ranked most of these services as having a high degree of importance to libraries and Vermont citizens statewide. I believe the programs provided by these departments to the public and school libraries, especially in these hard economic times, make all of our Vermont libraries more successful.
1	The statewide catalogs are very useful for ILL, as teachers often want a class set of a particular book.
1	Continuing education is vital for every kind of library, especially in a state without any official "library school."
1	VOL is a great resource for small rural libraries that might not otherwise be able to afford that amount of e-resources.
1	VALS is a vital link between all the libraries in the state. VOL is widely used by patrons of small and large libraries that would not be possible without LSTA funding. Technical Services Unit provides a valuable service to all libraries, especially those with minimally trained staff. Children's programs and services are a huge draw for most public libraries and the training and services provided allow even small libraries to offer top-notch service to youth in their communities. Most public libraries cannot afford to hire professionally trained librarians. We would all be lost without the wonderful workshops and other training sessions offered by DOL.
1	Interlibrary loan is vital to small library patrons. Small rural libraries need ILL and regional consulting services.
1	The VALS union catalog brings together all of our library collections to provide patrons with access to materials that they would not otherwise be able to read/view. This is a very important program because each library could not afford to purchase all of the items patrons request. VALS saves libraries thousands of dollars each year.
1	Bringing people together at workshops, especially for the summer reading programs, is a very important statewide service. With libraries widely scattered in Vermont, it's extremely valuable to keep communication going.
1	Services available from DOL to help all libraries/librarians - from VALS to consulting (regional or children) to continuing education
1	The services I've checked above benefit all Vermonters. I have seen lots of publicity about the Universal Class Online Learning and have heard some excitement from people who have not previously learned in an online format. We are all well informed about resources and services. The VDOL is the state's library!

Count	Response
1	The DOL works very hard on accommodating ALL the needs from all over this state. They are all equally important.
1	I know from online discussions that resource sharing grants make it possible for many libraries to participate in the interlibrary loan program. For libraries with small budgets AND for the larger libraries that receive a lot of requests, this extra bit of funding makes a difference.
1	The online databases provided by DOL are an incredible resource for the entire state, and there is no way our small public libraries could provide them on their own.
1	Statewide, I feel that VALS and the resource sharing have had a huge impact. But I feel equally strongly that VOL and Universal Class are extremely important steps towards digital literacy and continuing education that we should support.
1	Our library conferences and workshops are the best. After each get-together I come back to my library enthusiastic and full of great new ideas.
1	VALS and the resource sharing grants provide us access to a statewide collection of books to our patrons. Without these services, our own collection would have to meet the needs of our patrons, which it would never be able to do adequately. Additionally, as I develop the collection, I am able to weed older, less popular titles with the knowledge that they are available elsewhere if a patron needs them. This allows me to keep my collection fresh and current and more topical for my users.
1	The offerings help our small state bring resources and programs to many public and school libraries that the libraries could not afford or access without the important work of the DOL.
1	For the smallest of our libraries some of these services are vital. Small budgets and small staffs limit the ability of these libraries to provide a lot of current materials or services.
1	I have noticed that folks are impressed when I explain that First Wednesday's programs are statewide.
1	Again, it is because of the smallness and limited resources that these services make a big impact for Vermont libraries.
1	Statewide VALS is probably the most important resource sharing tool we have, followed by the youth services since I believe that getting kids to read and keeping them reading are really fundamentally important tasks for libraries and society. The next important parts on a statewide basis would be the availability of online resources such as VOL and Universal Class. A single library wouldn't be able to afford these, so it is important that DOL has the resources to provide these for statewide. They help people all over the state keep informed.
1	Again, access to the VT online catalog and the streamlined process for ILLs allows the libraries in Vermont to cooperate more efficiently for the greater benefit of all of our patrons.
1	VALS makes it possible for very small libraries to have access to a larger network of materials, which is essential for a small rural state. The VOL databases, while under-

Count	Response
	utilized, will become much more important as more people in VT get high speed Internet access.
1	I think that regional services are very important and we are very disappointed that the Northeast Regional Office closed. It impacts our ILL services and the services to the people living in that area.
1	Materials Reviews and workshops for Summer Reading Program are very well attended, indicating their helpfulness statewide. Also, continuing education workshops often have waiting lists. ILL is the only way to provide the materials patrons want, so VALS and the resource sharing grants make a big difference. When needed, the assistance of DOL consultants is invaluable. And, for many with disabilities, the SSU provides a necessary service.
1	I'm hearing good things about the Universal Class Online Learning when I visit with others throughout VT.
1	These are all mission critical resources supporting a variety of Vermont wide community information needs. Small libraries that cannot or do not take advantage of all these resources still benefit from statewide services, especially VALS, children's and youth services, SSU and Technical Services.
1	Again, interlibrary loan and thus resource sharing would be clumsy to impossible without VOL and VALS. In such a small state where most libraries are supported by the property tax of small towns, resource sharing is vital.
1	Resource sharing is very important for a small state such as Vermont. We need special services and technical services for those smaller libraries as well as youth services and general consulting services.
1	VOL, although not overly easy to use, is a tremendous resource for a small state with lots of small schools that cannot afford multiple databases.
1	Summer Reading Program - what could be more important than keeping kids reading for fun, even in the summer!
1	Again, I feel that the interlibrary loan service is the most important service all Vermont libraries need and participate in. It connects us all and makes us one big library.
1	Libraries are easily able to share resources with VALS and the grants for resource sharing. It would be better to have more monies available for this program.
1	The Vermont Department of Libraries gives us small, rural libraries the ability to serve our communities as if we were a large library. Our community members know we have a wonderful source to help us full their needs so that they don't have to purchase everything we can't supply. We don't have much space for magazines or lots of books, but all we have to do is ask and we can fill the need. Universal Class is making an impact already and we expect more patrons to sign on.
1	I think that given the size of Vermont libraries and the modest size of their collections, the ability to interlibrary loan items is crucial to serving the needs of our patrons. The technical services unit makes this much more accessible by maintaining the central catalog and making the process so much easier.

Count	Response
1	The children's/youth services unit provides wonderful material, information, and a statewide unity. It's delightful to be able to say, time and again, "kids in Vermont..."
1	Both public and school librarians statewide use/consult with the Children's/Youth services personnel regularly. This service is invaluable to our field!
1	The online class and the continuing education workshops must have a huge impact on our population that is so rural!
1	Many communities are in the same boat as Plainfield regarding being able to afford to hire professionally-educated librarians. The training also helps us connect with and network with each other.
1	The VOL has leveled the playing field, so regardless of where someone lives or works in Vermont, if they have internet access, they have access to a huge number and variety of quality databases and good information.
1	I cannot answer these "state" questions definitively...however...in my opinion these answers would certainly reflect the same answers given in "my library."
1	Interlibrary loan services are important to many libraries, especially to smaller libraries with limited collections. It is hard to know how many of the other services are used in other communities, so it is difficult to rate many of them.
1	The ability to borrow and lend through ILL has helped libraries with smaller budgets to have access to all library materials throughout the state.
1	Picture all the towns and villages in your state. Now, picture a library in EVERY one. That is the essence of Vermont. We do that here. In order for our small, rural state to provide top-notch information services to all citizens, we have an astonishingly robust system in place. Citizens can become librarians through continuing education training and consulting services. Local libraries serve children, college students, the visually impaired, and the enthusiastic readers. Libraries maintain their integrity by obtaining proper licensing for motion picture performances and accurate cataloging services. It is very rewarding being part of this network.
1	VT has many small rural libraries, so having access to a wider collection is invaluable. The continuing education program provides professional development to the librarians in all these small rural libraries, which we wouldn't have access to otherwise. This allows us to keep up with the many fast-paced changes happening in libraries, especially with technology.
1	I would say that the youth services program and the 1st Wednesday probably have the most impact and visibility. All of the services that DOL provides have the potential for an enormous impact statewide. If we can streamline resource sharing and provide a more user-friendly interface, the VALS system could change the way that individual libraries allocate resources and free up local funds for enhanced programs and services. With more funding, the VOL could provide great databases like EBSCO's Novelist, Consumer Reports, Legal Forms, the Teen Health and Wellness Center, Evanced's Summer Reader and more. These databases are beyond the reach of most individual libraries.
1	I have heard librarians say how interlibrary loans have increased and how much patrons

Count	Response
	appreciate this service. In a state like VT, with so many small towns, residents need this service.
1	All of these services are so important in Vermont. So many of the libraries are very small with miniscule budgets and staffing. They would never be able to provide half the services they do without the support provided by DOL.
1	I think that VALS and VOL have exponentially increased the resources available to libraries and their patrons. The summer reading program motivates children all over the state to read during a time when it isn't required in school.
1	The VALS system and ILL help libraries work together to fill as many needs and requests as possible. That creates a positive attitude and fosters a sense of community among the many libraries throughout the state.
1	VALS has promoted community in the VT library world. The Summer Reading Program helps our children stay on track with their reading during the summer. It is also a great PR tool for libraries.
1	The Youth Services Unit keeps us up-to-date on resources, provides materials, training, and ideas for the summer program.
1	Resource sharing and electronic databases are important for libraries big and small, but if we are talking about statewide services and programs, I think the DOL struggles to design services that fit the needs of smaller, rural libraries that maybe lack professional library experience, qualifications, and resources. Those libraries need the consulting, cataloging, and training resources very much!
1	VALS seems to be the service that most libraries use on a near-daily basis. It is essential for sharing resources across libraries of all sizes.
1	I believe that our State Library services are ESSENTIAL in every category. Their service to public and school libraries covers many areas, and all are important.
1	The First Wednesday programming is top notch and helps bring interesting and educational programs to Vermonters across the state.
1	It is important to continually take professional development courses in order to stay on top of the ever changing world of libraries.
1	The summer reading programs at the public libraries help to keep kids reading through the summer and put families in touch with their local public libraries and the range of services they offer.
1	DOL technical services, regional consulting services, and continuing education workshops have allowed all VT libraries to stay in contact with each other and the most current information. The regional services, in particular, have helped our county libraries maintain close contact.
1	Many libraries are so small and so understaffed that many of these statewide resources would be unavailable to them on an individual basis.
1	Continuing education and children's/youth consulting services have kept librarians

Count	Response
	current with ever changing technology and how librarians can best find ways to deal with their communities inside and outside the library.
1	I cannot say which services have had a statewide impact, but I do know that our library has a reputation for providing good service to one and all.
1	I cannot say with any assurance what the statewide impact is, but I would think they are all valuable.
1	As a former public library board member, I know that DOL interlibrary loan and VOL services are essential to their operations. My small public library relies on the catalog card service. The summer programs are widely enrolled at both public libraries in my town. Area consultant, Amy Howlett, provides essential professional support to libraries headed by lay people.

**5. In your opinion, which one of the services or initiatives that have been identified as being supported with LSTA funds offers the greatest VALUE to your library patrons/customers/end users - those who come to your library, and those who use your remote/electronic services? Why did you select this service?**

Count	Response
1	Access to databases
1	All of them!
1	Children's Services
1	Children's Summer Programs used by the greatest number
1	Children's services, because we are an elementary school library
1	Children's services: children are our largest group of patrons with their adult family members.
1	Continuing education/workshops: Lifelong learning at a bargain price!!
1	Databases, because more and more, library services are virtual.
1	Grant opportunities: we are able to enhance our services to meet patron needs and desires.
1	Hard to choose just one ---
1	I would again choose VOL since it is available whenever you need it.
1	I would have to choose VOL because of the wealth of information and the reasonable cost.
1	ILL
1	ILL has the most visible impact.

Count	Response
1	Interlibrary loan
1	Interlibrary loan and VOLS
1	Interlibrary loan supplements our collection.
1	Interlibrary loan is used the most.
1	Interlibrary loan, because of the number of small libraries with limited book budgets
1	Interlibrary loan
1	Movie license would be very difficult for me to negotiate on my own.
1	Online catalog - we would not be able to afford this service on our own.
1	Online databases. People can- and do - access the library catalog from home.
1	Postage for ILLs
1	Professional development opportunities
1	Statewide catalog because it allows us to see what is available at other locations
1	Statewide catalog
1	Support Services! - They impact our facility most broadly - YEAH DOL!!!!!!!!!!!!
1	The Children's Room
1	The Children's services are used the most by our library.
1	The Summer Reading Program and the Universal Class
1	The VOL databases greatly expand access to resources at very low cost for our small school.
1	The Vermont Online Library. Our students use this resource extensively both in and out of school.
1	The ability to have access to other libraries catalogues is the biggest value to us.
1	The databases available through VOL are a central part to our reference services.
1	The summer reading program
1	The summer reading program has the most impact for young patrons.
1	Universal classes. Online, remote access.
1	Used to be regional libraries. Now those are mostly closed.
3	VALS
1	VALS: I used the interlibrary loan service 150 times in the 2010-2011 year.
1	VALS seems most used.
1	VALS enables patrons to quickly get resources our library does not have.

Count	Response
1	VALS - for making the resources of the entire state (potentially) available to all communities
1	VALS - for the reasons stated before.
1	VALS and Resource Sharing Grants...simply because ILL expands our local collection.
1	VALS and Special Services and Children's/Youth Services
1	VALS and VOL: we have high ILL volume here as well as need for online full-text.
1	VALS automated catalog, but it would be more useful if all the libraries used the same software
1	VALS catalog. We got started on it many librarians back in history.
1	VALS provides a service where patrons can borrow rather than buy books.
1	VALS lets us increase what we can offer our library users.
1	VALS
1	VALS - the online catalog of what materials are available
1	VOL
1	VOL low cost access to a good resource for students
1	VOL resources would be financially out of reach without these funds.
1	VOL databases - additional resources for student's research
1	VOL databases are the most important service we use.
1	VOL is the greatest service to our school library.
1	VOL-easy access to where materials can be borrowed from other libraries
1	VALS interlibrary loans: we don't have to purchase every item our patrons would like to have.
1	Vermont Online Library
1	Vermont Online Library: having access to Gale databases is a basic reference need.
1	Do not have an opinion
1	First Wednesday programs
1	Interlibrary loan: many borrowers use this service frequently.
1	Subsidizing postage: especially now that the regional library in our area has closed.
1	Interlibrary loan: no one library can anticipate or afford all the materials needed by patrons. Interlibrary loan provides essential resource sharing.
1	Children's services and consulting offers the greatest value to the largest number of our library patrons. The greatest portion of our circulation and program attendance are

Count	Response
	children and young adults.
1	Interlibrary loan service allows our patrons access to materials that we do not have on site.
1	ILL: as a small school library serving students in grades 7-12, covering every subject and need of our students would be impossible without this service.
1	VALS is the service that we use the most for our patrons. We feel it's important to be able to offer materials that patrons seek and might not be available at our own library.
1	The Children's consultant gives us the best bang for the buck. Again, the children of my town as well as the state are the ones who benefit the most.
1	VOL is an amazing value to our patrons. I think we have more to do in getting the word out to patrons; it should be used even more than it already is. And we are continually teaching this service to people.
1	VOL, because students need access to authoritative sources to meet 21st Century Learning Standards
1	I would say the VOL offers the greatest value to our library customers. It provides access to something that we might not otherwise have at our small school.
1	VALS and the associated ease of interlibrary loans, simply because it is the service most frequently used by our patrons
1	Vermont Online Library offers the greatest value. It's affordable yet provides access to enormous resources far beyond our reach otherwise.
1	VALS because no single library can stock all the titles that people are interested in, but sharing our resources through interlibrary loans makes thousands of books and other materials available to every person in the state in an efficient and timely way.
1	VALS: this shared catalog facilitates the sharing of resources between schools, public libraries, and college libraries in both directions. It has the potential to offer resource sharing to all Vermont's citizens.
1	Red Clover program through children's services allows for a cultural literacy that unites the school. It happens statewide, so it's a great connection for transient students. It's a great way to unify us and to show the kids that kids all over the state are voicing their vote.
1	Youth Services and the Summer Reading Program reach in some manner a sizable portion of the children in our town, drawing them into the library and into using our materials.
1	Youth Services Consulting and Services provide the greatest number of our library's patrons with enhancements to programs that they cherish.
1	I believe the interlibrary loan services offer the greatest value, as our patrons understand that they have access to any book available.
1	My elementary school library is a K-4 school so the youth services have most directly

Count	Response
	benefited our patrons.
1	The statewide catalog is used a lot by Warren patrons. Without access to the broad selection of materials, our library users would be very frustrated!
1	Summer reading support! We have a large demand for summer programming at our library. Having help from the state with our services and materials is the most valuable service to our youth department.
1	VOL: no conceivable way these databases could be afforded otherwise by small libraries and patrons need these resources.
1	The Statewide catalog for interlibrary loans: the primary purpose of our libraries is getting materials into the hands of those who need and want them.
1	Training workshops for staff have led to their skills being improved and the introduction of a number of activities.
1	Statewide catalog (VALS) is extremely valuable, especially in small libraries like ours. We appreciate access to collections statewide.
1	VOL because I could never afford to subscribe to all those databases, and there is such a variety of reading levels represented, that young children to adults can use the databases to find information
1	Resource sharing gives our patrons access to a huge variety of resources that we would not be able to supply. We use this also for our monthly book discussions, which are very popular.
1	The Vermont Online Library is what I would say has the most value to all users, from libraries big and small, and where I see the most opportunity for growth, as libraries move towards available-anytime, remote-access, web-based services.
1	It's hard to choose. They all play a part in our service to patrons. I think the Summer Reading support probably has the most impact simply because it reaches the most people and reading for children is so vital.
1	ILL is the most important. We could not provide this service without DOL facilitation, even with an increase in our budget.
1	Again, ILL: I am directly associated with this service and have seen the numbers grow over the last decade.
1	VALS for interlibrary loan support: in tough economic times resource sharing is the way to the best service we can offer.
1	VALS/resource sharing grant makes our patrons feel as though we operate a large library with many choices as we are able to borrow most choices from other libraries.
1	Interlibrary loan! We can meet needs of students of all ages and homeschoolers; businesses and families access information to make things better for them.
1	VALS: but frankly the software interface and accuracy of the data (especially withdrawals) needs to be improved. See previous answer for why I chose this item.

**Count****Response**

- Although consulting services are invisible to library patrons, the impact of the advice/support/wisdom I have received has been invaluable and positively impacts patron services.
- 1 The VOL databases are important to have in public, school and academic libraries because they provide everyone with access to the same collection of resources; after graduating college, we tell our students to use their public library to access them (especially small business owners).
- 1 VALS because we are a small library and can therefore use ILL to provide access to information we otherwise wouldn't be able to have
- 1 If only one choice, I would say the statewide automation. This will help many of our "home-bound" patrons connect with the library, whether they call and request the book or download an audio book, this will be extremely helpful.
- 1 We benefit most from the databases. As an academic library, this is the DOL resource used the most here.
- 1 Material Review sessions and the DCF and Red Clover programs are the most valuable to me and my students.
- 1 VALS wins again, for my users. It puts the resources of the entire state into my members' hands, and equalizes my members' access with that of people who live in Burlington, Stowe, and Manchester.
- 1 I select VALS because of the rich selection of books for high school research papers. I still think books are important and they are still being required for research. There is no way I could supply all the books that are needed for these diverse and interesting research topics.
- 1 SSU offers specialty items and expertise to a targeted population that we can't even begin to afford in our budget. As the population ages we find that we are directing more people to them for help and we are borrowing from their collections more and more.
- 1 VALS offers the most value because we are able to look up resources and request them from other libraries without having to purchase them with our very limited budget. This is a service that we use more than any other of the LSTA funded services.
- 1 Children/Youth Consulting Services: the advice, support, and materials offered have enabled me to build a strong program for our library - filled with storytimes, book discussions, and teen programs that welcome all in our community.
- 1 VALS (even in its current state!) gives access to a wider range of books. It is also the one we can most easily evaluate.
- 1 Continuing education: there are very few options in the state for developing staff and municipalities are offering less and less due to budget cuts. This is a critical piece for Vermont. Other states will offer substantial state funding or there are educational institutions they can partner with that are specific to our field of services.
- 1 VALS: I use this information daily and appreciate the transparency of information across the state. I can guarantee patrons' accessibility to resources regardless of location.

Count	Response
1	Children's programming seems to be the only service supported with LSTA funds that even remotely offers value to our library users. We get more value from the Green Mountain Library Consortium, especially patrons who use our remote/electronic services.
1	I think the best service that is supported by LSTA funds is the online catalog/interlibrary loan. We are a small town on the wrong end of the digital divide, so while remote services are starting to take off here, the number one thing that patrons value is the interlibrary loan service where we can get our hands on materials for them that are not in our catalog at a cost effective way. In effect, it doubles or triples our available catalog.
1	Quite possibly the Universal Classes: although it is slow to catch on, this is a community that values and seeks continuing education opportunities.
1	As Children's Librarian I have used the various youth services for years and they have been instrumental in collection development and in providing a successful Summer Reading program.
1	Universal Class allows library patrons to educate and enrich themselves at no cost to themselves. It's a great value!
1	Interlibrary loan using the statewide cataloging system along with the resource sharing. As far as our services go I would not want to ever be without consulting services.
1	VALS and ILL - because resources are not distributed evenly in VT, and those in more rural, less wealthy communities need to have access to the same resources available to wealthier communities.
1	Probably the access to Universal Class because it provides so many different classes; for an individual library to purchase these services would be expensive. This expense would also be out of reach for many of our small VT libraries (with equally small software/e-materials budgets).
1	Summer program support because it is something that affects a large population and continues for years. It was very hard to choose just one.
1	Continuing education: because of the cumbersome nature of VALS (or maybe it just feels cumbersome because I don't use it enough), I don't use interlibrary loan as much as I could. Therefore, what impacts my teaching and my students on a daily basis is the thought and richness I put into the lessons I teach and the resources I provide, both physically and electronically.
1	VOL has the most impact for our secondary school as it impacts my ability to introduce students to electronic yet reliable sources and teach database search strategies, which expand their "search engine only" horizons!
1	Digital databases: once I understood that they are available, I found them valuable for all sorts of activities.
1	Interlibrary loan services offer the greatest value to our library patrons because if we do not have the materials, we can borrow them from another library, and that makes for a happy patron (s).

Count	Response
1	VOL: we can offer full text articles immediately to our users, broadening access to quality and reliable resource materials.
1	Our small library has very limited remote/electronic services, but the resources are used every day. DCF and RC play an important role in curriculum, and stimulate high interest reading among the children of the school.
1	Interlibrary loan: without this, we would not be able to offer our patrons anything other than our limited collection.
1	I haven't set up VALS, but it's been on my "to do" list for a couple of years. It would vastly increase the resources available to staff in our school.
1	VALS: the access to other libraries' holdings and the ability to fill their requests with our catalog help us make informed decisions about what to keep or acquire and what to discard.
1	The Children's/Youth Library Services have the greatest value to our library patrons because those services are used for collection development and programming for our Kindergarten through 6th grade school library community.
1	Being the in charge of the Children's Room programming, I find the summer reading program the most valuable. Our patrons begin in April asking about our summer reading program.
1	Again, interlibrary loan is the most valued service, i.e., it would be most missed. Others would be missed and would diminish the scope of what we can offer.
1	Online resources (data bases, universal courses) will have the most impact on our very rural population as well as those who make it into the physical library.
1	Universal Class: I live in a poor community where well over half of the children in our schools qualify for the free and reduced lunch program; continuing education is something that is perceived as out of many of our patrons' reach financially and something they never saw themselves taking part in. With UC we've seen a whole new world of continued learning open up for many of our patrons.
1	Children's services are a huge thing here. Our children are particularly struggling with literacy right now, so anything that encourages children to come into the library and work on reading is a big help.
1	VALS is the most important service. The ability to borrow books from other libraries is so important in our small state. We just do not have the ability to purchase all the materials our patrons need.
1	The ability to get specific materials, sometimes of a specialized nature from other libraries is valuable for our patrons.
1	Resource Sharing is very important and valued by our library users who request interlibrary loans.
1	VALS because it is the most widely used by my patrons, and it provides a service to my patrons from the Pre-K level to the adult faculty level.

Count	Response
1	VALS--for reasons stated before. In times of tough budget decisions, it is great to be able to find out who has the book we need at another Vermont library and to be able to borrow it from them!
1	The VALS has allowed us to expand an available collection without having to use financial resources for books that may not interest a large audience. Being able to get desired books to our patrons gives us an opportunity to be of use, so that the next time a patron is in need of something they will think to come back for more.
1	Youth/Child services support (i.e. Summer Reading Program): the programs we run in the summer are well attended by our community and they would not be such a success without the continued support of the state.
1	VALS! Since a library cannot purchase every book, being able to find a book that they want makes our patrons happy.
1	I believe the interlibrary loan service offers the greatest value to our patrons. Knowing that they can get any book they need is a wonderful benefit.
1	Children's programming: people in my library are looking for free programs for their children. When they bring the children in, we can offer all of our other programs and services to the rest of the family.
1	VALS: since we are a very small library, we often need to borrow library materials from the state or other libraries. Also, the e-mail service keeps us in touch.
1	Continuing education: What I bring back from those classes shapes this library and informs me of all the resources that exist.
1	Interlibrary loan service has the most impact across patrons since we borrow both children's and adults' books for patrons plus request books for both generations for book discussions and for people going to school. It is great to be able to provide this service to allow our patrons to have access to all materials even though we have a small library.
1	I think it may be the VOL databases. They open the door to so much more information at our fingertips. The keyword searches and cross references can save time in locating the correct information. Patrons can get more current information and have reliable sources.
1	Online learning expands the services already being provided by the physical libraries, expands the library use into the digital world, and augments the local educational opportunities.
1	It would be a close call between access to interlibrary loan materials and professional training for the director and staff. ONE?!? Interlibrary loan.
1	The greatly expanded online services, starting with interlibrary loans. NOTE: as a small rural library, it will take some time to educate our patrons to the availability of many of these services and how to use them.
1	I think this could be a misleading question, but I have to say VALS because it is the ONLY statewide system for ILL.

6. In your opinion, which one of the services or initiatives that have been identified as being supported with LSTA funds has the greatest POTENTIAL for improving library services statewide in Vermont?

Count	Response
1	1st Wednesdays
1	#1 is VALS.
1	Again, the Children's Consultant, since she brings in new ideas and support
1	Automated services
1	Certification classes and consulting services from State and Regional.
1	Consulting and training will create the strongest impact on the state as a whole.
1	Consulting services
1	Continued resource sharing
1	Continuing education
1	Continuing education for librarians
1	Continuing education course offerings help all of us to continue to learn.
1	Continuing education/workshops
1	Cooperative subscriptions/services among libraries to reduce cost to local taxpayers
1	DOL
1	Education and workshops!! They are awesome. Thanks!!!!
1	Encouraging resource sharing
1	First Wednesdays
1	First Wednesdays' support
1	Get the funds out to the town Libraries; maintain a minimal staff in Montpelier.
1	Grants
1	Hard to evaluate from our point of view
1	I can't select.
1	I see things like VOL expanding to include more resources (e-books especially).
1	I think Universal Class can be amazing if we can get more people aware of it.
1	I would say resource sharing: interlibrary loans.
1	Interlibrary loan
1	Interlibrary loan
1	Interlibrary loan services AND DOL workshops

Count	Response
1	N/A
1	Ongoing support from the Department of Libraries
1	Online Universal Class
1	Online databases available through VOL
1	Regional consultants
1	Regional/Children's consultants
1	Resource sharing
1	Resource sharing grant so that we can all continue sending ILL to one another
1	Shared catalog / VALS
1	Sorry, but I don't even have a guess for this one.
1	Statewide catalog
1	Statewide library catalog
1	That's almost impossible to say. Our library has very different needs from the next towns.
1	The ILL system is crucial to a state with so many small, rural libraries.
1	The ability to share resources has the potential to improve libraries throughout Vermont.
2	Universal Class
1	Universal Class
1	Universal Class Online and continuing education/workshops
1	Universal Class Online
1	Universal Class has amazing potential.
1	Universal Class has huge potential for all patrons.
1	Universal Class is a great new possibility for improving library services statewide.
1	Universal Class is too new to tell, but I think it has a lot of potential.
1	Universal Class
1	Universal Class Online
1	Universal courses
1	Unsure
1	Upgrading the VALS system would be valuable.
1	VAL's continuing education online

Count	Response
5	VALS
1	VALS
1	VALS - see comment above regarding improving accuracy and usability.
1	VALS and cataloging
1	VALS could certainly be more "unified" and updated, especially with regards to discards.
1	VALS if there can be a way to make ILL easier or more affordable
1	VALS, as small libraries depend on ILL for access to materials
3	VOL
1	VOL
1	VOL...love the concept....
1	Vermont Online Catalog
1	Vermont Union Catalog / Interlibrary loan
1	Vermont resource sharing
1	VOL databases
1	Again the subsidizing of ILL postage is critical.
1	all the online services -- continuing education; workshops; training; genealogy; etc.
1	can't recall all those services to answer this question
1	continuing education/workshops
1	continuing education
1	don't know
1	don't know
1	Not able to predict.... possibly VOL - more and more members of the general public and students are turning to online resources.
1	I think VALS and VOL have improved services statewide. I am unfamiliar with the workshops and partnerships available, but it seems those activities could have enormous potential.
1	VALS, especially if the State Library can develop a global catalog and perhaps we could have a statewide library card at some point and directly mail ILLs to the borrower who then would mail them back (or leave them at their local library).
1	Universal Class and the online databases provide the greatest potential to our libraries. They enhance the collection and educational offerings and are accessible remotely. More and more of our patrons are limiting travel due to gas costs and it is very important for them to be able to access library services from their homes.

Count	Response
1	A shared collection of Internet-based e-books (from either Gale or another vendor) would solve a lot of problems that libraries face regarding purchasing e-books for specific devices. If the DOL offered a central library of e-books that any user could access with Internet access, it would be a boon for libraries.
1	Technical Services Unit could provide the platform for enhanced resource sharing and development.
1	The VALS shared catalog facilitates the sharing of resources between schools, public libraries, and college libraries in both directions. It has the potential to offer resource sharing to all Vermont's citizens.
1	A streamlined and expanded VALS that provides statewide access to resources in a more efficient manner
1	VALS has the greatest potential since many libraries in Vermont are in small rural communities and have yet to digitize their collections.
1	Interlibrary loan: I know there is a committee working on developing a plan to improve this service. This is critical to the state and every year libraries are having to stop some of their ILL services because they have run out of funds.
1	VOL and Online learning - Universal classes. VOL since it can save libraries significant money on books, if they heavily use the service. The universal classes can enrich lives so much! Just have to get people using them!!
1	The statewide catalog too. The system we have is outdated. The email system cannot be used for business.
1	Given more (many more) resources -- chiefly staffing and money -- I think DOL Technical Services could accomplish a great deal in terms of consolidating and providing access to digital materials and records. I think they do a marvelous job under their current constraints, and could provide strong tech leadership if they were provided with the means.
1	VALS is the backbone of services and connection among the services. Technical services and continuing education for Vermont librarians builds structure, support, and continuity among many disparate locations with varying levels of expertise.
1	Encouraging resource sharing, especially the sharing of e-books and audio books, would improve library services statewide immensely!
1	Again I would say youth services because emphasis on programs and services that target youth and teens is critical right now in terms of promoting reading and use of libraries. I believe adult library users will come anyway, but we need to reach out to our youth and teens.
1	I think the Universal Class offerings have tremendous potential and hope to explore them more fully in the future.
1	I would imagine anything that helps libraries with tight budgets expand their services would be most important! The VT online seems to do that the most.

Count	Response
1	I'd say that having advice and technical assistance is going to be of most use to us as we continue evolving to serve the needs of our population.
1	I believe that the online services (such as databases, downloadable content, etc.) have the greatest potential for improving services.
1	Boy, that's a hard question. I think the DOL Cat has the biggest untapped potential. I think really training people to effectively use the collection of all the libraries in the state saves money, shares resources and brings us together.
1	Universal Class is very new to Vermont, but I have heard a lot of excitement about the program. In the last two weeks, I have handed out more patron codes than I have in the months leading up to this time period. I believe that this service will continue to grow as Vermonters learn about it.
1	Library consultants help us with all kinds of issues and training that we would have a hard time lining up on our own.
1	A more user friendly statewide catalog that listed the libraries' names and the availability of automated books.
1	VOL - the best way to unify such a rural and (physically) disconnected state such as VT would seem to be through shared electronic resources. While broadband access is still an issue, we have overcome geography at least!
1	Database packages are essential to all age groups. Understanding how to use them and providing access to well selected resources in this arena exposes all individuals to rich and trustworthy sources of information.
1	Services such as Universal Class and other content that is downloadable from home is potentially an important method of delivering services to our patrons, especially those who cannot make regular trips to the library. It will also bring in patrons who might not bother to come in person, but who will access content remotely.
1	Continuing education: raising the skills / education / morale level among library workers has a ripple effect in service to their communities.
1	Continuing education workshops: library staff needs constant updating on the ever changing technological world to enable us to serve the wants and needs of the public. Libraries exist to lodge and provide information and the staff should have the necessary skills to do so.
1	Copying from above, with the added caveat that DOL should really be adding more to this VOL service, from downloadable audio/e-books to a shared catalog. The Vermont Online Library is what I would say has the most value to all users, from libraries big and small, and where I see the most opportunity for growth, as libraries move towards available-anytime, remote-access, web-based services.
1	A statewide cataloging system has the greatest potential if it facilitates interlibrary loan, which is currently done through a labor-intensive, outdated, tedious system.
1	As our state becomes more "wired," I'm sure that online resources will continue to grow in importance and value statewide.

Count	Response
1	I think the one that has the most potential is Universal Class. This was rolled out recently, but there is a lot of interest in our town. Now that the broadband initiative is coming to the area, I think more people are going to have the ability to take advantage of it. And with computers getting cheaper, smaller and more accessible, along with tablets like the Kindle Fire, these digital resources are going to be more valuable to the community.
1	Universal Class, because of the distance required to travel for attending colleges, and because it easily fits into many patrons' work schedules
1	Vermont Automated Library System online catalog offers potential for all of Vermont citizens to borrow materials from any library in the state. A system could be set up using the Vermont driver's license as a library card. Materials could be shipped to the Vermont library patron's home address. Items could be returned at any library for return shipping to the home library. More funding would be necessary to support this vision of library service.
1	I know the DOL has been working on broadband availability and that is important. A shared statewide catalog available to the public would be helpful for Vermonters. Streamlining ILL for patrons at small libraries would probably be very helpful.
1	I think interlibrary loan is very important to all our libraries, especially since we are all small libraries and don't have the space to hold as many books as big city libraries and since we are down to only one regional library to help all of us.
1	Continuing education: in Vermont there are no other resources outside of distance MLS programs. MLS degrees are impossible for the vast majority of library workers in Vermont.
1	The services provided by the State Children's Librarian and her staff (Summer Reading Program in particular, materials review, DCF and Red Clover Programs). This position is absolutely vital, considering that the position of School Library Media Specialist liaison to the Department of Education has not been funded or reinstated in over 10 years.
1	VALS may have the greatest potential statewide in promoting greater interlibrary loan, especially if it can foster a strategic partnership with certain other entities to provide e-book loans.
1	The Universal Class program has been quite the incentive to patrons when they come in for a new library card.
1	Continuing education: all librarians need to update their skills on a continual basis so that they, and their institutions, remain relevant in this fast-changing marketplace. The more continuing education opportunities available, the more librarians can work to stay current - and thus remain relevant to their communities.
1	VALS because the potential development of an improved statewide catalog, such as is being discussed/ planned, would have an impact everywhere in VT.
1	I think Universal Class has the most potential because it is new and people are just beginning to find the value in it.
1	Consulting, workshops and training: librarians need to know how to implement current

**Count****Response**

- best practices. They also benefit from site audits and other consulting support.
- 1 I love VALS, but think you would get even more out of it if ILL worked like it did in NH. They have a van system that delivers materials to every library in the state. No postage or trips to the post office! I think more librarians would offer ILL to their patrons if they didn't have to worry about the postage cost. VT is a small state and our libraries are very separate from each other. Having a van for the ILL system would allow our collections to be a lot more accessible to each other.
- 1 I think that the centralized cataloging provided by the technical services unit has great potential to be used for some kind of statewide union catalog, especially for the VT libraries that have localized automation (or no automation) because of size, staff size, time, etc. Having the Department of Libraries provide online catalog access for these libraries, since it has already provided catalog services, might be a way to bring the standards of all libraries up, into the 20th century.
- 1 The statewide catalog helps small libraries stretch the amount of materials they can offer.
- 1 I would choose the workshops because it's important to learn new information in our ever changing world of libraries.
- 1 I'm very impressed by Universal Class. Patrons seem excited to be able to take a variety (a huge variety) of free classes online. It is also exceptionally user friendly for an online resource.
- 1 Continuing education has the greatest potential for improving statewide services. The workshops increase the knowledge and efficiency of librarians who provide all library services and they inspire and re-energize us.
- 1 The statewide catalog has the greatest potential, but we definitely aren't there yet. The entries in it are so far behind that they aren't very accurate. If there was a way for libraries to add or delete items themselves, as they add or weed from their own catalog, the system would be much more useful. ILLs would increase, especially in smaller libraries, because everyone would have more accurate information on area holdings. It would be even better if it had real-time information on holds or check outs, so ILL requests wouldn't happen as often for books that were unavailable at the time of request, shortening patron waiting time for materials.
- 1 Vermont Online Library has the greatest potential. It has expanded over the years and could continue to expand, offering additional shared resources for all VT libraries that cannot be provided by individual libraries.
- 1 This is a tough question to answer -- perhaps the continuing education piece because it has the potential to reach so many libraries in so many ways.
- 1 Regional consultants and continuing education: so few Vermont Libraries can afford librarians with an MLS and cannot afford to pay for training for their librarians. This makes both of these services vital to improving librarians and library services.
- 1 VALS: we automated in January 2012 with VOKAL. Having our holdings show on the VALS system, including availability, is a big technological leap and an asset.

Count	Response
1	Universal Online Class would help bring in the 20, 30, and 40 year olds who don't think of library use in this way.
1	Universal Class and all that it represents: the collectivized subscribing power of Vermont libraries and the possibilities it opens up for the continuing education of our patrons
1	Probably the resource sharing grants to individual libraries, since new initiatives could be funded as the needs evolve
1	Universal Classes are just beginning to take off and people are very excited about it. It's a great service!
1	I would love to see a union catalog for all Vermont public/school libraries. A lot of these places (like mine) have a hard time paying for automation services--a union catalog into which we could all enter records and use for searching and offer as an OPAC to patrons would be great for a lot of small libraries, and there are A LOT of small libraries in Vermont, all trying to re-invent the wheel when it comes to cataloging, doing the same work redundantly.

7. Among the LSTA Grants to States program priorities are: 1) encouraging resource sharing (e.g., interlibrary loan), 2) fostering strategic partnerships and 3) serving individuals who find it difficult to use traditional library services (including the visually impaired, rural populations, children, seniors, etc.). Please share any examples/stories that you have from your library that indicate that these kinds of activities are happening as a result of the services/initiatives that the Vermont Department of Libraries has undertaken using LSTA funds.

Count	Response
1	1st Wednesdays are very popular and well attended and the Library jumps with interlibrary loans.
1	As written above...my patrons rely on interlibrary loan services.
1	Children's programming
1	Interlibrary loans
1	Interlibrary loan has been so helpful to our small library with a small budget!
1	Our library does lots for us with interlibrary loans.
1	People hugely appreciate the ease of getting materials through interlibrary loan.
1	See item 5 above.
1	Serving the underserved
1	The interlibrary loan of DCF sets of books have been a huge boon for our small school.
1	VALS is a key tool for resource sharing and greatly facilitates ILL.

Count	Response
1	We send and receive hundreds of ILLs annually.
1	Don't know
1	Interlibrary activity is strong in our area.
1	None
1	Resource sharing is the biggest, most well-utilized service by far.
1	We are a very small library; ILL is the most crucial to us.
1	Interlibrary loan is the most visible and robust sharing that we see. We have many patrons who use the service.
1	Sorry, these things are happening in spite of VDOL. The resource sharing grant of \$79 on our \$70,000 budget is a joke. The GMLC has done more to foster strategic partnerships, and support from our own town, both public and private has also been more beneficial to the rural poor, children, and elderly, than anything from VDOL.
1	My school library has an extensive collection (10,000 volumes). Even so we borrow 30 - 50 titles through ILL. Recently this number has dropped off somewhat from previous 25 years as our district now has an online union catalog so we borrow more easily from each other locally.
1	We have found that interlibrary loan not only supports students with resources for assignments, it also nurtures the reading habit and the pleasure derived from reading.
1	We currently had a patron who has been looking for work for the past year with no success. She is now doing classes on Universal Class to learn new skills to improve her chances of landing a job outside her current skill set. This resource would not be available to her if she had to pay for the classes.
1	Interlibrary loan is at the top of the list. To be able to say that "it isn't in our collection but we can order it for you!" is just great! When we started our website, we were amazed how many 'hits' we got, even though the town has poor internet service.
1	I have a library patron coming in tomorrow who is currently unemployed. She just purchased a computer and is coming in for some one-on-one lessons on how to use it. She was telling me that she wished there was some way she could get training on how to better use a computer, as she feels she needs to improve her skills to become more employable in today's market. She was very happy to hear about Universal Class and the options available to her through the library.
1	As a small public library, we are able to borrow materials our patrons need and want that may be much more specialized than we normally acquire. Networking and brainstorming with VT librarians in educational settings is fantastic. Everyone is always willing to share. We refer patrons to Special Services and they are thrilled and amazed. It is an easier way to enable them to continue their love of reading without leaving their home.
1	LSTA funds have helped us provide postage for interlibrary loans. We have had two patrons have eye surgery and turn to the library for materials, first audio and then large print books, while they recover. We have also had a dyslexic youngster request large

Count	Response
1	<p>print materials as they were easier to read. This student used Special Services and had audio materials delivered to the house to deal with required reading for school.</p> <p>My family received large print books when my daughter was in high school. As I noted above, ILL is a great way to save money and share resources. Many of us have diverse collections and obscure resources that we have held onto for different reasons. Sharing these resources makes great sense.</p>
1	<p>Interlibrary loans and VALS mail led to the collaboration of three libraries in our region. We are currently working on shared programming, as well as resource sharing. This would not have occurred without the open communication that results from VALS mail.</p>
1	<p>Resource sharing grants and VALS make interlibrary loan more feasible in the state. The ability to offer this service is critical to small communities who lack financial resources.</p>
1	<p>Having catalogs on VALS helps, but I look forward to a time when we can have a more current catalog that searches real time. Many times the records I find are books that have been long since discarded, but the VALS can't keep up with it. Neither could the librarians. In the last five years, I've used the Special Services for visually impaired and blind students. I would've been lost without SS.</p>
1	<p>Learning about the Special Services Unit was really great, most of our staff and patrons were previously unaware of this service until we held an in-service training in which Theresa spoke about talking books.</p>
1	<p>The local assisted living facility regularly sends a van to all First Wednesday's programs. The program is helping to keep our seniors connected and informed.</p>
1	<p>Our library is looking into becoming automated and combining our catalog with two other local libraries so that patrons can see what is available at each library.</p>
1	<p>We do a very high volume of interlibrary loan. We would not have the Listen Up! Vermont audiobooks if it was not for the Green Mountain Consortium. Resource sharing seems to reduce cost to individual libraries for things like databases. The summer reading program always has big participation.</p>
1	<p>Our library uses interlibrary loan quite a lot as we have a small book budget and lack space to stock extra titles; our patrons use this service. Our population is rural and we do a lot with the youth in our area. That is where we feel we can have the most impact, so the aid that the Youth Services Coordinator gives in workshops and in aiding in programming, especially in summer programs where we attract a lot of kids, is important to us. Before I came to this library, there were no children's programs. In the past fiscal year we had over 200 youth programs attended by 3887 people.</p>
1	<p>Again, we handle over 2000 interlibrary loan requests a year for our patrons. Not only can we search through VALS and VOL for the eclectic variety of requests, but we can also get some help for postage and staff time from the Vermont DOL to aid in sending our materials out to other smaller libraries that request them on VALS.</p>
1	<p>Good service for inter-library loans has influenced patrons to support our library's endeavors, such our current fundraising efforts for an addition. We are able to donate materials to other libraries and trade practical resolutions to questions re: shelving,</p>

**Count****Response**

equipment, bugs in online systems, etc.

1 We use the interlibrary loan services more than three times a week, and we have a wonderful collection of over 35,000 books. It's always amazing when a student wants something we don't have and we are still able to get it for them without having to buy it!

1 # 3. Many visually impaired patrons have used this service for years. Usually it is a relative that is looking for assistance to help a father, mother, or uncle continue to enjoy the experience of reading. Audiobooks solve the problem and the services provided for the visually impaired is beyond words.

1 One of our users suffered an acute loss of vision. We connected her to SSU and she claims the services and the superb staff "saved her life."

1 A patron whose wife has had a stroke uses the interlibrary loan service to add to the books he can read to his wife. He is able to add more books by favorite authors than we have at our local library.

1 3) We have a patron who used to be an avid reader. At a fairly young age, he had a stroke that made it difficult for him to get to the library and also difficult for him to read anything but large print. Although we are happy to provide home delivery and large print books, introducing him to SSU was a great help to him. Now he has a much larger selection and the books and/or audio are delivered to his mailbox. Another patron who has been disabled all his life recently returned to VT where he was born. When he got reconnected with SSU, he was amazed at how much things had changed; the technology is much easier to use and the selection is greater.

1 We are considering a strategic partnership with a neighboring library where we would have a more comprehensive collective, but they would be more involved in programming.

1 We borrow large print collections on a rotating basis from the DOL, as well as providing many interlibrary loans.

1 My most recent example of VALS in action: a fourth grader wanted a book on Great Pyrenees dogs. Despite the fact that it would not be an appropriate purchase for me, I had one in her hands within forty-eight hours. Not a dramatic story, but that sort of service, conveniently available to a person who lives thirty miles away from the nearest library that is open every day, is the kind of service we need to maintain an informed citizenry. Her expectation of this level of service is the direct product of LSTA support.

1 I cannot give any examples from our library. As I have indicated, we have just reopened last summer (2011). We are totally run by the volunteer library trustees and have no paid staff. Even so, we have checked out many books, had a summer reading program, and Wednesday story hours. With help from our regional consultants and the children's services units, we hope to keep improving our library's services.

1 We enjoy offering a selection of large print books we could not otherwise afford, and patrons appreciate our resourcefulness. Trainings provide the library director the opportunity to network with other local librarians on sharing book review source material, ideas about programming, etc.

**Count****Response**

- 1 Youth services initiatives allow our library to form strategic partnerships with other organizations in our community. For example, the Early Literacy Initiative supported by the DOL has spurred our library to find opportunities for partnerships with the local Department of Health WIC program and our local Parent Child Center. In addition, summer reading programs bring underserved youth into the library and build community relationships. The VALS system allows library patrons to expand their reach and provides a mechanism for resource-sharing that can be built on. Database access through VOL is essential to all libraries hoping to promote 21st century learning. The First Wednesday Program has allowed our library to provide a needed focal point for community discussion of important issues. Universal Class is a wonderful tool for people living in remote areas or who lack access to educational resources.
- 1 VOL's InfoTrac PowerSearch is a portal on our school library web page that enables students to access a wide variety of databases. The Virtual Library also carries some reference e-book titles as well. As a result, I have increased my efforts to instruct students and teachers to promote these resources for curricular assignments.
- 1 As a small rural library interlibrary loan equalizes access to materials statewide. It ensures that those with handicaps can fully partake of all resources. Funding is always an issue and any help we can give our rural patrons to gain access to collections that a small rural library cannot provide is wonderful.
- 1 Our ILL rate has increased dramatically over the past two to three years. And fostering strategic partnerships has made scarce resources go further.
- 1 I have heard from students that Vermont Online Library is becoming increasingly useful, especially among youth who would prefer not to ask for help in the library.
- 1 Visits to deliver materials to the local senior housing is greatly enhanced by VALS and SSU as we are able to provide suitable materials to this population.
- 1 We don't use many of the services for the visually impaired, but it is tremendously important that I know it is available. It comforts me to know that if I have a patron with those needs, I will be able to serve them!
- 1 As a small rural library, we rely heavily on ILLs. We average 300-500 requests every year for materials from other libraries for our patrons. Anything we can do to make that process easier will help our patrons and increase the number of people we help.
- 1 Number one would be interlibrary loans. We do serve visually impaired and we coordinate story times with our local Little School (pre-schoolers).
- 1 Our seniors must complete a Senior Project in order to graduate. Their chosen topics are very diverse and change from year to year. Part of their project includes 15 annotated bibliographies; some of which must be books; and some must be journals/periodicals. There is no way we could provide that kind of information on all their topics without VALS and the VOL. Requiring this kind of work from them better prepares them for college and work in a larger community.
- 1 We just had a quote a woman said we could use, "As a journalist I depend heavily on libraries. But also as a disabled woman on SSI if it were not for libraries I would have nothing to do and no way to educate myself. When in serious pain, books help me

**Count****Response**

escape. When I need to learn about something my doctor says, I can get the books I cannot afford. Everyone I know who is differently abled relies on the library for all their entertainment. On \$700 a month on SSI we need the library to learn about our illnesses, how to manage them, teach ourselves things we cannot pay someone to teach us. Plus when some of us cannot move, the DVDs and the books on CD are lifesavers to ward off depression that comes with boredom and loneliness. Knowledge is power and without libraries we'd be so much more powerless. The disabled need the library as much as medication. The library is a community center. The way you knew the names of the kids and the older gentleman who entered when I left was amazing. Rural areas have very few places for community, but this library is so obviously a community hub and most libraries are not--You guys go the extra mile." This was in response to a request for interlibrary loan where we bought some of the books new, some used and some through interlibrary loan to spread the spending around. Would she still feel this way once interlibrary loan funds are depleted? We were able to avoid that last year because of the Resource Sharing grant.

1 Our patrons benefit from being able to borrow large print books that we get from the state. Our budget is too small to provide a decent selection on our own.

1 As a more "seasoned" librarian I don't have the ongoing need for consultant services I once did. However, when our library had to change to a new ILS recently I received invaluable help and advice from several DOL consultants.

1 Work on the Catamount Library Network initiative with the State Library in the lead and participation by the consultants: this important resource sharing project simply would not be happening without DOL support.

1 Interlibrary loan is important in a rural state like ours. As a library user without a home library, I personally have used this service and have taught my students that library resources extend far beyond the walls of our school library. I have partnered with our public library's children's librarian when she or I have had programs for children. We both value this partnership.

1 We offer home delivery library materials. I believe if other libraries could receive enough funding, they would be able to offer home delivery to their homebound, visually impaired, elderly, or rural patrons.

1 Some of our homeschool patrons have found the interlibrary loan system very helpful in finding books on their curriculum lists, especially if they are homeschooling for religious reasons.

1 Our small library serves a rural population across all ages. It participates in ILL. The school library collaborates with other school libraries in the district to share resources.

1 Our library borrows large print books from the Special Services Unit for our members who come into the library, but also for our outreach services for members who cannot get to the library. The digital players for the legally blind have been very important to two of our members who are unable to get to the library and unable to read print materials any longer. These members are isolated from their community and these materials help keep them company and help keep them connected to their peers who are readers.

Count	Response
1	Support for ILL is very important for small libraries to provide access to materials we can't buy.
1	Our library has hosted a book discussion group for quite a while. We don't have many members, but the 5-10 people who usually participate are locals in our rural community. If we had to purchase 5-10 copies of every book they read, it would be a real hardship on our small collection and programming budgets. Using the streamlined ILL system, we can gather several copies together and allow Shoreham locals to enjoy book discussion, community, and a new title without having to drive out of town or spend their own money. This has been especially helpful for our older members, who are not as willing or able to travel.
1	The large print books that we receive from Vermont Department of Libraries and are able to rotate on a regular basis are very well used in our library and really help as a supplement to our small collection of large print books.
1	Interlibrary loan is an important part of our services to our patrons. We cannot possibly purchase and house every title our patrons want access to. They are constantly amazed by how quickly we are able to get materials for them. Patrons are pleased, also, with the VOL databases and Universal Class-- all services we could not afford to provide on our own.
1	Our ability to borrow books in a more timely and seamless manner is due to the constant updating of technology and communication services among libraries in the state. The technical division is ever helpful and we are grateful for the services.
1	Interlibrary loan is very popular at our library. We had one elderly patron a few years ago who really appreciated the books on tape for the visually impaired.
1	It seems as if the consortia created in the Connecticut River Valley provide services that could benefit the entire state. Is it the function of the State to intentionally encourage this innovation, or do we have a situation where the State is just behind the curve with innovations?
1	Some of our sight impaired patrons are able to find an author they enjoy (from our small large print collection at the library) and I am able to find other books by a particular author and obtain them.
1	Our interlibrary loans have risen quite a bit this year with other libraries borrowing more for us than any previous year. The movie license has allowed us to partner with an Italian club to show movies in Italian with subtitles. Our children look forward to the summer reading program every year and we take books to the senior luncheon and apartments, many in large print that are borrowed from SSU.
1	Downloadable audiobooks, large print, and children's programming serve many in our town who would otherwise not be served by this library. And again, ILL is also hugely important to a small rural library.
1	My students would like access to more of the DCF books on Listen Up! Vermont, especially in the audio book format (rather than the e-book format). This may change by next year, but that is an area I would love greater statewide access to!

Count	Response
1	Our library uses the ILL program extensively, allowing us to provide our patrons with the materials they want.
1	We have a student who recently lost 80 percent of his sight due to surgery. Special services provides us with curriculum help to meet this need.
1	Our library is very efficient at interlibrary loan and has made that service available with good cheer. Personally, this has helped me complete articles, but has also allowed me inexpensive access to books not held at our library. And I know a number of other people in the service area who have found ILL immensely useful.
1	Interlibrary loans have been very important to our patrons who are researching for their work and education.
1	The Red Clover Award is, in my opinion, a strategic partnership of the Vermont Department of Libraries, Mother Goose Programs, and Vermont Department of Education that annually cultivates an appreciation for picture books in thousands of young children.
1	Helping non-computer users fill out unemployment forms, collaborating with a variety of agencies in town to reach out to more of the population (Clara Martin Mental Health, Orange County Parent and Child Center, Prevention Partnership Organization, New Babies Program at the local hospital, book discussions at Senior Center)
1	The interlibrary loan program right now is helping us establish our own self-run adult reading discussion group. We have a young man in town that tragically lost his sight in the course of an operation for a brain tumor; library services were a real boon to him as he and his family set about re-establishing a whole new life for him. He now has a new career and a new job, but library services helped to get him started at a very low point.
1	The ILL program is invaluable because we don't have the space to house all the classics or large print, or add to our collection or the budget to do so.
1	We have referred patrons to the Special Service Unit to get reading materials they could not find here at our library. We have also used interlibrary loan to help our patrons get books they could not get here. We appreciate these instances where the State Department of Libraries has offered resources that our individual library could not offer!
1	Our students reside all over the state and our library model is essentially a distance services one, so equal access to resources for all students is key. The ability for our students to access print and electronic resources, regardless of location, is essential for our accreditation. Most of our ILL is between academic institutions, but ILL and electronic resources are the most important functions of our system.
1	Single mothers in our area completing their education to improve their earning potentials; seniors getting computer literate; the visually impaired having access to our resources and having materials sent to their homes
1	Interlibrary loans are done more and more often. It helps the budget that some of the money can be offset by LSTA funds. The movie license is a nice extra.
1	We engage in extensive resource sharing through ILL. We are lucky enough to have a relatively large collection development budget and so we frequently send out books to

Count	Response
1	other libraries. Since we have a diverse population, we also frequently have patrons request books that we can obtain through ILL.
1	The value of ILL cannot be overestimated in our small state; the statewide network puts the riches of nearly every library potentially within reach of every Vermonter.
1	The most valuable resource that we seem to have is the ILL. There are so many great books out there; however, with limited shelving or a minimal budget, we cannot provide them all. ILL allows us to offer this service and keeps our patrons coming back.
1	We have a book by a local author that has circulated both in our library and in other libraries through the interlibrary loan process. The book is preparing to leave our building for the third time; it is empowering to think that selections made by the readers here are also enjoyed by other communities. It is also great when we can fill a patron request using interlibrary loan, for a title that may not circulate other than to that patron and is therefore not consider for acquisition.
1	Libraries are equalizers. We make sure we are available for those who do not have the means to access what many of us take for granted. We see this more and more particularly during poor economic times. We've seen our resource sharing service numbers go up the last couple of years as we find ourselves trying to meet the needs of our community, deal with budget cuts, and work efficiently.
1	We make extensive use of the resource sharing services and the resource sharing grants help offset some of the expenses incurred. We also have an unusually large elderly population, many of whom use the Special Services Unit.
1	We do a lot of ILLs each month. We take advantage of the services provided by the DOL for children all the time.
1	Numerous patrons use large print borrowed from SSU. There are hundreds of incoming and outgoing ILLs every year. High quality summer reading program ideas reach a couple hundred kids every summer.
1	My elderly mother had trouble reading regular size books and our library did not have a sufficient number of large print books. Getting them from the state on a regular basis was invaluable and kept her interested in reading at 92.
1	For a small, rural school library, the interlibrary loan accessibility is key for being able to provide my patrons with the materials they need in a timely and affordable fashion. Summer Reading programs do a lot to keep students reading over the summer and work hand-in-hand with school library programs to ensure that kids have access to books and programs year-round. This program allows for a beautiful partnership to grow between school and public libraries, and children grow and live surrounded by the best of both worlds.
1	I've already talked about interlibrary loan! With help from our regional consultant and a class offered by the Department of Libraries, the three libraries in the Mad River Valley are partnering together on two important initiatives: a collaborative summer reading program AND a collaborative strategic planning process. We regularly borrow large print books from the Special Services Unit. We also depend heavily on the DOL services to manage our Summer Reading Program.

**Count****Response**

- 1 One day this week, I was entering the library and noticed a woman I remember seeing at the community kitchen where I volunteer talking about not having being able to get on the computer. I asked her what was going on and suggested library staff could help. I introduced her to a library supervisor in the absence of the reference librarian who was at lunch. I went about shelving books, my volunteer job. The supervisor was able to get her on the website where the woman needed to make a routine report to the unemployment claims office. However, at the page where information needed to be submitted, there were instructions in fine print warning the applicant to answer every question. The last question asked for the wages earned in the last period. The woman had earned no wages, so our best guess was to entered. However, when one did that, the page refreshed with the warning that the data could not be accepted. We were stymied. Fortunately, the reference librarian came back from lunch and explained that if "wages earned" was "0" or was "0" was "0" we should leave the question blank, despite the advice seemingly to the contrary. Doing it that way, the data was accepted. When I was preparing a mailing at the Post Office, the postal employee volunteered that he was very impressed with the interlibrary loan service and particularly the speed with which the requested book arrived. I had not thought about it at the time, but interlibrary loan is very dependent upon the Post Office, especially with respect to the timeliness factor.
- 1 Our school is in an area without cell phone service or home internet service. The school and town library provide the VT Department of Libraries resources to patrons and students every day. Our two libraries are also able to cooperate because of the universality of the state offerings.

**8. Now that you know the types of programs and services that the Department of Libraries provides with LSTA funding and have an idea of some of the priorities of the LSTA "Grants to States" program (see question 7), please tell us this: If you could improve the LSTA program in Vermont in any way, what would that change be? What program or programs would you prioritize?**

**Count****Response**

- 1 A statewide (including academic libraries) system
- 1 Again - each community has different needs.
- 1 Again, upgrading VALS would be a priority.
- 1 Can't answer. Don't really know.
- 1 I cannot think of any specific changes to recommend.
- 1 I think Technical Services deserves more support!
- 1 I think the ILL system in Vermont needs some serious revamping.
- 1 I think the priorities as stated work well in our region.
- 1 I would improve outreach to young readers and encourage parents to read with children.

Count	Response
1	I would prioritize children's services and resource sharing.
1	I would prioritize ILL programs.
1	I'm hoping very much for an upgrade to the interlibrary loan system!
1	ILL is great, but we felt the sad/negative impact of NERLS closing.
1	ILL, summer program support, and online learning
1	ILL/Resource Sharing! Patrons give us positive comments about it all the time.
1	Improving VALS would make the greatest impact for our little library.
1	Interlibrary loan postage help would be my top priority.
1	Interlibrary loan, services for the disabled
1	Make e-book access statewide.
1	More efficient ILL system; more mini-workshops in each county for librarians and support staff
1	More money towards postage
1	More online offerings
1	My priority would be continued interlibrary loan services.
1	Needs no improvement. Vermont's library system is one of the best in the nation.
1	Not sure
1	Online classes; online audiobooks (including e-books); VT Online
1	Opportunities for citizens of different age groups to engage in online learning
1	Our Department of Libraries is SO good at prioritizing that I have little advice to offer.
1	Priorities would be resource sharing and developing partnerships.
1	See above - having a van for ILL delivery instead of relying on the mail
1	Some kind of a mobile ILL delivery system to replace postage
1	Some way to circulate books for ILL, omitting postage fees
1	Squeeze more money out of the Legislature.
1	Subscription services for digitalized materials
1	Try to make the VOL cheaper.
1	VALS/statewide catalog/interlibrary loan
1	VOL; Universal Class; Summer Reading Program; movie license; resource sharing
1	VOL and VALS are my top priorities.

Count	Response
1	We would continue to emphasize the sharing of information through technological means.
1	Encouraging resource sharing
1	None as of now; very happy with what is being provided
1	The VALS system is slow to search and does not reflect the current collections of all libraries. Improving this service would be my priority.
1	Implementing a union catalog would be very helpful to a lot of small libraries in facilitating ILL. Negotiating contracts with vendors also seems to be a useful thing that could open up larger opportunities for small libraries.
1	Serving individuals who find it difficult to use traditional library services (including the visually impaired, rural populations, children, seniors, etc.)
1	Important to prioritize VALS because it currently provides a service not available elsewhere. As far as making changes, I wonder if the state could use some LSTA funding to help public libraries provide e-books to our patrons. The recent offer to broker a statewide contract for audio books seemed both expensive and behind the curve. Is it possible to provide additional funding to Listen Up! Vermont through LSTA? That would fit in with the LSTA goal of promoting collaboration.
1	VALS needs to come into the 21st century; a statewide unified catalog would be a dream! I know there is a lot that would need to be accomplished for that to happen, but it should be a near-term goal. Then - link it with VOL for a one-shot user experience.
1	I would prioritize the statewide catalog ILL system. If I could dream and not take away anything that is working marvelously, I would like to add a statewide e-book lending system where patrons could download titles from home and where we could purchase requests for our borrowers too.
1	I would work on getting all automated libraries in VT on to a union catalog that (1) works better/is easier to use than VALS - with more search options (such as ISBN or a flexible keyword search), (2) is more open and accessible to the public, and (3) links directly to detailed information about each item (in addition to perhaps linking directly to the automated catalogs).
1	I would increase advertising of what is available. There were many programs with which I was unfamiliar.
1	I would prioritize children's services, regional consultants, and continuing education. Universal Class may become a priority. It is too new at this time to determine, but initial interest in our community is huge. In our experience the resource sharing grant is so minimal that it does nothing to increase our ability to perform ILL transactions (it may be different in other communities). If the amounts cannot be increased, the money may as well be put toward something where it will make more of an impact.
1	Online, lifelong learning, children's programs, interlibrary loans, regional consultants, and training
1	I would prioritize training for librarians, especially helping us stay up-to-date with

Count	Response
	technology. I would also prioritize providing electronic resources for our patrons that none of us can afford on our own.
1	Definitely the various programs around the streamlined ILL process: I think that collections budgets are one of the places that VT libraries feel the pinch the most; any of those funds that can be spent to deliver materials to our patrons are dollars well-spent.
1	I would prioritize continuing education programs that deal with reaching out to under-served populations: those on the far side of the digital divide, those with physical or learning issues that limit their ability to access library resources (e.g., universal design both in the buildings and in digital resources like websites).
1	A better way of dealing with inter-library loans: the system needs an overhaul and a better delivery system. With postage going ever higher, we need options. This is a thorny issue, but one that we need to address.
1	There is probably a greater need to assist the special needs clientele with electronic resources like "BookShare." My priorities, based on the clientele our library serves, are for greater digital resources and interlibrary loans.
1	We would like to foster strategic partnerships regarding downloading e-books for our patrons. We would also like to have more information on grant programs.
1	A more cost saving way of delivering ILLs without breaking the ILL postage budget: Postage has gone up again and small libraries are having a difficult time with the never ending increases. Libraries that have a high volume of ILLs are also finding their postage budgets rising. Perhaps a courier/van service would cut these costs.
1	1) ILL resources – postage and delivery; 2) continuing education - keeping current of library matters
1	An efficient statewide system of cataloging and sharing resources would be my priority. A model like New Hampshire's with a central system for processing requests and a courier system for delivering materials would be brilliant!
1	Statewide resource sharing catalog with user generated requests: in order to implement a statewide card, however, there we are going to need state legislative support for some type of per capita funding to assist the larger libraries.
1	My priority would be to get a global catalog going. I know that my situation is repeated statewide: we waste a lot of time searching multiple databases when looking for an item. Each library also wastes a lot of time reporting additions and deletions to DOL and VALS has become rather inaccurate because DOL hasn't got the time to keep up with the discards. With a global catalog and training for librarians, each library could add and delete from their library ensuring that the catalog is kept up to date. That is where I would put some resources.
1	Since I do not see the overall usage of all the programs, I would leave this to the DOL staff, but I would emphasize that what connects us or is provided for all Vermont libraries improves the library service for more of Vermont's citizens.
1	I think I would prioritize online learning opportunities and the VOL. I think that digital resources are only going to grow and our ability to use those resources well needs to

Count	Response
	improve. The more skilled the librarians are at using these resources, the more able we will be to help community members and students use them.
1	More classes offered through continuing education; larger grants given out for ILL; small libraries are having a hard time keeping up.
1	Increase funding for home delivery of library materials to homebound seniors, rural citizens, and visually impaired.
1	I would prioritize VALS, VOL and Children's/Youth Services. I believe they are either the most used service or one that will aid in bringing Vermont libraries closer to current technology and service for our communities.
1	Make children and teens a priority. Any services that increase accessibility of materials and access to technology for this population are highly important.
1	VALS: PUBcat is not up-to-date and we get requests from libraries for items listed there that we no longer own. A courier service between libraries, even within a county, would be great to help cut down on postage costs.
1	More assistance to smaller libraries: libraries in larger communities (Burlington etc.) often have the advantage of having other institutions in the community with which to share the burdens of library services. In smaller communities, the library may carry a larger share of the burden.
1	I would keep resource sharing (including VOL and VALS) as the top priority, followed by the services to non-traditional library users.
1	I think we are pretty satisfied. We would like to continue as a small independent library, would like DOL to encourage individuality among libraries. We might or might not want to change (lengthen) our bar codes and move toward a state library card. We want to be able to hand out materials to known patrons without any sort of card, even when the electricity is off. At the moment our Board wants to keep it local. We want to use some, but not all, new technology that can help us and balance this with the need to keep expenses down. This is relevant to our discussions of even-faster Internet, to using Kindle/Nook books or not. Technology help from the state needs to come with an awareness on the part of the "helper" or "expert" that there is another side to most technology solutions, and the latest "whatever" isn't necessarily better, just a choice.
1	The interlibrary loan catalog and request system need a serious overhaul. Using them is very inefficient and thus time consuming and requires staff training. It is very difficult for someone who uses the system irregularly to step in and continue to provide service when the person who normally does ILL is out.
1	I would like to see more offerings like VOL. With limited budgets it would be helpful to have more resources available through statewide rates. VOL is a great overall package, but for my school (elementary) many of the resources are too advanced. Perhaps offering packages for K-8 and 9-12.
1	A centralized statewide catalog that is user friendly and e-books that are not device-specific (Internet based, as opposed to being Kindle, Nook, specific)
1	Give all libraries that use interlibrary loan a small stipend to cover the cost of mailing

Count	Response
1	books back and forth. Require a separate budget item to track usage of those funds. Shift funding for regional consultants to providing more access to digital materials, such as Recorded Books, Ancestry.com, and Novelist. Focus must remain on VALS, SSU and VOL.
1	I think you are doing a good job. More high speed computer access; download stations for e-audio and e-books; Universal class databases; interlibrary loan; summer reading; First Wednesday
1	Resource sharing grants: ILLs have increased dramatically in the past year and while it is a wonderful resource, postage can be very expensive.
1	Update VALS; link it live to all online collections so it's accurate at that moment. However, make it so some stuff can be hidden, i.e., materials libraries aren't willing to lend outside of the school district or region due to curriculum reliance, newness, or rarity, etc.
1	Again, I would be looking at programs that target teens. I think the state does a wonderful job of children's programing.
1	The cost of doing interlibrary loans needs to be abated, particularly in light of the postal service struggles and unknown long term continuance.
1	In addition to your current priorities listed above I would add programs that encourage families to bring their children to the library and to read with them.
1	Increased support and programs for school library programs: many of your trainings and workshops are focused on public libraries and public librarians are often given priority over school librarians in terms of who can attend.
1	Being a small library, I would improve the interlibrary loan system with the establishment of a statewide catalogue and a library courier service.
1	Fostering and streamlining resource sharing, especially legitimate electronic sharing. So, I guess that would be VALS, but in a more user-friendly way.
1	Anything the Department of Libraries can do to get ALL libraries into the digital catalog would be great. Of course, the most convenient and inspiring would be to have someone from the DOL come to each library and do a workshop, showing us how to go about the process and helping to fund it too. As a small library, we have a limited budget, and one more annual fee (I believe it will cost about \$400 per year) to cover the online catalog will mean that something else gets cut.
1	I would like to see all Vermont libraries on a common ILS. This would streamline resource sharing and put everyone on the same page. I would also like to see more funds to underwrite the costs of ILL as postal rates are skyrocketing.
1	My first priority is for services to people for whom a library is difficult to access, for whatever reason (transportation, illiteracy, poverty, rural youth). I'd like to see partnerships develop between school and public libraries and community organizations that can do outreach to improve literacy in their communities--especially in the areas of pre-school literacy and for the elderly. I see literacy as including all media, and our role

**Count****Response**

- to be giving people the tools for a critical --and appreciative--eye.
- 1 Serving individuals who find it difficult to use the traditional library might require more staff (interns? volunteers?) to help individuals navigate.
- 1 The interlibrary loan online catalog would be easier to use and more informative regarding the materials represented and more accurate/up-to-date.
- 1 The union catalog is cumbersome and difficult to search. Often times results come up that are in no way related to the search topic. Improvements in usability would be very much appreciated.
- 1 I think I will leave this question alone. I still have many years to learn what makes the library tick. I observe so many libraries when working on certification that we are an eclectic array of resources. One library may focus on Special Services as we do because this enables us a fresh batch of books every three months to offering our topiary garden of wonderful offerings the state has developed for the one person library and more.
- 1 VALS. See previous comments. Important because it allows small libraries to provide "big library" service for materials availability.
- 1 Additional improvements to the shared statewide automated library catalog (VALS) whereby all Vermont citizens could request items using their Vermont driver's license as their state library card. Items would be shipped by mail to the patron's home address. Items then could be returned at any public or academic library for return shipping to the home library. This vision would obviously require additional funding.
- 1 Continuing to foster partnerships between school and public libraries. While our missions differ, we often serve in the same (and often small) communities. Creative resource sharing and collaboration between these two entities will encourage both to thrive in a time of dwindling resources and money.
- 1 I'm not sure when or how the quality of services gets assessed, but there should be at least a five-year plan. There should also be a clear model that compares and contrasts to other states so that our VT legislators and local libraries are aware of where we stand and how we can improve. There needs to be a better model for the state that teaches local and state government on what we should be focusing on as needs and trends in libraries and how to embrace change. We don't use some of the services on the list or have gone to other resources for better support, such as some of the regional consulting or the technical services (cataloging).
- 1 An efficient and cost-effective system for delivery of interlibrary loan books would help to alleviate the postage expenses, especially for the larger libraries that send out more than they receive.
- 1 At this point, the VALS service is invaluable. Any funds to pay for collection purchases or to cover mailing costs would be a huge help.
- 1 I would prioritize Early Intervention/Access for rural and/or low-income children that are not yet in school. Maybe a roving bookmobile to take story-times into the community? Funds for story-walks? Funds for more programming at public libraries?

Count	Response
1	I would make sure that we have an up-to-date union catalog that is intuitive to use. Librarians and patrons throughout the state will rely on ILL for the next few years. We also need a van system for better delivery of ILLs. I would also like to see less paperwork around funding. It is my understanding that the record maintenance is very intense. More of this energy could be used towards helping libraries!
1	Definitely the summer reading program, the online library and courses and workshops should be a priority.
1	The state catalog absolutely needs work. It needs to have accurate listings of holdings so library staff doesn't waste time requesting a book from five different libraries before finding one that hasn't discarded the title yet. Each library needs to be able to add and delete its own listings on the state catalog. This would eliminate the need for state staff to process pages and pages of adds and discards, while allowing local staff to update their holdings for ILL in real time. Also, there should be an easier way to request ILLs. If the system was accurate in real time, a librarian could put a request in that would generate an immediate hold on the book at the library that has the book. I know these systems are possible; bookstores use them all the time to process internet requests for books in-store. The request system knows if a book is in the store inventory; if too many people request the book, the system automatically tells them it's no longer available and allows them to order it for a later date. We need a system similar, so ILLs don't have to take so long and be so labor intensive for librarians.
1	Fostering strategic partnerships will encourage the use of all available resources for all facilities. Some of our smaller communities with limited, but unique, resources need the opportunity to collaborate with partners who can help by sharing resources and skills that build a strong information literate community.
1	Resource-sharing among smaller and bigger libraries. Listen-up Vermont could be a state initiative so all Vermonters could benefit, not just libraries that belong.
1	INTERLIBRARY LOAN, which should include possible courier service, and reopening the Northeast regional office.
1	I would like to see more collaboration statewide to ensure more affordable databases, such as encyclopedias, and downloadable books.
1	I think with budgets being cut that fostering strategic partnerships and resource sharing need to be priorities.
1	I would prioritize resource-sharing through a statewide ILS that can be customized by individual libraries. In order to maximize the impact of this service, I would combine this with a courier service and allow patron-initiated holds as a fast and efficient mechanism for resource-sharing. I would redesign the VOL website to better promote statewide databases. I would also look to link statewide databases and library resources to other statewide initiatives, like VPR's Public Post. VOL has the potential to provide tools that help align libraries with other important local services - education, media and municipal government. I would prioritize provision of LSTA grants that support technology-related initiatives in libraries so that projects dreamed up by librarians working around the state have a source for funding. This would encourage greater innovation in a way that is visible to the public.

Count	Response
1	I would like to see more e-books available now that e-readers are getting so popular. I know that libraries can sign up through Listen Up! Vermont for access to these, but I think the DOL should take a hand in it and make them available through something like Universal Class as well.
1	I would improve the Vermont Online Catalog. It is difficult to search for non- print items. Higher speed would be helpful too. And postage help or an alternate delivery system for ILL materials would be a big improvement for the very small libraries particularly.
1	Make VALS easier to use and more complete! Provide more help with funds/methods of obtaining interlibrary loan books.
1	Developing a statewide web based catalog program, such as the VOKAL group here in VT, would improve all three of the above goals: encourage resource sharing, foster partnerships and serve individuals who find it difficult to use traditional library services. It would give Vermonters living in more rural, less affluent communities more equal access to resources.
1	1. More funding to individual libraries for interlibrary loan postage. 2. Continued support for regional consultants to visit rural libraries and share ideas with us on how to better serve our communities. 3. Continue workshops and training sessions that will keep us rural librarians up on current technology and services available.
1	Bringing technology to patrons by subsidizing laptop banks for group computer tutorials. I'd like to see DOL get a statewide contract for NoveList Plus.
1	I would prioritize resource sharing/ILL. The requesting process can be much more efficient and a courier system would be great. The possibility of the postal processing center in White River Junction closing also impacts this issue.
1	I'd like to see more money going to online databases with a priority for children's periodicals available in PDF. Elementary use of VOL is inhibited by the inability to see pages in children's periodicals exactly as they were printed, i.e., with photos, large font and ample white space.
1	More educational opportunities perhaps technology based: it is almost impossible for small libraries to fund this type of training.
1	I would suggest making a statewide listserv for all public and school libraries that is free and available to all. I know this isn't something you currently do, but it is an invaluable tool. It is especially helpful for libraries with one librarian and no one to collaborate with. The VSLA list serve that I belong to has been a blessing, but I'm sure there are many librarians who can't afford to join because it isn't in their tight budgets.
1	Spend as much as possible of the money for the services with the regional libraries and keep state library services minimal.
1	Resource sharing is still the priority... However, I would like to see an improved system for ILL that includes a less archaic request system. Most of our patrons are ready to place their own requests from home and I would like to see the system mesh with our ILS system
1	I would address the resource sharing and strategic partnerships through moving forward

**Count****Response**

with a shared catalog for participating libraries with handier mechanisms for ILL, partnerships with GMLC for downloadable content, and look at the special services through an improved VOL web site that features universal design schemes and more content.

**9. The category that most closely describes your role/responsibilities in the library community is:**

<b>Value</b>	<b>Count</b>	<b>Percent %</b>
Public Library Director	57	32.2%
School Librarian/Media Specialist	41	23.2%
Academic Library Director	3	1.7%
Librarian in a "one-person" library (I do it all!)	18	10.2%
Children's/Youth Services Librarian	10	5.6%
Reference/Information Librarian	3	1.7%
Interlibrary Loan or Technical Services Librarian	5	2.8%
Other Library Staff	9	5.1%
Library Friend or Library Trustee	25	14.1%
Other (Please specify.)	6	3.4%
Librarian in a Special Library	0	0%
Library Technology Specialist	0	0%

**If you selected "other," please specify here.**

<b>Count</b>	<b>Response</b>
1	Adult Services Coordinator
1	Assistant director/ youth services librarian
1	I'm an ILL clerk, not librarian.
1	ILL and general librarian (I do it all - along with a few other staff!)
1	ILL Clerk
1	Outreach Librarian
1	Program Planner and Library Assistant

Count	Response
1	Circulation clerk and volunteer coordinator and reference substitute
1	Public library director and school library/media specialist
1	Trustee

10. Please complete the following sentence. I work in or am most closely associated with:

Value	Count	Percent %
a public library	124	70.5%
an academic library	7	4%
a school library/media center	41	23.3%
something other than those in the list (Please specify.)	4	2.3%
a special library	0	0%

If you selected "other," please specify here.

Count	Response
1	Community Library (K-12 and public combined)
1	Community library combined school/town library
1	Friends Board of Directors
1	Retired from social work

11. Please indicate the size of the community or the student body of the library in which you work.

Value	Count	Percent %
Fewer than 100	4	2.3%
100 - 249	16	9.1%
250 - 499	12	6.8%
500 - 999	25	14.2%
1,000 - 1,999	32	18.2%

2,000 - 4,999	38	21.6%
5,000 - 9,999	25	14.2%
10,000 - 14,999	17	9.7%
15,000 - 24,999	5	2.8%
25,000 or more	1	0.6%
Does not apply	1	0.6%

12. Please estimate the overall annual operating budget of the library in which you work or with which you are associated.

<b>Value</b>	<b>Count</b>	<b>Percent %</b>
Less than \$10,000	17	9.6%
\$10,000 - \$49,999	56	31.6%
\$50,000 - \$99,999	31	17.5%
\$100,000 - \$299,999	37	20.9%
\$300,000 - \$599,999	11	6.2%
\$600,000 - \$999,999	7	4%
\$1 million or more	2	1.1%
Don't Know/Not Sure	16	9%

## Appendix D - List of Acronyms and Terms

BARD	Braille and Audio Reading Download – the National Library Service’s Digital Downloading Program <a href="https://nlsbard.loc.gov/instructions.html">https://nlsbard.loc.gov/instructions.html</a>
BTOP	Broadband Technology Opportunities Program, a program of the U.S. Department of Commerce National Telecommunications and Information Administration <a href="http://www2.ntia.doc.gov/">http://www2.ntia.doc.gov/</a>
Catamount Library Network	Pilot project brings together the Department of Libraries and five public libraries to develop an open-source integrated library system (ILS) designed as the first step toward a statewide shared ILS.
DOL	Vermont Department of Libraries – Vermont’s State Library Administrative Agency <a href="http://libraries.vermont.gov/">http://libraries.vermont.gov/</a>
DOLcat	DOLcat is the library catalog of books and other materials housed in the libraries operated by the Vermont Department of Libraries. <a href="http://web2.libraries.vermont.gov/">http://web2.libraries.vermont.gov/</a>
Evergreen	Evergreen is open-source library software designed to help library users find library materials and to help libraries manage, catalog, and circulate those materials. Evergreen was originally developed by the Georgia Public Library Service. Evergreen has been chosen for use in the Catamount Library Network.
GMLC	Green Mountain Library Consortium – GMLC is a consortium of Vermont libraries that was developed to provide downloadable audio book service in the State of Vermont. The consortium started with 15 members and has grown to more than 140 members since its founding in 2007. <a href="http://gmlc.wordpress.com/">http://gmlc.wordpress.com/</a>
ILL	Interlibrary loan
KOHA	The first open-source integrated library system. KOHA is under consideration for use in the Catamount Library Network and is also an element in the Green Mountain Library Consortium VOKAL project.
IMLS	Institute of Museum and Library Services <a href="http://www.ims.gov">http://www.ims.gov</a>

LSTA	<p>Library Services and Technology Act - LSTA is part of the Museum and Library Services Act, which created the Institute of Museum and Library Services (IMLS) and established federal programs to help libraries and museums serve the public. The LSTA sets out three overall purposes:</p> <ul style="list-style-type: none"> <li>• Promote improvements in library services in all types of libraries in order to better serve the people of the United States.</li> <li>• Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry; and</li> <li>• Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public.</li> </ul> <p>The LSTA Grants to States program is a federal-state partnership. The Program provides funds using a population-based formula, described in the LSTA, to each state and the territories through State Library Administrative Agencies (SLAAs).</p>
OverDrive	<p>A vendor that is a digital (online) distributor of eBooks, audiobooks, and other digital content.  <a href="http://www.overdrive.com/#2">http://www.overdrive.com/#2</a></p>
PUBcat	<p>PUBcat is a union catalog of public library holdings. PUBcat is a subset of the holdings included in the VALS system.</p>
SSU	<p>Special Services Unit of the Vermont Department of Libraries. SSU includes Services to the Visually Impaired and Disabled (SSH) and Services to State-Supported Institutions (SSI).</p>
Universal Class	<p>A commercial online continuing education course provider to schools, libraries, companies, educators, and individuals.  <a href="http://www.universalclass.com/myinterests/aboutus.htm">http://www.universalclass.com/myinterests/aboutus.htm</a></p>
UVM	<p>University of Vermont</p>

VALS	Vermont Automated Library System - The Vermont Automated Libraries System (VALS) serves as one of the primary access point for statewide bibliographic holdings and includes a union catalog and resource sharing messaging system. <a href="http://libraries.vermont.gov/vals">http://libraries.vermont.gov/vals</a>
VEMA	Vermont Educational Media Association – VEMA is dedicated to the development and implementation of educational media programs in Vermont and the development of professional standards and professional development for school library/media center personnel in Vermont. <a href="http://www.aect.org/affiliates/states/detail.asp?id=11">http://www.aect.org/affiliates/states/detail.asp?id=11</a> See also Vermont School Library Association (VSLA)
VOKAL	The Vermont Organization of Koha Automated Libraries (VOKAL), is a project of the Green Mountain Library Consortium dedicated to creating a shared catalog and Integrated Library System. <a href="http://gmlc.wordpress.com/koha-project/">http://gmlc.wordpress.com/koha-project/</a>
VOL	Vermont Online Library – Vermont’s suite of electronic information databases. <a href="http://www.vtonlinelib.org/">http://www.vtonlinelib.org/</a>
VLA	Vermont Library Association – VLA is a membership organization that works to promote and improve library and information services and librarianship in the State of Vermont. <a href="http://www.vermontlibraries.org/">http://www.vermontlibraries.org/</a>
VSLA	Vermont School Library Association – <a href="http://vsla.pbworks.com/w/page/5156892/FrontPage">http://vsla.pbworks.com/w/page/5156892/FrontPage</a>
WebJunction	WebJunction is an online learning community that strives to ensure that all library staff have the resources they need to power relevant, vibrant libraries. WebJunction is a service of the Online Library Computer Center (OCLC). <a href="http://www.webjunction.org">http://www.webjunction.org</a>

## Appendix E - Bibliography of Documents Reviewed

American Evaluation Association, "Guiding Principles for Evaluators," 2004.

Gibbs, Graham. *Analyzing Qualitative Data* (Los Angeles: SAGE Publications, 2007)

Howlett, Amy. E-Reader/E-Book Survey. (PowerPoint Presentation) Vermont Department of Libraries. Montpelier, VT. 2012.

Miller, K., Swan, D., Craig, T., Dorinski, S., Freeman, M., Isaac, N., O'Shea, P., Schilling, P., Scotto, J., (2011). *Public Libraries Survey: Fiscal Year 2009* (IMLS-2011–PLS-02). Institute of Museum and Library Services. Washington, DC

Vermont. Department of Libraries. *LSTA Five-Year State Plan 2008-2012*.

U.S. Institute of Museum and Library Services. Guidelines for Five-Year Evaluation.

See also: Appendix D (List of Acronyms and Terms) for URLs of web resources examined.

## Appendix F - Summary of Coding Used in Qualitative Analysis

The chart below includes coding of three sets of qualitative data:

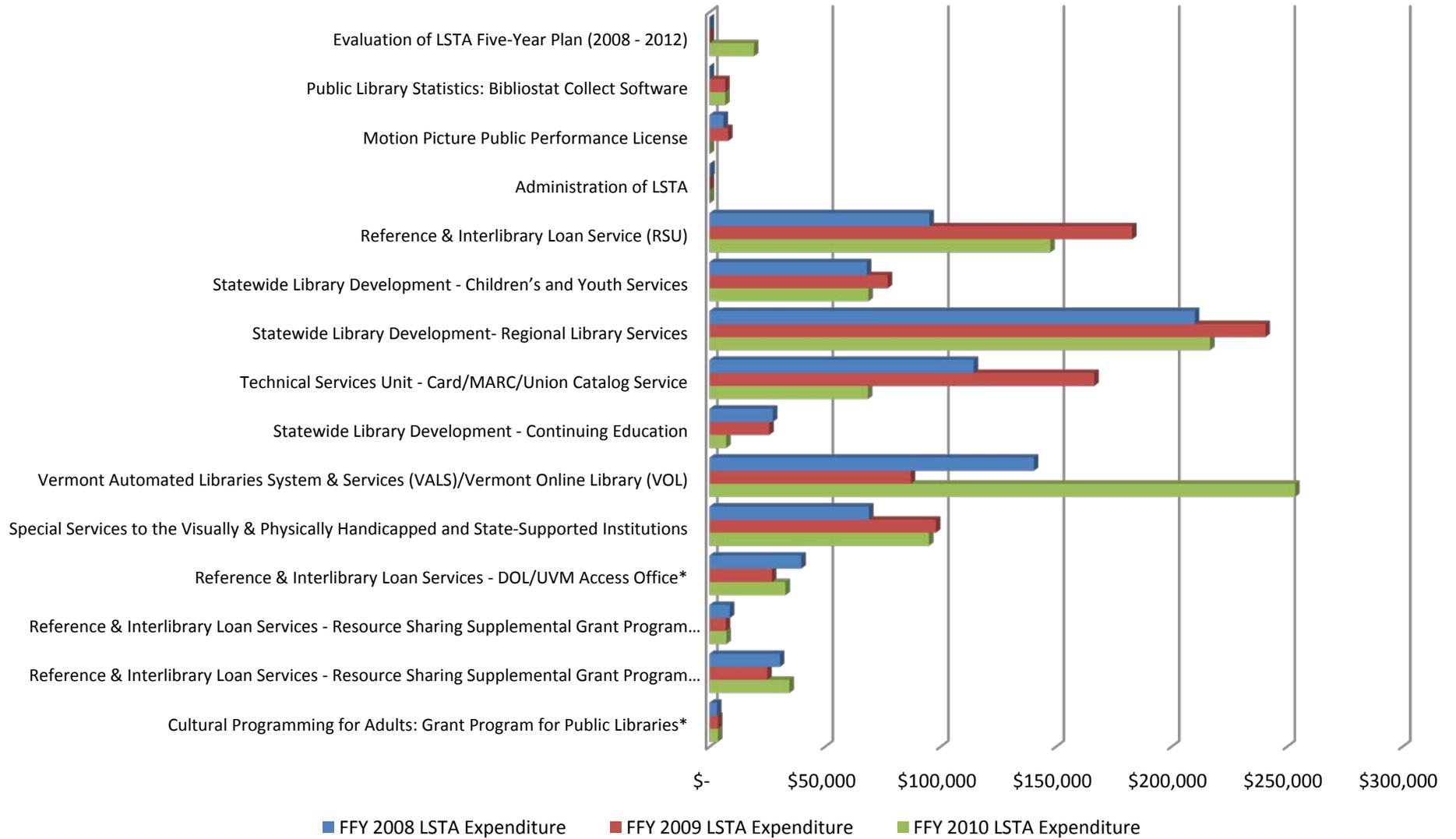
- Descriptive codes come from comments from focus group question #1, in which 34 participants indicated which LSTA-funded programs had the greatest impact on their libraries; qualities coding is pulled from responses to all focus group questions. Negative comments were recorded separately.
- Descriptive codes come from comments from interview question #1, in which 18 interviewees were asked which LSTA funded programs had a significant impact on their libraries or organizations. Qualities coding is pulled from responses to all interview questions; if the interviewee mentioned the same concept multiple times, only one code was applied. Negative comments were noted.
- Descriptive codes come from responses to two open-ended questions included in the online survey, completed by 178 individuals.
  - Q2: Briefly tell us about the impact that your highest ranked service(s) has had in YOUR library.
  - Q2: Briefly tell us about the impact that your highest ranked service(s) has had on a STATEWIDE basis.
- Qualities codes come from comments from all questions except question #1 on focus group and interview guides, since these qualities are not descriptive of current services but of underlying approaches.

	<i>Focus Groups</i>		<i>Library Leader Interview</i>		<i>Survey Open-end Responses</i>				<i>Total</i>	
	<i>+</i>	<i>-</i>	<i>+</i>	<i>-</i>	<i>Q2</i>		<i>Q4</i>		<i>+</i>	<i>-</i>
<b><i>Descriptive Codes</i></b>	<b><i>+</i></b>	<b><i>-</i></b>	<b><i>+</i></b>	<b><i>-</i></b>	<b><i>+</i></b>	<b><i>-</i></b>	<b><i>+</i></b>	<b><i>-</i></b>	<b><i>+</i></b>	<b><i>-</i></b>
VALS/Interlibrary loan	24	7	13	0	56	3	31	1	124	11
Children's services	16	0	4	0	17	0	17	0	54	0
VOL databases	13	6	5	0	27	1	13	3	58	10
Continuing education	8	0	2	0	18	0	12	1	40	1
Regional consulting	3	0	3	0	12	1	9	4	27	5
E-books	3	0	2	0	3	0	1	0	9	0
Special Services Unit/Talking Books	2	0	7	0	7	0	1	0	17	0
Motion picture statewide license	2	0	0	0	9	2	1	0	12	2
DOL cataloging	1	0	0	0	1	0	3	0	5	0
Resource grants to libraries	1	4	2	0	11	0	4	0	18	4
<b><i>Qualities</i></b>										
Statewide services	21	1	4	0					25	1
Innovation	12	4	0	0					12	4
Collaboration/partnerships among libraries	11	3	7	1					18	4
Technology-digitization/broadband	6	0	5	0					11	0
Communication among partners	3	0	4	0					7	0
General support	2	1	5	0					7	1
Access	1	0	4	0					5	0
Marketing/awareness	0	0	7	0					7	0

**Appendix G – Vermont LSTA Expenditures by Program and Year**

Title	FFY 2008 LSTA Expenditure	FFY 2009 LSTA Expenditure	FFY 2010 LSTA Expenditure	3-Year Total	% of 3-Year Total	% of '08 Total	% of '09 Total	% of '10 Total
Cultural Programming for Adults: Grant Program for Public Libraries*	\$ 3,150	\$ 3,600	\$ 3,600	\$ 10,350	0.38%	0.39%	0.38%	0.37%
Reference & Interlibrary Loan Services - Resource Sharing Supplemental Grant Program (Public) - 2007*	\$ 30,441	\$ 24,993	\$ 34,544	\$ 89,978	3.30%	3.74%	2.62%	3.59%
Reference & Interlibrary Loan Services - Resource Sharing Supplemental Grant Program (Acad.) - 2007*	\$ 8,775	\$ 7,000	\$ 7,275	\$ 23,050	0.84%	1.08%	0.73%	0.76%
Reference & Interlibrary Loan Services - DOL/UVM Access Office*	\$ 39,712	\$ 26,978	\$ 32,832	\$ 99,522	3.65%	4.89%	2.82%	3.42%
Special Services to the Visually & Physically Handicapped and State-Supported Institutions	\$ 68,993	\$ 97,942	\$ 94,957	\$ 261,892	9.59%	8.49%	10.25%	9.88%
Vermont Automated Libraries System & Services (VALS)/Vermont Online Library (VOL)	\$ 140,390	\$ 87,080	\$ 253,472	\$ 480,942	17.62%	17.27%	9.11%	26.37%
Statewide Library Development - Continuing Education	\$ 27,404	\$ 25,823	\$ 7,197	\$ 60,424	2.21%	3.37%	2.70%	0.75%
Technical Services Unit - Card/MARC/Union Catalog Service	\$ 114,361	\$ 166,510	\$ 68,536	\$ 349,407	12.80%	14.07%	17.43%	7.13%
Statewide Library Development- Regional Library Services	\$ 210,086	\$ 240,652	\$ 216,649	\$ 667,387	24.45%	25.84%	25.19%	22.54%
Statewide Library Development - Children's and Youth Services	\$ 68,076	\$ 77,107	\$ 68,707	\$ 213,890	7.84%	8.37%	8.07%	7.15%
Reference & Interlibrary Loan Service (RSU)	\$ 95,174	\$ 182,937	\$ 147,511	\$ 425,622	15.59%	11.71%	19.15%	15.35%
Administration of LSTA	\$ 341	\$ -	\$ -	\$ 341	0.01%	0.04%	0.00%	0.00%
Motion Picture Public Performance License	\$ 6,000	\$ 8,000	\$ -	\$ 14,000	0.51%	0.74%	0.84%	0.00%
Public Library Statistics: Bibliostat Collect Software	\$ -	\$ 6,750	\$ 6,750	\$ 13,500	0.49%	0.00%	0.71%	0.70%
Evaluation of LSTA Five-Year Plan (2008 - 2012)	\$ -	\$ -	\$ 19,200	\$ 19,200	0.70%	0.00%	0.00%	2.00%
<b>TOTALS</b>	<b>\$ 812,903</b>	<b>\$ 955,372</b>	<b>\$ 961,230</b>	<b>\$ 2,729,505</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

## Vermont LSTA Expenditures by Program and Year



## Appendix H – Research Instruments

### Vermont LSTA Interviews

Himmel & Wilson is working with the Vermont Department of Libraries to conduct an evaluation of the State's implementation of the Federal Library Services and Technology Act (LSTA) "Grants to States" program. The "Grants to States" program is a population-based formula driven program intended to fulfill specific purposes outlined in the Museum and Library Services Act. Under the Act, each state is required to conduct an evaluation of the program every five years. The current evaluation covers activities conducted under the State's approved LSTA plan for the period between 2008 - 2012.

***Major programs and initiatives that currently receive LSTA funds in Vermont include regional library services, the Reference and ILL services including the access offices, the Special Services Unit (LBPH), Children's and Youth Services staff, the Technical Services Unit at DOL, and VALS/VOL. In 2009 LSTA funds were also used for cultural programming for adults, and resource sharing supplemental grants to public and academic libraries.***

LSTA "Grants to States" funding for Vermont has decreased from over \$955 thousand in FY 2009 to just over \$929 thousand in FY2011 as total Federal funding for the program has been reduced.

1. In your opinion, which of the LSTA funded programs/initiatives have had the greatest impact since 2008 in VT? Can you give me an example or examples to illustrate your answer?
2. Have specific improvements or advances in library services taken place in the last five years that you believe are largely attributable to the availability of LSTA funding? What are the most important things that would NOT have been accomplished if LSTA funding had not been provided?
3. As you are aware, state and local funding for some library efforts has fallen in recent years. While LSTA dollars can only be used for the specific purposes outlined under the Museum and Library Services Act and are not intended to supplant state or local funds, are there specific changes in how LSTA funds are expended that you think are appropriate given the overall reduction in funding for libraries?
4. The LSTA "Grants to States" program purposes highlight activities that improve access to library services, increase resource sharing activity, reach out to individuals with special needs and build strategic partnerships. To what extent do you believe Vermont's implementation of the program has furthered these purposes?
5. What do you think should be the highest priority in terms of addressing the library service needs of VT residents in the coming 5 years? How might the library community respond to those needs?

## Vermont LSTA Focus Group Questions

Himmel & Wilson is working with the Vermont Department of Libraries to conduct an evaluation of the State's implementation of the Federal Library Services and Technology Act (LSTA) "Grants to States" program. The "Grants to States" program is a population-based formula driven program intended to fulfill specific purposes outlined in the Museum and Library Services Act. Under the Act, each state is required to conduct an evaluation of the program every five years. The current evaluation covers activities conducted under the State's approved LSTA plan for the period between 2008 - 2012.

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1. Which of the LSTA-funded programs or jointly-supported (State and Federal dollars) has had the greatest impact on your library?
  - a. In what ways is your library better able to serve the public because of this program or initiative?
  - b. In what ways are you as a library director/library staff member better able to serve the public?
2. Many of the activities of the Department of Libraries would not be possible or would be significantly curtailed without LSTA support. What impact do services provided by DOL have on your library and/or on your library users?
3. Have specific improvements or advances in library services taken place in the last five years that you believe are largely attributable to the availability of LSTA funding? What are the most important things that would NOT have been accomplished if LSTA funding had not been provided?
4. The LSTA "Grants to States" program priorities highlight activities that improve access to library services, increase resource sharing activity, reach out to individuals with special needs and build strategic partnerships. To what extent do you believe Vermont's implementation of the program has furthered these purposes?