

STATE OF VERMONT
DEPARTMENT OF LIBRARIES



LIBRARY SERVICES AND TECHNOLOGY ACT
FIVE-YEAR PLAN, 2008-2012

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INTRODUCTION

This Five Year Plan for the Library Services and Technology Act (LSTA) sets forth the principles, Department mission statement, needs, goals, evaluation plan and programs for administering Vermont's LSTA program during 2008-2012.

The plan is developed according to the specific purposes of the Grants to States Library Program (20 USC § 9141(a)(1)-(6)):

- (1) 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;
- (2) developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (3) providing electronic and other linkages among and between all types of libraries;
- (4) developing public and private partnerships with other agencies and community-based organizations;
- (5) 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; and
- (6) 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 . . .

The Library Services and Technology Act (LSTA) state program is a shared federal/state effort. Vermont's LSTA Five-Year Plan also serves as a strategic plan for the Department of Libraries. Activities in the plan are funded with a combination of state and federal monies with state funds used to fulfill the Department's Vermont statutory mandates and as for match and maintenance of effort of federal State Program funds. LSTA funding is used as appropriate in meeting the six purposes of the LSTA Grants to States Program within this plan's four goals as outlined below.

It defines stakeholders and their roles, and the communication and monitoring procedures that will assure the involvement of the library community and library users in the implementation of the LSTA state program in Vermont.

MISSION STATEMENT

The mission of the Vermont Department of Libraries (DOL) is to collect, organize, and disseminate information and library materials in a variety of formats to the three branches of State government, libraries statewide, the general public, and Vermonters with special needs; to support and strengthen local libraries; to foster new means for statewide cooperation and resource sharing among all types of libraries; and to increase public awareness of libraries and their services and to act as an advocate on their behalf.

Inherent in this mission is the Department's advocacy of the right of Vermont citizens to read and have full access to information by ensuring that libraries and their resources are readily accessible to all Vermonters and as the official depository for Vermont state documents, by preserving the record of Vermont state government for public scrutiny.

Title 22 of the Vermont Statutes Annotated (VSA) § 605-606 outlines the duties and functions of the Department of Libraries. These include:

To provide, administer and maintain:

- A law library to serve the supreme court, the attorney general, other members of the judiciary, the legal profession, members of the legislature, officials of state government and the general public;
- A collection of state documents and of documents relating to other states, and local and federal governments;
- An information and reference service to state government, including a comprehensive collection of current information relating to matters of public policy and topics pertinent to state government;
- A general library collection of a sufficient size and scope to reinforce and supplement the resources of local and regional libraries. The department shall provide service to other libraries in the state, schools and individuals, and may provide service by mail or book wagon or otherwise;
- A service of advice and consultation to all libraries in the state, in order to assist them in realizing their potential. This service shall be provided at a regional level as well as at the state level;
- Centralized cataloging and other related technical services to libraries in the state to the extent feasible;
- Libraries in state institutions;
- Reading materials for the blind and physically handicapped.

As well as:

- Administer any grants-in-aid to libraries which may be available from state funds, and may prepare plans and applications to obtain federal aid monies which may be available;
- Compile and publish annual statistics covering all libraries in the state, including those maintained by the department of libraries;
- Provide consultative services to other libraries in the state, and shall encourage formation of central records of library holdings;
- Promote improved communications among libraries in the state as well as cooperative use of facilities;
- Conduct seminars, workshops and other programs to increase the professional competence of librarians in the state;
- Be the primary access point for state information, and provide advice on state information technology policy.

Also Title 22 VSA § 634. Aid to free public libraries:

The state librarian may assist free public or other nonprofit libraries which formulate and implement plans for the systematic and effective coordination of libraries and library services. Grants may be made in accordance with standards of the service, consistent with the Federal Library Services and Construction Act, chapter 16 of Title 20, United States code as amended.

And Title 22 VSA § 67. Public libraries; statement of policy; use of facilities and resources:

(a) The general assembly declares it to be the policy of the state of Vermont that free public libraries are essential to the general enlightenment of citizens in a democracy and that every citizen of the state of Vermont should have access to the educational, cultural, recreational, informational and research benefits of a free public library.

(b) The trustees, managers or directors of a public library may use library resources as a community center. Community centers may serve as forums and exhibition areas for the exchange of ideas that encourage the growth of artistic, educational, literary and scientific knowledge as well as the intercultural understanding of the Vermont citizenry. Public libraries may cooperate with community groups to provide these services.

DEMOGRAPHICS

Vermont is the 2nd smallest state in the nation with a 2000 Census population of 608,827, a 2005 estimate of 630,979 and a 2010 estimate of 652,512 (at which point it will be ranked the 3rd smallest state, switching places with North Dakota)(<http://www.census.gov/population/projections/SummaryTabA1.xls>). Vermont is growing at a slower pace than the nation as a whole (9.8% for the nation between 2000-2010 versus 7.2% for Vermont).

Vermont also has a wide range of population density. One county (Chittenden) has a population density of 277 persons per square mile similar to that of Pennsylvania (277), yet another county (Essex) has a population density of 10 persons per square mile similar to South Dakota (10). The average density of the remaining 12 Vermont counties is 58 persons per square mile. Two-thirds of Vermonters live in rural areas (<http://www.ers.usda.gov/StateFacts/VT.htm>).

According to the U.S. Census Bureau's 2005 American Community Survey, the median income of households in Vermont was \$45,686 (compared to \$46,242 nationally). Eight percent of all families and 25% of families with a female householder and no husband present had incomes below the poverty level with 41% of female-headed households with children under 5 years of age below the poverty level. While these numbers are below the national average, the discrepancy between 8 % for all families and 41% for single mothers with young children is significant. In 2005, 90% of people 25 years and over had at least graduated from high school and 32% had a bachelor's degree or higher. Vermont is also not racially diverse. Ninety-six percent of the people in Vermont describe themselves as White non-Hispanic (http://www2.census.gov/acs2005/Tables_Profiles_Subject_Tables/040States/Vermont.xls, Subject Tables).

The Vermont General Assembly's Joint Fiscal Office prepares a report on a biennial basis called: "Basic Needs Budgets and the Livable Wage." The 2007 report estimates that a family of four with two wage earners living in a rural area (without employer-provided health insurance) needs an annual income of \$82,992 to maintain a "basic needs" budget (<http://www.leg.state.vt.us/JFO/Reports/2007%20basic%20needs%20budgets%20revised%203-2007.pdf>), while the Census Bureau estimates that the median income for a 4-person family in Vermont is \$62,331 (<http://www.census.gov/hhes/www/income/4person.html>).

Vermont will face some interesting demographic challenges in the next five years. In 2000, the U.S. Census Bureau ranked Vermont 44th in the nation for population under the age of 18 and 26th for the population age 65 or over (http://crs.uvm.edu/census/projections/state/data/18_65_2000-2030.xls). By 2010 the estimates are that Vermont will rank 49th in population under the age of 18 and 11th for the population age 65 or over (<http://www.census.gov/population/projections/PressTab5.xls/PressTab3.xls>). Paul Harrington, Associate Director of Northeastern University's Center for Labor Market Studies, has said, "The aging of Vermont's population has several consequences for overall economic growth in the state. Without sizable increases in skilled foreign immigration and or migration of residents from other states in the nation into Vermont, the state's population will continue to grow older . . . In the meanwhile, the state will increasingly have to rely on the older population for labor supply" (<http://www.agingworkforcenews.com/2007/06/vermont-older-workers-key-to-economic.html>).

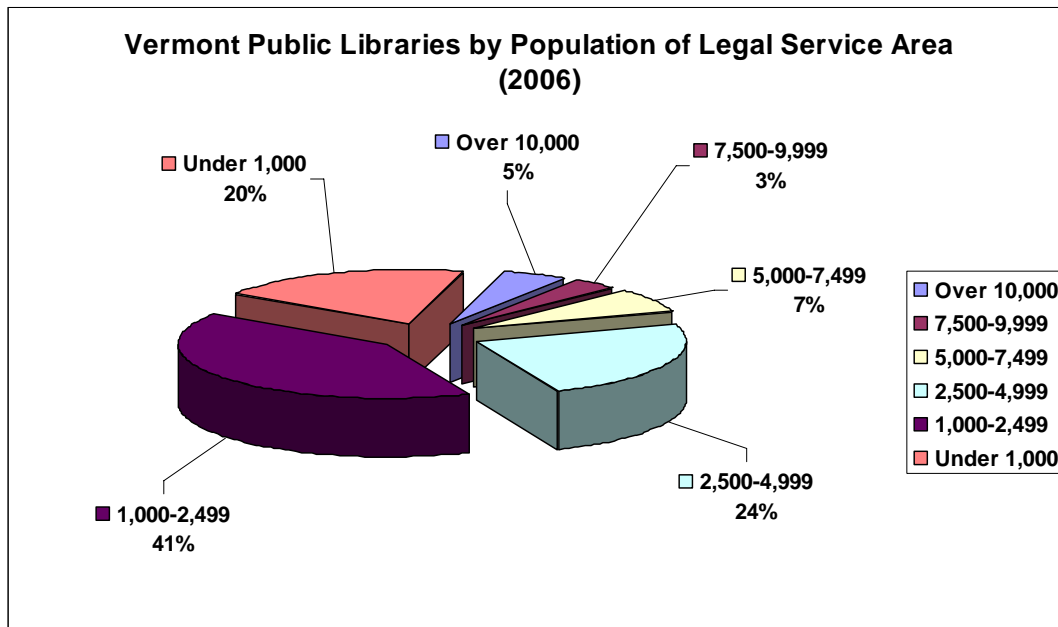
THE LIBRARY COMMUNITY

Public Libraries

In the Fall of 2006, 179 libraries reported data to Department of Libraries for the Federal-State Cooperative System (FSCS)(<http://www.libraries.vermont.gov/libraries/stats/plstats05-06.xls>). Of those public libraries, 144 (80%) meet state minimum standards for public libraries. These standards are meant as a voluntary measure of the essential components of a basic level of library service. DOL estimates that 97% of Vermonters have public library service available to them in their communities or by contract (formal or informal) with another community.

Vermont has the most public libraries per capita in the nation (one library for every 3,500 persons) and ranks 7th nationally in the number of libraries per square mile (1 library for every 52 square miles.).

Only 15% (31) of Vermont libraries have legal service areas of 5,000 or more in population. 61% (107) have legal service areas of less than 2,500.



(Source: <http://www.libraries.vermont.gov/libraries/stats/plstats05-06.xls>)

67% (36.5 FTE) of Vermont’s public librarians holding MLS degrees work in libraries serving over 5,000 (in fact 30.5 FTE MLS librarians actually work in the 15 libraries serving 7,500 or more). Only 17 of the libraries serving populations under 5, 000 (149) have an MLS librarian on staff.

55% of all public library staff work in libraries serving over 5,000. 64% of all visits to Vermont public libraries are to these libraries and these libraries also account for 64% of the circulation.

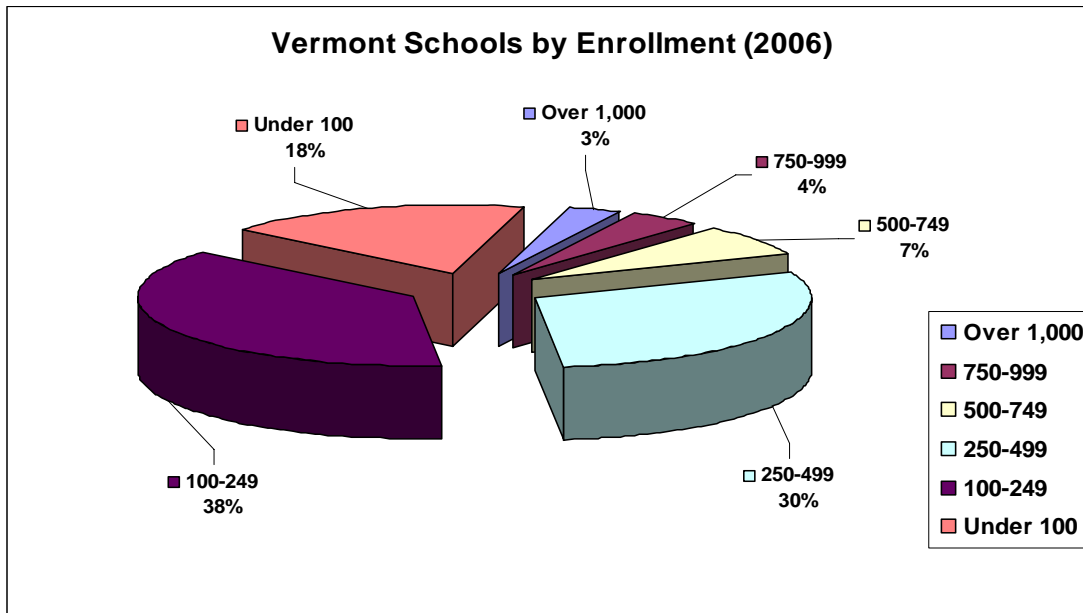
Trend data for the five years 2001-2006 show that large libraries (serving over 5,000) and medium serving (2,500 – 4,999) are increasingly busy. Total visits are up 49% and 44% respectively with circulation up (23% and 29%) as well as reference transactions (27% and 15%). Overall local tax support has increased 32% and 51% respectively.

For the smaller libraries the trend data is not so promising. Libraries serving between 1,000 – 2,499, and libraries serving under 1,000 show visits each up 5%. Circulation is down 10% and 17% respectively. Reference transactions are level for the 1,000 – 2,499 group and down 33% for the under 1,000. Overall local tax support has increased 36% and 10% respectively.

A challenge for the Department of Libraries is to meet the needs of larger libraries with trained professional staff as well as those of smaller libraries where staffs often have no formal library training.

School Libraries/Media Centers

Vermont has about 315 public schools and about 80 state-approved, independent schools. Much as with the public libraries, only 14% (46) of public schools serve 500 or more pupils. 52% (175) serve 250 or fewer pupils.



(Source: http://education.vermont.gov/new/excel/data/enrollment/enrollment_07_table_04.xls)

The Vermont Department of Education (which has primary responsibility for school libraries) in its School Quality Standard #2120.8.11 – Libraries states that

Each school shall adopt and maintain a written plan that:

- (a) provides for the planned growth of library media resources.
- (b) ensures that students, teachers, administrators and paraprofessionals have access to an organized collection of print and non-print materials sufficient and appropriate to support all students in meeting or exceeding the Framework or comparable standards.
- (c) provides students access to the library on a regular basis to use materials for reading, research and training in the skills needed to use the library effectively.
- (d) ensures that the classroom curriculum is supported by necessary print and non-print materials.
- (e) ensures that students are afforded the opportunity to learn the skills to locate, evaluate, synthesize and present information and ideas in the context of specific subject areas. . .

Standard #2120.8.2(d) – Staff says "the services of a library-media specialist shall be available to students. Schools with over 300 students shall have at least one full-time library-media specialist and sufficient additional staff to carry out the program. Schools with fewer than 300 students shall employ a library-media specialist in at

least an approximate proportion of the number of students in the school to 300 (<http://education.vermont.gov/new/pdfdoc/board/rules/2000.pdf>).

Thus, in the 2006-2007 school year, 205 schools with enrollments under 300 (65% of all public schools) serving nearly 32,000 Vermont students (34%) were not required to have a full-time certified school library/media specialist.

This situation is unlikely to change in the near future as Vermont's under age 18 population dwindles. In a report to the Vermont General Assembly's Joint Fiscal Office, economists found that "enrollments have declined by nearly 10,000 students since 1997 and will continue to decline through about 2013. At no time over the next 20 years are enrollments expected to exceed current levels"

(<http://www.leg.state.vt.us/JFO/Reports/Education%20Cost%20Analysis%20Summary%20-%20Memo%20071207.pdf>).

Academic Libraries

Vermont has seventeen independent colleges and universities, four state colleges, one (non-campus-based, state-wide) community college and one state land-grant university with a total of just over 31,000 full-time equivalents (FTE). The smallest enrolls 93 students with the largest just over 9,900. The average enrollment is 1,350. About 34% are Vermont residents (<http://www.vhec.info/2006%20Fall%20Enrollment%20Report.pdf>).

Two of the challenges that Vermont post-secondary education institutions face: 1) Vermont's population of 18-24 year olds (along with the rest of the New England states) is projected to peak in 2010 and then drop over the next three decades (<http://www.census.gov/population/projections/SummaryTabB1.xls>); 2) While in Vermont for every 100 9th graders, 83 will graduate from high school (compared to 69 out of 100 nationally), only 36 out of 100 in Vermont will enter college the fall after high school graduation (compared with 39 out of 100 nationally) (http://www.nebhe.org/info/pdf/programs/Policy_Research/Trends_2007/trends_and_indicators_2007.pdf, Figure 11).

Vermont colleges may increasingly have to consider non-traditional students and online or low-residency alternatives.

NEEDS ASSESSMENT and STAKEHOLDER INVOLVEMENT

As in most of New England, Vermont has no strong regional or county governance; state government and its various agencies and departments work directly with towns, communities and cities. Thus, the library community, citizens, and the state library agency have the opportunity for frequent, easy communication and interaction. The Vermont Board of Libraries, a citizen advisory board appointed by the Governor, advises the State Librarian in accordance with 22 VSA §602. The Board extends an open invitation to representatives of all constituent groups to attend and participate in its bimonthly meetings to discuss strategic directions for statewide library services. State agency staff also participates in regular meetings of all library constituencies.

Over the past eighteen months there have been a variety of opportunities for the Department of Libraries to assess the needs of the Vermont library community and for that community, as stakeholders to voice its concerns, opinions and ideas. First and foremost of these opportunities were the activities surrounding the evaluation of Vermont's 2003-2007 LSTA Plan which resulted in Report of the Independent Evaluation of the Vermont Department of Libraries Implementation of the LSTA Five-Year Plan 2003-2007, prepared by Himmel & Wilson, Library Consultants in March 2007

(http://www.libraries.vermont.gov/libraries/lsta/vtLstaevaluation03_07.pdf). As part of the evaluation, the consultants conducted five focus groups, telephone interviews as well as a web survey. The evaluation provided DOL with

a benchmark based on the goals of its current (2003-2007) LSTA plan and ideas for services to be continued, adjusted or changed.

Secondly, in January, 2006, Trina Magi, Library Associate Professor at the University of Vermont's Bailey/Howe Library, conducted a survey for DOL of Vermont public and academic library directors. The purpose of the survey was to gather information on the following:

- What are the strengths and weaknesses of Vermont libraries?
- How satisfied are Vermont library directors with Department of Libraries' services?
- Which Department of Libraries services are most and least important to Vermont library directors?
- What unmet needs do library directors want the Department of Libraries to address?

The findings, published in June, 2006 (<http://www.libraries.vermont.gov/libraries/misc/vtlibdirsurvey06.pdf>), were used as part of the needs assessment for this 2008-2012 plan.

Three other sources of feedback were also used by DOL for needs assessment. In May 2006, DOL conducted an online survey of academic, school and public librarians to seek input in preparation for the rebid of the Vermont Online Library (VOL) statewide database/electronic resources contract. The results of that survey (<http://www.libraries.vermont.gov/libraries/vol/survey/volsurveyresults.pdf>) provided guidance to DOL and the VOL Committee (consisting of school, public and academic librarians) as it reviewed the vendor proposals and awarded the new contract running from 2007-2010. In the Fall of 2006, DOL also conducted two additional surveys of public librarians – one seeking input on DOL's consulting and professional support services (<http://www.libraries.vermont.gov/libraries/misc/2006consultingsurvey.pdf>) and the other for input on DOL's education and training program (<http://www.libraries.vermont.gov/libraries/misc/2006cesurvey.pdf>). Both surveys were related to the outcome based evaluation (OBE) of our LSTA-funded services.

Finally, the State Librarian met with a group of academic librarians selected by their peers to seek additional ideas on the 2008-2012 plans. Similarly, she met with a subcommittee of school librarians representing the Vermont School Library Association (VSLA) formerly VEMA (Vermont Educational Media Association) for input.

GOALS

GOAL 1. Vermonters will have electronic access to high-quality information resources.
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LSTA Purposes

Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages; developing library services that provide all users access to information through local, State, regional, national, and international electronic networks; providing electronic and other linkages among and between all types of libraries; developing public and private partnerships with other agencies and community-based organizations.

Statutory Mandates

The department shall provide service to other libraries in the state, schools and individuals, and may provide service by mail or book wagon or otherwise; provide a service of advice and consultation to all libraries in the

state, in order to assist them in realizing their potential; conduct seminars, workshops and other programs to increase the professional competence of librarians in the state; maintain a collection of state documents; promote improved communications among libraries in the state as well as cooperative use of facilities; be the primary access point for state information, and provide advice on state information technology policy.

Vermont Online Library (VOL)

In March 2001, DOL formed a "statewide database licensing" committee with representatives from all types of libraries to draft a request for proposal for statewide online content known as the Vermont Online Library (VOL). Besides cost-savings for libraries that already provided such access to their users, DOL also hoped to help provide more equitable access to such resources for Vermonters since many schools and public libraries were unable to provide online resources of any kind to their patrons.

In September 2002, DOL signed a four-year contract for online database content initially paid for with state funds and in subsequent years with a combination of state, federal and local funds. Patrons of libraries that chose to participate were able to access the databases not only from the library but also from home or office. 100% of academic libraries, 68% of public libraries and 50% of school libraries participated in the first year. At the end of the first 4-year contract Vermonters had retrieved nearly 2.4 million items (<http://www.libraries.vermont.gov/libraries/vol/volstatsy1-y2-y3-y4.pdf>). At the time of the new contract, 100% of academic libraries, 59% of public libraries and 41% of school libraries participated. In the first six months of the new contract (January 1 – June 30, 2007) there have been nearly 750,000 retrievals.

VOL was identified as a key service by librarians in our evaluation and surveys. DOL continues to work to train more librarians to use the service as well as to promote the service both to librarians and directly to Vermonters.

Electronic Access to other types of information

State Government Information and Referral - As the depository for state publications, DOL collects, organizes and preserve these publications. Consideration should be given to the formation of a "digital repository" in order to make publications readily available to Vermonters and especially to preserve those that are "born digital."

The Department also continues its work with the Chief Information Officer (CIO) and State Webmaster to help ensure that Vermonters have reliable and well-organized access to state government information online through the state's "Vermont.gov" web portal. The State Librarian is a member of the State's "Web Portal Board" which serves in an advisory capacity to the agency of administration and other state agencies regarding the dissemination and collection of state data to and from the citizens and businesses of Vermont (22 VSA § 950-53). DOL's Information Technology Manager/Librarian serves on the Web Task Force which helps to set policy and standards for the state's web portal and web pages. In addition, Department of Libraries staff handle incoming information telephone calls to the state government information line as well as incoming questions to the "Vermont.gov" web portal.

The Department of Libraries has two staff members working with Vermont 2-1-1, a program of the United Ways of Vermont, to make a health and human services information and referral program available for everyone in Vermont. One serves as the Secretary of the Vermont 2-1-1 Advisory Board. Another serves on the Statewide Information, Referral and Advocacy Coordinating Council (SIRACC). The Council's mission includes an effort to develop an understanding of what constitutes good information referral and advocacy.

Alternative Formats - In addition, the Department is beginning exploration of electronic access for Vermonters to alternative formats such as downloadable audio books perhaps using a model similar to the VOL.

Library Computing

Library automation/integrated library systems and public access computing remain important in delivering online services to Vermonters. The Department of Libraries maintains a virtual union catalog (VALS) which links the online catalogs of academic and public libraries using the Z39.50 protocol

(http://170.222.4.6/web2/tramp2.exe/log_in?SETTING_KEY=English&guest=guest&screen=advancedsearch.html).

Vermonters or their librarians can locate materials in any of the catalogs with a single search. In addition, DOL also maintains two online union catalogs, one for public libraries holdings (PUBcat) and one for K-12 schools (K12cat). These include library holdings for both automated and non-automated libraries and can be searched from VALS along with the other catalogs mentioned above. Public libraries may request extractions of their records from PUBcat when implementing an integrated library system.

The intent is to include K-12 schools in the virtual union catalog as well as additional public libraries as their local systems become compatible. DOL staff work with public libraries to provide training and consultation on best practices for library automation from planning to retrospective conversion to implementation.

Library automation consulting, technical assistance and training was identified as a key service by librarians in our evaluation and surveys.

Public access computing and the use of technology in libraries is another important concern of Vermont libraries and the Department of Libraries. The Department of Libraries will be ending its current cooperative efforts with the Bill & Melinda Gates Foundation in December 2007 with the awarding of the final grants of the "Staying Connected" program which will provide upgraded computer workstations and technical support for public access computing for previous Gates grants recipients in communities with median household incomes of \$35,000 and under.

The Vermont Department of Public Service which represents the public's interest in telecommunications matters found in its survey for the Vermont Telecommunications Plan (2004), that of households with incomes less than \$35,000, 48.1% had home internet access of any kind as compared to 70.7% for households with incomes \$35,000-\$75,000 and 94.3% for households with incomes of \$75,000 or more

(http://publicservice.vermont.gov/pub/state-plans/TelPlan04/final_plan_.pdf, Table 4.40).

In the survey, 13.9% of those surveyed who had used the Internet in the last 12 months had used it at the public library, ranking 5th after home (83.7%), (work 52%), friend/neighbor/relative (30.7%), school/college (18.9%)(http://publicservice.vermont.gov/pub/state-plans/TelPlan04/final_plan_.pdf, Table 4.45).

Assisting the public with computer use is an ongoing challenge for Vermont librarians. Public libraries reported 813 computers available to the public (ranging from a high of 30 to a low of zero; average of 4 per library; in some cases the library staff and public share workstations). In 2004, Vermont ranked 2nd in the nation for average number of public-use internet terminals per 5,000 population (http://nces.ed.gov/pubs2006/2006349_2.pdf, Table A-3). DOL staff work with public libraries to provide training and consultation on best practices for public

access computing. To assist librarians in gaining familiarity with a wide variety of computer applications, the Department has offered self-paced online training through WebJunction (<http://vt.webjunction.org>).

Library technology consulting, technical assistance and training was identified as a key service by librarians in our evaluation and surveys.

Telecommunications

Broadband - In the Fall of 2006, in data reported to the Department of Libraries for the Federal-State Cooperative System (FSCS), 137 libraries reported having high-speed internet access available to the public with 21 reporting dial access available. DOL using state funds provides dial access accounts to fourteen of these libraries via state government's GOVnet/K12net network. The 87% availability of high-speed internet access in public libraries may be attributed to the requirement that major cable providers in Vermont provide access at no cost to every school and library. The Department of Libraries worked with the Department of Public Service to ensure that this stipulation remained in effect during the recent acquisition of Adelphia Cable by Comcast.

In 2007, the Vermont General Assembly authorized the creation of the Vermont Telecommunications Authority as part of an effort to bring affordable broadband access to every Vermont household by 2010, cellular service in every community and along main routes by 2010 and mobile Broadband, WiFi or equivalent in every community by 2010. DOL staff will work with the Authority once it is in place to ensure the library community has a voice in the discussions.

E-Rate Telecommunications Discounts – DOL continues its efforts to assist libraries in making application for E-Rate telecommunications discounts, including one-on-one application assistance. DOL continues to approve public libraries' technology plans as required by the Schools and Libraries Program of the Universal Service Fund.

Program Activities

<i>ACTION</i>	<i>TIMEFRAME</i>
<ul style="list-style-type: none"> • Sustain and enhance the Vermont Online Library (VOL) to deliver electronic information resources to Vermonters. 	FY2008-2012
<ul style="list-style-type: none"> ○ Increase the number of database offerings in the VOL. 	FY2008–2012
<ul style="list-style-type: none"> ○ Increase the number of libraries participating in the VOL. 	FY2008–2012
<ul style="list-style-type: none"> ○ Partner with public, school and academic libraries and database vendors to provide VOL training to the library community. 	FY2008–2012
<ul style="list-style-type: none"> ○ Partner with public, school and academic libraries and database vendors to provide VOL training to end-users. 	FY2008–2012
<ul style="list-style-type: none"> ○ Explore using a "federated searching" model or website to improve access to VOL databases. 	FY2008–2009
<ul style="list-style-type: none"> ○ Implement a comprehensive VOL communications plan to better inform Vermonters about VOL services through their local libraries. 	FY2008–2009

• Sustain and enhance Vermonters' access to state government information.	FY2008-2012
○ Create a digital repository to preserve state publications in electronic format.	FY2008-2009
○ Continue and expand as necessary partnerships with other units within state government to ensure high-quality, effective access to Vermont State Government through the state web portal – Vermont.gov.	FY2008-2012
○ Continue and expand as necessary information referral activities, including incoming telephone calls to the state information line and state web portal – Vermont.gov.	FY2008-2012
○ Continue to partner with Vermont 2-1-1 and its information referral activities for Vermonters.	FY2008-2012
• Explore statewide models and costs for offering other formats and types of materials electronically.	FY2008-2009
• Support local libraries' library automation efforts to improve Vermonters access to the collections of Vermont's libraries.	FY2008-2012
○ Provide training in, consultation on and technical assistance in best practices in library automation.	FY 2008–2012
○ Expand the number of library catalogs available online through the Z39.50 virtual union catalog – VALS.	FY2008–2012
○ Provide MARC records from the public library union catalog (PUBcat) to public libraries for retrospective conversion for integrated library systems.	FY2008–2012
• Support public access computing in local libraries through training, consultation and technical assistance.	FY2008-2012
○ Evaluate the effectiveness and continuation of self-paced, online training through WebJunction.	FY2008–2009
• Support other uses of technology in local libraries including emerging technologies through training, consultation and technical assistance.	FY2008–2012
• Act as the liaison for local libraries with government agencies implementing statewide broadband, other telecommunications access, and new or emerging technologies.	FY2008–2012
• Support public libraries' efforts to secure E-Rate telecommunications discounts.	FY2008-2012
○ Assist public libraries in applying for telecommunications discounts.	FY2008-2012
○ Ensure that public libraries' technology plans are approved by established deadlines.	FY2008-2012

Key Output Targets

- The total number of libraries participating in the VOL will increase to 80% by 2012.
- Use of VOL electronic resources will increase 80% (over 2007 levels) by 2012.
- VOL electronic resources will increase 25% by 2012.
- At least 1,500 library staff will participate in technology training between 2008 and 2012.
- At least 1,500 library staff and end-users will participate in VOL training between 2008 and 2012.
- On at least 7,000 occasions local library staff will receive consulting or advice related to the use of technology in their libraries between 2008 and 2012.
- A minimum of 3 library catalogs annually will be added to the VALS Z39.50 "multiple library" search. FY2008-2012.
- The total number of public libraries applying for "E-Rate" basic telecommunications services discounts will increase by 10% by 2012.

Key Outcome Targets

- By 2011, 10 percent of a sampling of Vermont adult residents will indicate in a statewide telephone survey that they have heard of VALS/VOL; 5 percent of Vermont residents will indicate that they have used VALS/VOL; and 2 percent will say that they or members of their family have benefited from access to VALS/VOL.
- By 2011, at least 66 percent of library staff who have attended a VOL training session will indicate in focus groups, surveys, and interviews that they feel confident in promoting and facilitating VOL use.
- By 2011, at least 80 percent of library staff who have received training, consulting or other assistance on the use of technology in their libraries will indicated in focus groups, surveys, and interviews that as a result they feel that they have gained new perspective, have more confidence, or learned a new skill or increased knowledge.

GOAL 2. Vermonters will have access to the wealth of information and materials available in Vermont's libraries and beyond, through enhanced and expanded resource sharing and cooperative efforts among libraries.

LSTA Purposes

Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages; developing library services that provide all users access to information through local, State, regional, national, and international electronic networks; providing electronic and other linkages among and between all types of libraries.

Statutory Mandates

Maintain a general library collection of a sufficient size and scope to reinforce and supplement the resources of local and regional libraries; encourage formation of central records of library holdings; promote improved communications among libraries in the state as well as cooperative use of facilities; provide centralized cataloging and other related technical services to libraries in the state to the extent feasible; may assist free

public or other nonprofit libraries to formulate and implement plans for the systematic and effective coordination of libraries and library services.

Resource Sharing/Interlibrary Loan

Background - Multi-type library resource sharing with the goal of enabling Vermonters to locate library materials anywhere in the state actually began in the 1920's and was given a significant boost in 1940 with the development of the Vermont Union Catalog (VUC) which contains current acquisitions of all types of libraries from that time to the present in traditional card catalog format. Resource sharing was expedited electronically, first by teletype machines at the Department of Libraries and major academic libraries, and then, in 1984, by the use of electronic mail. In 1986, the Vermont Automated Libraries System (VALS) came online, providing a pre-Internet network model for a statewide online library network with electronic access to catalogs in major Vermont libraries and electronic mail for interlibrary loan.

In the 2006 Survey of Vermont Library Directors mentioned previously, when asked about their library's greatest strength, respondents most frequently listed "the collection." But many also listed "collection" as their library's greatest weakness. No doubt this explains the continued, great importance of interlibrary loan, which serves to expand the collections of libraries.

VALS Today – Libraries now use a combination of a Department of Libraries web-based email system and a virtual online union catalog (using the Z39.50 standard protocol for online library catalogs to link disparate library catalogs, including those of Vermont's major academic and public library collections, as well as DOL's, plus two additional online union catalogs - one which include the holdings of public libraries, especially those that are not automated, and one for K-12 schools) to initiate interlibrary loans (an email interlibrary loan request can be automatically generated from a bibliographic record displayed in the online catalog). Eleven academic library catalogs, the DOL catalog (DOLcat) plus its two union catalogs (PUBcat and K12cat), 19 public libraries and two special collections are represented in the virtual union catalog. In state fiscal year 2006, libraries of all types received 56,000 requests for loans from other Vermont libraries using the VALS system.

Delivery is generally via the United State Postal Service (USPS). Over 300 libraries of all types (58%) use the system directly for resource sharing (a few additional libraries without computers receive interlibrary loan services for their patrons through DOL and its regional libraries).

In 2004, Vermont ranked 18th among the states for the number of interlibrary loans received by public libraries per 1,000 population (74.73)(http://nces.ed.gov/pubs2006/2006349_2.pdf, Table A-2). Interlibrary loan is the key way Vermonters access the state's many but widely flung library resources. In 2004, Vermont public libraries ranked 3rd nationally in the number of print materials per capita and audio materials per 1,000 population and 1st for the number of video materials and current print serial subscriptions per 1,000 population (http://nces.ed.gov/pubs2006/2006349_2.pdf, Table A-4/Table A-5).

Card/MARC Service and PUBcat/K12cat Union Catalogs - Since the early 1980's the Department has tried to promote professional cataloging practices and improve the organization of collections in local libraries. Annually, for public libraries that meet minimum standards, the Department has offered at no charge a cataloging service providing a set number of card catalog sets (or MARC records for automated libraries) for those libraries' new acquisitions. Titles for which DOL provides cataloging (either in the form of card sets or records) are also added to the online public library union catalog (PUBcat). Unique location codes for libraries owning specific titles are preserved and displayed in PUBcat to assist in resource sharing. Quality control by

DOL staff of records added to PUBcat, ensures that libraries that choose to automate at some point in the future, can extract their records from PUBcat as part of the retrospective conversion process.

As previously mentioned, the PUBcat is searchable via VALS. End users or their librarians can locate materials in the majority of public libraries in the state. Each year more than 50,000 new locations are added. A K12cat for K-12 school library holdings is similarly available with about 50% of schools participating.

Department of Libraries / University of Vermont (UVM) Access Office, staffed by a DOL employee at the University, acts as an additional resource making use of the University's Bailey/Howe Library collections to supply reference services and interlibrary loans to all types of libraries throughout the state. About 3500 items are provided from the University collections each year.

Department of Libraries Central Reference Services and Interlibrary Loan Office acts as a hub and clearing house for interlibrary loan activities in Vermont. Besides handling requests for materials from the Department of Libraries Central and Special Collections (which include law, reference, state and federal documents, Vermont history, selected children's materials, library science and large print), this Office handles requests for hard-to-locate materials, vague or unclear requests, materials located out-of-state, and reference and information requests which Vermonters or their local libraries do not have the resources to answer. This Office acts as the reference and library service for state government. Staff in this Office offer training, consulting and technical advice on best practices in resource sharing and interlibrary loan services as well as in the area of reference services to local libraries. It also has responsibility with the Vermont Library Association (VLA) and the Vermont School Library Association (VSLA) to maintain the Vermont Interlibrary Loan Code. Annually this Office handles more than 10,000 requests from libraries for materials or assistance, as well as about 6,000 information requests/questions from Vermonters over the phone, by mail or via the state's web portal (Vermont.gov). Because no public library in Vermont uses the OCLC interlibrary loan subsystem, this Office handles about 1,200 requests from Vermont public library patrons for materials from out-of-state libraries.

Department of Libraries Regional Library Collections. A long-standing service of the Department has been to provide bulk loan of library materials to local libraries from its two (formerly five) regional library collections to supplement local library collections. Bulk loans ranging from 10 titles to several hundred are loaned to libraries for 4-month periods for re-circulation to library users at the local level. DOL concentrates its materials purchases on juvenile materials and non-bestsellers that libraries may not be able to afford to purchase or maintain in their collections over the long term, including literature, adult non-fiction such as history, biography, fine arts, religion, etc. Each year DOL adds between 4,000 and 5,000 titles across the two regional libraries divided about equally between juvenile and adult. The total regional libraries collection is about 150,000 titles.

83 public libraries and 55 school libraries took bulk loans in state FY2006. Regional libraries act as a clearing house for interlibrary loans for small libraries that do not have computers. Regional libraries also received interlibrary loan requests for nearly 13,000 items from Vermont libraries via VALS and loaned 29,000 items directly to the public.

Resource Sharing Challenges

Because Vermont libraries use the USPS for delivery of the majority of interlibrary loans, interlibrary loan costs are rising. DOL has provided public and academic libraries with "Resource Sharing Supplemental Grants" to help offset the costs of participating in the resource sharing network. An alternative or additional option might be to investigate a statewide delivery or courier service.

Vermont also does not have a statewide library card. In one county, Chittenden, a majority of public libraries participate in a county-wide card system. Many larger public libraries charge fees to users from outside their legal service area. Libraries reported collecting a total of \$144,000 in 2006 in such fees. However those fees represent only 8/10th of 1% of total operating revenue.

Vermont's academic libraries are also interested in opportunities for reciprocal borrowing and cooperative collection development to make better use of resources on a statewide basis, especially in light of the changing demographics mentioned earlier.

Resource sharing and interlibrary loan were identified as a key service by librarians in our evaluation and surveys. However, most mentioned the need to streamline or improve the process both for searching and for requesting materials.

Program Activities

<i>ACTION</i>	<i>TIMEFRAME</i>
<ul style="list-style-type: none"> • Continue to support and enhance resource sharing through the Vermont Resource Sharing Network and the Vermont Automated Libraries System (VALS) as a gateway and virtual union catalog for searching the Vermont libraries' online catalogs, the DOL-maintained union catalogs, and other databases, and for interlibrary loan request management. 	FY2008–2012
<ul style="list-style-type: none"> ○ Maintain and improve WEBII for electronic interlibrary loan request management. 	FY2008–2012
<ul style="list-style-type: none"> ○ Explore using a "federated searching" model to improve access to the virtual union catalog. 	FY2008–2009
<ul style="list-style-type: none"> ○ Implement an interlibrary loan subsystem to facilitate and streamline resource sharing. 	FY2008–2010
<ul style="list-style-type: none"> ○ Maintain the PUBcat and K12cat union catalogs. 	FY2008–2012
<ul style="list-style-type: none"> • Continue to provide access to the state's major library collection by maintaining the DOL/UVM Access office. 	FY2008–2012
<ul style="list-style-type: none"> • Continue to provide access to the Department of Libraries central collections, assist with resource sharing beyond Vermont, and with the reference and information needs of Vermonters, by maintaining the Department of Libraries Central Reference Services and Interlibrary Loan Office. 	FY2008–2012
<ul style="list-style-type: none"> ○ Encourage resource sharing and promote reliable access to library collections by maintaining the Card/Marc Service. 	FY2008–2012
<ul style="list-style-type: none"> • Support resource sharing and enhance local library collections by providing a general library collection of sufficient size and scope to supplement the resources of local libraries. 	FY2008–2012
<ul style="list-style-type: none"> • Continue to work with the Vermont Library Association (VLA) and the Vermont School Library Association (VSLA) to maintain and improve the Vermont Interlibrary Loan Code. 	FY2008–2012

• Offer regular training sessions, both one-on-one and in groups, for school and public librarians in interlibrary loan procedures and in online catalog searching techniques.	FY2008-2012
• Study the effectiveness of the Resource Sharing Supplemental Grants and explore alternative uses for that funding.	FY 2009
• Conduct a study of options for statewide delivery among Vermont's libraries.	FY 2008–2009
• If appropriate, based on the recommendations of the study, begin implementation of a statewide delivery system.	FY 2010-2012
• Assist Vermont's academic libraries with a statewide collection survey in order to maximize Vermont's academic library resources.	FY 2008–2009
• Explore the feasibility of a statewide library card.	FY 2010–2011

Key Output Targets

- K-12 school library participation in the resource sharing network will increase 15% between 2008 and 2012.
- At least 500 library staff will participate in interlibrary loan training between 2008 and 2012.
- The overall turnaround time for interlibrary loan requests will decrease by 5% between 2008 and 2012.
- At least three Vermont academic libraries will participate in cooperative collection development by 2012.

Key Outcome Targets

- By 2011, 10 percent of a sampling of Vermont adult residents will indicate that they have used interlibrary loan; and 5 percent will say that they or members of their family have benefited from interlibrary loan.
- By 2011, at least 75 percent of library staff will indicate in focus groups, surveys, and interviews that they feel resource sharing has been streamlined and improved since 2008.

GOAL 3. Vermonters will have access to a wide range of high quality library services to meet their lifelong learning, informational, recreational, and occupational needs and interests.

LSTA Purposes

Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages. Developing public and private partnerships with other agencies and community-based organizations;

Statutory Mandates

Maintain a service of advice and consultation to all libraries in the state, in order to assist them in realizing their potential; conduct seminars, workshops and other programs to increase the professional competence of

librarians in the state; promote improved communications among libraries in the state as well as cooperative use of facilities.

The Department of Libraries seeks to build capacity in local libraries so that every Vermonter using a local library will receive at a minimum, a uniform, base level of services and encounter a professional and well-trained staff in a well-managed library. Key to this is the training and education especially of library staff and boards of trustees on professional library practices as well as ongoing technical support.

Minimum Standards for Public Libraries

To ensure that every Vermonter using a local library will receive at least a uniform, base level of services, the Department of Libraries has adopted a set of minimum standards for public libraries. These standards include elements essential to the provision of community-oriented public library service in Vermont. Librarians, trustees, government officials and the public use these standards as aids in evaluating and improving library service.

Vermont's standards were first developed in 1971. Subsequent revisions have continued to emphasize four essentials: public service, public access, interlibrary cooperation, and community involvement. In order to be flexible and useful to the diverse libraries in the state, the standards have stressed philosophical approaches to service.

Minimum standards offer criteria and direction for assessing and upgrading local library service. The standards provide a basis from which libraries in even the smallest Vermont communities can proceed to improve service.

Meeting standards is voluntary. The Department of Libraries provides services to all public libraries, whether they meet standards or not. It may, however, offer selected additional services to those public libraries which meet standards. The Department is eager to assist libraries in meeting standards and, once they are met, in continuing self-evaluation.

Standards were developed by a committee of state library board members, Department of Libraries' staff, and representatives of the Vermont Library Association and the Vermont Library Trustees Association. The committee considered written recommendations from the Vermont library community and held public hearings during its year-long revision process. State and federal regulations were included where applicable. These standards were approved by the Vermont Legislative Administrative Rules Committee on September 25, 1986. Administrative rules in Vermont have the force of law.

As an option, DOL offers the "Envisioning Excellence" program. Developed in 1998, Envisioning Excellence is a voluntary program designed to encourage public libraries to go beyond meeting minimum standards and develop long range plans for serving their communities. After a library has completed a written plan, it submits it to the DOL which sends it to another Vermont library that has already completed a plan. The peer librarian and board of trustees work with the other library to insure that the plan is realistic and viable. After the peer reviewing library approves the plan, the other library is designated as Envisioning Excellence. Department of Libraries' staff helps local libraries throughout the planning process by presenting workshops, providing statistics, reviewing data collected and draft documents, and offering other technical advice as needed.

In 2006, 144 libraries met minimum standards (up from 139 the previous year). Thirteen have completed the Envisioning Excellence program.

It is recommended that a thorough review and consideration of possible standards "tiers" or "levels" be completed in the next 2-3 years. A review and redrafting of the standards was completed in 1998 but not submitted to the administrative rules process.

Training and Certification

Another major emphasis of the Department of Libraries is to support and improve the library workforce in order to better meet the information needs of Vermonters.

Based on the Fall 2006 data reported by 179 public libraries to Department of Libraries for the Federal-State Cooperative System (FSCS)(<http://www.libraries.vermont.gov/libraries/stats/plstats05-06.xls>), two thirds of the public librarians in Vermont are part-time employees (in addition 12 libraries are staffed exclusively by volunteers) and many have no formal library training. This includes many library directors who may have been appointed to their positions prior to receiving any formal library training. Additionally DOL estimates the turnover in public library directors, particularly in the smaller libraries, to be about 33% every eighteen months.

Vermont has no academic institution offering the MLS degree or "off campus" MLS courses. The nearest institutions, Simmons College, Boston, State University of New York (SUNY) Albany, and McGill University, Montreal, are 2-3 hours driving time. Salaries at small libraries also make it unlikely that local librarians can afford even "online degree" coursework. The University of Vermont offers school library/media courses leading to teaching certification with a library/media subject endorsement.

Of the 319 FTE individuals employed in Vermont's public libraries, fifty-four hold a Masters in Library Science degree. As previously, mentioned, 67% (36.5 FTE) of these work in libraries serving over 5,000. DOL remains the major, if not only, source of training and continuing education for the remaining 83% of library employees.

Of the 140 schools responding to a statistical survey for the 2005-2006 school year, 50 school librarians reported holding a Masters in Library Science degree of the 123 FTE individuals with the title "librarian." Forty-three school librarians reported holding a Master's degree in another field.

For public librarians, DOL has a training and education program which leads to a "Certificate of Public Librarianship," as well as an ongoing selection of continuing education workshops available to all Vermont public librarians and library staff. This certification program is aimed at public library directors without the MLS degree and while it is voluntary, the state's administrative rules governing minimum standards for public libraries require that in order to meet minimum standards, the librarian "possesses a library science degree, a Vermont certificate of library training, or has actively worked toward one of these in the past twelve months."

To receive "public library certification," a candidate must earn 150 credit hours within a five year time period. A credit is roughly equivalent to one hour spent in a workshop. There are four required courses, all of which are week-long, for a total of 25 credit hours: Basic Public Library Administration, Cataloging, Collection Development, and Reference. Librarians are also required to take a minimum of 10 credit hours of technology workshops.

In state FY2006, DOL offered 56 regular workshops attended by about 889 mostly public librarians or library staff. In addition to the formal workshops required for certification and continuing education are a group of "on-demand" mini workshops designed to address smaller groups, immediate needs and less time commitment. Regional librarians use these opportunities to customize a subject in order to address skills or processes that a local library staff needs quickly. In state FY2006, DOL offered 25 mini workshops attended by just over 200

individuals. The workshops and miniworkshops were taught primarily by DOL staff with guest speakers from Vermont libraries and organizations.

DOL also offers semiannual (Fall and Spring) "materials review" sessions to learn about the best of the new titles published for children birth through young adult. Two sessions are presented "live." Three use a videotape of the live sessions (a DOL staff member is available to facilitate the videotaped sessions) in a total of five different geographic locations. In all sessions, local librarians have the opportunity to examine and discuss the latest in children's publishing (DOL's Children's Book Exhibit Center-CBEC received at no cost about 3,200 titles from 102 publishers). At the sessions, selected titles are reviewed orally by DOL's Children's Services Consultant. Of the 280 librarians attending in FY2006, 40% of worked in public libraries, 60% in school libraries.

Annually, the Department of Libraries works with the Vermont Library Trustees Association (VLTA), the trustees section of the Vermont Library Association, to offer a statewide conference for library trustees (attended by 85 trustees and their librarians in 2006) and a series of workshops for trustees during the spring Town Officers Educational Conferences (TOEC), sponsored by the Vermont Institute for Government and the University of Vermont Extension Service. The TOEC is offered at four different locations throughout the state and about 100 trustees attended in spring, 2007.

Demand for DOL training reaches beyond the public library directors, and now includes public library staff who also want to receive public library certification or other training. Increasingly, both school and academic libraries look to the DOL to provide professional development opportunities for their staffs. DOL hopes to establish a program which will allow increased training opportunities for library staff members, as well as offer opportunities for professional development for librarians in all types of libraries. DOL also hopes to increase online offerings beyond just technology related training.

Training and education was identified as a key service by librarians in our evaluation and surveys. For example, in the Fall of 2006, DOL surveyed public library directors about attendance at DOL workshops/training sessions. 77% of those responding had attended at least one workshop in the past year. 74% of those responding with library staff (as opposed to one-person libraries) had had staff attend at least one workshop in the previous year. 37% of those directors who did not attend said that either the time or location was inconvenient. For library staff that number was 42%.

Consulting and Professional Assistance to Local Libraries

Department of Libraries professional staff responds to an average of 2,700 requests annually from local libraries for professional consulting, assistance and other advisory services, as well as an additional 1,600 requests related to technology. Consulting topics range from the practical – space utilization, weeding – to the more difficult – personnel management, trustee relations, fund raising, library advocacy, and more.

In a typical month, consultants answered questions/provided advice either from the office or in the field about interlibrary loan, library automation, e-rate, literacy, book jobbers, board/librarian relations, library expansion, budget issues, fundraising, and statistics.

Reliance by local libraries on DOL's professional expertise in a variety of library situations is a direct result of the lack of formal library training at the local level and the high turnover rate (mentioned above) in small libraries. DOL's consulting and assistance services ensure a basic level and quality of library services in Vermont's communities and act as a supplement to DOL education and training services.

In the Fall of 2006, 148 public libraries responded to a survey about consulting services (<http://www.libraries.vermont.gov/libraries/misc/2006consultingsurvey.pdf>). 64% indicated they would like to have monthly contact with a DOL consultant. 52% said they actually did have monthly contact with a consultant. 11% said they contact a DOL consultant weekly, 23% said rarely. The top reasons for contacting a consultant were technology, policymaking, interlibrary loan, collection development, grants, and library management. As with training and education, consulting was identified as a key service by librarians in our evaluation and surveys. Some comments about the consulting services included "glad they are available; couldn't do without their expertise; absolutely necessary; skilled professionals; excellent role models; appreciate consistent help and encouragement and resource for programs and advice."

The majority of the requests come from public libraries, but increasingly, also from other types of libraries, especially school libraries.

Primary responsibility for school libraries in Vermont as previously mentioned is with the Vermont Department of Education (DOE) which had maintained a single school library/media consultant to provide assistance to school libraries. DOL's major consulting support to school libraries has been in the areas of resource sharing and collection development. However, the school library/media specialist position at the DOE has been vacant now for several years. DOL has been working with the Vermont School Library Association (VSLA) to encourage DOE to fill this position. DOL hopes to continue these efforts, including the possibility of a partially DOL-funded position to provide support to the schools libraries/librarians.

Statewide & Cooperative Services

Because of Vermont's size, the Department of Libraries has given priority to services and projects which can have a statewide impact and can serve multiple populations in all type of libraries. Some examples are statewide purchasing contracts for library materials, especially books, and the Vermont Online Library (VOL) electronic databases cooperative. DOL has also been able to offer a statewide movie license to public libraries and is exploring that option for school libraries. DOL will continue to explore and expand such opportunities.

DOL also recognizes that with the large number of small, rural libraries, other cooperative efforts between libraries are important, including cooperative purchasing, staffing, collections and programming, not only between public libraries but among all types of libraries. For example, over the past several years, DOL has worked with the Vermont Humanities Council (VHC) to support its First Wednesday's program, a once-a-month humanities forum bringing nationally and regionally renowned speakers to public libraries on a regional basis throughout Vermont libraries for public lectures on the First Wednesday of each month, October through May. DOL will continue to identify and encourage such cooperative ventures.

Program Activities

<i>ACTION</i>	<i>TIMEFRAME</i>
• Promote quality, professional library services for Vermonters.	FY2008–2012
○ Provide ongoing training in basic library skills and library practices to local librarians.	FY2008–2012
○ Increase online education and training opportunities for local librarians.	FY2009–2012
○ Offer a certification program for public library directors	FY2008–2012

<ul style="list-style-type: none"> ○ Develop and implement an education and training program specifically for library support staff. 	FY2009–2012
<ul style="list-style-type: none"> ○ Provide ongoing training to library trustees and other town officials on governing, managing and promoting libraries. 	FY2008–2012
<ul style="list-style-type: none"> ○ Provide in-depth professional assistance and consulting services to public and other libraries. 	FY2008–2012
<ul style="list-style-type: none"> ○ Use emerging technologies to more effectively provide professional assistance and consulting services. 	FY2009–2012
<ul style="list-style-type: none"> ● Encourage a basic level of library services by administering a minimum standards program for public libraries. 	FY2008–2012
<ul style="list-style-type: none"> ○ Review and reorganize the state standards program for public libraries including consideration of levels or tiers of standards. 	FY2009–2010
<ul style="list-style-type: none"> ● Stimulate local public library development and professional library practices by promoting long range planning and self-evaluation. 	FY2008–2012
<ul style="list-style-type: none"> ● Continue to explore and expand opportunities for statewide or regional cooperative or collaborative activities. 	FY2008–2012
<ul style="list-style-type: none"> ● Partner with Vermont School Library Association (VSLA) and the Vermont Department of Education to re-establish the position of Education Consultant for school libraries/media centers. 	FY2008–2009

Key Output Targets

- 75% of public library directors will complete at least six hours of educational training annually. FY2008-2012.
- 250 librarians will participate in online training and educational opportunities between 2009 and 2012.
- 200 library support staff will participate in training and educational opportunities between 2009 and 2012.
- On at least 14,000 occasions local library staff will receive consulting or professional assistance (exclusive of technology assistance) between 2008 and 2012.
- The number of public libraries meeting minimum standards will be maintained at FY2007 levels. FY2008-2012.

Key Outcome Targets

- By 2011, 10 percent of a sampling of Vermont adult residents will indicate that they have used a service provided by a local library; and 5 percent will say that they or members of their family have benefited from that service.
- By 2011, at least 80 percent of library staff who have received training, education, consulting or other professional assistance from the Department of Libraries will indicate in focus groups, surveys, and interviews that as a result they feel that they have gained new perspective, have more confidence, or learned a new skill or increased knowledge.

- By 2011, at least 75 percent of staff in libraries meeting standards will indicate in focus groups, surveys, and interviews that they feel the standards program has improved since 2008.

GOAL 4. Vermont children, Vermonters with disabilities or who have difficulty using a library as well as Vermonters of diverse geographic, cultural, and socioeconomic backgrounds will have equitable access to a wide range of high quality library services to meet their lifelong learning, informational, recreational, and occupational needs and interests.

LSTA Purposes

Developing public and private partnerships with other agencies and community-based organizations; targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and 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.

Statutory Mandates

Provide a service of advice and consultation to all libraries in the state, in order to assist them in realizing their potential; Maintain a service of advice and consultation to all libraries in the state, in order to assist them in realizing their potential; conduct seminars, workshops and other programs to increase the professional competence of librarians in the state; promote improved communications among libraries in the state as well as cooperative use of facilities; maintain libraries in state institutions; provide reading materials for the blind and physically handicapped;

Special Services (SSH) to the Blind & Physically Handicapped (LBPH)

The Department of Libraries operates one of the 58 regional libraries in the Library of Congress, National Library Service (NLS) for the Blind and Physically Handicapped (LBPH) network and is the smallest state in population operating its own "regional" library since Wyoming contracts with Utah for LBPH services. The collection consists of about 50,000 titles provided by NLS and 8,000 large-print titles provided by DOL. Braille book services are provided by the Perkins School for the Blind in Massachusetts.

In Federal FY2006 about 1900 individuals actively used the service, down 13% from FFY2003. SSU circulated just under 54,000 in that same year, down 10% from FFY2003. Deposit collections in libraries are up about 5% in that time period with deposit collections in hospitals, nursing homes, and other organizations level. No K-12 school has a deposit collection.

The National Eye Institute estimates that about 7,896 Vermonters aged 40 and over are visually impaired (<http://www.nei.nih.gov/eyedata/tables/ALLVisionImpairedFinal.xls>)(including 2,464 individuals who are blind)(<http://www.nei.nih.gov/eyedata/tables/BLINDFinal.xls>). Visually impaired is defined as "persons who have some difficulty seeing with one or two eyes even when wearing glasses."

Lighthouse International, a leading resource worldwide on vision impairment and vision rehabilitation, estimates that "21% of persons age 65 and over, report some form of vision impairment. As baby boomers age, this number will reach 8.3 million in the year 2010" (<http://www.lighthouse.org/research/statistics-on-vision-impairment/projected/>). That estimate applied to Census Bureau projections for Vermont would be 19,600

individuals. Lighthouse International also estimates that 1% of individuals under the age of 18 are visually impaired (<http://www.lighthouse.org/research/statistics-on-vision-impairment/faqs#4>) or about 1,400 Vermonters. DOL has identified certain strategies to boost the use of our Special Services (SSH) by eligible individuals. SSH staff is taking a more pro-active role in both encouraging current users to make greater use of the services and in seeking out new users. The SSH Librarian is promoting our services as part of her position as a member of the State Rehabilitation Council for the Division for the Blind and Visually Impaired (DBVI), and is establishing connections with nursing home administrators, senior centers, special educators and others to ensure that potentially eligible users are aware of the services. A newsletter will be published at least twice per year as well as an annual survey of user satisfaction. The SSH librarian will actively seek out partners and organizations that can assist in the promotion of SSH services, such as the five Area Agencies on Aging, Vermont Association for the Blind and Visually Impaired (VABVI), the National Federation of the Blind of Vermont (NFB of VT) and the Vermont Council of the Blind.

In November 2006, DOL's SSH was authorized by the General Assembly to begin a one-year pilot of NFB-Newsline, the audio newspaper service. During the first 6 months there were 125 active users. DOL is investigating extending the service at least through June 30, 2008.

Special Services to State Institutions (SSI)

DOL also offers services to selected state-supported institutions in Vermont. These include: Austine School for the Deaf (a K-12 program serving primarily Vermont, but also Massachusetts, New Hampshire and New York students); Laraway School (a special education residential and day school for students with emotional and behavioral challenges, grades 6-12); Lund Family Center (serving families with children, pregnant teens and young adults, and adoptive families); Vermont State Hospital (for Vermonters whose mental-health needs cannot be met in local communities or general hospitals); Vermont Veterans Home (a residential nursing home for Vermont veterans); and Woodside Juvenile Rehabilitation Center (a secure, residential facility serving delinquent youth and youth alleged to have committed a delinquent act whose risk to commit illegal acts cannot be controlled in a less secure setting). The institutions serve a total of 350-375 individuals.

DOL spends an average of \$2,200.00 annually per institution for books and periodicals, selected either by institution librarians or equivalent staff, or by DOL's special services librarian. DOL also provides consulting and technical assistance to these institutions on library-related issues.

Children's/Youth Services

DOL has a long-standing commitment to support and improve services to children and youth in local libraries and to cooperate with non-library organizations to promote reading and literacy for children.

DOL is able to leverage state and federal funding with a small bequest from the Trust of Elva S. Smith to "aid in the development and maintenance of library service to the children of Vermont. Such services might include the purchase of books (other than school text books), salaries, training of personnel, or any other consistent uses." DOL employs a library professional (and one support staff position) to provide consulting, technical assistance, training and a variety of other resources to local libraries related to library services to children.

Since 1979, a major activity of DOL and its Children's Services Consultant is an annual summer reading program (SRP) for children in public libraries providing entertainment and recreation related to reading all summer long. Each year a different theme/topic is offered with posters and other artwork designed by local illustrators. DOL provided to each public library at no charge a manual with ideas for programs, displays and materials, as well as posters to promote the summer reading program. Libraries also receive reading records,

certificates, bookmarks and stickers. In 2005, DOL first offered a teen component to its summer reading program and the summer of 2007 was the first year that DOL participated in the Collaborative Summer Reading Program (CSLP) along with 38 other state library agencies. DOL continued to offer the SRP materials at no cost to the local libraries. From the Smith bequest funds mentioned above, DOL also usually offers small grants to local libraries to help cover the cost of a program or performance related to the summer reading program. In 2006, 146 public libraries, 4 school libraries, and 2 bookmobiles participated in the program. 6,605 certificates were awarded to children who participated. Libraries held 2,588 programs and they estimate that attendance at the programs was 58,364 (an average of 23 per program). Libraries also estimate that children read nearly 101,500 books during the Summer Reading Program.

Since 1957, DOL has been one of two sponsors along with the Vermont PTA (and with some financial support from the Vermont Department of Education-DOE) of the "Dorothy Canfield Fisher Memorial Children's Book Award" (DCF), the second oldest child-selected award in the country. Each year a committee selects a master list of thirty titles by living American and Canadian authors published during the previous year. These books are selected for their literary merit and their appeal to children in grades 4-8. Librarians and teachers then make the books available, encourage children to read them, and coordinate the voting in the spring. The book that receives the most votes is declared the winner, and the author is invited to come to Vermont and receive the award, an illustrated certificate, especially designed by a Vermont artist. The award ceremony is attended by hundreds of children, representing all the schools and public libraries that participated. In 2006, 177 schools and 14 public libraries participated in the award selection with 4,600 children voting for their favorite. 173 librarians and teachers attended a day-long professional development conference related to the award.

DOL provided significant expertise in the development of and acts as a co-sponsor of the Vermont Center for the Book's (VCB) "Red Clover Children's Choice Picture Book Award" which promotes the reading and discussion of the best of contemporary picture books by students in grades K-4. An annual conference provides information for teachers and librarians about leading book discussions with children, activities around the year's Red Clover nominees and many other topics. According to VCB's most recent statistics, 223 schools and 6 public libraries participated and nearly 30,000 K-4 students voted after reading or having read to them, the 10 selected books.

In FY2006, the Department of Libraries began a pilot reader's choice award for students in grades 9-12 co-sponsored by the Vermont Educational Media Association (now the Vermont School Library Association), and the Vermont Library Association, called the Green Mountain Book Award (GMBA). This program is designed to introduce to high school students some excellent books for their pleasure reading. The goal of the award is to select a list of books of good literary quality that engages high school students; represents a variety of genres, formats and viewpoints; includes books written both for young people and adults and reflects the interests of high school students. A committee of public and school librarians selected a masterlist of 15 titles. In the first year, 7 schools used the books in classrooms or school libraries for formal book discussions involving 585 students. Three public libraries also held book discussions with 72 students. 218 students from 17 different schools and 2 public libraries voted for their favorite. At the end of the five-year pilot, DOL and the co-sponsors will evaluate the effectiveness of and interest in the program.

To assist local libraries in selection of library materials for children, DOL maintains the Children's Book Exhibit Center (CBEC)—a collection of the current publishing season's children's materials donated by publishers (in the most recently ended fiscal year CBEC received about 3,000 titles from 102 publishers) as well as a professional reference collection on library services to children. As previously mentioned, books are exhibited and reviewed at semiannual materials review sessions around the state attended by public and school librarians, as well as available for inspection and review at the Department during other times of the year.

Services to Seniors

As previously mentioned, Vermont's population will age significantly in the next decades. This will put new pressures on library services to offer additional as well as a wider variety of services to this population. The Department of Libraries hopes to take a leadership role in assisting Vermont's libraries to plan for, implement and sustain such services incorporating the findings of "Design for Change: Libraries & Productive Aging" (<http://www.ims.gov/pdf/DesignsforChange.pdf>). The 2008-2012 timeframe will be the opportunity to begin the process for significantly expanding libraries' services to this population.

Program Activities

<i>ACTION</i>	<i>TIMEFRAME</i>
<ul style="list-style-type: none"> • Meet the recreational and informational reading needs of visually impaired Vermonters and of those with other qualifying disabilities by participating in Library of Congress, National Library Service for the Blind and Physically Handicapped (NLS) network. 	FY2008–2012
<ul style="list-style-type: none"> ○ In cooperation with the National Library Services implement the Digital Talking Book (DTB) in Vermont. 	FY2008–2012
<ul style="list-style-type: none"> ○ Expand the number of local public and school libraries with deposit collections. 	FY2008–2012
<ul style="list-style-type: none"> • Provide consulting and professional support services to public and other libraries in providing services to individuals with disabilities and the aging. 	FY2008–2012
<ul style="list-style-type: none"> • Sponsor at least one workshop each year to promote public library outreach services, particularly to special populations. 	FY2008–2012
<ul style="list-style-type: none"> • Promote and improve services to individuals with disabilities through outreach to other agencies, organizations and institutions that provide services to individuals with disabilities. 	FY2008–2012
<ul style="list-style-type: none"> • Support and enhance local library collections by providing a library collection of large print materials of sufficient size and scope to supplement the resources of local libraries. 	FY2008–2012
<ul style="list-style-type: none"> • Assist state-supported institutions in meeting the recreational and informational reading needs of their residents. 	FY2008–2012
<ul style="list-style-type: none"> • Provide consulting and professional support services to state-supported institutions on library-related services. 	FY2008–2012
<ul style="list-style-type: none"> • Promote high quality children's services (from birth through age 17) by providing consulting and professional support services to public and other libraries. 	FY2008–2012
<ul style="list-style-type: none"> • Promote summer reading by children (through age 17) by offering an annual theme-oriented summer reading program and related materials to encourage and supplement the summer programs sponsored by local libraries. 	FY2008–2012
<ul style="list-style-type: none"> • Expand and improve partnerships within the nonprofit sector and other appropriate organizations to promote library services for children and family literacy. 	FY2008–2012
<ul style="list-style-type: none"> ○ Coordinate with the Vermont PTA and the Vermont Department of Education to offer the Dorothy Canfield Fisher Memorial Children's Book Award program. 	FY2008–2012

○ Coordinate with the Vermont Center for the Book to offer the Red Clover Book Award program.	FY2008–2012
○ Evaluate the effectiveness and continuation of Green Mountain Book Award program.	FY2009–2010
○ Partner with the Vermont Center for the Book, the Children's Literacy Foundation and other organizations in on-going and new initiatives related to library services for children and family literacy.	FY2008–2012
• Convene a task force to study services to seniors (age 55 and older) in Vermont libraries.	FY2009–2010
• Based on the recommendations of the task force, implement a program to support improved and expanded services to seniors in Vermont libraries.	FY2011-2012

Key Output Targets

- The number of qualifying individuals served by the Special Services Unit's Library for the Blind and Physically Handicapped will increase 5% annually between 2008 and 2012.
- The number of libraries providing deposit collections related to the Library for the Blind and Physically Handicapped will increase 5% annually between 2008 and 2012.
- The number of libraries participating in the Statewide Summer Reading Program will be maintained at FY2007 levels. FY2008-2012.
- The number of libraries (school and/or public) participating in one of the "reader's choice" book programs will be maintained at FY2007 levels. FY2008-2012.

Key Outcome Targets

- By 2011, 15 percent of a sampling of Vermont adult residents will indicate in a statewide telephone survey that they have heard of the Statewide Summer Reading Program; 10 percent of Vermont residents with children ages 4 to 18 will indicate that they or their families have participated in the Statewide Summer Reading Program; and 5 percent will say that their children's reading skills have benefited from participation in library-sponsored reading programs.
- In annual surveys, 75 percent of patrons of the Special Services Unit's Library for the Blind and Physically Handicapped surveyed will report satisfaction with the library service received.

EVALUATION PROCEDURE

To evaluate the effectiveness of the activities included in its five-year plan, DOL expects to use a variety of measures to collect both quantitative and qualitative data, on at least an annual basis, depending on the activity being evaluated. Standard measures, such as surveys, data collection, record keeping, observation, and other tools will be used to measure outcomes, outputs, quality, quantity, cost-effectiveness, and impact of each project.

As required by Library Services and Technology Act and following the procedure used to evaluate its previous two LSTA five-year plans, DOL will conduct an overall evaluation of its implementation of the plan and the results. This independent evaluation will also be designed to provide a needs assessment for the following long-

range plan through focus groups, surveys and other methods that reach both the library community, library users and non-users.

LSTA subgrants will be evaluated using a combination of outcome and output evaluation techniques as determined by the specific program or project. All subgrant recipients will be asked to include evaluation techniques in their proposals. Evaluation includes a determination of the results of the actual implementation of the project in relation to its objectives, impact on the targeted group, and accomplishment of anticipated outcomes. Grant recipients will be asked to supply “success stories” wherever possible to put a human face on their projects. Recipients are also required to submit an annual report for each grant.

COMMUNICATIONS

The Department of Libraries has numerous, frequent opportunities for contact with stakeholders in the five-year plan and to solicit their input and opinions. DOL staff will use these opportunities to ensure that all libraries are aware of the new five-year plan and the possibilities for comment and review.

DOL will also use these opportunities as well as its quarterly newsletter (DOL News) to make stakeholders aware that the five-year plan may be amended annually including the process for comment and annual review.

As with all DOL publications, once approval is received from the Institute of Museum and Library Services, the five-year plan will be available at the DOL website: <http://www.libraries.vermont.gov>.

Some of the sources which the Department of Libraries draws upon to provide regular input from the library community on a formal and informal basis on its services and priorities include:

- State Board of Libraries, bimonthly meetings (The Board of Libraries reviewed this plan at its August 2007 meeting)
- Attendance of Department of Libraries staff at bimonthly Vermont Library Association (VLA) Board meetings
- Attendance of Department of Libraries staff at meetings of the Vermont Library Association (VLA) Government Relations Committee and the Steering Committee of the VLA Vermont Library Trustees Association
- Ad Hoc meetings of county-wide public library groups
- Attendance of Department of Libraries staff at meetings of the Catalogers Roundtable
- As necessary and as requested, attendance of Department of Libraries staff at Association of Vermont Independent Colleges (AVIC) and Vermont State Colleges (VSC) Council Library Directors meetings;
- As necessary and as requested, attendance of Department of Libraries Staff at Vermont School Librarians' Association (VSLA) meetings
- Department of Libraries-sponsored Children's Services Advisory Council (CSAC)
- Annual Town Officers Educational Conference (includes sessions for public library board members and offered at 4 or 5 different geographic locations around the state) sponsored by the Vermont Institute for Government
- Membership in State Rehabilitation Council (SRC) for the Division for the Blind and Visually Impaired (DBVI)

- Evaluations and Suggestions – written (completed by each participant in the Department's continuing education program)
 - Consulting reports – written reports by DOL staff following on-site visits to local libraries
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MONITORING PROCEDURES

The State Librarian and senior department staff will oversee the implementation of the Five-Year Plan and prepare appropriate reports as required. An important part of this tracking process will be the monitoring of subgrantee projects funded under the LSTA Grants Program. DOL staff with consulting and technical assistance responsibilities may make annual onsite visits to all sub-grantees as well as review the required written annual reports submitted as part of the monitoring procedure.

Sub-grants are also entered as required in the State of Vermont's finance system (VISION) (http://www.adm.state.vt.us/pdf/Bulletin_5.pdf). In addition to reporting on subgrant projects to this Department, the subgrantee must also report separately and independently to Vermont's Department of Finance and Management for the purposes of monitoring subgrantee expenditures.