

# State Library Administrative Agency Survey, FY 2020

## Instructions for Completing Survey Items

A State Library Administrative Agency (SLAA) is the official agency of a State charged by law of that State with the extension and development of public library services throughout the State, which has adequate authority under law of the State to administer State plans in accordance with the provisions of the Library Services and Technology Act (LSTA). State Library Administrative Agency is abbreviated throughout this survey as SLAA.

General Instructions .....	1
Specific Instructions .....	1
Part A: State Library Administrative Agency Identification .....	1
Part B: Governance .....	2
Part C: Allied Operations, State Resource or Reference/Information Service Center, and State Center for the Book .....	3
Part D: Services to Libraries and Library Cooperatives .....	5
Part E: Public Service Hours, Outlets, and User Groups.....	12
Part F: Collections .....	16
Part G: Library Service Transactions.....	18
Part H: Library Development Transactions.....	19
Part I: Staff .....	20
Part J: Revenue.....	22
Part K: Expenditures .....	24
Part L: LSTA State Program Expenditures.....	28
Part M (a): Electronic Services and Information.....	29
Part M (b): Electronic Services and Information.....	32

## General Instructions

Respond to each item in this survey. Read the definitions and/or instructions for the item before responding to it.

Before responding to any items in a question, read the note (if any) following the question in the survey instructions.

All data in this survey, INCLUDING federal fiscal data, are to be reported on the basis of State fiscal year 2020, as specified in items A-230 and A-240. EXCEPTION: Data in Part B and Part I are requested as of October 1, 2020.

In responding to items, include data for all outlets of the SLAA, unless otherwise directed. EXCLUDE data for a local public or academic library serving as a State resource center or State reference/information service center under contract with the SLAA.

For data items requiring numerical answers, please respond as follows:

- A value greater than 0 if appropriate. If exact data do not exist, and a good estimate can be given, please do so;
- 0 (zero) if the answer is zero or none; or
- -1 if your SLAA has the item but does not collect data on the item, or if you don't know the answer.

## Specific Instructions

### Part A: State Library Administrative Agency Identification

A-010 SLAA name. Enter the full official name of the SLAA.

Physical Location Address

A-020–  
A-060 Enter the address of the physical location of the SLAA. Include the street address, city, State, Zip Code, and Zip+4.

Mailing address

A-070–  
A-110 Enter the mailing address of the SLAA. Include the street address or post office box, city, State, Zip code, and Zip+4.

A-120 Web address. Enter the Web address of the SLAA. The Web address is the Uniform Resource Locator (URL) of the World Wide Web home page of the SLAA.

Chief officer of SLAA

A-130–  
A-170 Enter the name, title, telephone number, fax number, and email address of the chief officer of the SLAA.

Survey respondent

A-180–  
A-220 Enter the name, title, telephone number, fax number, and email address of the respondent to this survey.

Reporting Period

A-230–  
A-240 Fiscal year starting and ending dates. Enter the starting and ending dates for State fiscal year 2020, which is the period for which data in this report are requested (except Part B and Part I data). Enter the month and day in two digits each, and the year in four digits. For example: June 30, 2020 would be entered as 06/30/2020.

## **Part B: Governance**

1. Specify the SLAA's location in State government as of October 1, 2020.

B-010 Branch of government. Specify the branch of government in which the SLAA is located.

B-020–  
B-090 Type of executive branch agency. If the SLAA is located in the Executive branch, specify whether the SLAA is an independent agency or part of a larger agency. If the SLAA is part of a larger agency that is not listed in item B-050, enter the name of the agency in item B-060.

## **Part C: Allied Operations, State Resource or Reference/Information Service Center, and State Center for the Book**

2. Enter Yes or No for each item to indicate whether the SLAA is combined with any of the allied operations listed below. Do not report a Library for the Blind and Physically Handicapped, a State Center for the Book, or a contract with another library or other entity to provide a service on behalf of the SLAA.

Note: An allied operation is an office, bureau, division, center, or other organizational unit or service within an SLAA with staff, mission, and resources to provide service not ordinarily considered an SLAA function. It is characterized by having:

- specific mission, which may be a part of the SLAA's overall mission statement;
- staff assigned for that mission; that staff usually includes professionals other than librarians (such as historians, archivists, curators, etc.) appropriate to its mission;
- a high-level manager or supervisor who reports to the SLAA chief officer or to a deputy designated by the chief officer; and
- financial resources clearly identified and managed for the operation.

Note: Do not report the following as allied operations: a Library for the Blind and Physically Handicapped, a State Center for the Book, a law library, or a contract with another library or other entity to provide a service on behalf of the SLAA.

- C-010 State archives. This operation is responsible for preserving and servicing noncurrent official records of State organizations and institutions that are of continuing value (1) to the legal and administrative functioning of State government, (2) for the verification and protection of the rights of individuals, and (3) for historical and other research. It usually includes records of antecedent colonial and territorial governments. Materials are stored, arranged, and described so that needed records can be found readily.
- C-020 Primary State legislative research organization. This operation conducts research and gathers, digests, and analyzes information in a close and confidential relationship with members of the State legislature and their staff.

**Note:** As an allied service, the organization is distinguished from specialized reference service which a SLAA may provide to government and other users by responding to reference questions from legislative personnel, providing information service, furnishing bibliographic and net search results, and instructing and guiding users in conducting their research. At the federal level, the parallel might be the difference between parts of the Library of Congress: (1) the Congressional Research Service, and (2) various reference services and subject divisions of the Library.

- C-030 State history museum/art gallery. This operation collects, preserves, and displays cultural artifacts and/or works of art related to the State's political, social, economic, and cultural history.
- C-040 State records management service. This operation manages the life cycle of the State's own records and records of local government from creation to disposition. Disposition includes the preservation of certain records as well as the disposal of nonessential records.
- C-050 Other allied operation. If any other operations are allied with the SLAA, enter Yes for this item.
- C-060 Specify. If any other operations are allied with the SLAA, enter the name of the operation in this item.
3. Enter Yes or No to indicate whether the SLAA contracts with a local public library or academic library to serve as a State resource center or State reference/information service center
- C-070 State resource center or State reference/information service center. This is an operation outside the SLAA, administered by a local public library or academic library, which provides library materials and information services to libraries and individuals throughout the State. It is administratively separate from the SLAA but receives grant or contract funds from the SLAA for providing services.
4. Enter Yes or No to indicate whether the SLAA is the host institution for, or provides any funding to, a State Center for the Book.
- C-080 State Center for the Book. The State Center for the Book is part of the Center for the Book program sponsored by the Library of Congress which promotes books, reading, and literacy, and is hosted or funded by the State.

## Part D: Services to Libraries and Library Cooperatives

5. Indicate which of the specified services are provided directly or by contract by the SLAA to different types of libraries or library cooperatives. Specify Directly, Contract, or Not Provided for each service, for each type of library and library cooperatives.

**Note:** A Library Cooperative may serve single-type or multi-type libraries. Services provided directly by the SLAA are those provided without any intermediary by the SLAA to libraries or library cooperatives. Services provided by contract by the SLAA are those provided by a third party or intermediary under legal contract to the SLAA.

### Type of Library

**Academic Library.** A library forming an integral part of a college, university, or other academic institution for postsecondary education, organized and administered to meet the needs of students, faculty, and affiliated staff of the institution.

**Public Library.** A library that serves all residents of a given community, district, or region, and (typically) receives its financial support, in whole or part, from public funds.

**School Library Media Center.** A library that is an integral part of the educational program of an elementary or secondary school with materials and services that meet the curricular, information, and recreational needs of students, teachers, and administrators.

**Special Library.** A library in a business firm, professional association, government agency, or other organized group; a library that is maintained by a parent organization to serve a specialized clientele; or an independent library that may provide materials or services, or both, to the public, a segment of the public, or to other libraries. Scope of collections and services are limited to the subject interests of the host or parent institution. Includes libraries in State institutions.

**Library Cooperative.** A Library Cooperative is an organization that has its own budget and staff and provides library and information services for the mutual benefit of participating or member libraries. The organization's participants or members are primarily libraries, which are not under the organization's administrative control. The organization may also be termed a network, system, district, or consortium. A Library Cooperative may serve single-type or multi-type libraries.

### Services to Libraries and Library Cooperatives

- D\_SV-010 Accreditation of libraries. The SLAA may endorse or approve officially libraries which meet criteria specified by the State.

- D\_SV-020 Administration of State aid. Includes determining compliance with eligibility criteria and performance standards, overseeing processes through which grant recipients are determined, announcing grant recipients and disbursing funds, monitoring and receiving reports from grant recipients, and other activities involved in the management of financial assistance provided by the State to libraries
- D\_SV-030 Certification of librarians. The SLAA may credential library staff with the rank or title of librarian by attesting officially to their qualifications. These qualifications may include a master's degree from a graduate program accredited by the American Library Association, another level or type of educational attainment, confirmation of participation in continuing education activities, and/or residency in the State for a specified period.
- D\_SV-040 Collection of library statistics. Every SLAA collects statistics on public libraries and participates in the Federal-State Cooperative System (FSCS) for Public Library Data (the name of FSCS was changed in December of 2007 to the Public Library Statistics Cooperative (PLSC)). Many SLAAs collect statistics on institutional and other special libraries. Some SLAAs assist in the collection of academic library statistics. A few SLAAs collect statistics on school library media centers. These data collections usually involve the design and administration of survey instruments as well as data entry and processing and report design and dissemination.
- D\_SV-050 Consulting services. Individual or small-group contacts to help libraries to attain goals and objectives and to deal with specific needs and problems. Consultants provide guidance on problems of concern to local personnel, assistance in identifying problems not clearly recognized, and identification of opportunities for increased or improved performance.
- D\_SV-050.1 Types of consulting services provided
- D\_SV-050.1.1 Construction. Includes new buildings and structures, as well as additions, alterations, conversions, expansions, reconstruction, renovations, rehabilitations, and major replacements.
- D\_SV-050.1.2 Library Management/Organizational Development. Includes helping libraries to attain goals and objectives and to deal with specific needs and problems of specific groups, such as issues of concern to local personnel, assistance in identifying problems not clearly recognized, and identification of opportunities for increased or improved performance.
- D\_SV-050.1.3 Continuing education. Learning activities to increase skills and knowledge of the library workforce.

- D\_SV-050.1.4 Technology/Connectivity. Includes computing, networking, broadband and related topics.
- D\_SV-050.1.5 Marketing/Communications. Includes promoting and communicating the value of libraries and library services and programs.
- D\_SV-050.1.6 E-rate Program. Universal Service Administrative Company program for libraries and schools.
- D\_SV- Adult literacy. Basic reading and writing skills for adults.
- D\_SV-050.1.8 Youth services. Services and programs to engage young persons (under 18) in library programs and services.
- D\_SV-050.1.9 Other. Specify the type of the other consulting service provided.
- D\_SV-060 Library legislation preparation/review. Minimally, addresses the governance and financing of the SLAA, public library service, and library service to blind and physically handicapped persons and residents of State institutions. It usually permits the types of public library structures, such as municipal, countywide, regional, federated, cooperative, and contractual agreements. It may also provide mandates for SLAA functions, other types of libraries (e.g., academic, school), and multi-type cooperation.
- D\_SV-070 State standards/guidelines. The SLAA may promulgate standards or guidelines that define adequacy, equity, and/or excellence in library service. Standards or guidelines may be quantitative, qualitative, or both. Maintaining standards or following guidelines may be a requirement for receiving State aid and/or LSTA grants.
- D\_SV-080 Administration of library system support. Includes determining compliance with eligibility criteria and performance standards, overseeing processes through which funds are disbursed, monitoring and receiving reports, and other activities involved in the management of financial assistance provided by the State. Library systems are defined here as cooperatives established under state law and supported by public funding. Systems may be single- or multi-type cooperatives.
- D\_SV-090 LSTA state program grants. Funds distributed by the SLAA to recipients who meet eligibility criteria specified by LSTA and the State. Such funds are awarded for the purposes specified in successful grant proposals. Such grants may be awarded competitively or on a formula basis. Include sub-grants made to libraries or outside agencies to provide or assist in providing such services.



- D\_SV-100 LSTA statewide services. Statewide services supported by the SLAA using LSTA funds.  
Operational Assistance
- D\_OA-010 Cooperative purchasing of library materials. Two or more independent libraries of any type engaging in joint activities related to purchasing materials, together with the maintenance of the necessary records of these additions. Also included are joint activities related to the identification and verification of titles, fund accounting, processing payments, and claims.
- D\_OA-020 Interlibrary loan referral services. Activities involving bibliographic service centers or utilities, regional systems (federations or cooperatives), consortia, and resource centers, such as identifying libraries believed to own requested materials and/or transmitting interlibrary loan requests in accordance with established protocols or prevailing practices
- D\_OA-030 Reference referral services. Provision of information about or from groups or organizations. A reference referral transaction involves the provision of information about a group or organization and its activities, services or agencies, and calendar. Such a transaction typically requires the determination of the user's need and the appropriate group or organization to meet the need. Such a transaction may require directing the user to persons or organizations external to the library for an answer to a question.  
Coordination/Integration
- D\_CI-010 Statewide coordinated digital program or service. Activities providing for the digitization of documents, publications, or sets of records or realia to be made available for public use (for example, digitization of a series of city reports, local newspapers, or genealogical records).
- D\_CI-020 Statewide public relations/library promotion campaigns. A public relations program usually organized around a particular theme or issue, with specific objectives, and using a variety of techniques in concert (e.g., press releases, events, publications, exhibits).
- D\_CI-030 Statewide virtual reference service. Reference service supported by chat-based Web technology that provides access for all or a significant portion of the residents of the State through libraries or remotely, typically on a 24-hours-per-day/7-days-a-week basis.

- D\_CI-040 Universal Service Administrative Company program for libraries and schools. (review and approval of technology plans). The State Library Administrative Agency reviews and approves technology plans for libraries or library cooperatives applying for universal service discounts (also known as E-rate discounts) under the Universal Service Fund, established by the Federal Communications Commission (FCC) under the Telecommunications Act of 1996.
- D\_CI-050 Statewide resource sharing. Organized efforts that enable and support the sharing of services and materials through coordination and collaboration (e.g. databases, e-books, ILL, cataloging).
- D\_CI-060 Involvement in the acquisition of other federal program funds. Providing technical assistance to receive federal assistance funds. Involvement in the acquisition of technical assistance funds includes determining compliance with eligibility criteria and performance standards, overseeing processes through which funds are disbursed, monitoring and receiving reports, and other activities involved in the management of financial assistance provided by the federal government from an agency other than the Institute of Museum and Library Services (IMLS).
- D\_CI-060.1 Federal agencies SLAA applies for funds other than IMLS
- D\_CI-060.1.1 Department of Education. Funding received from the Department of Education. Examples include Vocational Educational National Programs, and Recreational Programs.
- D\_CI-060.1.2 Department of Agriculture. Funding received from the Department of Agriculture. Examples include USDA's Rural Development Community Facilities Grant Program, Community Facilities Program, and Rural Utility
- D\_CI-060.1.3 Federal Communication Commission/Universal Service Administration Company. Funding or discounted services received or provided from the Federal Communication Commission or the Universal Service Administrative Company. Examples include Schools and Library Program (E-rate).
- D\_CI-060.1.4 Department of Labor. Funding received from the Department of Labor. Examples include Labor Literacy Innovations Grant, and Project Compass.
- D\_CI-060.1.5 Other. Funding received from some other Federal agency. Specify name of other Federal agency.

Program Assistance

- D\_PA-010 Continuing education programs Includes staff development events for library personnel at all levels as well as training events for trustees and other State and local government officials who have authority over or responsibility for libraries.
- D\_PA-020 Library planning/evaluation/research. Activities involved in designing and assessing library programs and services and studying issues facing libraries. Examples include the Public Library Association (PLA) planning for results process for public libraries and the outcome-based evaluation process.
- D\_PA-030 Literacy program support. A statewide program to assist individuals with limited skills to develop skills that enable them to function in society without assistance from others.
- D\_PA-030.1 Types of literacy programs
- D\_PA-030.1.1 Language literacy. Programs that promote the ability to read and write.
- D\_PA-030.1.2 Numerical literacy. Programs that promote the ability to use, understand, and apply numerical concepts and techniques.
- D\_PA-030.1.3 Information literacy. Programs that promote the ability to recognize the need for information and the ability to find, evaluate, and use information.
- D\_PA-030.1.4 Digital literacy. Programs that promote the ability to effectively find, evaluate, and create information using digital technology.
- D\_PA-030.1.5 Financial literacy. Programs that promote the ability to understand personal financial matters.
- D\_PA-030.1.6 Health literacy. Programs that promote the ability to understand basic health information and builds the capacity to make appropriate health decisions based on this information.
- D\_PA-030.1.7 Family/Intergenerational literacy. Programs that promote the incorporation of spoken and written word into meaningful activities with the family unit.
- D\_PA-040 Preservation/conservation services. Specific measures undertaken for the repair, maintenance, restoration, or protection of library materials, including but not limited to binding and rebinding, materials conversion (to microform for example), deacidification, and lamination.

- D\_PA-050 Summer Reading Programs. A statewide reading promotion campaign typically implemented between school years to encourage children and young adults to maintain or improve their reading skills.
- D\_PA-060 Statewide reading programs. A statewide coordinated program to support, maintain, or improve reading skills.
- D\_PA-060.1 Statewide reading programs. A statewide coordinated program to support, maintain, or improve reading skills.
- D\_PA-060.1.1 Early childhood/preschool (0-5 years old) target population for statewide reading promotion campaigns
- D\_PA-060.1.2 Middle childhood (6-12 years old)
- D\_PA-060.1.3 Young adults/high school (13-18 years old)
- D\_PA-060.1.4 Adults (19-25 years old)
- D\_PA-060.1.5 Older adults (65+ years old)

## Part E: Public Service Hours, Outlets, and User Groups

6. Enter in the spaces provided the total hours open in a typical week for all SLAA outlets (main or central, bookmobiles, and other outlets), regardless of whom they serve. Do not report an allied operations outlet as an SLAA outlet. For example, if the SLAA has a main outlet with no bookmobile or other outlets and is open for public service 40 hours in a typical week, report 40 hours. If the SLAA has a main outlet, a bookmobile, and two other outlets open 40, 20, 35, and 35 hours, respectively, in a typical week, report 130 hours ( $40+20+35+35=130$  hours per typical week).

Note: Main or central outlet, bookmobiles, and other outlets (excluding bookmobiles) are defined in the instructions to question 8. Report total hours open in a typical week for all SLAA outlets, regardless of whom they serve, and regardless of whether they are open on a walk-in or referral basis. Exclude data for a local public or academic library serving as a State resource center or State reference/information service center under contract with the SLAA. Do not report data for non-SLAA outlets, even though the SLAA may provide funding or services to such outlets.

A "typical week" is a time that is neither unusually busy nor unusually slow. Avoid holidays, vacation periods, and days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours. Include seven consecutive calendar days from Sunday through Saturday or whenever the library is usually open.

- E-010 Total hours/week (all SLAA outlets, regardless of whom they serve). Sum of hours open during a typical week for all SLAA outlets (main or central, bookmobiles, and other outlets), regardless of whom they serve. Do not report an allied operations outlet as an SLAA outlet.

7. Enter in the spaces provided the total hours that the main or central SLAA outlet is open in a typical week to serve the general public or State government employees, by the specified categories. Only one outlet may be designated as the main or central outlet.

**Note:** Main or central outlet is defined in the instructions to question 8. Report public service hours for the main or central SLAA outlet, regardless of whether the outlet is open on a walk-in or referral basis. Exclude data for a local public or academic library serving as a State resource center or State reference/information service center under contract with the SLAA. Exclude service hours if the outlet only serves blind and physically handicapped individuals through the National Library Service for the Blind and Physically Handicapped, Library of Congress.

Also exclude service hours if the outlet only serves residents of State correctional institutions or residents of other State institutions, unless the outlet is administered and staffed by the SLAA. Do not report data for a non-SLAA outlet, even though the SLAA may provide funding or services to such an outlet.

- E-020 Total hours/week (main or central outlet). Sum of hours open during a typical week for the main or central outlet.
- E-030 Monday–Friday after 5:00 p.m. (main or central outlet). Sum of hours open after 5:00 p.m. Monday through Friday during a typical week for the main or central outlet.
- E-040 Saturday and Sunday (main or central outlet). Sum of hours open on Saturday and Sunday during a typical week for the main or central outlet.

8. Enter in the spaces provided the total number of SLAA outlets, by type of outlet, regardless of whom they serve. Only one outlet may be designated as the main or central outlet. Do not report an allied operations outlet as an SLAA outlet.

**Note:** An SLAA outlet has regular hours of service in which SLAA staff are present to serve its users. The staff and all service costs are paid by the SLAA as part of its regular operation. A loan of books or total collections (whether permanent or short-term) to another agency, library, or school does not constitute an SLAA outlet inasmuch as it is not administered and staffed by the SLAA.

- E-050 Main or central outlet. A single unit library or the unit where the principal collections are located and handled.
- Note: An SLAA administrative center which is separate from the principal collections and is not open to users should not be included as an outlet. Only one outlet may be designated as the main or central outlet. When two or more outlets are considered main or central outlets, one outlet should be designated as the central outlet and the others should be designated as “other outlets (excluding bookmobiles)”.
- E-060 Other outlets (excluding bookmobiles). Units that have all of the following: (1) separate quarters; (2) a permanent basic collection of books and/or other materials; (3) a permanent paid staff; and (4) a regular schedule of hours open to users.
- E-070 Bookmobiles. Trucks or vans specially equipped to carry books and other library materials. They serve as traveling branch libraries. Count vehicles in use, rather than the number of stops each vehicle makes.
- E-080 Total outlets. Sum of items E-050, E-060, and E-070.
9. Enter in the spaces provided the number of SLAA outlets that serve the following user groups, in whole or in part, by type of outlet.
- Note:** Main or central outlet, bookmobiles, and other outlets (excluding bookmobiles) are defined in the instructions to question 8.
- E-090 Blind and physically handicapped individuals. Outlets serving this user group may contain talking books on discs and tapes and books in Braille made available from the National Library Service for the Blind and Physically Handicapped, Library of Congress. In addition, such outlets may contain large print books for the visually handicapped and captioned films for the deaf. These outlets provide such library materials and library services to blind or physically handicapped residents who have been certified by competent authority as unable to read or to use conventional printed materials due to physical limitations.
- E-100 Residents of State correctional institutions. Outlets serving this user group provide books, other library materials, and access to other information resources as well as other library services to residents of prisons, reformatories, and other correctional institutions operated or substantially supported by the State.

- E-110 Residents of other State institutions. Outlets serving this user group provide books, other library materials, and access to other information resources as well as other library services to patients or residents of residential training schools, hospitals, nursing homes, and other general or special institutions operated or substantially supported by the State.
- E-120 State government employees (executive, legislative, or judicial). Outlets serving this user group provide books, other library materials, and access to other information resources as well as other library services to employees of all branches of State government.
- E-130 General public. Report all SLAA outlets that serve the general public, regardless of whether they are open on a walk-in or referral basis. Outlets serving this user group function as the State-level equivalent of a local public library, providing books, other library materials, and electronic access to locally mounted and remote information resources for all State residents.



## Part F: Collections

10. Enter in the spaces provided the total number of volumes or physical units in the specified formats in all SLAA outlets (main or central, bookmobiles, and other outlets) that serve the general public and/or State government employees.

**Note:** Main or central outlet, bookmobiles, and other outlets (excluding bookmobiles) are defined in the instructions to question 8. Report collections for all SLAA outlets that serve the general public, regardless of whether they are open on a walk-in or referral basis. Exclude data for a local public or academic library serving as a State resource center or State reference/information service center under contract with the SLAA. Exclude collections of braille and talking books owned by the National Library Service for the Blind and Physically Handicapped, Library of Congress. Also exclude collections that are specifically intended to only serve residents of State correctional institutions or residents of other State institutions, unless such outlets are administered and staffed by the SLAA.

- F-010 Book and serial volumes (exclude microforms) (exclude collections of braille books owned by the National Library Service for the Blind and Physically Handicapped, Library of Congress). Books are non-periodical printed publications bound in hard or soft covers, or in loose-leaf format, of at least 49 pages, exclusive of the cover pages; or juvenile non-periodical publications of any length bound in hard or soft covers. Serials are publications issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals (magazines, newspapers, annual reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies. Except for the current volume, count unbounded serials as volumes when the library has at least half of the issues in a publisher's volume.

- F-020 Audio materials (exclude collections of talking books owned by the National Library Service for the Blind and Physically Handicapped, Library of Congress). These are materials on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically or electronically, or both. Included are records, audiocassettes, audio cartridges, audiodiscs, audioreels, talking books, and other sound recordings.

- F-030 Video materials. These are materials on which pictures, sound, or both are recorded. Electronic playback reproduces pictures, sounds, or both using a television receiver or monitor.

- F-040 Current serial subscriptions (titles, not individual issues) (include print subscriptions only) (exclude microform, electronic, and digital subscriptions). These include current subscriptions received, both purchased and gifts. This count does not include the number of individual issues, but rather each serial title.
- Report the total number of titles subscribed to, including duplicates. Do not report individual issues. Report print subscriptions only. Exclude microform, electronic, and digital subscriptions.
- F-050 Government documents (include only government documents not accessible through the library catalog and not reported elsewhere). For government documents not accessible through the library catalog and not reported on other lines, report the number of volumes or physical units of such materials in all formats. A government document is a publication in any format bearing a government imprint. Includes publications of federal, State, local, and foreign governments and intergovernmental organizations to which governments belong and appoint representatives (e.g., United Nations, Organization of American States).
11. Enter Yes or No for each item (F-060 –F090) to indicate whether the SLAA is designated as a federal or State depository library for government documents, and whether it is a regional or selective federal depository.
- Note: A government document is a publication in any format bearing a government imprint. Includes publications of federal, State, local, and foreign governments and intergovernmental organizations to which governments belong and appoint representatives (e.g., United Nations, Organization of American States).
- F-060 State depository library. A library officially designated as a depository of publications bearing the imprint of the State government.
- F-070 Federal depository library. A library officially designated as a depository of publications bearing the imprint of the federal government. These libraries receive publications issued by the executive, judicial, and the legislative branches at no charge in exchange for providing free public access. Enter Yes or No to items 108 and 109 to indicate if the SLAA is a regional or selective depository.
- F-080 Regional. Regional depositories receive one copy of all materials distributed by the federal government.
- F-090 Selective. Selective depositories receive only those materials they select.

## Part G: Library Service Transactions

12. Enter in the spaces provided ANNUAL totals for the specified types of service transactions for all SLAA outlets (main or central, bookmobiles, and other outlets) that serve the general public and/or State governments employees.
- Note:** Main or central outlet, bookmobiles, and other outlets (excluding bookmobiles) are defined in the instructions to question 8. Report library service transactions for all SLAA outlets that serve the general public, regardless of whether they are open on a walk-in or referral basis. Exclude data for a local public or academic library serving as a State resource center or State reference/information service center under contract with the SLAA. Exclude service transactions for outlets or outlet service points that only serve blind and physically handicapped individuals through the National Library Service for the Blind and Physically Handicapped, Library of Congress. Also exclude service transactions for outlets that only serve residents of State correctional institutions or other State institutions, unless such outlets are administered and staffed by the SLAA.
- G-010 Circulation (Exclude items checked out to another library). These are transactions that involve lending an item from the State Library collection or borrowed from another library for use generally, although not always, outside the library. This activity includes charging materials manually or electronically. Also report each renewal as a circulation transaction. Exclude in-house use resulting from counting items in the collection as they are re-shelved after use and without any formal tracking system. Exclude items checked out to another library.
- Interlibrary Loan/Document Delivery
- G-020 Provided to other libraries. These are library materials, or copies of materials, loaned from the SLAA collection to another library upon request. Do not include loans or copies of materials from one SLAA outlet to another SLAA outlet.
- G-030 Received from other libraries and document delivery services. These are library materials, or copies of materials, borrowed by the SLAA from another library or obtained by the SLAA from a commercial document delivery service. Do not include loans or copies of materials from one SLAA outlet to another SLAA outlet.
- G-040 Reference transactions. A reference transaction is an information contact which involves the knowledge, use, recommendations, interpretation or instruction in the use of one or more information sources by a member of the SLAA staff. The term includes information and referral service. Information sources include printed and non-printed materials, machine-readable databases (including computer-assisted instruction), catalogs and other records of holdings and

through communication or referral, other libraries, and institutions and persons both inside and outside the library. When a staff member utilizes information gained from previous use of information sources to answer a question, report as a reference transaction even if the source is not consulted again during the transaction. If necessary, multiply a typical week by 52. Exclude directional transactions. (See definition of typical week in question 6.)

G-050 Library visits. This is the total number of persons per year entering SLAA outlets, including persons attending activities, meetings, and those persons requiring no staff services. If necessary, multiply a typical week by 52. A "typical week" is defined in the instructions to question 6.

## **Part H: Library Development Transactions**

13. Enter in the spaces provided ANNUAL totals for the specified types of library development transactions of the SLAA.

H-010 LSTA and State Grants

Grants awarded. Report the total annual number of LSTA and State grants awarded by the SLAA during State fiscal year 2020.

H-020 Continuing Education Programs

Number of events. Report the total number of continuing education events (workshops, training sessions, etc.) which (1) the SLAA sponsored and itself presented and (2) another agency presented with the help of SLAA funding and planning support. Do not count events for which the SLAA is only a nominal sponsor. Do not count events for an allied operation.

Where event is offered via video conferencing, consider presentation simulcast to multiple locations as one event. If presentation is offered multiple times, each offering should be counted as a separate event. Where delivery is via synchronous Web presentation and the number of concurrent participants is limited and they must sign up to participate, count each offering of the Web training as one event. Where delivery is via the Web with asynchronous participation and no limitation of participants, count Web event as one event.

H-030 Total attendance at events. Report the total annual attendance at continuing education events reported in item 117. Attendance should include total number of participants in events regardless of delivery method. If Web event is delivered asynchronously, recommend counting only participants who complete the continuing education offering.

## Part I: Staff

14. Enter total number of SLAA staff in FTEs (full-time equivalents) (to two decimal places), by type of service. Report all staff on the payroll as of October 1, 2020, and unfilled but budgeted positions.

**Note:** Forty hours per week is the measure of full-time employment for this survey. FTEs (full-time equivalents) of employees in any category may be computed by taking the number of hours worked per week by all employees in that category and dividing it by 40. Report staff based on the SLAA organization chart. A given position (e.g., State Data Coordinator) may be part of administration in one agency, library development in another, and library services in another agency. If an employee provides more than one service, allocate the FTE among appropriate categories. Enter total number of SLAA staff in FTEs (to two decimal places), by type of service. Report all staff on the payroll as of October 1, 2020, and unfilled but budgeted positions.

### Type of Position

- (a) Librarians with ALA-MLS. Librarians with master's degrees from programs of library and information studies accredited by the American Library Association.
- (b) Librarians other than ALA-MLS Librarians employed by the SLAA. This includes staff employed by the SLAA in the librarian occupational category who have Master's Degrees in Library Science from programs not accredited by ALA and librarians who do not have MLS degrees.
- (c) These are professionals and non-professionals, employed by the SLAA, who are not in the librarian occupational category, regardless of degree or training, such as archivists, accountants, business managers, public relations, and human resources staff and other employees paid from the SLAA budget, including plant operations, security, and maintenance staff.
- (d) Total Staff. Sum of items a-c.

### Type of Service

- I-010 Administration. Usually includes the chief officer of the SLAA and his or her immediate staff. May include officers responsible for the SLAA's fiscal affairs; public relations; and planning, evaluation, and research.
- I-020 Library development. Usually includes staff responsible for the development of public library services. May include staff responsible for administering State and LSTA grant programs; providing consulting and continuing education services; and promoting resource sharing and other forms of interlibrary cooperation. (See instructions to question 5 for definitions of types of libraries.)

- I-030      Library services. Staff responsible for providing library service from the SLAA. Includes public, technical, and other library services.
- I-040      Other services. Includes staff not reported in items 119-121, such as staff in allied operations.
- I-050      Total staff. Sum of items I-010 – I-040.

## Part J: Revenue

15. Enter Yes or No to indicate whether all public library funds from State sources are administered by the SLAA.

Note: Answer this question based on State funds distributed to individual public libraries and library cooperatives serving public libraries in State fiscal year 2020. If no State funds are reported in Part K in items K\_FA-01(b) or K\_FA-020(b), the answer should be No.

J-010 SLAA administration of all public library State funds

16. Enter Yes or No to indicate whether any funds from State sources are administered by the SLAA for the following types of libraries.

**Note:** Answer this question based on State funds distributed to libraries and library cooperatives in State fiscal year 2020. If no State funds are reported in Part K in related items K\_FA-010(b) to K\_FA-050(b) or K\_FA-070(b), the answer should be No.

J-020 Academic libraries (definition is provided in question 5).

J-030 School library media centers (definition is provided in question 5).

J-040 Special libraries (definition is provided in question 5).

J-050 Library cooperatives (definition is provided in question 5).

17. Enter in the spaces provided total funds received as revenue by the SLAA during the reporting period specified in items A-230 and A-240. EXCLUDE carryover. Include revenue for allied operations only if the revenue is part of the SLAA budget. Include all funds distributed to libraries and library cooperatives if the funds are administered by the SLAA.

**Note:** Exclude carryover when reporting revenue. Carryover means funds carried forward from the previous year, sometimes called an “opening balance” or “fund balance”.

## Federal Revenue

- J-070 LSTA (Library Services and Technology Act) Grants to State Programs
- Note:** Report the funds drawn down from the federal government from the LSTA Grants to States Program during State fiscal year 2020, *whether drawn from one or more federal fiscal year allotments. Do not include IMLS Discretionary funds such as National Leadership Grants, Laura Bush 21st Century Librarian Program, or Sparks! Ignition* -- report these grants in item J-080.1 – J-080.10 (Other Federal revenue).
- J-080 Other Federal revenue
- Note:** If the SLAA received federal revenue other than LSTA Grants to States funds (e.g., National Endowment for the Humanities grants, National Historical Publications and Records Commission grants, LSTA National Leadership Grants, Laura Bush 21st Century Librarian grants, etc.), report that revenue in this item. If your State acts as the fiscal agent for a multi-state grant, report only the funds designated for your State).
- J-080.1 – J-080.10 Specify program(s), title(s), and funding amount for each source of revenue if other federal revenue is reported in item J-080. Up to 10 programs may be reported.
- J-090 Total Federal revenue. Sum of items J-070 and J-080.

## State Revenue

- J-100 SLAA operation. Report revenue received from the State to support operation and services of the SLAA. Do not include revenue received for major capital expenditure, contributions to endowments, or revenue passed through to another agency, or funds unspent in the previous fiscal year.



- J-110 State aid to libraries. Report revenue received from the State for distribution to libraries, library cooperatives, and agencies. Include funds derived from State sources (exclusive of Federal funds) and appropriated by a State legislature to a State Library Administrative Agency for payment or transfer to an individual library; a group of libraries; or an agency or library, other than the SLAA, that provides a Statewide service to libraries or citizens. Exclude State funds used to administer the SLAA or to deliver Statewide services to libraries or citizens where the service is administered directly by the SLAA; State funds allocated for school library operations when the State Library Administrative Agency is under the State education agency; and federal funds.
- J-120 Other State revenue. Report revenue received from the State for any other purpose, such as interagency transfers.
- J-130 Total State revenue. Sum of items J-100, J-110, and J-120.
- J-140 Other revenue. Include (1) any other revenue from public sources; (2) revenue received from private sources, such as foundations, corporations, Friends groups, and individuals; and (3) SLAA-generated revenue, such as fines and fees for services.
- J-150 Total revenue. Sum of items J-090, J-130, and J-140.

## Part K: Expenditures

18. Operating Expenditures for SLAA and Allied Operations

Enter in the spaces provided total SLAA expenditures, by source of revenue and type of expenditure. Include all LSTA expenditures. Include expenditures for allied operations only if the expenditures are from the SLAA budget. Include all funds distributed to libraries and library cooperatives if the funds are administered by the SLAA.

**Note:** These are the current and recurrent costs necessary to the provision of services by the SLAA. Include LSTA expenditures for statewide services (item L-010) conducted directly by the SLAA. Include LSTA expenditures for LSTA administration (item L-030). Exclude LSTA expenditures for grants (item L-020).

Do not include funds distributed to libraries and library cooperatives; report them instead in items K\_FA-010 – K\_FA-080.

- K\_AO-010 Salaries and wages. Salaries and wages for all SLAA staff, including plant operation, security and maintenance staff for the reporting year. Include salaries and wages before deductions but exclude employee benefits.

K\_AO-020 Employee benefits. Benefits outside of salaries and wages paid and accruing to employees, including plant operation, security and maintenance staff, regardless of whether the benefits or equivalent cash options are available to all employees. Include amounts spent by the SLAA for direct, paid employee benefits, including Social Security, retirement, medical insurance, life insurance, guaranteed disability income protection, unemployment compensation, worker's compensation, tuition, and housing benefits. Only that part of any employee benefits paid out of the SLAA budget should be reported.

K\_AO-030 Total staff expenditures. Sum of items K\_AO-010 and K\_AO-020.

K\_AO-040 Collection expenditures. Includes all expenditures for materials purchased or leased for use by SLAA users, including print materials, microforms, machine-readable materials, audiovisual materials, etc.

K\_AO-050 Other operating expenditures. Includes all operating expenditures not reported in items K\_AO-010, K\_AO-020, and K\_AO-040.

K\_AO-060 Total operating expenditures. Sum of items K\_AO-030, K\_AO-040, and K\_AO-050.

#### Other expenditures for SLAA and Allied Operations Only

K\_OE-010 Capital outlay. Funds for the acquisition of or additions to fixed assets such as building sites, new buildings and building additions, new equipment (including major computer installations), initial book stock, furnishings for new or expanded buildings, and new vehicles. Exclude replacement and repair of existing furnishings and equipment, regular purchase of library materials, and investments for capital appreciation. Exclude the amount reported for this item from all other items except item K\_TE-010. Include construction aid expended on the SLAA. Exclude construction aid expended on other libraries and library cooperatives. Include expenditures for allied operations only if the expenditures are from the SLAA budget.

**Note:** State accounting practices shall determine whether a specific item is a capital expense or an operating expense, regardless of the examples in this definition.

K\_OE-020 Other expenditures. These are expenditures not reported elsewhere. Exclude construction aid. Include expenditures for allied operations only if the expenditures are from the SLAA budget.

#### Financial Assistance to Libraries and Library Cooperatives

**Note:** Include LSTA expenditures for grants (item L-020). Exclude LSTA

expenditures for statewide services (item L-010) conducted directly by the SLAA and LSTA expenditures for LSTA administration (item L-030). Include all funds distributed to libraries and library cooperatives if the funds are administered by the SLAA.

- K\_FA-010 Individual public libraries. Financial assistance to individual public libraries for services to their population of legal service area. These are libraries that are governed exclusively by a single board or political subdivision. Municipal libraries, county libraries, consolidated multi-county libraries, and library districts are considered individual libraries if there is only one administrative entity. Exclude construction aid.
- K\_FA-020 Library cooperatives serving public libraries only. Financial assistance to library cooperatives serving public libraries only for services to their population of legal service area. Exclude construction aid.
- K\_FA-030 Other individual libraries. Financial assistance to other individual libraries for services to their population or constituency. These are libraries other than public libraries and school library media centers. Exclude grants to public libraries and to school library media centers. Report financial assistance to school library media centers in item K\_FA-070. Exclude construction aid.
- K\_FA-040 Library cooperatives serving more than one type of library. Financial assistance to library cooperatives serving more than one type of library for services to their population of legal service area. Exclude construction aid.
- K\_FA-050 Single agency or library providing statewide service. Financial assistance to a single entity (agency, library, library cooperative, etc.) for services offered to all libraries in the State, or all State residents, or a significant portion of all libraries or State residents. Exclude funds administered directly by the SLAA to provide such services. Exclude construction aid.
- K\_FA-060 Library construction. Do not report data for this item in items K\_FA-010 – K\_FA-050, K\_FA-070, or K\_OE-010. Includes construction of new buildings and acquisition, expansion, remodeling, and alteration of existing buildings, and the purchase, lease, and installation of equipment of any such buildings, or any combination of such activities (including architects' fees and the cost of acquisition of land). Equipment includes information and building technologies, video and telecommunications equipment, machinery, utilities, and built-in equipment and any necessary enclosures or structures to house them. Exclude construction aid expended on the SLAA.

- K\_FA-070 Other assistance. Expenditures for other assistance to libraries and library cooperatives not reported in items K\_FA-010 – K\_FA-060, such as financial assistance to school library media centers. Exclude construction aid.
- K\_FA-080 Total financial assistance to libraries and library cooperatives. Sum of items K\_FA-010 – K\_FA-070.
- K\_TE-010 Total expenditures. Sum of items K\_AO-060, K\_FA-080, K\_OE-010, and K\_OE-020.

## Part L: LSTA State Program Expenditures

19. Enter in the spaces provided total LSTA State program expenditures, by type of expenditure. Report expenditures in one and only one category. These expenditures should also be reported in Part K.
- L-010 Statewide services (exclude sub-grants to single libraries or agencies providing statewide services). Funds expended by the SLAA to provide services to libraries and individuals throughout the State. Include expenditures for statewide services conducted directly by the SLAA. Exclude sub-grants made to single libraries or other outside agencies to provide or assist in providing such services.
- Note:** These expenditures should also be reported in Part K, under operating expenditures (items K\_AO-010 – K\_AO-060); capital outlay (item K\_OE-010); or other expenditures (item K\_OE-020), as appropriate. DO NOT report them as financial assistance to libraries and library cooperatives (items K\_FA-010 – K\_FA-080).
- L-020 Grants (include sub-grants to single libraries or agencies providing statewide services). Funds distributed by the SLAA to recipients who meet eligibility criteria specified by LSTA and the State. Such funds are usually awarded for purposes specified in successful grant proposals. Such grants may be awarded competitively or on a formula basis. Include sub-grants made to single libraries or other outside agencies to provide or assist in providing statewide services.
- Note:** These expenditures should also be reported in Part K, under financial assistance to libraries and library cooperatives (items K\_FA-010 – K\_FA-080), as appropriate. DO NOT report them as SLAA operating expenditures (items K\_AO-010 – K\_AO-060), capital outlay (item K\_OE-010), or other expenditures (item K\_OE-020).
- L-030 LSTA administration. Expenditures of LSTA funds for administrative costs in connection with programs and services carried out under this Act.
- Note:** These are the costs associated with the SLAA's management, oversight, and administration of the IMLS LSTA Grants to States program and are costs that would be considered administrative costs and subject to the 4% cap.
- L-040 Total LSTA expenditures. Sum of items L-010, L-020, and L-030.

## Part M (a): Electronic Services and Information

20. Enter Yes or No for each item to indicate whether the SLAA funds or facilitates the specified electronic networking functions at the State level.

**Note:** A State-level electronic information network involves the wide-area use of telecommunications to link libraries via microcomputers or terminals to automated library systems. The network may include online public access catalogs and other library applications; locally mounted or online databases (bibliographic, full text, or data); bibliographic utilities; and other information resources. Access to such networks may be via modem (i.e., dial access) or dedicated lines (i.e., hard-wired). Such a network may or may not be connected to the Internet.

- M-010 Electronic network planning or monitoring. Includes drafting Statewide plans, requests for proposals, and contracts and monitoring contracts for network development.

- M-020 Electronic network operation. Includes acquiring, maintaining, or replacing substantial technological equipment necessary to provide access to information in electronic and other formats made possible by new information and communication technologies. May include hosting or sharing a mainframe, minicomputer, or file server, or facilitating reciprocal borrowing agreements and document delivery systems necessary to fully exploit such a network. Such a network may or may not be connected to the Internet.

### Database Development

**Note:** Activities may include creation of new databases or conversion of existing databases into electronic format. Includes bibliographic databases as well as full text or data files.

- M-030 Bibliographic databases. Includes machine-readable catalog records, other electronic indexes, and other databases which contain only references to or condensed surrogates for original materials.

- M-040 Full text or data files. Full text files are files in which the information consists of the content of one or more complete intellectual products initially expressed primarily through the written word. Data files report the content of one or more complete intellectual products expressed primarily with numbers.

- M-050 For the SLAA itself.

21. Enter Yes or No for each item to indicate whether the SLAA funds or facilitates digitization or digital programs or services in any of the following instances.

**Note:** Digitization or digital programs or services includes activities providing for the digitization of documents, publications or sets of records or realia to be made available for public use.

M-060 Via grants or contracts to other State agencies.

M-070 Via grants or contracts to other libraries or library cooperatives

22. Enter Yes or No for each item to indicate whether the SLAA funds or facilitates library access to the Internet in the specified ways.

Note: The Internet is the global network of networks that, via a standardized addressing system and a common primary command structure, enables individuals and organizations to communicate via electronic mail, to access a host of online databases and other electronic information resources, and to transfer files electronically.

Training or consulting to facilitate access (items M-080 and M-090):

M-080 Library staff (State and local). Includes all activities that facilitate Internet awareness and use by library staff (State and local) and "training the trainer" activities.

M-090 State library end-users. Includes all activities that facilitate Internet awareness and use by actual or potential State library end-users.

M-100 Providing direct funding for Internet access. Includes any grants of State, federal, and/or other SLAA funds to libraries or related organizations that facilitate (1) establishing Internet accounts for library-related individuals or organizations; (2) acquiring computer hardware, software, or peripherals necessary for Internet access; and (3) training or consulting with actual and potential Internet users.

M-110 Providing equipment. Includes computer hardware, software, and peripherals necessary for Internet access. Critical types of equipment, beyond basic hardware and operating system software, include modems and telecommunications software.

M-120 Providing access to directories, databases, or online catalogs via the Internet. Includes bibliographic files, locator files, and/or full text databases produced or licensed by the State Library Administrative Agency and available via the Internet.

**Note:** This item focuses on content available via the Internet.

- M-130 Managing a Web site, file server, bulletin boards, or electronic mailing lists. Includes the development and maintenance of Internet menu systems, operation of equipment that provides Internet access to multiple files or posting of electronic messages via the Internet.
- Note:** This item focuses on the structure through which content is available via the Internet.
23. Enter in the spaces provided the number of workstations that are used for Internet access by the general public in all SLAA outlets that serve the public, by the specified categories. Include terminals used by both the SLAA staff and the public. Exclude terminals that are for SLAA staff use only
- Note:** Report data only for all SLAA outlets that serve the general public. Exclude data for: (a) a local public or academic library serving as a State resource center or State reference/ information service center under contract with the SLAA; (b) outlets that only serve blind and physically handicapped individuals through the National Library Service for the Blind and Physically Handicapped, Library of Congress; (c) outlets that only serve residents of State correctional institutions or residents of other State institutions; (d) outlets that only serve State government employees; and (e) non-SLAA outlets, even though the SLAA may provide funding or services to such outlets.
- M-140 Number of library-owned public-access graphical workstations that connect to the Internet for a dedicated purpose (e.g., to access an OPAC or specific database, or to train the public) or multiple purposes. (For this count, the term "library-owned" includes computers leased by the State library agency.)
- M-150 Number of all other public access Internet workstations in the library. (Report non-library computers placed in the library by other agencies or groups. Report non-graphical workstations.)



## **Part M (b): Electronic Services and Information**

24. Enter in the spaces provided total SLAA expenditures for statewide database licensing, by source of revenue. These expenditures should also be reported in Part K.
- M-160 Statewide database licensing. Statewide contracted rights for access to and use of database(s) by libraries that are parties to a licensing agreement.
25. Enter Yes or No for each item to indicate whether statewide database licenses, paid for by the funds reported in question 25, include access by the following:
- M-170 Public libraries (definition is provided in question 5).
- M-180 Academic libraries (definition is provided in question 5).
- M-190 School library media centers (definition is provided in question 5).
- M-200 Special libraries (definition is provided in question 5).
- M-210 Library cooperatives (definition is provided in question 5).
- M-220 Other State agencies
- M-230 Remote users. Authorized users having access to and use of licensed database(s) from sites outside of a library building.
26. Enter Yes or No to indicate whether the SLAA facilitates or subsidizes electronic access to the bibliographic records or holdings of other libraries in the State, by the specified categories.
- M-240 Web-based union catalog (international, national, statewide, multistate, and regional). A Web-based union catalog makes the aggregated electronic holdings of libraries in a nation, region, a library cooperative serving more than one type of library, or a State available via the World Wide Web. Holdings and indexes for a Web-based union catalog are mounted on a server that is connected to the Internet. Access to the bibliographic information in a web-based union catalog is available to any user with an Internet connection and a standard Web browser. National union catalogs include The Library of Congress and OCLC. OCLC also provides the holdings of libraries outside the United States.

**Note:** Report access to a Web-based union catalog via a Z39.50 gateway in this item, as it is a Web-based protocol.

M-250 Other type of electronic access. If the SLAA facilitates or subsidizes a type of electronic access to the holdings of other libraries in the State not covered in item M-240, enter Yes for this item.

M-260 Specify. If Yes was indicated for item M-250, enter the type of electronic access in this item.

27. Enter Yes or No to indicate whether the SLAA is an applicant for the Universal Service Program (also known as the E-rate discount program).

M-270 Applicant for Universal Service Program. The Universal Service Program was established by the Federal Communications Commission (FCC) under the Telecommunications Act of 1996. To be considered an applicant, the SLAA must have an FCC Form 470 and Form 471 on file with the FCC.