



Oklahoma Department of Libraries

LSTA 5-YEAR PLAN

2013 – 2017





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## Assurances

The Oklahoma Department of Libraries (ODL) will administer the LSTA Program at the State level through the implementation of the State Plan and its program goals, priorities and procedures in accordance with all federal guidelines and requirements. ODL will utilize LSTA funds to continue to develop, expand, and promote programs that enhance and improve library services and library images statewide. To this end the Oklahoma Department of Libraries will:

- Provide funding for statewide programs as necessary for the implementation of the procedures in this plan
- Allocate up to 4% of LSTA funds for the general administration of this plan
- Administer, as needed, competitive grant programs for any priority of the Plan
- Submit reports to the Institute of Museum and Library Services, as required
- Investigate establishing an LSTA Advisory Council who will advise the department of library programs, services, activities, and new initiatives under the State Plan and assist with identification of funding sources to leverage LSTA funds
- Collect and disseminate information in both print and electronic formats about LSTA
- Promote and administer resource sharing to meet the needs of Oklahoma citizens



### **Oklahoma Department of Libraries Agency Vision**

The Oklahoma Department of Libraries is the keystone in information policy and library initiatives.

### **Oklahoma Department of Libraries Agency Mission**

The mission of the Oklahoma Department of Libraries is to serve the people of Oklahoma by providing excellent information services and by preserving unique government information resources.

### **LSTA Vision**

The Oklahoma Department of Libraries will be the premier leader in providing Oklahomans the personal literacy and information skills and resources to be successful in the global economy, to participate in democracy, and to accomplish individual life goals.

### **LSTA Mission**

The Oklahoma Department of Libraries develops and disseminates library and literacy services to Oklahoma individuals, organizations, and agencies. We encourage the accomplishment of educational, economic, and personal goals as we strive to provide and preserve knowledge. The Oklahoma Department of Libraries provides leadership through training, resource sharing and grant opportunities.





## Background

Oklahoma received a Round 1 Broadband Technology Opportunity Program (BTOP) American Recovery and Reinvestment Act grant, State Broadband Data and Development Grant Program, totaling \$5,241,907 to provide mapping of fiber routes present in the state. The State's match of \$4,105,330.00 will provide a combined total of \$9,347,237. All fiber routes in the state will be mapped, thereby identifying underserved areas needing service. In addition, a Comprehensive Community Infrastructure (CCI) application was submitted by the State of Oklahoma in Round 2 which would extend fiber to anchor institutions.

These two projects relate directly to the ODL's BTOP and LSTA projects. The mapping will identify where current fiber exists and the CCI project, funded at \$73,998.27, will extend fiber to unserved and underserved areas of the state. As fiber is available in more places, more libraries will have Ethernet services available, which are substantially less expensive than T3's. Therefore, more libraries will be able to afford faster broadband and users will have access to enhanced Internet services. 100% of the state's public libraries apply for Erate to pay for their Internet access.

ODL's newest and most innovative program yet, titled OkConnect: Powering the Possibilities, was made possible by receipt of a Broadband Technology Opportunities Program (BTOP) grant of \$2,333,250 with a matching grant of \$ 1,019,812 from the Bill and Melinda Gates Foundation. Designed to revolutionize the way libraries serve communities, OkConnect: Powering the Possibilities is bringing cutting edge technology to 44 targeted libraries through the introduction of video conferencing and enhanced internet capabilities.

ODL carefully selected the main library branches in the neediest 44 of 77 Oklahoma counties (serving 1.58M Oklahomans – 45% of the population) with the largest concentrations of vulnerable people. As a result of this statewide initiative, Oklahoma youth, students, families and community members will only be a click away from accessing a wealth of local and global health, workforce, education and e-government resources.

Each of these projects ultimately addresses the objective of improving the lives, skills and education of Oklahoma citizens. Increased broadband speed and videoconferencing are only two of the methods employed to accomplish these goals. By combining efforts with BTOP and LSTA projects, objectives can become a reality and money is most effectively and efficiently utilized.



## Needs Assessment and Communication

It is vital to address new roles for libraries, identify alternative and additional funding sources, provide accountability to customers and funders, and assist with an increasingly interconnected technology-based environment. Throughout public library history, innovations have played a big part in reshaping libraries. It is no different in the 21st century. To leverage itself as a vital service within local communities as well as around the globe, the public library has to position itself in this 21st century environment by connecting people with information they want in innovative, new and different ways. In its role, library technology can serve as both catalyst and support to unique and creative innovations for library services. To be effective, the library's technology must be consistent, seamless, reliable, robust, balanced and without geographical limitation.

Libraries must anticipate shifts in markets, products and library services in the coming years and must evolve as the needs of their constituents change. To identify needs and anticipate changes, the Oklahoma Department of Libraries (ODL) distributed an online survey, met with state-wide library groups, ODL staff, and utilized demographic data.

Data from the online survey was collected and analyzed by Godfrey's Associates, a library consulting firm, and staff from ODL. Eighty-three (83) public libraries, one-hundred one (101) school libraries, twenty-six (26) academic, and thirteen (13) library-based and literacy-based councils responded to the online survey.

Additionally, Godfrey's Associates conducted site visits at three (3) library systems and seven (7) individual public libraries where library staff and customers were interviewed to obtain suggestions, feedback, and recommendations.

Oklahoma consists of seventy-seven (77) counties. All seventy-seven (77) counties have at least one (1) library and most of these libraries serve the entire county. Oklahoma is among the lowest ranked states in many core areas:

- In the US Census (2007), Oklahoma is ranked the 10th poorest state in the nation and the 41st in percentage of population with a bachelor's degree or higher
- In a report by the Kauffman Foundation (2008), Oklahoma is ranked 45th in percentage of population that is online, 40th in Health IT, 39th in e-Government, and 43rd in high tech jobs and 39th in knowledge based jobs

Forty-four of seventy-seven Oklahoma counties (serving 1.58M Oklahomans – 45% of the population) contain the largest concentrations of vulnerable people:

- 100% have higher than national average of Native Americans
- 98% have an estimated broadband penetration lower than the NTIA benchmark of 40% (qualifying as underserved)
- 77% have literacy rates lower than the national average
- 75% have median incomes below the national poverty level
- 73% meet at least one of the two criteria for economically distressed as defined by the NTIA
- 71% have higher than national average percentage of senior citizens

Use of these statistics as well as the information obtained from the survey, focus groups and individual customer and staff interviews guided the objectives and action steps addressed in the Five Year Plan.

Periodic identification of needs is determined by interaction with public library directors and staff, consultation site visits, and library surveys.

As needs assessment is a continual process, the Oklahoma Department of Libraries will:

- Collect data from libraries across the state on library service on an annual basis and compare to previous state and national data trends
- Solicit feedback from the Oklahoma Department of Libraries Board of Directors, members of the Oklahoma Library Association listserv, and the PLDC and OLTN members.

The Five Year Plan will be posted on the Oklahoma Department of Libraries website for stakeholder access. Notification of the Plans' availability will be posted on Oklahoma library related listservs, announced at the Public Libraries Directors Council (PLDC) and the OLTN Advisory Council.

Input and feedback on LSTA program development, implementation and evaluation will continue to be solicited through meetings and via email.

Establishment of an LSTA listserv or other social media will be considered. This would be used for announcements about and discussion of the LSTA program in Oklahoma. This would provide a forum for feedback on LSTA programs and activities. Finally, the ODL also solicits feedback on LSTA programs from the ODL Board of Directors. Feedback is requested as needed during program development and activities.

## **Needs 1-5 Aligned with Goals 1-5**

### **Need 1**

Promoting the use of technology to facilitate education, health, workforce development and preserve cultural heritage was found to be of great concern to Oklahoma respondents. This included providing grants for new or innovative technologies, purchasing adaptive technology software and/or equipment and job and career development programs and resources.

“We have people coming in every day who ask for help in filling out online job applications. Our largest local employers all require online applications, many of which also have tests or assessments of some kind along with the application. These people are at a serious disadvantage because they are not experienced on the computer, even if the job they are applying for will require no computer use whatsoever.” (Public Library of Enid and Garfield, Letter of Support)

### **Need 2**

Customers and librarians emphasized the role of ODL in assisting communities attain effective resources. Information access affects every aspect of society and empowers citizens to participate fully in society, whether it is education, health care, or obtaining a job. It makes businesses more innovative, increases the quality of civic life, and empowers the public to participate fully and meaningfully in public decision making. Libraries are pivotal in providing equitable and convenient access to the underserved and at-risk in Oklahoma communities. In the survey, LSTA projects such as statewide databases and interlibrary loan were deemed vital, and respondents identified centralized purchasing of e-books and additional databases as a priority. Digitization of historic or rare resources was also identified as valuable to local communities. ODL and local libraries must encourage private and public sector support for digitization and collection preservation to sustain and expand access.

### **Need 3**

Oklahomans requested aid to strengthen the local libraries and help them become anchor institutions in their communities. This includes promoting greater transparency and knowledge to maximize the impact of these public investments. The library, as the center of its community, enhances civic engagement, cultural opportunities, and economic vitality. Library make-overs, known as the “Sooner State Way,” advocacy training, and grant writing assistance are all components of this need. ODL is in a unique position to facilitate partnerships with state and federal agencies, foundations, and the private sector to support libraries and ensure that public and private sector leaders know the value of libraries.

**Need 4**

Many Oklahomans, living in underserved rural areas, are at risk due to educational, economic, physical and social conditions and lack opportunities to acquire basic information and literacy skills. Inclusive and accessible learning opportunities must be available. Assistance includes design of literacy and reading programs, computer literacy training for customers, programs for seniors and elderly populations, and summer reading for children and teens. Assisting individuals with special needs, as well as the incarcerated, becomes a priority.

**Need 5**

The ODL, through training of local librarians, can ensure that library staffs have the resources, tools and methods necessary to deliver effective services to their communities. They must identify high-priority training needs and teach essential 21<sup>st</sup> Century skills, including critical analysis, media, and digital literacy. Oklahoma's librarians must become an engaged and energized workforce for libraries.

## **LSTA Long-Term Goals**

**Goal 1:** Assist libraries to identify and to adopt innovative technology and to incorporate these services into library operations.

### **Aligned with Need 1**

#### **LSTA priorities supported by Goal 1**

- Expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.
- Establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to information services.
- Develop library services that provide all users access to information through local, state, regional, national and international collaborations and networks.

**Goal 2:** In order to participate globally, Oklahoma citizens must have access to vital and cost effective resources available through the library. Oklahoma Department of Libraries (ODL) will assist communities obtain these resources.

### **Aligned with Need 2**

#### **LSTA priorities supported by Goal 2**

- Expand services for learning & access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills
- Develop library services that provide all users access to information through local, state, regional, national and international collaborations and networks

**Goal 3:** The Oklahoma Department of Libraries, Oklahoma's public libraries, as well as library-based and community-based literacy programs will foster partnerships with other agencies, foundations, and the private sector to support libraries as strong community anchors which enhance civic engagement, cultural opportunities, and economic vitality.

### **Aligned with Need 3**

#### **LSTA priorities supported by Goal 3**

- Expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills

- Develop public and private partnerships to community-based organizations

**Goal 4:** Oklahomans at risk due to educational, economic, physical, and social conditions will be provided resources and opportunities to acquire basic information skills.

**Aligned with Need 4**

**LSTA priorities supported by Goal 4**

- Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds and individuals with limited functional literacy or information skills
- Target library and information services to persons having difficulty using a library and to underserved urban and rural communities including children (from birth through age 17) from families below the poverty line
- Expand 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 in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills

**Goal 5:** ODL will assist Oklahoma librarians obtain increased competencies to enable them to deliver effective service to their communities.

**Aligned with Need 5**

**LSTA priorities supported by Goal 5**

- Provide training and professional development, including continuing education to enhance the skills of the current library work force and leadership, and advance the delivery of library and information services



## **Goal 1**

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## **Goal 1: Information Access, Lifelong Learning & Human Services**

Assist libraries to identify and to adopt innovative technology and to incorporate these services into library operations.

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ODL's technology strategy will ensure that targeted libraries have robust throughput and computing resources that enable a range of services.

Recognizing the depth and breadth of the need in Oklahoma, we propose an ambitious but achievable plan to combine the power of upgraded technology and targeted community programs focusing on four main pillars:

### **1. Education:**

Encourage and actively market distance learning opportunities through videoconferencing to empower Oklahomans in rural areas to participate in online education available anywhere in the state or the world. Offer computer literacy courses to enable people to realize the many benefits and encourage adoption of computers and broadband at home. Educational opportunities via videoconferencing/webcast for distance learning will include:

- Online college courses (taught by instructors from community, state, or national colleges)
- Continuing education/professional certification courses
- Expanded/enhanced curriculum for K-12

### **2. Poverty Alleviation:**

The local libraries will actively use videoconferencing equipment to provide job skills training, enable online interviews, and allow small businesses to communicate globally with users and partners. Some libraries will offer netbooks for check-out from the library premises to allow completion of resumes and cover letters.

Specific workforce development opportunities will include:

- Job skills training and workshops with national employers through videoconferencing
- Access to basic communication tools such as email, virtual phone numbers, and voicemail services (e.g. Google Voice) so that even the poorest can be reachable by prospective employers

### **3. Health:**

Encourage videoconferencing for patients to attend tele-therapy/consultations with national specialists and enable healthcare workers to attend training. Specific health related opportunities will include:

- Teletherapy sessions for the disabled (e.g. Hearts for Hearing)

- Teleconsultation between generalist in Oklahoma and specialist elsewhere in the country

#### 4. eGovernment:

Encourage the use of tax software and offer online and in-person training on filing taxes online and filling-out other online government forms.

We conservatively estimate that the computing centers will serve an additional 8,538 persons per week (~20% increase on the 42,693 persons currently served per week). This increase will be driven by added computers, improved connectivity, new videoconferencing capabilities, and additional use of Wi-Fi after hours in parking lots, and also by significant increase in community outreach using both traditional and modern means.

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**Objective 1:** Provide reliable, electronic access to high-quality information resources through enhancement of libraries' technology capabilities.

**Activities:**

Assist librarians to actively identify and solicit grants from the local, state, regional, and federal government as well as individuals, foundations and private corporations that continue to ensure libraries have robust computing resources.

ODL will write and administer grants to assist local libraries improve their technology and broadband capabilities.

Technology grants may be made available based on current needs for libraries and their communities by partnering with federal, state, corporate, local and foundation funders.

Innovative competitive grant opportunities may be offered depending on needs assessment and funds.

**Objective 2:** Lead statewide technology planning. Assist libraries in creatively adapting to societal changes through innovation and technology adoption.

**Activities:**

Staff will offer assistance, guidance, and certify required technology plans for libraries applying for e-rate funds.

ODL will assist libraries with E-rate applications. Annually FY 2013-2017

## **Goal 2**

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## **Goal 2: Information Access**

In order to participate globally, Oklahoma citizens must have access to vital and cost effective resources available through the library. Oklahoma Department of Libraries will assist communities obtain these resources.

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Libraries play an essential role in ensuring equitable access to information by providing entree to library collections that stimulate innovation and encourage the development of knowledge. The increased usage of digital formats for producing and sharing information lowers the traditional barriers to access and expands the possibilities of who can use it, when and where they can use it, and what they can do with it.

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**Objective 1:** Provide resources and services that allow equal access to information for all residents.

### **Activities:**

Accelerate the move from print to online content by evaluating joining a larger purchasing unit with the publicly funded academic libraries and/or national consortium.

Provide print and electronic library resources through statewide databases. Additional funding for new electronic resources may be pursued in the future through the state legislature and/or private partnerships.  
Annually FY 2013-2017

Inclusion of additional business databases will be investigated. Federal, state, and local funds will be targeted for funding.

Inclusion of selected recreational databases will be investigated; for example, Novel List, genealogy, etc. Federal, state, and local funds will be targeted for funding.

Inclusion of grant and fundraising databases will be purchased per need identified within the 5 year evaluation. Federal, state, local funds and non-profit partnerships will be targeted for funding.  
Annually FY 2013-2017

**Objective 2:** Assist libraries to provide ready access to information using technology to meet the demands of the public.

**Activities:**

Maintain statewide interlibrary loan services. Annually FY 2013-2017

Increase the availability of high-quality information in digital format. Annually FY 2013-2017

Provide electronic books which can be downloaded through the local libraries. FY 2013

Digitization of Oklahoma resources will be maintained through the department's website. Annually FY 2013-2017

**Objective 3:** Develop online library resources on Oklahoma culture and history, to supplement educational requirements, facilitate learning, and preserve state and community historic content.

**Activities:**

Interactive learning modules, online timelines, an Oklahoma author database, and digitization of primary source materials may be produced.

Sub-grants to libraries and for digitization projects, and training, using online tutorials and in-person presentations may be produced.

Form 'digital partnerships' with museums and archives, as well as, all types of libraries, academic, public, school and special, to coordinate and promote digital collections statewide. Participate in national partnerships with our digital collections, for example, the IMLS supported "Opening History" collection. Annually FY 2013-2017

Participate in digital conferences both national and regional. Annually FY 2013-2017

ODL staff will work with the National Historical Publication and Records Commission and other organizations to promote cultural preservation. Annually FY 2013-2017



## Goal 3

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### **Goal 3: Employment and Economic Development, Civic Engagement, Human Services**

The Oklahoma Department of Libraries, Oklahoma's public libraries, as well as library-based and community-based literacy programs will foster partnerships with other agencies, foundations, and the private sector to support libraries as strong community anchors which enhance civic engagement, cultural opportunities, and economic vitality.

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Upgraded broadband connections and equipment enable local libraries to more effectively host other community groups' training sessions. Libraries will become county-wide hubs for their communities. These locations will act as conduits for health, education, e-government and workforce development.

Community partners have expressed their interest in using library facilities and their equipment for training purposes. Joel A. Hart, President of the Integris Baptist Regional Health Center wrote that "with videoconferencing equipment available in rural areas such as ours, diabetes education and other health-related classes could be offered to the public in locations across the state where they might not otherwise be available. The enhanced access to preventative and wellness information would be extremely beneficial in addressing the serious health issues that Oklahomans face."

Goal 3 supports coordination efforts within the State Plan.

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**Objective 1:** Foster partnerships with other state and federal agencies, foundations, and the private sector which support comprehensive approaches to learning at the state and local levels. Annually FY 2013-2017

**Activities:**

Foster partnerships with existing ODL federal grants to maximize use of funds. Annually FY 2013-2017

Partner with Oklahoma Department of Commerce to expand workforce development activities. Annually FY 2013-2017

Assist libraries to develop partnerships with local community businesses to connect information regarding health, education, job seeking and training, and digital literacy. Annually FY 2013-2017

Identify and form partnerships with other agencies that have intersecting priorities and develop ways to work together to solve community-wide problems and challenges. Annually FY 2013-2017

Identify and solicit foundations, agencies, and private businesses to broaden impact and reach individuals and communities through diverse channels, helping to deliver services more efficiently and effectively through libraries. Annually FY 2013-2017

**Objective 2:** Instigate partnerships to address the learning needs of all people in a community. For example, senior citizens, early learners, teens, and people with special needs and realize cost efficiencies through resource sharing.

**Activities:**

Foster partnerships with educational providers to increase the availability of high-quality education experiences for individuals and allow partners to capitalize on organizational strengths to meet learners' needs. Annually FY 2013-2017

## Goal 4

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## **Goal 4: Lifelong Learning, Human Services**

Oklahomans at risk due to educational, economic, physical, and social conditions will be provided resources and opportunities to acquire basic information skills

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Libraries are leaders in providing programs and services to individuals of all ages and backgrounds. These services promote and complement lifelong learning. Libraries provide a non-threatening environment for individuals to acquire, update or enhance skills necessary for the 21<sup>st</sup> century.

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**Objective 1:** Promote policies and services that improve access to information for underserved communities and help to remove barriers that prevent individuals from using these services effectively.

### **Activities:**

Provide leadership and consultative services to public libraries by funding a staff position for youth services. Annually FY 2013-2017

Provide resources, materials, and promotion for annual summer reading programs and other reading initiatives. Annually FY 2013-2017

Continue to enhance and expand early childhood and young adult programs statewide. Annually FY 2013-2017

Streamline services to children and youth by incorporating technology such as blogs, forums, wikis, online presenter databases, online author databases, etc. Annually FY 2013-2017

Services to adult customers will incorporate new technology such as Twitter, Facebook, Pinterest, podcasting and cloud service infrastructure. Annually FY 2013-2017

**Objective 2:** Enhance the ability of library-based and community-based literacy programs to provide quality services for adult Oklahomans and their families.

**Activities:**

Provide continuing education opportunities for literacy volunteers, literacy trainers, and program administrators. Annually FY 2013-2017

Publish a statewide literacy newsletter to promote educational resources, training, and networking opportunities. Annually FY 2013-2017

Promote literacy awareness and market the availability of library-based and community-based literacy services. Annually FY 2013-2017

Strengthen Oklahoma adult learner initiatives by providing learner mentoring, educational and leadership opportunities, networking, and promotion of adult learner accomplishments. Annually FY 2013-2017

Utilize technology to ensure accurate statistical data, learner progress, and demographic information. Annually FY 2013-2017

**Objective 4:** Increase use of library services by Oklahomans whose primary language is not English or those who come from a diverse geographical, cultural or socioeconomic background, by training public library staff, supporting increased resources, and encouraging cooperation with community groups and agencies.

**Activities:**

ODL staff will be a resource for libraries and literacy programs that serve the English as a Second Language (ESL) community. Annually FY 2013-2017

State, federal, foundation, and/or corporate dollars will be pursued for programs and resources directed at Oklahomans whose primary language is not English.

**Objective 4:** Provide consultation to state institution libraries.

**Activities:**

Provide leadership to institutional librarians by funding an institutional consultant as a part-time position who will provide training, assistance, and networking opportunities. Annually FY 2013-2017

Facilitate the purchase of books for institution libraries. Annually FY 2013-2017



Support institutions through competitive grant opportunities. Annually FY 2013-2017

Support institutions through workshops specifically geared to their unique situation.

**Objective 5:**

Assist libraries in developing services for learning, access to information, and expanding library services to underserved members of the library community (or population).

**Activities:**

Provide continuing education opportunities for librarians and literacy trainers. Annually FY 2013-2017

Assist libraries to provide programs and services to meet the unique needs of this expanding population. Annually FY 2013-2017

Provide skill sets for librarians and literacy trainers to respond to the needs of the aging population they serve.

Encourage “Language revival” of declining Native American languages to revive endangered languages such as Cherokee. Targeted actions and programs will be developed in close partnership with organizations such as the Cherokee Heritage Center and other tribes as appropriate.

ODL will consider offering a grant for purchase of Rosetta Stone software to assist Spanish and other non-native English speakers. These programs will be enhanced with new equipment, software and connectivity.

In areas with large Hispanic populations, trainers will teach classes in both English and Spanish.

Hearts for Hearing and community colleges partners will target youth via teletherapy and online courses respectively. Annually FY 2013-2017



## Goal 5

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## **Goal 5: Capacity Building**

ODL will assist Oklahoma librarians obtain increased competencies to ensure they have the resources, tools, and methods necessary to deliver effective services to communities.

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Library staff must have the skills, knowledge, and resources to satisfy the education, information, research, economic, cultural, and civic needs of the individuals in their communities. Library leaders must have the most current knowledge of technology, marketing, and business practices to broaden the impact of the library in the community.

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**Objective 1:** Ensure that all Oklahoma public library staff, and literacy staff have convenient, low-cost or free continuing education opportunities to competently assist the information and service needs of library customers of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, individuals with limited functional literacy or information skills; and targeting persons having difficulty using a library and to underserved urban and rural populations, including children, and families with incomes below the poverty line.

### **Activities:**

Provide training to all Oklahoma library and literacy workers to develop 21<sup>st</sup> century skills, including critical analysis and information, media, and data literacy. Annually FY 2013-2017

Computer lab classes will be offered to public, academic, tribal, and school libraries as well as literacy staff and volunteers. Classes are designed to allow participants to obtain technology skills which provide knowledge necessary to more effectively assist end users.

In the past, the ODL has hosted librarians at its computer facilities in Oklahoma City in order to conduct training. Videoconferencing would allow broader librarian participation in training sessions. Past subjects of ODL librarian training sessions have included Microsoft Word and PowerPoint, Photoshop, Excel Databases, blogging, Twitter, and digital scrapbooking. Local librarians have experience in giving one-on-one training and conducting small training sessions for patrons, using knowledge gained in ODL training sessions. Annually FY 2013-2017

Certification classes offered through the Institute of Public Librarianship will provide librarians with essential skills and knowledge to effectively and efficiently serve their end users. Annually FY 2013-2017

Permissible advocacy training assistance will be provided to public libraries to improve library services and communicate the role of libraries as anchor institutions of the community.

Instruction will be provided around the state to encourage and enable more efficient and frequent use of databases.

Continuing education opportunities, national library, technology and grant procurement conferences, and professional group association, will be funded for Oklahoma Department of Library staff who will utilize this training to bring innovative, fresh ideas to Oklahoma libraries. Staff will provide training to other ODL staff and public library staff. Examples include: OLA, ALA, PLA, COSLA, Western Council, CE Coordinator, ILL/OCLC, Summer Reading Consortium, Library Development Administrator meetings, and LSTA conferences. Annually FY 2013-2017

Identify high-priority training needs and provide high-quality resources that help leaders assess their own communities' needs and evaluate and enhance their institutions' capacity to meet them. Annually FY 2013-2017

**Objective 2:** Offer leadership, continuing education, training to librarians to drive high quality service, effective use of resources, and successful library operations.

**Activities:**

Training will be provided to establish websites in all public libraries.

**Objective 3:**

All Oklahomans have access to well-managed library services through qualified staff and modern facilities

**Activities:**

Offer competitive grants for improvement of library services and facilities utilizing the "Sooner State Way"

Offer library design, book and media display, efficient and effective procedure management and library staff training from professionals through workshops and individualized library assistance.

Over the course of the next five years, the Training Coordinator will organize statewide librarian training sessions.

## **Monitoring Procedures**

The Oklahoma Department of Libraries LSTA staff and project Lead Officers will monitor the LSTA program in a variety of ways.

- Consideration of feedback garnered from publicizing the availability of LSTA documents
- Program review through collection of benchmark and usage data for annual IMLS reports
- Evaluation of workshops provided through LSTA programs
- Evaluation of materials provided through LSTA programs
- Review of the Five Year plan goals as needed by LSTA staff and Administrators
- Site visits to selected subgrantees
- Submission of financial and narrative reports from subgrantees
- Submission of the Five Year plan evaluation to IMLS
- Biannual audit by the State of Oklahoma Auditor General's office

The data and feedback gathered from monitoring activities and stakeholder involvement will be evaluated at least annually to determine if the program activities have begun to deviate from the Five Year Plan. If program implementation has deviated from the Five Year Plan, the program will either be modified to bring it back in alignment with the Five Year Plan or the Oklahoma Department of Libraries LSTA staff, in consultation with the Project Lead Officers and Administrators, will submit a revision of the Five Year Plan to the Institute of Museum and Library Services.

## **Evaluation Process**

- ODL annually goes through a formal planning and budgeting process for the coming fiscal year (July-June). This involves a number of steps and a number of people throughout the organization.
- Under the guidance of the Director, the Office of Library Development Administrator and the LSTA Coordinator evaluate the plan for the current fiscal year.
- In addition, managers from throughout the library submit project proposals for their area for the coming fiscal year. These are accumulated to form an overall plan for that year. The plan is discussed by and receives formal approval from the Oklahoma Department of Libraries Board of Directors in a public meeting.
- The library utilizes a variety of resources to obtain and assess statistical information which is extremely helpful in designing and adjusting goals and projects.

- Among the reasons for an annual review are the unanticipated results of earlier initiatives.
- Primary responsibility for continuously monitoring progress of the goals detailed in the Five Year Plan will be distributed through the ODL staff responsible for the specific LSTA funded project(s).
- Projects funded will use outputs and outcomes to measure success. Since a variety of methods will be available for collecting outcomes, projects may use one or more methods.
- Outcomes can be obtained using: observation; focus groups; customer testimonials; project/salary cost benefit analysis; pre/post-tests; internet online surveys; or interviews with local customers.
- Output data will be collected on numbers served; numbers of trainings taught; number of searches; number of interlibrary loans; and number of projects initiated at local level.

### **Stakeholders**

The key stakeholders of the Oklahoma Department of Libraries LSTA program are all Oklahoma Libraries and Oklahoma residents. For the development of this Five-Year plan and the evaluation of the previous Five-Year plan, ODL reached out to librarians from all geographic areas of the state, all library types and various job functions; and to the public. Surveys of the public and librarians and meetings with librarians will continue to be used to assess the effectiveness and need of LSTA programs through the next five years.

In specific program areas, additional assistance from stakeholders will be sought. For competitive sub-granting, ODL will have volunteer peer reviewers from varied library types participate in proposal/application review.



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The Institute of Museum and Library Services requires states to formulate their five year plans.

