THE STATE PLAN FOR THE LIBRARY SERVICES AND TECHNOLOGY ACT IN AMERICAN SAMOA:
FY 2008 – 2012

Mission

The Feleti Barstow Public Library is a center for lifelong learning dedicated to meeting the informational, technological, and cultural literacy needs of all age groups by providing both current and historical reading and instructional materials in a variety of formats. As the central public library for American Samoa, we serve as a model for other libraries and information centers to increase access to reading materials and promote literacy.

Introduction

The Feleti Barstow Public Library (FBPL) is the designated State Library Administrative Agency (SLAA) and serves as the central public library, or State Library, in the U.S. Territory of American Samoa. The *State Plan for the Library Services and Technology Act (LSTA) in American Samoa: FY 2008 – 2012* has been prepared by the Library Project Consultant, under the supervision of the Territorial Librarian. Data was collected from several sources and has been used to shape program decisions and modify goals, outputs, and outcomes for the current Five-Year Plan 2008 – 2012.

LSTA funds have played an important part in maintaining and improving services to underserved communities by allowing increased outreach to remote communities, via personal staff visits and electronic delivery services via the Internet. The American Samoa Library Cooperative which represents the territory's largest and most active electronic information network was established with LSTA funding, and member sites offer the most current online resources for American Samoa. In response to public demand, the State Library Computer Lab developed advanced computer skills classes, in addition to its basic computer skills courses, and the classes remain one of the most popular library services in the territory. Professional development training to ensure accurate and faster service to library patrons continues with emphasis on computer skills, better digital retrieval services and providing effective literacy programs to underserved communities.

American Samoa: An Overview

The basic geographic, historic, demographic, and economic facts about American Samoa are not widely known outside the territory and so merit a brief background presentation.

Geography

American Samoa is a territory of the United States, and is the only U.S. possession in the Southern Hemisphere. It consists of the islands of Tutuila, Aunu'u, Manu'a (the islands of Ta'u, Ofu, and Olosega), Swains Island and Rose Atoll in the South Pacific Ocean, 2400 miles from Hawaii. The total land area of American Samoa is 76 square miles, the vast majority of which is uninhabitable jungle-covered volcanic peaks and ravines. Over 95% of American Samoa's nearly 68,000 inhabitants reside on the main island of Tutuila, where average population density in its

habitable area is more than 3,000 people per square mile. The climate is hot and humid; rainfall varies from 200 to 300 inches annually, depending on where the measurement is taken, with an average temperature of 80 degrees Fahrenheit. The threat of tropical cyclones is imminent.

Tutuila, Aunu'u, and the Manu'a islands are high volcanic islands. Rose Atoll and Swains Island are both low coral atolls, Rose Atoll, 80 miles east of Manu'a, is an uninhabited U.S. National Wildlife Refuge. Swain's Island, about 230 miles north of Tutuila, is privately owned, with a current population of about 20. These are islands where everything continental - from roads to electronics - is climatically and culturally challenged.

Demographics & Economics
According to the American Samoa Department of Commerce yearly statistics, the 2007 population of American Samoa was estimated at 68,200, representing an annual growth rate of 2.3 per cent. Given that growth rate, the local population is projected to reach about 80,000 in 2010, representing a population increase of 22% since the 1990 census. There are slightly more males than females, and the median age is 21 years. This young population places a heavy demand on services, especially in the areas of education, health and medical, family advocacy and employment opportunities.

Nearly two-thirds of the population is citizens or nationals of the U.S. and 90 % of the population are Samoans.

In 2000, annual per capita income was $4,357, and 61% of families in the territory were living below the federal poverty level. The median household income was $18,219, with 11.6% of all households earning less than $5,000 per year. The American Samoa Government (ASG), is the single largest employer, with 5,000 employees, accounting for 30% of the work force. The two major U.S. tuna canneries at Pago Pago Harbor employ another third of the work force (mainly Western Samoans). According to the 2000 census, the remaining third of the work force were listed as employed in public service and administration positions.

ASG's total revenues were $144 million in 2000. Federal grant revenues regularly account for about 67% of all ASG revenues, the remaining 33% coming from locally raised revenues, mainly taxes.

Education
According to the 2000 census, 20,830 people (36% of the total population) were enrolled in school. Of the 25,380 persons who are 25 years and over, 66.1% were high school graduates, and only 7.4% have attained bachelors or higher degrees.

Libraries in American Samoa
The first library was established in American Samoa in 1914 by the Naval Governor of the territory, who collected about 3,000 books from friends in the U.S. During the late 1930's, a territory-wide campaign resulted in the construction of the first library building near the U.S. Naval Base in the village of Utulei. The Office of Library Services, under the Department of Education ran this main public library and the school libraries. The main public library building was condemned in 1994, and its collection was dispersed within the school library system.

The Feleti Pacific Library grew out of a small Pacific Room collection devoted to Samoa and Pacific-area interests that was started in the Dept. of Education in the 1930's. Since the early 1970's, the collection was located in a building located adjacent to the Office of Library Services. Its holdings were non-circulating and number around 4,000 volumes including many rare books. This collection has since been transferred to the Feleti Barstow Public Library.

The Feleti Barstow Public Library
After the existing public library building was condemned in 1994, a public library board was formed to develop a plan for the new public library to serve the needs of all ages in the territory, including the needs of visually impaired and handicapped individuals. After several years of planning and fundraising (including a one million-dollar appropriation from the U.S. Congress), the 10,000 square foot building was completed in 1998 and officially opened to the general public in April 2000. The building features include a children's room, a conference room, the Pacific Collection room, and the Computer Lab where users are able to connect to the Internet, or use one of the other networked computer programs at one of 20 PC workstations. Close to 40,000 volumes are available to the community.

School Libraries
There are 124 educational institutions in American Samoa which includes public and private elementary and secondary schools, and the American Samoa Community College. The combined public and private school libraries in American Samoa total 36 in number. In the public school system, there are 24 libraries with a full-time library staff member, while 3 public schools are without libraries. Within the private school sector about one half of the libraries have library staff while the other half of the private school libraries are supervised by the school principal. Of the school libraries for which inventory figures are available, there are approximately 80,000 volumes available to students.

American Samoa Community College Library (ASCC):
The college was established in 1970 to provide postsecondary educational opportunities to the residents of American Samoa. The library serves the needs of 45 faculty members, 1200 students, and has approximately 23,000 volumes in addition to A/V materials and ten computer terminals. A new ASCC library building was completed in 2003. The Western Association of Schools and Colleges (WASC) accredit the ASCC.

Special Libraries:
There are several special libraries in the territory as well. These collections reside at the LBJ Tropical Medical Center (the hospital for the territory), the High Court, the Fono (American Samoa Legislature), the American Samoa Historic Preservation Office, Kanana Fou Theological Seminary, and the American Samoa Government (ASG) Archives.

Goals for FY 2008 - 2012

Identified LSTA priorities have been adopted as Goals for the State Library, with programs, activities, and output and outcome targets for American Samoa listed below each priority.

GOAL 1: Expand service for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages, and develop public and private partnerships with other agencies and community-based organizations.

Summary Needs Assessment
- Joint projects conducted by the State Library with educational and cultural organizations have resulted in a wide media of educational resources, and generated new reference material where none existed before. The Polynesian Photo Archives is an ongoing joint project between the State Library and the American Samoa Historic Preservation Office to electronically catalog and physically preserve and archive the approximately 6,000 historic still and moving images of Polynesia contained in the various collections of the American Samoa Government (ASG). The project has been widely praised for preserving cultural photos through digitization and making them electronically available to local, regional and international venues. The project is also expanding collection efforts to repatriate images currently in other collections outside the Territory. A plan for online resource sharing of photographic and other digital images with the Bishop Museum in Hawaii is already in development, with similar partnerships to be sought with the National Archives, U.S. Naval Archives, and elsewhere.
- The Polynesian Photo Archives continues to increase in popularity, and services have been provided to students, genealogists, authors, newspapers and television media. Community support continues to be sought in identifying images and people in photos that have been collected or donated, and responses have come from several people in different villages who recognize their relatives or family chiefs or family grounds. All Photo Archive patrons, especially local media and researchers, have been extremely thankful for the services provided and the many images that can now be located so quickly as a result of the electronic storage and cataloging. Collection efforts continue, and local donations are encouraged to help preserve photographic images that would otherwise disintegrate or disappear altogether from the humidity and heat of local weather.
- With 90 % of the population being of Samoan ancestry, partnering with those organizations dedicated to preserving the Samoan culture and language and helping to identify digital solutions to preserving and enhancing their work so they can reach a wider audience is a realistic goal for the State Library. Samoan language and culture consultants enjoy a good relationship with the Territorial Librarian and often seek input when pursuing a literary or oral language project and the State Library is a primary partner for introducing their work to the community when they are completed.
- Interest in cultural history and local artists is very high, and local writers have been a popular staple of the many annual events staged at the State Library. Book launches and readings of original works by local authors, bilingual (English and Samoan) storytelling sessions, rotating photo and art exhibits by local artists, the annual Lions Club Peace Poster Contest, and other co-sponsored events held in other venues provide regular showcases for

cultural talent and draw a wide range of audience members, from the elderly who speak only Samoan accompanied by their bilingual grandchildren, to students, community, business, and government leaders, along with the general public who provide instant feedback on all events and the works of the participating artists.

Programs (Activities)
1. Maintain and expand the Polynesian Photos Archives. (2008 – 2012)
2. Evaluate hardware, software and training needs as necessary for digitization and electronic image delivery. (2009 – 2012)
3. Support cultural literacy programs and partnerships with cultural organizations. (2008 – 2012)
4. Support the overall preservation and promotion of cultural heritage and cultural literacy through a variety of media including sound and video recording, print, and digital reproduction programs. (2008 – 2012)

Output Targets:
- ✓ 100 % of designated Polynesian Photo Archives staff will be completely trained to maintain, digitize, and successfully archive all collection images and electronically deliver them as requested to local, regional and international venues.
- ✓ 100 % of cultural literacy partnerships will be documented and evaluated for future collaborations.

Outcome Targets:
- Polynesian Photo Archive staff expands and improves their electronic delivery services to the local, regional and international community.
- The Polynesian Photo Archive collection is expanded each year to include images held in other locations.
- Participants in cultural events gain confidence when sharing their talent with the community.
- Community members enjoy increased educational and recreational opportunities.

GOAL 2: Develop library services that provide all users access to information through local, state, regional, national and international electronic networks.

Summary Needs Assessment
- Demands for computer services have kept the State Library Computer Lab a busy educational hub since the day it opened. During the last fiscal year, the Computer Lab was physically expanded and renovated to the current 20 computer workstations, in response to requests from patrons that more computers were needed.
- Over 1250 students have been trained in the Computer Lab from 2003 to 2007. For the general public who use the Computer Lab and are not participating in a computer class, a yearly average of 11,176 patrons spend an annual average of 12,272 hours in the Computer Lab, primarily using and checking e-mail (63%) and Internet research and/or word processing (37%).

- Patron requests for more advanced computer classes resulted in the development of advanced skills classes, and courses grew from weekly 2-hour sessions to monthly classes which now cover 2-weeks of instruction. Classes are offered free of charge, by bi-lingual staff (English and Samoan), and are attended by people from public, private and government sectors. Participants include students, those seeking to enhance their job skills, beginners with little to no experience, people seeking their high school equivalency certificate, and career service employees who are seeking a non-threatening environment to hone their skills. The demand for these classes increases every year, as does the use of the Computer Lab for patrons who need online computer access.
- Computer classes continue to operate at maximum attendance levels, and class content remains flexible to be able to fully assist any group with a particular request for more advanced skills, e.g. PowerPoint presentations. Since the FBPL Systems Administrator is fluent in most software applications, these requests can generally be accomplished without having to invest any additional personnel.
- The number of families who have computers in their homes remains far below the national U.S. average. Because of this, the FBPL computer lab is a vital service, which is frequently used by students of all levels from elementary to college, visitors to American Samoa, as well as adult residents who cannot afford their own computer and/or Internet service. Working computers that are available to students on a consistent basis is an ongoing issue in the school system, and the library provides much needed computer access to students and educators alike, with equipment that is well maintained and with regularly updated software programs. State Library staffs provide daily assistance for patrons using the computer workstations, helping those who are unfamiliar with basic computer operations, or need online retrieval instruction when using the Internet and other online resources.
- The Computer Lab continues to be the only free-to-the general public venue for Internet-connected computers in American Samoa.
- School groups travel to the state library for research and other activities on a daily basis, because the libraries in their schools do not have essential reference materials. The online Union Catalog and online databases, and the Internet are the main resources used by students and researchers on a daily basis, to supplement the territory's print resources.

Programs (Activities)
1. Maintain and expand Computer Lab services for the general public. (2008 – 2012)
2. Schedule computer classes, staff time, and revise class materials as needed. (2008 – 2012)
3. Advertise classes and register participants. (2008 – 2012)
4. Record and report on students' skills at completion of class. (2008 – 2012)
5. Maintain and expand the online Union Catalog and train patrons and library personnel as needed for information retrieval. (2008 – 2012)
6. Maintain and expand online database prescription services as needed and train patrons and library personnel as needed for information retrieval. (2008 -2012)

Key Output Targets:
- ✓ 100 % of participants who complete the computer class can successfully turn computer on and off and use mouse and keyboard effectively AND

- ✓ 100 % of participants who complete the class can open and close one program successfully, after they have completed training.
- ✓ 100 % of participants who complete the class can search the online Union Catalog to locate an assignment within the library AND
- ✓ 100 % of participants who complete the class can use an Internet search engine to locate at least two applicable web sites AND
- ✓ 100 % of participants who complete the class can create, save and print a document in a word processor program AND
- ✓ 100 % of participants who complete the class can establish an Internet E-Mail account and send a message
- ✓ 100 % of advanced skills class participants can demonstrate at least two skills using their newly learned software (e.g. PowerPoint, Excel).
- ✓ 100 % of library personnel and patrons will receive training as needed and will be able to locate any requested cataloged item identified in the online Union Catalog, and retrieve any database prescription service items.

Key Outcome Targets:
- Computer class participants demonstrate the ability to effectively use computer resources and have a basic understanding of computer operation.
- All trained library personnel and patrons demonstrate increased success in retrieving online resources.

GOAL 3: Provide electronic and other linkages between all types of libraries.

Summary Needs Assessment

- Creating an online information network in American Samoa has been a tremendous challenge, but the resulting network of partners known as the American Samoa Library Cooperative (ASLC) have remained dedicated to the vision and allocated whatever available resources they could to the project, and have seen a vast improvement in their facilities and services to the community and their patrons. The ASLC currently consists of the State Library/Feleti Barstow Public Library, the American Samoa Community College Library, the American Samoa Historic Preservation Office, and the Kanana Fou Theological Seminary Library. All members participate in the online Union Catalog, and a subscription online resource database was established by FBPL and ASCC and is provided free-of-charge to all library card holding community members. The ASLC members maintain the most current collections and online resources in the territory and the members' willingness to continue training their staffs has proven to be the main force in providing the best information and library services in American Samoa.
- Professional training remains a critical investment, especially with computer and digital services, and consultants are usually brought on island for group meetings as needed, and the training is offered to library personnel territory wide. If individuals are trained off island, then they come back and share their knowledge at subsequent workshops. Surveys always indicate a high level of satisfaction for training workshops, in all areas, and generally elicit

requests for similar areas or more advanced training, especially for computer and digital resource education.

- Regular meetings are held with all member sites to ensure everyone receives needed upgrades for any network changes, and members are free to call on and visit the State Library staff or any other member site if assistance is needed. Exchanging information happens frequently in formal and informal meetings, and this ongoing project continues to showcase the best online resource sharing in American Samoa.

Programs (Activities)

1. Seek collaborations to promote and encourage Continuing Education (CE) for librarians and support staff through resource sharing between libraries, visiting instructors, distance learning opportunities and other means which are deemed appropriate for local needs. (2008-2012)
2. Promote and publicize training opportunities to all library personnel territory-wide when appropriate. (2008 – 2012)
3. Evaluate all training opportunities and request input for further training topics. (2008 – 2012)
4. Expand use of the State Library website for online resource sharing and to publicize all American Samoa Library Cooperative training. (2008 – 2012)
5. Evaluate hardware and software needs for the American Samoa Library Cooperative and provide training for any upgrades. (2008-2012)
6. Conduct annual consultations with all member sites for recommendations for online Union Catalog, database subscription services, and any other online resource requests. (2008 – 2012)

Output Targets:
- ✓ 75 % of librarians who complete a workshop or seminar will demonstrate basic understanding of skills taught (specific indicators to be agreed upon for each workshop or seminar by instructor and Territorial Librarian).
- ✓ 100 % of American Samoa Library Cooperative member sites will be trained on all software, hardware and network upgrades.

Outcome Targets:
- Territory's librarians and support staff demonstrate improved library and online skills to the community.
- American Samoa Library Cooperative members provide reliable/accurate online retrieval services, and improved access to online resources, for the community.

GOAL 4: **Target 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, and target 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.**

Summary Needs Assessment

- Early literacy has gained new momentum in American Samoa as a result of the growth of daycare centers and Early Childhood Education (ECE) centers. Many child care centers have opened during the last decade and the local government is instituting a 5-star rating system to 'grade' the facilities and the available care offered. Daycare centers are actively seeking counseling on how to strengthen their educational components so they can become more then "just babysitters".
- There are over 60 villages on the main island of Tutuila, American Samoa, that are served by a total of 49 government approved day care centers and 28 ECE centers.
- Outreach services and collaborative partnering with ECE Centers and local daycare centers have proven to be a major initiative for library services in American Samoa. State Library staffs provide onsite visits to present programs and discuss early literacy strategies with parents, educators and caregivers. Programs include dynamic reading and storytelling sessions, arts and crafts programs, and staff counseling to help centers develop their own reading and program tie-ins.
- Feedback from parents in addition to repeat enrollment in the pre-pre-school classes (0-4 years old) indicates a high level of satisfaction. Parents and caregivers are involved in the classes and learn new ways to interact creatively with their children. ECE teachers and daycare providers are also requesting repeat visits, and State Library staffs have been able to develop real relationships with the children and the center's administration and staff. Participating daycare centers and new daycare centers now ask consistently for State Library staff to come to their site and train their staff members on how to create successful reading and literacy development programs.
- Over 3,400 parents, teachers and caregivers have been reached from 2005-2007 and though it is too early to measure any changes in children's learning capacity, staff expect to be making comparisons among siblings in the next few years to see if the change in environment has helped children to exceed reading abilities of their older siblings. Overall, participants report a new or increased confidence that they are helping their children to build a strong educational foundation.
- Along with emergent literacy, other literacy programs aimed at every level of childhood education remain in heavy demand, especially the Toddler Tales, Summer Reading Programs and the Homework Club which are all geared towards improving literacy and gaining lifelong skills emphasizing the continued pursuit of education, positive community interaction, and an introduction an/or appreciation for the advantages of technology in an island community.
- Generally, public school libraries have very limited resources, so the State Library serves as the main center for updated and current research materials with available computers for use by students after school hours. On a daily basis, between 2 p.m. to 4 p.m., students from schools throughout the territory line up outside the library to await their chance to enter, because the library is filled to capacity and a waiting period of 20 to 30 minutes is not unusual.
- For visually challenged patrons, a listening station for in-house review of the State Library audio collection has been established, and there is now a circulating collection of audio books. Based on a consultation with an advocate for the blind (who is blind himself and

works with government entities in both American Samoa and Hawaii), the decision was made to increase the audio books collection instead of pursuing the 'talking books' which require medical certification so that patrons can be provided with the ancillary equipment needed. Audio books provide practically the same service, and can be used by all patrons who require or prefer an audio option for their book needs. The audio collection has been developed for use by persons with low-vision or no-vision, but is also available to people with good vision. The State Library has also developed the collection of large print materials, which is exceedingly popular not just among the elderly but anyone who prefers the larger font.

Programs (Activities)
1. Train library staff as needed and consult with program participants. (2008 - 2012)
2. Develop early literacy programs and materials for onsite delivery. (2008 - 2012)
3. Train program participants and partners as needed. (2008 – 2012)
4. Promote programs, register participants, conduct, and evaluate programs. (2008 -2012)
5. Continue all other student level programs and evaluate programs with stakeholder input. (2008 -2012)
6. Maintain the State Library in-house listening station for audio books, and expand the audio books and large print collections. (2008 – 2012)

Output Targets
- ✓ 100 % of designated library staff will be trained on delivering emergent literacy programs to partner organizations.
- ✓ 100 % of partner participants trained in emergent literacy programs will be able to conduct and present their own emergent literacy programs for child care centers.
- ✓ 90 % of parents and childcare worker participants will report high satisfaction for emergent literacy programs.
- ✓ 90 % of participants in student level programs will report high satisfaction with completed programs.
- ✓ 80 % of audio book users will report high satisfaction with listening station and available audio book collections.

Outcome Targets
- Literacy partnerships increase educational opportunities for the community.
- Participants demonstrate increased literacy and language skills.
- Audio book patrons demonstrate increased "reading" opportunities.

Evaluation Plan
Evaluation of all programs, activities, outputs and outcomes will be conducted using a combination of questionnaires (for programs that require registration), interviews, anecdotal information, and direct input from stakeholders and program participants.

Stakeholder Involvement
The library programs do not exist without constant stakeholder involvement. One very big advantage to dealing with such a close knit community is that once problems are identified, they

can usually be corrected or improved before the next program begins. Fortunately, the library programs and library services enjoy a continued "high satisfaction" rate as evidenced by the most recent library survey. The only suggestions are that there is more of everything: More computers, more children's programs, and more room in the library for more patrons. The Territorial Librarian and library staff receive daily feedback on all programs and library services, and comments and feedback are shared in daily conversations, monthly reports and staff meetings throughout the year. Self-reflection is constant, and programs are modified or refined as needed. Input continues to be gathered from several sources including:

- the American Samoa Library Cooperative members including the State Library/Feleti Barstow Public Library, the American Samoa Community College, the American Samoa Historic Preservation Office, and the Kanana Fou Theological Seminary (KFTS);
- collaborative partners for all LSTA funded projects;
- The Feleti Barstow Public Library Board which consists of community, academic, private and public leaders;
- interviews with stakeholders and program participants;
- library staff and educators from both the public and private school systems;
- agencies and organizations whose missions include information collection, storage, and dissemination;
- invitation for comments via all public media (e.g. weekly local newspaper pages dedicated to the library and family literacy; library website; all library sponsored events).

Communication and Public Availability

Copies of the final Five-Year plan will be made available to the public at the State Library and on the State Library Website, and readers will be encouraged to provide comments or suggestions via e-mail, in person or in writing. The State Library has been very successful in keeping the public informed of significant events or important library information via press releases, newspaper ads, TV interviews, the library Website and an extremely effective word-of-mouth. Library representatives are also dispatched to share library information at local educational conferences, workshops, and to community functions where parents or educators are the main audience.

Monitoring

Appropriate library staff will be assigned to track results outlined in this plan. For ongoing programs, reports are done on a monthly basis by Program Heads at the State Library, with a final overall report delivered at the end of each fiscal year. Reports and results will also be submitted as programs or projects are completed, and all evaluation results will be reviewed by the Territorial Librarian and the independent Library Project Consultant. Any substantial revisions to the Plan will be sent to IMLS according to the provisions of the LSTA.