Appendices for

The IMLS Evaluation of Grant Programs Funded by the American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act
OMB Control No. <mark>3137-NEW</mark>

Contents

Appendix A – Respondent Contact Letters from IMLS

These initial virtual letters will be sent by IMLS email on behalf of the project to potential respondents, informing them of the purpose of the project, the American Institute of Research's role, and the forthcoming request for data collection (interviews) from the American Institute of Research. These letters will be customized to the respondent type (Universe One or Two) and will be sent approximately two weeks before the American Institute for Research plans to contact the respondent for data collection.

<u>Letters to Universe One – Individual Interviews with 50 States and DC</u>

To: [Email address for identified contact]

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant programs

Dear State Library Administrative Agencies,

You can provide insight into how your SLAA's emergency needs evolved during the pandemic and how your organization's other emergency needs emerged while you were receiving American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant program funding. You can provide worthwhile information on your experience with the IMLS's ARPA and CARES Act granting structure and whether this granting structure aligned with the overall needs of your SLAA, your libraries and the communities that you serve. It would also be beneficial to hear about any new opportunities that emerged from IMLS's CARES and ARPA funding at your SLAA or your libraries as the emergency stabilized during the pandemic?

To gather feedback from SLAAs, IMLS will hold individual interviews of State Library Administrative Agencies in [Month].

The discussion will be focused on the use and effectiveness of the ARPA and CARES funds, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Participation is voluntary and will not impact your relationship with IMLS or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. AIR will report no personally identifiable or organizationally identifiable individual responses to IMLS.

Multiple interview sessions will be offered to SLAAs to provide an opportunity for you to participate.

The deadline to register for the interview sessions is XXXXX, 2024. Additional information, including how to register and the interview schedule, can be accessed XXXX. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

<u>Letters to Universe One – Focus Group Discussion with US Territories</u>

To: [Email address for identified contact]

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant program funding

Dear State Library Administrative Agencies,

You can provide insight into how your SLAA's emergency needs evolved during the pandemic and how your organization's other emergency needs emerged while you were receiving American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant program funding. You can provide worthwhile information on your experience with the IMLS's ARPA and CARES Act granting structure and whether this granting structure aligned with the overall needs of your SLAA, your libraries and the communities that you serve. It would also be beneficial to hear about any new opportunities that emerged from IMLS's ARPA and CARES Act grant program funding at your SLAA or your libraries as the emergency stabilized during the pandemic?

To gather feedback from SLAAs, IMLS will hold a small focus group discussion of State Library Administrative Agencies in US Territories in [Month].

The discussion will be focused on the use and effectiveness of the ARPA and CARES funds, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Participation is voluntary and will not impact your relationship with IMLS or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. AIR will report no personally identifiable or organizationally identifiable individual responses to IMLS.

To interview SLAA representatives from all the US Territories in one session, we will offer a few options regarding date and time to gather your insights in a group setting.

The deadline to identify your availability for the various sessions XXXXX, 2024. Additional information, including how to register and the schedule, can be accessed XXXX. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

<u>Letters to Universe One – Focus Group Discussion with Freely Associated States</u>

To: [Email address for identified contact]

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant program funding

Dear State Library Administrative Agencies,

You can provide insight into how your SLAA's emergency needs evolved during the pandemic and how your organization's other emergency needs emerged while you were receiving American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant program funding. You can provide worthwhile information on your experience with the IMLS's ARPA and CARES Act granting structure and whether this granting structure aligned with the overall needs of your SLAA, your libraries and the communities that you serve. It would also be beneficial to hear about any new opportunities that emerged from IMLS's ARPA and CARES Act grant program funding at your SLAA or your libraries as the emergency stabilized during the pandemic?

To gather feedback from SLAAs, IMLS will hold a small focus group discussion of State Library Administrative Agencies in Freely Associated States in [Month].

The discussion will be focused on the use and effectiveness of the ARPA and CARES funds, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Participation is voluntary and will not impact your relationship with IMLS or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. AIR will report no personally identifiable or organizationally identifiable individual responses to IMLS.

To interview SLAA representatives from all the Freely Associated States in one session, we will offer a few options regarding date and time to gather your insight in a group setting.

The deadline to identify your availability for the various sessions XXXXX, 2024. Additional information, including how to register and the schedule, can be accessed XXXX. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

Letters to Universe One – Program Officers supporting formula grants.

To: <mark>[Email address for identified contact]</mark>

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant program funding

Dear Program Officers,

The Institute for Museums and Library Services (IMLS) is seeking input from Program Officers that support states that received American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant program funds through formula grants.

You have important insight and information into the challenges faced by the states during the pandemic as well as how emergency needs evolved during the pandemic for SLAAs and other libraries in your states. You also can provide insight into new opportunities that emerged for libraries receiving IMLS's ARPA and CARES Act grant program funding as the emergency stabilized during the pandemic. In addition, you can provide beneficial information on new services or revised programming that states implemented in response to their community's needs.

We value your experiences and wish to build from lessons learned as we consider a path forward.

To gather feedback from SLAAs, IMLS will hold a series of one (1) hour interview sessions in <mark>[Month]</mark>.

This effort will involve structured interviews with Program Officers. The discussion will be focused on the use and effectiveness of the ARPA and CARES Act grant program funds, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Participation is voluntary and will not impact your relationship with IMLS or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. AIR will report no personally identifiable or organizationally identifiable individual responses to IMLS.

Multiple interview sessions will be offered to SLAAs to provide an opportunity for you to participate.

The deadline to register for the interview sessions is XXXXX, 2023. Additional information, including how to register and the interview schedule, can be accessed XXXX. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

<u>Letters to Universe Two (Library Awardees)</u>

To: <mark>[Email address for identified contact]</mark>

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant program funding

Dear IMLS Awardees,

The Institute for Museums and Library Services (IMLS) is seeking input from Libraries that were awarded American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant program funding.

You can provide insight into the challenges faced by your library administering IMLS's ARPA and CARES Act grant program funding as well as provide understanding into opportunities that emerged from the availability of the funding as the emergency stabilized. IMLS would also like to learn about whether the funding allowed your organization to accomplish something that you would not have been able to do without this funding. In addition, you can provide valuable insight into what methods or strategies your library used to apply funds in the areas of greatest need during the emergency period.

To gather feedback from library awardees, IMLS will hold a series of one (1) hour interview sessions in <mark>[Month]</mark>.

This effort will involve structured interviews with small groups of library awardees. The discussion will be focused on the use and effectiveness of the ARPA and CARES Act grant program funds, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Participation is voluntary and will not impact your relationship with IMLS or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. AIR will report no personally identifiable or organizationally identifiable individual responses to IMLS.

Multiple interview sessions will be offered to library awardees, to provide an opportunity for you to participate.

The deadline to register for the interview sessions is <mark>XXXXX</mark>, 2024. Additional information, including how to register and the interview schedule, can be accessed <mark>XXXX</mark>. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

<u>Letters to Universe Two (Museum Awardees)</u>

To: [Email address for identified contact]

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant program funding

Dear IMLS Awardees,

The Institute for Museums and Library Services (IMLS) is seeking input from Museums that were awarded American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant program funding.

You can provide insight into the challenges faced by your museum administering IMLS's ARPA and CARES Act grant program funding as well as provide understanding into opportunities that emerged from the availability of the funding as the emergency stabilized. IMLS would also like to learn about whether the funding allowed your organization to accomplish something that you would not have been able to do without this funding. In addition, you can provide valuable insight into what methods or strategies your museum used to apply funds in the areas of greatest need during the emergency period.

To gather feedback from museum awardees, IMLS will hold a series of one (1) hour interview sessions in [Month].

This effort will involve structured interviews with small groups of museum awardees. The discussion will be focused on the use and effectiveness of the ARPA and CARES Act grant program funds, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Participation is voluntary and will not impact your relationship with IMLS or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. AIR will report no personally identifiable or organizationally identifiable individual responses to IMLS.

Multiple interview sessions will be offered to museum awardees, to provide an opportunity for you to participate.

The deadline to register for the interview sessions is XXXXX, 2024. Additional information, including how to register and the interview schedule, can be accessed XXXX. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

Letters to Universe Two (Program Officer)

To: <mark>[Email address for identified contact]</mark>

From: IMLS

Subject: Requesting your input on IMLS's CARES and ARPA grant program funding

Dear Program Officer,

The Institute for Museums and Library Services (IMLS) is seeking input from Program Officers that supported discretionary grantmaking for the American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act grant programs.

You have important insight and information into the challenges faced by the states during the pandemic as well as how emergency needs evolved during the pandemic museums and libraries. You also can provide insight into new opportunities that emerged for libraries and museums receiving IMLS's ARPA and CARES Act grant program funding as the emergency stabilized during the pandemic. In addition, you can provide beneficial information on new services or revised programming that museums and libraries implemented in response to their community's needs.

We value your experiences and wish to build from lessons learned as we consider a path forward.

To gather feedback from Program Officers, IMLS will hold a series of listening sessions in November.

This effort will involve structured interviews with Program Officers. Discussion will be focused on the use and effectiveness of the ARPA and CARES grant programs, identifying lessons learned, as well as identifying and understanding gaps and needs in continuing post-recovery activities. The listening sessions will also include questions related to identifying methods to improve or inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

IMLS has contracted with American Institutes for Research (AIR), to conduct this study. Your participation is entirely voluntary and will have no impact on your relationship with ARPA and CARES Act funding programs, IMLS, or the Federal Government. Any information you provide to AIR will be reported to IMLS in aggregate form only. No personally identifiable individual responses will be reported.

Multiple interview sessions will be offered to program officers, to provide an opportunity for you to participate.

The deadline to register for the interview sessions is <mark>XXXXX, 2023</mark>. Additional information, including how to register and the interview schedule, can be accessed <mark>XXXX</mark>. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you for joining IMLS in this important conversation.

Best,

Appendix B – Interview Contact Letter and Guide/Questions

This section provides (a) the invitation emails that will be sent by the American Institute of Research (AIR), inviting respondents to participate (see Appendix A for Respondent Contact Letters from IMLS which will precede this outreach); (b) introductory and informed consent language that will be used by the AIR at the start of every interview; and (c) questionnaires for each respondent group. What is outlined below is the interview questions for the various Universe populations. Each population has specific questions oriented to them.

Follow up Interview Invitation Emails for all Universes and Program Officers except for Universe One – US Territories and Universe One – Freely Associated States

Subject: Interview for the Institute of Museum and Library Services's (IMLS) Evaluation of Grant Programs Funded by the American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act

Dear {First Name},

I am part of a team of researchers from the American Institute of Research working with the Institute of Museum and Library Services (IMLS) to analyze and review the administrative processes, distribution, and use of roughly $250 million in ARPA and CARES Act funded grant programs. The effort aims to review the use and effectiveness of the ARPA and CARES Act grant program funds, identify lessons learned, and understand gaps and needs in continuing post-recovery activities. We are also looking to identify and inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

We would like to interview you…

- **[to Universe One – 50 States and DC**]: to gather information on how your SLAA's emergency needs evolved during the pandemic. You also can provide worthwhile information on your experience with the IMLS's ARPA and CARES Act granting structure and whether this granting structure aligned with the overall needs of your SLAA, your libraries and the communities that you serve. We would also like to hear if any new opportunities that emerged from IMLS's ARPA and CARES Act grant program funding at your SLAA or your libraries.
- **[to Program Officers supporting Universe One SLAAs**]; to gather your insight into the challenges faced by the SLAAs during the pandemic as well as how emergency needs evolved during the pandemic for SLAAs and other libraries in your states. We are also hoping you can provide understanding into new opportunities that emerged for libraries receiving IMLS's ARPA and CARES Act grant program funding as the emergency stabilized during the pandemic and look forward to gathering information on new services or revised programming that states implemented in response to their community's needs.
- **[to Universe Two, Museum Awardees]** to gather insight into the challenges faced by your museum administering IMLS's ARPA and CARES Act grant program funding as well as provide understanding into opportunities that emerged from the availability of the funding as the emergency stabilized. IMLS would also like to learn about whether the funding allowed your organization to accomplish something that you would not have been able to do without this funding.
- **[to Universe Two, Library Awardees**] to gather insight into the challenges faced by your library administering IMLS's ARPA and CARES Act grant program funding as well as provide understanding into opportunities that emerged from the availability of the funding as the

emergency stabilized. IMLS would also like to learn about whether the funding allowed your organization to accomplish something that you would not have been able to do without this funding.

- **[to Program Officers supporting Universe Two]** gather your insight into the challenges faced by the states during the pandemic as well as how emergency needs evolved during the pandemic for museums and libraries. We are also hoping you can provide understanding into new opportunities that emerged for libraries and museums receiving IMLS's ARPA and CARES Act grant program funding as the emergency stabilized during the pandemic and look forward to gathering information on new services or revised programming that states implemented in response to their community's needs.

This interview is entirely voluntary and, should you choose to participate, will last no longer than 60 minutes. We will be conducting interviews between [Month YEAR] at a time convenient to you.

We will be using Microsoft Bookings to facilitate easy interview scheduling. We are aiming to complete scheduling for interviews as soon as possible. At your earliest convenience, **[follow this link]** to **select an interview time and day that works for you**. After you select an interview appointment you will receive a confirmation email with a Zoom link for the virtual interview session.

The deadline to register for the interview sessions is XXXXX, YEAR. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you again for considering this interview request.

Best,

Follow up Interview Invitation Emails for Universe One – US Territories and Universe One – Freely Associated States

Subject: Interview for a study on Institute of Museum and Library Services's (IMLS) **American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act** Grant Programs for US Territories

Dear {First Name},

I am part of a team of researchers from the American Institute of Research (AIR) working with the IMLS to analyze and review the administrative processes, distribution, and use of roughly $250 million in ARPA and CARES Act funded grant programs. The effort aims to review the use and effectiveness of the ARPA and CARES Act grant program funds, identify lessons learned, and understand gaps and needs in continuing post-recovery activities. We are also looking to identify and inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

- **[to Universe One – US Territories]**: to gather information in a focus group discussion on how your SLAA's emergency needs evolved during the pandemic. You also can provide worthwhile information on your experience with the IMLS's CARES and ARPA granting structure and whether this granting structure aligned with the overall needs of your SLAA, your libraries and the communities that you serve. We would also like to hear if any new opportunities that emerged from IMLS's ARPA and CARES Act grant program funding at your SLAA or your libraries.

This focus group discussion is entirely voluntary and, should you choose to participate, will last no longer than 90 minutes. We will be conducting interviews between [Month] 2024 at a time convenient to you.

To facilitate a time that most of the US Territory participants are available we have identified a few dates and times for the potential discussion.

We are aiming to complete the scheduling process as soon as possible. At your earliest convenience, **[follow this link]** to identify your availability. Shortly after a convenient time for the group is identified, you will receive a confirmation email with a Zoom link for the virtual interview session.

The deadline to provide your availability for the group discussion is XXXXX, 2024. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you again for considering this interview request.

Best,

Follow up Interview Invitation Emails for Universe One – Freely Associated States

Subject: Interview for a study on Institute of Museum and Library Services's (IMLS) **American Rescue Plan Act (ARPA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act** Grant Programs– Freely Associated States

Dear {First Name},

I am part of a team of researchers from the American Institute of Research working with the Institute of Museum and Library Services (IMLS) to analyze and review the administrative processes, distribution, and use of roughly $250 million in ARPA and CARES Act funded grant programs. The effort aims to review the use and effectiveness of the ARPA and CARES funds, identify lessons learned, and understand gaps and needs in continuing post-recovery activities. We are also looking to identify and inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

- **[to Universe One – Freely Associated States]**: to gather information in focus group discussion on how your SLAA's emergency needs evolved during the pandemic. You also can provide worthwhile information on your experience with the IMLS's ARPA and CARES Act grant programs granting structure and whether this granting structure aligned with the overall needs of your SLAA, your libraries and the communities that you serve. We would also like to hear if any new opportunities that emerged from IMLS's ARPA and CARES Act grant programs funding at your SLAA or your libraries.

This focus group discussion is entirely voluntary and, should you choose to participate, will last no longer than 90 minutes. We will be conducting interviews between [Month] 2024 at a time convenient to you.

To facilitate a time that most of the US Territory participants are available we have identified a few dates and times for the potential discussion.

We are aiming to complete the scheduling process as soon as possible. At your earliest convenience, **[follow this link]** to identify your availability. Shortly after a convenient time for the group is identified, you will receive a confirmation email with a Zoom link for the virtual interview session.

The deadline to provide your availability for the group discussion is XXXXX, 2024. If you have any questions or experience technical issues, please contact Matthew Sweeney (MSweeney@AIR.org) or Patricia O'Brien (POBrien@AIR.org).

Thank you again for considering this interview request.

Best,

Introduction and Consent Language Structure for Individual Structured Interviews

The following language will precede each interview.

The Institute of Museum and Library Services (IMLS) has asked the American Institute of Research (a non-profit, nonpartisan research organization in Arlington, VA) to conduct an analysis to review the administrative processes, distribution, and use of roughly $250 million in ARPA and CARES Act funded grant programs.

This study is designed to collect information to investigate the use and effectiveness of the ARPA and CARES Act grant program funds, identify lessons learned, and understand gaps and needs in continuing post-recovery activities as well as identify and inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

Your feedback is extremely important to the success of this research because as:

- **[to Universe One representatives, Program Officers supporting formula grant recipients]**: Universe One is comprised of all State Library Administrative Agencies in the United States that received formula-based funding from IMLS.

- **[to Universe Two awardees, Program Officers supporting discretionary fund awardees]**: Universe Two is comprised of all Museums and Libraries that responded to the ARPA and CARES Act Notice of Funding Opportunity (NOFO) from IMLS

This interview is completely voluntary. You may terminate it at any point for any reason and you may decline to answer any question. Your responses will be used to inform IMLS's ARPA and CARES Act grant programs analysis.

Our interview will last 60 minutes.

We will endeavor to keep all your responses confidential, so please speak freely. We will be recording today's session and taking notes to ensure that we capture everything you say and fully understand your thoughts.

The feedback you provide today will not affect any past, current, or future relationship you might have with IMLS in any way. Only the AIR research team, all of whom have signed confidentiality agreements, will have access to the recording and interview notes. We will not share the recording or notes from the interview with IMLS. In addition, the AIR team will combine the findings from all interviews in our report to IMLS, so any information shared with the agency will be in the aggregate. We will not attribute any quotes to you or use any personally identifiable information in any of our reports, unless we receive your expressed, written consent.

With that, is it okay if I begin the recording? **[Begin recording]**

Before we continue, do you have any questions about what I just said? **[Answer any questions]**

Introductory and Consent Language for Focus Group discussions with SLAAs – US Territories and Freely Associated States

The following language will precede each focus group discussion.

As many of you are aware, the Institute of Museum and Library Services (IMLS) has asked the American Institute of Research (a non-profit, nonpartisan research organization in Arlington, VA) to conduct an analysis to review the administrative processes, distribution, and use roughly $250 million in ARPA and CARES Act grant programs funds.

This study is designed to collect information to investigate the use and effectiveness of the ARPA and CARES funds, identify lessons learned, and understand gaps and needs in continuing post-recovery activities as well as identify and inform future design, technical support, and distribution of emergency or special use funds as part of an overall emergency response plan.

Your feedback is extremely important to the success of this research because as:

- **[to Universe One SLAAs - US Territories]**: Universe One SLAAs – US Territories is comprised of State Library Administrative Agencies in the US Territories that received formula-based funding from IMLS.

- **[to Universe One SLAAs - US Freely Associated States]**: Universe One SLAAs- US Freely Associated States is comprised of State Library Administrative Agencies in the US Freely Associated States that received formula-based funding from IMLS.

Your participation in this focus group is completely voluntary. You may terminate it at any point for any reason and you may decline to answer any question. Your responses will be used to inform the ARPA CARES analysis.

The group discussion will last 90 minutes.

We will endeavor to keep all your responses confidential, so please speak freely. We will be recording today's session and taking notes to ensure that we capture everything you say and fully understand your thoughts.

The feedback you provide today will not affect any past, current, or future relationship you might have with IMLS in any way. Only the AIR research team, all of whom have signed confidentiality agreements, will have access to the recording and interview notes. We will not share the recording or notes from the interview with IMLS. In addition, the AIR team will combine the findings from all interviews in our report to IMLS, so any information shared with the agency will be in the aggregate. We will not attribute any quotes to you or use any personally identifiable information in any of our reports, unless we receive your expressed, written consent.

With that, is it okay if I begin the recording? **[Begin recording]**

Before we continue, do you have any questions about what I just said? **[Answer any questions]**

Questions for Universe One – State Library Administrative Agencies

[These questions are semi-structured and tailored to the respondent and the flow of the interview.]

Introduction

1. Can you provide us with your name, title, which library you supported during the pandemic and how long you have been in that role?

COVID Needs, Goals & Impacts

2. How did your SLAA's and other libraries' emergency needs evolve during the pandemic?

    a. What other emergency needs emerged while you all were receiving CARES/ARPA money?

    b. Please describe.

3. Let us discuss your collective experiences with IMLS's ARPA and CARES Act granting structure.

    a. To what extent do you think these grant structures aligned with the overall needs of your SLAA, your libraries, and the communities they serve?

    b. Please provide specific examples or instances where you have observed alignment and misalignment between these grant structures and your needs.

4. Can you share examples of any new opportunities that emerged from IMLS's ARPA and CARES Act grant programs at your SLAA or your libraries as the emergency stabilized and abetted during the pandemic?

    a. For instance, did you start new services or expand existing services as the emergency stabilized?

5. What were the most significant challenges for your SLAA or your libraries in administering IMLS's ARPA and CARES Act grant programs, especially as it relates to funding amounts, timing, and allowances/restrictions associated with these grants?

    a. How did your SLAA address these challenges?

6. Can you describe any new practices, policies, or partnerships that were implemented during the pandemic to enhance the SLAA's capacity to support libraries?

    a. Specifically, I am interested in understanding any innovative approaches taken to address the challenges posed by the pandemic.

    b. Please provide specific examples.

7. What methods/strategies did your SLAA use to distribute funds within your state during the emergency period?

    a. Are you aware of any innovative practices or policies that were introduced to improve the administration of these emergency funds, such as subgrants, staffing changes, or policies related to remote work?

8. Now, let us discuss how your libraries used ARPA and CARES Act grant programs funds to enhance infrastructure.

    a. To what extent did funding for external services, such as bookmobiles or delivery, improve access to library resources?

    b. Did the funding contribute to improvements in broadband access or the adoption of technologies like hotspots, parking lot Wi-Fi, or laptop checkouts for community residents?

    c. Were these funds used for activities that might have otherwise been funded through other Federal programs, such as E-Rate?

    d. Were any of the funds directed toward enhancing the physical safety of library buildings through updates, such as HVAC systems or other safety measures?

9. How did your SLAA or libraries adapt collections management practices, policy, and purchasing while using ARPA and CARES Act grant programs funds?

    a. For example, did access expand or shrink because of shifting collection funds to more audio and eBook purchasing? Was this expansion/shrinking permanent or temporary?

10. Now, let us explore how in-person programs and services at your organizations have evolved with the implementation of IMLS's ARPA and CARES Act grant programs funds.

    a. What benefits or changes have you observed related to the transition to virtual services?

    b. How have these benefits varied among different population groups?

Sustainability

11. Can you describe any funded activities that occurred only during the pandemic and have concluded with the emergency and the end of the ARPA award period?

12. What kinds of funded activities occurred during the pandemic that will continue without any additional federal funds?

    a. Are there any funded activities that should continue but are not sustainable without any additional federal funds?

    b. Do you have any examples?

Equity

13. What differences between libraries dictated how funds were used?

    a. In what way did these differences influence the equitable distribution of funds across communities?

Lessons Learned

14. What impact did the constraints of a national emergency have on your state's ability to distribute the money quickly?

    a. Do you have any examples?

15. Can you describe whether or not the ARPA and CARES Act grant programs funding helped your SLAA maintain economic stability throughout the pandemic?

    a. If so, can you elaborate on how?

16. Do you think the IMLS's ARPA and CARES Act grant programs increased awareness of the IMLS brand and its Library Services and Technology Act (LSTA) grant program at the library and community level?

    a. Is there importance in that branding?

17. How did IMLS's ARPA and CARES Act grant structure compare to other Federally administered formula grant programs designed to support state and local organizational-level operations during the pandemic, particularly in the arts and humanities?

Concluding

Those are all the questions we had identified for discussion today.

1. *Is there anything you would like to add that we did not cover already?*

   [Prompt: Any final thoughts or reflections?]

2. *Do you have any questions related to the interview today?*

   [Prompt: Any final questions?]

Thank you so much for taking the time to speak with us today. The insights you have provided will help us provide effective feedback to IMLS. Enjoy the rest of your day!

Introduction

1. Can you provide us with your name, title, which states you supported during the pandemic and how long you have been in that role?

COVID Needs, Goals & Impacts

2. How did emergency needs evolve during the pandemic for SLAAs and other libraries in your states?

    a. What other emergency needs emerged for them while they were receiving CARES/ARPA money?

    b. Please describe.

3. Can you describe your experience with IMLS's CARES and ARPA granting structure?

    a. Specifically, I am interested in understanding how these grant structures aligned with the overall needs of SLAAs and the libraries and communities served by SLAAs.

    b. Please provide specific examples or instances where you have observed alignment and/or misalignment between these grant structures and the needs of SLAAs, libraries, and communities.

4. Can you share examples of any new opportunities that emerged for libraries receiving IMLS's CARES and ARPA funding as the emergency stabilized and abetted during the pandemic?

    a. For instance, did libraries start new services or expand existing services as the emergency stabilized?

5. What, in your experience, were the most significant challenges faced by SLAAs when administering IMLS's CARES and ARPA funding, considering factors such as the funding amounts, timing, and any allowances or restrictions attached to these grants?

    a. I am particularly interested in hearing about the formula system, and any issues with sub awardees.

    b. What strategies and approaches did the SLAAs use to overcome these challenges?

    c. Please provide specific examples or instances where these challenges were successfully addressed.

6. Can you describe any new practices, policies, or partnerships that were implemented during the pandemic to enhance the capacity of SLAAs in supporting libraries?

    a. Specifically, I am interested in understanding any innovative approaches taken to address the challenges posed by the pandemic.

    b. Please provide specific examples.

ARPA and CARES Funding

7. Could you describe any methods and strategies employed by SLAAs to distribute funds within their states during the emergency period?

a. I am interested in hearing about any innovative practices or policies that were introduced by SLAAs to improve the administration of these emergency funds.

b. This might include details on subgrants, staffing changes, or policies related to remote work.

8. Can you describe how ARPA and CARES funds were used to enhance the infrastructure of libraries in your states?

   a. Did funding improve access to broadband technologies, such as hotspots, parking lot Wi-Fi, or providing laptop checkouts for community residents?

   b. Were these funds used for activities that would otherwise have been funded through other Federal programs, such as E-Rate?

   c. Were any of the funds used to enhance the physical safety of library buildings through updates, such as HVAC systems or other safety measures?

   d. To what extent did funding for external services, such as bookmobiles or delivery, improve access to library resources?

9. How did libraries in your states adapt their collections management practices, policy, and purchasing while using ARPA and CARES Act funds?

   a. For example, did access expand or shrink because of shifting collection funds to more audio and eBook purchasing?

   b. Was this expansion/shrinking permanent or temporary?

10. How did in-person programs and services change with the use of ARPA and CARES Act funds?

    a. Could you elaborate on the specific advantages or changes experienced when shifting to virtual services, and how these benefits varied among different demographic groups?

Sustainability

11. Can you describe any funded activities that occurred only during the pandemic and have concluded with the emergency and the end of the ARPA and CARES Act grant programs award period?

12. What kinds of funded activities occurred during the pandemic that will continue without any additional federal funds?

    a. Are there any funded activities that should continue but are not sustainable without any additional federal funds?

    b. Do you have any examples?

Equity

13. What differences between states dictated how funds were used?

    a. In what way did these differences influence the equitable distribution of funds across communities?

Lessons Learned

14. What impact did the constraints of a national emergency have on the ability of IMLS staff and SLAAs to distribute the money quickly?

      a.   Do you have any examples?

15. Can you think of examples of how the CARES/ARPA funding helped SLAAs maintain economic stability throughout the pandemic?

16. Do you think the IMLS's CARES and ARPA funds increased awareness of the IMLS brand and its Library Services and Technology Act (LSTA) grant program at the library and community level?

      a.   Is there importance in that branding?

Concluding

Those are all the questions we had identified for discussion today.

1. *Is there anything you would like to add that we did not cover already?*

   [Prompt: Any final thoughts or reflections?]

2. *Do you have any questions related to the interview today?*

   [Prompt: Any final questions?]

Thank you so much for taking the time to speak with us today. The insights you have provided will help us provide effective feedback to IMLS. Enjoy the rest of your day!

Questions for Universe Two - Libraries that received discretionary funding by responding to the ARPA and CARES Act Grant Programs Notice of Funding Opportunities (NOFO) from IMLS

[These questions are semi-structured.]

Introduction

1. Can you provide us with your name, title, which library you supported during the pandemic and how long you have been in that role?

COVID Needs, Goals & Impacts

2. Let us discuss your collective experiences with IMLS's ARPA and CARES Act grant programs. To what extent do you think these grant programs aligned with your overall needs and those of the communities you serve?

    a. Please provide specific examples or instances where you have observed alignment and misalignment between these grant structures and needs.

3. Can you share examples of any new opportunities that emerged from IMLS's ARPA and CARES Act grant programs funding at your organization as the emergency stabilized and abetted during the pandemic?

    a. What were you able to do that you would not have been able to do without this funding?

4. What were your most significant challenges in receiving IMLS's ARPA and CARES Act grant programs funding, especially as it relates to funding amounts, timing, and allowances/restrictions associated with these grants?

    a. Was there anything that you would have asked for but was unallowable?

    b. What strategies did you use to overcome these challenges?

5. Can you describe any new practices, policies, or partnerships that you implemented during the pandemic to enhance your organization's capacity to support the community?

    a. Specifically, I am interested in understanding the innovative approaches taken to address the challenges posed by the pandemic.

    b. Please provide specific examples.

CARES & ARPA Funding

6. What methods/strategies did your organization use to apply funds to areas of greatest need during the emergency period?

    a. Are you aware of any innovative practices or policies that were introduced by your organization to improve the administration of these emergency funds, such as subgrants, staffing changes, or policies related to remote work?

7. Now, let us discuss how your organization might have used the ARPA and CARES Act grant programs funds to enhance operations.

    a. Did the funding contribute to improvements in broadband access or the adoption of technologies like hotspots, parking lot Wi-Fi, or laptop checkouts for community residents?

b. Were these funds used for activities that might have otherwise been funded through other Federal programs, such as E-Rate?

c. Were any of the funds directed toward enhancing the physical safety of buildings through updates, such as HVAC systems or other safety measures?

d. To what extent did funding for external services, such as mobile libraries/museums or delivery, improve access to your organization's resources?

8. Did your organization adapt its collections management practices, policies, and purchasing while using ARPA and CARES Act grant programs funds?

a. For example, did access expand or shrink because of digitization efforts?

b. Was this expansion/shrinking permanent or temporary, and did it affect specific groups?

9. Now, let us explore how in-person programs and services at your organizations might have evolved due to the implementation of IMLS's ARPA and CARES Act grant programs funds.

a. Did you observe benefits or changes related to the transition to virtual services?

b. How have these benefits varied among different population groups?

Sustainability

10. Were there any funded activities that occurred only during the pandemic and have concluded with the emergency and the end of the award period?

11. What kinds of funded activities occurred during the pandemic that will continue without any additional federal funds?

12. What kinds of funded activities advanced promising practices, policies and activities as your organization transitioned from the pandemic emergency to normal operations?

a. How can these inform the next emergency plan and response?

Lessons Learned

13. Did ARPA and CARES Act grant programs funds help your organization maintain economic stability throughout the pandemic?

a. If so, how?

14. How well was your organization able to use ARPA and CARES Act grant programs funds to address pandemic-related needs?

15. Do you think the IMLS's ARPA and CARES Act grant programs funds increased awareness of the IMLS brand and its discretionary grant programs for organizations at the field-wide and community-level?

a. Is there importance in that branding?

Concluding

Those are all the questions we had identified for discussion today.

1. *Is there anything you would like to add that we did not cover already?*

   [Prompt: Any final thoughts or reflections?]

2. *Do you have any questions related to the interview today?*

   [Prompt: Any final questions?]

Thank you so much for taking the time to speak with us today. The insights you have provided will help us provide effective feedback to IMLS. Enjoy the rest of your day!

Questions for Universe Two - Museums that received discretionary funding by responding to the ARPA and CARES Act Grant Programs Notice of Funding Opportunities (NOFO) from IMLS

Introduction

1. Can you provide us with your name, title, which museum you supported during the pandemic and how long you have been in that role?

COVID Needs, Goals & Impacts

2. Let us discuss your collective experiences with IMLS's ARPA and CARES Act grant programs.

    a. To what extent do you think these grant programs aligned with your overall needs and those of the communities you serve?

    b. Please provide specific examples or instances where you have observed alignment and misalignment between these grant structures and needs.

3. Can you share examples of any new opportunities that emerged from IMLS's ARPA and CARES Act grant programs funding at your organization as the emergency stabilized and abetted during the pandemic?

    a. What were you able to do that you would not have been able to do without this funding?

4. What were your most significant challenges in receiving IMLS's ARPA and CARES Act grant programs funding, especially as it relates to funding amounts, timing, and allowances/restrictions associated with these grants?

    a. Was there anything that you would have asked for but was unallowable?

    b. What strategies did you use to overcome these challenges?

5. Can you describe any new practices, policies, or partnerships that you implemented during the pandemic to enhance your organization's capacity to support the community?

    a. Specifically, I am interested in understanding the innovative approaches taken to address the challenges posed by the pandemic.

    b. Please provide specific examples.

CARES & ARPA Funding

6. What methods/strategies did your organization use to apply funds to areas of greatest need during the emergency period?

    a. Are you aware of any innovative practices or policies that were introduced by your organization to improve the administration of these emergency funds, such as subgrants, staffing changes, or policies related to remote work?

7. Now, let us discuss how your organization might have used the ARPA and CARES Act grant programs funds to enhance operations.

    a. Did the funding contribute to improvements in broadband access or the adoption of technologies like hotspots, parking lot Wi-Fi, or laptop checkouts for community residents?

    b. Were these funds used for activities that might have otherwise been funded through other Federal programs, such as E-Rate?

    c.   Were any of the funds directed toward enhancing the physical safety of buildings through updates, such as HVAC systems or other safety measures?

    d.   To what extent did funding for external services, such as mobile libraries/museums or delivery, improve access to your organization's resources?

8. Did your organization adapt its collections management practices, policies, and purchasing while using ARPA and CARES Act grant programs funds?

    a.   For example, did access expand or shrink because of digitization efforts?

    b.   Was this expansion/shrinking permanent or temporary, and did it affect specific groups?

9. Now, let us explore how in-person programs and services at your organizations might have evolved due to the implementation of IMLS's ARPA and CARES Act grant programs funds.

    a.   Did you observe benefits or changes related to the transition to virtual services?

    b.   How have these benefits varied among different population groups?

Sustainability

10. Were there any funded activities that occurred only during the pandemic and have concluded with the emergency and the end of the award period?

11. What kinds of funded activities occurred during the pandemic that will continue without any additional federal funds?

12. What kinds of funded activities advanced promising practices, policies and activities as your organization transitioned from the pandemic emergency to normal operations?

    a.   How can these inform the next emergency plan and response?

Lessons Learned

13. Did ARPA and CARES Act grant programs funds help your organization maintain economic stability throughout the pandemic?

    a.   If so, how?

14. How well was your organization able to use ARPA and CARES Act grant programs funds to address pandemic-related needs?

15. Do you think the IMLS's ARPA and CARES Act grant programs funds increased awareness of the IMLS brand and its discretionary grant programs for organizations at the field-wide and community-level?

    a.   Is there importance in that branding?

16. How did discretionary grants for Museums compare to formula funding for Libraries and other state-based grant distribution programs?

    a.   Is this model feasible in the museum field?

Concluding

Those are all the questions we had identified for discussion today.

1. *Is there anything you would like to add that we did not cover already?*

[Prompt: Any final thoughts or reflections?]

2. *Do you have any questions related to the interview today?*

   [Prompt: Any final questions?]

Thank you so much for taking the time to speak with us today. The insights you have provided will help us provide effective feedback to IMLS. Enjoy the rest of your day!

Questions for Universe Two- Program Officers supporting discretionary fund awardees.

[These questions are semi-structured.]

Introduction

1. Can you provide us with your name, title, and which grant programs you supported during the pandemic and how long you have been in that role?

COVID Needs, Goals & Impacts

2. Can you describe your experience with IMLS's CARES and ARP Act NOFO design?

    a. Specifically, I am interested in understanding how the CARES and ARP Act NOFO design aligned with the overall needs of museums and libraries, and the communities they serve.

    b. Please provide specific examples or instances where you have observed alignment and misalignment between NOFO design and the needs of museums, libraries, and communities.

3. Can you share examples of any new opportunities that emerged for libraries and museums receiving IMLS's CARES and ARP Act funding as the emergency stabilized and abetted during the pandemic?

    a. For instance, did libraries and museums start new services or expand existing services as the emergency stabilized?

    b. What were libraries and museums able to do that they would not have been able to do without this funding?

4. What, in your experience, were the most significant challenges faced by museums and libraries when administering IMLS's CARES and ARP Act funding, considering factors such as the funding amounts, timing, and any allowances or restrictions attached to these grants?

    a. What strategies and approaches did museums and libraries use to overcome these challenges?

5. Can you describe any new practices, policies, or partnerships implemented during the pandemic to enhance museums' and libraries' capacity to support their communities?

    a. Specifically, I am interested in understanding the innovative approaches taken to address the challenges posed by the pandemic.

    b. Please provide specific examples.

CARES & ARPA Funding

6. Could you describe how museums and libraries used funds within their respective locales?

    a. I am interested in hearing about any innovative practices or policies that were introduced by museums and libraries to improve the administration of these emergency funds.

    b. This might include details on partnerships, staffing changes, or policies related to remote work.

7. Program officers: Can you describe how CARES/ARP Act funds were used to improve the operations of museums and libraries?

    a. Did funding improve access to broadband technologies, such as hotspots, parking lot Wi-Fi, or providing laptop checkouts for their community residents?

b. Were these funds used for activities that would otherwise have been funded through other Federal programs, such as E-Rate?

c. Were any of the funds used to enhance the physical safety of buildings through updates, such as HVAC systems or other safety measures?

d. To what extent did funding for external services, such as mobile libraries/ museums or delivery, improve access to the organizations and their resources?

8. How did museums and libraries adapt their collections management practices, policies, and purchasing while using CARES and ARP Act funds?

a. For example, did access expand or shrink with a given audience because of digitization efforts?

b. Was this expansion/shrinking permanent or temporary, and did it affect specific groups?

9. How did in-person programs and services change with the use CARES and ARP Act funds?

a. Could you elaborate on the specific advantages or changes experienced when shifting to virtual services, and how these benefits varied among various demographic groups?

Sustainability

10. Can you describe any funded activities that occurred only during the pandemic and have concluded with the emergency and the end of the award period?

11. What kinds of funded activities occurred during the pandemic that will continue without any additional federal funds?

12. What kinds of funded activities advanced promising practices, policies and activities as organizations transitioned from the pandemic emergency to normal operations?

a. How can these inform the next emergency plan and response?

Lessons Learned

13. What impact did the constraints of a national emergency have on the ability of IMLS staff to distribute the money quickly in helping to respond to emergency needs of libraries and museums?

14. How did CARES/ARP Act funds help libraries and museums maintain economic stability throughout the pandemic?

15. How well were museums and libraries able to use CARES/ARP Act funds to address pandemic-related needs?

16. Do you think the IMLS's CARES & ARP Act funds increased awareness of the IMLS brand and its discretionary grant programs for libraries and museums at the field-wide and community-level?

a. Is there importance in that branding?

17. How did discretionary grants for Museums compare to formula funding for Libraries and other state-based grant distribution programs?

a. What were the differences internally?

b. Is this model feasible in the museum field?

Concluding

Those are all the questions we had identified for discussion today.

1. *Is there anything you would like to add that we did not cover already?*

    [Prompt: Any final thoughts or reflections?]

2. *Do you have any questions related to the interview today?*

    [Prompt: Any final questions?]

Thank you so much for taking the time to speak with us today. The insights you have provided will help us provide effective feedback to IMLS. Enjoy the rest of your day!

Appendix F – Crosswalk of Data Collection and Research Questions

Grants to States – Universe One			
RQ Section	Sub-Question	Data Collection Methods	Protocol questions
(a) COVID Needs, Goals & Impacts: What were the greatest challenges for SLAAs at the beginning of the pandemic, and in what ways did SLAAs use ARPA and CARES funds to address those challenges, both immediately and as they evolved over time?			
	1. What were the immediate emergency needs for SLAAs? What other emergency needs emerged over time?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers and SLAA Representatives),	*Universe 1 - SLAAs (# 2); Program officers (#2)*
	2. To what extent did IMLS's ARPA and CARES granting structures align with SLAAs and the needs of the libraries and communities they serve?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (# 3); Program officers (#3)*
	3. What new opportunities presented themselves with IMLS's ARPA and CARES Act grant programs funding as the emergency stabilized and abetted during the pandemic?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#4); Program officers (#4)*
	4. What were the greatest challenges for SLAAs administering IMLS's ARPA and CARES Act grant programs funding, including amounts, timing, and allowances/restrictions? How did SLAAs address those challenges?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#5); Program officers (#5)*
		Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	5. What kinds of new practices, policies or partnerships emerged to increase the capacity of SLAAS to support their libraries during the pandemic?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#6); Program officers (#6)*
(b) ARPA and CARES Funding: How did SLAAs plan for, make decisions, and ultimately use the emergency grant funds to respond to pandemic related needs in their territories? How successful or challenging was the effort to distribute the funds in a timely, prudent, and/or successful manner?			
	1. How did SLAAs distribute funds within their respective locales, and in what ways did they introduce new practices or policies to better	Administrative Grant Data (eGMS, SPR, etc.), Financial Reports	*N/A*

Grants to States – Universe One

RQ Section	Sub-Question	Data Collection Methods	Protocol questions
	administer the emergency monies (e.g., subgrants, hiring new staff, remote-work allowances)?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#7); Program officers (#7)*
	2. What were key attributes of funds used for different "operational modalities" (e.g., PPE, outdoor furniture, implementation of curbside pick-up, installation of plexiglass dividers, ability to update library card online)? What were the distribution trends of the allocations of funds to projects at the national, state, and local levels (total and per capita)?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	3. In what ways were funds used to improve libraries' infrastructure? i) Did funding improve access to broadband or technologies, such as hotspots, parking lot Wi-Fi, or providing laptop checkouts for their community residents? Were these funds in particular used for activities that may have otherwise been funded through other Federal programs, such as E-Rate? ii) Did funding improve the physical safety of buildings through updates such as HVAC systems? iii) Did funding for external services, such as bookmobiles or delivery, improve access to library assets?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#8); Program officers (#8)*
	4. How did collections management practices, policy, and purchasing adapt using IMLS's ARPA and CARES Act grant programs funds? Did access expand or shrink permanently or temporarily as a result of shifting collection funds to more audio and eBook purchasing relative to physical book purchases?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#9); Program officers (#9)*
	5. In what ways did in-person programs & services change with the use of IMLS's ARPA and CARES	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*

Grants to States – Universe One			
RQ Section	Sub-Question	Data Collection Methods	Protocol questions
	Act grant programs funds? In transitioning partly or fully to virtual services, how did these benefits vary across different population groups?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#10); Program officers (#10)*
(c) Sustainability: How well did SLAAS sustain IMLS's funded ARPA and CARES Act grant programs activities beyond the grant period? What effects will these changes have on the field going forward? What have been the related long-term sustainability issues? What is replicable and scalable?			
	1. What kinds of funded activities occurred only during the pandemic and have concluded as a result of the emergency and project award ending?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#11); Program officers (#11)*
	2. What kinds of funded activities occurred during the pandemic that will continue and are sustainable without additional funds from G2S funds and/or other Federal programs? What kinds of activities should be continued but are not sustainable without additional funds from G2S and or other Federal programs?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#12); Program officers (#12)*
(d) Equity: What insights have been garnered about the equity of distribution of IMLS's ARPA and CARES funds, including geographics and demographics?			
	1. What were the differentiating factors across states, such as policies or organizational structures, which dictated the use of funds, and in what ways did this influence equitable distribution across communities?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#13); Program officers (#13)*
(e) Lessons Learned: What were the key successes and failures associated with spending of ARPA and CARES funds for use by the SLAA partners? What do these findings convey about ways to improve actions by Federal, state, and local entities in transitioning out of COVID and in planning a potential response to a future emergency?			
	1. What types of outcomes like those associated with literacy and information access can be attributable to emergency funding?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	2. What impact did the constraints of a national emergency have on the ability of IMLS staff and SLAAs to distribute the money quickly in helping to respond to emergency needs?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#14); Program officers (#14)*

Grants to States – Universe One			
RQ Section	Sub-Question	Data Collection Methods	Protocol questions
	3. How did the funds help SLAAs maintain economic stability throughout the pandemic?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers and SLAA Representatives)	*Universe 1 - SLAAs (#15); Program officers (#15)*
	4. How well were SLAAs able to distribute funds to libraries for them to address pandemic-related needs?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	5. Did the IMLS's ARPA and CARES Act grant programs funds increase awareness of the IMLS brand and its Library Services and Technology Act (LSTA) grant program at the library and community-level? How important was this?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers, SLAA Representatives)	*Universe 1 - SLAAs (#16); Program officers (#16)*
	6. How did IMLS's structure compare to other arts and humanities-focused Federally administered formula grant programs designed to support state and local organizational-level operations during the pandemic?	Interviews (Program Officers, SLAA Representatives)	*Universe 1 – SLAAs (#17)*

Discretionary – Universe Two			
RQ Section	**Sub-Question**	**Data Collection Methods**	**Protocol questions**
1) COVID Needs, Goals & Impacts: What were the greatest challenges for museums and libraries at the beginning of the pandemic, and in what ways did museums and libraries use CARES & ARPA funds to address those challenges, both immediately and as they evolved over time?			
	a) What were the immediate emergency needs for museums and libraries? What other emergency needs emerged over time?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	b) To what extent did the IMLS ARPA and CARES Act NOFO design align with museums and libraries and the needs of the museums, libraries, and communities they serve?	Interviews, (Program Officers and Museum & Library Awardees)	*Universe 2 – Libraries (#2); Museums (#2); Program officers (#2)*
	c) What new opportunities presented themselves with IMLS's ARPA and CARES Act grant programs funding as the emergency stabilized and abetted during the pandemic?	Interviews, (Program Officers and Museum & Library Awardees)	*Universe 2 – Libraries (#3); Museums (#3); Program officers (#3)*
	d) What were the greatest challenges for museums and libraries administering IMLS's ARPA and CARES Act grant programs funding, including amounts, timing, and allowances/restrictions? How did museums and libraries address those challenges?	Interviews, (Program Officers and Museum & Library Awardees)	*Universe 2 – Libraries (#4); Museums (#4); Program officers (#4)*
		Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	e) What kinds of new practices, policies or partnerships emerged to increase the capacity of museums and libraries to support their communities during the pandemic?	Interviews, (Program Officers and Museum & Library Awardees)	*Universe 2 – Libraries (#5); Museums (#5); Program officers (#5)*
	f) Do subsets of the museum field and library field that are targeted by IMLS's other grant programs—African American museums, Native American/Native Hawaiian museums, Latino museums, and small museums—have different or specific needs in emergencies?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
2) CARES & ARPA Funding: How did museums and libraries plan for, make decisions, and ultimately use the emergency grant funds to respond to pandemic related needs in their territories? How successful or challenging was the effort to distribute the funds in a timely, prudent, and/or successful manner?			

Discretionary – Universe Two			
RQ Section	**Sub-Question**	**Data Collection Methods**	**Protocol questions**
	a) How did museums and libraries utilize funds within their respective locales, and in what ways did they introduce new practices or policies to better administer the emergency moneys (e.g., subgrants, hiring new staff, remote-work allowances)?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews, Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#6); Museums (#6); Program officers (#6)*
	b) What were key attributes of funds used for different "operational modalities" (e.g., PPE, outdoor furniture, implementation of curbside pick-up, installation of plexiglass dividers, ability to update library card online)? What were the distribution trends of the allocations of funds to projects at the national, state, and local levels (total and per capita)?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	c) In what ways were funds used to improve museums' and libraries' operations (physical and programmatic)?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
	i) Did funding improve access to broadband or technologies, such as hotspots, parking lot Wi-Fi, or providing laptop checkouts for their community residents? Were these funds in particular used for activities that may have otherwise been funded through other federal programs, such as E-Rate? ii) Did funding improve the physical safety of buildings through updates such as cleaning protocols or increased accessibility? iii) Did funding for external services, such as mobile museums or delivery, improve access to museums and their assets?	Interviews, Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#7); Museums (#7); Program officers (#7)*
	d) How did collections management, practices, and policies adapt using IMLS's ARPA	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*

Discretionary – Universe Two			
RQ Section	**Sub-Question**	**Data Collection Methods**	**Protocol questions**
	and CARES Act grant programs funds? Did access expand or shrink permanently or temporarily with a given audience as a result of digitization efforts?	Interviews, Program Officers, and Museum & Library Awardees	*Universe 2 – Libraries (#8); Museums (#8); Program officers (#8)*
	e) In what ways did in-person programs & services change with the use of IMLS's ARPA and CARES Act grant programs funds? In transitioning partly or fully to virtual services, how did these benefits vary across different population groups?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interview Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#9); Museums (#9); Program officers (#9)*
3) Sustainability: How well did museums and libraries sustain the IMLS's funded CARES & ARPA activities beyond the grant period? What effects will these changes have on the field going forward? What have been the related long-term sustainability issues? What is replicable and scalable?			
	a) What kinds of funded activities occurred only during the pandemic and have concluded as a result of the emergency and project award ending?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#10); Museums (#10); Program officers (#10)*
	b) What kinds of funded activities occurred during the pandemic that will continue without additional funds from IMLS?	Interviews Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#11); Museums (#11); Program officers (#11)*
	c) What kinds of funded activities emerged during the pandemic that advanced promising practices, policies, and activities, either as museums, libraries, and IMLS transitioned out of an emergency in resuming normal operations or that can inform the next emergency plan and response?	Interviews Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#12); Museums (#12); Program officers (#12)*
4) Lessons Learned: What were the key successes and failures associated with spending of ARPA and CARES Act discretionary grant funds for use by museums and libraries? What do these findings convey about ways to improve actions by federal, state, and local entities in transitioning out of COVID and in planning a potential response to a future emergency?			
	a) What types of outcomes like those associated with information access, information literacy, and civic discourse can be attributable to the emergency discretionary	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*

Discretionary – Universe Two			
RQ Section	**Sub-Question**	**Data Collection Methods**	**Protocol questions**
	grant funding for museums?		
	b) What impact did the constraints of a national emergency have on the ability of IMLS staff to distribute the money quickly in helping to respond to emergency needs of museums and libraries?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interview Program Officers	*Universe 2 – Program officers (#13)*
	c) How did the funds help museums and libraries maintain economic stability throughout the pandemic?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#13); Museums (#13); Program officers (#14)*
	d) How well were museums and libraries able to use funds to address pandemic-related needs?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews, Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#14); Museums (#14); Program officers (#15)*
	e) Did the IMLS's ARPA and CARES Act grant programs funds increase awareness of the IMLS brand and its discretionary grant programs for museums and libraries at the field-wide and community-level? How important was this?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews Program Officers and Museum & Library Awardees	*Universe 2 – Libraries (#15); Museums (#15); Program officers (#16)*
	f) How did discretionary grants for Museums compare to formula funding for Libraries and other state-based grant distribution programs? What were the differences internally? Is this model feasible in the museum field?	Administrative Grant Data (eGMS, SPR, etc.)	*N/A*
		Interviews (Program Officers and Museum Awardees	*Universe 2 – Libraries (#16); Museums (#16); Program officers (#17)*