



**A Vision**

**for**

**Louisiana Public Libraries**

**Library Services and Technology Act**  
**2013-2017 Plan**

**Rebecca Hamilton**  
**State Librarian**  
**State Library of Louisiana**  
**June 2012**

## **State Library of Louisiana Mission statement**

The State Library of Louisiana's mission is to foster a culture of literacy, promote awareness of our state's rich literary heritage, and ensure preservation of and public access to informational, educational, cultural, and recreational resources, especially those unique to Louisiana.

### **A Vision for Louisiana Public Libraries**

As a state, Louisiana epitomizes the "best of times and the worst of times." Louisiana has a vibrant and unique culture, extensive natural resources, a friendly and hospitable populace, world-renowned cuisine, a thriving tourism industry and strong public libraries. At the same time, Louisiana often ranks near the bottom of most national rankings, such as high school completion rate, educational attainment, per capita income, funding for the arts, adult literacy, school readiness, decrease in crime, etc. And, consequently, Louisiana ranks near the top in such measures as obesity, unhealthiness of population, prison recidivism, violent crime, new cancer cases, high school dropout rate and child poverty. Louisiana has many assets, many problems and strong local identity.

This characteristic of strong local identity and pride in community has resulted in a unique structure for public libraries in Louisiana. There are 339 public library buildings in the State, organized into 68 public library systems. Each system is governed and funded locally; the State Library provides leadership and guidance, but does not oversee or govern the public libraries. For the most part, each library system provides parish-wide (county-wide) library service. Originally, public libraries in Louisiana were created by the "demonstration method," whereby staff of the State Library went out and established a library in a parish for a year. After a year, the taxpayers voted to tax themselves for ongoing operations of the libraries.

The characteristics of Louisiana public libraries range from very well-funded to very poorly-funded; most are funded by local property taxes, so although the funding may be low, it is relatively stable. Twenty-three library systems in Louisiana do not have an MLS director; many have no trained librarian on staff at all. In many public libraries, staff members with a high school diploma are providing daily reference services, doing cataloging and selection, providing readers' advisory to children and supervising other staff. As many public library directors are likely to retire over the next 5 years, there are few people in the ranks ready to take over. The libraries look to the State Library for guidance, continuing education, leadership and vision.

This plan supports a vision for the Louisiana public library as a vital, integral and valued anchor in its community, dedicated to social, economic and technological advancement. Louisiana public libraries are not warehouses of materials, but places of interest, destinations and places to seek help. To achieve this vision, libraries need to acquire the

staff skills, reputation, vision and resources required to contribute to their communities in the 21<sup>st</sup> Century.

As this plan progresses, the following values contribute to the efficacy and suitability of the goals:

## Values

The State Library of Louisiana, its Board of Commissioners and staff value:

- Equal access to information for all citizens;
- The literary and cultural heritage of Louisiana;
- Intellectual freedom; and
- Reading.

## Needs Assessment

Usage of Louisiana's public libraries mirrors what is happening nation-wide. Usage is up in almost all categories as shown by the annual public libraries' statistical reports. As state government has downsized and closed numerous regional offices, the support for their clients has been cost-shifted to the public libraries. So, although it appears public library budgets have remained relatively stable, the influx of this new clientele has resulted in an overall decrease in available resources to serve the general public. In terms of broadband adoption, almost 40% of Louisiana households do not have Internet access (LA Broadband Initiative) and these people rely exclusively on the public libraries for access, training and assistance. Overall the needs of Louisiana citizens and their libraries fall into 6 major categories:

- Technology;
- Children;
- Workforce development and literacy;
- Increased educational opportunities;
- Special needs populations; and
- Strengthening and creating 21<sup>st</sup> Century public libraries.

Strategies for addressing these needs include increased emphasis on partnerships and collaboration, especially with the academic and school libraries; continuing to leverage economies of scale where feasible; making all products, procedures and services more patron-centric; and enabling libraries to expand outreach and promotional opportunities to gain greater visibility and usage of their services, especially those provided through LSTA funding.

The picture for children and education in Louisiana is particularly dismal. As of 2010 (latest figures available), 27% of Louisiana's children live below the poverty line, compared to 22% nationally (Kids Count). As of 2009 (latest figures available), low

birth-weight babies accounted for 10.7% of all births in Louisiana compared to 8.2% nationally (Kids Count). Seventy-seven percent of 4<sup>th</sup> graders in Louisiana read below the “proficient” level and 1 in 10 teens ages 16 to 19 are not in school and are not high school graduates (Kids Count). Only 21.4% of Louisiana’s population has a college degree, compared to 27.9% nationally (U.S. Census). This lack of an educated workforce and number of children in poverty is exacerbated by the poverty and lack of good physical health of Louisiana’s population.

The two-year-average median household income for Louisiana is \$42,813 which is almost 15% below the national average (*American Community Survey*). While the unemployment rate in Louisiana is generally below the national average, it is because the labor force participation rate in the state is 4.4 points lower than the national average (U.S. Dept. of Labor). In terms of physical health, 66.4% of Louisiana adults and 35.9% of children are overweight or obese – both numbers well above the national average (Kaiser Foundation.) The number of cancer deaths per 100,000 population is 204.3 compared to 175.3 nationally (Kaiser Foundation.)

While there are many problems endemic to Louisiana, there are many positives. Usage of public libraries continues to grow. All public libraries offer e-books and many offer some form of wireless connectivity. Database logons continue to grow, especially thanks to the addition of databases obtained with a federal Broadband Technology Opportunities Program (BTOP) grant. Going forward, there is a need for more digital content in the Louisiana Library Connection, with language courses and online learning courses needed statewide. Louisiana has a rich literary and cultural heritage of which its people are very proud. Many in Louisiana are not aware of their own literary heritage and learn about it through the annual Louisiana Book Festival.

During the information-gathering stage of this plan, the focus groups and public library directors’ surveys revealed that the overarching needs and issues in the public libraries now and in the future are technology, buildings, staffing (salaries, succession, training, recruiting) and the need for greater outreach to local communities. In the LSTA Advisory Committee planning session, the top five State Library services to continue and/or expand were: databases, continuing education for staff, e-rate and technology support, consulting services and interlibrary loan with van delivery services. Continuing education needs included training in soft skills, customer service, dealing with e-books, management and supervision. There were also many discussions of the need for adult literacy and early literacy programs, with the role of the State Library being to train public libraries in how to implement programs.

The LSTA Advisory Committee also focused on the need to make everything more customer-centric, from simplifying database authentication and e-book downloading to completely rethinking policies and procedures to implementing new services. Libraries are seeking leadership, vision and information on best practices from the State Library. Many library buildings in Louisiana are old and there is much renovation and new building going on. Library directors expressed a need for information on facilities’ best practices, building planning, maintenance, etc.

The emphasis in all stakeholder meetings was on serving the community and continual aggressive outreach to help communities make the most effective use of the services available to them in their public libraries. Thus, increased advocacy and outreach along with excellent customer service, will be keys to maintaining funding so that new services and programs can be implemented, aging technology can be replaced and libraries can continue to serve users at both ends of the spectrum – from digitally illiterate, underserved to sophisticated, technology-savvy users. There was acknowledgement on all fronts that increased partnerships and collaboration via small consortial projects such as sharing a local system, would be the best way to provide more and better services statewide at the same or reduced costs.

This realization that only through cooperation will we survive and even grow was a key component of the Advisory Committee discussion on having a true statewide virtual library. At present, there is no one common set of databases for schools, public libraries and academics. Much needs to be done to form a consortium that will ultimately benefit all communities of interest. Increased emphasis on electronic materials means that libraries are spending less and less on print materials, thus making interlibrary loan even more crucial; no one library can provide everything needed by its community. Currently, the State Library staff performs all OCLC borrowing on behalf of almost 90% of the public libraries in the state. This is one function that could be decentralized, with the State Library staff providing the training and support to allow the public libraries to do their own borrowing.

Services to persons with disabilities continue to be a recognized need in Louisiana. Louisiana does not have sub-regional libraries, so the State Library is the only entity providing library services for this community. There is significant need for additional outreach to this community since many of them still do not know about the services. Likewise, because of the rate of turnover in this population, constant outreach is needed. At present the State Library provides books via interlibrary loan and reference services to those incarcerated in state facilities. Our services are heavily used by some institutions, and not at all by others. Repeated outreach to the Department of Corrections has not resulted in an interest in promoting library services to their constituents. Additional avenues of communication and outreach need to be investigated, especially since almost half of all Louisiana prisoners released will return to prison within 5 years. (LA Dept of Corrections).

## **Methodology**

This plan encompasses the input from a written public library director survey of needs, two focus groups with public library staff held via webinar, a State Library staff brainstorming session and a formal, facilitated planning session with the LSTA Advisory Committee. Various statistical resources and the results of the biennial Talking Books and Braille Library user survey were also consulted. It was very clear in the feedback and the literature that libraries need to transform themselves into making people the focus of services rather than focusing on materials, devices and procedures. The following

goals encompass the feedback and consensus of the stakeholders. The goals and needs are evaluated annually via the public library directors' satisfaction survey.

## **Overarching Goals**

Goal 1: Create a one-stop shop, easily accessible from anywhere at any time, including a sophisticated and relevant portal to quality information for all segments of Louisiana's population and a core collection of digital materials.

Goal 2: Increase quality and variety of educational opportunities for Louisianans and engender a lifelong love of learning.

Goal 3: Increase the capacity of Louisiana libraries to meet the needs of their communities and to engender 21<sup>st</sup> Century skills in their populations.

***Goal 1: Create a one-stop information shop, easily accessible from anywhere at any time, which includes a sophisticated and relevant portal to quality information for all segments of Louisiana's population and a core collection of digital materials.***

**Needs Addressed:** technology, children, 21<sup>st</sup> Century skills

**LSTA Priorities Addressed:** 1, 2

**Strategies:**

- Simplify technology.
- Seek partnerships and collaboration with academic libraries, LOUIS and K-12.
- Facilitate and enable groups of public libraries to collaborate on cooperative projects.

**Objectives:**

- Create a common statewide virtual library of digital resources available to all K-12 students, academic library users and the general public.
- At least 90% of Louisiana public library buildings will have a minimum of 10mbps Internet connection.
- Expand the core collection of electronic resources for public libraries.

**Activities/Programs:**

- Louisiana Library Connection (LaLibCon) virtual library: At present the academic libraries and the State Library share information on database pricing and sometimes obtain pricing to include K-12 students. Both the State Library and LOUIS have separate authentication systems and portals to digital resources for their clientele. To date, the Department of Education (DOE) has not supported this effort with either personnel or money to allow K-12 students to access the public library databases at school. If a common gateway to electronic resources is to be available to all segments of Louisiana's population, including K-12, it will need to be developed and implemented by the State Library and the LOUIS consortium and marketed and supported by the State Library. Whereas in the past, the emphasis has been to offer full-text databases, going forward, emphasis will be on interactive content, scalability, mobile access and inclusiveness of all communities of interest. A common set of digital resources accessible from a single portal will benefit all Louisianans by making it easier to access high-quality, relevant and accurate information. Specific steps include:
  - Investigate options for authentication that are scalable and easy for the users. This could vary from proxy servers at all libraries to use of geo-location services. (2013)
  - Institute aggressive statewide marketing and training campaign to create awareness of public library electronic resources. (2013)

- Redesign LaLibCon portal to provide easy access to digital information for all users, customizing it as needed for specific populations such as children and youth. (2014)
- Obtain vendor pricing to extend access to resources to K-12. (ongoing)
- Provide common set of electronic resources for all public libraries. (ongoing)
- Investigate feasibility of hosting e-content and a Digital Rights Management system on a centralized server hosted at the State Library. (2014)
- Investigate providing cloud services to public libraries for their communities.(2015)
- Provide hosting and design services for public libraries without webmasters. (2015)
- Continue to support public library efforts to upgrade bandwidth and make the best use of technology. (ongoing)

**Key Measures:**

- Increase public library usage of electronic resources by 5% per year.
- Present unified portal to electronic resources for all Louisianans by 2016.
- At least 90% of public library buildings will offer a 10 mbps Internet connection by 2017.
- One hundred percent of public library buildings will offer wireless access for their users by 2014.

***Goal 2: Increase quality and variety of educational opportunities for Louisianans and engender a lifelong love of learning.***

**Needs Addressed:** children, workforce development and literacy, increased educational opportunities, special needs populations

**LSTA Priorities Addressed:** 1, 5, 6

**Strategies:**

- Promote books, reading and the benefits of education and literacy.
- Make information resources and reading materials available to all Louisianans in whatever format required.
- Partner with other state agencies to make effective use of library services by their respective clientele.
- Make personal learning and education more readily available and convenient for all Louisianans.
- Provide programs for improving literacy and basic skills for job seekers.
- Partner with local graduate school of library and information science (SLIS).

**Objectives:**

- Complete the transition from analog to digital talking books. (2015)
- Continue to provide electronic resources for job seekers and career changers. (ongoing)
- Provide homework help to all Louisiana students. (ongoing)
- Continue interlibrary loan and van delivery services for Louisiana libraries. (ongoing)
- Increase attendance at annual Louisiana Book Festival.

**Activities/Programs:**

- Talking Books and Braille Library (TBBL): This program currently serves approximately 6,000 users in their homes and in institutions. In the coming years, the State Library needs to purchase supplies and establish a system for duplicating the new digital cartridges supplied by National Library Services so that (1) older materials may be downloaded onto cartridges and sent out to users and (2) so that additional copies of high-demand titles can be delivered. Likewise, the 300+ Louisiana Voices recordings of local books are only available via analog cassette tapes. These need to be reformatted and made available digitally. High end workstations equipped with JAWS and MAGIC have been distributed to every parish. Public library staffs need additional training and support in their use. Specific activities include:
  - Begin in-house duplicating of digital cartridges and downloading on demand for TBBL users. (2013)
  - Reformat locally-recorded Louisiana Voices books to digital format by 2014.
  - Implement TBBL adult reading program as part of the summer reading program for children and youth. (2014)

- Deliver training for public library staff in how to provide services to those with special needs. (annually)
- **Workforce Development:** Over the past two and one-half years, the State Library has provided more than 3360 full-day classes for more than 20,000 members of the general public. A centralized website of job search and career information provides ongoing guidance for those seeking employment. These programs were accomplished with a separate federal grant that is expiring. We anticipate continuing the program with LSTA funds, but on a more limited scale, by training public library staff to deliver training for their communities using pre-packaged training materials and/or to partner with the local university to recruit adjunct instructors for those library systems with limited personnel. At the same time, the only way realistically to continue this volume of training is to offer it electronically. An additional component of workforce development is dealing with the low levels of literacy in Louisiana. We propose providing training for public library staff in implementing adult and early literacy programs for their communities.
- Train public library staff to deliver quality training to their communities and provide them with pre-packaged training materials for classes. (2013)
  - Use State Library staff or graduate students to deliver training in libraries without the staff to do so (2014).
  - Increase and promote Hi-Lo collections throughout the State through the distribution of mini-grants. (2014)
  - Provide training for public library staff in establishing literacy programs for all age levels.(2014)
  - Provide statewide subscription to online learning resources (2014)
  - Maintain and enhance Louisiana Jobs and Career Center (LA JaCC) for job search and career information. (ongoing)
- **Children’s Programming:** The State Library will continue to be a member of the national Collaborative Summer Library Program (CSLP) and to train public library staff in implementing the program. The Louisiana Young Readers’ Choice (LYRC) Program has become very successful, with more than 20,000 students participating annually. In the coming years, we expect to further expand and promote the new teen component. Specific activities include:
- Continue to provide leadership for summer reading programs. (ongoing)
  - Expand and promote teen component of the Louisiana Young Readers’ Choice programs. (ongoing)
  - Continue to provide homework help to all students in Louisiana (2013).
- **Interlibrary Loan:** The State Library supports an interlibrary loan system (LoanSHARK) for all public libraries and then acts as OCLC agent and borrows from the academic libraries and from out-of-state libraries on behalf of individual public libraries. With the downturn in the economy, the usage of the ILL service has continued to increase every year. We expect to continue this service since the local public libraries, especially the rural ones, have no other way to obtain

- needed materials for their communities. Going forward, we intend to continue to pay for the OCLC ILL service while supporting and training public library staff to place their own borrowing requests. Specific activities include:
- Continue to support the LoanSHARK system. (ongoing)
  - Train public library staff to perform their own OCLC ILL borrowing while the State Library continues to pay the system charges. (2013)
- Louisiana Book Festival (LBF): In 2009, attendance at the LBF exceeded 25,000 people. Due to lack of staffing, it was not held in 2010. When it returned in 2011, attendance was a little over 16,000. Through continued publicity and outreach, we intend to again increase attendance to 25,000. The LBF has become an internationally-known festival and a credit to the literary heritage of Louisiana. Specific activities include:
- Continue to present the annual Louisiana Book Festival to promote literacy, books and reading (ongoing).

**Key Measures:**

- Increase usage of Talking Books and Braille Library (TBBL) materials to 200,000 annually.
- LA JaCC website will get at least 10,000 hits annually.
- The State Library will offer at least two workforce development classes for the general public in each of the State's eight regions each year.
- Participation in children's literacy programs will exceed 100,000 annually.
- Public libraries will share at least 80,000 items annually among themselves via interlibrary loan.
- Tutoring sessions on *HomeworkLouisiana* will exceed 25,000 annually.
- Increase attendance at LBF to at least 20,000 by 2014.

***Goal 3: Increase the capacity of Louisiana public libraries to meet the needs of their communities and to model 21<sup>st</sup> Century skills for their populations.***

**Needs Addressed:** technology, strengthening and creating 21<sup>st</sup> Century public libraries, increased educational opportunities

**LSTA Priorities Addressed:** 7, 3

**Strategies:**

- Emphasize to public libraries their roles in bringing 21<sup>st</sup> Century skills to their communities.
- Facilitate and enable groups of public libraries to collaborate on cooperative projects.
- Emphasize atmosphere of assessment and data-driven decision-making among library directors and assist them in formal planning efforts.
- Encourage cooperation and centralization of services to streamline public library processes to make the most effective use of existing resources.
- Encourage use of standardized hardware and software throughout all public libraries.

**Objectives:**

- Provide leadership and succession planning training for library directors and decision-makers .(ongoing)
- Establish cohort of public library directors interested in strategic planning and lead them through the process. (triennially)
- Convene meetings of public library staff around identified topics to facilitate their partnering and networking. (ongoing)
- Continue to provide a program of coordinated on-site technology support to public libraries to enable them to meet the needs of their communities. (ongoing)
- Provide templates and tools for assessment and evaluation of library services. (2014)
- Provide templates and information on best practices on topics of current interest for library administrators. (ongoing)

**Activities/Programs:**

- **Technology support:** The State Library sends staff on-site to assist those libraries without dedicated IT staff to install and configure local-area networks (LANs) and wide-area networks (WANs), troubleshoot and maintain PCs, remove viruses and malware, install, upgrade and maintain software, etc. To make the best use of available resources, the State Library encourages libraries to adopt standards for best practices in technology delivery and to assist them through training and establishing guidelines. Specific activities include:

- Implement help desk ticket system to track IT support issues and responses for public libraries. (2013)
  - Negotiate with hardware and software vendors on behalf of public libraries in an attempt to move at least 10% of libraries to standardized systems per year. (2013)
  - Map and standardize components of 5% of public libraries per year.
- Professional Development and Consulting: The State Library provides continuing education and consulting for all segments of public library service delivery and in various technology topics for public library administrators and trustees. This program will continue since it was one the five most-valued services mentioned by the public libraries. The move from face-to-face training to online webinars will continue, while always traveling and delivering training regionally when the topic requires it. Part of this program will be to develop a webpage linking to various free online library courses and topics. Consultants will continue to offer advice on topics ranging from personnel issues, to budgeting best practices to legal issues and more. Recently identified current needs are in the areas of buildings and renovation best practices, strategic planning, disaster preparedness, succession planning and outreach, especially to schools. Specific activities include:
- Continue program of webinars and classes, including Staff Day sessions. (ongoing)
  - Continue executive training via the semi-annual Administrative Conference. (ongoing)
  - Continue program of consulting and site visits to provide leadership and direction to public libraries. (ongoing)
  - Provide a website linking to free, vetted information on library buildings and best practices. (2013)
  - Provide a website linking to free library science training topics. (2013)
  - Develop and deliver two more Library Support Staff Certification Program courses: *Reference and Information Services* and *Communication and Teamwork*. (2013)
  - Establish a cohort of at least 10 public library directors and lead them through the strategic planning process. (2014)
  - Provide disaster preparedness training and succession planning training. (as needed)
- Shared Integrated Library System (ILS): Many of the smaller libraries do not have the staff or expertise to competently administer an ILS. Likewise, there are economies of scale in libraries sharing systems. The State Library will implement a shared ILS for those libraries wishing to join together to share resources. Specific steps include:
- Form task force to develop system requirements. (2014)
  - Establish governance and funding structure. (2014)
  - Implement shared ILS for at least 10 library systems. (2016)

**Key Measures:**

- Conduct at least 12 technology site visits per year to improve public library networks.
- Perform consulting visits to at least 60% of public library systems per year.
- Provide at least 50 continuing education opportunities per year for a minimum of 750 public library staff.
- Implement shared ILS for at least 10 libraries by 2017.

## **Coordination Efforts**

Implementation of this plan will require coordinating efforts with the academic libraries, schools and the public libraries. These programs will not duplicate efforts going on at the Department of Education or Louisiana Workforce Commission.

## **Evaluation Plan**

Ongoing monitoring and evaluation of LSTA-funded projects will be accomplished using data from the quarterly Louisiana Performance Accountability System (LAPAS) reports, the annual public library directors' satisfaction surveys, the public libraries' annual statistical reports, workshop evaluations, biennial TBBL patron surveys and other means of assessment. In order to assess overall success of the LSTA plan, we will conduct a survey, or surveys, in the Fall of 2012 to establish a base level of satisfaction and usage of various services and then repeat this (these) survey(s) in the Fall of 2016. In addition, we will explore increased uses for online surveys to ascertain satisfaction with the statewide electronic resources specifically by placing a link to an online survey during the Fall of 2012 and then again in the fall of 2016 on the Louisiana Library Connection home page. We will encourage the libraries to point to these surveys from their websites as well. Questions on the surveys will revolve around benefit received from the various services as well as satisfaction and perceived value. Changes in responses over time will indicate success of the plan.

## **Stakeholder Involvement**

State Library of Louisiana planning for the next five years has encompassed multiple activities:

- A review of the accomplishments of the past five years;
- A review of the four most recent annual surveys among public library directors;
- A 2012 emailed needs assessment of public library directors;
- Two public library focus groups held via webinar;
- One facilitated staff planning session to assess the current environment (SWOT);
- A facilitator-led planning meeting with the LSTA Advisory Committee; and
- A review of various statistical publications.

The public library directors represent the most involved of the stakeholder groups. Written and emailed surveys in 2012 indicated that technology, buildings, staff (salaries, skills, succession, recruitment) and marketing and advocacy are key issues now and in the future. Additional issues for the next five years include the need for new programming and services and the need to provide ongoing digital literacy training for the general public. They reported that they believe the role of the State Library in addressing these issues is to provide training for the general public and staff, technology

support, leadership and vision, advice and best practices, interlibrary loan, databases and information on buildings and facilities. These results were validated in two focus groups held via webinar.

A half day facilitated planning session with State Library staff revealed that an overriding strength of the State Library is its existing infrastructure and expertise in carrying out large-scale statewide projects. The Louisiana Collection, the reputation of the State Library and the expertise and vision of the State Library staff are premium strengths that will enable success in implementing this plan over the next five years. Weaknesses include lack of visibility within state government, dated and aging technology, general bureaucracy, understaffing and underfunding. External opportunities include recent developments in mobile technology and social networking. While the move to E-government services has put a strain on all library resources, at the same time it provides an opportunity to get new clients into the libraries that may not normally come. It is imperative that libraries have the materials, services and staff skills to serve this new group. Threats include the pervasive lack of respect for literacy and education among many Louisiana communities and the difficulties in addressing the technology needs of people at both ends of the spectrum – the digitally illiterate and the technology savvy. An additional threat is the reluctance of publishers to allow e-books to be sold to libraries, causing libraries to become content-renters rather than content-owners.

In May 2012, a facilitator-led session with the LSTA Advisory Committee revealed the increased need for partnerships and cooperation among academic and public libraries. Much time was spent discussing the need to provide services whenever and wherever the user needs them and to simplify the use of and access to technology. The group was especially concerned about making all library services more user-centric, convenient and easier to access. The LSTA Advisory Committee is composed of representatives of public libraries, academic libraries, state government, the LOUIS consortium, the Louisiana State University School of Library and Information Science and trustees.

A draft of the new five-year plan was posted to the State Library's website from June 19-26 and stakeholders were notified via email to provide comment. Comments were incorporated into the final version.

## **Communication & Public Availability**

Once approved by Institute of Museum and Library Services (IMLS), the new five-year plan will be posted to the State Library's website and distributed via email to the LSTA Advisory Committee, the public library directors and legislative and governing officials. In addition, it will be distributed throughout the state via the Louisiana State Documents Depository Program.

Progress in accomplishing the goals will be reported annually in the *State of the State Library* address at the Louisiana Library Association conference, in the state's LAPAS reporting system and at various meetings with public and academic library directors and

at the annual Public Library Staff Day conference. Any changes to the plan will be made with stakeholder involvement and sent to IMLS for approval.

## **Monitoring**

All Louisiana state agencies are required to input quarterly statistics into the Louisiana Performance Accountability System (LAPAS). These statistics are composed of both output and outcome measures and show progress toward goals; this website is available to the general public. Many of the performance measures used in evaluating this five-year plan are the same ones reported on the State system.

The State Library collects annual statistics from the public libraries currently via BiblioStat Collect, reports the findings to IMLS and publishes an annual report in both print and electronic form. This will be a major resource for tracking and monitoring success of statewide programs.

Responsibility for gathering statistics and feedback and evaluating success of programs will rest with the Deputy State Librarian and the Associate State Librarian for Library Development.

## Resources Consulted

Annual Public Libraries' Statistical Reports.

Evaluation Report of 2008-2012 LSTA Plan.

Henry J. Kaiser Foundation, **State Health Facts**. 2012.

Institute of Museum and Library Services, *Service Trends in U.S. Public Libraries, 1997-2007*, Research Brief No. 1. Washington: IMLS, December 2009.

*Kids Count Census Data Online:*

<http://datacenter.kidscount.org/data/acrossstates/NationalProfile.aspx>. Consulted on June 13, 2012.

*Kids Count Census Data Online:*

<http://datacenter.kidscount.org/data/bystate/stateprofile.aspx?state=LA&loc=20>  
Consulted June 13, 2012.

*Louisiana Broadband Initiative*, reported on Louisiana.gov:

[http://broadband.louisiana.gov/lbi\\_communities\\_adoption.asp](http://broadband.louisiana.gov/lbi_communities_adoption.asp). Consulted February 17, 2012.

Louisiana Department of Education, *District Composite Reports:*

<http://www.laeducationresults.net/sate/dropout.aspx?> Consulted June 14, 2012.

Louisiana Department of Corrections, *Statistics Briefing Report:*

<http://doc.la.gov/wp-content/uploads/stats/2k.pdf> Consulted June 14, 2012.

New Medium Consortium, *Horizon Report: 2012 Higher Education Edition*. Austin, TX: NMC, 2012.

OCLC, *Perceptions of Libraries, 2010: Context and Community*. Dublin, OH: OCLC, 2011.

Pew Research Center, *Digital Differences*. Washington: Pew Research Center, April 13, 2012.

U.S. Department of Labor, Bureau of Labor Statistics, *Local Area Unemployment Statistics:*

<http://sss.bls.gov/lau/> Consulted June 14, 2012.

U.S. Census Bureau, *Educational Attainment in the United States 2009* (Issued February 2012):

<http://www.densus.gov/prod/2012pubs/p20-566.pdf> Consulted June 14, 2012.

U.S. Census Bureau, American Community Survey, Annual Social and Economic Supplement:  
<http://www.census.gov/hhes/www/income/data/statemedian/> Consulted June 14, 2010.

Results of annual public library director's survey.

Results of public library focus groups, held April 20 and May 2; State Library staff facilitated planning session held May 17 and LSTA Advisory Committee facilitated planning session held May 24, 2012.

# Appendices

**LSTA Advisory Committee  
2012**

Barry Bradford  
Director, Tangipahoa Parish Library

Charles Brown  
Director, New Orleans Public Library

Jennifer Cargill  
Director, Louisiana State University Library

Beverly Hammett  
Director, Webster Parish Library

Pat Husband  
Assistant Director, East Baton Rouge Parish Library

Florence Jumonville  
Chair, Louisiana and Special Collections Department, University of New Orleans

Linn Landis  
Director, DeSoto Parish Library

Emma Perry  
Professor and Dean of Libraries, Southern University

Amanda Taylor  
Director, Concordia Parish Library

Delbert Terry  
(Former) Director, Bossier Parish Library

Beth Vandersteen  
Director, West Baton Rouge Parish Library

Sara Zimmerman  
Executive Director, LOUIS  
**LSTA Priorities**

## **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;
3. 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;
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; and
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).

## Cross-walk of Services / Activities with Focus Areas

<b>IMLS Focus Category</b>	<b>State Library Service/Activity</b>	<b>Target Users/ Beneficiaries</b>
Lifelong learning	Services for Special Populations (Talking Books and Braille Library, prisons)	Users with limited literacy or functional information skills or other disadvantages; older adults; those incarcerated in prisons
	Children’s Programming (includes summer reading program, Young Readers’ Choice, HomeworkLouisiana etc.)	Children and teens, parents and caregivers, teachers
	Interlibrary loan	Adults and students; small business owners; anyone seeking information not owned at the local level
	Louisiana Book Festival	Children and adults, both literate and those with limited literacy skills
Employment and Economic Development	Workforce Development (includes classes for the general public and classes for public library staff in how to serve small businesses and job seekers)	Job seekers, adults and teens that are unemployed; public library staff that serve these groups
Public Access to Information	Statewide Electronic Resources (including databases, training in use of the databases, management of authentication, Internet access, etc.)	Children, teens, adults, students, general public, public library staff
	Shared Integrated Library System	Libraries, broader general public
Library Capacity Building	Technology Consulting (including site visits, mapping of networks, providing information on best practices and industry standards)	Public Libraries
	Consulting and Continuing Education/Staff Development	Public library staff and trustees