

**LIBRARY SERVICES & TECHNOLOGY ACT
GRANTS
MID-YEAR REPORT
For Federal Fiscal Year 2002 Projects**

Due: April 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. EXPENDITURES

Use the attached Expenditures page to provide a status report of project expenditures to date detailed by category and source of funds.

II. OUTCOMES PLAN

Attach the current outcomes plan for the project. If there are any changes in the project activities, outcomes or evaluation, they should be identified in this plan.

III. STATUS REPORT

Describe the extent to which the project is meeting its outcomes. Discuss project activities and how the library is using data collected to improve the project.

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

Signature of Library Director

Date

Diane Solomon

Typed Name of Library Director

I. EXPENDITURES

		LSTA EXPENDED	LSTA FUNDS UNEXPENDED	LOCAL/STATE MATCH EXPENDED
A. SALARIES & BENEFITS (All salaries paid from both federal and local sources)				
Position Title	F.T.E.			
<u>Executive Director</u>	0.05	\$ 2,967.00	5,101.00	\$ 830.76
<u>Assistant Director</u>	0.09	\$ 3,790.00	9,117.00	\$ 909.60
<u>Technology Coordinator</u>	0.29	\$ 16,414.00	1,496.00	\$ 4,267.64
<u>Continuing Education Coordinator</u>	0.008	\$ 251.00	1,783.00	\$ 62.75
<u>Webmaster</u>	0.29	\$ 18,028.00	3,602.00	\$ -
TOTAL SALARIES.....		<u>\$ 41,450.00</u>	<u>\$ 21,099.00</u>	<u>\$ 6,070.75</u>
B. CONTRACTUAL SERVICES (List each vendor)				
<u>Outsource Marketing Group</u>		\$ -	\$ 2,000.00	\$ -
_____		\$ -		\$ -
_____		\$ -		\$ -
TOTAL CONTRACTUAL SERVICES.....		<u>\$ -</u>	<u>\$ 2,000.00</u>	<u>\$ -</u>
C. LIBRARY MATERIALS.....		<u>\$ -</u>	<u>\$ -</u>	<u>\$ 49,284.00</u>
D. SUPPLIES.....		<u>\$ -</u>	<u>\$ -</u>	<u>\$ 2,519.00</u>
E. TRAVEL.....		<u>\$ 798.64</u>	<u>\$ 1,201.36</u>	<u>\$ -</u>
F. EQUIPMENT (Specify)				
_____		\$ -		\$ -
_____		\$ -		\$ -
_____		\$ -		\$ -
_____		\$ -		\$ -
_____		\$ -		\$ -
TOTAL EQUIPMENT.....		<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>
G. OTHER (Specify)				
<u>epixtech software and maintenance</u>		\$ -	\$ 41,451.00	\$ -
<u>WebFeat translators</u>		\$ -	\$ 15,000.00	\$ -
<u>Statewide Union List of Serials off-load and indexing</u>		\$ -	\$ 17,000.00	\$ -
<u>Telecommunications Infrastructure</u>		\$ 14,390.00	\$ (390.00)	\$ -
<u>SUN Server Maintenance</u>		\$ -	\$ -	\$ -
<u>Printing</u>		\$ -	\$ 5,000.00	\$ -
TOTAL OTHER.....		<u>\$ 14,390.00</u>	<u>\$ 78,061.00</u>	<u>\$ -</u>
H. TOTAL A-G.....		<u>\$ 56,638.64</u>	<u>\$ 102,361.36</u>	<u>\$ 58,263.75</u>

II. OUTCOMES PLAN

LSTA OUTCOMES PLAN

Project Name: Growing the Virtual Library: Evolving the Anywhere – Anytime Library **Library:** Tampa Bay Library Consortium

Project Summary / Program Purpose: Bring together the rich resources of Tampa Bay libraries for access by anyone, at anytime, from anywhere, via the Internet. Maintain and enhance a virtual library umbrella web site for use by the public. Provide a regional virtual catalog and interlibrary loan system to include all public library systems in the region. Enable customers of the participating libraries to request that needed materials be loaned for their use and delivered to their local library. Expand the array of services available to include e-reference. Work toward a goal of a full service 24/7 virtual library with shared resources for research and lifelong learning. This project brings the world of library materials and services directly to the customer – Anywhere-Anytime.

INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES	INDICATORS	SOURCES/METHODS
<ul style="list-style-type: none"> • TBLC Staff (FTE = 2.05) • Staff of participating libraries • SUN server • Connectivity of the servers to the Internet • Library connectivity to the Internet • Contract with epixtech for URSA software and support • Fees paid by participating libraries • Access to OCLC Direct Request • RPA software and server • Content available electronically, e-books • Internet Resource Pathfinders • Union List of Serials 	<ul style="list-style-type: none"> • Continue development of functionality in Alleycat for participating libraries • Continue maintenance and support of Alleycat for participating libraries • Develop Advanced Searching feature in Alleycat by incorporating additional library catalogs and databases into the union catalog • Continue development of web portal • Publicize the Anywhere-Anytime Library and all related services • Coordinate group purchase of electronic resources, including ebook project • Develop and make available Internet resource pathfinders 	<ul style="list-style-type: none"> • # of hits on Anywhere-Anytime Library website • # of requests for ILL materials filled • # of libraries participating in Alleycat • # PR communications /contacts • # of content links • # of electronic resources purchased • # of libraries participating in group purchases of electronic resources • \$ spent on group purchases of electronic resources 	<ol style="list-style-type: none"> 1. Public use technology to get information 2. Public (library staff) learn to use technology 	<p>1A. Increase in # and percentage of website hits</p> <p>1B. Increase in # and percentage of ILL requests</p> <p>1C. # and % of users indicating they will use the services again</p> <p>1D. # and % of targeted populations seen in visits</p> <p>2A. # of attendees at project training sessions</p> <p>2B. # and % of library staff indicating they are comfortable using this service to assist users</p>	<p>1A. Counter on website</p> <p>1B. Reports from URSA software and from OCLC for # and % of ILL requests filled</p> <p>1C. Email survey of patrons who have used the services</p> <p>1D. PR attendance records</p> <p>2A. Class attendance records</p> <p>2B. Staff survey</p>

III. STATUS REPORT

The **TBLC Anywhere-Anytime Library** brings together the rich resources of Tampa Bay libraries for access by anyone, at anytime, from anywhere, via the Internet. The goals of this year's grant project are 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.

This project brings the world of library materials and services directly to the customer – Anywhere-Anytime.

Alleycat--Continuing Development of Functionality

Six new libraries have been added to Alleycat since October 2002. This brings the total number of participating libraries to 42. The **University of Tampa** went into production in November 2002. 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 additional libraries are added. The following table illustrates the growth from 2001-2002 to 2002-2003.

Month	2001-2002	2002-2003	% increase
October	1,973	3,001	34.26%
November	1,834	2,360	22.29%
December	1,516	2,594	41.56%
January	2,344	3,104	24.48%

The URSA software produces reports for filled requests, unfilled requests, fill rate, days to fill, etc. The software uses an algorithm to calculate the **fill rate** that does not take new requests out of the matrix. In any given month the software counted new requests (requests that had not had the full opportunity to go to all possible lenders for fulfillment) as unfilled. In January 2003 we changed how the fill rate is calculated. We are now using SQL to obtain a report each month which provides counts to determine the fill rate for the month. Based on the numbers from SQL statements fill rate is determined by total number of requests set to Received in the month divided by the total number of requests set to Received, Unfilled and Expired status during the month. Received is used because any request coming from OCLC will never have the status of "Shipped". In theory all requests will have a status of "Received". Using this new calculation method we have produced fill rate reports that more accurately reflect the activity on Alleycat.

Month	Average Fill Rate
January 2003	83%
February 2003	79%

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 37 libraries and connects to 76 electronic resources. Since October 2002 24,170 hits have been

recorded on RPA, of those 18,620 users accessed Alleycat. Many libraries are using RPA to provide remote access to their electronic resources. The resources being accessed include such databases as HeritageQuest, ReferenceUSA and the St. Petersburg Times online.

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 when made available through Alleycat will enable anyone, from anywhere, at anytime to locate holdings information about periodicals owned in all TBLC member libraries. The TBLC subset includes 53,361 titles owned by 75 libraries and represents 63,629 holdings. The original plan was to partner with the Hillsborough County Public Library Cooperative (HCPLC) to host the TBLC Union List of Serials in their Dynix library management system.

We encountered some technical complications with using a Dynix system for this functionality. After reviewing the functionality in other automation systems it was determined a Horizon system could be used. Polk County Library Cooperative agreed to partner with TBLC to host the Union List of Serials. A Sybase license was purchased to provide access and work to mount the database will start as soon as Polk County has resolved current CPU utilization issues. Once the database is fully functional it will be upgraded to include the statewide FLIN Union List of Serials. This will provide Anywhere-Anytime Library users with access to information about the periodical holdings of almost every library in the state of Florida.

When the Union List of Serials is available authenticated patrons will be able to place requests for materials. The connectivity with OCLC will make it possible for authenticated library cardholders of Alleycat libraries to request periodical articles directly.

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. The meeting gave TBLC staff an opportunity to provide the decision makers with updates on the project and was a forum for discussion of maintenance fees for the upcoming year. An **Alleycat users meeting** was held on February 20 at the Venice Public Library (part of the Sarasota County Library System). The Sarasota County Library System's interlibrary loan unit conducted tours and an informational workshop for staff in other Alleycat libraries. They shared their workflow and tips and tricks with the other staff. The afternoon meeting was an update and refresher training session where users were given tips on making Alleycat work its best. Updated Alleycat procedures manuals were distributed to all libraries at this meeting. The new manuals contain procedures, troubleshooting tips, contact information for participating libraries and other Alleycat user information. Both the decision makers and the users meetings are an opportunity for staff in participating libraries to interact with one another and with the staff at TBLC.

WebFeat as an Enhancement Within Alleycat – Advanced Searching

WebFeat translators provide an opportunity to search non-z39.50 compliant resources in a consolidated searching environment. We purchased 16 translators to use to incorporate the catalogs of three private academic institutions into Alleycat and to develop a database searching section of the Anywhere-Anytime Library portal.

The database searching portion of the Anywhere-Anytime Library is envisioned as a single search interface where a user can enter a search and have the software search multiple resources and return a single results list. Our plan is for a search interface webpage that asks the user to select the topic area of their question and enter their search query. We have chosen resources in three main subject areas to begin. Resources have been selected in Health, Business/Law/Government and News/Reference. With the help of a Database Selection Team made up of representatives from various types of TBLC member libraries we have selected nine resources. They are:

Health	Business/Law/Government	News/Reference
Healthfinder	FindLaw	CNN.com
MEDLINEplus	Hoover's Online	InfoPlease
NewScientist	MyFlorida.com	
	THOMAS, legislative information on the Internet	

The WebFeat software will send 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 will choose health from the list of topics and enter their search terms. The software will route the query to Healthfinder, MEDLINEplus, 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.

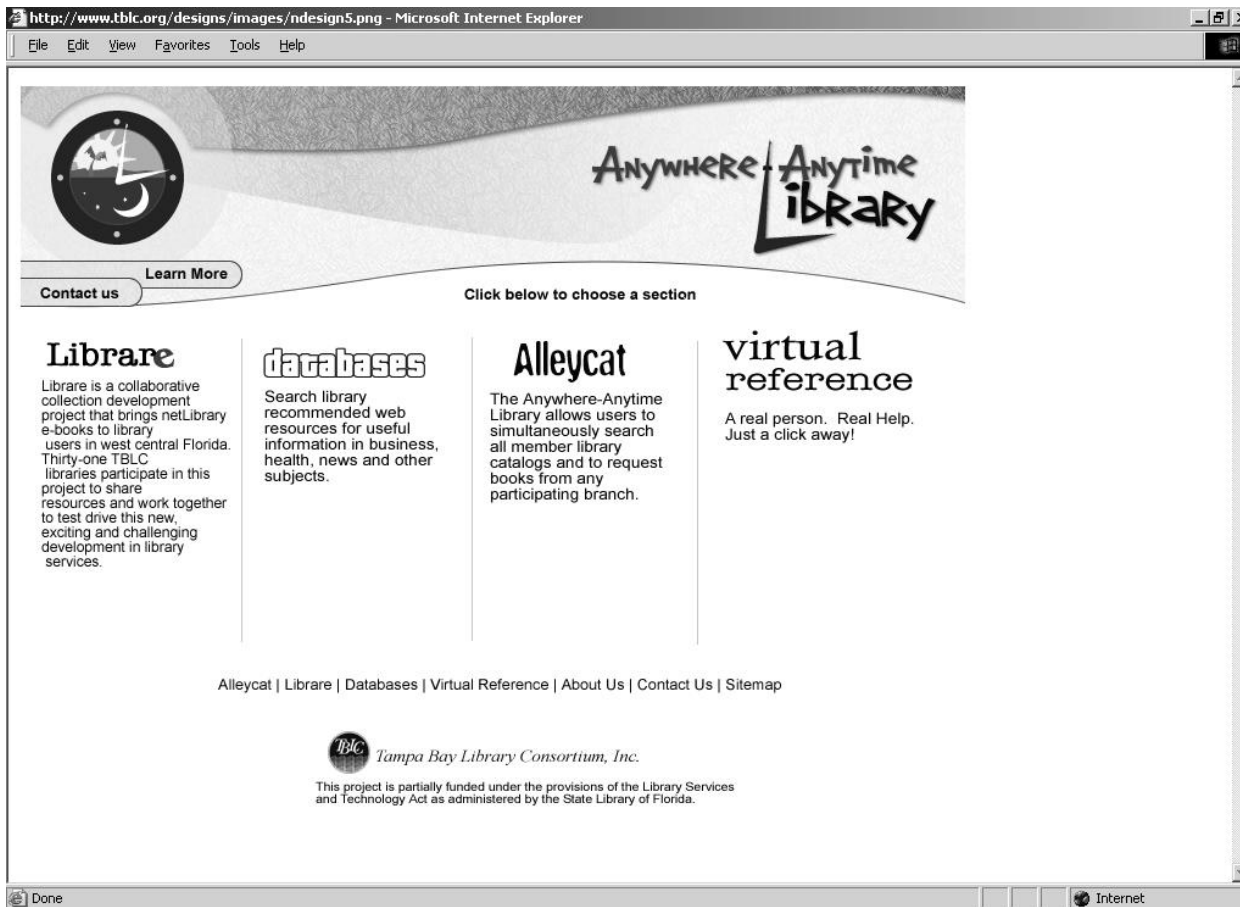
To begin we are linking only to free resources available on the World Wide Web. The next phase will be to incorporate access to the Gale databases licensed by the State Library of Florida. As this will require authentication we are routing all searches using the consolidated searching feature through the Remote Patron Authentication (RPA) server at TBLC. This enables us to obtain usage statistics and will provide authentication to the Gale resources.

The Webmaster is currently working with programmers at WebFeat to acquire the translators and build the search interface and results display screens.

The Web Portal

The Anywhere-Anytime Library is envisioned as a one-stop access point for information resources. From the Anywhere-Anytime Library web portal users can access Alleycat, electronic resources including ebooks and in the future connect live with a librarian for assistance.

The **Anywhere-Anytime Library portal** has been designed and developed into this one-stop access point. The TBLC Webmaster created, designed and programmed the site. The following is a screen shot of a prototype for the portal.



To further expand the content available via the Anywhere-Anytime Library a project to add **pathfinders**, a traditional in-house library resource, in a web format has begun. This project was done in conjunction with the “bibliographic records for free web resources” portion of the 2001-2002 TBLC Bibliographic Enhancement grant project.

The plan for the “bibliographic records for free web resources” project was to identify good, content-rich free web resources and catalog them for inclusion in library management systems. This would bring the added content of links to web resources to the library’s catalog where patrons could find search results of the materials the library has on its shelves as well as the online resources the library recommends. Five subject categories were identified for selection: Careers/Education/Teens; Financial and Business/Consumer Information/Genealogy; Government/Law; Medicine/Science; and Humanities. Approximately ten free web resources were identified in each subject category.

The TBLC Webmaster has made these selected resources into electronic subject pathfinders for online users. The entry for each site contains the title of the site, a link and an annotation. The pathfinders are currently available at <http://www.tbtc.org/technology/pathfinders.shtml>. They will be incorporated into the databases section of the Anywhere-Anytime Library portal when it is launched.

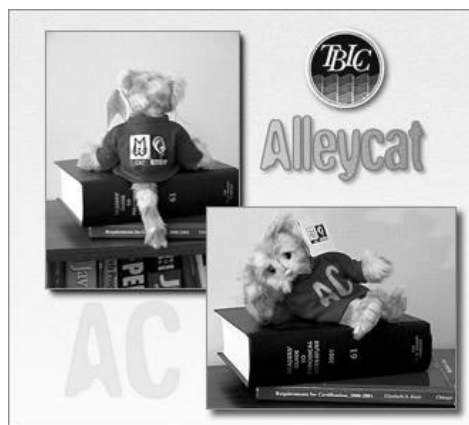
A portion of the medicine pathfinder is shown below.

The screenshot shows a web browser window displaying the Tampa Bay Library Consortium website. The page title is "Tampa Bay Library Consortium - Technology - Anywhere-Anytime Library - Medicine Pathfinders - Microsoft Internet Explorer". The website header includes the TBLC logo, the text "Sunline Tops 800,000 bibliographic records", and navigation icons for Librare, Reciprocal Borrowing, Library Finder, and Alleycat. A sidebar on the left lists various services, with "Technology" selected. The main content area is titled "Anywhere-Anytime Library Medicine Pathfinders" and lists several resources:

- Mayoclinic.com**
<http://www.mayoclinic.com/index.cfm>
Visit this user-friendly site for information on a wide variety of diseases and health conditions. Entries provide signs and symptoms, treatment, complications, etc. The site also includes first-aid and drug-related information.
- Healthfinder**
<http://www.healthfinder.gov/>
This is an extremely user-friendly page that was developed by the U.S. Department of Health and Human Services. It provides links on a wide variety of health topics relevant to all ages.
- MedlinePlus**
<http://www.nlm.nih.gov/medlineplus/>
Produced by the National Library of Medicine, this site provides user-friendly access to health information. Includes medline, a medical encyclopedia, a medical dictionary and information on drugs and clinical trials.
- Centers for Disease Control and Prevention**
<http://www.cdc.gov>
Traveler's health, health topics A-Z, Data and statistics, Spotlights on current events.
- Florida Practitioner Profile**
<http://www9.myflorida.com/mqa/Profiling/index.html>
This site provides consumers access to information about Florida physicians and other health professionals. Additional links supply vital statistics and information on health and disease.

Publicity

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.



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.

The following table shows the electronic resources purchased and the libraries participating in each purchase since October 1, 2002.

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
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

The Librare project added computer science titles to the Year 2 collection in October 2002. A total of 168 titles were added, bringing the grand total in both the Year 1 and Year 2 collections to 2,775 titles.

Acquisition of titles in literature and history, originally planned for November and December 2002 was delayed due to renegotiation of the contract with netLibrary. The Librare year coincides with the calendar year. The contract was signed in January 2003. Selection teams are currently working on selecting titles in literature and history for the Year 2 collection. Work has also begun on the Year 3 collection. Business titles are currently being reviewed.

Next Steps

Work on the development of the Anywhere-Anytime Library will continue through the remainder of the 2002-2003 project year. We will

- maintain and support Allevcat and all of its functionality for all participating libraries,
- continue to develop and then launch the Anywhere-Anytime Library web portal,
- use WebFeat translators to mount a consolidated databases searching portion of the portal,
- negotiate group purchase for electronic resources, and
- develop the Librare collection by increasing the ebook content.