

LIBRARY SERVICES AND TECHNOLOGY ACT GRANTS ANNUAL REPORT

For Federal Fiscal Year 2002 Projects

Due: November 1, 2003

Library/Organization Tampa Bay Library Consortium

Address 1202 Tech Blvd., Suite 202 City Tampa Zip 33619

Phone (813) 622-8252 SUNCOM 744-8559

Project Name Growing the Virtual Library: Evolving the Anywhere-Anytime Library

Project Number 02-LSTA-F-18 Grant Award \$ 159,000.00

I. STATISTICAL DATA. Give best estimates if actual numbers served are unavailable.

A. Area served (check one): State _____ Region X County _____ City _____

B. 1. Targeted population to be served, per the application: 3,800,000

2. Total number of persons served by the project: 3,800,000

Include persons who used project services or benefited from the project. Count each person only once.

II. EXPENDITURES. Use the form to provide grant and matching expenditure detail by category and source of funds.

III. EQUIPMENT INVENTORY. Use the form to list each item of equipment that had an acquisition cost of over \$1,000 with a usable life of more than one year.

IV. NARRATIVE. See Instructions for completing the LSTA Annual Report form on page 2 for specific details.

I certify that all of the information contained herein is correct to the best of my knowledge.

Signature of Library Director

Date

Charles E. Parker

Typed Name of Library Director

Signature of Fiscal Officer

Date

Nancy Pike

Typed Name of Fiscal Office

II. EXPENDITURES

	LSTA	LOCAL/STATE MATCH	
A. SALARIES & BENEFITS (All salaries paid from both federal and local sources)			
POSITION TITLE	F.T.E.		
<u>Executive Director</u>	<u>0.1</u>	\$ 6,851	\$ 1,918.00
<u>Assistant Director</u>	<u>0.3</u>	\$ 7,403	\$ 1,777.00
<u>Technology Coordinator</u>	<u>0.6</u>	\$ 30,374	\$ 7,897.00
<u>Continuing Education Coordinator</u>	<u>0.05</u>	\$ 263	\$ 66.00
<u>Technical Assistant</u>	<u>0.15</u>	\$ -	\$ -
<u>Webmaster</u>	<u>0.75</u>	\$ 34,651	\$ -
		\$ -	\$ -
TOTAL SALARIES		<u>\$ 79,542.00</u>	<u>\$ 11,658.00</u>
B. CONTRACTUAL SERVICES (List each vendor)			
<u>Outsource Marketing Group</u>		\$ 2,000	\$ -
TOTAL CONTRACTUAL SERVICES		<u>\$ 2,000.00</u>	<u>\$ -</u>
C. LIBRARY MATERIALS			
<u>eBooks - netLibrary</u>		\$ -	\$ 51,465.82
<u>Databases</u>		\$ -	\$ 112,059.78
TOTAL LIBRARY MATERIALS		<u>\$ -</u>	<u>\$ 163,525.60</u>
D. SUPPLIES		<u>\$ -</u>	<u>\$ 10,873.30</u>
E. TRAVEL		<u>\$ 2,000</u>	<u>\$ 136.59</u>
F. EQUIPMENT		<u>\$ -</u>	<u>\$ -</u>
G. OTHER (Specify)			
<u>epixtech software and maintenance</u>		\$ 30,800	\$ 13,100.00
<u>WebFeat Translators</u>		\$ 2,550	\$ -
<u>Statewide Union List of Serials off-load and indexing</u>		\$ 20,000	\$ -
<u>Telecommunications Infrastructure</u>		\$ 14,390	\$ -
<u>SUN Server Maintenance</u>		\$ -	\$ -
<u>Printing</u>		\$ 7,718	\$ 1,750.00
TOTAL OTHER		<u>\$ 75,458.00</u>	<u>\$ 14,850.00</u>
H. TOTAL A-G		<u>\$ 159,000.00</u>	<u>\$ 201,043.49</u>
		+ \$	<u>\$ 360,043.49</u>

Submit amounts listed below along with this report.

I. UNEXPENDED LSTA FUNDS TO BE REFUNDED \$0

J. TOTAL INTEREST EARNED DURING THE PROJECT \$1,188.11

III. EQUIPMENT INVENTORY

An inventory of equipment purchased as a part of an LSTA-funded project must be maintained at the state and local level. Any changes in the status of the equipment (i.e., changes in location or use) must be reported to the State Library. List, separately, each item purchased for the project during the project period ending September 30 using local, LSTA or a combination of funds. Include only equipment with an acquisition cost of more than \$1,000 and a useful life of more than one year.

Item/Description	Date Received	Total Cost	Local \$ Spent	LSTA \$ Spent	Serial/ Model #	Local ID #	Location and Use
NONE							

The **TBLC Anywhere-Anytime Library** brings together the rich resources of west central and southwest Florida libraries for access by anyone, at anytime, from anywhere, via the Internet.

Alleycat is the central service of the Anywhere-Anytime Library. In 2002-2003, Alleycat:

- included **43** libraries with **103** outlets,
- filled **31,705** requests,
- averaged a **81%** fill rate,
- surveyed users and learned that **86%** of the respondents were satisfied or delighted with the service and **92%** found Alleycat easy to use,
- saved libraries **\$82,957.50**

The goals of this year's grant project were to:

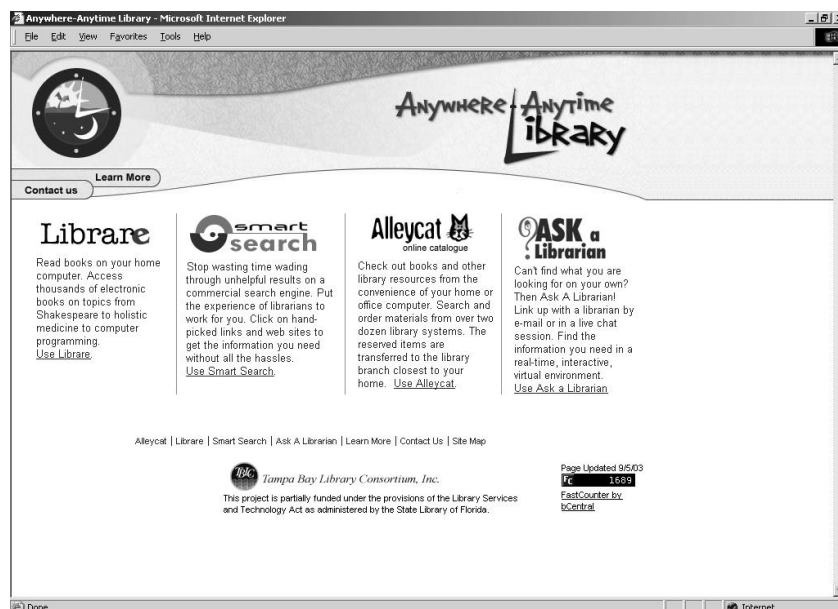
- Maintain and enhance a virtual library umbrella web site for use by the public,
- Provide a regional virtual catalog and interlibrary loan system,
- Enable customers of the participating libraries to request that needed materials be loaned for their use and delivered to their local library,
- Work toward a goal of a full service 24/7 virtual library with shared resources for research and lifelong learning.

During the grant year we achieved these goals by:

- Developing, launching and promoting the **Anywhere-Anytime Library** web portal
- Maintaining and expanding **Alleycat**, the virtual catalog and interlibrary loan system
- Creating and launching **SmartSearch**, the consolidated web searching interface
- Continuing to broker group purchase of **electronic resources**, including **Librare**, the ebooks collection
- Partnering with CCLA to develop **Ask a Librarian**, the statewide chat reference service.

The Anywhere-Anytime Library Web Portal

The Anywhere-Anytime Library, www.anywhereanytimelibrary.org is a one-stop access point for information resources. From the Anywhere-Anytime Library web portal users can access Alleycat, SmartSearch, electronic resources including Librare and connect live with a librarian via Ask a Librarian.



The site was developed to feature the various programs under the Anywhere-Anytime Library and serve as a single access point for all of the virtual library services. Site design included programming geared towards compatibility with screen readers and other tools used by visually impaired users.

The Anywhere-Anytime Library and its related services have been marketed to users through an overall Anywhere-Anytime Library marketing campaign. Marketing items were developed that featured the overall Anywhere-Anytime Library design as well as the individual program designs. Table tents and bookmarks include logos and descriptions of all four components of the portal. The window clings promote the 24/7 nature of the virtual library. We have developed an Anywhere-Anytime Library promotions ordering system on the TBLC website to facilitate ordering and dissemination of the materials. The ordering site is at <http://www.tbtc.org/programs/promotions.shtml>



window cling



table tent



bookmark

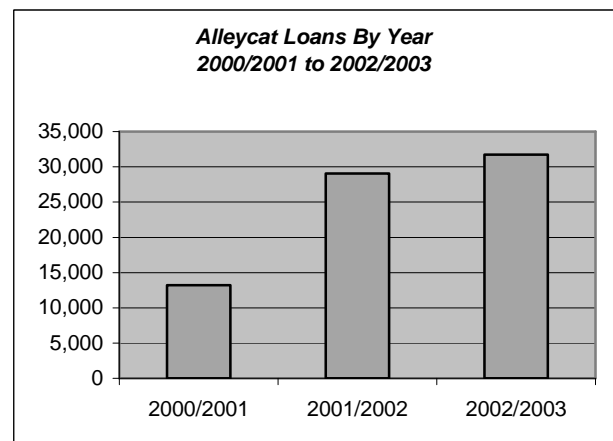
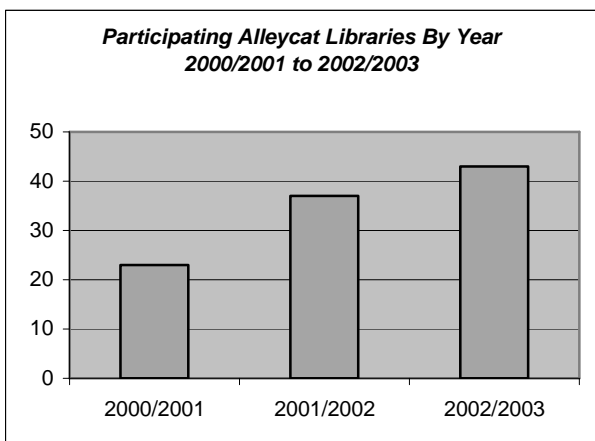
Alleycat

Alleycat is the virtual union catalog and interlibrary loan system component of the Anywhere-Anytime Library. Seven new libraries were added to Alleycat during this grant year. This brings the total number of participating libraries to **43**. These libraries include a total of **103 outlets**. The **University of Tampa** went into production in November 2002 and the **Clearwater Public Library System** was implemented in July 2003.

In October 2002, five **Southwest Florida Library Network (SWFLN)** member libraries were put into production. They are:

- Hendry County Library System
- Ft. Myers Beach Public Library
- Collier County Public Library
- Sanibel Public Library
- International College

The volume of interlibrary loan done using Alleycat continues to increase dramatically as the project expands and matures. The volume of interlibrary loan conducted on Alleycat has increased as the project has progressed. **13,207** items were loaned on Alleycat in 2000-2001, **29,050** in 2001-2002 and **31,705** in 2002-2003. The following tables illustrate the growth in participating libraries and interlibrary loan activity from 2000-2001 to 2002-2003.



Fill rate is used to make a comparison between the number of requests placed and the number of those requests that were filled. In other words, how many were actually received by the requestor. In January 2003 we developed an SQL report to retrieve a more accurate count of the **fill rate** than had been previously produced by the URSA software. The following chart reflects fill rate from January through September 2003.

Average Fill Rate January to September 2003	
January	83%
February	79%
March	81%
April	84%
May	79%
June	83%
July	80%
August	81%
September	80%

In the Summer of 2002 we began setup and configuration of the **Remote Patron Authentication** (RPA) server at TBLC. RPA enables libraries to authenticate users to Alleycat and other electronic resources from anywhere at anytime. RPA is currently setup for 46 libraries and connects to 148 electronic resources. During this grant year, **70,917** hits have been recorded on RPA. Many libraries are using RPA to provide remote access to their licensed electronic resources. The resources being accessed include such databases as HeritageQuest, ReferenceUSA and the St. Petersburg Times online. A full report of the use of RPA is included as Appendix A.

The TBLC subset of the Florida **Union List of Serials** was identified as one of the extended databases to be made available on Alleycat during 2002-2003. This database will enable Alleycat users to locate holdings information about periodicals owned in all TBLC member libraries. The TBLC Union List of Serials contains the periodical holdings of 82 TBLC member libraries. It represents 18,890 titles and 40,891 holdings. We are continuing to work through technical difficulties in implementing access to the Union List of Serials. When the Union List of Serials is available authenticated patrons will be able to place requests for copies of articles from journals owned by TBLC member libraries.

Keeping a project of this size on track requires good communication between the staff at TBLC and the staff in Alleycat participating libraries. TBLC staff use the **aal-talk discussion list** to send regular email messages to library staff keeping them informed of changes, updates, reminders, etc. The **Alleycat project website** includes current information on statistics, an URSA tutorial, promotional documents and other project information. Each year **meetings** are held for Alleycat decision makers and users. An **Alleycat decision makers** meeting was held on February 6 and an **Alleycat users meeting** was held on February 20 at the Venice Public Library (part of the Sarasota County Library System).

A plush toy cat called **AC** was developed as the Alleycat mascot in 2002. The toy is displayed in local libraries and is currently for sale in the Friends bookstores of many of the participating libraries. The Citrus County Library System has sold **150 ACs**. Leslie Frazee, a member of the Friends of Lakes Region Library (a branch of the Citrus County Library System), interacts with people inside and outside the library with a basket full of the AC cats. She uses the stuffed cat as a way of telling people about Alleycat. All of the proceeds made from the sale of AC benefit the Citrus County Library System through the Friends group.



An **Alleycat User Survey** was emailed to all users who submitted an Alleycat request during the period January to July 2003. The results of that survey indicate that 86% of the respondents were satisfied or delighted with the service they received. 92% of the respondents indicate that they found Alleycat easy to use. The survey instrument used was the same as the instrument used in previous years with the addition of one new question. The new survey question was targeted to determine the frequency with which Alleycat users use their local library. The results of this new question indicated that 88% of the respondents use their local library once per month or more. The full results of this survey with previous year survey results is included as Appendix B.

In January 2004 the URSA software that runs Alleycat will be upgraded to URSA version 3. **URSA 3** will have:

- robust search engine, including advanced searching with limiting,
- a customizable interface,
- the ability to renew materials,
- added media icons (to indicate format),
- and other enhancements.

A cost comparison between and average interlibrary loan done on Alleycat and an average interlibrary loan done on OCLC was created. It clearly demonstrates the cost savings associated with Alleycat patron-initiated interlibrary loan. The document is included as Appendix C.

SmartSearch

SmartSearch is a single search interface that enables users to search multiple databases. We built SmartSearch using WebFeat translators which enable searching of non-z39.50 compliant resources in a consolidated searching environment. We have purchased and implemented 18 translators to connect to web resources.



SmartSearch connects to the following resources:

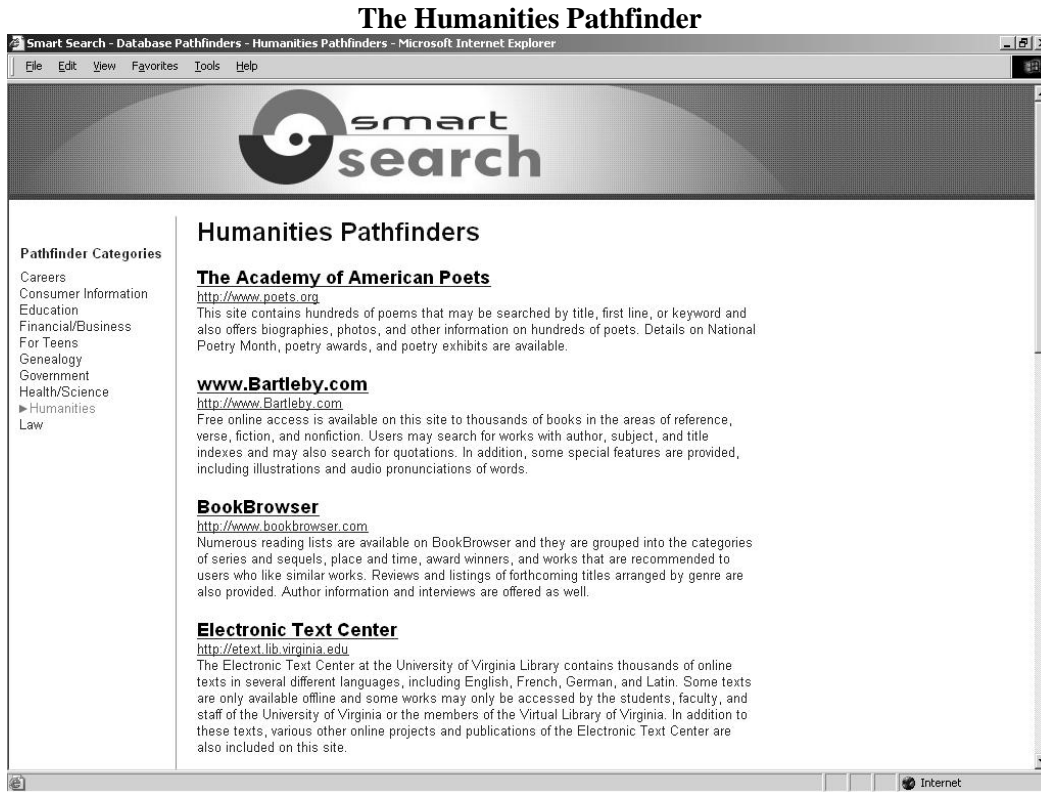
Web Resources	Digital Image Collections	Gale Databases
CNN Online HealthFinder Hoovers Online InfoPlease MEDLINE Myflorida.com New Scientist THOMAS	American Memory Collection Cuban Heritage Collection Everglades Information Network Florida Heritage Collection Florida Memory Project PALMM/Archival, Library & Museum Materials	General Business File Health & Wellness Resource Center One File What do I Read Next?

Using SmartSearch a user is presented with a single search interface to enter a search and have the software search multiple resources and return a single results list. In the **Basic SmartSearch** interface, the user selects what subject area his query applies to and the WebFeat software sends the query to the databases we have linked to that contain information in the subject area selected.

For example, a user has a **health related** question. They choose Health from the list of topics and enter their search terms. The software will route the query to Healthfinder, MEDLINE, NewScientist, CNN.com and InfoPlease, all of which contain health related information. The user will be presented with search results from each of the databases queried with links directly to that information in the appropriate database. This eliminates the need for the user to visit each site and enter his query multiple times. It also serves as a way for libraries to assist users by directing them to information in library-selected authoritative websites.

In the **Advanced SmartSearch** interface the user is presented with the list of possible free databases to search and can select which he wishes the query to go to. This same approach is used in **Premium SmartSearch**. However, Premium SmartSearch includes access to the Gale databases. Before entering Premium SmartSearch the user must be authenticated in order to perform a search. We have setup Remote Patron Authentication to authenticate users to the Gale resources. This enables users to search combinations of databases that include the Gale resources, free web resources and digital image collections.

Pathfinders are also included in SmartSearch. These annotated guides provide users with links to web resources in various subject areas. The five subject categories included in SmartSearch Pathfinders are Careers/Education/Teens; Financial and Business/Consumer Information/Genealogy; Government/Law; Medicine/Science; and Humanities. The entry for each site contains the title of the site, a link and an annotation. The pathfinders component of SmartSearch was created in conjunction with the “bibliographic records for free web resources” portion of the 2001-2002 TBLC Bibliographic Enhancement grant project.



Electronic Resources

TBLC continues to help member libraries acquire electronic resources. This is done by negotiating group discounts for purchases of electronic resources and by coordinating Librare, the ebook collaborative collection development project.

In this grant year, group purchase discounts were arranged for **11 products**. A total of **twenty libraries** participated in these purchases. The following table shows the electronic resources purchased and the libraries participating in each purchase during this grant year.

Electronic Resource	Participating Libraries
Grove Dictionary of Art <i>and/or</i> Grove Dictionary of Music & Musicians	Ringling School of Art & Design St. Petersburg College St. Petersburg Public Library Southeastern College Tampa-Hillsborough County Public Library Tarpon Springs Public Library University of South Florida University of Tampa
Heritage Quest (<i>ProQuest</i>)	Palm Harbor Library St. Petersburg Public Library Dunedin Public Library New Port Richey Public Library
American Poetry Collection (<i>ProQuest</i>)	Palm Harbor Library
Sanborn Maps of Florida (<i>ProQuest</i>)	Tampa-Hillsborough County Public Library
Magill on Authors <i>and/or</i> Magill on Literature (<i>Ebsco</i>)	Polk Community College Seminole Community Library

Electronic Resource	Participating Libraries
Books in Print	Tarpon Springs Public Library
BigChalk (<i>ProQuest</i>)	Tampa-Hillsborough County Public Library
Facts.com	Largo Library Tampa-Hillsborough County Public Library Safety Harbor Public Library Webber College Gulfport Public Library Seminole Community Library St. Petersburg Public Library Eckerd College Palm Harbor Library Tarpon Springs Public Library
NoveList	Dunedin Public Library East Lake Community Library Gulfport Public Library Largo Library New Port Richey Public Library Palm Harbor Library St. Petersburg Public Library Seminole Community Library Tarpon Springs Public Library

682 new ebook titles were added to the **Librare** shared ebook collection. This brings the grand total number of ebooks in Librare to **3,598**. The new titles were added as follows:

Month Added	Subject Area	Total # of titles added
November 2002	Computer Science	168
April 2003	Literature	69
May 2003	Reference	53
June 2003	History	80
June 2003	Business	117
July 2003	Social Science	116
September 2003	Religion & Philosophy	79

Conclusion

The Anywhere-Anytime Library has become a one-stop access point for library information. During this grant year we

- Developed, launched and promoted the **Anywhere-Anytime Library** web portal
- Maintained and expanded **Alleycat**, the virtual catalog and interlibrary loan system to include 42 libraries
- Created and launched **SmartSearch**, the consolidated web searching interface, connecting 19 resources
- Continued to broker group purchase of **electronic resources**, including **Librare**, the ebooks collection.