

APPENDIX C

Rhode Island LSTA Web Survey Report

Ninety-eight librarians responded to the web survey conducted as a part of the LSTA evaluation for the Rhode Island Office of Library and Information Services. The survey was developed jointly by the consultants and OLIS staff, mounted on the consultants' website, and promoted by OLIS to the Rhode Island library community.

Executive summary:

While representatives from all types of libraries as well as trustees responded to the survey, the highest percents of the respondents worked in public libraries. Over a third were library directors.

- Respondents believe LORI Resource Sharing Services and Summer Reading Programs address the needs of Rhode Island libraries and residents very well (over 4.5 on a 5-point scale).
- Fifty-eight percent indicated they didn't know enough about the Talking Books Plus program to rate it.
- Literacy programs also serve Rhode Island residents very well (4.21 on a 5-point scale).
- Delivery, ILL, and continuing education are the OLIS services that are most important to RI libraries.
- Respondents believe a single uniform catalog and database licensing program are top priorities for the RI library community (4.38 on a 5-point scale).
- Forty-three percent (42.86%) did not know about the OLIS blog (Rhodarian).
- Providing databases statewide is the top priority for the next five-year plan.

Who participated?

Forty-one percent (40.82%) of the respondents were in public libraries. Thirty-four percent (33.67%) were library directors.

<i>Type of Library</i>	<i>Percent</i>
Public library	40.82%
School library/media center	22.45%
Academic - 4 year privately funded	11.22%
Academic – 4 year publicly funded	2.04%
Academic – 2 year technical or community college	1.02%
Special library	9.18%
Other	8.16%

Those who checked 'other' keyed in their type of library as hospital, medical, membership library, school library network, and Veterans Administration Medical Center Library. There were also a library educator and two members of the state library board.

<i>Position Title</i>	<i>Percent</i>
Library director	33.67%
School library/media Specialist	18.37%
Reference/information services librarian	11.22%
Children's/youth services librarian	4.08%
Cataloger/bibliographer	2.04%
Technology coordinator/specialist	2.04%
Other	22.45%

Those who checked 'other' keyed in position titles that ranged from archivist to interlibrary loan to professor to board member. The greatest number of those reflected management level positions such as assistant director, branch manager, and department head. Four were trustees.

The highest percent (21.43%) said their library had 1.01 to 3.00 full-time equivalent (FTE) paid staff. Similarly, the highest percent (17.35%) said their library's materials budget was between \$25,001 and \$50,000. Actually, the highest percent response to the question of materials budget was twenty-nine percent (28.57%) who gave no response. Since a response of 'don't know' was not an option, the consultants assume those giving no response may not have known their institution's overall materials budget.

How well do OLIS services address the needs of Rhode Island libraries and residents?

Respondents were asked to rate seven services provided by OLIS in terms of how well those services addressed the needs of state libraries and residents. They were to use a scale of 1 to 5, with 1 indicating 'very poorly,' and 5 indicating 'very well.' Alternatively, they could check 0 to indicate 'don't know' or 'no opinion.' The 0 scores were not included in the calculation of mean scores for the services. The table below gives the services in descending mean score order. Note that a mean score of 3.0 would indicate neither poorly nor well, average.

<i>OLIS Service</i>	<i>Mean Score</i>
LORI Resource Sharing Services	4.59
Summer Reading Programs	4.53
OLIS/LORI Website as an Information Portal	4.04
Continuing Education Programs	4.02
Talking Books Plus	3.98
Support for Conferences	3.93
Consulting Services to Public Libraries	3.54

All of the services were rated above 3.0, which would have been average. The LORI Resource Sharing Services and Summer Reading Programs both received scores above 4.5. Although the 'don't know' scores were not included in the mean score calculations, it is important to note that 57 respondents, or fifty-eight percent (58.16%) checked 'don't know' for rating the Talking Books Plus program and 41, or forty-two percent (41.83%) didn't know about the Consulting Services to Public Libraries. The response related to the consulting service to public libraries might be expected given the high percent of respondents who were in other types of libraries. Only four people were unable to rate the top rated service, the LORI Resource Sharing Services.

Respondents were able to check 'other' and to key in additional services or comments and to give them a rating as well. Six people did so; the reader is referred to the Text Responses that follow the compilation of responses at the end of this appendix.

How well do the following services address the needs of Rhode Island residents?

This question asked respondents to rate four programs supported by grants, again using the five-point scale with 1 indicating 'very poorly,' and 5 indicating 'very well.' As before, they could check 0 to indicate 'don't know' or 'no opinion' and the 0 scores were not included in the calculation of mean scores for the services.

<i>Service</i>	<i>Mean Score</i>
Literacy Programs	4.21
RILINK Network	4.15
CLAN Grant to Migrate to Innovative	4.07
ARIHSL Grant to Join HELIN	4.00

All four of these services received mean scores of 4.0 or above. Five people checked 'other' and gave their answer a score. The Text Responses follow the compilation of survey responses at the end of this appendix.

Which two programs or services of OLIS are most important to your library?

Some respondents listed multiple first choice services and multiple second choices, so it is difficult to be precise in sharing the answer to this question. Depending upon slightly different wordings, it appears that delivery and ILL top the list for first choice and continuing education tops the list for second choice. The responses are listed as answers to question 3 in the Text Responses at the end of this appendix.

Levels of agreement with statements made in focus groups and interviews

The next questions were a series of statements that the consultants had heard in Rhode Island focus group sessions and interviews. The web survey respondents were asked to indicate their level of agreement with each of the nine statements using a scale of 1 to 5, with 1 being 'highly disagree' and 5 being 'highly agree.' They were able to check 0 to indicate 'don't know' or 'no opinion.'

<i>Statement</i>	<i>Mean Score</i>
A single uniform catalog and database licensing program are top priorities for the RI library community.	4.38
Public library standards are an important tool for improving library service in RI.	4.21
OLIS should take a stronger leadership role.	4.04
Continuing education for librarians/library staff in RI has improved in the last five years.	3.92
The OLIS continuing education opportunities available to me/my staff in RI are adequate to meet my/their needs.	3.73
Staffing levels at OLIS are inadequate to carry out current programs and responsibilities.	3.63
The professional collection at OLIS is heavily used.	3.46
I find the OLIS blog (Rhodarian) to be very useful.	2.89
Public libraries, rather than OLIS, should pay for summer reading program performers.	2.32

There was a high level of agreement (4.38 out of 5) with the statement, "a single uniform catalog and database licensing program are top priorities for the RI library community." However, in the comments made after the next question, one respondent asked why the consultants had linked the two together. That person did believe the database program was a top priority, but was unconvinced about the urgency of the single uniform catalog.

Again, a 3.0 mean score would be the mid-point and in this case would indicate neither an agreement nor a disagreement with the statement. One might

consider the scores as high levels of agreement with the scores above 4.00, mild agreement with the scores between 3.0 and 4.0, and mild disagreement with the scores below 3.0.

Forty-two respondents checked 'don't know' concerning the OLIS blog; forty-one checked 'don't know' concerning the professional collection use.

Thirty-six percent (35.53%) of those indicating a level of agreement/disagreement with the statement related to public libraries paying for the summer reading program performers 'highly disagreed' with the statement. The consultants are unaware of any other state that provides this support, but Rhode Island librarians clearly want OLIS to continue this support.

The top priority service or program for OLIS for the coming five-year LSTA Plan should be

Respondents were asked to key in what they believed the top priority for the next LSTA Plan should be. While multiple services were listed more than once, the most frequent response related to providing databases. Second most frequently listed was the statewide catalog.