



California State Library
LSTA Five-Year Plan
2008-2012

**For submission to the
Institute of Museum and Library Services**

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CALIFORNIA STATE LIBRARY MISSION

The California State Library is California's public research library that helps a diverse people, their governments, and their libraries meet their knowledge and information needs.

The Library Development Services Bureau of the California State Library administers the LSTA program to serve California's libraries and networks of all types with grants, statewide programs, and technical assistance so that

- Libraries throughout California can effectively support their current and potential users and meet the needs of their diverse communities;
- All Californians have equitable access to the widest array of library and information services; and
- Individuals and communities are empowered to reach their fullest potential.

PLAN OVERVIEW

The California State Library conducted an extensive needs assessment of all key library stakeholders in order to determine the statewide priorities for this LSTA Five-Year Plan 2008-2012. As a result of web-based surveys, interviews and meetings with constituent groups, four themes emerged as priorities:

- All Californians have access to information and learning opportunities that help them be successful.
- Libraries have the resources to develop programs and services that are responsive to changing needs of Californians.
- Libraries are able to create and support digital preservation projects that enable long-term access to California Information.
- Libraries provide access to a wide variety of electronic resources, training for users, and are a resource for patrons for learning about and using new information technologies.

This plan serves to address these themes through four goals and programs that relate to the purposes of LSTA as outlined in Act, 20 USC Sec. 9141.

GOALS AND PROGRAMS

The goals below are ranked in priority order based on the results of the needs assessment. Each goal includes the LSTA purpose addressed by the goal, the relevant needs identified in the assessment, representative programs and activities to achieve the goal with key output targets and key outcome targets for each program. All goals and programs will be supported with essential training components to ensure success. It should be noted that the outputs, outcomes, and programs include only a portion of the activities that will support each goal during the next five years.

GOAL I: LITERACY AND EDUCATIONAL SUPPORT

California libraries provide equitable access to literacy and learning opportunities so that all Californians can be successful in all of life's endeavors.

LSTA Purpose Addressed by this Goal:

- 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.
- 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.

Needs Identified in the Assessment:

During the needs assessment a common theme was supporting the educational needs of Californians as related to functional literacy, family literacy, and homework assistance.

Goal I, Program I:

Improve Library Literacy Services: Demonstrate techniques to improve adult and family literacy skills through public libraries, building on an in-place, state supported program. Timeframe: 2008-2012.

Activities

- Develop and support models that help improve library literacy services.
- Provide opportunities for staff to learn and use new models and techniques for building literacy skills.

Key Output Target:

- By June 2012, 22,000 Californians with low or no literacy skills will participate in a public library literacy program.

Key Outcome Targets:

By June 2012:

- 58% of those who set the goal will be able to pay bills
- 55% of those who set the goal will be able to complete a job application
- 70% of those who set the goal will be able to share a book with children/family

- 60% of those who set the goal will be able to prepare to vote
- 55% of those who set the goal will be able to read health education information

Goal I, Program II:

Curriculum Support: Provide homework assistance through public libraries during after-school hours. Demonstrate the value of local homework help programs and the value of community partnerships in the continuation of such programs. Timeframe: 2008-2010.

Activities:

- Develop and support models that provide homework assistance through public libraries.

Key Output Target:

- By June 2010, 100,000 California students will receive after-school homework assistance from public libraries.

Key Outcome Target:

- By June 2010, 50% of participants in after-school homework assistance from public libraries will report that the completion rate of homework has increased and their grades have improved.

Goal I, Program III

Promote Reading: Support library programs that promote the value of reading and the library's role as a place to acquire and discuss books.

Activities:

- Develop and support programs for all ages that promote reading.
- Provide opportunities for staff to learn and use new models and techniques for building community through reading.

Key Output Target:

- By 2010, 14,000 Californians will participate in book discussion groups organized by public libraries.
- By 2011, 450,000 children and teens will participate in public library summer reading programs.
- By 2012, 9,000 4th through 12th graders will participate in the National Center for the Book's Letters About Literature program in partnership with local schools and/or public libraries.

- By 2012, 45,000 Californians will participate in public library events such as Dia de los Ninos/Dia de los Libros (Day of the Child/Day of the Book).

Key Outcome Target:

- By 2011, 50% of summer reading program participants will report that they read and enjoy more books.
- By 2012, 50% of book discussion group participants will report that these groups are valuable programs that create community.
- By 2012, 75% of participants in the Letters About Literature program will report that the book they read made a positive change in their life.
- By 2012, 50% of Dia de Los Ninos participants, who never visited the library before, will report that they will return to the library to check-out books and/or use library resources.

GOAL II: RESPONSIVE CHANGES IN LIBRARY SERVICES

California libraries will develop programs and services that meet the changing information and learning needs of their communities.

LSTA Purpose Addressed by this Goal:

- 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

Needs identified in the assessment:

Participants in the statewide needs assessment clearly identified the priority for libraries to have the resources needed to develop programs that support the changing information and learning needs of their diverse populations. This would include projects like developing programs and services for targeted populations like new retirees, Baby Boomers and teens, and providing electronic resources and services that support local needs.

Goal II, Program I:

Assist and support libraries in projects that address the learning and cultural needs of diverse populations. Timeframe: 2008-2012.

Activities:

- Create and support new models for supporting the unique needs of generational populations.
- Support libraries in their development of local programming and services that address specific needs in their community.
- Provide opportunities for staff to learn and use new models and techniques for developing programming to meet community needs.

Key Output Target:

- By June 2012, 20 new programs that serve a targeted population will be implemented, evaluated and shared statewide as model programs for replication.

Key Outcome Target:

- By June 2012, 65% of participants in library programs will report that the program offered by their library supported their needs.

Goal II, Program II:

Support demonstration projects that model and test innovative technological solutions for improving library services that are more responsive to local needs.

Activities:

- Design and support statewide and local initiatives that pilot innovative solutions for providing information to users.
- Provide opportunities for staff to learn and use new technologies for the development of new programming and services.

Key Output Target:

- By June 2012, 15 demonstration projects will be implemented, evaluated and shared statewide as model programs for replication.

Key Outcome Target:

- By June 2012, 60% of library users who have used a new service will report that it has met their information/educational needs.

GOAL III: DIGITAL PRESERVATION AND RESOURCE SHARING

California libraries have the resources to develop digital projects that preserve and enhance access to valuable local content.

Needs identified in the assessment:

Participants in the needs assessment process acknowledged the emerging role of libraries as local content creators and providers. Many libraries have collections of unique local content that if digitized would help not only in preservation, but increase access. Libraries need assistance in developing plans, acquiring resources, and making their content available electronically.

LSTA Purpose Addressed by this Goal:

- Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks;
- Developing public and private partnerships with other agencies and community-based organizations

Goal III, Program I:

Digitizing Library Resources: Assist libraries in their efforts to digitize library resources in all formats, in a standard manner that allows statewide compatibility in both the images and the records describing them. Timeframe: 2008-2012.

Activities:

- Develop a statewide program that supports the digitization of local collections through training, outsourcing opportunities and funding so they can be preserved and more accessible to the public.
- Support libraries in the development of local oral history collections in digital formats.

Key Output Target:

- By June 2010, 10 unique local collections will be digitized and made available via the web.

Key Outcome Target:

- By June 2012, the number of views of images in LSTA funded collections increase by 20%.

GOAL IV: TECHNOLOGICAL ACCESS FOR ALL

California libraries provide electronic resources and efforts to improve their users' understanding and use of electronic library resources and services through development of, increased access to, and training about technology-based systems and resources.

LSTA Purpose Addressed by this Goal:

- Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.
- Provide electronic and other linkages between and among all types of libraries.
- 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.

Needs identified in the assessment:

The needs assessment identified the need for libraries to continue to make user-friendly and accessible resources available for their community. It is also important for libraries to continue to develop their role as learning centers for how to use emerging technologies that can enhance their users' ability to meet their information needs.

Goal IV, Program I:

Development and Deployment of Electronic Resources: Work with existing services and/or develop new resources, where necessary, to increase the number of electronic resources that are made available to Californians by libraries of all types. Timeframe: 2008-2011.

Activities:

- Provide training and support for librarians to improve electronic access to library resources and services.
- Create and evaluate statewide models for providing electronic access to information for Californians.

Key Output Target:

- By June 2010, at least 30 county public law libraries will transform their website to better meet the information needs of their users.
- By June 2010, county public law libraries and other special libraries participating in the website transformation program will experience a 50% increase in website usage.

Key Outcome Target:

- By June 2010, users of the new websites will report that they are able to find what they need at least 90% of the time.

Goal IV, Program II:

Encourage local, regional, and statewide projects that support the availability of technological tools and electronic resources both on-site and remotely.

Activities:

- Develop and support statewide and local models for libraries to create programs and services that educate the community about electronic resources and new technologies.
- Provide opportunities for staff to learn and use new technologies that enable them to improve or enhance services for their communities.

Key Output Target:

- By June 2012, 85% of all public libraries will provide training for at least 52,000 participants about both technological tools and electronic resources available locally, regionally, and statewide.

Key Outcome Target:

- By June 2012, 75% of the people participating in library-based training programs will evaluate the sessions as successful in improving their technological skills and knowledge of electronic resources available through the library.

GOAL V: ACCESS AND ACCESSIBILITY

All Californians regardless of geographic location, socioeconomic status, and/or disabilities will have access to a variety of state and locally developed services that assist them in improving their skills, knowledge, status, and life condition.

LSTA Purpose Addressed by this Goal:

- Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks;
- 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 families with incomes below the poverty line.

Needs identified in the assessment:

During the needs assessment there were four key areas identified as important: 1) Improving services for people with disabilities, 2) rural and tribal library services development, 3) serve clients with special needs, and 4) ensuring access to statewide resources.

Goal V, Program I:

Access to Library Services: Californians unable to use standard print will have access to library services.

Activities:

- Ensure access to collections in alternate formats to support user needs.
- Provide Reader Advisory Services for people unable to use standard print.

Key Output Target:

- By 2012, the number of new borrowers will increase by 25%.

Key Outcome Target:

- By 2012, 90% of customers will report that their quality of life is improved by the services they received from the library.

Goal V, Program II

Access to Resources: Californians have access to the resources and services of the state's public research library directly and through statewide cooperative library programs.

Activities:

- Create, support, and provide access to collections that meet Californians' information needs.

Key Output Target:

- By 2012, 25% increase in the use of the state library's public research materials.

Key Outcome Target:

- By 2012, 25% of customers report increased awareness of benefits and services of the state library's public research materials.

Goal V, Program III

Skills for Service: California's Libraries staffs have the knowledge and skills needed to support valuable programs and services for their communities as they relate to the priorities of LSTA.

Activities:

- Provide learning opportunities in multiple formats for libraries – urban, rural, and tribal - to ensure they have trained and qualified staff to support their communities' needs.

Key Output Target:

- From 2008-2012, annually, a minimum of 4,000 participants will attend learning opportunities to improve their skills for serving their communities.

Key Outcome Target:

- By 2012, 50% of staff who attend learning opportunities will report and demonstrate new attitudes and skills in their delivery of library and information services to their community.

Goal V, Program IV

Preservation and Disaster Recovery: California Libraries ensure the best possible access to important resources through preservation and disaster recovery programs.

Activities:

- Provide opportunities for staff to learn and use preservation and disaster recovery techniques that protect their collections.

Key Output Target:

- By 2012, a minimum of 2 learning opportunities will be held each year for library staff to learn preservation and disaster preparedness/recovery techniques.
- By 2012, 200 libraries will have a disaster preparedness recovery plan.

Key Outcome Target:

- By 2012, 90% of participants in preservation and disaster preparedness/recovery learning opportunities will report that they have a greater appreciation for the need for a disaster preparedness and recovery plan for their library.

PLANNING AND IMPLEMENTATION

The following summarizes the stakeholder involvement, communication and monitoring procedures that the California State Library instituted for the development, review, and implementation of its 2008-2012 Five-year Plan.

Stakeholder Involvement

Libraries and users as stakeholders:

- Five Special Libraries Association chapters (Southern California, San Andreas, San Diego, San Francisco, Sierra Nevada)
- California State Department of Education
- Four academic library groups (University of California system, California State University system, Community College system, private California academic colleges)
- Public library directors
- California Library Trustees and Commissioners (CALTAC) members
- CLSA System Advisory Boards (public-at-large)

These stakeholders were asked to give input via a web-based survey on directions for the next five years of LSTA funding support. They were given the previous goals together with the original strategies to achieve them. They were then asked to rate them on a scale of 1-6 (6 being the highest) as to the importance of continuing LSTA support for them during the next five years. Additional recommendations for revised and/or new goals and strategies were also sought.

Library of California Board (State Advisory Council)

This board represents stakeholders at the state level and consists of nine members appointed by the Governor and four by the Legislature. The board determines policy for and authorizes allocation of funds from programs of the California Library Services Act (CLSA) and also comprises the State Advisory Council on Libraries for LSTA. The composition of the state board represents public libraries, school libraries, academic libraries, special libraries, and the general public, as provided for in the Library of California Act. Although they are not specifically designated as Board members, the interests of institutional

libraries and libraries serving people with disabilities are represented. The State Librarian serves as Chief Executive Officer of the Library of California Board.

The State Board was asked to provide input on directions for the next five years of LSTA funding support in a process similar to that described above for other stakeholders. State Library staff also reported on the status of the draft plan, including preliminary goals, to the Board.

The Five-Year Plan will be presented to the members of the State Board for review and feedback on an annual basis.

Communication

Once the Five-year Plan has been approved by the Institute of Museum and Library Services (IMLS), it will be published on the California State Library website and in print form for selected stakeholders, including the Library of California Board. The State Librarian will announce the IMLS approval of the plan and where it can be found on statewide discussion lists, through direct email announcements to library directors, and on the State Librarian's regularly scheduled webcast. Throughout the period of the Five-Year Plan it will continue to be available to visitors to the website, providing access to all types of libraries and their users. A mechanism for sending comments or questions to the State Library via the website will be in place.

The Five-Year Plan will be an agenda item in regularly scheduled orientations for new library directors presented by the State Library.

If appropriate stakeholders and the State Library determine that any part of the Five-Year Plan requires substantial revision, all proposed changes will first be reviewed by the library and user communities before being submitted to IMLS according to the provisions of the LSTA.

The State Library will publicize completion of outputs and outcomes specified in the Five-Year Plan, as well as other important program benchmarks, through press releases, emails, announcements on the Library's website, and announcements on the State Librarian's regularly-scheduled webcast. Results also will be reported in the required annual State Report to IMLS.

California libraries applying for all LSTA subgrants will be directed to the Five-Year Plan and will be required to review it and cite goals relevant to the proposed project as part of the application process.

Monitoring

The California State Library's Library Development Services (LDS) Bureau will be responsible for monitoring ongoing implementation of the Five-Year Plan through sub grant activities and will prepare appropriate reports as required. This will include ensuring that all LSTA sub grant projects are consistent with at least one of the goals of the Plan through periodic communication with sub grantees, site visits, and review of quarterly and final project reports

LDS staff will conduct an annual appraisal of the progress in attaining the Five-Year Plan goals and will adjust sub grant programs as needed.