

Indiana State Library

**LSTA Five-Year Plan**

2008 - 2012

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## Overview

In 2006, the Indiana State Library commissioned a third-party company to conduct a statewide study of the needs of Indiana residents and of library services via 9 focus groups, 36 phone interviews and an online survey completed by over 200 people.

Indiana's library community is structured as follows:

- \*239 Public Libraries
- \*72 Academic Libraries
- \*1900 School Libraries
- \*32 Institutional Libraries

The following plan meets the requirement of the Institute of Museum and Library Services (IMLS) for the Library Services and Technology Act (LSTA) program that State Libraries Agencies which receive LSTA funds have a Five-Year Plan that describe the library's mission, the needs of the libraries in the state, and the state plans to use LSTA funds to meet those needs.

Six needs consistent with the purposes of the LSTA and in response to the aforementioned statewide study of needs were chosen for Indiana's Five-Year Plan:

1. The academic success of Indiana's students and knowledge of its citizens in general can be strengthened by supporting electronic information resources, including statewide access to electronic databases, and resource sharing.
2. Libraries in Indiana require adequate computer and communications technology enhancements to serve the information needs of residents.
3. Libraries need appropriate infrastructure and support to digitize their materials so that they may be made available online.
4. Libraries need leadership to promote mutually beneficial partnerships with other libraries, library organizations, other cultural heritage organizations, and the private sector.
5. Special populations who are blind, physically handicapped, or those in an institution have library needs and are underserved in many cases.
6. Six and one-half percent of Indiana's population is underserved or un-served by Indiana libraries.

## **Mission**

The Indiana State Library provides the organizational support to Indiana's libraries to empower the residents of Indiana to meet their information needs. The Indiana State Library provides statewide programs that enable new technologies to be utilized for their maximum benefit to meet the needs of users at libraries of all types.

## **Program Goals**

1. Indiana libraries will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective telecommunications, technology and resources.
2. The Indiana State Library, libraries and library organizations will deliver new and improved programs that anticipate and meet the residents of Indiana's constantly changing needs for library services.
3. The Indiana State Library will provide leadership and infrastructure for digital library initiatives throughout the state.
4. The Indiana State Library, libraries and library organizations will strengthen public policy support for upgrading library services for every resident of Indiana through improved communication, collaboration, and partnership efforts within and beyond the library community.
5. The Indiana State Library will provide resources and support to libraries which seek to serve special populations in the state.
6. The Indiana State Library will provide resources and support to libraries which seek to serve the un-served or underserved populations in the state.

**Need #1. The academic success of Indiana's students and knowledge of its citizens in general can be strengthened by supporting electronic information resources, including statewide access to electronic databases, and resource sharing.**

**Summary Needs Assessment:**

- Indiana ranks 30<sup>th</sup> among the states in the rate of high school graduation and 12.2 percent of the population in Indiana is below the poverty line.
- Libraries are information hubs for the community. The changing landscape of the information industry means that libraries and technology must adapt.

**Goal #1:** Indiana libraries will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective telecommunications, technology and resources.

**LSTA Purpose:**

- 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.

**Key Output Targets:**

- Usage of the databases will increase.
- Number of school and public library web pages with links to the collection of databases will increase.
- Indiana State Library staff will provide training sessions for librarians on online access to information each year.
- Number of reference questions to the State Data Center will increase each year.

**Key Outcome Targets:**

- Funding will be provided to support a statewide network of databases, available to all residents of Indiana, to expand the resources available to them.
- 90 percent of interlibrary loan transactions will be patron-initiated by 2012.
- High school graduates will be able to search for and successfully retrieve desired information online.

**Programs:**

1. Support of infrastructure of web-based information resources and resource sharing.
2. Indiana State Library will provide train-the-trainer workshops to library staff on web-based information and resources.
3. Support and research into efficient interlibrary loan procedures.

**Need #2. Libraries in Indiana require computer and communications technology enhancements to serve the informational needs of residents.****Summary Needs Assessment:**

- Only sixty percent of Indiana residents have access to the Internet at home according to a 2003 survey from the U.S. Census Bureau.
- Only fifty-one percent of households in Indiana have a computer in the home according to a 2003 survey from the U.S. Census Bureau.
- Citizens are relying on libraries to obtain necessary workforce skills.
- Citizens are relying on libraries to gain access to government services.
- 12.2 percent of the population in Indiana is below the poverty line.
- 98 percent of public libraries have internet access.
- 43.5 percent of public libraries had wireless access according to the 2005 annual report (submitted in 2006).

**Goal #2:** The Indiana State Library, libraries and library organizations will deliver new and improved programs that anticipate and meet the residents of Indiana's constantly changing needs for library services and access to information.

**LSTA Purpose:**

- 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.
- 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 as defined by the Office of Management and Budget and revised annually in accordance with 42 USC Sec. 9902(2) applicable to a family of the size involved.

### **Key Output Targets:**

- Increased number of continuing education opportunities dealing with technology by library staff and/or patrons.
- Increased number of consultations by Indiana State Library each year of the plan.
- Number of libraries with wireless access will increase.
- Increased number of librarians attending workshops and demonstrations on innovative technology.
- The number of libraries that meet minimum technology requirements will increase each year of the plan with all libraries meeting the minimum requirements by 2012.

### **Key Outcome Targets:**

- At least one public librarian in 100 percent of public library districts will attend a technology continuing education course.
- Number of grant applications for innovative technologies will increase each year.
- 75 percent of participants at the innovative technology workshops will indicate that they are aware of new technologies that are relevant to their libraries after attending.
- 10 percent of libraries will implement or initiate at least one new program to assist library patrons with online access to government services.

### **Programs:**

1. Facilitate with the library community to create minimum standards for technology requirements in public libraries.
2. The Indiana State Library will provide grants to libraries for innovative technologies to better serve their communities.
3. Libraries will receive training for technologies that will help them better serve their communities.
4. Annual opportunities will be provided for library staff to be exposed to innovative technologies.
5. The Indiana State Library will provide consultations and training annually in grant-writing skills for technology grants and for effective use of technology in libraries.
6. Investigate and implement a variety of methods to provide continuing education to library staff.

**Need #3. Libraries need appropriate infrastructure and support to digitize their materials so that they may be made available online.**

**Needs Summary Assessment:**

- 24/7 access to library and local historical organizations' and cultural heritage institutions' collections.
- Satisfy lifelong learning needs.
- Assist in long-term preservation needs of unique, original materials by providing digital surrogates.

**Goal #3: The Indiana State Library will provide leadership for digital library initiatives throughout the state.****LSTA Purpose:**

- 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 public and private partnerships with other agencies and community-based organizations.

**Key Output Targets:**

- Increased number of library and cultural heritage organizations will contribute to Indiana Memory.
- Increased number of items/collection digitized.
- Increased number of libraries with CONTENTdm acquisition stations and/or licenses (in addition to the Statewide licenses.)
- Number of Indiana Memory page views will increase each year of the plan.
- Increased number of consultations by Indiana State Library each year of the plan.

**Key Outcome Targets**

- All digitized items in library collections will meet Indiana Memory standards.
- 75 percent of workshop participants will demonstrate knowledge of correct standards for digital projects.
- The number of grant applications for digital projects will increase each year of the plan.
- Number of partnerships with other cultural heritages institutions will increase each year of the plan.

**Programs:**

1. The Indiana State Library will provide training, support, and technology to digitize historically relevant documents and artifacts.
2. The Indiana State Library will explore and implement methods to encourage collaboration and partnerships with other cultural heritage institutions who desire to provide Indiana residents with access to digital collections. Through these collaborations, the Indiana State Library will offer a broader spectrum of digital collections.
3. The Indiana State Library will provide digital collection management software and support to libraries.
4. The Indiana State Library will provide consultations and training on grant writing skills and effective digitization projects.

**Need #4. Libraries need leadership to promote mutually beneficial partnerships with other libraries, library organizations, other cultural heritage organizations and the private sector.**

**Summary Needs Assessment:**

- Nationwide push to identify alternative funding sources for libraries of all types.
- Leveraging natural partnerships with organizations with similar missions to gain local support.
- Library staff in Indiana depend on the consulting services of the Indiana State Library to provide leadership and encouragement for librarians to design, implement, and oversee LSTA projects.

**Goal #4:** The Indiana State Library, libraries and library organizations will strengthen public support for upgrading library services for every resident of Indiana through improved communication, collaboration, and partnership efforts within and beyond the library community.

**LSTA Purpose:**

- Developing public and private partnerships with other agencies and community-based organizations.

**Key Output Targets:**

- Number of grants involving partnerships will increase each year of the plan.
- Number of cultural heritage institutions partnering with the Indiana State Library will increase by 2012.



- The number of public libraries receiving local funds other than tax dollars for projects and programs will increase (e.g. donations, grants, sponsorships, etc.)

**Key Outcome Targets:**

- 90 percent of workshop participants will be able to identify 2 or more sources of private funding.
- 50 percent of local community leaders in each ILF district will be able to state 3 or more services provided by their library.
- One staff person in 75 percent of public libraries will be able to identify at least one previously unknown cultural heritage institution with a similar mission within their county.

**Programs:**

1. Pilot program for alternative funding will be developed as a model for libraries.
2. Educate community leaders about the value of libraries through the development of effective communication methods.
3. Assist in implementation of formal community planning by libraries.
4. Grants will be provided to encourage library collaboration and resource sharing.
5. More efficient communication systems will be implemented to disseminate information about the LSTA-funded programs and grant opportunities along with traditional training methods.
6. Tools will be provided to annually collect and communicate information about Indiana's libraries.

**Need #5. Special populations who are blind, physically handicapped, or those in an institution have library needs and are underserved in many cases.**

**Summary Needs Assessment:**

- 24,740 Indiana residents are in institutions.
- The National Library Service for the Blind and Physically Handicapped estimates that between 10,000 and 40,000 Indiana residents qualify for the blind and physically handicapped services.
- 784,219 Indiana residents are 65 and over, which is nearly a 4% increase from 2000, and is expected to grow, according to the Census Bureau.

- Library staff in Indiana depend on the consulting services of the Indiana State Library to provide leadership and encouragement for librarians to design, implement, and oversee LSTA projects.

**Goal #5:** The Indiana State Library will provide resources and support to libraries who seek to serve special populations in the state.

**LSTA Purpose:**

- Targeting library services to individuals of diverse cultural, geographic, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

**Key Output Targets:**

- 80 percent of libraries will receive at least one tool or product to assist in providing services to the diverse populations.
- Increased number of library staff participating in workshops on providing service to patrons with diverse needs.
- Increased number of citizens utilizing the tools and/or products available through the Talking Books and Braille Library program each year of the program.

**Key Outcome Targets:**

- Libraries will serve a greater number of their patrons who are eligible to receive special services for the blind or physically handicapped.
- 80 percent of workshop participants will demonstrate an increased awareness of the needs of diverse populations within their communities.
- 80 percent of these users will recognize the public library as a knowledgeable, welcoming resource for their information needs.

**Programs:**

1. Development of special collections of information accessible to people with special needs.
2. The Indiana State Library, library systems, and libraries will provide services to the residents of Indiana who are blind, physically handicapped, or homebound.
3. Develop an outreach program that targets libraries and potential users to increase the awareness of the service.
4. Promote research and methodology to meet the needs of Indiana's aging population.
5. Support statewide literacy initiatives and explore new methods to provide access to information to those who cannot read.

6. Provide consulting services and training from the Indiana State Library to strengthen leadership and administrative ability among librarians who provide library services to special populations.

**Need #6. Six and one-half percent of Indiana’s population is underserved or un-served by Indiana libraries.**

**Summary Needs Assessment:**

- 6.5 percent of the population is not served by a public library in geographic areas spread over the state.
- The Public Library Access Card program provides limited library service to residents not served by a library district.

**Goal #6:** The Indiana State Library will provide resources and support to libraries who seek to serve the un-served or underserved populations in the state.

**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 as defined by the Office of Management and Budget and revised annually in accordance with 42 USC Sec. 9902(2) applicable to a family of the size involved.

**Key Output Targets:**

- The geographic area of Indiana that is not eligible to receive public library service will decrease each year of the plan.

**Key Outcome Targets:**

- Increase awareness of methods for providing services to the un-served areas of Indiana by the affected library districts

**Programs:**

1. Provide funding for model projects which expand service to areas not served by public library districts.
2. Provide information to library districts and potential stakeholders regarding un-served and underserved areas that may include training in how to provide service to this population.

3. Investigate ways to serve the unserved and make recommendations for most efficient and effective methods.

### **Evaluation Plan**

The Indiana State Library is committed to the evaluation of the impact of the LSTA program, including the activities that are conducted on a statewide basis as well as activities conducted by libraries participating in the competitive grant program. Appropriate methodologies will be identified and implemented to measure the targeted outputs and outcomes identified in the plan.

An independent consultant will be retained through a competitive Request for Proposal (RFP) process to prepare a comprehensive evaluation of the implementation of this plan by the Indiana State Library. The evaluation process will ensure that a broadly representative sample of the Indiana library community will have an opportunity to participate.

State Library staff will assist libraries participating in the competitive grant programs in developing and implementing outcome-based evaluations as a part of their grant projects, if applicable to the individual project. Final reports for all projects will include information on how project objectives were met.

Indiana State Library staff will conduct on-site visits for a significant portion of the LSTA grants awarded every year. A status report of the projects will be discussed during the visit and corrective measures will be taken by the sub-grantees if appropriate. An annual report will be submitted to IMLS each year summarizing the results of each grant.

### **Summary of Planning and Implementation Procedures**

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

#### **Stakeholder Involvement Procedures**

State Library staff and members of the Indiana State Library Advisory Committee (ISLAC) worked together to develop the Five-Year Plan for the Indiana State Library.

The Indiana State Library Advisory Committee represents:

- Current and potential library service users, reflecting the characteristics of Indiana and its people
- Community leaders
- All types of libraries eligible for LSTA funding in Indiana
- The library community

The Indiana State Library has also provided for stakeholder involvement in the implementation of the Five-Year Plan. The State Library will provide annual goals to the Indiana State Library Advisory Committee to help determine priorities and grant funding. Various Indiana State Library Advisory Committees may plan and evaluate specific LSTA projects or initiatives. Proposal reviews and review teams will also be called upon as appropriate to review proposals for LSTA funding.

### **Communication Procedures**

Drafts of the Five-Year Plan will be periodically presented to the members of ISLAC for review and feedback. Once the Five-year Plan has been approved by IMLS, it will be published in print form and on the State Library Web site. It will be made available to all public, academic and special libraries and selected school libraries and users throughout the period of the Five-year Plan. Readers will be invited to submit their comments via the Web site.

Any substantive revisions to the Plan, especially to the needs and goals, will be submitted to IMLS according to the provisions of the LSTA, and to appropriate stakeholders. An e-mail will be sent, followed up with hard copy.

The Indiana State Library will publicize achievements of important milestones and results of the Five-Year Plan as required for reporting purposes, as well as to meet stakeholder needs. The channel for communicating these achievements will depend largely on a particular stakeholder group's needs and will include an appropriate combination of presentations and meetings, print and electronic media and required reports, e.g. the Annual Report

### **Monitoring Procedures**

The ISL will assign appropriate staff to continuously track implementation of the Five-Year Plan and prepare appropriate reports as required. An important component of this tracking process will be monitoring of sub-grantee projects, which are funded under the LSTA Program. In addition to providing quarterly status reports and final reports on the progress of each project in relation to the Plan, the ISL staff will conduct an annual on-site monitoring visit for each project for a minimum of 20% of the sub-grants. Any necessary corrective action will be decided on in collaboration with the sub-grantees.

## **Budget**

Four percent of each LSTA allotment will be reserved for Indiana State Library staff to administer the grant.

As is stated in the program assurances, the Indiana State Library will fund the non-Federal share of the project costs to sufficiently plan, manage, and complete the projects outlined in this application.

As a state agency, the Indiana State Library submits a budget request every two years to the state legislature that includes the required matching funds to support the LSTA program.