

**Guam Public Library System
A Division of the
Department of Chamorro Affairs**

LSTA Five-Year Plan

2013 – 2017

**For submission to the
Institute of Museum and Library Services (IMLS)**

**Prepared by:
Employees of the Guam Public Library System**

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Overview

The Guam Public Library System (GPLS), a division of the Department of Chamorro Affairs conducted an assessment in February of 2012 of library services and needs of the island residents. The assessment was done in collaboration with the Government of Guam Department of Administration, and the Guam Library Association using patron surveys and staff input. Four needs were identified which are consistent with the purpose of the Library Services and Technology Act (LSTA). The four needs form the basis for our Five-Year Plan:

1. **Staff development.** GPLS employs twenty-five (25) employees, including Library Technicians, an Administrative Support Unit, Maintenance Unit, and a Bookmobile Driver. The GPLS does not currently employ a professionally qualified Library Director. All GPLS staff needs training in areas of new and innovative library operations and procedures. Professional development for staff will enhance overall operations, procedures, and customer service bringing GPLS into the 21st century; due to insufficient local funding GPLS has had limited funding to support training for GPLS employees.
2. **Marketing.** GPLS serves a very diverse community comprised of a population base representing different cultures from the region, including the Commonwealth of the Northern Marianas Islands (CNMI), the Federated States of Micronesia (comprised of Chuuk, Kosrae, Pohnpei, and Yap) Japan, Korea, the Philippines, the Republic of Palau, the Republic of the Marshall Islands, and other immigrants. An anticipated increase in library patrons due to an impending military build-up will affect our services. GPLS has one Program Coordinator who plans, oversees, and handles all literacy programs and programs for the elderly. The current Program Coordinator I is needed to continue to develop children's literacy programs, and develop more creative ways to market GPLS as a whole to better inform all island residents of the many services GPLS has to offer.
3. **Assistive technology.** GPLS lacks the necessary assistive technology equipment to serve special needs patrons. Expanding GPLS' assistive technology equipment will benefit and potentially increase service to patrons with special needs, diverse families, underserved individuals, and the elderly of Guam.
4. **Information technology upgrades.** GPLS needs to replace older, outdated computers (desktops, workstations, and laptops). Hardware, software, and technology upgrades will increase staff efficiency and streamline patron services.

Mission

Guam Public Library System will provide free and open access to information and ideas fundamental to a democracy to every resident of Guam, and will protect intellectual freedom, promote literacy, encourage lifelong learning, and maintain cultural materials.

Need #1: Improve library services to patrons by providing GPLS employees adequate training in the field of library operations, procedures and digital technology.

Summary Needs Assessment:

- The current state of local funding for the Guam Public Library System (GPLS), a Division of the Department of Chamorro Affairs, has hindered the library's day-to-day operations and services, most importantly the ability to fund other needed programs that are specifically designed for staff development. Evaluating the services we are providing, and keeping all GPLS employees growing in knowledge to provide better services to meet the community's needs is essential. Staff development must be embedded into the library's strategies to empower its employees to cope with the growing information needs of our island community. Continuing education and carefully selected training opportunities enhance employee job satisfaction, morale, and motivation. Staff development will improve efficiency and encourage the learning of new information technologies and methodology. GPLS has a total of twenty-five employees (25) which consist of the following positions: 1 Library Technician Supervisor, 14 Library Technicians, 1 Building Custodian Leader, 3 Building Custodians, 1 Bookmobile Driver, 1 Administrative Aide, 1 Clerk Typist, and 1 Program Coordinator I. The Administrative Support Unit consist of 1 Administrative Officer and 1 Administrative Assistant. The need for current staff training in the field of library operations and procedures is critical. The essential role the Library Technicians perform on a day-to-day basis requires ongoing training. GPLS is challenged to provide different ways to "innovate" and "motivate" staff to enhance operations and customer services, bringing them into the 21st century.
- Currently, GPLS is a Sub-Regional Library of Hawaii's Library for the Blind and Physically Handicapped (LBPH), which is, in turn, the Regional Library for the National Library Service for the Blind and Physically Handicapped, Library of Congress (NLS). GPLS has been the Sub-Regional Library for about 30 years and no staff has been adequately trained in this area of need. In order for GPLS to carry out

the responsibilities detailed in the “Sub-lending Agency Service Agreement for Sound Reproducers and Other Reading Equipment” Guam LBPH staff need to be fully trained to ensure that all eligible persons within our designated geographical service area are properly served. It is important that the LBPH staff is knowledgeable about the various policies and procedures as the service is governed by federal law. The Hawaii NLS has recommended that a GPLS staff attend an NLS Orientation in Hawaii before attending any national conferences.

- As a tropical island, Guam encounters many disasters; typhoons have historically caused the most damage throughout the island. The Guam Public Library System (GPLS) does not have tempered glass windows, and maintenance staff is not specifically trained in disaster preparedness. Upon being notified of an approaching typhoon, all maintenance staff is tasked with securing the main library facility in Hagåtña. This 4 story facility houses the main depository of all federal and local documents, a reference section containing local and historical documents and photographs, and an audio collection. Currently, there is an ongoing program for the archiving and digitizing of the historical documents and photographs at the main library, but there is great concern for the security of these collections, which include historical documents and photographs pertaining to Guam’s history. Disaster training will lessen the chance of permanent damage to these materials in the event that our main facility is breached or compromised by a natural disaster. Training and guidance in the area of conservation and preservation measures for all collections from a qualified person or organization is greatly needed to assist GPLS with the securing of our historic materials in their original formats (paper documents, photographs, and audio).
- GPLS has one Program Coordinator I position. The position was filled under the past Five Year LSTA Plan (2008-2012). The Program Coordinator I manages all GPLS programs, including communication and collaboration with other CBOs and attendance at outreach events to display and promote GPLS services, special events and programs.
- The current GPLS 2008-2012 Five-Year Plan and the GPLS Technology Plan will serve as a guide for GPLS personnel to select specific trainings, workshops, or seminars aligned with desired library service improvements. The trainings may focus on services for individuals with special needs, including the elderly; Internet safety; safety officers; facilities safety; and library programming for all ages; grant writing and management; preservation and archiving; office management and administration; library systems technology; and related topics for the improvement of a public library.
- To reduce costs, GPLS plans to provide on-site staff training. Collaborate with CBOs in the field of providing services for individuals with special needs, such as Guam Center for Excellence in Developmental Disabilities Education Research and Service

(CEDDERS), Department of Integrated Services for Individuals with Disabilities (DISID), Department of Vocational Rehabilitation, Guam Early Intervention, Guam Department of Education; Visual Impaired Program (VIP), and other interested organizations in this field.

Goal: To enhance daily operations by training GPLS staff in areas supporting innovative operations, procedures, and techniques.

LSTA Purpose: (#1 & 3A) expanding services for learning and access to information and educational resources in a variety of formats, for individuals' needs for education, life-long learning, workforce development, and digital literacy skills. **(3A)** 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.

Key Output Targets: *(measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers)*

Management team will review and revise existing training opportunities by 2013 in order to provide staff with relevant and up-to-date best practices.

New formal annual training opportunities will be provided for GPLS staff to improve services that better the operations and procedures of GPLS to the public by 2014.

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- GPLS staff will demonstrate the knowledge and skills obtained from trainings, workshops, and conferences and apply these skills to improve public services.
- GPLS staff will be able to provide management with support by procuring adequate equipment, supplies and services, to effectively function efficiently with its office, financial, personnel, grant writing, and grants management, including the support of all divisions within the Guam Public Library System.

Program:

- Relevant training opportunities for all GPLS staff will be researched and selected. Contracting trainer(s) for on-site professional development will be explored. Funding will be sought if off island travel is the only means to gain the desired knowledge and skills. GPLS will identify training to keep staff current with the latest 21st century operational procedures, programs, services, and procedures through communication with IMLS and public library networks. *Timeframe: 2013-2017*

- The GPLS will support one GPLS staff member to attend the orientation and training at the Hawaii Library for the Blind and Physically Handicapped. GPLS will ensure that the procedures and practices are adopted and other library staff will be trained to ensure appropriate staffs are knowledgeable about LBPH services and aware of NLS guidelines and policies. *Timeframe: 2013-2014*
- The GPLS staff receiving NLS training will develop and implement a Standard Operation Procedures (SOP). *Timeframe: 2013-2015*
- Library supervisory staff will conduct follow up assessment to ensure LBPH service improvements are taking place. *Timeframe: 2013-2017*
- The Program Coordinator I will continue to coordinate and work closely with GPLS personnel tasked with the researching of training opportunities identified by the GPLS Library Technician Supervisor and Project Director. *Timeframe: 2013-2017*
- The Program Coordinator I will monitor, manage, report on, and disseminate information about all current LSTA funded programs to the GPLS Library Technician Supervisor and GPLS Project Director. *Timeframe: 2013-2017*
- GPLS will collaborate with CBOs to identify and participate in training opportunities that will improve the operations and services of GPLS. *Timeframe: 2013-2017*
- GPLS will collaborate with CBOs to develop outreach programs for Guam's special needs populations. *Timeframe: 2013-2017*
- GPLS will provide Bookmobile and children's literacy programs to the community (preschoolers, elementary, middle, and all school aged children). *Timeframe: 2013-2017*

Need #2: Improve children's literacy programs and services to children under the age of five (5) years.

Summary Needs Assessment:

- Guam has a very diverse population, including citizens from neighboring countries who may not have utilized a library facility. This population includes English language learners and those with limited educational attainment. Guam has a high percentage of individuals and families with low socioeconomic status. These particular groups reflect the limited functional literacy or informational skills that can benefit from GPLS services. Expanded outreach services targeted towards Guam's diverse and underserved populations are necessary. Meeting with community, church, and other groups representing the various target populations is one potential outreach strategy.
- Anticipation of increased patrons from a pending military build-up on Guam will require more efforts in community awareness of the services GPLS is

able to provide for all residents. Funding issues are a major factor in not being able to have more attractive and colorful ads that promote library special events and services in the local media outlets. More creative marketing strategies are needed in order to attract all of the islands' communities to the GPLS.

- The continuation of employment of the current Program Coordinator I is essential for maintaining the research, planning, and development of new literacy programs for children focusing on early childhood development that specifically target children coming from families of different cultural backgrounds, including a reading program for children living in low income housing areas that the Bookmobile visits. The Program Coordinator I also has responsibility for continued collaboration and networking with community-based organizations (CBO) and community leaders, planning and promotion of special library events, and dissemination of program information.

Goal: To sustain continued patron services and literacy outreach programs to underserved individuals, diverse families, individuals with disabilities and Guam's elderly population; develop and sustain new literacy programs to target this special population, including those under the age of five (5) years; increase library profile; and the continued improvement of literacy programs.

LSTA Purpose: (#1) expanding services for learning and access to information and educational resources in a variety of formats, for individuals' needs for education, life-long learning, workforce development, and digital literacy skills.

Key Output Targets: *(measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers)*

- Increase the dissemination of library services and materials by the community by 10% by September 2013.
- Increase the dissemination of library services through print and electronic resources to the community by 25% by September 2015.
- Increase the dissemination of library services and materials by the community by 50% by September 2017.
- Develop and sustain one new literacy program targeting individuals or families of diverse background or need by September 2014; a total of two new island-wide literacy programs targeting individuals or families of diverse background or need, including those under the age of five (5) years, will be developed and sustained by GPLS.

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- Increase patron usage representing families of diverse background or need.
- Increase patron usage of children under the age of five (5) years.

- Increase the usage of library services and materials by the community by September 2015.
- 35% of patrons surveyed in May 2015 and 50% surveyed in May 2017 will rate the satisfaction level with their GPLS experience as good or excellent.

Program:

- GPLS will retain current Program Coordinator I to ensure continuity in sustaining, developing and implementing literacy programs.
- GPLS will collaborate with CBOs to implement community based literacy programs. Possible collaborating CBOs include Guam Childhood Early Intervention, Guam Department of Education; Guam Cedders; Early Childhood Development, University of Guam; Guam Community College; Special Education Department, Guam Department of Education; Parent Information Resource Center (PIRC); Healing Hearts; Child Protective Services, Department of Public Health and Social Services; Guam Fire Department; Guam Police Department; Guam Animals in Need (GAIN) and the Juvenile Division, Superior Court of Guam and PBS Guam.
- The Project Director and key GPLS staff will collaborate with CBOs to establish different marketing ideas and strategies to better promote all services and special events that the Guam Public Library System has to offer its community.
- GPLS will implement a new literacy program for low income housing areas throughout the geographically remote areas on Guam.
- GPLS will collaborate with CBOs to promote literacy in low income housing areas and remote areas on Guam.

Need#3: The Guam Public Library System will ensure equitable access to information resources and library services for individuals with disabilities.

Summary Needs Assessment:

- The Guam Public Library System (GPLS) has sustained budget cuts and obstacles in acquiring proper funding to provide all who fall in this special group the necessary and essential materials and equipment to improve services and enhance an individual's desire for freedom and independence while visiting their public library.
- The special needs population on Guam has been growing, with a parallel increase in the number of patrons. Through the years, a growing number of visually impaired and blind inquire about and request services.

Goal: To increase the number of special needs patrons being served by GPLS.

LSTA Purpose: (#4, 5, & 6) Developing public and private partnerships with other agencies and community-based organizations (CBOs); targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds to individuals with disabilities, and to individuals with limited functional literacy or informational skills; and targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of Title 42) applicable to a family of the size involved.

Key Output Targets: *(measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers)*

- GPLS will conduct a thorough resource alignment by 2014 to identify what resources and services are currently available to the special needs population and which ones should be added.
- All staff will be trained on the resources and services that GPLS has to offer to the special needs population as well as ways to best serve them.

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- Special needs population will have more resources available to them.
- Special needs population will be better informed of the available resources.
- 35% of patrons surveyed in May 2015 and 50% surveyed in May 2017 will rate the satisfaction level with their GPLS experience as good or excellent.
- Special needs population to be provided with essential library materials and equipment to access library services by 2014.

Program:

- GPLS will collaborate with CBOs.

Need#4: Enable the Guam Public Library System and Bookmobile to acquire updated technology to ensure that GPLS provides programs and services that promote lifelong learning and support the development of 21st century skills.

Summary Needs Assessment:

- Guam’s public library is a vital community anchor institution and the resources and access services that the GPLS offers its patrons and visitors help to support literacy and lifelong learning. GPLS needs to invest in

updated information technology to help meet the growing needs of its patrons.

- The upgrading of all GPLS information technology will ensure that the employees of GPLS will have the necessary tools and equipment to better serve its community.
- The Horizon Database System was last upgraded in 2008; investing in the most current software upgrade is necessary as the database is central to the Library's day to day operations. All of the Technicians continuously utilize the Horizon Database System for their assigned duties and tasks, including circulation, reference, patron records, collection management, and collection maintenance.

Goal: Guam Public Library System will have upgraded hardware and software to meet the needs of library patrons and staff, and to enhance services to the community.

LSTA Purpose: (#1 & 7) Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, life-long learning, workforce development, and digital literacy skills; (7) developing library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

Key Output Targets: *(measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers)*

- The Guam Public Library System (GPLS) website and its online catalog will be accessible from any home that has internet connectivity by 2013.
- Public courses in basic computer literacy and use of internet will be designed and provided by 2013-2017.
- By 2013, 75% of all outreach and advertising will occur over the website.
- All GPLS staff will be trained on Horizon Database System upgrades by 2014-2015.

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- The community that partakes in any of the informative computer trainings will have a better understanding and basic knowledge of the new technology.
- The Guam Public Library System employees will be more knowledgeable with the new equipment and software upgrades.
- GPLS staff will be able to better assist patrons with circulation and reference services.
- Patrons will have more interest in using the free internet and computer services GPLS has to offer.

- 35% of patrons surveyed in May 2015 and 50% surveyed in May 2017 will rate the satisfaction level with their GPLS experience as good or excellent.

Program:

- The Project Director will coordinate and meet with personnel from the Department of Administration's (DOA) Data Processing Division to request an information technology assessment and recommendations for GPLS technology upgrades.
- GPLS will continue to find ways to upgrade its technology program as part of improving library services to patrons.
- The Horizon Database System will be upgraded with the latest software application.
- GPLS will provide continued training for staff on the use of new equipment, software, and cataloging procedures.
- GPLS will develop a basic computer skills class for the elderly.
- GPLS will collaborate with CBOs and government agencies.
- GPLS will review and revise Internet Use Policies, as necessary.

Summary of Planning and Implementation Procedures

The following summarizes the stakeholder involvement, communication, and monitoring procedures, which the Guam Public Library System adopted for the development, finalization and implementation of its Five-Year Plan.

Stakeholder Involvement Procedures

A planning team was established to develop the draft Five-Year Plan for the Guam Public Library System. The team consisted of members from GPLS staff and experts to guide in the development of portions of the Plan (i.e., archiving processes, technology support for the Horizon Database System).

The Plan was submitted to the President, Department of Chamorro Affairs, for final approval before submission of the Plan to IMLS.

The GPLS will be involving community stakeholders in the implementation of the Five-Year Plan. GPLS will ensure that the execution of the Five-Year Plan is coordinated with the overall plan and priorities of the GPLS. The GPLS will provide additional opportunities for library patrons to comment on the LSTA Program and its direction.

Review teams will be formed to assist in the assessment and evaluation of LSTA projects at the mid-point and end of the Five-Year Plan.

Contract with Pacific Resources for Education and Learning (PREL) for the review of data collection and tracking strategy and for the preparation and submittal of the Final Evaluation Report of the Five Year Grant (2013-2017).

Communication Procedures

The Five-Year Plan document will be periodically reviewed by the planning team members. Once the Five-Year Plan has been approved by IMLS, it will be published in print form and on the GPLS website, and made available to all public, academic, and special libraries and selected school libraries and users throughout the Plan period. Readers will be invited to email comments to the planning team leader. Any substantive revisions to the Plan, especially to the needs and goals, will be submitted to IMLS according to the provisions of the LSTA, and to appropriate stakeholders. An email will be sent, followed up with hard copy.

The GPLS will publicize achievements of important milestones and results of the Five-Year Plan as required for reporting purpose, as well as to meet stakeholder needs. The channel for communicating these achievements will be dependent on stakeholder needs. The channel for communicating these achievements will be dependent on stakeholder groups' needs and will include an appropriate combination of presentations and meetings, print and electronic media and required reports.

Monitoring Procedures

The GPLS will assign appropriate staff to systematically track implementation of the Five-Year Plan and prepare appropriate reports as required. The GPLS review team will conduct annual visits to monitor each project. Any necessary corrective action will be decided in collaboration with the stakeholders.