

OFFICE OF STATE LIBRARY

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity: Library Services – Services to Government and Citizens

State Outcome Goal: Education; Economic Growth

Objective: 1 – Increase usage of the State Library collections and services by at least 3% by 2022.

Indicator Name: Number of Items loaned from State Library collections

Indicator LaPAS PI Code: 21892

1. **Type and Level:**
Output and Key indicator
2. **Rationale:**
The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. We believe that measuring the number of items checked out from the State Library's collection will reveal the usefulness and appropriateness of the materials in the collection and will show that we are meeting user needs.
3. **Use:**
This indicator will reveal how well we are meeting the needs of users (state employees, agencies and general public via public library interlibrary loan). It will be used for budgeting purposes.
4. **Clarity:**
Indicator is self-explanatory
5. **Validity, Reliability and Accuracy:**
Circulation data (number of items loaned/checked out) is a standard library measure and is reported on a national level to several agencies.
6. **Data Source, Collection and Reporting:**
Source of the data is the Library's automated system, Horizon. This captures all materials checked out from the library and includes both in person check-outs as well as items loaned via interlibrary loan.
7. **Calculation Methodology:**
Sum of all items checked out.
8. **Scope:**
The sum on a monthly basis may be broken out by borrower type. But, for our purposes here, we will report the aggregated sum.
9. **Caveats:**
This number, since it originates from an automated system, is accurate. It does not, however, measure whether the borrower read and benefited from the item nor does it reflect in-house use of library materials.
10. **Responsible Person:**
Coordinator of Access Services; Kytara Gaudin; (225) 342-4920; kgaudin@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Government and Citizens
State Outcome Goal:	Education; Economic Growth
Objective:	1 – Increase usage of the State Library collections and services by at least 3% by 2022.
Indicator Name:	Number of reference inquiries at the State Library
Indicator LaPAS PI Code:	1263

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. We believe that measuring the number of questions asked via all methods of communication (phone, mail, in person, email) will reveal the usefulness and appropriateness of the materials in the collection as well as the skill of the staff in serving customers and will show that we are meeting user needs.

3. Use:

This indicator will reveal how well we are meeting the needs of users (state employees, those incarcerated in state prisons, state agencies, the general public and providing backup support for public library reference services). It will be used for budgeting purposes.

4. Clarity:

A "reference question" is defined as any request for assistance or information received at a reference desk of the State Library either in person or via email, phone or regular mail. Questions may be as simple as requesting assistance with a public access computer or as complex as researching elusive federal or state legislation.

5. Validity, Reliability and Accuracy:

Counting reference questions is a standard library measure and is reported on a national level to several agencies.

6. Data Source, Collection and Reporting:

Number of reference questions is recorded on an ongoing basis at each service desk. On a monthly basis, they are added up and recorded on a monthly statistical report.

7. Calculation Methodology:

This measure is the sum of all questions received at the Reference Desk and the Louisiana Department Desk.

8. Scope:

The sum on a monthly basis is broken out by Louisiana Reference versus General Reference. But, for our purposes here, we will report the aggregated sum.

9. Caveats:

This number, since it originates from staff remembering to mark down number of questions as they occur may not be exactly accurate. In addition, it does not indicate whether the questions were answered correctly.

10. Responsible Person:

Head Reference Department; Michael Golrick; (225) 342-4917; mgolrick@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Government and Citizens
State Outcome Goal:	Education; Economic Growth
Objective:	1 – Increase usage of the State Library collections and services by at least 3% by 2022.
Indicator Name:	Number of attendees at annual LA Book Festival
Indicator LaPAS PI Code:	22339

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. The annual Louisiana Book Festival is the premier public event hosted by the State Library. We believe that measuring attendance will reflect the overall success of the event.
- 3. Use:**
This indicator will reveal how well we are publicizing the Book Festival and whether we are providing interesting and engaging activities to attract attendees.
- 4. Clarity:**
An attendee is defined as someone who attends any of the Book Festival events, including author reception, workshops, children’s activities, book talks, musical events.
- 5. Validity, Reliability and Accuracy:**
Attendance at each event is measured by “counting heads” once the event is underway. Room monitors and staff count and report the results. The same method of reporting has been used for each annual Book Festival.
- 6. Data Source, Collection and Reporting:**
Data is collected at each event and the total reported once per year, usually in the last quarter of the fiscal year.
- 7. Calculation Methodology:**
This measure is the sum of all attendance at all Book Festival events.
- 8. Scope:**
Some demographic information (age, gender, family income, level of education, race) is gathered on evaluation forms, but only a portion of attendees fill out the forms.
- 9. Caveats:**
This number, since it originates from room monitors and staff remembering to mark down number of attendees at each event may not be completely accurate. It also does not take into account, people who come for the day and sit outside and listen to music and purchase food, but attend no formal event. Likewise, if the same person attends multiple events, he may be counted twice.
- 10. Responsible Person:**
Center for the Book Director; Jim Davis; (225) 342-9714; jdavis@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Government and Citizens
State Outcome:	Education; Economic Growth
Objective:	1 – Increase usage of the State Library collections and services by at least 3% by 2022.
Indicator Name:	Number of digital public documents added to Digital Archive
Indicator LaPAS PI Code:	25412

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. The State Library is mandated to gather and provide perpetual access to all born digital state public documents. Counting the number of items added to the Digital Archive will measure the State Library's success in doing this. It will also reflect the direction of most state agencies in replacing print with electronic publications.

3. Use:

This indicator will reveal the State Library's success in fulfilling this mandate as well as show the move to replace print with electronic by most state agencies. Also, increased access to electronic publications will benefit all citizens by making government information more available to them.

4. Clarity:

A digital public document is defined as the electronic publication of a state agency that is mandated to be deposited with the Recorder of Documents program. Each issue of a serial publication is counted separately.

5. Validity, Reliability and Accuracy:

Each document is tracked on a spreadsheet when it arrives. The spreadsheet is reliable.

6. Data Source, Collection and Reporting:

A monthly report of total number of items in the Louisiana Digital Library can be produced. By subtracting the previous month's total from the current month's total, the number of new items added that month can be calculated.

7. Calculation Methodology:

This measure is the sum of all electronic state public documents received.

8. Scope:

The sum of items added by month is tracked on a spreadsheet, but will be reported here quarterly.

9. Caveats:

This number, since it originates from staff entering items into a spreadsheet, may not always be entirely accurate. However, in the departmental workflow, there are several checkpoints such that an error is unlikely. Also, since some agencies are slow to deliver documents, the number may not reflect all the items published, just those delivered to the State Library.

10. Responsible Person:

Head of Technical Services, Lesli Gray; (225) 342-4938; lgray@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Government and Citizens
State Outcome:	Education; Economic Growth
Objective:	1 – Increase usage of the State Library collections and services by at least 3% by 2022.
Indicator Name:	Number of uses of State Library wireless connectivity
Indicator LaPAS PI Code:	25413

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use public access computers and attend events. Measuring the increased use of wireless technology will show new ways in which the State Library is meeting a community need.
- 3. Use:**
This indicator will reveal new and more sophisticated ways that the State Library is meeting user needs. More and more users are coming into the library with their own laptops and mobile devices.
- 4. Clarity:**
A “use” is defined as a user clicking on a specially-designed policy page on a library wireless access point. Each time a user clicks on the policy page, it will count as one use.
- 5. Validity, Reliability and Accuracy:**
The State Library’s count of usage is very valid and mostly reliable and accurate. Sometimes attempted usage may not be adequately captured if the Wi-Fi connection is down and no one reports it.
- 6. Data Source, Collection and Reporting:**
Specially-prepared wireless access points have been modified to capture this information.
- 7. Calculation Methodology:**
The sum of all uses of the wireless connection is reported.
- 8. Scope:**
This represents just the usage of the State Library’s wireless connection. It includes all accesses by individual laptops and mobile devices.
- 9. Caveats:**
If the access spot is down, no data will be captured until someone reports the outage.
- 10. Responsible Person:**
Head, Information Technology; Bryan Babin; (225) 342-6759; bbabin@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	2 – Increase usage of public library resources by 5% by 2022.
Indicator Name:	Number of electronic database searches
Indicator LaPAS PI Code:	21896

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases, public access computers and free wi-fi in public libraries shows the benefit and return on investment in these technologies. Electronic database searches reveal the number of times a user has successfully executed a search in one of the statewide databases.

3. Use:

Database usage statistics are reviewed annually by the OSL Database Advisory Committee to determine which databases will be renewed and if new databases need to be added.

4. Clarity:

A database search is defined as accessing one of the statewide electronic resources.

5. Validity, Reliability and Accuracy:

Database usage statistics are a standard library measure reported on a national level to several agencies. While not all vendors report usage in the same way, tracking usage year-over-year from the same vendor will provide information about increases/decreases in usage of that resource.

6. Data Source, Collection and Reporting:

Data is derived from usage reports received from each database vendor.

7. Calculation Methodology:

This measure is the sum of all searches reported by all vendors.

8. Scope:

OSL receives and reports aggregated usage from each vendor. Once per year, the overall usage by individual library is available in the print annual *Public Library Statistical Report*.

9. Caveats:

This number, since it originates from various vendors is dependent upon how the vendor defines and reports a “search”. There are endeavors underway in the library world, specifically Project Counter, which attempt to require vendors to all adhere to the same definition of a search. But at this time, interpretation of vendor reports is sometimes unclear.

10. Responsible Person:

Library Consultant; Riley Bordelon; (225) 342-0798; rbordelon@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	2 – Increase usage of public library resources by 5% by 2022.
Indicator Name:	Number of items loaned among public libraries
Indicator LaPAS PI Code:	21891

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases and public access computers in public libraries shows the benefit and return on investment in these technologies. This measure shows the number of items public libraries loan among themselves, rather than the number of items the State Library loans to them.

3. Use:

Statistics are reviewed by the OSL Interlibrary Loan Advisory Committee to determine which libraries are using the system, if additional training is needed in a particular area, and to assess how much the local libraries promote and advertise the service.

4. Clarity:

An interlibrary loan is defined as one item requested and supplied within the framework of the statewide interlibrary system. It does not include items loaned from the State Library to public libraries.

5. Validity, Reliability and Accuracy:

Data is accurate since it is derived from the vendor's automated system. Numbers of items actually loaned may be higher because subject requests, while they come in on the system, are not supplied via the system. Thus, not all subject requests which are fulfilled get counted.

6. Data Source, Collection and Reporting:

Data is derived from usage reports received from the interlibrary loan vendor.

7. Calculation Methodology:

This measure is the sum of all items in the statewide system with a status of "shipped", minus those items "shipped" from the State Library.

8. Scope:

The interlibrary loan system vendor supplies OSL with a report showing usage by type of transaction as well as by library. For our purposes, only the aggregate number of items "shipped" among public libraries is reported.

9. Caveats:

This number is accurate in that it reports the total items requested and supplied via the statewide system. However, it does not reveal the number of requests that are processed, but not filled, due to the items being checked out. Many of the latter items are then requested from the State Library to be borrowed from the OSL collection or from out-of-state, using a national automated system.

10. Responsible Person:

Coordinator of Access Services; Kytara Gaudin; (225) 342-4920; kgaudin@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	2 – Increase usage of public library resources by 5% by 2022.
Indicator Name:	Number of uses of public access computers in public libraries
Indicator LaPAS PI Code:	21899

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases and public access computers in public libraries shows the benefit and return on investment in these technologies. This measure shows how many times users come in to a public library anywhere in the state and sit down to use a public access computer.
- 3. Use:**
Statistics are used by the public libraries to assess whether additional computers and/or bandwidth are needed. The State Library uses the statistics to gauge usage of technology and how much overall usage of public libraries is increasing.
- 4. Clarity:**
A “public access computer use” is defined as a patrons signing up for a session at a public library. It does not include patron use of personal computers or devices inside the library.
- 5. Validity, Reliability and Accuracy:**
Data is considered reasonably accurate since most libraries require that patrons sign up for a computer in advance. The names are counted and recorded and then the sheets destroyed to protect the patron’s individual privacy. Tracking data over time within one institution will reveal increased / decreased traffic and usage.
- 6. Data Source, Collection and Reporting:**
Data is derived from signup sheets in use at individual libraries, recorded and reported once per year in the annual *Public Library Statistical Report*. These numbers, reported in the 4th quarter of each fiscal year, represent data from the previous calendar year.
- 7. Calculation Methodology:**
This represents the sum of all usage figures reported by all public libraries.
- 8. Scope:**
Data is available by individual library in the print annual *Public Library Statistical Report*. For our purposes, we report only the aggregated number.
- 9. Caveats:**
This number is accurate in that it reports the number of times users have signed up to use a public access computer at a public library. It is assumed that the usage may be under-reported since there may be times in libraries when there are enough computers and people do not need to sign up in advance. It is not clear if all of these uses are counted.

10. Responsible Person:

Head of Reference Services, Michael Golrick (225) 342-4917; mgolrick@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	2 – Increase usage of public library resources by 5% by 2022.
Indicator Name:	Number of uses of public library wireless Hot-Spots
Indicator LaPAS PI Code:	25414

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases, wireless use and public access computers in public libraries shows the benefit and return on investment in these technologies. This measure shows how many times users come in to a public library anywhere in the state and use the free wireless connectivity it provides.
- 3. Use:**
This indicator will reveal new and more sophisticated ways that public libraries are meeting user needs. More and more users are coming into the library with their own laptops and mobile devices.
- 4. Clarity:**
A “use” is defined as a user clicking on a specially-designed policy page on a library wireless access point. Each time a user clicks on the policy page, it will count as one use.
- 5. Validity, Reliability and Accuracy:**
Public libraries that are using specially-designed access points provided by the State Library will provide valid and mostly reliable and accurate data. Some libraries provide their own systems’ data. In addition, in all libraries, unsuccessful logons may not be adequately captured if the Wi-Fi connection is down and no one reports it.
- 6. Data Source, Collection and Reporting:**
Specially-prepared wireless access points have been modified to capture this information; most public libraries are using these appliances. Some public libraries have purchased special software to capture these statistics.
- 7. Calculation Methodology:**
The sum of all uses of the wireless connection is reported. Although data is collected for each individual public library system, only the aggregate is reported here.
- 8. Scope:**
This represents the reported usage of wireless connectivity in all public libraries in the state. It includes all accesses by individual laptops and mobile devices.
- 9. Caveats:**
If the access spot is down, no data will be captured until someone reports the outage.
- 10. Responsible Person:**
Head, Information Technology; Bryan Babin; (225) 342-6759; bbabin@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	2 – Increase usage of public library resources by 5% by 2022.
Indicator Name:	Number of online tutoring sessions. (Formerly Indicator 6.1)
Indicator LaPAS PI Code:	24337

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. As part of these services, the State Library offers online after-school tutoring sessions for students from second grade through basic college level. This service also provides one-on-one assistance for job seekers with resume writing and interview preparation. This indicates OSL's commitment to the overall educational attainment of our population.
- 3. Use:**
Statistics are used to measure level of interest in and need for this service. Increased usage will reflect success in outreach efforts and responsiveness of the service to the users.
- 4. Clarity:**
The tutoring company provides monthly usage reports by grade level, by public library, by subject.
- 5. Validity, Reliability and Accuracy:**
Data will be reliable, valid and accurate since it is gathered electronically and reported by the vendor.
- 6. Data Source, Collection and Reporting:**
Data is derived from an online monthly statistical report.
- 7. Calculation Methodology:**
This is the sum of all online chat/tutoring sessions.
- 8. Scope:**
This indicator does not report the number of minutes online, although the vendor does report this number as well.
- 9. Caveats:**
None
- 10. Responsible Person:**
Riley Bordelon, Library Consultant, 342-0798, rbordelon@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	3 – Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.
Indicator Name:	Number of library systems receiving consultations and site visits
Indicator LaPAS PI Code:	21894

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library professional staff provides advice and information on a daily basis via telephone and email. We need to find the resources to get out and conduct face-to-face assessments of each public library system and their network as part of an overall strategy to improve library services at the local level and to make sure that all public library staff are able to fully utilize the tools and resources available to them from the State Library.

3. Use:

Statistics are used to assess productivity in both the Library Development Division and the Information Technology Department of the State Library. We will also use the data to make sure that we are visiting all areas of the state and are not too focused on any one area.

4. Clarity:

A consultation or site visit is defined as a State Library staff member going on site at a public library for at least 2 hours for purposes of assessing quality of services, to assess viability of technology infrastructure or to provide expert advice on a particular library topic.

5. Validity, Reliability and Accuracy:

Data will be reliable and accurate since site visits must be planned and approved in advance. There may be some ambiguity about some visits, i.e. whether to treat them as consulting visits or training or presentations. Staff will need training on how to record visits.

6. Data Source, Collection and Reporting:

Data is derived from an online monthly statistical report.

7. Calculation Methodology:

This is the sum of all consulting visits to each library system. Multiple visits to the same library system or to multiple branches in the same library system will count as one visit.

8. Scope:

Individual visits are recorded, but only the aggregated total number of systems visited is reported.

9. Caveats:

There may be some ambiguity between workshops, presentations and consulting visits; we will have to make sure all staff is aware of the definitions.

10. Responsible Person:

Associate State Librarian; Meg Placke; (225) 342-4951; mplacke@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	3 – Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.
Indicator Name:	Number of workshops held
Indicator LaPAS PI Code:	14869

1. Type and Level:

Output and Key indicator

2. Rationale:

The State Library's Library Development Division provides training and consulting opportunities for public library staff. Many library directors are not trained librarians and rely on the educational opportunities offered by the State Library to teach them how to provide basic library services to their communities. Counting the number of educational opportunities presented measures the amount of training available to public library staff. This also measures appropriateness of topic, time and location since we will cancel a workshop (and it will not be counted) if there are not enough participants.

3. Use:

Statistics are used to assess productivity of the Library Development Division of the State Library and how well we are addressing public library staff training needs.

4. Clarity:

A workshop is defined as an educational opportunity at least 1.5 hours in length that is designed to teach or convey in a formal setting a body of information or skills to the attendees. This is different from a presentation or site visit.

5. Validity, Reliability and Accuracy:

Data will be reliable and accurate since workshops are scheduled in advance and registrations accepted. There may be some ambiguity about what constitutes a workshop versus a presentation versus a site visit. A workshop will typically have expected educational outcomes and requires registration.

6. Data Source, Collection and Reporting:

Data is derived from an online monthly statistical report.

7. Calculation Methodology:

This is the sum of all workshops held.

8. Scope:

Individual workshops are recorded, but only the aggregated total is reported.

9. Caveats:

There may be some ambiguity between workshops, presentations and consulting visits; we will have to make sure all staff is aware of the definitions.

10. Responsible Person:

Associate State Librarian; Meg Placke; (225) 342-4951; mplacke@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	3 – Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.
Indicator Name:	Number of attendees at workshops
Indicator LaPAS PI Code:	14870

- 1. Type and Level:**
Output and Key indicator
- 2. Rationale:**
The State Library's Library Development Division provides training and consulting opportunities for public library staff. Many library directors are not trained librarians and rely on the educational opportunities offered by the State Library to teach them how to provide basic library services to their communities. Counting the number of attendees at these educational opportunities reflects the appropriateness of the topic, location and time and their prior experience with the quality and usefulness of OSL-sponsored workshops.
- 3. Use:**
Statistics are used to assess productivity of the Library Development Division of the State Library and the effectiveness of scheduling and appropriateness of topic.
- 4. Clarity:**
A workshop attendee is defined as a participant in a workshop. Staff who are there only to provide refreshments, accept registration forms, etc. are not counted.
- 5. Validity, Reliability and Accuracy:**
Data will be reliable and accurate since workshops are scheduled in advance and registrations accepted in advance and on-site. There may be some discrepancies between the number of people who register for a workshop and the number that actually attend. We will count actual attendance, not registrations.
- 6. Data Source, Collection and Reporting:**
Data is derived from an online monthly statistical report.
- 7. Calculation Methodology:**
This is the sum of attendance at all workshops held.
- 8. Scope:**
Individual workshops and attendance are recorded, but only the aggregated total is reported.
- 9. Caveats:**
Sometimes we hire outside trainers and we depend on them to obtain accurate attendance figures and report them to us.
- 10. Responsible Person:**
Associate State Librarian; Meg Placke; (225) 342-4951; mplacke@slo.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Special Populations
State Outcome:	Education, Economic Growth, Children and Families
Objective:	4 – By 2022, provide 220,000 items per year to special populations and maintain participation in children’s program to no less than 100,000 per year.
Indicator Name:	Number of participants in Summer Reading Program
Indicator LaPAS PI Code:	20735

1. Type and Level:

Output and Key indicator

2. Rationale:

Reporting number of children and teens enrolled in various children’s programs reflects the popularity of these programs, their attractiveness to children and parents and OSL’s success in obtaining buy-in from the public libraries. OSL provides the theme, masters for materials and statewide coordination. Local public libraries actually implement the annual Summer Reading Program for their users. Tracking number of children and teens registered or enrolled shows success of the program.

3. Use:

Statistics are used to assess success of the Summer Reading Program.

4. Clarity:

An enrolled child is defined as any child or teen which signs up for either the Summer Reading Program or the Teen Reading Program; this covers ages preschool through age 18.

5. Validity, Reliability and Accuracy:

This indicator has been used for many years to track success of the programs. Examination of year-over-year data reveals increases and decreases in participation.

6. Data Source, Collection and Reporting:

Each public library maintains statistics on number of children/teens registered and reports it once per year in early Fall to the State Library.

7. Calculation Methodology:

This is the sum of registrations at all public libraries.

8. Scope:

Individual libraries report to OSL the number of participants, but OSL reports only the aggregated total. Data is available on number of children and teens participating, but not reported.

9. Caveats:

OSL is dependent upon the libraries to keep accurate statistics. Also, this number does not reflect the percentage of children/teens that actually complete the programs.

10. Responsible Person:

Teen’s Consultant; Angela Germany; (225) 342-9716; agermany@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Special Populations
State Outcome:	Education, Economic Growth, Children and Families
Objective:	4 – By 2022, provide 200,000 items per year to special populations and maintain participation in children’s programs to no less than 100,000 per year.
Indicator Name:	Number of participants in LA Readers’ Choice (LRC) Program [Revised PI name]
Indicator LaPAS PI Code:	21895

- 1. Type and Level:**
Output and Key indicator
- 2. Rationale:**
Reporting number of children enrolled in various children’s programs reflects the popularity of these programs, their attractiveness to children and parents and OSL’s success in obtaining buy-in from the schools. For LRC, OSL provides the reading list and statewide coordination. Local public libraries and schools promote and publicize the program to their communities.
- 3. Use:**
Statistics are used to assess success of the LRC Program; in addition, the children vote on their favorite book and an annual award is presented to the author.
- 4. Clarity:**
An enrolled child is one who reads the required number of books from the published list and votes on his favorite book. Numbers represent total votes.
- 5. Validity, Reliability and Accuracy:**
This indicator has been used for many years to track success of the programs. Examination of year-over-year data reveals increases and decreases in participation.
- 6. Data Source, Collection and Reporting:**
Teachers gather votes in their classes and go to an online form on the OSL website to report votes. In some areas, schools use real voting machines on loan from the Secretary of State to capture votes; then the teachers report the votes online or fax the votes to the State Library.
- 7. Calculation Methodology:**
This is the total number of all votes cast.
- 8. Scope:**
Individual teachers report to OSL the number of votes for each book, but OSL reports only the aggregated total.
- 9. Caveats:**
OSL is dependent upon the teachers to report accurate votes.
- 10. Responsible Person:**
Children and Teen Consultant; Angela Germany; (225) 342-9716; agermany@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Special Populations
State Outcome:	Education, Economic Growth, Children and Families
Objective:	4 – By 2022, provide 220,000 items per year to special populations and maintain participation in children’s program to 100,000 per year.
Indicator Name:	Number of items loaned to persons with visual or physical disabilities
Indicator LaPAS PI Code:	21898

- 1. Type and Level:**
Output and Key indicator
- 2. Rationale:**
Reporting number of items circulated reflects the productivity and popularity of the Talking Books and Braille Library (TBBL) program.
- 3. Use:**
Statistics are used to assess success of the TBBL program and are used to track usage.
- 4. Clarity:**
An item circulated could be a talking book, magazine, reading machine or downloaded audiobook loaned to a person with a visual or physical disability or who has a reading disability.
- 5. Validity, Reliability and Accuracy:**
This indicator has been used for many years to track success of the program. Examination of year-over-year data reveals increases and decreases in usage.
- 6. Data Source, Collection and Reporting:**
Data is extracted from the TBBL automated system, KLAS, and from the national BARD system and is considered accurate.
- 7. Calculation Methodology:**
This is the sum of all items checked out from KLAS including machines, talking books, large print books, etc. It also includes all BARD digital downloads.
- 8. Scope:**
Data for books, machines and tapes is available, but OSL reports the aggregated total.
- 9. Caveats:**
This does not measure enjoyment or actual use of the materials.
- 10. Responsible Person:**
Coordinator of Outreach Services; Sheila Coleman; (225) 342-4942; scoleman@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	5 – The State Library will achieve a 90% satisfaction rate in surveys of its users.
Indicator Name:	Percentage of public libraries satisfied with OSL services
Indicator LaPAS PI Code:	21897

- 1. Type and Level:**
Quality and Key indicator
- 2. Rationale:**
An annual survey of public library directors will reveal their satisfaction with services offered by OSL. We hope to achieve at least 90% satisfied or very satisfied with services.
- 3. Use:**
Statistics will be used to assess satisfaction with various services and to budget which services should be continued, dropped, or improved to better meet needs. Survey results will be used for planning.
- 4. Clarity:**
Indicator is clear, although individuals responding to the annual survey may define “satisfied” differently. Indicator is subjective.
- 5. Validity, Reliability and Accuracy:**
Satisfaction is different from usage or awareness of a particular service. We are specifically seeking satisfaction levels, although the survey is designed to indicate if the respondent is unaware or does not use a service.
- 6. Data Source, Collection and Reporting:**
Each winter, a survey of public library directors will be conducted and results reported.
- 7. Calculation Methodology:**
This will represent the percentage of respondents to an annual survey that mark either “satisfied” or “very satisfied” for each OSL service. Formula: (very satisfied + satisfied) / total surveys completed.
- 8. Scope:**
Although data on non-use and lack of awareness will be available on each service OSL offers, we will report only satisfaction levels at the aggregated level.
- 9. Caveats:**
By nature, a survey instrument is only a snapshot in time and, depending on the respondent, may not truly represent overall satisfaction throughout the year.
- 10. Responsible Person:**
Associate State Librarian; Meg Placke; (225) 342-4951; mplacke@slol.lib.la.us

PERFORMANCE INDICATOR DOCUMENTATION

Program/Activity:	Library Services – Services to Public Libraries
State Outcome:	Education, Economic Growth, Children and Families
Objective:	5 – The State Library will achieve a 90% satisfaction rate in surveys of its users.
Indicator Name:	Number of public library technology support incidents handled
Indicator LaPAS PI Code:	25415

- 1. Type and Level:**
Outcome and Key indicator
- 2. Rationale:**
Many public libraries, especially in the rural parishes, do not have dedicated IT staff and rely upon the State Library for technology support and troubleshooting. Measuring the number of incidents to which State Library staff responds will indicate the volume of this activity and how well the State Library is meeting the needs of the public libraries, and, by extension, the general public. Quality and quantity of IT support of public libraries has a direct impact on their satisfaction with State Library services.
- 3. Use:**
Statistics will be used to assess technology needs in geographic areas of the state, to plan technology training as needed and to track support of each library. This measure also shows level of activity in the IT arena.
- 4. Clarity:**
An “incident” is defined as a unique request from a public library for technology assistance.
- 5. Validity, Reliability and Accuracy:**
Most tech support requests come in via email or an automated Helpdesk system. Some come in via telephone. Staff already tracks this information to show how much time is devoted to public library support.
- 6. Data Source, Collection and Reporting:**
Data will be collected from individual staff members’ daily support logs and from the automated incident tracking system.
- 7. Calculation Methodology:**
This will represent sum of all support requests recorded that are related to technology.
- 8. Scope:**
Support incidents will include all public library requests for assistance with networks, routers, wireless, servers, laptops, mobile devices, PCs, Internet connectivity, database connectivity and authentication, software installation and maintenance, best practices, technology training, security, etc. from any one of 345 public library buildings across the state.
- 9. Caveats:**
Staff must remember to log all emails and phone calls that result in technology help for public libraries. They may sometimes forget. Staff may experience some confusion when one call results in multiple problems reported. Staff will need to be trained to report each unique technology problem as a separate incident.

10. Responsible Person:

Head, Information Technology; Bryan Babin, (225) 342-6759; bbabin@slol.lib.la.us