LSTA LONG RANGE PLAN FY2008-2012

Tennessee State Library and Archives
Planning and Development
June 21, 2007

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OVERVIEW

The Tennessee State Library and Archives staff and the Tennessee Advisory Council on Libraries have identified four important needs of Tennessee residents and library services that could address these needs. The four needs consistent with the purposes of the Library Services and Technology Act (LSTA) and chosen for the Tennessee State Program Five Year Plan, FY2008-2012, are as follows:

1. Tennessee school children rank well below average in educational achievement. In addition, many adults in our state do not enter the workforce with skills necessary to make a good living nor are they able to retire with the access to information they need. Quality of life can be improved from birth to the grave through statewide virtual library resources which offer every Tennessean a wide variety of topics in a variety of reading levels and formats.

2. Tennesseans with special needs are often overlooked and forgotten. 14.5% of our state's population are poor and have a difficult time breaking out of the cycle of generational poverty. Others with visual impairments or language barriers have a particularly difficult time getting the information they need for success. By focusing LSTA dollars on special public library services and assistive technology, the underserved in Tennessee will have a better quality of life.

3. Many Tennessee public libraries do not have the local funding necessary to operate twenty-first century libraries. They cannot purchase all of the library materials they need for a diverse clientele, nor can they provide and maintain the technology software and hardware they need. The State Library and Archives will use LSTA dollars to fund technology grants to public libraries and to provide technology assistance to small and medium-sized public libraries. LSTA funding will also support a statewide online catalog which encourages shared cataloging and interlibrary loan.

4. All Tennessee public library staff need continuing education opportunities, but library consortia and library organizations in our state

are often at odds over what training to provide. LSTA dollars will be used to host a Continuing Education Planning Summit for public libraries involving all interested library groups or individuals. The Regional Library System will then develop a Core Competencies List for the 177 libraries and library systems it serves. LSTA funding will also provide the opportunity to bring nationally recognized library consultants and trainers to Tennessee at low or no cost to participants.

Each of these needs, along with LSTA purposes, associated goals, output and outcome targets, and programs with approximate time frames, is described in the body of this document.

MISSION STATEMENT

The Tennessee State Library and Archives, utilizing public and private partnerships, provides resources and electronic access, making information available to all residents of Tennessee to satisfy their educational, cultural, and recreational needs and interests. TSLA places emphasis on providing services to the special needs populations, regardless of their location, social or financial status. We improve the quality of life for all residents of Tennessee.

NEED #1

Enhance the ability of Tennessee communities to provide education for school-age children and to support lifelong learning for adults.

Summary Needs Assessment:
According to Kids Count: 2006 Data Book published by the Annie E. Casey Foundation, 41% of Tennessee's fourth graders and 29% of eighth graders scored below basic proficient reading levels on standardized tests in 2005. A March, 2007 Nashville Channel 2 television report indicated that a more recent National Association of Educational Progress testing of fourth and eight graders revealed an average grade of D for academic achievement among Tennessee's schoolchildren in those two grades. Many of our school children have a long way to go towards academic achievement.

Most of the children who fail are from low-income, poorly educated families. Many come from foreign countries, speak languages other than English, and are assimilating into a culture that is very different from that in which they were born. The cycles of poverty and lack of education are often repeated generation after generation. The average expenditure per child attending school in Tennessee is $7,366 as opposed to the average national expenditure of $9,102. The current Governor of Tennessee has made education a top priority of his administration, but the wheels of change turn slowly.

The National Association of Educational Progress Report also gave our state an F in Workforce Readiness. According to the State of Tennessee's Office of Education Accountability's publication "Teaching Tennessee Adults," 2004, 53% of Tennessee's entire population performs at the second lowest literacy level or below. Current Tennessee Report Card statistics, put out by the Tennessee State Department of Education, indicate that the graduation rate is only 77.9% among Tennessee high school students.

With poor educational backgrounds, many Tennesseans live in households that do not have adequate means or access to the information they need to be productive citizens. Public libraries in Tennessee do the best they can to serve these needs – also with very little local funding. Small, rural public libraries are unable to assist in providing vital educational programs and services for their communities without state or federal assistance. Many of our libraries focus on the same few services and programs every year with little success in building clientele or expanding services to meet the real needs of the community.

Recommended Solution:
The sharing of a statewide virtual library is an important key in helping to improve the education of school-age children in our state and in enhancing lifelong learning patterns. The Tennessee Electronic Library has thousands of full-text periodicals and reference sources on a wide variety of topics. It is written in a variety of reading levels and allows multiple simultaneous users to access excellent information on topics such as consumer product comparisons, current events, valid medical information, scientific advancement, reading suggestions, savings and investment advice, and much more.

In existence since 1999, the Tennessee Electronic Library is currently receiving 6 million searches per year. It levels the playing field for the "have's" and "have nots" in our State. It is available to those fortunate enough to have their own home computers, and it is also available in every

library of any kind in our state. We definitely want to continue this helpful service as its excellent content can assist those who need it most.

In addition to online resources, the Tennessee State Library and Archives encourages sharing of print materials among libraries of all sizes. Many small libraries, however, cannot afford the postage and other expense needed to participate in interlibrary loan. The State Library would like to continue its support of interlibrary loan by offering additional funding or new library materials to those libraries that participate in borrowing and/or lending through the statewide online catalog.

Finally, federal funds in the next five years will be used to fund statewide online reference assistance to Tennesseans who need it. This assistance will allow any citizen to request help on a wide variety of topics from trained librarians via the Internet. These librarians will not necessarily be working from local, poorly funded community public libraries, but rather from larger, more sophisticated libraries that are sharing their resources with those less fortunate. The service would definitely be a boon to students doing homework, out-of-work adults looking for jobs, parents seeking medical answers for their children, the elderly seeking help with the new Medicare prescription choices, and a wide variety of others.

Goals: Enhance lifelong learning patterns 1) by providing free statewide online access to full-text periodicals and reference resources on a wide variety of topics; 2) by providing interlibrary loan assistance to libraries; and 3) by providing a reference intermediary for individuals having a difficult time finding the information they need for success.

Congruence with LSTA Purposes and Priority Criteria:
Supports LSTA purposes – "Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, of individuals of all ages"

Supports TSLA mission – "Provides resources and electronic access, making information available to all residents of Tennessee to satisfy their educational, cultural, and recreational needs and interests"

Key Output Targets:
- 10% additional searches using the Tennessee Electronic Library (TEL) will be completed every year FY 2008-2012.

- At least 50% of all K-12 TEL users will take an online tutorial by FY2012.

- TEL teachers' manuals will be distributed to every school registered with the Department of Education by FY 2010.

- A 10% increase in net lenders for the interlibrary loan program will occur each year FY 2008-2012.

- A 10% increase in overall interlibrary loan participants will occur each year FY 2008-2012.

- The number of public library systems with websites designed to host online reference assistance will increase from 50% to 80% by FY2010.

- Implementation of online reference service for public libraries will occur by 2011.

- A marketing campaign to promote LSTA-funded online reference will be in place by 2012.

Key Outcome Targets:
- 90% of TEL users surveyed will indicate positive benefits from TEL for work, school, or personal needs by FY 2010-2011.

- 90% of surveyed public libraries receiving net lending reimbursements will indicate that the funds have enhanced their collection and services to users by FY 2011.

- By 2012, 80% of individuals surveyed who asked online reference questions will express satisfaction that the service resolved their information needs.

Program:
1. Provide statewide access to licensed, free, full-text periodicals and reference resources on a wide variety of topics: Choose and license comprehensive, reliable databases and individual online reference resources suitable for all types of libraries and all educational levels of consumers *(Time frame 2008-2012);* Develop and market an online tutorial for student users of TEL *(Time frame 2011);* Review, revise,

and distribute the TEL Teachers' Manual to correspond with guidelines from the Department of Education *(Time frame 2010)*; Keep statistics of use and modify services as needed to increase use *(Time frame 2008-2012)*; Market TEL through flyers, brochures, workshops, etc. *(Time frame: 2008-2012)*.

2. Provide interlibrary loan reimbursement to net lending libraries: Measure the number of ILL's lent to other libraries and the number of ILL's received from others and provide ILL participating libraries with net lending dollars *(FY 2008-2012)*; build interlibrary loan participation by training library personnel *(FY2008-2012)*; provide interlibrary loan assistance at the regional library level for rural libraries *(FY2008-2012)*; provide support for project manager of statewide catalog and interlibrary loan *(FY2008-2012)*.

3. Provide online reference services to Tennesseans through a cooperative and/or contract with a vendor that provides such services: Prepare local public libraries for online reference by helping them develop local host websites *(FY2010);* prepare an RFP and go out for bids for a statewide contract *(FY2010)*; provide statewide online reference assistance to all public libraries interested in the service *(FY2011)*; develop a marketing campaign to promote the new reference service *(FY2011-2012)*.

Evaluation Plan:

The Tennessee State Library and Archives will assure that the initiative to support lifelong learning will yield good results including both performance (outputs) and results (outcomes). We will review all program activities annually to make certain they are proceeding as scheduled, that they develop our long-range goals as intended, and that they adhere to LSTA requirements.

Output Evaluation record-keeping will require:
- Numbers of libraries by library type registered to use TEL as compared to possible target numbers
- Numbers of K-12 TEL users completing the online TEL tutorial
- Numbers of searches completed by TEL users annually
- Numbers of TEL teachers' manuals distributed to public schools
- Numbers of net lenders participating in the interlibrary loan program

- Numbers of public library systems with new websites designed to host online reference assistance

Outcomes Evaluation will require:
- Development, implementation, and analysis of TEL user survey
- Development, implementation, and analysis of survey of public libraries receiving net lending reimbursement, indicating how funds are used
- Development, implementation, and analysis of survey of individuals using 24/7 reference service

NEED #2

Improve the quality of life for diverse groups, including those with special needs, such as the poverty-stricken and the physically disabled.

Tennessee's current poverty rate is 14.5%, according to the Food Research and Action Center, <u>State of the States</u> publication, 2006. The median household income in Tennessee is $37,925, well under the national median household income of $43,318. There are pockets of poverty in every one of Tennessee's ninety-five counties.

Tennessee ranks second among the states in the number of people participating in the Food Stamp program. In fact, the number of Food Stamp participants increased 71.3% from the year 2000 to 2005. 11.5% of all Tennessee households (270,000) are "food insecure," not knowing whether or not there will be enough food in the household at the end of each month. 3.5% of households (83,000) are "food insecure with hunger" on a daily basis.

The 21% of our children born into poverty have a difficult time breaking out of the cycle of generational poverty. Many of them are not taught the value of education at home nor do they have parents who read to them or encourage reading. Some of them cannot focus in school because they are more concerned with other basic human needs, such as housing or where their next meal will come from. Others living in poverty are from other cultures and have parents and other relatives who cannot speak English. As children, they learn to speak English, but then have to serve as translators for the adults in their families.

Another group with special needs is the growing numbers of children and adults in our state who are visually impaired. The State of Tennessee has approximately 14,000 persons who are legally blind. However, as the Baby Boom generation reaches retirement age in Tennessee, the growth of the elderly population (65 and over) is expected to accelerate rapidly – an increase from 12.5% to 20.3% in 2025. Many of these older citizens will also experience print disabilities and will need special devices to help them read print materials or use a computer.

Recommended Solution:
The Tennessee State Library and Archives believes that the best way to identify pockets of poverty is to study the Federal School Lunch Program in each school district. Those districts with high rates of participation in the free school lunch program have high rates of poverty. Public libraries serving these specific communities are in need of special family literacy materials, career information, bi-lingual materials, and other appropriate titles. We can provide these specialized materials through the state's Regional Library System. The twelve regional libraries can select, order, catalog, process, and deliver special materials for the disadvantaged who use local public libraries. The Regional Libraries can also provide rotating book collections for local Head Starts and day cares serving poor families.

The Library for the Blind and Physically Handicapped -- which is a part of the Tennessee State Library and Archives – already serves the visually impaired through its recorded book collection available from the Library of Congress. However, the recorded books are not enough to meet the diverse needs of clients. LSTA dollars will be used to expand the large print collection and descriptive DVD collections. These materials are mailed for free to anyone in the state who can provide proof of visual or physical impairment.

In addition, a new service called READS (Regional Electronic Audio Download System) will continue. READS is an online downloadable library of audio books and E-books. Many visually and physically challenged individuals are learning to use READS, as are individuals from all walks of life. The annual charge for the technology it takes to provide the downloadable library will be paid for by LSTA dollars. Most of the actual titles will be purchased with state and local funds.

Finally, LSTA funding will allow competitive grant awards to local public libraries which can show need and innovative ideas for providing services to

the disadvantaged in their communities. The ultimate goal of these grant programs will be to provide a better quality of life for the disadvantaged.

Goals:
Enhance the quality of life of diverse groups of library users, including those with special needs, through the provision of special formatted library materials and services designed for them.

Congruence with LSTA Purposes and Priority Criteria:
Supports LSTA purposes -- "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"
Supports TSLA mission -- "TSLA places emphasis on providing services to the special needs populations, regardless of their location, social or financial status."

Key Output Targets:
- From 2008-2012, at least 95% of Tennessee's public libraries will receive funding to serve the needs of the disadvantaged in their communities.

- From 2008-2012, the Library for the Blind and Physically Handicapped will employ one federally-funded staff position to assist with Reader's Advisory services for blind and physically disabled library users.

- The number of Large print and descriptive DVD's owned by LBPH will increase by 25% by FY2010.

- The number of users of LBPH services will increase by 5% by FY2009.

- Each year from FY2008-2012 will show a 10% increase in circulation of downloadable audio and E-books.

- Over the course of the Five Year Plan, at least twenty public libraries will receive grant awards so that they may start up new library programs designed for special needs individuals.

Key Outcome Targets:
- By 2010, a survey of at least 24 Daycare and Headstart providers across the state will indicate an 80% satisfaction rate with pre-literacy materials provided by the Regional Libraries.

- In 2011, a survey of 200 random LBPH users will indicate an 80% satisfaction rate with the library service.

- A survey of downloadable audio and E-book users in FY2009 and again in 2011 will indicate that 80% of users are satisfied with the program.

- By 2012, at least five (20%) of the recipient libraries of Direct Service Grants will conduct focus groups of program participants that show 80% satisfaction with the services provided.

Program:
1. Provide funding to the Regional Libraries for the purchase of materials placed in local public libraries and other library service outlets such as Head Starts that serve disadvantaged populations: Focus on Bi-lingual materials, job and career information, family literacy, medical information, and materials to support local school initiatives (*Time Frame 2008-2012*) .

2. Enhance the activities of the Library for the Blind and Physically Handicapped: Fund a Readers' Advisory staff position in LBPH in order to provide customized, one-on-one service to the blind and physically handicapped (*Time Frame 2008-2012*); Purchase captioned DVD's and Large Print for the vision-impaired *(Time Frame 2008-2012)*.

3. Make accessible a variety of digital content through an online downloadable library of E-books and audio books for public libraries that are part of the Regional Library System *(Time Frame 2008-2012)*: Introduce downloadable video and gaming possibilities to the program *(Time Frame 2009-2012)*.

4. Offer a competitive direct services grant program to local public libraries who wish to establish new services for special needs populations: Offer two cycles of funding during the five year period *(Time Frame 2009; 2011)*

Evaluation Plan:

TSLA will assure that the initiative to distribute funds for public library services to those who are disadvantaged will yield positive results. We will review all program activities on a continuing basis to make certain that funds are being used wisely to provide new library materials and services to the disadvantaged, especially to those who are blind and physically handicapped, illiterate, unemployed, living below the poverty line, struggling with the English language, or disadvantaged in some other way. TSLA staff will monitor all direct grants to public libraries with at least one site visit and will analyze data received through the reporting system. We will make certain that a majority of subgrantees are trained in the methods of outcome-based evaluation.

Output evaluation record-keeping will include:
- Numbers of materials by subject category distributed to local public libraries and subsequent use statistics in targeted areas
- Numbers of Large print and descriptive DVD's provided to the State's blind and physically handicapped and subsequent usage
- Numbers of users of LBPH services
- Annual usage statistics of downloadable audio and E-books

TSLA will not be able to evaluate the direct effects of funds in this category on future income or life standard, but we will be able to measure some immediate quality of life enhancement criteria.

Outcome evaluation record-keeping will include:
- Development, implementation, and analysis of a survey targeting selected Daycare and Headstart providers of rotating library materials
- Development, implementation, and analysis of two surveys targeting audio and E-book users
- Analysis of site visits and quarterly reports received from subgrantees of Direct Service Grants for the disadvantaged
- Results of a focus group of at least five libraries receiving grants for direct services to special disadvantaged groups

Maintain and enhance technology available to libraries in order that they can easily find the information they seek for their customers.

Summary Needs Assessment:
Tennessee libraries range from those in urban areas with highly sophisticated and well-funded resources to those in rural areas which have operated with static operating budgets for many years. With the recent influx of Gates Foundation and LSTA grants, most Tennessee public libraries have the public access computers they need for now. However, in John Bertot's recent study Public Libraries and the Internet 2006, fewer than half of Tennessee libraries surveyed said they have the local ability to upgrade or replace these computers as they age. In addition, poorly funded libraries remain without local technology staff who can troubleshoot when things go wrong.

The Public Libraries and Internet study revealed that 49.65% of Tennessee libraries responding said they had the same budget as in the previous year. Year after year, these same libraries see very small increases if any in their operating budgets, while costs of materials, staffing, utilities, etc. continue to climb. Tennessee Department of State requirements for Maintenance of Effort of local funding at the same level or higher than the previous year often keep the budgets from dropping even lower. According to Public Libraries in the United States: FY2004, the average total operating revenue per capita in Tennessee public libraries is $16.05. The national average is $32.21. Some of the smallest libraries in Tennessee depend on the State or Federal government for 90% of their materials and technology. The result is a lack of basic library services that puts many Tennesseans at a terrible disadvantage in an information-driven, technologically-savvy world.

Recommended Solution:
It is essential to continue a means by which poorly funded libraries can upgrade technology and provide essential software packages for library public access computers. LSTA dollars will allow us to offer 50/50 matching grants for libraries in need and perhaps a few 100% grants for those communities in deep distress. The 50/50 matching grants are most successful because they promote local sustainability of technology in libraries.

In addition, LSTA dollars will allow continuation of Tennessee's very successful Network Services Consultant program. Over the years, both state and federal dollars have provided much-needed technology assistance to many

public libraries throughout Tennessee. One state-funded position of Regional library technology coordinator in each of the twelve regions provides the first line of assistance to the public libraries they serve. Four highly-trained Network Services Consultants and a manager travel all over the state to provide advanced knowledge, assistance, training, and strategic planning for technology to 200 public libraries, all twelve regional libraries, and to the State Library and Archives itself. Without continuation of this program, smaller libraries in Tennessee might soon face technology obsolescence and perhaps closed doors.

Finally, providing a statewide catalog of the holdings of all public libraries in Tennessee, with electronic access to the holdings of several academic libraries such as the University of Tennessee, will promote interlibrary loan in libraries otherwise isolated with very limited information in local collections. Financial reimbursement for a portion of interlibrary loan costs incurred by participating libraries will increase the participation rates among those that have a difficult time funding even minor mailing costs. In addition, already established regional centers will provide OCLC searching for libraries unable to afford additional costs for OCLC searches and borrowing materials from outside the state system.

Goals:
Provide information technology assistance for regional and public library staff 1) by offering matching grants for computers, peripherals, and other technology in public libraries; 2) by providing technological support and training for staff of small and medium size public libraries and for regional library staff; 3) by maintaining a statewide catalog to promote cataloging assistance and interlibrary loan capabilities.

Congruence with LSTA Purposes and Priority Criteria:
Supports LSTA Purpose: "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."

Supports TSLA Mission: "provides resources and electronic access, making information available to all residents of Tennessee to satisfy their educational, cultural, and recreational needs and interests."

Key Output Targets:

- From 2008-2012, 90% of computer concerns submitted to the Network Services Consultants will be successfully resolved within a week of the initial call for assistance.

- Network Services Consultants will provide an annual regional technology coordinators' workshop in order to train regional staff to assist local libraries.

- By FY2010, eleven regional libraries will acquire an automated acquisitions system to assist local libraries with collection development.

- By FY2009, at least 10 regional libraries will replace their current, aging circulation systems.

- Each year, at least 50% of regional library technology needs as outlined in the annual Information Systems Plan will be purchased with LSTA funds.

- By 2011, Tennessee will have a statewide catalog which includes 80% of the state's public library holdings.

- 60% of public libraries requesting funds will receive matching technology grants for software/hardware purchases for FY2008-2011.

Key Outcome Targets:

- In 2009 and 2012, daily logs kept by the Network Services Consultants and signed by local librarians will indicate a 90% satisfaction rate with the work of the Network Services Consultants.

- 90% of attendees will show increased technology skills in at least two areas after attendance at annual Regional Technology Coordinator workshops taught by the Network Services Coordinators.

- By FY2010, a survey of at least 100 libraries will show an 80% satisfaction rate with interlibrary loans made possible by the statewide catalog.

- By FY2011, 80% of 40 public library users surveyed at random through focus groups will report that they have the library technology available to access the resources they need.

Program:
1. Offer 50/50 match technology grants to local public libraries for new hardware, software, and other technology needs *(Time Frame FY2008-2012);* Reserve a small amount of technology grants for libraries in dire need without any local support *(Time Frame FY2008-2012)*.

2. Continue to support funding for four Network Services Consultants and one manager who will provide advanced technology assistance for regional libraries and the public libraries they serve *(Time Frame FY2008-2012)*: Provide training for the twelve regional technology coordinators who assist local public libraries with basic technology repairs and software installations *(Time Frame FY008-2012)*.

3. Help support funding for technology needs of the Regional Library System *(Time Frame FY2008-2012)*: Maintain and support an acqusition system which can be used by eleven regional libraries *(Time Frame FY2009-2012)*; Maintain and support a circulation system for selected regional libraries *(Time Frame FY2009-2012)*; Purchase technology software and hardware replacements as needed *(Time Frame FY2008--2012)*.

4. Provide a statewide catalog *(Time Frame FY2008-2012)*: Recruit additional holdings from public libraries and links to academic libraries for the purpose of promoting resource sharing through interlibrary loan *(Time Frame 2008-2012)*; Provide a statewide catalog/bibliographic services manager who is a cataloging expert/ trainer *(Time Frame 2008-2012)*.

Evaluation Plan:
TSLA will assure that the initiative to expand technology and technology skills to staff of small and medium-sized public libraries will yield solid results. We will review all program activities on a continuing basis to make certain they are helping us reach our goal in this area.

Output record-keeping will include:
- Numbers of computer concerns resolved by Network Services Consultants annually

- Numbers of hardware and software at the regional level purchased with LSTA funds
- Numbers of public libraries with collections listed in the statewide catalog
- Numbers of public libraries receiving matching technology grants

Outcomes record-keeping will include:
- Logs of computer repair activity showing satisfaction rates among user libraries
- Pre-tests and post-tests given to regional technology coordinators who attend special training
- Development, implementation, and analysis of a survey of patrons using the interlibrary loan system
- Focus groups of public library users using technology in the library

NEED #4

Have knowledgeable staff who anticipate and respond to community wants and needs by providing accurate and quality library services.

Summary Needs Assessment:
In Tennessee, among the 177 small to medium-sized public libraries or library systems assisted by the Regional Library System, only 61.45 FTE staff have MLS degrees. In addition, many staff in our small public libraries have never been outside of their communities to see what a well-funded library can provide for its patrons. State and federal funding, plus generous gifts from private sources such as the Bill and Melinda Gates Foundation, provide state-of-the-art technology to these libraries, but what is missing in many of them are competent, excited "enthusiasts of change" who can explain and market the technology to local communities and express the mission of a twenty-first century library to local community leaders.

Over the past seventy years, the State's Regional Library System has provided much of the needed continuing education to keep smaller libraries abreast of current library issues and technology. Currently each Regional Director selects speakers and topics to customize training based on local library staff needs while following a general statewide Continuing Education Plan. This

limits the spectrum of topics to the extent of the Regional Director's knowledge and abilities, and expertise of available trainers.

In addition, some of the larger public libraries belonging to the Regional Library System feel that their continuing education needs are being underestimated while the Regions focus on basic library assistance to the smaller libraries.

Recommended Solution:
On-the-job continuing education is an absolute necessity for librarians facing fast-paced changes in technology and in the overall library mission.   In order to do this most effectively, a statewide training plan needs to be implemented. CE programs should focus on both basic and advanced library topics and should almost always utilize some form of technology.

A combination of state and LSTA dollars will allow the State Library and Archives to host a Continuing Education Planning Summit for public libraries. In attendance will be Planning and Development staff, Regional staff, metro library staff development officers, public library managers, and representatives from other Tennessee library cooperatives and professional organizations. The purpose of the Summit will be to develop a long-range plan of action in providing continuing education for library managers, MLS staff, and support staff in public libraries across the state. The summit will help each Tennessee library organization interested in continuing education to focus on specific staff groups and to develop workshop parameters rather than competing with one another over topics and audience.

From this summit and from a survey of the local librarians it serves, the State Library's Regional Library System will revise its own Core Competencies List for small to medium-sized libraries. With state funding, the Regional Libraries will develop a Train-the-Trainer training module containing basic information on learning techniques for adults.   They will also develop at least three new training modules per year on topics of relevance to public libraries and will post these modules on the State Library's intranet or website. At least one training module per year will be related to technology in libraries and another to library services to the disadvantaged.

In addition, by FY 2010, a web-based calendar of library distance education opportunities through WebJunction, SOLINET, SIRSI Dynix, and others will be organized and kept up to date by State Library and Archives staff. This will

allow interested librarians to be able to access one source for many different types of training opportunities.

During FY2010-2012, with the use of LSTA funding, the State Library and Archives will be able to bring to Tennessee at least three nationally recognized speakers on topics related to library technology management and/or library services to the disadvantaged. By FY2012, an LSTA-funded CE Survey will indicate that most library staff in the state are cognizant of more training opportunities and participate in more CE opportunities than in FY2008.

As a result of partnership-building, electronic linkages, and effective staff training, library patrons – the end users -- will have better and faster access to library resources.   Patrons will receive more accurate information from better-trained staff as online training resources and refined search skills are passed on to them. Finally, a CE Summit and resulting cohesive continuing education plan will result in more opportunities and doors opened for people of all economic strata, as staff will have the training to connect their customers with needed resources, which can result in life-changing information.

Goal: To offer core competencies-based training for public and regional library staff and trustees that addresses the services/programs listed in the six LSTA priorities for state grants.

Congruence with LSTA Purposes and Priority Criteria:
Supports LSTA purpose: "Expand services for learning and access to information and educational resources in a variety of formats"

Supports TSLA Mission Statement**: "**Provides resources and electronic access, making information available to all residents of Tennessee to satisfy their educational, cultural, and recreational needs and interests."

Key Output Targets:
- In 2008, at least 150 of the 177 libraries served by the Regional Library System will respond to a survey to determine current continuing education needs across the state.

- In 2008, State Library staff will host a Continuing Education Planning Summit to determine the parameters of Continuing Education opportunities available for library staff through other

Tennessee library organizations and consortia such as the Tennessee Library Association, Tenn Share, etc.

- By FY2009, a Continuing Education Comprehensive Plan, containing a Core competencies list for public library staff and trustees within the Regional Library System, will be completed.

- During each of three years, FY2010, 2011, and 2012, a nationally recognized speaker on topics related to technology management and/or services to the disadvantaged will present a workshop for interested Tennessee librarians.

- By 2012, at least one staff member in 80% of the public libraries associated with the Regional Library System will have attended at least two of the statewide workshops.

Key Outcome Targets:
- By 2012, a survey of at least 100 participating public library staff will show that 80% are satisfied with the new Continuing Education Core Competencies.

- A 2012 survey will also show that 80% of 100 librarians surveyed are satisfied with the training they receive through the State Library and Archives and its Regional Library System.

- By 2012, 80% of librarians participating in the Continuing Education Core Competencies training program will say they have the technology training they need to deliver and facilitate access to accurate information.

- In FY2010 and FY2012, at least 30 library staff with MLS degrees will indicate that they have received better, more sophisticated continuing education through State Library initiatives than in the past.

- During the time period FY2009 to FY2012, surveys of patrons receiving assistance from trained library staff will indicate a 50% growth in the satisfaction rate. The surveys will show a steady rate of increase in patrons who say they learned a new life skill or met a

personal learning goal through technology assistance offered at the public library.

Program:
1. Develop a comprehensive core competencies-based training plan for public library staff: Using a combination of state and federal funds, plan and host a Continuing Education Planning Summit which includes library partner agencies such as the Tennessee State Library and Archives Planning and Development staff and Regional Libraries, the Tennessee Library Association, Tenn-Share, etc. *(Time Frame 2008)*; Survey public libraries associated with the Regional Library System to determine continuing education needs, with focus on technology and services to the disadvantaged. *(Time Frame 2008)*; Publish a Core Competencies list and post it on the State Library's website *(Time Frame 2009)*; Prepare and post on the State Library's website at least three new training modules per year for libraries belonging to the Regional Library System *(Time Frame FY2009-2012)*.

2. Plan, coordinate, and host a major training event annually for public libraries, with a nationally-recognized speaker, at accessible locations across the state (*Time Frame FY2009-2012).*

3. Develop more specialized training, including helpful printed and online materials, for library staff with MLS degrees, including a web-based calendar of library distance education opportunities through WebJunction, SOLINET, Click.org., SIRSI Dynix webinars, etc. *(Time Frame FY2009).*

Evaluation Plan:
TSLA will want to know if library staff from local public libraries are receiving the library skills they need for practical application in their libraries. A statewide survey of need and the summit of library educators will dictate the future direction of funding in this area. TSLA will monitor progress in meeting training needs at each step along the way.

Output record-keeping will include:
- Designing, implementing, and evaluating a survey of current continuing education needs among public librarians
- Compiling a list of current continuing education opportunities offered by library advocacy groups across the State of Tennessee

- Numbers of training session offered for local public library staff, including specialized training for MLS-degreed librarians
- Keeping statistics of public library staff attending TSLA-sponsored statewide workshops

Outcomes record-keeping will include:
- Development, implementation, and analysis of surveys showing satisfaction of local library directors with Continuing Education Core Competencies training offered by the regional library system
- Development, implementation, and analysis of a survey of MLS-degreed librarians showing satisfaction rate with specialized training sessions for them

SUMMARY OF PLANNING AND IMPLEMENTATION PROCEDURES

The following summarizes the stakeholder involvement, communication and monitoring procedures, which the Tennessee State Library and Archives put into place for the development, finalization, and implementation of its Five Year Plan.

Stakeholder Involvement Procedures:
A Long-Range Planning Committee was established to develop the draft of the Five Year Plan. The Committee consisted of the State Librarian and Archivist, members of the Planning and Development staff, twelve regional library directors, and three members of the state's Advisory Council on Libraries. The Advisory Council members included the manager of the Nashville Public Library and two library trustees, one representing a small, rural library community and the other a wealthy, suburban library community.

The draft of the Five Year Plan was posted on the Tennessee State Library and Archives website for review for a period of six weeks. Library advocacy groups were notified that the Plan was available for review via three statewide listserv's. The State Library received only five recommendations, all of which were duly considered. The full Advisory Council on Libraries, representing all types of libraries and user groups, also made suggested changes and subsequently accepted the recommended Plan. The Office of the Secretary of State will oversee the implementation of the Five-Year Plan programs within state and federal guidelines.

The Tennessee State Library and Archives will provide additional stakeholder involvement in the implementation of the Five Year Plan as it develops, implements, and analyzes surveys and focus groups related to specific areas of the Plan. The Tennessee Advisory Council on Libraries and other library advocacy groups will be called upon to read grant proposals and review current grant initiatives throughout the five year period.

Communication Procedures:
The Five Year Plan as approved by the Institute of Museum and Library Services will be posted on the Tennessee State Library and Archives website, and email referencing the website will be sent to three statewide library listserv's and other interested parties. Periodically, within the five years covered by the Plan, the members of the state's Advisory Council on Libraries will review it for feedback and any proposed changes. Any substantive changes to the Plan will be submitted to IMLS according to IMLS guidelines and to appropriate stakeholders for their review.

The achievements of the Five Year plan will be publicized through State library website postings, letters and email to key Tennessee legislators, newspaper stories, digital photography, and presentations to meetings of key stakeholders. An Annual Report will detail the successes and challenges of each year of the Five Year Plan.

Monitoring Procedures:
The Planning and Development Division of the Tennessee State Library and Archives will manage the continuous tracking of projects implemented under the Five Year Plan. Monitoring includes on-site visits, pre and post tests, focus groups, surveys, quarterly status reports, and other means of evaluation. Key State Library staff, regional library staff, and Advisory Council members will design and participate in the output and outcome-based evaluation procedures outlined above. All participants will be trained by State Personnel in the use of outcomes based evaluation techniques. Any necessary corrective action will be overseen by State Librarian and Archivist in conjunction with recommendations by the Secretary of State's office and IMLS guidelines.