Public Libraries Survey Data Collection
Draft Emails

Contents

State Data Coordinator Log in Email Text

Email Subject: FY 2019 Public Libraries Survey Log in Information and Important Survey Dates

INSTITUTE of Museum and Library SERVICES

Connecting People to Information and Ideas

TO: State Data Coordinators

Dear State Data Coordinator,

The FY 2019 Public Libraries Survey (PLS) Web Portal is now open for your data entry. Please see the information below, specific to your state, to access the survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research

[State]	
PLS User ID	[AIR to enter email address]
PLS Password *Note the first time you login in to the PLS Web Portal you are required to create your password.*	Please use the password you used for the FY 2019 data collection. If you are new State Data Coordinator or if you forgot your password, please click "Forgot Password" on the login screen and follow the instructions to set or reset your password.
FY 2019 PLS Web Portal Opens and Data Collection Begins	Wednesday, January 8, 2020.
Data Collection Ends	Group 1: Friday, April 17, 2020 Group 2: Friday, July 24, 2020 Group 3: Friday, August 14, 2020
PLS Survey Website	https://submitpls.imls.gov
PLS Help Desk	PLS@air.org or 1-866-744-5746, option 1 9:00 am to 5:00 pm ET (Monday-Friday)

Chief Officer Log in and Certification Instruction Email Text

INSTITUTE *of* **Museum** and **Library** SERVICES

Connecting People to Information and Ideas

Email Subject: FY 2019 Public Libraries Survey Log in Information and Important Survey Dates

TO: Chief Officers

Dear Chief Officer,

The 2019 Public Libraries Survey (PLS) Web Portal is now open for your access to the PLS data. Please see the information below, specific to your state, in order to access the survey.

Within the PLS Web Portal you will be able to do the following:

- View the status of the PLS for your state.
- View all of your state's data before and after the data is locked, certified, and finalized.
- View the burden hours entered by your state's SDC.
- Certify the data after the data have been locked.

At the bottom of this email are instructions on how to navigate the PLS Web Portal.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research

[State]	
PLS User ID	[AIR to enter email address]
PLS Password *Note the first time you login in to the PLS Web Portal you are required to create your password.*	Please use the password you used for the FY 2019 data collection. If you are new State Data Coordinator or if you forgot your password, please click "Forgot Password" on the login screen and follow the instructions to set or reset your password.
FY 2019 PLS Web Portal Opens and Data Collection Begins	Wednesday, January 8, 2020.
Data Collection Ends	Group 1: Friday, April 17, 2020 Group 2: Friday, July 24, 2020 Group 3: Friday, August 14, 2020
PLS Survey Website	https://submitpls.imls.gov
PLS Help Desk	PLS@air.org or 1-866-744-5746, option 1 9:00 am to 5:00 pm ET (Monday-Friday)

Chief Officer Web Instructions

View Data

As the Chief Officer you are able to view your state's Public Libraries Survey (PLS) before the SDC locks their data. Below are brief instructions on how to navigate the PLS Web Portal. For more details about the PLS Web Portal please see the User's Guide under the Helpful Documents on the Home screen.

To view the status of the survey:

- Select **Survey Status** in the dark green navigation panel
    o Here you will be able to see where the SDC's progress in completing the survey

To view State Characteristics, Administrative Entity (AE), and Outlet Data:

- Select **Tools** in the dark green navigation panel
- Select from the drop down the data you would like to view (State Char; AE; Outlet)

To export data:

- Select **Tools** in the dark green navigation panel
- Select **Export Data** from the drop down
    o Select the file format and data set you would like to export then select **Generate File Export** or;
    o Select **Export All Datasets – 1 Excel File** to have all the current year and prior year data in one file

To download the SDC's last run Match Report:

- Select **View Match Report** from the Reports dropdown menu
- Select **Download Match Report**
- View and save the Match Report for your records

To download the SDC's last run Edit Report:

- Select **View Edit Report** from the Reports dropdown menu
- Select **Download Edit Report**
    o Note if you get an error saying "A successful Match Report is required for the current year data," it means the SDC has not yet run a successful Match Report yet, therefore has not yet run their Edit Report.
- View and save the Edit Report for your records

To download the Tables Report:

- Select **View Edit Tables** from the Reports dropdown menu
- Select **Download Tables Report**
- View and save the Tables Report for your records

Certify Data

You can follow these steps to certify your state's data:

1. Login into the PLS Web Portal
2. Navigate to the top right of the screen and click "Certify Data"
3. Review the PLS Certification Form
4. Click the "Certify" button
5. Sign the PLS Certification Form by entering your PLS Web Portal password
6. Click the "Confirm Certification" button

Once you have signed the form you and your state's SDC will receive an email indicating that the data have been certified and it will include the text from the completed PLS Certification Form.

Lock Data Email Text

Email Subject: PLS Data has been locked!

To: State Data Coordinator

Hello,

The data has been locked for the Public Libraries Survey for your state.

The PLS team at AIR will now conduct the post-lock data review. We will reach out to you within four weeks with any questions about your state's data. Once these questions are resolved (or if we do not have any questions), we will contact the chief officer for your state to request certification of the data.

If you have any questions, please contact the PLS Help Desk.

Email: PLS@air.org
Call: 1-866-744-5746, option 1
9:00 am to 5:00 pm EST (Mon - Fri)

Thank you,
Evan and Kathryn
The PLS Team at American Institutes for Research (AIR)

Data Certified Confirmation Email Text

Email Subject: Data Certified Confirmation

To: State Data Coordinator, Chief Officer

Hello,

This is a confirmation that the Chief Officer has certified your state's Public Libraries Survey FY 2019 data. Below is the completed PLS Certification Form.

If you have any questions or encounter any problems please contact the PLS Help Desk.

Email: PLS@air.org
Call: 1-866-744-5746, option 1
9:00 am to 5:00 pm EST (Mon - Fri)

Thank you,

Evan and Kathryn

The PLS Team at American Institutes for Research (AIR)

Chief Officer Certification of Public Library Data

Institute of Museum and Library Services, FY 2019

I hereby certify that, to the best of my knowledge and belief, the data submitted by the State Data Coordinator for the FY 2019 Public Libraries Survey are accurate.

[State]

The data was certified on XX/XX/2020 XX:XX:XX XM EST by [CO Name].

Estimated number of hours State Data Coordinator took to complete the survey: XX

Data Collection Reminder Email Text

Data Collection Reminder 1 (Group 1)

Email Subject: PLS FY 2019 Upcoming Deadlines (Group 1)

To: State Data Coordinator

Dear <mark>[SDC Name]</mark>,

This is a reminder regarding the submission deadlines for the Fiscal Year 2019 Public Libraries Survey (PLS).

The Keppel Award is based in part on the date you submit your data. To receive the maximum number of submission points, you must submit your data by <u>March 20, 2020</u>. This means your data must be **matched, edited/annotated**, and **locked** by this date. Partial points can be received for data submitted by <u>April 3, 2020</u>

The firm, final deadline for state submissions is <u>April 17, 2020</u>.

You can log onto *the PLS Web Portal* at: https://submitpls.imls.gov.

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Data Collection Reminder 2 (Group 1)

Email Subject: Reminder - PLS FY 2019 Upcoming Deadlines (Group 1)

Dear <mark>[SDC Name]</mark>,

This is a second reminder regarding the submission deadlines for the Fiscal Year 2019 Public Libraries Survey (PLS).

The Keppel Award is based in part on the date you submit your data. To receive the maximum number of submission points, you must submit your data by <u>March 20, 2020</u>. This means your data must be **matched, edited/annotated**, and **locked** by this date. Partial points can be received for data submitted by <u>April 3, 2020</u>.

The firm, final deadline for state submissions is <u>April 17, 2020</u>.

You can log onto *the PLS Web Portal* at: http://submitpls.imls.gov

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Final Data Collection Reminder (Group 1)

Email Subject: Final Reminder - PLS FY 2019 Upcoming Deadlines (Group 1)

Dear [SDC Name],

This is a final reminder regarding the submission deadline for the Fiscal Year 2019 Public Libraries Survey (PLS).

The firm, final deadline for state submissions is next Friday, April 17, 2020. This means your data must be **matched, edited/annotated**, and **locked** by this date.

You can log onto *the PLS Web Portal* at: http://submitpls.imls.gov

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Data Collection Reminder 1 (Group 2)

Email Subject: PLS FY 2019 Upcoming Deadlines (Group 2)

To: State Data Coordinator

Dear <mark>[SDC Name]</mark>,

This is a reminder regarding the submission deadlines for the Fiscal Year 2019 Public Libraries Survey (PLS).

The Keppel Award is based in part on the date you submit your data. To receive the maximum number of submission points, you must submit your data by June 26, 2020. This means your data must be **matched, edited/annotated**, and **locked** by this date. Partial points can be received for data submitted by July 10, 2020

The firm, final deadline for state submissions is July 24, 2020.

You can log onto *the PLS Web Portal* at: http://submitpls.imls.gov

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Data Collection Reminder 2 (Group 2)

Email Subject: Reminder - PLS FY 2019 Upcoming Deadlines (Group 2)

To: State Data Coordinator

Dear <mark>[SDC Name]</mark>,

This is a second reminder regarding the submission deadlines for the Fiscal Year 2019 Public Libraries Survey (PLS).

The Keppel Award is based in part on the date you submit your data. To receive the maximum number of submission points, you must submit your data by June 26, 2020. This means your data must be **matched, edited/annotated**, and **locked** by this date. Partial points can be received for data submitted by July 10, 2020.

The firm, final deadline for state submissions is July 24, 2020.

You can log onto *the PLS Web Portal* at: https://www.plswebportal.org/

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Final Data Collection Reminder (Group 2)

Email Subject: Final Reminder - PLS FY 2019 Upcoming Deadlines (Group 2)

To: State Data Coordinator

Dear [SDC Name],

This is a final reminder regarding the submission deadline for the Fiscal Year 2019 Public Libraries Survey (PLS).

The firm, final deadline for state submissions is next Friday, July 24, 2020. This means your data must be **matched, edited/annotated**, and **locked** by this date.

You can log onto *the PLS Web Portal* at: http://submitpls.imls.gov

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Data Collection Reminder 1 (Group 3)

Email Subject: PLS FY 2019 Upcoming Deadlines (Group 3)

To: State Data Coordinator

Dear <mark>[SDC Name]</mark>,

This is a reminder regarding the submission deadlines for the Fiscal Year 2019 Public Libraries Survey (PLS).

The Keppel Award is based in part on the date you submit your data. To receive the maximum number of submission points, you must submit your data by <u>July 31, 2020</u>. This means your data must be **matched, edited/annotated**, and **locked** by this date. Partial points can be received for data submitted by <u>August 7, 2020</u>.

The firm, final deadline for state submissions is <u>August 14, 2020</u>.

You can log onto *the PLS Web Portal* at: <u>http://submitpls.imls.gov</u>

If you need any further information or assistance, please contact the PLS Help Desk at <u>PLS@air.org</u> or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Data Collection Reminder 2 (Group 3)

Email Subject: Reminder - PLS FY 2019 Upcoming Deadlines (Group 3)

To: State Data Coordinator

Dear <mark>[SDC Name]</mark>,

This is a second reminder regarding the submission deadlines for the Fiscal Year 2019 Public Libraries Survey (PLS).

The Keppel Award is based in part on the date you submit your data. To receive the maximum number of submission points, you must submit your data by <u>July 31, 2020</u>. This means your data must be **matched, edited/annotated**, and **locked** by this date. Partial points can be received for data submitted by <u>August 7, 2020</u>.

The firm, final deadline for state submissions is <u>August 14, 2020</u>.

You can log onto *the PLS Web Portal* at: <u>https://www.plswebportal.org/</u>

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Final Data Collection Reminder (Group 3)

Email Subject: Final Reminder - PLS FY 2019 Upcoming Deadlines (Group 3)

To: State Data Coordinator

Dear [SDC Name],

This is a final reminder regarding the submission deadline for the Fiscal Year 2019 Public Libraries Survey (PLS).

The firm, final deadline for state submissions is next Friday, August 14, 2020. This means your data must be **matched, edited/annotated**, and **locked** by this date.

You can log onto *the PLS Web Portal* at: http://submitpls.imls.gov

If you need any further information or assistance, please contact the PLS Help Desk at PLS@air.org or call 1-866-744-5746, option 1.

Thank you for your cooperation in conducting the Public Libraries Survey.

Sincerely,
Evan and Kathryn
The PLS Team at the American Institutes for Research (AIR)

Post-Lock Edit Questions Email Text

Email Subject: PLS - FY 2019 Post-Lock Edit Questions for [STATE]

To: State Data Coordinator

Dear [NAME],

We have completed our review of your state's locked and certified data for the Public Libraries Survey, Fiscal Year 2019. Our review uncovered a couple of significant issues that we need you to clarify. Attached is an Excel file that contains additional context for the questions below:

1.   [LIST OF ISSUES WITH EXPLANATION AND OPTIONS FOR RESOLUTION]

Resolution of these issues may require that AIR unlock your state's data in the PLS Web Portal, in which case you will also need to re-enter your burden hours when locking your data again. You may adjust this value from your original submission to account for the time needed to address these post-lock questions.

To receive the maximum number of Keppel Award edit follow-up points, please respond to these Post-Lock Edit Questions within two weeks (10 business days) of the date of this message.

Once the issues above are resolved, AIR will notify your state's Chief Officer that the data are ready to be certified.

If you need any further information or assistance, please contact AIR at PLS@air.org or call the PLS AIR staff directly at 1-866-744-5746, option 1.

Thank you for your role in ensuring the integrity of the Public Libraries Survey data.

Sincerely,

Evan & Kathryn
The PLS Team at the American Institutes for Research (AIR)

Certification Request Email Text

Email Subject: PLS Data is ready for certification!

To: Chief Officer

CC: State Data Coordinator

Dear [CO Name],

The data has been locked for the Public Libraries Survey (PLS) for [STATE]. You are now able to log into the PLS Web Portal and certify the PLS data.

The PLS team at AIR has already conducted post-lock data review, so once you certify the data, it will be final for this fiscal year. To certify your state's data please follow these steps:

1. Log into the PLS Web Portal: https://submitpls.imls.gov
   - If you do not remember your password, please use the Forgot Password button on the login page.
2. Navigate to button that says "Certify Data."
3. Review the PLS Certification Form.
4. Click Certify button.
5. Sign the PLS Certification Form by entering your password.
6. Click the "Confirm Certification" button.

Once you have signed the form, you and your state's State Data Coordinator will receive an email indicating that the data have been certified. It will include the text from the completed PLS Certification Form.

If you have any questions or encounter any problems, please contact the PLS Help Desk.

Email: PLS@air.org
Call: 1-866-744-5746, option 1
9:00 am to 5:00 pm EST (Mon - Fri)

Thank you,
Evan and Kathryn
The PLS Team at American Institutes for Research (AIR)