

New Mexico State Program Report Summary Fiscal Year 2007

Version: 1 **Allotment: \$1,445,113**
Total Projects: 11 **Total LSTA Funds Expended: \$1,445,113**

	Project # / %	LSTA Funds \$ / %
Statewide	11 / 100%	\$1,445,113 / 100%
Partnership	0 / 0%	\$0 / 0%
Exemplary	1 / 9%	\$140,062 / 10%
OBE-Related	0 / 0%	\$0 / 0%

Public Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0
 Single Number of Grants Funded: 0
 Single Total Awarded: \$0

School Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0
 Single Number of Grants Funded: 0
 Single Total Awarded: \$0

Academic Library Grants

Number of Libraries Submitting: 0	Total Libraries Receiving Grants: 0
Number of Applications: 0	Total Number of Grants Funded: 0
Total Requested: \$0	Total Awarded: \$0

Parent Libraries Receiving Grants: 0	Child Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0	Child Number of Grants Funded: 0
	Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0
 Single Number of Grants Funded: 0
 Single Total Awarded: \$0

Special Library Grants

Number of Libraries Submitting: 0
Number of Applications: 0
Total Requested: \$0

Total Libraries Receiving Grants: 0
Total Number of Grants Funded: 0
Total Awarded: \$0

Parent Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0
Child Number of Grants Funded: 0
Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0
Single Number of Grants Funded: 0
Single Total Awarded: \$0

Multi-Type Library Grants

Number of Libraries Submitting: 0
Number of Applications: 0
Total Requested: \$0

Total Libraries Receiving Grants: 0
Total Number of Grants Funded: 0
Total Awarded: \$0

Parent Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0
Child Number of Grants Funded: 0
Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 0
Single Number of Grants Funded: 0
Single Total Awarded: \$0

SLAA Library Grants

Number of Libraries Submitting: 1
Number of Applications: 11
Total Requested: \$1,445,113

Total Libraries Receiving Grants: 1
Total Number of Grants Funded: 11
Total Awarded: \$1,445,113

Parent Libraries Receiving Grants: 0
Parent Number of Grants Funded: 0

Child Libraries Receiving Grants: 0
Child Number of Grants Funded: 0
Parent/Child Total Awarded: \$0

Single Libraries Receiving Grants: 1
Single Number of Grants Funded: 11
Single Total Awarded: \$1,445,113

Q1: What progress did you make in implementing OBE during this reporting period?

We added OBE requirements to most of our projects during the creation of the new five year plan. We are implementing procedures to capture the needed measurements as we implement our new five year plan.

Q2: Briefly describe your state's results in meeting its identified OBE goal(s) this reporting period.

We have improved on our outcome target for Magazines Online by expanding our communication and training efforts. Our LBPH program is currently reporting consistent levels of customer satisfaction in improving their quality of life needs.

Project Code: 2007-NM-27696

Project Title: **Project Number:**

Building Capacity in NM Rural Libraries

Library Name:

New Mexico State Library

Phone Number:

505-476-9753

Library Building:**LSTA Funds Expended:**

\$59,469

In Kind Contributions:

\$

Number of Persons Served:

216

LSTA Purpose:

Services for lifelong learning

IMLS Primary Performance Category:

Strengthen communities

Primary Users:

Library staff and volunteers, Rural populations

Primary Services:

Library Development, Staff Development
Education and Training

Start Date:

11/1/2006

Statewide?**Exemplary?****Project Purpose:**

The purpose of this project is to build capacity for improved service in rural libraries throughout New Mexico by providing support, training and other resources needed to offer quality, up-to-date library services and collections to their small, rural communities.

Project Activities/Methods:

New Mexico has many small communities spread over a large geographic space. Seventy-six of the public libraries in New Mexico serve communities fewer than 15,000 people; 70 serve communities under 10,000; and 52 serve communities of less than 5,000. Many of these rural libraries have untrained directors and staff and receive little funding from local governments. Rural libraries serve as the community center providing the only free public internet access and the only access to books, databases, journals and other collection materials for many miles. This project assisted rural libraries in several ways. NMSL staff provided customized support to rural libraries to build their capacity to improve and extend service to their communities. NMSL also offered training on topics designed to meet the unique needs of rural libraries. State funded grants were awarded to rural libraries for collection development and continuing education support collections to ensure that rural libraries have quality collections and can participate in staff development activities. Federal funds supported a .40 FTE Technology Consultant who provided support for rural libraries, including assisting rural libraries with issues concerning working with their small local governments; attracting and training volunteers and board members; applying for grant funding; serving nonusers living far from the libraries; and finding and using online continuing education in these remote areas with few in-person learning opportunities. The State supported a .25 FTE Public Libraries Consultant who provided additional assistance to

Project Director:

Beth Crist

Email:

beth.crist@state.nm.us

Cash Match:

\$195,406

Total Cost:

\$254,875

State Goal:

Goal 2. Service to rural and underserved residents

IMLS Secondary Performance Category:

Provide tools for the future

Secondary Users:**Secondary Services:**

Customer services skills , Library science education and skills, Management skills, Strategic planning

End Date:

3/1/2008

Partnership?**OBE-Related?**

rural libraries, including working with them very closely on understanding and meeting the requirements to receive State funding; helping brand new libraries in rural areas with the basics of librarianship and funding; and serving as the main contact for new rural libraries. Her contact with rural libraries included visits as well as ongoing communication via phone calls and emails. She assisted libraries developing collection developing policies and assistance in making effective use of state and local collection funds. During the beginning of this project she also coordinated the State grants to rural libraries program which was later transitioned to the Federal Programs Coordinator. Federal funds supported a .15 FTE Federal Programs Coordinator who assumed responsibility for working with new rural libraries and coordinating the State grants to rural libraries. Other NMSL staff members visited rural libraries throughout the state. State matching funds provided the bulk of the travel support. LSTA funds supplemented travel support. NMSL offered 2 sessions of a training entitled Rural Equal Access Libraries (REAL), funded by the Bill & Melinda Gates Foundation. These sessions, specifically for staff and volunteers in rural libraries, offered important training on advocacy, forming partnerships, and attaining funding for small, rural libraries. LSTA funds provided travel support for the Development Director and Public Libraries Consultant to attend a workshop in preparation for these sessions in Phoenix. Federal funds supported a .84 FTE Office Manager who assisted with both the one-on-one support and training aspects of this project. The Office Manager provided logistical support for arranging visits to rural libraries; handled training materials and workshop promotions, registrations, confirmations, mailings, evaluation analyses and interpretations; maintained rural library contact lists and statistics; provided phone and email assistance to rural libraries; and served as the first line of contact for all rural libraries contacting the Library Development Bureau. State funds supported training for rural libraries on Library Policies, and Business and Health Resources.

Project Outputs:

The Technology Consultant primarily worked with 16 rural libraries in the southwest area of the state. The Public Libraries Consultant worked with all 76 of NM's rural libraries. Both maintained close contact throughout the project period via email and phone calls. NMSL staff members visited 74 of the 76 rural libraries during the project period. 29 staff from rural libraries attended the two REAL training sessions. 4 training sessions were attended by 36 library staff. State grants were awarded to 71 rural libraries.

Project Outcomes:

The Enhancing Library Service to Rural New Mexico project impacted the public by ensuring that staff in rural libraries statewide had access to one-on-one consulting and essential training that helped them develop new and expand and improve existing library services to their unique small communities. NMSL's one-on-one support and training helped directors, staff, board members, and volunteers in rural areas; largely an untrained audience; learn new skills that translated into improved access to information, collections, reference services, programming, and Internet resources in rural areas of NM. Quality library service is especially important in rural areas of the state in which libraries often provide the only access to important technological tools, leisure and informational reading material, services to children, and programming for adults.

Other Results:

Anecdotal Info:

REAL workshop attendees found the sessions useful and relevant; here are some comments: "I needed the new information and guidance to continue to keep our libraries' door open. I have been feeling lost and this workshop provided exactly what I needed to continue down this unpredictable yet rewarding journey." "It was so helpful to hear about other library's success projects and to have an opportunity to ask more experienced library people—both the instructors and other participants—how they've handled some challenges." Directors and staff in rural libraries appreciated the Office Manager's assistance during the project period, as evidenced by these comments: "You made my transition to the library field a wonderful one and your help and guidance is much appreciated!" "Thank you for "taking care of us" and our library's needs. You did an excellent job."

Exemplary Reason:

Project Code:	2007-NM-27704
Project Title:	Project Number:
Interlibrary & Email Reference	
Library Name:	Project Director:
New Mexico State Library	Linda Harris
Phone Number:	Email:
505-476-9763	linda.harris@state.nm.us
Library Building:	
LSTA Funds Expended:	Cash Match:
\$24,476	\$45,280
In Kind Contributions:	Total Cost:
\$	\$69,756
Number of Persons Served:	
2,400	
LSTA Purpose:	State Goal:
Services for lifelong learning	Goal 5. Access to collections and services
IMLS Primary Performance Category:	IMLS Secondary Performance Category:
Provide access to information, resources and ideas	Strengthen communities
Primary Users:	Secondary Users:
Library staff and volunteers, Rural populations, Statewide public	
Primary Services:	Secondary Services:
Continuing Education for the Public, Economic Development, Information Access and Services	Lifelong learning, Small business services, Reference services
Start Date:	End Date:
10/13/2006	1/1/2008
Statewide?	Partnership?
Exemplary?	OBE-Related?

Project Purpose:

Interlibrary and Email Reference provides professional reference service to New Mexico libraries and state residents in order to ensure access to valuable information for all New Mexico citizens. The program also educates librarians throughout the state in methods of using available resources.

Project Activities/Methods:

LSTA funds supported one full time professional FTE for seven months whose primary responsibility was to assist with the NM State Library's Interlibrary reference program. State funds supported the last month of the FTE's salary. Citizens and public libraries throughout the state are assisted with their reference and research questions via New Mexico State Library's Interlibrary Reference service and also via email referral from the New Mexico State Government Portal. To access our ILR service, libraries contact us directly through a state funded 1-800 number so that neither the patron nor the library incurs any cost. We endeavor to answer any question on behalf of New Mexico's citizens by supporting libraries that do not have the resources to answer the questions themselves. We respond via telephone, email, and fax. Email reference questions from citizens are referred to the New Mexico State Library Reference Service from a link on the New Mexico State Government Home Page and from the "Ask a Librarian" link on the State Library web site. Due to the visibility of these links, patron demand for the state-wide reference service remained

constant during this reporting period. LSTA funds were used to send the FT professional reference librarian to a conference in Washington, DC held by the Bureau of the Census. This provided excellent training in using the products of that agency to answer questions received from libraries and via e-mail from New Mexico citizen. LSTA funds and state matching funds were also used to support some in-state travel. State matching funds were used to supplement and support the reference collection.

Project Outputs:

Interlibrary Reference Staff answered 328 Interlibrary Reference questions from more than 53 public, tribal, and school libraries during the reporting period. Due to increased internet access for rural libraries, these libraries are able to address more routine questions themselves, while the questions submitted to NMSL are increasing in complexity and require an increased time commitment on the part of NMSL reference librarians as well as substantial use of our unique government resources. A total of 2,043 (approx 170/month) email reference questions were answered during this reporting period; it is estimated that at least 738 (62/month) were from New Mexico citizens in rural areas.

Project Outcomes:

The New Mexico State Library Interlibrary Reference service allows New Mexico's smaller, rural libraries to provide improved reference service to their patrons by accessing the unique print and online collections and services provided by the State Library. Many rural libraries have limited reference collections, small budgets, and no professional staff which limits their ability to provide a full complement of reference service to their patrons. The Interlibrary Reference Service effectively provides remote access to the New Mexico State Library resources including our expanded general reference resources; foundation center materials; and federal and state document collections. For citizens who do not have access to a public library, this service provides a wealth of information not ordinarily available to them. In addition, rural citizens benefit directly from the expertise of New Mexico State Library reference staff who have received specialized training in the use of our unique collections and related online resources. New Mexico citizens, business and law firms receive direct reference assistance, document delivery, and support in navigating the New Mexico State Government Portal via email and email clients seeking laws, regulations, statutes, or statistics are provided with document delivery to their desktop.

Other Results:

Anecdotal Info:

Staff received many notes of appreciation for the excellent backup reference this service provides. A county library sought information on the incorporation of the Ralston City and Gila Railroad Co. The same library received information on the early history of Shakespeare, NM. A large city-county library system expressed appreciation for the access to online materials not available at that library. A public library sought information on development of their reference collection, and this information was shared with the library board.

Exemplary Reason:

Project Code:	2007-NM-27700
Project Title:	Project Number:
Library for Blind and Physically Handicapped	
Library Name:	Project Director:
New Mexico State Library	Jerome Packard
Phone Number:	Email:
505-476-9771	jerome.packard@state.nm.us
Library Building:	
LSTA Funds Expended:	Cash Match:
\$35,373	\$60,088
In Kind Contributions:	Total Cost:

\$ 95,461

Number of Persons Served:

3,900

LSTA Purpose:

Services to persons having difficulty using libraries

IMLS Primary Performance Category:

Enhance a lifetime of learning opportunities

Primary Users:

People with special needs, Statewide public

Primary Services:

Outreach Services

Start Date:

1/1/2007

Statewide?

Exemplary?

Project Purpose:

The New Mexico Library for the Blind and Physically Handicapped (LBPH) provides for the reading and information needs of New Mexico citizens who are blind, visually impaired, physically handicapped, or reading disabled. The New Mexico Library for the Blind and Physically Handicapped (LBPH) is a joint Federal-State program and is one of 57 regional libraries of the Library of Congress, National Library Service for the Blind and Physically Handicapped.

Project Activities/Methods:

One federally funded FTE and one state funded FTE maintain a collection of 60,000 unabridged titles and 300,000 copies of special format audio books. Their areas of responsibility include collection inventory control, daily circulation processing and light Carousel Retrieval System maintenance. 2,000 copies are added to the collection monthly with a similar number "weeded" to preserve finite shelf space. About 500 audiotapes are either repaired or duplicated in an average month. The library circulates about 9,000 titles in a typical month. LSTA also supported travel funding for the Regional Librarian to attend the National Library Service national conference.

Project Outputs:

During the reporting period, nearly 103,000 pre-recorded audio books circulated, while nearly 19,000 copies were added and approximately the same number withdrawn for inventory control. Additionally, thousands of tapes were repaired or duplicated. 3900 patrons used the service during this time period. In a recent survey, 92% of respondents rated service as either excellent or very good.

Project Outcomes:

About 4,000 New Mexican patrons actively receive audio books and related materials from the New Mexico Regional Library, which is a joint Federal-State program and one of 57 regional libraries of the Library of Congress National Library Service for the Blind and Physically Handicapped.

Other Results:

Anecdotal Info:

One visually and physically handicapped patron daughter who serves as her blind mother's caretaker writes that "This program is a life saver for my mother who was an avid reader before losing her eyesight. She thought that her reading pastime was lost to her until her becoming a patron of the Library for the Blind and Physically Handicapped opened up a new

State Goal:

Goal 2. Service to rural and underserved residents

IMLS Secondary Performance Category:

Provide access to information, resources and ideas

Secondary Users:

Blind and visually-impaired persons

Secondary Services:

Special needs services

End Date:

3/1/2008

Partnership?

OBE-Related?

world for her!"

Exemplary Reason:

Project Code:

2007-NM-27693

Project Title:

LSTA Administration

Project Number:

Library Name:

New Mexico State Library

Project Director:

Geraldine Hutchins

Phone Number:

505-476-9727

Email:

geraldine.hutchins@state.nm.us

Library Building:

LSTA Funds Expended:

\$34,649

Cash Match:

\$1,640

In Kind Contributions:

\$

Total Cost:

\$36,289

Number of Persons Served:

LSTA Purpose:

Services for lifelong learning

State Goal:

Goal 2. Service to rural and underserved residents

IMLS Primary Performance Category:

Provide access to information, resources and ideas

IMLS Secondary Performance Category:

Provide tools for the future

Primary Users:

Library staff and volunteers, Statewide public

Secondary Users:

Primary Services:

SLAA LSTA Administration

Secondary Services:

Start Date:

10/1/2006

End Date:

9/30/2008

Statewide?

Partnership?

Exemplary?

OBE-Related?

Project Purpose:

The purpose of the LSTA Administration Project is to manage the LSTA services and programs associated with the administration of New Mexico's LSTA program. Costs included in this project include: salary and benefits for the LSTA coordinator, travel costs for the NM Library Commission members, travel costs for State Library staff for statewide, regional and national activities associated with LSTA projects and programs and administrative costs including equipment, postage, printing and supplies.

Project Activities/Methods:

The LSTA coordinator maintained project files, financial and statistical data and worked with the project managers on managing LSTA statewide projects. The LSTA Coordinator also facilitated the development and submission of the LSTA 5 year plan. With the arrival of a new State Librarian, the State Library began a comprehensive review of the LSTA projects. The New Mexico Library Commission meets 4 times per year and provided input into the LSTA 5 year plan. State Library administrative staff held state wide meetings at the New Mexico Library Association meeting regarding LSTA projects and the LSTA 5 Year Plan. State Library administrative staff attended national and regional meetings associated with LSTA projects and programs.

Project Outputs:

4 meetings of the New Mexico Library Commission.6 statewide meetings on LSTA projects.
Coordinated 11 LSTA statewide projects.

Project Outcomes:

Other Results:

Anecdotal Info:

Exemplary Reason:

Project Code:

2007-NM-27695

Project Title:

Magazines Online

Project Number:

Library Name:

New Mexico State Library

Project Director:

Mark Adams

Phone Number:

505-476-9710

Email:

mark.adams@.state.nm.us

Library Building:

LSTA Funds Expended:

\$140,062

Cash Match:

\$1,652

In Kind Contributions:

\$

Total Cost:

\$141,714

Number of Persons Served:

1,954,599

LSTA Purpose:

Library technology, connectivity, and services

State Goal:

Goal 6. Statewide subscription databases

IMLS Primary Performance Category:

Provide access to information, resources and ideas

IMLS Secondary Performance Category:

Enhance a lifetime of learning opportunities

Primary Users:

Adults, Children, Statewide public

Secondary Users:

Primary Services:

Continuing Education for the Public, Information Access and Services, Virtual Library Services

Secondary Services:

Lifelong learning, Database access, Portals and related Web projects

Start Date:

7/1/2007

End Date:

6/30/2008

Statewide?

Partnership?

Exemplary?

OBE-Related?

Project Purpose:

To enhance the quality of research, teaching, and education in the state, New Mexico State Library funds the Magazines Online Project, which currently provides 36 Gale databases, among which are: Business and Company Resource Center, Expanded Academic ASAP, General Reference Center Gold, Informe, Professional Collection, and 4 K-12 level databases. Access to these electronic resources is available to all citizens of New Mexico through their local public, academic or high school libraries. Patrons of these libraries can also access these databases from their home or office, by obtaining a password or other remote access capabilities.

Project Activities/Methods:

The State Library increased promotional and training activities in support of Magazines Online during this reporting period. Much of the effort was directed at New Mexico public libraries, our primary clients, but all libraries statewide including academic, school, and public participated in Magazines Online workshops and presentations. Quarterly informational email messages were sent to public libraries. The emails publicized training opportunities, alerted library staff to developments, and increased the visibility of the program. State Library staff provided a Magazines Online overview at the annual New Mexico Library Association Conference. Two webinars provided by the database vendor were offered statewide in May 2008. State Library staff worked with the vendor throughout the year to develop the New Mexico Portal. The Portal, which is hosted on the State Library home page, offers training, support, contacts, and more. The Portal went online in July 2008. Federal funds supported the database subscription and state matching funds supported travel and .02 FTE who managed and supported the project.

Project Outputs:

Usage of Magazines Online from July 2007 to June 2008 increased 11% from the previous 12 month period as measured by full-text retrievals (from 410355 to 456119 full-text retrievals). The school library category experienced the highest increase at 21%; academic library usage increased 14%; while public library usage dropped 2%. The number of registered libraries increased by 9 to 621—the new registrations were school libraries. All public and academic libraries in New Mexico are registered users of Magazines Online.

Project Outcomes:

The statistics indicate that Magazines Online is an increasingly popular research tool for students in academic and school libraries. Many school libraries in rural New Mexico have no budget for periodicals, and Magazines Online is simply the only reliable research tool available. More fortunate school libraries are able to purchase special or subject oriented databases to supplement student research because the State Library provides access to Magazines Online at no charge. School librarians have become the majority of attendees in workshops and other training events, partly because there are so many in the state, but also because they need training if they are to provide Magazines Online for students in their libraries. There is demand for Magazines Online at school libraries. After a recent workshop, it was school librarians who contacted the State Library for more information.

Other Results:

Anecdotal Info:

One public librarian states that the Magazines Online databases are "absolutely invaluable" to their patrons; at this library, junior and senior high school students "use them extensively" and she "cannot imagine not having that source available". Other librarians report that Magazines Online statistics show it is a popular and well-used resource. At one of the larger public libraries, Magazines Online "forms the core" of their electronic resource collection and that statistics show that Magazines Online contains information that community members need. Another librarian reported that "patrons are always really pleased to learn that they can access the databases from home". A middle school librarian reported "middle school students use Infotrac for every research project. They are required to find at least one source on a database using the journal section. Because this service is provided from the state library, I am able to supplement it with a couple hundred dollars a year in ebooks to help with reference. In our small town this is the only way that our students would have access to this service. We do hope you can afford to keep providing it for our students. We definitely can not afford to provide it ourselves."

Exemplary Reason:

Magazines Online has a significant impact on the educational tools and resources available to New Mexico residents. Over 300 middle school, high school, public and academic libraries are registered. It provides access to full-text journals and research materials that most rural New Mexico public and school library can not afford on their own. It supplements the budgets for academic libraries who are able to use their local funds to support discipline specific resources. For a modest amount of funds, this service is truly a statewide asset to New Mexico residents.

Project Code:	2007-NM-27694
Project Title:	Project Number:
Making Effective Use of Library Statistics	
Library Name:	Project Director:
New Mexico State Library	Geraldine Hutchins
Phone Number:	Email:
505-476-9727	geraldine.hutchins@state.nm.us
Library Building:	
LSTA Funds Expended:	Cash Match:
\$18,582	\$14,434
In Kind Contributions:	Total Cost:
\$	\$33,016
Number of Persons Served:	
89	
LSTA Purpose:	State Goal:
Library technology, connectivity, and services	Goal 1. Stakeholders and needs assessments
IMLS Primary Performance Category:	IMLS Secondary Performance Category:
Provide tools for the future	Provide access to information, resources and ideas
Primary Users:	Secondary Users:
Library staff and volunteers	
Primary Services:	Secondary Services:
Library Development	Strategic planning
Start Date:	End Date:
1/1/2007	2/1/2008
Statewide?	Partnership?
Exemplary?	OBE-Related?
Project Purpose:	
Provide New Mexico libraries with the tools and statistical data needed to evaluate and improve library services to their communities. Two web based products from Bibliostat are used to collect the public library data and to provide libraries access to New Mexico data and public library data from throughout the country.	
Project Activities/Methods:	
New Mexico public libraries used Bibliostat Collect to submit their annual report data. The data was analyzed and submitted to the U.S. Census Bureau as part of the FSCA Public Library Survey project. Once the data had been verified by Census and NMSL, the data was transferred into Bibliostat Connect a web based tool that libraries can use to analyze and compare their data, the data of other New Mexico libraries and other libraries throughout the country. Training sessions were held during the summer of 2007 on the annual report and on using Bibliostat Connect to analyze and evaluate services, budgets and other performance measures. State matching funds supported Bibliostat Connect and Collect subscriptions for all NM public libraries. Federal funds supported .32 of an FTE librarian. State and matching funds supported travel for NMSL to conduct training.	
Project Outputs:	
88 public libraries used Bibliostat Collect to submit their annual report data. 19 people attended the Annual Report Training and 12 attended the Bibliostat Connect training in August 2007. Connect usage increased to 197 library sessions.	

Project Outcomes:

We have not collected data to support these perceptions. However, based on anecdotal evidences, libraries are using Bibliostat Connect to evaluate the turnover rate of their collection and make adjustments to their circulation policies and they are using it to evaluate staffing compared to their state and national peers. Libraries have used it to evaluate the resources being put in and the service measures coming out of their libraries and making adjustments in services and resources. The data from the annual report is constantly used by NMSL to respond to national surveys, to support the LSTA report, to do statewide planning and evaluation of public library services and to assist libraries in evaluating their services to improve their community resources.

Other Results:**Anecdotal Info:**

A library used Bibliostat Collect to compare collection support of their library vs. peer libraries in their county and put together a request for additional funding to support collection development. A group of libraries in the ELIN consortium used the data to support a successful grant request. Libraries in the NM Municipal League used Connect to develop materials to support their legislative efforts for NM public libraries.

Exemplary Reason:

Project Code:	2007-NM-27698
Project Title:	Project Number:
Resource Sharing	
Library Name:	Project Director:
New Mexico State Library	Gary Harris
Phone Number:	Email:
505-476-9730	gary.harris@state.nm.us
Library Building:	
LSTA Funds Expended:	Cash Match:
\$143,578	\$205,045
In Kind Contributions:	Total Cost:
\$	\$348,623
Number of Persons Served:	
300	
LSTA Purpose:	State Goal:
Library technology, connectivity, and services	Goal 4. Statewide union catalog
IMLS Primary Performance Category:	IMLS Secondary Performance Category:
Provide access to information, resources and ideas	Provide tools for the future
Primary Users:	Secondary Users:
Library staff and volunteers, Rural populations, Statewide public	
Primary Services:	Secondary Services:
Information Access and Services, Interlibrary Loan, Technology Infrastructure	Database access, Statewide database licensing, Resource sharing, Integrated library systems
Start Date:	End Date:
10/1/2006	6/30/2007
Statewide?	Partnership?

Exemplary?**OBE-Related?****Project Purpose:**

Ensure that New Mexico's libraries are equitably positioned to have the fullest access to current and emerging information technologies and statewide subscription databases, and are able to make the most productive use of them for their communities. Implement a uniform, affordable and easily accessible platform for cataloging and resource-sharing among all libraries in New Mexico using and an inter-library delivery service. Goals for the program include: 1) Expand access to the catalogs of New Mexico's libraries to enable their ready availability in every library 2) Expand access to electronic and networked information resources 3) Develop an easy to use, reliable, and sustainable means to assure the uniform availability of these information resources in every library in New Mexico and a means for enhancing New Mexico's current ILL services and timely inter-library delivery of books, documents, and other information resources.

Project Activities/Methods:

OCLC Group Services was used to create a New Mexico Group Catalog. New Mexico public and academic libraries that were not using OCLC were provided with training and access to OCLC. All libraries in NM had access to OCLC First Search. In addition, the State Library worked with the SALSA Consortium of State Agency libraries to expand and improve access to a shared online catalog and utilize OCLC to support that effort. SALSA libraries participated in the OCLC Group Catalog and ILL. AMIGOS Library services conducted online training and in person training was conducted for World Cat and the NM Group Catalog as well as in person training for ILL and Cataloging. LSTA funds and state matching funds paid for the 1st year of cataloging and ILL costs for the libraries and the subscription for World Cat and the New Mexico Cat for all New Mexico libraries for 2007 and 2008. LSTA funds also supported a .4 FTE librarian who maintained the SALSA database and participated in other resource sharing activities. State matching funds supported the maintenance of the SALSA system. State and federal funds supported travel to related in-state and out-of-state related meetings.

Project Outputs:

21 additional libraries were added to OCLC during this time period bring the total number of public and academic libraries participating in ILL and cataloging to 83. 1,358,567 WorldCat searches were conducted. Interlibrary Loan activity has increased. 104,789 lending requests were initiated, within the group 86,172 were filled and the average turnaround time for requests was 7.8 days. 180,572 borrowing requests were initiated within the group, 62,768 were filled and the average turnaround time was 1.33 days. 15 online and in person workshops were held attended by 160 NM library staff.

Project Outcomes:

New Mexico libraries will utilize newly available interlibrary loan technology to leverage the limited resources in their own collections and promote the use of interlibrary loan to their patrons. These resource sharing activities will be enabled and enhanced by the contribution of participating libraries to the New Mexico statewide group catalog so that library patrons throughout the state will be able to find resources not only at their own local libraries but statewide.

Other Results:**Anecdotal Info:****Exemplary Reason:****Project Code:**

2007-NM-27692

Project Title:

Rural Services Program

Project Number:**Library Name:**

New Mexico State Library

Project Director:

Joy Poole

Phone Number:**Email:**

505-476-9712

joy.poole@state.nm.us

Library Building:**LSTA Funds Expended:**

\$936,318

Cash Match:

\$13,954

In Kind Contributions:

\$

Total Cost:

\$950,272

Number of Persons Served:

35,000

LSTA Purpose:

Services to persons having difficulty using libraries

State Goal:

Goal 2. Service to rural and underserved residents

IMLS Primary Performance Category:

Provide access to information, resources and ideas

IMLS Secondary Performance Category:

Strengthen communities

Primary Users:

Rural populations, Statewide public

Secondary Users:**Primary Services:**

Information Access and Services, Mobile Services, Outreach Services

Secondary Services:

Community information services, Bookmobile services, Books-by-mail

Start Date:

1/1/2007

End Date:

3/1/2008

Statewide?**Partnership?****Exemplary?****OBE-Related?****Project Purpose:**

The New Mexico State Library's Rural Services Program provides library services to rural and remote populations through four regional bookmobiles and the Books by Mail program. The four regional bookmobiles stop in un-incorporated communities and small communities without fully developed public libraries. Books by Mail is a book delivery service offered to rural residents of New Mexico who do not live near an established library or who are homebound and unable to visit a local library.

Project Activities/Methods:

The State Library operates bookmobiles in the four quadrants of the state, providing books and access to information to rural citizens who have no local library service. Each bookmobile carries up to 4,000 volumes and makes a monthly route of regularly scheduled stops in the rural communities in its region. The Books by Mail program distributes a printed and electronic catalog quarterly. Books are mailed to the clients and returned to the State Library by postage-paid mail. The five units of Rural Services also provide Interlibrary Loan service and reference service to the rural areas. Federal funds support fifteen FTE who operate the Rural Services program: three at each one of the four regional bookmobile offices (Cimarron, Tucumcari, Los Lunas and Silver City), and three based at the State Library in Santa Fe. In addition, LSTA funds support one 60% FTE in the Technical Services Bureau who does book ordering and processing for the bookmobiles. The operational costs of the program including salaries, utilities, rent, gasoline, oil, vehicle maintenance, postage, and office supplies are funded with LSTA Funds. LSTA funds are also used to purchase library materials with a modest supplement from some county and municipal governments which serves as matching funds. NMSL received state funding to replace the two oldest bookmobiles during the state fiscal year 2006 and two new vehicles were put into service on February 5, 2007.

Project Outputs:

The bookmobiles made regular monthly visits to 136 separate locations in 29 New Mexico

counties for a total of 2201 stops during the reporting period. The Books by Mail program served an average of 1,487 individual households monthly and averaged 4,639 patrons served each month in all 33 New Mexico counties. Total circulation for Rural Services was 190,169. Rural Services handled 2,194 Interlibrary loan requests and answered 6464 reference questions. During the reporting period, 23,649 patrons visited the bookmobiles, almost 16.5% greater than the last reporting period. Books by Mail added 145 households, a 38% increase over the last reporting period. The bookmobiles served 29 of New Mexico's 33 counties and the Books by Mail program served all 33 counties.

Project Outcomes:

New Mexicans without access to locally funded libraries are provided a full complement of library services at regularly scheduled monthly bookmobile stops in remote areas of the state. Residents of the state who cannot be served by a bookmobiles and/or have other conditions which render them unable to use local libraries obtain library service through Books By Mail. Rural Services also provides Interlibrary Loan and Reference service for rural residents. Spanish speakers and immigrants who live in these rural communities have used bilingual materials and materials from the Bookmobiles to learn English.

Other Results:

Anecdotal Info:

We received a note from a patron in Silver City saying, "I am more or less homebound and have to have help going out. As I am blind in my left eye I had to stop driving a while ago. I love to read and have a large collection of books all of which I have read several times. Since I have retired although I belong to a book club, I cannot afford to buy a book very often so I rely so much on the wonderful books you send me. We were able to borrow some expensive nursing textbooks for a student on the Navajo reservation who wouldn't have been able to use them without our ILL service. A female patron in Datil is building a house with assistance only from her uncle. She was able to do the electrical wiring using several books that she borrowed from us and which we obtained through Interlibrary Loan for her. In Buckhorn, Don Simms a retired man who rides a bicycle approximately 10 miles to meet us at the stop said "The bookmobile has been a gift for the 5 years that I've lived in the area. I don't have television, wouldn't want it if I did, but the books I get from you all has been a special treat for me. There's nothing better than being entertained by a book and the imagination that it brings to a persons mind."

Exemplary Reason:

Project Code:	2007-NM-27699
Project Title:	Project Number:
Summer Reading Programs	
Library Name:	Project Director:
New Mexico State Library	Beth Crist
Phone Number:	Email:
505-476-9753	beth.crist@state.nm.us
Library Building:	
LSTA Funds Expended:	Cash Match:
\$6,965	\$13,259
In Kind Contributions:	Total Cost:
\$13,491	\$33,715
Number of Persons Served:	
52,916	
LSTA Purpose:	State Goal:
Services for lifelong learning	Goal 2. Service to rural and underserved residents

IMLS Primary Performance Category:

Strengthen families and children

Primary Users:

Children, Library staff and volunteers, Young adults and teens

Primary Services:

Education-Related Services for Children and Teens

Start Date:

7/1/2007

Statewide?

Exemplary?

Project Purpose:

The Summer Reading Program (SRP) is coordinated by the State Library, and offered through public and tribal libraries throughout New Mexico. The program encourages and motivates children and teens to engage in reading and to develop an interest in books and lifelong learning. SRP promotes literacy and provides a welcoming introduction to the library as a lifelong resource for information, recreation and education.

Project Activities/Methods:

The 2008 theme focused on insects; the popular slogans were "Catch the Reading Bug" for kids and "Metamorphosis" for teens. The State Library continued with the CSLP program, which has been well received by librarians statewide. LSTA funds were used to pay for a manual for each public and tribal library as well as the four NMSL bookmobiles and LBPH program; funds were also used to purchase one \$25 Upstart voucher for each branch to purchase supplies for their SRPs. Staff provided four training sessions statewide to librarians coordinating SRPs at their libraries; 95 librarians attended these well-received sessions. Evaluations and statistics were gathered from participating libraries at the end of the summer. Federal funds supported a .7 FTE Office Manager who assisted with preparing materials and managing logistics for the 4 SRP workshops. She also compiled workshop evaluations and our end of the summer survey sent to all NM public libraries. Her LSTA salary served the SRP Project especially during the 2 months these workshops were held. State matching funds supported .18 FTE Outreach Coordinator who managed the Summer Reading Program. She served as a consultant to youth services librarians statewide, answering questions and preparing and disseminating material concerning the SRP during the entire project. She also prepared and delivered the 4 SRP workshops, and her travel to these workshops also serves as a match. Applebee's Restaurants generously donated gift certificates, an in-kind contribution, to 17 libraries across the state to be used as incentives for children and teens to read. The certificates totaled \$13,491.

Project Outputs:

92 public and tribal libraries, plus NMSL's bookmobiles and LBPH, received a 2008 SRP manual and \$25 Upstart voucher for SRP supplies, featuring the theme "Catch the Reading Bug". In summer 2008, the libraries served provided a total of 1,990 program events for their communities, attended by 65,973 participants. Some libraries recorded SRP participant reading by number of books read; the total for these libraries is 129,855 books read. Other libraries recorded the number of hours that SRP participants read; these totaled 223,730 hours read. The NMSL bookmobiles took the SRP on the road to rural areas of the state, decorating the vehicles inside with the bug theme, offering related on-board activities for young patrons, and distributing activity packets for the patrons to continue at home. LBPH serves patrons across the state and so conducted its SRP from a distance through mailings; most of its young patrons participate by listening to books on tape from the LBPH collection.

Project Outcomes:

The Summer Reading Program project impacts young people throughout New Mexico by offering a fun and engaging way to become acquainted with the library, nourish an affinity for books and reading, and maintain and build reading skills. SRP is also very much about

IMLS Secondary Performance Category:

Enhance a lifetime of learning opportunities

Secondary Users:

Secondary Services:

Summer reading programs

End Date:

6/30/2008

Partnership?

OBE-Related?

community building; it encourages not only individual reading pursuits, but also brings children and teens together for activities, programs and special events. In addition to providing youth with a structured summer activity, SRP often provides an opportunity for young people to volunteer or work in a library. SRP also has inter-generational benefits, with children reading and sharing books with family members. SRP means many things to young people and their parents: a time to grow creatively and intellectually, a chance to be with other young people and develop friendships, a way to learn about working and job responsibilities – and an avenue toward being a lifelong reader and learner.

Other Results:

Anecdotal Info:

Librarians delivering their 2008 summer reading programs had some experiences that sum up well what summer reading programs achieve in New Mexico communities: "A young man named Jeremy came regularly to our program on Thursdays. Jeremy is a very special handicapped person in a wheel chair. Although Jeremy can't speak, he loved the books we read to the summer reading kids (especially Curious George.) At first the children were a bit uncomfortable around Jeremy but as the summer progressed, everyone begin to relax and enjoy the interaction with this special young man. This worked very well as our staff is committed to bringing a variety of human experiences into the library setting!" Moriarty Community Library "We had a great turnout of teen volunteers. I think helping gave them a sense of pride and caused them to be more involved in the program overall." Lomas Tramway Branch, Albuquerque/Bernalillo Co. Library System "Primarily because of the fast rise in fuel prices, many families came to our programs faithfully as a 'family experience' (even the dad's, babies, and grandparents). Amazingly enough, though the program is geared to each age group, the adults and young adults express their enjoyment of it. At one program, a pair of moms came with their 84 yr old grandma in tow. 'Do you think I could stay and listen?' she inquired. 'Of course, we want you to stay. Everyone is always welcome to enjoy our programs.' I asked her at the end if she was glad she'd stayed. 'Oh, yes! I never have had such a good time! I regret I haven't been to all the programs!'" Hobbs Public Library "Rewarding children for reading was pretty special. It was reading, it was learning and they were rewarded for it the way an athlete is rewarded for doing a sport well. It was such a joy to see the looks on the first, second, and third place readers when they got their medals. That was very endearing for me." Carnegie Public Library "Two of our young patrons, 7 and 10 years old, live on dairy farm. This summer it was their responsibility to feed and water the baby calves. Since this is an every day occurrence they were not able to attend a summer reading program at a public library and were really happy that we were able to compensate for this." NMSL Rural Bookmobile West

Exemplary Reason:

Project Code:	2007-NM-28966
Project Title:	Project Number:
Technology Enhancement for New Mexico Public Libraries	
Library Name:	Project Director:
New Mexico State Library	Patricia Moore
Phone Number:	Email:
505-476-9724	patricia.moore@state.nm.us
Library Building:	
New Mexico State Library	
LSTA Funds Expended:	Cash Match:
\$42,216	\$28,899
In Kind Contributions:	Total Cost:
\$	\$71,115
Number of Persons Served:	

676

LSTA Purpose:

Library technology, connectivity, and services

IMLS Primary Performance Category:

Provide tools for the future

Primary Users:

Library staff and volunteers, Statewide public

Primary Services:

Library Development, Software and Equipment, Technology Infrastructure

Start Date:

10/3/2006

Statewide?**Exemplary?****Project Purpose:**

Many New Mexico residents, especially in rural areas, have access to computers and the Internet only at their nearest public libraries. Complicating this fact is that many small public libraries do not have access to technical support, and staff members do not have the expertise to support their public access computers, staff computers, Internet connectivity, and library systems, or to use the software on their public access computers. The purpose of this project is to strengthen technology services provided by New Mexico public libraries and to ensure that all New Mexicans have access to library technology resources.

Project Activities/Methods:

NMSL provided technology support to all NM libraries by offering one-on-one technical support and consultation as well as technology-related training in developing, using, and providing technology based programs and services to their communities. Federal funds supported a .60 FTE Technology Consultant who provided technical support, training and consulting to public and tribal libraries statewide. The Technology Consultant visited libraries during this project to assist with technology and integrated library system related problems and questions. Federal and state matching funds provided travel support. She also assisted libraries with technology and ILS issues via phone and email and posted technology-related information on NMSL's website. 40 New Mexico public libraries use Athena or other library systems that offer little or no technical support. She assisted libraries in developing replacement strategies including: developing equipment specifications, exploring the options for using open source software; and outlining evaluation strategies. She also provided assistance on PC management and security software for libraries wishing to purchase new products or upgrade existing ones. The Technology Consultant and another staff member presented a session at the NM Library Association (NMLA) Annual Conference on creating websites using wiki and blog tools. The State Library hosted Emerging Technology workshops at 6 locations around the state in May 2007. Funded by the Bill & Melinda Gates Foundation, trainers from AMIGOS Library Services instructed library directors and staff about how new online technologies such as Web 2.0 tools can be used in the library to create websites, enhance a library web presence with podcasts and blogs, use the Internet to attract new young adult patrons, and more. The Technology Consultant was responsible for organizing and implementing the Emerging Technologies workshop sessions and 2 follow-up focus groups. Federal and state matching funds supported travel for Development staff to facilitate these workshops. Funded by the Bill & Melinda Gates Foundation, the State Library contracted with a training consultant to provide customized Microsoft Office software and Windows training to public and tribal libraries statewide. This training taught library staff and volunteers valuable software skills that will enable them to assist their patrons and more efficiently run their libraries. Federal funds also supported a .10 FTE Office Manager who assisted in preparing materials and logistics for the Emerging Technologies workshop and

State Goal:

Goal 3. Access to information technologies

IMLS Secondary Performance Category:

Enhance a lifetime of learning opportunities

Secondary Users:**Secondary Services:**

Computers & peripherals, Computer hardware and software, Integrated library systems, Telecommunications and networking hardware and software, Strategic planning

End Date:

2/1/2008

Partnership?**OBE-Related?**

the NMLA conference session on creating websites. The Office Manager supported this project by compiling and analyzing participant evaluations and assisting with logistics of the training sessions. Federal and state matching funds provided travel support for the development staff involved in this project.

Project Outputs:

The Technology Consultant visited 44 libraries in the state during the project period, assisting with technology questions and challenges. Contractor Marcia Anderson conducted 86 customized trainings on Microsoft Office Suite software and Windows at public libraries across the state; a total of 504 library staff and volunteers attended these sessions. A total of 96 library staff and volunteers attended the 6 Emerging Technologies workshops; 9 attended the two follow-up focus group meetings to discuss the workshops and how they have implemented skills they learned in the workshops. 64 library staff attended the NMLA session on using blogs and wikis to create library websites.

Project Outcomes:

The Emerging Technologies workshop sessions trained and encouraged NM public and tribal libraries to begin blogs (indeed, the Arthur Johnson Memorial Library in Raton and Moise Memorial Library in Santa Rosa created a website using a blog and the Portales Public Library began a teen read blog after the workshop); Flickr pages, especially to advertise library programs (the Belen Public Library used Flickr to document its library construction project); and MySpace and Facebook pages (such as Belen Public Library's MySpace page for teens), primarily used to attract and engage teen and young adult audiences. The sessions also trained participants to find and use existing blogs, wikis, and other Web 2.0 tools to keep up with library and technology trends, thus helping them in their day to day work. These workshops also prompted NMSL to join a collaborative podcasting project highlighting innovative library services around the state, create a blog on emerging technologies, and create a new website using open source software. The Technology Consultant's work with libraries across the state and other State Library staff concerning the large number of libraries statewide with non-supported ILSs led to a planned resource sharing project with potential to impact the statewide library community. Her technology consulting, both in person and at a distance, allowed libraries to make informed decisions about purchasing hardware, software, and ILSs to best serve their communities; it also gave them the knowledge to provide reliable technology access and assistance to their patrons. Contractor Marcia Anderson's training allowed library staff and volunteers statewide to learn essential, much-needed skills using Microsoft Office software and Windows. These skills help them conduct their jobs to a much higher degree and more efficiently; the training also allows them to help their patrons use these very common and important technology tools.

Other Results:

Anecdotal Info:

Some comments from the Emerging Technologies Workshops: "Very helpful because it already got me thinking of new ways to promote library." "I feel confident that I will be able to direct/help patrons with all the social software networking tools we covered. The same with the library web page- I could help start up/maintain a blog/wiki." "Overall, I'm now much more comfortable with technologies. Will definitely use a wiki for collaboration on documents." And others from Microsoft Office trainings: "I liked the fact that I will be able to use the things that I learned today. The class was very clear & easy to understand." "I will be able to work more efficiently. I think these tips will save me time & make things easier." "It focused on information I was not using but that will improve my efficiency considerably. Highly useful material." "This workshop taught me the skills I need to help students present PowerPoint presentations. Everything I learned was valuable."

Exemplary Reason:

Project Code:	2007-NM-28969
Project Title:	Project Number:
Technology Infrastructure Support for Tribal Communities	

Library Name:

New Mexico State Library

Phone Number:

505-476-9753

Library Building:

New Mexico State Library and Crownpoint Center

LSTA Funds Expended:

\$3,425

In Kind Contributions:

\$

Number of Persons Served:

42

LSTA Purpose:

Library technology, connectivity, and services

IMLS Primary Performance Category:

Provide tools for the future

Primary Users:

Library staff and volunteers, Rural populations, Statewide public

Primary Services:

Continuing Education for the Public, Staff Development Education and Training, Technology Infrastructure

Start Date:

10/3/2006

Statewide?

Exemplary?

Project Purpose:

The Tribal Library Program was established at New Mexico State Library to provide technology support to Tribal communities and their libraries. This project sought to improve and support the technology infrastructure of tribal libraries by providing them with technical support through the State Library and contractors and to make effective us of their Athena integrated library systems. It also provided direct training to Navajo Nation residents who do not have access to many library services.

Project Activities/Methods:

Federal funds provide travel support for the Tribal Libraries Program staff to travel to tribal communities to provide training and support. It also provided out-of-state travel for the Tribal Library Coordinator to attend a conference on tribal libraries. In addition, federal funds provide support for 5% of an Office Manager who assisted tribal libraries with basic support, coordinated training, processed travel, and provided general support to the tribal libraries and the Tribal Library Program Staff. State matching funds provided support for .25 FTE for a Tribal Libraries Coordinator who provided technology assistance and consultation to the state's tribal libraries. She worked closely with the tribal libraries on making effective us of their Athena integrated library system, provided troubleshooting, one-on-one training for cataloging and system use, managed contracts for technical support and supported the state Tribal Library grants. State matching funds also provided .75% FTE for a consultant at the NMSL Crownpoint Office who provided technology training at for residents of the Navajo Nation at Navajo Chapter Houses. Many tribal communities do not have adequate technology assistance to support public access computers in tribal communities. Using matching funds,

Project Director:

Beth Crist

Email:

beth.crist@state.nm.us

Cash Match:

\$178,960

Total Cost:

\$182,385

State Goal:

Goal 3. Access to information technologies

IMLS Secondary Performance Category:

Strengthen communities

Secondary Users:

Secondary Services:

Lifelong learning, Technical skills, Computer hardware and software, Integrated library systems, Telecommunications and networking hardware and software

End Date:

2/1/2008

Partnership?

OBE-Related?

contractors worked with tribal libraries and Navajo Chapter Houses to provide technical assistance and support for public access computers. One contractor provided troubleshooting and maintenance for computers in the Chapter Houses and tribal libraries. Another contractor provided support and training to public and tribal librarians for their Athena Library systems. State grants to tribal libraries were used to purchase technology equipment, software and for maintenance on their Athena integrated library systems.

Project Outputs:

The Tribal Libraries Consultant made 11 site visits to tribal libraries concerning technology-related items. The Crownpoint Trainer conducted 20 training sessions to 115 Navajo citizens on Microsoft Office software and introduction to computers. 19 libraries received state funded Tribal Library Grants for technology.

Project Outcomes:

The contractor's training allowed library staff and volunteers statewide to learn essential, much-needed skills using Microsoft Office software and Windows. These skills help them conduct their jobs to a much higher degree and more efficiently; the training also allows them to help their patrons use these very common and important technology tools. The services provided by Connie Seger and Edgenet Technologies offered valuable technical assistance to tribal libraries, allowing them to maintain their computer systems and ILSs, thus providing more reliable, faster, and up to date computer and Internet access for their patrons. The equipment and software that tribal libraries purchased with Tribal Libraries Grant funds allowed them to add public access computers and replace outdated computers; upgrade Internet connectivity; and replace unsupported ILSs. These additions and upgrades are crucial to tribal communities, in which the library is the only place where some residents have access to computers and the Internet.

Other Results:

Anecdotal Info:

Exemplary Reason:
