

Arkansas State Library

2013-2017 LSTA  
Five-Year Plan



Submitted June 2012

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## Arkansas State Library

### Mission Statement

The mission of the Arkansas State Library is to serve as the information resource center for state agencies, legislators and legislative staffs, to provide guidance and support for the development of local public libraries and library services, and to provide the resources, services, and leadership necessary to meet the educational, informational and cultural needs of the citizens of Arkansas.

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### Needs Assessment

- The Arkansas State Library identified the needs in this five-year plan through several means: *Traveling to Tomorrow Together: An Assessment of the Needs of Arkansas Libraries & State Government from the Arkansas State Library (T3)*  
<http://www.library.arkansas.gov/aboutUs/Documents/ASL%20needs%20assessment%20report%20FINAL%202011%20June%202010.pdf>.
- evaluation of the current five-year plan (*Evaluation*),
- brainstorming sessions with state library staff, and
- the two-year Gates Foundation Opportunity Online Broadband Grant Pilot Project which allowed ASL (Arkansas State Library) to employ a Technology Coordinator and an E-Rate Coordinator.

The *T3* study gathered input from focus groups and key informant interviews with representatives from ASL staff, public, academic, and school libraries, information technology experts, and state government users. This input from the focus groups and interviews was used to develop a survey which was then administered to the larger library community and state government agencies.

The *Evaluation* included review of background documents (State Program Reports, 2011 Needs Assessment, and other information provided by ASL Project Managers). A brief survey was distributed through the statewide library community listserv, ARKLIB-L and other appropriate



channels. Respondents indicated which LSTA projects their library used or proved beneficial, along with an opportunity to comment on each project.

The internal ASL staff brainstorming sessions allowed full staff participation in determining what programs they thought ASL should be providing. It was then determined if these ideas were feasible or applicable to LSTA. A small focus group of ASL staff took viable ideas and transformed them into goals, with benefits and outcomes determined.

The Gates Opportunity Online Broadband Grant Pilot Project allowed ASL to incorporate two new consulting positions in the Library Development Section. A Technology Coordinator and E-Rate Coordinator were hired in September 2010 and only positive feedback has been received from libraries served by these two positions.

These different approaches produced similar needs for LSTA programs and services of ASL. The following identified needs are used in the development of this five-year plan.

***Need 1 – Develop a comprehensive communications plan***

Effective communication is the primary need identified in the *T3* study, *Evaluation*, and the internal brainstorming sessions with ASL staff. Leadership is the key component to ensure the implementation of a comprehensive communication plan

The *T3* study recommends “communicating with colleagues and constituents – and that includes listening – more frequently, with more open minds, and in new ways.”

The *Evaluation* produced repeated comments from librarians indicating that they were unaware of particular LSTA Programs. This indicates that improved communication is necessary. Whether communicating the Five-year plan or promoting activities associated with an LSTA Program, ASL must improve its communication with the library community and stakeholders.

***Need 2 – Create a stronger resource sharing infrastructure***

The *T3* study identified resource sharing as another need. Resource Sharing includes statewide reciprocal borrowing, digitization efforts, databases consortia, cooperative purchasing agreements, and statewide e-book collections. Resource sharing is an important and vital role for ASL and the need for such services continues. This plan incorporates the needs identified in the *T3* study among which is an Arkansas Union Catalog separate from the *Traveler* Database project.

***Need 3 – Make continuing education (CE) opportunities for library staff and decision-makers more widely available***

Continuing Education is a vital need for staff and decision-makers of Arkansas libraries. The *T3* study and the *Evaluation* both document the need for CE opportunities provided by ASL in varied formats and locations throughout Arkansas. With high staff turnover in some of the smaller rural libraries, training in standard library practices remains a constant need. The ASL Library Development staff strives to provide CE opportunities on current and emerging library trends.

***Need 4– Continue with programs that target audiences with specific needs.***

The Library for the Blind, as well as the Summer Reading Program, offer programs for those having difficulty using a library or those who are socially and economically disadvantaged. The *T3* study recommends that ASL take appropriate steps to identify specific needs associated with the specialized constituencies of these programs. The need for these programs is evident in the *Evaluation* and the annual State Program Reports.

***Need 5– Coordinate and provide technology support***

The Gates Opportunity Online Broadband Grant Pilot Project allowed ASL to incorporate two new consulting positions, a Technology Coordinator and an E-Rate Coordinator, within the Library Development Section. Many smaller libraries do not have the funds for an IT position or outside support services. The Technology Coordinator position visits these libraries, provides advice on technology issues, and conducts workshops on emerging technology. The E-Rate Coordinator encourages libraries to apply for E-Rate, guides them through the application process, visits libraries, and conducts workshops on E-Rate applications and procurement practices following federal guidelines.

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## Goals

### Goal 1

*The Arkansas State Library provides leadership and services to libraries, constituents, and stakeholders through improved communication, outreach, collaboration and partnership efforts, within and beyond the library community, to carry out the purposes of the Library Services and Technology Act.*

#### **Need 1**

For all LSTA programs to be successful, leadership must be exercised effectively from the top administration to the management of LSTA programs. Effective leadership of the LSTA programs will facilitate communication on all levels to all stakeholders. The *T3* study and *Evaluation* clearly document the need for improved communication.

By setting communication as a goal, its importance to the success of LSTA programs will not be diminished or lost, but remain a priority. Additionally, outreach, collaboration and partnership efforts on an agency-wide level encourage LSTA program managers to enhance LSTA programs with these same efforts.

#### **LSTA Priorities**

- 4) Develop public and private partnerships with other agencies and community-based organizations.
- 8) Carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the SLAA's plan. 20 U.S.C. § 9141(a)(1-8).

### Goal 2

*The Arkansas State Library enhances access to information for lifelong learning for all Arkansans by expanding information resources of all types through enhancing, strengthening, sharing, digitizing and preserving.*

#### **Need 2**

Resource sharing is a need documented in the *T3* study, *Evaluation*, and the ASL brainstorming sessions and is listed as need 2 in the previous Needs Assessment. Resource sharing has evolved over the years to include many formats, not just physical materials. This need for resource sharing now encompasses new technology, such as the Traveler statewide database project, digitization projects, and e-book collections, as well as traditional reference and ILL services.

#### **Need 1**

Communication is vital to informing ASL constituents of its programs. The comprehensive communication plan developed in Goal 1 will be applied for Goal 2.

**LSTA Priorities**

- 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.
- 2) Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.
- 4) Develop public and private partnerships with other agencies and community-based organizations.
- 7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

**Goal 3**

*The Arkansas State Library provides training and professional development, including continuing education, to enhance the skills of the current library workforce, promote leadership, and advance the delivery of library and information services, and also to enhance recruitment efforts of future professionals, to the field of library and information services.*

**Need 3**

Continuing Education plays an important role toward promoting effective leadership and efficient operation in all libraries, but especially in the small rural public libraries. Goal 3 allows CE opportunities to be offered in a variety of methods, from face-to-face workshops using various venues depending on the size of a group to webinars, and on-site visits to libraries as requested.

**Need 1**

Communication is necessary to inform the library community of Continuing Education opportunities provided by ASL LSTA funded programs.

The comprehensive communication plan developed in Goal 1 will be applied in Goal 3 to inform constituents of LSTA funded programs and projects.

**LSTA Priorities**

- 3) (a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery

of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.

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

#### **Goal 4**

*The Arkansas State Library strives to enrich the lives of Arkansans through programs and services that address the needs of targeted audiences with difficulties using a library.*

#### **Need 4**

This goal acknowledges and meets the needs of some of the most vulnerable populations of Arkansas - the disabled and those with diverse geographic, cultural, and socioeconomic backgrounds.

#### **Need 1**

Communication about the availability of special needs programs, especially those of the Library for the Blind is vital. Efforts will be implemented to reach those constituents having difficulties using a library.

Communication of LSTA funded programs and projects for Goal 4 will follow the comprehensive communication plan developed in Goal 1.

#### **LSTA Priorities**

- 4) Develop public and private partnerships with other agencies and community-based organizations.
- 5) Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- 6) Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved.
- 7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.



**Goal 5**

*The Arkansas State Library enhances the technological environment of Arkansas libraries by providing IT consultation services and facilitating opportunities for the testing/implementation of new and emerging technologies.*

**Need 5**

Many of the small, rural libraries in Arkansas have no local technology support. This goal satisfies Need 5 by retaining the Technology Coordinator and E-rate Coordinator positions which were funded the past two years through a Gates Foundation grant. Feedback regarding the services these positions render prove that this type of support is long over-due.

**Need 1**

Communication of LSTA funded programs and projects in this goal will follow the comprehensive communication plan developed in Goal 1.

**LSTA Priorities**

- 2) Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.
  
  - 4) Develop public and private partnerships with other agencies and community-based organizations.
  
  - 7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.
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## Programs/Activities

### ***Goal 1 - Leadership***

*The Arkansas State Library provides leadership and services to libraries, constituents, and stakeholders through improved communication, outreach, collaboration and partnership efforts, within and beyond the library community, to carry out the purposes of the Library Services and Technology Act.*

The following programs and associated activities support the library community through the ASL infrastructure.

### **Timeline**

All activities will take place 2013-2017, unless otherwise indicated.

### **Examples of Programs that may be funded:**

- A. Communicate with all vested entities the availability of ASL services and LSTA programs
- B. Encourage, investigate and develop collaborations and partnerships
- C. Support services at ASL that in turn support libraries statewide

### **Activities associated with above programs for potential implementation - -**

- 1.1. Develop and implement a marketing strategy for the communication of LSTA funded programs.
- 1.2. Convene Arkansas library directors and/or staff to provide a forum to discuss emerging trends, issues, and best practices that address LSTA priorities.
- 1.3. Ensure that publications produced by ASL have a link to the ASL website.
- 1.4. Encourage collaborations and partnerships between public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- 1.5. Identify potential partners in multi-faceted associations and professional groups, support appropriate associations and affiliated groups.
- 1.6. Support and provide training, professional development and continuing education opportunities for ASL staff to better support LSTA programs.
- 1.7. Continue ongoing activities that improve/upgrade the ASL technology infrastructure that provide for testing/implementation of new technologies and support CE/training for ASL IT staff.
- 1.8. Provide grant assistance through research, provide information to libraries as requested and inform the library community of grant opportunities as they become available.

- 1.9. Develop and provide training on model policies and procedures in all areas of library operations including disaster preparedness and recovery as developed by Arkansas State Government.
- 1.10. Coordinate administration of LSTA funded programs through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

### **Benefits**

These programs and activities benefit the library community, library users, stakeholders, and ASL. These programs increase knowledge, confidence, and the application of laws/policies relevant to areas of expertise. Effective leadership, communication, and support services at ASL will increase the visibility of LSTA programs throughout the state.

### **Measures**

ASL will gather immediate feedback on LSTA communication by counting web page views and providing a contact point for all LSTA communications.

- % increase of users to website (web site counter)
- # of libraries implementing model policies and procedures (surveys)
- # of grant proposals submitted by libraries from requested information provided to them on grant opportunities (surveys)

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

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***Goal 2 - Resource Sharing***

*The Arkansas State Library enhances access to information for lifelong learning for all Arkansans by expanding information resources of all types through strengthening, sharing, digitizing and preserving.*

The following programs and associated activities provide resources for Arkansas citizens through statewide resource sharing.

**Timeline**

All activities will take place 2013-2017, unless otherwise indicated.

**Examples of Programs that may be funded:**

- A. Traveler – statewide database project
- B. Diamond – collaborative database project with specific partners
- C. E-books
- D. Digitization
- E. Information Services – Reference, Interlibrary Loan, and Circulation
- F. Collection Management – Cataloging and Collection Development
- G. Statewide Access to Government Information

**Activities associated with above programs for potential implementation - -**

- 2.1. Provide access to full-image/text databases free of charge to all types of libraries statewide.
- 2.2. Develop and implement one or more statewide collaborative contracts for libraries and/or agencies to use full image/text services.
- 2.3. Maintain portal for ease of end user database searching and for the improvement of registering participating libraries to include an up-to-date Traveler roster.
- 2.4. Explore alternative methods to expand statewide electronic access to information databases for Arkansas libraries and agencies.
- 2.5. Increase statewide visibility and usability of Traveler through promotion and training.
- 2.6. Aggregate, track, and evaluate database usage to refine subscriptions.
- 2.7. Investigate feasibility of special e-book collections and the creation of a state-wide public library consortium for purchasing e-books, and incorporating e-books into the book club project.

- 2.8. Create a digitization consortium to develop, promote, and support guidelines for digital content creation, access, and management, based on national standards.
- 2.9. Identify collections and storage needs for digitization in libraries and agencies.
- 2.10. Investigate the feasibility of the creation of a new Digital Services Librarian position.
- 2.11. Provide training in digitization, while incorporating developed guidelines that follow national standards.
- 2.12. Provide and support workshops on networking, automation, and other related activities.
- 2.13. Investigate the feasibility of hosting a web site developed through partnerships with other libraries to promote information literacy training.
- 2.14. Support the development and use of the online Arkansas union catalogs of monographs and serials
- 2.15. Maintain appropriate network memberships.
- 2.16. Provide original cataloging services for libraries and/or agencies with little or no professional cataloging expertise.
- 2.17. Provide and maintain up-to-date ASL resources for statewide resource sharing by extensive evaluation and weeding of the entire ASL print and electronic collection.
- 2.18. Provide information services to Arkansas libraries, state government, businesses, and Arkansas citizens, as well as out-of-state entities.
- 2.19. Increase visibility of ASL Information Services to libraries and agencies through outreach, promotion, and training.
- 2.20. Maintain the ASL integrated library system (ILS)
- 2.21. Develop and maintain online surveys to measure customer feedback on LSTA funded services provided by ASL.
- 2.22. Develop and maintain employment-related resources to assist the state's unemployed/underemployed to find jobs.
- 2.23. Provide training and workshops on the use of patent and trademark resources to Arkansas libraries statewide, state government, businesses and Arkansas citizens.

2.24. Create and maintain a state database of Arkansas inventors for use by libraries, state government, businesses and Arkansas citizens.

### **Benefits**

The programs and associated activities that support resource sharing benefit Arkansas citizens statewide through libraries and agencies. Electronic and print resources are available statewide through the various LSTA funded programs. Statewide resources available through libraries and agencies enhance the ability of Arkansas citizens to meet their varying education, information and employment needs.

The Traveler database project provides seamless research tools for students. Students may use the Traveler databases at school, at their local public library, and by remote access, at home. Additionally, libraries greatly reduce their costs by participating in Traveler. It would cost each library a minimum of \$100,000 to duplicate the Traveler program; ASL, through the Traveler program, pays a mere \$635 per library.

### **Measures**

- % of database users completing a survey that rate their satisfaction with the databases as “high” or “very high”. (survey)
- Increase the # of reference and ILL requests from state agency and public libraries by 3-5% each year of the five-year plan. (Quarterly reports)
- Increase the number of e-books in ASL collections. (Quarterly reports)
- By year 4 and 5 have 10% of identified collections digitized according to developed guidelines and procedures. (# of items digitized)

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

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***Goal 3 - Continuing Education***

*The Arkansas State Library provides training and professional development, including continuing education, to enhance the skills of the current library workforce, promote leadership, and advance the delivery of library and information services, and also to enhance recruitment efforts of future professionals to the field of library and information services.*

The following programs and associated activities support the library community through varied communications such as scheduled workshops or one-on-one consultation.

**Timeline**

All activities will take place 2013-2017, unless otherwise indicated.

***Examples of Programs that may be funded:***

- A. Continuing Education
- B. Consulting Services

***Activities associated with above programs for potential implementation - -***

3.1. Provide a Continuing Education calendar listing available training opportunities for a calendar year available in print and electronic formats.

3.2. Provide training to libraries of all types including directors/department heads, staff, trustees and local government leaders, archives/museums staff, and the public by a variety of methods, including webinars and web-based classes, in different venues, and to provide an online archive of past CE sessions/classes

3.3. Promote the ASL professional collection, information and resources regarding ALA accredited MLS programs and paraprofessional organizations, etc.

3.4. Collaborate with various ASL sections to provide specific and varied training for libraries of all types.

3.5. Encourage and facilitate the development of public library strategic plans, including disaster preparedness/recovery.

3.6 Provide program development training for all user groups, such as, but not limited to, children and YA.

3.7. Provide onsite, web based, and phone service to libraries statewide on any and all library related issues.



3.8. Explore the feasibility of participating in a continuing education consortium and investigating partnerships with continuing education requirements.

3.9. Investigate the possibility of adding new workshops for school librarians for their continuing education requirements.

3.10. Provide an expanded in-service training workshop annually for librarians who specialize in children's and youth services.

### **Benefits**

Continuing education and consulting services result in improved library management. This benefits the library community and its users as a whole; well informed library staff and trustees provide better library services to their constituents.

### **Measures**

ASL will gather immediate feedback on LSTA funded continuing education workshops

- a. 70% of workshop participants will demonstrate increased knowledge of course material (Evaluations)
- b. % increased circulation of the library science professional collection. (Quarterly reports)
- c. # of consulting visits through phone, email, web-based or in-person. (Activity reports)
- d. % of workshop participants completing a survey will rate their satisfaction with the training as "high" or "very high". (Survey)

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

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***Goal 4- Targeted Services***

*The Arkansas State Library strives to enrich the lives of Arkansans through programs and services that address the needs of targeted audiences with difficulties using a library.*

The following programs and associated activities support library services to those who have difficulty using a library for various reasons, including individuals of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, or individuals with limited functional literacy or information skills.

**Timeline**

All activities will take place 2013-2017, unless otherwise indicated.

**Examples of Programs that may be funded:**

- A. Library for the Blind and Physically Handicapped
- B. Institutional Services
- C. Summer Reading Program
- D. Arkansas Center for the Book
- E. Every Child Ready to Read

***Activities associated with above programs for potential implementation - -***

- 4.1. Provide services to the blind and physically handicapped in all 75 counties of Arkansas through continued support of the Regional Library for the Blind.
- 4.2. Participate in the National Library Service for the Blind BARD program (Braille and Audio reading Download).
- 4.3. Increase visibility of the Library for the Blind through various means, including exhibits, brochures, and newsletters.
- 4.4. Increase public library awareness on the availability of public access computer software for visually impaired.
- 4.5. Provide information and referral services on disabilities to libraries, state agencies, volunteer organizations, and interested citizens.
- 4.6. Encourage library efforts to comply with the Americans with Disabilities Act (ADA) on an ongoing basis.

4.7. Provide a statewide summer reading program for children, young adults and adults in libraries in all Arkansas counties, especially those with high percentages of low-income and low-literacy families.

4.8. Support library services to Arkansas residents in institutions operated by various state agencies, including prisons, to promote literacy efforts and family literacy programs and provide assistance to libraries and other agencies in collaborative efforts with community groups to aid individuals in institutions through outreach and development programs.

4.9. Provide leadership in developing ELL/ESL (English Language Learners/English as a Second Language) programming for public libraries.

4.10. Develop and/or implement programs emphasizing libraries' roles in all stages of literacy development for all age groups, to include library staff training, materials or equipment, and programs.

4.11. Investigate, implement, and promote a web site developed through partnerships with other libraries to facilitate information literacy training.

4.12. Participate in the Collaborative Summer Library Program.

4.13. Collaborate with the Library of Congress Center for the Book by participating in the annual "Letters About Literature" contest for school children in grades 4 through 12.

4.14. Sponsor the "If All Arkansas Read the Same Book" project with author visits, publicity items, and presentations.

4.15. Maintain book club collections for use throughout Arkansas in public, private, academic, and institutional library connected book clubs.

4.16. Promote Arkansas authors and reading programs through various activities including participation in The National Book Festival.

### **Benefits**

Targeted populations benefit directly from the programs and activities of this goal. The Library for the Blind and Physically Handicapped provides a service to a segment of the population that would otherwise have no library service. The Summer Reading Program and the Arkansas Center for the Book benefit both urban and rural library users of all ages. The Summer Reading Program is a cross-generational program for lifelong learning. All the programs encourage reading at all levels which in turn benefits literacy for all ages.

**Measures**

- # and % increase of registered users compared to eligible users (registered users).
- # and % increase of books circulated in Library for the Blind and Physically Handicapped (Quarterly and annual reports).
- # of Book Club sets mailed out annually (Quarterly and annual reports).
- # of participating libraries indicating a level of satisfaction with the Book Club Service as “high’ or “very high”. (Surveys)
- # and % of libraries participating in various levels of Summer Reading Program, Children, YA, and adult.
- Summer Reading Program Registration
  - # of Programs
  - # of program participants
  - # and % increase of book circulation during Summer Reading Program (Reports from libraries)

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

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***Goal 5 - Technology***

*The Arkansas State Library enhances the technological environment of Arkansas libraries by providing IT consultation services and facilitating opportunities for the testing/implementation of new and emerging technologies.*

The following programs and associated activities support the library community through technology support and training.

**Timeline**

All activities will take place 2013-2017, unless otherwise indicated.

**Examples of Programs that may be funded:**

- A. Technology Support
- B. Technology Training
- C. E-Rate
- D. Statewide Technology Assessment
- E. Developing Library Networks

**Activities associated with above programs for potential implementation - -**

- 5.1. Provide computer troubleshooting via on-site, web-based, or telephone consultations.
- 5.2. Set up a computer recycling program for discarded, but operable computers which can then be offered to libraries.
- 5.3. House a technology ‘petting zoo’ of current technology to be used for hands on training.
- 5.4. Collaborate with libraries, agencies, and other entities for assessment of technology in Arkansas libraries.
- 5.5. Identification of underserved libraries – “no library left behind”.
- 5.6. Investigate the feasibility of a statewide Internet provider and/or statewide contract to reduce costs for participating libraries.
- 5.7. Provide guidance/consultation for E-Rate application.
- 5.8. Provide training on the policies, guidelines, and administration of E-rate, including procurement procedures.
- 5.9. Provide guidance/consultation for creation and revision of technology plans.

- 5.10. Provide technology training sessions for all types of libraries.
- 5.11. Investigate new training opportunities on various emerging and current technologies.
- 5.12. Encourage libraries to connect electronically with existing networks.
- 5.13. Participate in the Arkansas E-Rate Workgroup with representatives from other state agencies as designated by the Arkansas Office of the Governor.
- 5.14. Maintain the ASL web site.

### **Benefits**

This goal's programs and associated activities benefits the library community by providing technology support. This particularly benefits those libraries unable to afford either in-house IT staff, or an outside support firm, assuming one was available. The E-Rate support services encourages public libraries to submit applications and guide those who receive E-Rate discounts in administering the program.

### **Measures**

- # of participating libraries indicating a level of satisfaction with technology and E-rate support as "high" or "very high". (Surveys)
- # of successful support interactions (Activity, quarterly, and annual reports)
- # of successful E-rate applications (Quarterly and annual reports)
- Increase participation in statewide assessment by 10% each year based on the first year as the benchmark. (Quarterly and annual reports)

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

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## **Coordination Efforts**

Every effort will be made to work with other state agencies and offices to coordinate resources, programs, and activities that strengthen and benefit the LSTA priorities as written into the ASL goals of the 5-year plan. ASL has worked closely in the past years with the Arkansas Department of Human Services in providing information to the public about the state ARKids First health insurance program through ALS's Summer Reading Program. ARKids First health insurance provides two coverage options for more than 70,000 Arkansas children who otherwise might have gone without insurance.

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## **Evaluation Plan**

Evaluation of the LSTA Five-Year Plan will be on-going and based on annual State Program Reports as submitted to IMLS. Individual program evaluations will encompass different methodologies depending on the type of program evaluated. These methodologies will be listed with the description of each program.

Standard measures, such as surveys, data collection, record keeping, pre-and post- assessments, observation, and other tools will be used to measure outcomes, outputs, quality, quantity, cost-effectiveness, and impact of each project.

Documentation and results for all evaluation methods will be maintained for use in the final assessment of the program for purposes of continuation or revision in the next five year plan.

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## **Stakeholder Involvement**

Stakeholders for the Arkansas State Library programs include the Arkansas General Assembly, the Arkansas State Library Board, Arkansas libraries, advisory committees, citizens of Arkansas, and Institute of Museum and Library Services.

Stakeholder involvement includes, but is not limited to, quarterly Arkansas State Library Board meetings and scheduled periodic advisory committee meetings.

Communication with the Arkansas General Assembly and the liaison to the Office of the Governor will maintain involvement with these stakeholders. Formal and informal communication with librarians of Arkansas and customer surveys to the citizens of Arkansas will maintain their involvement in ASL programs and projects.

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## Communication & Public Availability

Upon approval, the 2013-2017 plan will be posted on the Arkansas State Library website with an email link for comments. Printed versions will be made available on request. The plan will remain posted throughout the five-year period and beyond. The Arkansas State Library Board meetings and the Arkansas Library Association Annual Conference will also be used to disseminate the content of the final State Plan. Communication with other key stakeholders and members of the library community will be accomplished through formal and informal presentations, written reports, email, blogs, press releases, listservs, newsletter features, administrative memoranda, etc. Librarians across the state will be encouraged to provide comment/feedback.

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## Monitoring

- A master list of LSTA funded programs, activities and budgets will be established.
- Each of these will be assigned to an appropriate professional ASL staff manager, who will regularly make progress reports to the Manager of Grants & Special Projects.
- The Managers of Grants & Special Projects and Administration will work together to establish a tracking system for expenditures.

ASL will require LSTA program managers to submit project proposals with a budget before the beginning of each state fiscal year. The ASL Executive Committee will review the plans ensuring that funded projects follow the 5-year plan. Projects will be prioritized following the needs outlined in this plan.

The projects approved for funding will be based on all of the financial and human resources expected to be available for implementation; evaluation of the prior year programs and activities; and any public input received. Every effort will be made to coordinate state and federal resources to deliver improved services effectively. Each year, as part of the focusing and action plan development, funds will be budgeted to meet the targeted objectives and activities.

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# Arkansas

	<b>Activity</b>	<b>Focal Area</b>	<b>LSTA Priority</b>	<b>State Goal</b>
1.1	Develop and implement a marketing strategy for the communication of LSTA funded programs	Institutional Capacity	8	1
1.2	Convene Arkansas library directors and/or staff to provide a forum to discuss emerging trends, issues, and best practices that address LSTA priorities.	Institutional Capacity	8	1
1.3	Ensure that publications produced by ASL have a link to the ASL website	Institutional Capacity	8	1
1.4	Encourage collaborations and partnerships between public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries	Institutional Capacity	4	1
1.5	Identify potential partners in multi-faceted associations and professional groups, support appropriate associations and affiliated groups.	Institutional Capacity	4	1
1.6	Support and provide training, professional development and continuing education opportunities for ASL staff to better support LSTA programs	Institutional Capacity	3	1
1.7	Continue ongoing activities that improve/upgrade the ASL technology infrastructure that provide for testing/implementation of new technologies and that support CE/training for ASL IT staff.	Institutional Capacity	2	1
1.80	Provide grant assistance through research and information to libraries as requested and inform the library community of grant opportunities as they become available.	Institutional Capacity	8	1
1.10	Develop and provide training on model policies and procedures in all areas of library operations including disaster preparedness and recovery as developed by Arkansas State Government	Institutional Capacity	3	1
1.11	Coordinate administration of LSTA funded programs through budgeting, fiscal operations, periodic monitoring of programs and reporting following federal and state guidelines and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.	Institutional Capacity	8	1
2.1	Provide access to full-image/text databases free of charge to all types of libraries statewide.	Information Access	1	2
2.2	Develop and implement one or more statewide collaborative contracts for libraries and/or agencies to use full image/text services	Information Access	1	2



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2.3	Maintain portal for ease of end user database searching and for the improvement of the registering libraries to include an up-to-date Traveler roster	Information Access	1	2
2.4	Explore alternative methods to expand statewide electronic access to information databases for Arkansas libraries and agencies	Information Access	2	2
2.5	Increase statewide visibility and usability of Traveler through promotion and training	Information Access	3	2
2.6	Aggregate, track, and evaluate database usage to refine subscriptions	Information Access	1	2
2.7	Investigate feasibility of special e-book collections, the creation of a state-wide public library consortium for purchasing e-books, and incorporating e-books into the book club project.	Information Access	4	2
2.8	Create a digitization consortium to develop, promote, and support guidelines for digital content creation and access, based on national standards	Information Access	1	2
2.9	Identify collections and storage needs for digitization in libraries and agencies	Information Access	1	2
2.10	Investigate the feasibility of the creation of a new Digital Services Librarian position	Information Access	1	2
2.11	Provide training in digitization while incorporating developed guidelines that follow national standards	Information Access	1	2
2.12	Provide and support workshops on networking, automation, and other related activities	Information Access	3	2
2.13	Investigate the feasibility of hosting a web site developed through partnerships with other libraries to promote information literacy training	Information Access	1	2
2.14	Support the development and use of the online Arkansas union catalogs of monographs and serials	Information Access	2	2
2.15	Maintain appropriate network memberships	Institutional Capacity	7	2
2.16	Provide original cataloging services for libraries and/or agencies with little or no professional cataloging expertise	Information Access	7	2
2.17	Provide and maintain up-to-date ASL resources for statewide resource sharing by extensive evaluation and weeding of the entire ASL print and electronic collection	Information Access	1	2
2.18	Provide information services to libraries statewide, state government, businesses, and Arkansas citizens, as well as out-of-state entities	Information Access	2	2

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2.19	Increase visibility of ASL Information Services through outreach, promotion, and training.	Institutional Capacity	8	2
2.20	Maintain the ASL integrated library system (ILS)	Information Access	2	2
2.21	Develop and maintain online surveys to measure customer feedback on LSTA funded services provided by ASL.	Information Access	2	2
2.22	Develop and maintain employment related resources to assist the state's unemployed/underemployed to find jobs	Employment/ Economic Dev	1	2
2.23	Provide training and workshops on the use of patent and trademark resources in libraries statewide, state government, businesses and Arkansas citizens	Information Access	1	2
2.24	Create and maintain a state database of Arkansas inventors for use by libraries, state government, businesses, Arkansas citizens and others out-of-state	Information Access	1	2
3.1	Provide a Continuing Education calendar listing available training opportunities for a calendar year available in print and electronic formats	Lifelong Learning	3	3
3.2	Provide training to libraries of all types including directors/department heads, staff, trustees and local government leaders, archives/museums staff, and the public by a variety of methods, including webinars and web-based classes, in different venues, and to provide an online archive of past CE sessions/classes	Lifelong Learning	3	3
3.3	Promote the ASL professional collection, information and resources regarding ALA accredited MLS programs and paraprofessional organizations, et.	Lifelong Learning	3	3
3.4	Collaborate with various ASL sections to provide specific and varied training for libraries of all types	Lifelong Learning	3	3
3.5	Encourage, and facilitate the development of public library strategic plans, including disaster preparedness/recovery	Lifelong Learning	3	3
3.6	Provide program development training for all user groups, such as, but not limited to, children and YA	Lifelong Learning	3	3
3.7	Provide onsite, web based, and phone service to libraries statewide on any and all library related issues	Lifelong Learning	3	3
3.8	Explore the feasibility of participating in a continuing education consortium and investigating partnerships with continuing education requirements	Lifelong Learning	3	3

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3.9	Investigate the possibility of adding new workshops for school librarians for their continuing education requirements	Lifelong Learning	3	3
3.10	Provide an expanded in-service training workshop annually for librarians who specialize in children's and youth services	Lifelong Learning	3	3
4.1	Provide services to the blind and physically handicapped in all 75 counties of Arkansas through continued support of the Regional Library for The Blind	Human Services	5	4
4.2	Participate in the National Library Service for the Blind BARD program (Braille and Audio reading Download)	Human Services	5	4
4.3	Increase visibility of the Library for the Blind through various means, including exhibits, brochures, and newsletters	Human Services	5	4
4.4	Increase public library awareness of the availability of public access computer software for visually impaired	Human Services	5	4
4.5	Provide information and referral services on disabilities to libraries, state agencies, volunteer organizations, and interested citizens	Human Services	5	4
4.6	Encourage library efforts to comply with the American with Disabilities Act (ADA) on an ongoing basis	Human Services	5	
4.7	Provide a statewide summer reading program for children, young adults, and adults in libraries in all Arkansas counties, especially those with high percentages of low-income families	Lifelong Learning	6	4
4.8	Support library services to Arkansas residents in institutions operated by various state agencies, including prisons, to promote literacy efforts and family literacy programs and provide assistance to libraries and other agencies in collaborative efforts with community groups to aid individuals in institutions through outreach and development programs.	Human Services	6	4
4.9	Provide leadership in developing ELL/ESL (English Language Learners/English as a Second Language) programming for public libraries	Lifelong Learning	6	4
4.10	Develop and/or implement programs emphasizing libraries' roles in all stages of literacy development for all age groups, to include library staff training, materials or equipment, and programs.	Lifelong Learning	6	4
4.11	Investigate, implement, promote a web site developed through partnerships with other libraries to promote information literacy training	Lifelong Learning	6	4
4.12	Participate in the Collaborative Summer Library Program	Lifelong Learning	6	4

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4.13	Collaborate with the Library of Congress Center for the Book by participating in the annual "Letters About Literature" contest for school children in grades 4 through 12	Lifelong Learning	6	4
4.14	Sponsor the "If All Arkansas Read the Same Book" project with author visits, publicity items, and presentations	Lifelong Learning	6	4
4.15	Maintain book club collections for use throughout Arkansas in public, private, academic, and institutional library connected book clubs	Lifelong Learning	6	4
4.16	Promote Arkansas authors and reading programs through various activities including participation in the National Book Festival	Lifelong Learning	6	4
5.1	Provide computer troubleshooting via on-site, web-based, or telephone consultation	Information Access	2	5
5.2	Set up a computer recycling program for discarded, but operable, computers which can then be offered to libraries	Information Access	2	5
5.3	House a technology 'petting zoo' of current technology to be used for hands on training	Information Access	3	5
5.4	Collaborate with libraries, agencies, and other entities for assessment of technology in Arkansas libraries	Information Access	7	5
5.5	Identification of underserved libraries – "no library left behind"	Institutional Capacity	2	5
5.6	Investigate the feasibility of a statewide Internet provider and/or statewide contract for cost saving	Information Access	2	5
5.7	Provide guidance/consultation for E-Rate application	Information Access	2	5
5.8	Provide training on the policies, guidelines, and administration of E-rate, including procurement procedures	Information Access	3	5
5.9	Provide guidance/consultation for creation and revision of technology plans	Information Access	2	5
5.10	Provide technology training sessions for all types of libraries	Information Access	3	5
5.11	Investigate new training opportunities on various emerging and current technologies	Information Access	3	5
5.12	Encourage libraries to connect electronically with existing networks	Information Access	2	5
5.13	Participate in the Arkansas E-Rate Workgroup with representatives from other state agencies as designated by the Arkansas Office of the Governor	Institutional Capacity	7	5
5.14	Maintain the ASL web site	Information Access	1	5