



**Evaluation Statements  
for  
Major Components of the Library of Texas  
August 2002**

**Created in Partial Fulfillment of  
Project Deliverable F: LOT Evaluation Plan**

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## Introduction

One deliverable of the ZLOT Project is an overall evaluation plan for the Library of Texas. Dr. Charles R. McClure of Information Management Consultant Services, Inc., via a sub-contract with the ZLOT Project, is leading this effort. Articulation of evaluation statements for the four major components of the LOT is a prerequisite step in the development of the overall evaluation plan. Dr. McClure worked with Beverley Shirley, TSLAC Library Resource Sharing Director, and the lead persons at the TSLAC responsible for each of the components. The components and TSLAC coordinates are listed below.

Resource Discovery Service	Kevin Marsh
TexShare Databases	Russlene Waukechon
Electronic Depository Program	Kevin Marsh
Training	Belinda Boon

The development process for these statements involved a number of iterations and discussions with TSLAC staff members. Also consulted for comment and input were working groups associated with these LOT components including the Government Information Team for the EDP, the Electronic Information Working Group for the databases, the ZLOT Advisory Group for the Resource Discovery Service. One obvious benefit that resulted from this process was clarification of the goals, objectives, and intended outcomes for each component. A second important benefit that resulted was identifying the basis from which to both conduct the evaluation and stipulate what data should be collected.

A management information system to identify, collect, organize, analyze, and report the evaluation data resulting from the processes outlined in the four evaluation statements will be needed. Additionally, integration of the evaluation databases with other databases developed and maintained by the Texas State Library will be critical to the overall evaluation process.

The remainder of this report consists of evaluation statements for each of the four major components of the Library of Texas. Each evaluation statement includes goals, objectives, outcomes, measures, and methods for collecting evaluation data. These statements have been reviewed with Peggy Rudd, the State Librarian, and Beverley Shirley. Comments regarding this report may be directed to William E. Moen, ZLOT Principal Investigator via email at [wemoen@unt.edu](mailto:wemoen@unt.edu) or via telephone at 940-565-3563.



## Resource Discovery Service

### Overview:

The Library of Texas resource discovery service<sup>1</sup> is intended to provide Texas library patrons with effective one-stop access to the library collections, on-line resources, and commercially licensed databases of Texas. It brings together the database and electronic government publication components of the Library of Texas along with the collections of Texas public and academic libraries to give Texans a single, simple method for finding the information they need. Creating this service will require the development and purchase of software, the adoption and implementation of standards, and the collaborative discussion and definition of policies and procedures to ensure successful service delivery.

### Goals:

1. Texas library patrons will use the resource discovery service to interactively select and search multiple sources with a single query.
2. The contents of Texas public and academic library catalogs, licensed databases, and selected additional on-line resources will be available for searching with the resource discovery service.
3. Texas library patrons will use the resource discovery service to select items from within search results and request them through download, ILL or other means.

### Objectives:

- 1A. Define specific requirements for target selection and searching with input and support from a representative group of Texas librarians by 7/1/02.
- 1B. Determine the degree to which the requirements can be met by currently available systems by 11/1/02.
- 1C. Purchase a system that enables patrons to interactively select and search multiple sources with a single query by 9/1/03
- 2A. Survey existing systems and interfaces used by Texas public and academic library catalogs, licensed databases, and selected additional on-line resources by 12/31/02
- 2B. Identify methods and costs to bring Texas library catalogs into compliance with the standards or specifications required by currently available interface systems by 12/31/02.
- 2C. Identify which Texas public and academic libraries have resources in place to qualify as early implementers of the resource discovery tool by 12/31/02.
- 2D. Identify or develop available funding sources to assist early implementers with implementing standard-compliant services by 4/1/03.
- 2E. Include 75% of early implementers in the resource discovery tool by 9/1/03.
- 3A. Assess the ability of vendor interface systems to submit information to existing ILL systems by 12/31/02.
- 3B. Identify alternative procedures for satisfying requests that fall outside the scope of existing ILL systems by 9/1/03.
- 3C. Develop methods and procedures for selecting a delivery method and requesting item delivery for any item located with the resource discovery service by 9/1/03.

### Outcomes:

Goal	Outcome	Indicator	Source/Method
1	Texas library patrons will actively use the resource discovery service.	Average 2000 searches per day	Server logs
1	Texas library patrons will be satisfied with the performance of the resource discovery service.	75% of searchers rate their results as satisfactory	Online user survey and library staff survey



Goal	Outcome	Indicator	Source/Method
2	Users will be able to search the contents of most Texas public and academic library catalogs	70% of automated, networked library catalogs will be available through the resource discovery service by 9/01/05	Compare search targets against library directories
2	Users will be able to search a satisfactory selection of on-line resources	75% of searchers rate their results as satisfactory	Online user survey
2	Users will be able to search most licensed commercial resources (TexShare Databases)	90% of TexShare Databases will be available through the resource discovery service	Compare search targets against database list
3	Users will be satisfied with their ability to obtain items they request	75% of searchers rate their item request experience as satisfactory	Online user survey
3	Users will be able to promptly obtain items they request	Average turnaround time and fill rate for items requested through the RDS in FY2004 will both show improvements over the FY2002 ILL average.	ILL statistics based on a sample of requests

<sup>1</sup> A resource discovery service employs software, hardware, networked access to remote databases, policies, procedures, and staffing to enable users to locate and obtain desired information resources.



## TexShare Databases

### Overview:

A program of the Texas State Library and the Telecommunications Infrastructure Fund Board, the TexShare Databases include more than 60 different commercial online research products. Unlike many research tools available for free on the Internet, the TexShare Databases provide accurate, authoritative, and commercial-free resources to patrons at public libraries, Texas state government agency libraries, and many academic libraries in Texas. Using the power of the Internet, the TexShare Databases are available 24 hours a day in the homes or offices of registered patrons of libraries that participate in the program.

Online encyclopedias, full-text access to professional and academic journals, newspaper and magazine archives, and nearly 20,000 electronic books (eBooks) are among the resources available through the TexShare Databases.

The TexShare Databases are provided exclusively as a service to library patrons in Texas. Our strict licensing agreements with the individual vendors do not permit us to make them freely available through a non-restricted website.

### Goals:

1. TexShare will provide an extended number of databases to TexShare member libraries (Texas academic libraries, public libraries, and libraries of clinical medicine).
2. TexShare will provide a greater variety (scope and depth of content coverage) of databases to TexShare member libraries than it has previously provided.
3. The overall cost of providing databases to Texas library users will be lower than the cost of individual database subscriptions.
4. TexShare will provide a core database collection that adequately meets the basic information needs of TexShare library users.
5. Texas library patrons will use TexShare databases conveniently from their libraries, homes and offices.

### Objectives:

- 1A. Increase the number of databases in Fall of 2001, doubling previous electronic resource choices available.
- 1B. Negotiate and renew the expanded suite of databases for FY02.
- 1C. Assure stable and continuing source of funding for TexShare databases
  
- 2A. Add a new database specific to medical libraries' research needs.
- 2B. Review annually the quality and usefulness of the database package and of individual databases in the package for the next fiscal year.
  
- 3A. Negotiate the expanded database package with a cost avoidance figure of \$307,000,000 in FY02, \$760,000,000 in FY03, and \$394,000,000 in FY04<sup>1</sup>
- 3B. Negotiate renewal prices for databases that are less than the inflation rate and within contractual negotiated price caps.
- 3C. Save local libraries a total of 7600 hours of staff time (\$152,000 in salary) by centralizing the purchase of core databases for the state.<sup>2</sup>
  
- 4A. Notify eligible libraries that the databases are available and announce training opportunities to the librarians.



- 4B. Develop a communications plan with a professional consulting firm to establish roles and responsibilities for informing the citizens of Texas about TexShare databases by August 31, 2002.
- 4C. Implement the communications plan, with a minimum involvement of 50 academic libraries and 100 public libraries ("Involvement" means participation in one or more of the efforts identified in the communications plan.)
- 4D. Implement an electronic serials management utility to improve access<sup>3</sup> to full-text journals by August 31, 2002.
- 4E. Insure that the core collection of databases meets the basic information needs of TexShare member libraries and the Texans they serve.
- 5A. Initiate a remote access service that allows TexShare member libraries to offer their patrons easy access to the databases from locations outside of the library building and allows the libraries to collect database usage statistics for their libraries by April 2002.<sup>4</sup>
- 5B. Increase the number of public libraries with populations of 25,000 or less that offer remote access to the database program by enrolling 25% of public libraries in towns with populations less than 25,000 in the remote access service by August 31, 2004.

**Outcomes:**

Goal	Outcome	Indicator	Source/Method
1&2	Library patrons are more successful in locating information than prior to availability of databases	<ul style="list-style-type: none"> <li>a. 80% of librarians report greater percentage of reference questions answered.</li> <li>b. 80% of users indicate databases provided information beyond what they found using other library resources.</li> </ul>	Survey
4	Library users successfully find information they need from the databases	<ul style="list-style-type: none"> <li>a. Usage statistics reflect increased number of documents retrieved.</li> <li>b. On a 5-point scale, 80% of users indicate satisfaction with information retrieved as 3 or above.</li> </ul>	<ul style="list-style-type: none"> <li>a. Number of documents reported in vendor-provided statistics.</li> <li>b. Survey</li> </ul>
4	Librarians are satisfied with the composition of core databases and level of use the core databases are experiencing by their users.	<ul style="list-style-type: none"> <li>a. Member focus group (EIWG) unanimously reports satisfaction.</li> <li>b. Usage statistics reflect increased number of documents retrieved.</li> <li>c. On a 5-point scale, 80% of librarians indicate satisfaction with core collection as 3 or above.</li> </ul>	<ul style="list-style-type: none"> <li>a. Discussion at EIWG meetings as reflected in official minutes</li> <li>b. Number of documents reported in vendor-provided statistics</li> <li>c. Survey</li> </ul>



Goal	Outcome	Indicator	Source/Method
5	TexShare member libraries and their patrons will use the TexShare databases.	a. 100% of academic libraries and 80% of public libraries will provide links to the TexShare databases from their library web pages by August 31, 2004. b. Database usage statistics will indicate over 16,322,000 sessions in FY02, and over 17,000,000 sessions in FY03 and FY04.	a. Survey b. Number of sessions reported in vendor-provided statistics
5	TexShare library patrons use the TexShare databases from their homes and offices	Use of remote access service in FY04 is 25% higher than in FY02.	Number of "visits" to customized access pages per server logs
5	TexShare library patrons find the remote access interface easy to use	On a 5-point scale, 80% of users rate ease of use as 3 or above.	Survey

<sup>1</sup> TSLAC prepares a yearly cost avoidance report based upon information obtained from each database vendor. This information is updated yearly and maintained by the TexShare database coordinator.

<sup>2</sup> Based upon sample of TexShare librarians conducted by Russlene Waukechon 8/2002. Librarians polled represent the constituencies that comprise TexShare. Average staff time per library for selecting current slate of 60 databases = 760. For 600 libraries = 456,000. Prorated to only one database per year = 7600.

<sup>3</sup> "Improving access" means that library patrons will be able to locate specific journal titles within the database package through a consolidated journal title list; this eliminates the need to move from one database to another looking to see if a particular journal is indexed by a certain database.

<sup>4</sup> "Remote access service" involves establishment of a customized web site for each library. This customized web site provides the library's remote users entry to all of the TexShare databases from locations outside the library building through use of a single logon and password.



## Electronic Depository Program

### Overview:

The electronic depository program is intended to provide the same level of collection and preservation of state government electronic publications that we currently provide for state government print publications, including aggressive collection, detailed indexing, permanent retention, and multiple access locations statewide. We begin with the assumption that public access to state agency information is a fundamental right and an essential ingredient in any democracy. As state agencies increasingly use electronic methods to publish information about policies, services, or programs it becomes more and more important for these electronic publications to be indexed for efficient access and preserved for access in the future.

### Goals:

1. All state agency electronic publications will be collected and preserved to meet information needs.
2. All state agency electronic publications will be indexed for effective information discovery.
3. All state agency electronic publications will be updated as needed by staff at each agency to correct errors and meet the standards of the electronic depository program<sup>1</sup>

### Objectives:

- 1A. Procure a harvesting system<sup>2</sup> to collect electronic publications from all state agency Web sites by 9/1/02.
- 1B. Ensure that harvesting system collects 90% of available electronic publications that meet collection criteria from all state agency Web sites by 8/31/03.
- 1C. Establish procedures for storing data at multiple sites and for migrating data to new formats and/or media as needed by 12/01/02.
- 2A. Procure an indexing/user interface system to provide Z39.50 compliant field-specific and full-text searching, options for current or depository searches of harvested data by 9/1/02
- 2B. Establish procedures for providing data in MARC format to multiple sites for inclusion in library catalogs by 10/01/02.
- 3A. Create and present a training course to inform state agency staff about required standards and procedures by 10/1/02.
- 3B. Create on-line reference materials to inform current and future state agency staff about requirements and procedures for the electronic depository program by 10/1/02.
- 3C. Establish a reporting system that provides agency liaisons with information on their tagging errors and broken links by 9/1/02; TSLAC provides monthly reports to the agency liaisons thereafter.

### Outcomes:

Goal	Outcome	Indicator	Source/Method
1	Users will be able to obtain e-publications that are no longer available at state agency web sites	Retrieve and view sample of publications from public internet terminals	Random check
1	In 2012 users will be able to obtain all of the original materials collected in 2002 and view them using commonly available tools	Retrieve and view sample of publications from public information network terminals	Random check
2	Users will be able to locate desired e-publications	75% of searchers rate their ability to locate desired e-publications as satisfactory	Online user survey



Goal	Outcome	Indicator	Source/Method
2	Texans will frequently use this system	Average over 2500 searches per day for a work week	Server logs
2	Texans will be satisfied with their search results from this system	75% of searchers rate their results as satisfactory or better	Online user survey
3	Agency staff will participate	75% or more of Austin-based agencies will send 1 or more staff members to training	Compile from training records
3	Agency staff will use the on-line reference materials	75% of Agency staff rate the on-line reference materials as satisfactory or better	Agency staff survey
3	Agency staff will correct e-publications to comply with standards	80% or more of agencies will receive 1 or fewer errors during a harvest	Server logs

<sup>1</sup> EDP standards will be available on-line at <http://tsl.state.tx.us/trail/manual.html>. They are still in development at this time.

<sup>2</sup> A harvester system follows links from one Web page to the next and collects the contents of those pages for storage or analysis.



## Training

### Overview:

The training component is intended to provide training on Library of Texas and other training initiatives using distance-learning technology. Using this technology, TSLAC and System staff will provide continuing professional education via videoconferencing and web-based learning to Texas library staff and local governments. TSLAC and the ten regional library Systems will have the ability to reach large numbers of people, either individually or in groups, and to provide training *at the time it is needed*. This will help eliminate the restrictions placed on TSLAC staff travel to provide on-site training and provide access to both TSLAC- and System-developed training to anyone with a Web browser, VCR or CD-ROM drive. The general public also will have access to the videoconferencing units.

### Goals:

1. By 2004, TSLAC continuing education staff will become proficient in developing and delivering training via videoconferencing and Web-based courses.
2. By 2005, professional and paraprofessional library staff in the state of Texas will routinely participate in live and recorded training events offered by TSLAC through videoconferencing and Web-based courses.
3. By 2005, records managers working in Texas state agencies and local governments will routinely participate in live and recorded training events offered by TSLAC through videoconferencing and Web-based courses.

### Objectives:

- 1A. By March 30, 2003, TSLAC and System training staff will receive training on how to use the Web-based learning software to develop online courses.
- 1B. By March 30, 2003, TSLAC and System training staff will receive training on how to use the videoconferencing units to develop online courses.
- 1C. By December 31, 2003, each TSLAC training staff will develop and deliver at least one 3-hour training event via videoconferencing, with each event broadcast to at least five remote sites.
- 2A. By June 30, 2004, at least 25% of staff working in small community Texas public libraries (i.e., serving populations of 25,000 or less) will have participated in at least one videoconferenced training event originated by TSLAC.
- 2B. By June 30, 2004, at least 25% of staff working in small community Texas public libraries (i.e., serving populations of 25,000 or less) will have participated in at least one Web-based course originated by TSLAC.
- 2C. By June 30, 2004, at least 25% of professional staff working in Texas public libraries (i.e., those with an MLS degree) will have participated in at least one videoconferenced training event originated by TSLAC.
- 2D. At least 80% of professional library staff participating in videoconferencing events offered by TSLAC through June 30, 2004 will rate the training as effective or very effective on their post-training evaluation forms.
- 2E. By June 30, 2004, at least 25% of professional staff working in Texas public libraries (i.e., those with an MLS degree) will have participated in at least one Web-based course originated by TSLAC.
- 2F. At least 80% of professional library staff participating in Web-based courses offered by TSLAC through June 30, 2004 will rate the training as effective or very effective on their post-training evaluation forms.
- 3A. By June 30, 2004, more than 25% of records managers working in small Texas communities (i.e., populations of 25,000 or less) will have participated in at least one videoconferenced training event originated by TSLAC.



- 3B. By June 30, 2004, more than 25% of records managers working in small Texas communities (i.e., populations of 25,000 or less) will have participated in at least one Web-based course originated by TSLAC.
- 3C. By June 30, 2004, more than 25% of records managers working in Texas state agencies will have participated in at least one Web-based course originated by TSLAC.

**Outcomes:**

Goal	Outcome	Indicator	Sources/Method
1	TSLAC continuing education staff will develop and deliver training via web-based learning and videoconferencing.	Number of videoconferenced and Web-based training events conducted by TSLAC staff.	Performance Appraisal measures
2	Professional and paraprofessional library staff will routinely participate in training events originated by TSLAC via distance learning.	Number of library staff participating in videoconferencing and Web-based learning courses.  Training rated as effective or very effective.	Sign in sheets.  CEC training statistics.  Post-training evaluation forms.
3	Records managers in state agencies and local governments will routinely participate in training events originated by TSLAC via distance learning.	Number of records management staff participating in videoconferencing and Web-based courses.	Sign in sheets.  SLRM training statistics.