Library Services and Technology Act
Five-Year Plan 2008-2012

State Librarian, Jo Budler
Deputy State Librarian, Roger Verny
LSTA Program Coordinator, Missy Lodge
LSTA Fiscal Coordinator, Lisa Hickle

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State Of Ohio
Library Services and Technology Act (LSTA)
Five-Year Plan 2008-2012

Mission Statement

Established in 1817, the State Library of Ohio has three priorities:
- To lead and partner in the development of library services throughout Ohio;
- To promote and enable resource sharing among libraries and library networks; and
- To provide access to information for Ohio's state government.

All of these priorities lead to one end: to ensure that all Ohio residents, rich or poor, rural or urban, receive the best possible library service and are able to engage in lifelong learning which strengthens the economic health of Ohio.

The State Library of Ohio developed an in-depth Business Plan, which coincides with the state biennium funding cycle. The LSTA plan complements the State Library Business Plan.

The State Library Board recognizes the congruity between the purposes of the Library Services and Technology Act (LSTA) and parts of the State Library's mission as well as the role LSTA can play in working toward the strategic direction of the State Library and the State of Ohio in improving the lives of Ohio residents.

Libraries in Ohio

A brief description of the five types of Ohio's libraries follows:

Public Libraries: Public libraries are those libraries established under Ohio Revised Code Sections 3375.06, 3375.10, 3375.12, 3375.15, 3375.22, 3375.30 or 1713.28 to serve the residents of a designated service area. There are 251 library systems under Ohio law, which fall into one of six types of public library. Types of libraries include 19 Association, 3 County, 54 County District, 20 Municipal, 151 School District and 4 Township libraries. Local boards of trustees oversee all public libraries. All 251 public library systems are eligible to apply for LSTA funds.

Academic Libraries: There are 15 public universities, 23 state university branch campuses, 24 community and technical colleges, 73 private colleges and universities and 3 schools of nursing offering higher education opportunities to Ohioans. Governance patterns within colleges and universities vary with ultimate authority usually residing with a board of trustees or directors. Statewide, higher

education matters are coordinated by the Ohio Board of Regents. All college and university libraries are eligible to apply for LSTA funds.

School Libraries: There are 612 public school districts. School library media centers are funded through the school district's budget which is currently supported by the local property tax and state foundations funds and can be supplemented through the Education and Consolidation Act of 1988. Additionally, there are 878 private schools located in the state. All public school districts, joint vocational schools, community schools and private schools with a library on-site are eligible to apply for LSTA funds, as are the 60 Educational Service Centers, the 23 Information Technology Centers, 16 Special Education Regional Resource Centers (SERRC), and the 24 Area Instructional Media Centers.

Special Libraries: There are approximately 450 special libraries in the state. Three chapters of the Special Library Association represent special libraries, including medical, business, and corporate and state agency libraries. Those special libraries that meet the LSTA eligibility requirements may apply for LSTA funds.

Institution Libraries: There are 43 state supported institutions in Ohio operated by the Department of Corrections and the Department of Youth Services. All institutions with a staffed library are eligible to apply for LSTA funds.

Statewide Library Networks
Ohio has three distinct statewide information network providers with whom the State Library works closely. They are described below:

OPLIN: The Ohio Library Council, in collaboration with the State Library, initiated the Ohio Public Library Information Network (OPLIN) in 1995. It is currently funded as a line item in the State Library's budget. The network links all 251 public libraries in Ohio to the state's telecommunication backbone. To fulfill its mission, OPLIN provides Ohioans with Internet access to and from their public libraries through the state telecommunications network, as well as the use of high-quality research databases not freely available on the World Wide Web.

OhioLINK: OhioLINK (Ohio Library and Information Network) is a networked consortium of over 97 public and private universities and colleges throughout the state. Users may request materials from any member library and expect delivery of the item to their site within 2-3 working days. In addition to providing access to the collective catalogs of member institutions, OhioLINK provides access to a number of bibliographic citation databases and PowerPages. The OhioLINK Digital Resource Commons (DRC) provides storage and distribution of digital materials for any participating institution and is envisioned as a multi-type state vehicle for digitization. OhioLINK is interested in allowing all libraries to make digitized items available to users through the DRC.

INFOhio is an Ohio Education Computer Network (OECN) service providing cost-effective library automation, electronic resources, networked media booking and a union catalog for Ohio K-12 schools. The vendor for the library automation component is SirsiDynix. Use of the software began in early 1994. Today, 2421 buildings are involved, and over 1400 were automated using LSTA funds. The library automation software, updates, maintenance and training are provided via the state's 24 Information Technology Centers (ITCs).

All three statewide information network providers are eligible to apply for LSTA funds.

Chartered Regional Library Systems: There are four chartered regional library systems in Ohio. Upon becoming chartered, the system is governed by a Board of Trustees whose powers are analogous to those of a public library board. The laws governing Regional Library Systems are outlined in Ohio Revised Code 3375. Chartered Regional Library Systems are funded by state funds as a line item in the State Library's budget and through local funds contributed by members. The Regional Library Systems provide a number of member-determined services including continuing education (especially technology) and technical support. The Chartered Regional Library Systems are eligible to apply for LSTA funds.

Professional Associations: Ohio has a number of professional associations such as the Ohio Library Council (public libraries), Academic Library Association of Ohio, Ohio Educational Library Media Association, and three chapters of the American Association for Information Science (special libraries). All of the associations are eligible to apply for LSTA funds.

The State of Libraries in Ohio

Ohio is a large and extremely diverse state, with a population of about 11.5 million (July 2005 estimate). Residents reside in urban communities, small towns, and on farmland. There is also ethnic diversity, economic disparities, and inconsistency in educational opportunities. Ohio is a library-rich state but disparities also exist within the library communities. One-sized solutions are seldom effective in such an environment, therefore making the use of LSTA funds extremely important to equalize library services across the state. At the same time, allocating those funds in the most effective way to benefit libraries and their users can be a challenge.

A key to the preparation of the LSTA 2008-2012 Plan was a close review of the 2002-2007 Plan: what was accomplished successfully and should be continued; what was accomplished successfully and should be continued with modifications; what was not completed and should be continued with or without modifications; and what should no longer be a program or activity in the LSTA Plan. The assessment and evaluation of the 2002-2007 Plan served as the foundation for

the new Plan. In particular, the three lessons learned during the evaluation of the previous Plan played a crucial role in the development of the new Plan. These were: assessing the value of statewide projects versus individual library projects (competitive grants), the value of involving the library community, and the impact of the state budget.

Library automation was a key funding area in the previous two Five-Year Plans. The State Library feels that this goal has essentially been accomplished. Although there are a few libraries which still need to be automated, the majority who wish to be automated, have collections worthy of automation and institutional support to sustain the automation process have accomplished this end. A small amount of LSTA funding will still be available for library automation but it will no longer be a primary focus of LSTA.   From the beginning, the State Library perceived library automation as one segment of resource sharing. Resource sharing has three functions: providing resources, providing information resources, and providing answers to questions. Using this definition, LSTA has accomplished resource sharing through automation, the core collection of databases, and KnowItNow virtual reference.

Content to be provided through resource sharing is ever expanding. In this Five-Year Plan, the State Library and the LSTA Advisory Council begin to look at digitization as a means of resource sharing. Digitization, and more importantly, digital options beyond archival images, will be a focus in the Five-Year Plan. Access to the breadth of content available can be difficult and frustrating. For this reason, the development of the Ohio Web Library is one option which will be considered as a general web tool which any library may use as a local menu for accessing and using all resources available under the umbrella of resource sharing. Any solutions must provide for federated searching and easy or seamless authentication.

Another success of the previous Five-Year Plan was the relationship the State Library developed with the three information network providers: OPLIN, OhioLINK, and INFOhio. In the future, the State Library will continue to work closely with the three information network providers; as a team they will work to continue to expand the role of networks, consortia and alliances in library development. Additionally, the State Library will continue to facilitate collaboration and integration among and between the three library communities. A first step was taken in this area when, on May 21, 2007, the State Library in conjunction with the information network providers, the Ohio Library Council, and OHIONET (the OCLC Regional Library Network) hosted the Library Partnership Summit. Over 250 leaders of Ohio's library communities came together to interact as a multi-type library community and identify opportunities for shared projects and initiatives. At the Summit the Ohio Web Library, the Libraries Connect Ohio Core databases, digitization, and statewide resource sharing were all discussed. All agreed that there is a need for "information literacy" from cradle to grave and that all types of libraries must work together to address this need.

The State Library expects that the outcomes of the Summit will have significant impact on the cooperative efforts of Ohio libraries. LSTA funds will be a critical resource in the development and implementation of statewide multi-type projects.

In looking at the lessons learned from the previous Five-Year Plan, this Plan attempts to align more closely with State of Ohio initiatives. Many of the priorities of LSTA complement the Governor's Turnaround Ohio plan. Partnerships are one example. The evaluation of the previous Five-Year Plan indicated 75% of projects included partnerships. The State Library wishes to maintain and enhance that percentage. The Governor's initiative stresses partnerships with non-profit agencies and for-profit agencies, both areas where libraries would also benefit. Additionally, the State Library wishes to see more partnerships with museums. The few which have been implemented to date have been enormously successful and have had huge impact for all institutions involved. In order to succeed and remain viable in the 21st century, libraries cannot be isolated; they must define themselves as the connecting agency for all entities in the community.

One of the primary tenets of the Turnaround Ohio plan is, "… that healthy, happy children are able to learn; that good learners in effective schools become educated adults ready to contribute as workers; that able workers stay where there are worthy opportunities…." Libraries have historically had a role in early literacy and information literacy. Services to Youth has always been a grant program at the State Library but in recent years has not been actively pursued by individual grant applicants. This Plan includes a coordinated, statewide effort which will focus on making sure Ohio's youngest residents enter kindergarten ready to read and ready to learn. By encouraging libraries to partner with other agencies and by emphasizing the need for different types of libraries to come together, this Plan hopes to break down the silos of the individual Ohio library communities and build one cohesive, collaborative Ohio library community which focuses on the continuum of life long learning, from Pre-K through High School, through college and beyond through adulthood. In the words of Robert Martin, previous Director of IMLS, federal dollars will be used "to leverage support and encourage innovation, creativity, and collaboration".

Goal 1: To ensure that all libraries use technology to improve services and facilitate access to materials and information resources for all residents.

This goal relates to the following LSTA purposes:
- *Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.*
- *Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.*

- *Providing electronic and other linkages among and between all types of libraries.*

Need:
In discussion with the State Library Board and the LSTA Advisory Council, as well as from the lessons learned in the Five-Year evaluation, it became apparent that statewide efforts continue to be a priority for Ohio libraries and residents.

In March 2007 libraries received the news that SirsiDynix would not be releasing Horizon 8.0. This was a matter of great concern to many Ohio libraries. On April 24, 2007 the State Library hosted a "conversation" on open source as an alternative to traditional ILS vendors. It was anticipated that a handful of librarians would attend; however, over 80 participated. Some see open source as the definite way to go, others were looking at options for their next upgrade, and others just wanted to know what open source means. The State Library plans to convene a task force which will look at open source as an option for automation, digitization and resource sharing. The KnowItNow partners will be looking at open source as an alternative to the current software.

Continuing statewide initiatives will include the KnowItNow virtual reference service and the Libraries Connect Ohio Core Databases. Both are extremely valuable resources to Ohio residents. KnowItNow is the busiest virtual reference service in the world, with 126,322 user sessions and 12,189 tutoring sessions conducted between July 1, 2005 and June 30, 2006. The service is staffed by Ohio librarians 24/7. The Libraries Connect Ohio Core Databases provide database access to Ohio residents whatever their location, at home, school or business. Total documents viewed last year was over 15,918,033. The State Library Board has made an LSTA funding commitment for these two services through June 30, 2009. State or other alternative funding will be sought to continue these two key services.

Statewide resource sharing continues to be a primary focus in this Plan. As of December 2006, 124 public and school libraries were participating in the statewide resource sharing project, Ohio Libraries Share: MORE. For the 2006 year this represented more than 14 million volumes being shared to 4 million library patrons. Yet, the sharing of materials has never developed as originally envisioned. The academic libraries and the State Library have a robust system through Innovative Interface Inc., which uses a non-standard NCIP protocol. The majority of schools are on the SirsiDynix product, but because of funding issues, they cannot easily participate in the statewide delivery system. Public libraries use a variety of ILS. Although almost all public libraries are on the statewide delivery system, those libraries which are a part of the SEO automation consortium can share among themselves but cannot easily access OLS-MORE. This has made for a difficult environment for the sharing of materials within the state. Evaluating options and resource sharing models will be a priority in the

next five years as the State Library works to achieve an effective and efficient means which will allow for a seamless connection to materials statewide.

The Serving Every Ohioan (SEO) Center, a branch of the State Library located in Caldwell, Ohio, coordinates several key programs across the state. SEO fills over 280,000 requests annually from the SEO collection, thus providing essential reference services and interlibrary loan services to small and rural libraries. The SEO library automation program allows small libraries to automate cost-effectively and provides ongoing maintenance support. The consortium currently consists of 71 library systems and 156 locations. Finally, SEO operates the mobile training lab which is used by libraries of all sizes across the state. The need for additional computers for training purposes is so great that the lab is booked over a year in advance.

In evaluating new initiatives for statewide collaboration, digitization was the activity most suggested by librarians across the state. In the past the State Library has funded numerous individual projects for digitization. All have turned out well and have impacted the local community. However, most are not accessible to a larger audience. A statewide initiative will be designed to ensure that digitized materials are available to the widest available audience. Additionally, digitization can be a means to encourage collaboration and partnership through local libraries working with museums, historical societies, and city leaders to organize and make available valuable records from within the local community. OhioLINK has established the Ohio Digital Resource Commons, a repository that supports storage, distribution, publication and long-term preservation of education and research materials of participating institutions and their people. The DRC is envisioned as a multi-type state vehicle for the repository of digital materials of all types. Standards for digitization, metadata, collection development and distribution will be developed and a new grant program put into place.

Activity 1.1 A discretionary grant program will be offered to INFOhio to allow for the continued automation of school library media centers.
- Each year the State Library will determine an amount of funding for school library automation. (2008-2010)
- INFOhio will determine school libraries to participate and administer the project. (2008-2010)
- The need for and the desirability to continue the discretionary grant program will be evaluated. (2010)
- Depending upon findings of the evaluation, the program will continue or will cease. (2011)

Measurable Targets:
- Number of school media centers automated each year and in relation to that, the number of school library media centers remaining to be automated.

Activity 1.2 Competitive grants will be offered in the innovative technology category.

- Each year as part of the competitive grant cycles, a category on Innovative Technology will be offered. (Ongoing)
- Twice a year as part of the competitive statewide continuing education grant cycle, funds will be made available for projects with learning objectives focusing on access to information and educational resources. (Ongoing)
- The LPD Consultants will promote LSTA grant opportunities to libraries whenever possible. (Ongoing)
- To encourage future LSTA proposals, the State Library will publicize exemplary projects worthy of replication. (Ongoing)

Measurable Targets:
- Number of proposals received and funded in this category each year.
- Success and impact of the projects as noted in sub-grantee evaluation reports.
- Number of continuing education grant applications received and funded, number of attendees, and follow-up evaluation showing impact on library users.

Activity 1.3 The Libraries Connect Ohio (LCO) core collection of databases from OhioLINK, OPLIN, INFOhio, and the State Library will be made available to all Ohio residents.

- LCO members will meet monthly and LCO+ members will meet quarterly. (Ongoing)
- LCO will assess the Ohio Web Library as a portal for all virtual users and based on the assessment expand development of the Ohio Web Library. (2008)
- More effective and efficient ways for user authentication will be explored and developed. (2008-2010)
- A reassessment of the core collection of databases will take place in 2008 with new RFPs issued and a potential new set of databases available in 2009.
- A coordinated, centralized marketing plan for the LCO databases will be developed in 2008, and will focus on a different database or category of databases each year. The first year will focus on the Literature Databases.
- State funds or another viable funding alternative for the databases will be sought to reduce their dependency on LSTA funds. (2008-2010)
- A strategic plan for the coordination and cooperation of the three networks and the State Library will be written. (2009)

Measurable Targets:
- Increased use of the specific databases based on the marketing plan.
- Comprehensive statistics on use of the databases will be kept and reported to the LCO partners and the library community.
- Librarian and user satisfaction with the databases and ease of access.
- Usage data on the Ohio Web Library.
- Continuation of some or all of the core collection of databases will be based on reassessment of databases and the availability of funding sources.

Activity 1.4 KnowItNow Virtual Reference service will be made available to all Ohio residents.
- A contract will be given each year to Cleveland Public Library to oversee the KIN service.
- A coordinated, centralized marketing plan for the KIN service will be developed in 2008 and continue each year.
- State funds or another viable funding alternative for the KIN service will be sought to reduce their dependency on LSTA funds. (2008-2010)
- Means, including open source, to make the KIN service more accessible to visually handicapped persons will be pursued and implemented. (2008-2009)

Measurable Targets:
- Increased use of the KIN service based on the marketing plan.
- Comprehensive statistics on use of the KIN service will be kept and reported to the State Library and the library community.
- Librarian and user satisfaction with the KIN service.
- Ease of access for the visually handicapped.
- Continuation of the KIN service and/or hours of operation will be based on the availability of funding sources.

Activity 1.5 The State Library will continue to coordinate the Ohio E-Book Project.
- The State Library will maintain its role as liaison between Overdrive and individual members. (Ongoing)
- A marketing campaign will be undertaken to increase membership in the project. (2008)
- The future of the Ohio E-Book Project will be assessed in 2009.

Measurable Targets:
- Comprehensive statistics to measure Ohio E-Book activities will be kept and reported to State Library administration, the Ohio E-Book Advisory Council and potential members of the service.

Activity 1.6 The State Library will continue to support the SEO Center (Serving Every Ohioan) located in Southeastern Ohio.
- The SEO Center will identify and obtain materials for libraries whose own collections are inadequate for user needs. (Ongoing)
- As a partnership activity, SEO staff will pull and ship materials to state correctional facilities. (Ongoing)
- As a partnership activity, SEO staff will ship public performance videos to Ohio Department of Natural Resources (ODNR). (Ongoing)
- The SEO Automation Consortium will continue as a primary means for small public libraries to automate and to share resources. (Ongoing)
- The Mobile Training Lab will be maintained as a means for libraries to provide access to training for staff and patrons. (Ongoing)
- The State Library will evaluate the costs associated with purchasing, maintenance and staffing for a second mobile lab. (2008)
- Depending upon the cost-benefit analysis results, a second Mobile Lab will be purchased, outfitted, and made available to Ohio libraries. (2009)

Measurable Targets:
- Comprehensive statistics to measure SEO activities will be kept and reported to State Library administration, the SEO Automation Consortium members, and the Ohio library community.
- The impact the SEO services have made on Ohio libraries and users will be assessed through both the statistics and anecdotal information.
- Number of sites for the mobile lab(s) will be kept as will statistics on the number of trainings and participants at each site. Surveys of libraries using the mobile lab(s) will be used to indicate satisfaction with the service.

Activity 1.7 The State Library will facilitate and promote the next generation of statewide resource sharing.
- Evaluate existing resource sharing committees and task forces and other committees to determine future existence. (2008)
- Explore developing a new statewide committee(s) designed to ensure active participation and communication with the entire library community. (2008 on)

- The State Library will maintain the Ohio Libraries Share: MORE statewide resource sharing program, while at the same time investigating more cost-effective and efficient means of providing the service. (Ongoing)
- The State Library will investigate open source as a means of providing statewide resource sharing.   (2008 on)
- OCLC WorldCat Group will be evaluated as a means of providing statewide resource sharing. (2008)
- The State Library will investigate the feasibility of providing statewide delivery services to all libraries under one contract. (2011)

Measurable Targets:
- Volume of delivery, to all types of libraries.
- Number of library participants.
- Number of holdings available.
- Number of requests sent and number of requests filled.
- Library satisfaction with the system.
- Continuation of some or all aspects of the statewide resource sharing service will be based on the availability of funding sources.

Activity 1.8 To promote distribution and access of information through digitization and reformatting of materials.
- A study on the state of digitization in Ohio will be commissioned. (2008)
- Following the study a Long Range Plan for digitization in Ohio will be written. It will include standards on metadata, access points, location of data, and priority of materials to be digitized. (2008-2009)
- The State Library will work closely with OhioLINK for use of the Digital Resource Commons as the statewide repository for digitized materials, in all formats. (Ongoing)
- An LSTA digitization competitive grant program, including guidelines and selection criteria, will be developed. (2010)
- The first LSTA grants to assist libraries in converting significant documents from their collections into digital format will take place in 2011.
- The State Library will increase the amount of internal materials in the Ohio Digital Archives by 10% per year. (Ongoing)
- The State Library will participate and provide leadership to groups interested in digital content and will encourage libraries to collaborate and partner with museums, historical societies and other repositories of legacy documents in their communities. (Ongoing)

Measurable Targets:
- Number of digitized materials in Ohio libraries on the web and the percentage increase each year.
- Increase in amount of materials available through the Digital Resource Commons.
- Number of proposals received in the new digitization category and number funded in this category each year.
- Success and impact of the projects as noted in sub-grantee evaluation reports.
- Amount of collaboration occurring between libraries, museums, and other repositories of legacy materials.

Goal 2: Facilitate and conduct continuing education and training opportunities for library staff. All training will address the priorities of the LSTA legislation with particular emphasis on strengthening the abilities of library staff to access library resources and information to benefit the library user.

This goal relates to the following LSTA purposes:
- *Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.*
- *Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.*
- *Providing electronic and other linkages among and between all types of libraries.*
- *Developing public and private partnerships with other agencies and community-based organizations*
- *Targeting library services to individuals of diverse geographic, cultural and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.*
- *Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.*

Need:
Although Ohio's public libraries are among the best funded in the nation, there are great disparities in funding, staffing and resources which directly impacts services and programs which can be provided to residents at the local level. The state economy appears to be turning around but it is a slow process and the State Library provides many services and resources that libraries are not able to provide on their own. Additionally, there are projects and programs that are more effective and efficient when coordinated statewide. Without LSTA dollars to support State Library operational costs for activities aligned to the purposes and

priorities of the LSTA law many libraries would not be able to offer the high quality of service that they do. Consultant services and State Library coordinated professional development opportunities allow for equity of service to all Ohio librarians and Ohio residents.

The Turnaround Ohio plan initiated by the Governor is designed to "connect education and business development to generate a cycle of growth. Most importantly it is a plan to connect Ohioans with a better future". This is to be done effectively, efficiently, and affordably. Current economic measurements indicate that Ohio lags behind most other states. Between January 2006 and January 2007, Ohio lost 22,400 manufacturing jobs, 15% of those lost nationally. Ohio's unemployment rate is currently 5.3%, down from a year ago but still much higher than the national average of 4.6%. In terms of per capita income, Ohio is the 29th worst in the nation. Only in poverty rates does Ohio fare better than the national average. The national average is 13.3%; Ohio is 13% (statistics from The Columbus Dispatch, March 11, 2007). The State Library of Ohio and Ohio's libraries of all types can and should play a key role in changing the face of the Ohio economy. Doing so through statewide coordinated initiatives certainly meets the requirements of efficiency and affordability.

Activity 2.1 The State Library will develop training opportunities for library staff and their customers for accessing and utilizing library resources and information.
- Using WebEx, librarians will receive basic training on using the LCO databases to answer customer queries and on techniques to train library users on accessing and utilizing these resources. (Ongoing)
- The WebEx series for database training will be continued and assessed annually as to future agency application. (Ongoing)
- The State Library will establish a videoconference network that will be used by the library community for distance learning opportunities which meet the priorities of the LSTA law as well as for virtual meetings. (2008)
- New opportunities and partnerships for the delivery of Continuing Education content, such as the continuation of the eLearning Center and the OPAL web-conferencing system, will continually be assessed as to their viability and impact for providing training which will result in better access to information and resources to the end user. These opportunities and partnerships will be implemented if perceived as valuable. (Ongoing)

   Measurable Targets:
- The number of C.E. events sponsored by the State Library and the number of trainings conducted by the Professional Development Department will be tabulated.
- The number of participants at C.E. events will be kept. Evaluations will be provided at all events.

- A percentage of participants will receive follow-up evaluations to determine if knowledge or skills gained are being used at the home institution and benefiting library customers.

Activity 2.2 The State Library will make available consultant services to all types of libraries to assist those libraries in developing and implementing services and programs that meet the priorities of the LSTA law.
- All Library Programs and Development (LPD) staff will respond within 72 hours to all requests received via mail, email, fax, phone, or in person. (Ongoing)
- LPD staff will promote LSTA grants to libraries whenever possible. (Ongoing)
- LPD staff will provide New Planning for Results services to public libraries as requested with a goal of providing the service to up to 10 public libraries per fiscal year. (Ongoing)
- LPD staff will be encouraged to present programs in their areas of specialty at local, regional, and state workshops and conferences. (Ongoing)
- LPD staff will be encouraged to take advantage of opportunities for new programs and services as well as partnerships which will benefit Ohio libraries and their customers. (Ongoing)

Measurable Targets:
- Number of libraries requesting and receiving assistance with NPFR will be kept.
- Number of presentations given will be tabulated and program evaluations reviewed.
- Both formal evaluations of LPD staff will occur annually and anecdotal information will be collected.
- Individual LPD staff activities and department focus will be assessed annually.

Activity 2.3 The State Library will develop a competitive grant program which will evaluate and assess library issues and services impacted by the priorities of LSTA legislation.
- The State Library, in collaboration with an LSTA Advisory Council Sub-Committee, will develop the competitive grant program. (2008)
- The LSTA Advisory Council and State Library Board will determine the first topic and an RFP will be issued. (2008)
- The State Library, in collaboration with the LSTA Advisory Council, will determine the topic for subsequent years. (Ongoing from 2009).
- Findings from each study will be widely disseminated through presentations and publications to the Ohio library community and beyond.

Measurable Targets:
- Development of the competitive grant program and interest in applying for such a program from the Ohio library community.
- Reports which will have an impact on the understanding of library services and/or their provision in Ohio.

Goal 3: Encourage libraries to provide information and access to library services to those having difficulty using the library.

This goal relates to the following LSTA purposes:
- *Developing public and private partnerships with other agencies and community-based organizations*
- *Targeting library services to individuals of diverse geographic, cultural and socio-economic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.*

Need:
The 2000 census indicated 1.9 million Ohioans have some type of long-lasting condition or disability. More specifically, 3.8% of the population over age 5 experiences blindness, deafness, or a severe hearing or vision impairment; 8.5% has a physical disability; and 5% has a developmental disability. The LSTA Five-Year Plan 2002-2007 initiated services to the mildly disabled. This initiative was highly successful. Surveys conducted as part of the competitive grant evaluation had a response rate of 81% for the disability grants. Of those, 91% indicated that partnerships initiated as part of the project were continuing and 75% indicated they had formed new partnerships, including MRDD facilities, hospitals, other school districts and university offices for disability services. The State Library Board has reiterated their commitment to provide LSTA funds for services to those with disabilities, indicating that this area should be stressed in the competitive grant program for targeted individuals.

Ohio's population of persons of Hispanic/Latino descent grew by 55.4% between 1990 and 2000. In some counties, the rate of change is far greater; for example, in Franklin County the Hispanic population grew by 193% in the same period. In 2006 the Ohio Hispanic population was 261,398 with over 213,000 persons speaking Spanish in the home. In 2004 there were 151 migrant camps with a total of 15,782 persons living in those camps. Currently, 1.9% of Ohio's population is Hispanic. It is anticipated that this growth will continue; therefore, it is imperative that the State Library continues to place an emphasis on providing improved library services to Spanish-speaking populations and to encourage libraries across the state to do the same. The State Library Board felt competitive grants for services to the Spanish-speaking community should be a priority in the Five-Year Plan.

Activity 3.1 The State Library will continue to support the Blind and Physically Handicapped Program.

- The State Library will maintain the Talking Book Machines and provide them to Blind and Physically Handicapped patrons statewide. (Ongoing)
- The State Library will contract with the Regional Library at Cleveland Public Library and the Public Library of Cincinnati and Hamilton County to provide materials to Talking Book patrons. (Ongoing)
- Quarterly meetings of the Talking Books Consumer Advisory Council will be held and an annual Talking Books Conference will take place. (Ongoing)
- Migration to KLAS Version 7 will take place in 2008.

Measurable Targets:
- Comprehensive statistics to measure talking book activities will be kept and reported to State Library administration, the Regional Libraries, and members of the Talking Book Consumer Advisory Council.

Activity 3.2 The State Library will coordinate the Summer Reading Program for children and young adults with the goal of having a minimum of 175 public libraries/branches participate in the statewide theme each year.

- The State Library will maintain its membership in the Collaborative Summer Library Program (CSLP). (Ongoing)

Measurable Targets:
- The number of libraries/branches participating will be kept each year.
- A survey monkey evaluation will be used each year to determine the number of children and young adults participating, number of programs presented at individual libraries and an assessment of the success of the summer program and the year's theme.

Activity 3.3 To work with libraries interested in pursuing services to their local Hispanic community with the goal of working closely with at least two libraries per year.

- Monitor statistics on Spanish-speaking populations in Ohio and target public libraries with growing populations. (Ongoing)
- Collaborate with the Department of Education, Office for Exceptional Children to target public libraries with a large school population of Spanish-speaking children. (Ongoing)
- Develop web-resources, community organization contacts, and publisher contacts which can be shared with libraries interested in providing services to the local Hispanic community. (Ongoing)

- Work with libraries that attended the WebJunction Spanish Language Outreach workshops to implement ideas and services learned. (2008-2009)
- Develop activities and resources for correctional librarians wishing to serve their Spanish-speaking populations. (2008-2009)

Measurable Targets:
- Number of libraries that begin or enlarge services to Spanish-speaking populations.
- Success and impact of projects as noted by LPD consultants, local librarians, community partners, and targeted population.

Activity 3.4 Competitive grants will be offered in the area of targeted persons with a special emphasis on serving Spanish-speaking customers and those with mild disabilities.
- Each year as part of the competitive grant cycles, a category on Targeted Populations will be offered. (Ongoing)
- Competitive grant programs will focus on the need to collaborate with other agencies/organizations which serve the same population. (Ongoing)
- Twice a year as part of the competitive statewide continuing education grant cycle, funds will be made available for projects with learning objectives focusing on providing services to Targeted Populations. (Ongoing)
- The State Library will identify other non-English speaking communities (2011) and establish that population as a targeted population with a special emphasis in 2012.
- The LPD Consultants will promote LSTA grant opportunities to libraries whenever possible. (Ongoing)
- To encourage future LSTA proposals, the State Library will publicize exemplary projects worthy of replication. (Ongoing)

Measurable Targets:
- Number of proposals received and funded in this category each year.
- Success and impact of the projects as noted in sub-grantee evaluation reports.
- Number of continuing education grant applications received and funded, number of attendees, and follow-up evaluation showing impact on targeted population.

Activity 3.5 Competitive grants will be offered in the area of training needs in the local community with an emphasis on projects that will train special populations, such as those with limited English skills, seniors, and the disadvantaged.
- Each year as part of the competitive grant cycles, a category on Training will be offered. (Ongoing)

- Competitive grant programs will focus on the need to collaborate with other agencies/organizations which serve the same population. (Ongoing)
- The LPD Consultants will promote LSTA grant opportunities to libraries whenever possible. (Ongoing)
- To encourage future LSTA proposals, the State Library will publicize exemplary projects worthy of replication. (Ongoing)

Measurable Targets:
- Number of proposals received and funded in this category each year.
- Success and impact of the projects as noted in sub-grantee evaluation reports.

Goal 4: Support the role libraries play in children's lives, particularly children at-risk, birth to age 5, and their ongoing success in school and as lifelong learners.

This goal relates to the following LSTA purpose:
- *Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.*

Need:
Children are born learning. Research shows that children learn the skills they need to read years before they start school. We know too that children are most influenced by their first teachers: their parents and primary caregivers. Those who are sung to, held, and read to are the children who are best prepared to respond to additional stimuli and to more readily learn. Librarians can assist in reaching parents and caregivers and teaching them the importance of reading to the children in their care.

According to the National Center for Family Literacy, preschool children who are read to three or more times a week are nearly twice as likely as other children to show three or more skills associated with emerging literacy. Yet the National Center for Education Statistics states that, since 1993, only 53 to 58 percent of children ages three to five were read to on a daily basis. Also, studies indicate that teen parents, parents with low education, and parents with low income are less likely to read to their children. These are the children considered "at risk". The most recent KIDS COUNT data (2005) indicates that 32% of Ohio children live in one parent households and another 4% are raised by grandparents. A total of 506,000 Ohio children (19%) live in poverty.

Today most families with young children rely on child care. Every day in Ohio, more than 525,000 children younger than age six spend some or all of their day

in an early care setting. In Ohio, 63% of mothers with children under age six are in the labor force; since the passage of welfare reform in 1996, employment among low-income single mothers with young children grew from 44% in 1996 to nearly 60% in 2005 (Children's Defense Fund -Ohio).

Low-income families need assistance to ensure that their children have access to the early care and education programs they need in order to succeed in school. Public libraries, in partnership with childcare providers, can play a crucial role in making sure that Ohio's youngest residents enter kindergarten ready to read, ready to learn and on the path to becoming lifelong learners. The State Library will assist public libraries and their partners in playing a primary role in the Governor's Turnaround Ohio objective of "A Fair Start for Every Ohio Child" by providing support and assistance so that those children categorized as at-risk have the fundamentals to succeed when they enter kindergarten.

Activity 4.1 To help ensure that all children in the state, particularly those from families with incomes below the poverty line, enter kindergarten ready to read by supporting the role public libraries and their partners can play in early learning activities for at-risk children ages birth through five.
- The State Library will collaborate with the Ohio Library Council on a Statewide Ready to Read initiative, designed to reach at-risk families and teach them the importance of early literacy and learning. (Ongoing)
- A Ready to Read website will be developed and maintained for the Ready to Read project. The website will include resources, best practices, and links to other state agencies and organizations that support early literacy as part of their mission. (2008 and ongoing)
- The State Library will coordinate a minimum of 17 Ready To Read and/or Storytime Application workshops for children's librarians per year with the goal of reaching 400 children's librarians and childcare partners. (2008-2010)
- An external evaluation will be conducted to assess the impact of the workshops, including changes in how librarians conduct storytimes with young children and changes in parent attitudes. The evaluation will also allow for any needed modifications in the program. (2008-2011)
- Librarians who attend the workshops will be encouraged to apply for LSTA grants to fully implement Ready to Read projects at their libraries. (2008-2011)

Measurable Targets:
- Number of librarians and their partners who attend workshops.
- Number of librarians who implement Ready to Read programs and/or concepts into the storytimes held at their libraries.

- Number of at-risk children and their parents who receive support and services through parent workshops implemented locally as a result of Ready to Read.
- Impact of the statewide program as perceived by librarians.
- Impact of the statewide program as perceived and reported by the external evaluator.
- Number of LSTA grants awarded and individual project outcomes.

Activity 4.2 Competitive grants will be offered in the area of services to youth in poverty with a special emphasis on ages birth through five.
- Each year as part of the competitive grant cycles, a category on Services to Youth in Poverty will be offered. (Ongoing)
- The LPD Consultants will promote LSTA grant opportunities to libraries whenever possible. (Ongoing)
- Twice a year as part of the competitive statewide continuing education grant cycle, funds will be made available for projects with learning objectives focusing on providing services to Youth in Poverty. (Ongoing)
- To encourage future LSTA proposals, the State Library will publicize exemplary projects worthy of replication. (Ongoing)

Measurable Targets:
- Number of proposals received and funded in this category each year.
- Success and impact of the projects as noted in sub-grantee evaluation reports.
- Number of continuing education grant applications received and funded, number of attendees, and follow-up evaluation showing impact on targeted population.

Stakeholder Involvement

The LSTA Advisory Council is comprised of 15 members, broadly representative of public, academic, institution, school and special libraries as well as users of library services, especially underserved populations. The directors of the three statewide information network providers and the director of the public library professional association are ex officio members of the LSTA Advisory Council. The LSTA Advisory Council meets twice a year and members are also contacted as needed by State Library staff for input on programs or projects being considered for implementation using LSTA funds.

For the development of the Five-Year Plan, State Library staff began working with the State Library Board at their 2007 Board retreat. An overview of LSTA funding and priorities for the last ten years was provided and discussed. Several ongoing state initiatives were discussed and presentations were made on

possible future projects. The State Library Board reaffirmed their commitment to use LSTA funds for operational costs that support the goals of LSTA, for several stateside initiatives and the competitive grant program, and the inclusion of new projects. State Library staff then met with the LSTA Advisory Council and the same process was used. Once the LSTA Five-Year Plan was drafted it was sent to the State Library Board and the LSTA Advisory Council for comment. The finished product will be posted on the State Library website.

State Library staff encourages librarians across the state to comment on the LSTA program. As part of Library Development Consultant site visits, LSTA is always a subject of discussion. Additionally, the State Librarian has a personal goal of visiting all 251 public libraries in the state. At all of these visits, as well as at other types of meetings and visits, the subject of LSTA is brought up. The State Library makes a conscious effort to solicit the thoughts of Ohio librarians on the LSTA program; what they think of current priorities and projects and what they would like to see as the future direction of LSTA funds. Thus, all Ohio librarians and staff feel they have an investment and role in the Ohio LSTA program.

All LSTA grants are peer reviewed. A member of the LSTA Advisory Council chairs review teams. The additional three members of the team include a public library and school library representative and either an academic or special library representative. Team members are chosen based on past experience in writing an LSTA grant or previous experiences with the State Library. Over the past five years, over 100 persons have reviewed LSTA grants and have provided suggestions for the grant programs and the review process.

Aside from LSTA staff, other State Library staff, specifically Library Programs and Development staff, is involved in the LSTA process. Members of the LPD staff attend review team meetings as liaisons and notetakers. LPD staff is assigned as liaisons to individual projects and makes at least one site visit during the project year.

Communication and Public Availability

Drafts of the Five-Year Plan will be presented to the State Library Board and the LSTA Advisory Council. The final version will be mounted on the State Library of Ohio's website and notification made to all customer groups through a variety of communication channels available to the State Library such as listservs, newsletters, and in-person reports at library groups meetings. Any substantive revision to the Five-Year Plan will be submitted to IMLS according to the provisions of the law.

Ongoing communication will be maintained with LSTA stakeholders through the following methods:

- Press releases sent to all newspapers in a county receiving an LSTA grant.
- Letters sent to state legislators announcing the funding of a grant to a library in the legislator's district.
- Letters sent to federal legislators announcing the funding of a grant to a library in the legislator's district.
- Articles in the State Library Newsletter on specific projects that pertain to the monthly newsletter theme.
- Posting highlights of the LSTA Annual Report on the State Library website.
- Posting information on funded LSTA Projects on the State Library website.
- Press releases sent to all newspapers in a county with an exemplary/model LSTA project.
- All LSTA competitive grants must include an appendix detailing how the project will be publicized to the local community.

Monitoring

The monitoring process for sub-grantees consists of the following:

- Quarterly narrative and financial reports which are reviewed by LSTA staff and the liaison consultant.
- All libraries receiving a full or automation grant for the first time receive an on-site visit from the LSTA staff orienting the library to the State Library LSTA grant process.
- Automation sub-grantees must also report on each activity in the implementation timeline on the target completion date.
- All automation and full grant sub-grantees will receive a site visit by the liaison consultant. For full grants this site visit will take place at the end of the second quarter; for automation grants the site visit may occur anytime during the project year.
- All automation and full grant sub-grantees are required to complete fiscal back-up documentation for one quarter. Quarters are selected randomly. All minigrant and C.E. grant sub-grantees are required to send complete fiscal back-up documentation for the project with their closeout report.
- A termination and closeout financial report.
- A final narrative report providing output and outcome evaluation details, available at that time.
- A year-after evaluation report, due 12 months after the termination of the project, which provides in-depth output and outcome evaluation details.

Communication between sub-grantees and the LSTA office is encouraged so as to alleviate possible issues before they become problems. The need for and amount of communication will vary from sub-grantee to sub-grantee. WebEx

training is available to assist small groups of project coordinators or treasurers in understanding reporting requirements and how to complete appropriate forms.

Evaluation Plan

Evaluation of the LSTA Five-Year Plan will occur on an on-going basis in order to make sure that all goals and activities are implemented efficiently and effectively. Ongoing evaluation will also allow the State Library to make adjustments in programs and projects as needed in order to assure their complete success as well as compliance with the LSTA law and requirements.

Competitive grant awards to subgrantees will be evaluated using the monitoring process outlined in the previous section. Additionally, State Library staff will document questions received by applicants and make adjustments to application documents as necessary. Library trends, particularly Ohio library trends, will be watched so that application tip sheets or special training can be offered to potential LSTA applicants.

Each activity in the Five-Year Plan includes several action steps and measurable targets. These measurable targets will be used to assess the degree of success for each activity and the impact on the overall goal. How and when the data and information is collected is dependent on the individual activity and action step. Action steps designated as ongoing will be evaluated annually.

At the end of each fiscal year, State Library staff will evaluate ongoing action steps and any action steps that were scheduled to take place in that year. This information is reported to State Library administration, the State Library Board, and the LSTA Advisory Council as a progress report on the LSTA Five-Year Plan goals. Some of this information may also be reported to IMLS via the State Program Report. This annual assessment allows State Library staff to track progress on reaching the goals of the Five-Year Plan as well as evaluate individual action steps and make adjustments if necessary. The LSTA program is a key agenda item at the annual State Library Board retreat held each January or February. The evaluation of activities from the Five-Year Plan is the starting point for the discussion of the LSTA program. The Board discusses the progress report and may make recommendations on adjusting or modifying certain activities or action steps to better align LSTA goals with the strategic direction of the State Library and to better serve Ohio residents.

Additionally one of the lessons learned from the LSTA Five-Year Plan 2003-2007 was the need to be aware of the state budget. The state economy was a factor in the development of this Plan and it will be monitored throughout the implementation of the Plan. As the state economy changes, the Plan will be evaluated as to if modifications in activities are needed to better align LSTA programs and State Library initiatives with statewide programs and initiatives.

The LSTA Five-Year Plan will be reviewed annually by State Library staff and the LSTA Advisory Council to make sure that all program targets are being met. If adjustments are needed to program targets, the programs themselves (based on changing needs within the state), or the LSTA program in general, they will be discussed and implemented with IMLS approval.