



CT State Library

Preserving the Past. Informing the Future.

Library Services and Technology Act Five-Year Plan, 2018-2022

Submitted June 2017

Kendall F. Wiggin, State Librarian
CT State Library
231 Capitol Avenue
Hartford, CT 06106
<https://ctstatelibrary.org>

State Library Board (SLB)

John N. Barry, Chair
Robert D. Harris, Jr., Vice Chair
Alison Clemens
Mary Etter
Allen Hoffman
James G. (Jay) Johnston
Honorable Andrew J. MacDonald
Matthew Poland
Sandy Ruoff
Honorable Michael R. Sheldon
Dianna Wentzell

Advisory Council for Library Planning and Development (ACLPD)

Carl DeMilia, Chair
Astoria Ridley, Vice Chair
Ramona Burkey
Melissa Canham-Clyne
Drusilla Carter
Vince Juliano
Jennifer O. Keohane
Daniel F. Lewis
Sarah Mann
Joy S. Merrill
Bridget Quinn-Carey
Denise Stankovics

The Advisory Council for Library Planning and Development is authorized in Sec. 11-1(f) of the Connecticut General Statutes. The mission of the ACLPD is to provide the State Library Board and staff with advice, perspective, and communication from the library community on matters relating to the State Library's various statewide program and service responsibilities, including the administration of the Library Services and Technology Act.

Connecticut State Library Administrative Staff

Kendall F. Wiggin, State Librarian
Dawn La Valle, Director, Division of Library Development
Nancy Liefert, Head of Access Services
Dean Nelson, Museum Administrator
Lizette Pelletier, State Archivist
Diane Pizzo, Head of Collection Services
LeAnn Power, Public Records Administrator
Stephen Slovasky, Head of Discovery Services

Comments regarding programs and services of the Connecticut State Library, Division of Library Development may be addressed to: Dawn La Valle, Director, Division of Library Development, 231 Capitol Avenue, Hartford, CT 06106. Copies of this publication are available in alternative format upon request.

Table of Contents

Overview.....	3
Mission Statement	4
Needs Assessment.....	4
Goals Overview.....	7
Goal 1 and Projects.....	9
Goal 2 and Projects.....	11
Coordination Efforts	13
Evaluation Plan.....	13
Stakeholder Involvement.....	14
Communication and Public Availability.....	15
Monitoring.....	15
Assurances.....	16
Glossary of Acronyms	17

Overview:

The Connecticut State Library (CSL) is an executive branch agency of the State of Connecticut with a budget of \$9,167,628 in FY2017. The State Library provides a variety of library, information, archival, public records, museum, and administrative services to the 3.6 million citizens of Connecticut, as well as to the employees and officials of all three branches of State government. The State Library also serves students, researchers, public libraries and town governments throughout the state. The Connecticut State Archives, the Office of the Public Records Administrator, and the Museum of Connecticut History are components of the State Library. In addition, the State Library, through its Division of Library Development (DLD), directs a program of statewide library development and administers the Library Services and Technology Act state grant.

In approximately 5,565 square miles, Connecticut contains 192 public libraries, only a few of which are library systems with more than one branch. Counting school, academic, special, and government libraries, there are more than 950 locations, all of which are eligible to benefit in some way from the services provided through Connecticut's LSTA funding. This firm independence and lack of consolidation results in a high administrative workload for CSL and DLD staff in terms of delivery of services and a significant physical workload in terms of transferring library materials between these locations.

CSL has been in a period of declining resources for more than a decade. Between 2008 and 2012, there was a reduction of 28% in FTE staff in the state library. Re-adjustments continue to be made, with additional unfilled staff positions between 2012 and 2017 and the closing of a facility in 2016. As a division, DLD was especially hard-hit, losing 27% of its staff between 2014 and 2017. The biennial budget for state FY18 and FY19 is projected to have a shortfall of \$1.5 billion, with many uncomfortable cuts on the table for all state agencies. These job losses and repeated budget cuts forced a re-examination of how CSL provides statewide services such as delivery, statewide catalog and ILL, and public library statistics. CSL has also responded by merging DLD staff and services into one library service center, sharing responsibilities among remaining staff, and focusing on the department's strengths.

Despite these setbacks, during the past five years DLD offered several new initiatives to CT public libraries, starting with participation in the EDGE soft launch in 2013 and a statewide subscription to EDGE in 2016-2017. Similarly, CSL hosted the Aspen Institute's first state level dialogue on public libraries in April 2015, followed by a Fall 2015 pilot phase to test the Aspen Acton Guide in which three CT libraries participated. DLD also replaced its outdated training for new library directors with a personalized liaison program, with DLD staff assigned to specific geographic regions. Through workshops and fairs on topics of legal, health, and financial literacy, DLD helped libraries meet new potential partners and gave librarians the information they need in order to engage their communities. DLD's professional development program reached a new high point in Fall 2016 with EXCITE Transformation for Libraries, which introduced training in collaboration, innovation, and design thinking skills to the Connecticut library workforce.

Themes from all of these initiatives are woven through this new Five-Year Plan. CSL's decisions in 2017 and forward will be directed towards strengthening libraries during times of rapid change so they in turn can help their communities get stronger. CSL intends to emphasize the role of libraries as community anchors while continuing to provide support for statewide resource sharing services. CSL must remain flexible in order to capitalize on new opportunities and to

change as needed in response to the library community's needs as well as future state funding reductions.

Mission:

The mission of the State Library is to preserve and make accessible Connecticut's history and heritage and to advance the development of library services statewide.

For libraries to thrive in the current information-rich, knowledge-based society, the Division of Library Development must concentrate its work in areas that meet the current needs and priorities of libraries and the people they serve. The Division's key principle is to work together with our colleagues in the Connecticut library community toward the common goal of making libraries "a trusted community resource and an essential platform for learning, creativity and innovation in the community." (*Aspen Institute Dialogue on Public Libraries, Rising to the Challenge: Re-Envisioning Public Libraries*, Washington, D.C.: The Aspen Institute, October 2014, page iv)

Needs Assessment:

Much of the data gathered in the needs assessment shows that CSL's past priorities are still relevant today and going forward. The goals and projects in this Five-Year Plan are based on the findings and recommendations in the evaluation of the previous plan (2012-2017); the results of various surveys, focus groups, and interviews; results of CSL initiatives under the previous plan; and input from advisory committees and working groups.

DLD strategic plan and past activities: As noted in the Division's strategic focus plan for 2015-2018, DLD supports public, school, academic, and special librarians with information, resources, partnership opportunities and training on **seven key literacies**:

- 1) Basic Literacy for all Connecticut residents, fostering a trained and skilled workforce that contributes to the economic growth and development of communities and the state as a whole.
- 2) Early Literacy for families and young children, so that children will start school with early literacy skills necessary for grade-level success.
- 3) Civic/Social Literacy so that Connecticut citizens will have the knowledge and skills they need to improve their lives, participate and contribute effectively in their communities, and connect with one another through dialogue.
- 4) Digital and Information Literacy so that Connecticut residents are empowered to access information electronically, use and share information, create original content, evaluate the value and accuracy of information, and make informed decisions to fully participate in a digital society.
- 5) Financial Literacy to ensure that Connecticut residents have the knowledge and skills to become informed consumers, grow and manage wealth, and foster innovation and entrepreneurship, which will contribute to the economic development of their communities and the state as a whole.
- 6) Health Literacy so that Connecticut residents can manage their well-being and be empowered to become effective partners with their healthcare providers.
- 7) Legal Literacy to provide Connecticut residents with increased access to justice and the knowledge and skills they need to effectively navigate the legal services and resources available.

Many of DLD's efforts and initiatives over the past five years have supported these literacies, and this emphasis will continue.

2012-2017 Five-Year Plan Evaluation: Evaluators of the previous Five-Year Plan conducted focus groups and a survey with an emphasis on professional development and summer reading. Routinely, more than 800 library employees per year participate in professional development workshops and webinars, and their feedback on post-workshop surveys is an important factor in the selection of future course offerings and the retention or replacement of instructors. The majority of CT public libraries use CSLP for their summer reading program, and about half of the libraries use CSL-provided software for tracking participation and achievement in summer reading. Considering this rate of utilization, CSL will continue to support CSLP and summer reading tracking software.

Best Practices in CT Public Libraries: Starting in 2014, a task force of ACLPD members began to develop uniform best practices and standards to apply to all CT public libraries. These best practices in the areas of Facilities, Finance, Governance, Resources and Services, and Staff describe baseline levels for essential services in all libraries, with additional levels for enhanced and exemplary services. In early 2016, a handful of libraries tested the first draft of the Best Practices, using it as a self-assessment document to track their progress. In addition, DLD held five focus groups around the state seeking input on the Best Practices. The task force made many revisions based on feedback and rolled out a second pilot with four libraries in spring 2017. Once their feedback on the document and the process of self-assessment has been incorporated, DLD will launch the Best Practices formally in September 2017. The ACLPD Public Library Standards Permanent Sub-Committee will revise the document annually and eventually work with the State Librarian to formalize some of the practices as public library standards in state legislation.

LBPH surveys: LBPH's annual patron survey in past years shows very high levels of satisfaction, with more than 95% of patrons each year rating LBPH services as good or better. LPHH will continue to assess its services with future surveys. Over the next five years, LBPH will continue to expand its outreach to the library community and will add complementary services to reach new audiences in CT, such as veterans.

IMLS Community Salute: DLD's Director, Dawn La Valle, participated in the IMLS-sponsored Town Hall meeting on Veterans and Military Families in San Antonio, Texas, in November 2016. Participants discussed how public libraries can better understand the current needs and services of this patron group, identify opportunities for enhancing community services, and develop frameworks, tools and resources to strengthen the role libraries have in addressing the specific needs of veterans and military families in their communities. Building on this foundation, DLD will work toward helping libraries respond to the needs of the state's 4,419 active duty service members, 6,593 National Guard/Reserve service members, and 191,607 veterans (as of December 2016).

deliverIT CT study: When the statewide delivery service among public and academic libraries experienced a sudden and prolonged increase in volume that made the previous service model unsustainable, CSL commissioned a comprehensive study by Minges & Associates in 2016. Mr. Minges reviewed routes and volume surveys and conducted focus groups with the library workforce. Taking into consideration his findings and recommendations as well as months of input from stakeholders, the deliverIT task force proposed that CSL maintain the statewide service at a basic level but make changes to delivery and funding models in order to make the service sustainable. While there was a very clearly stated need and demand for the service

among library staff and patrons, there was also a clear need for financial sustainability. The specific methods by which the service is delivered will continue to be adapted in future years based on volume studies, input from the deliverIT task force, and CSL's financial capabilities.

Digital Library and eResources groups: researchIT CT is designed to benefit all individual users in the state, and the Connecticut Digital Library Advisory Board (CDLAB) helps to select statewide databases and electronic resources based on patron needs at public, academic, and school libraries. They are also guided by input from the eResource Advisory Task Force. This group's eResource assessment survey in spring 2016 received 675 responses. Trends evident in the responses indicate that genealogy and entertainment resources are priorities in terms of use and therefore funding. However, researchIT CT has a discoverability issue and needs to promote its resources better. CDLAB will continue to monitor use of the statewide databases and allocate future resources accordingly.

EDGE Assessment: Connecticut was one of seven states to participate in the EDGE pilot assessment in 2013 with 49 libraries participating. By 2016, 60 Connecticut libraries had completed the Edge Assessment. Overall, Connecticut libraries scored highest in Strategic Area 1: Community Value, earning 59% of possible points. The Community Value strategic area assesses how libraries provide programs and services that enable people to get value from their use of technology. The lowest performing area for Connecticut libraries was Strategic Area 2: Engaging the Community, which measures the methods and frequency with which libraries work with their communities to solicit feedback about community needs regarding library public access technology, and their strategies for sharing this information to strengthen partnerships with local funders and other leaders.

To encourage broader participation in the Edge, in 2016-2017 CSL subscribed to the tool on a statewide basis with a total of 12 libraries in various stages of the assessment and sharing their findings as a community. Moving forward, CSL will discontinue the statewide subscription and focus on providing support to the libraries that have completed their assessments. Similarly, CSL will encourage libraries to participate in the Edge Small and Rural Libraries Cohort and will provide support to the ones that do.

Aspen Institute: Connecticut was selected by the Aspen Institute to host the first state level dialogue on public libraries since they issued their ground breaking report—*Rising to the Challenge: Re-Envisioning Public Libraries*. In April 2015, nearly 100 library leaders, state and local policy makers, and civic partners convened for the Connecticut Dialogue on Public Libraries sponsored by the Aspen Institute. Participants defined the following action steps to offer a path forward:

1. Create a working group to coordinate next steps.
2. Develop an asset-based framework that defines the essential elements of library service and establishes library standards.
3. Engage policy makers.
4. Leverage statewide partnerships to broaden library impact and promote collaboration.
5. Develop data and narratives around outcomes achieved by public libraries in Connecticut.
6. Tell the Connecticut library story through marketing, advocacy, dialogue, statewide engagement, and leadership.
7. Explore opportunities for leadership development and training.
8. Become statewide library champions.

CSL will continue to work on these action steps and encourage libraries to utilize the free Aspen Toolkit. CSL partners will be responsible for all advocacy activities.

EXCITE: Over the coming years, CSL will build on the success of the EXCITE Transformation for Libraries pilot project from October 2016 – Summer 2017 which provided an injection of innovation and collaboration skills to the CT library workforce. Teams from six libraries completed a training program that taught a range of new skills, resulted in new programs and services, and led to cultural change at libraries. 100% of participants articulated ways in which the EXCITE Program will have a positive impact on transforming their library for the 21st century by giving them the tools to engage their communities and develop innovative programs and services that are relevant and address community needs. In addition, 100% believe more libraries should have access to this training, noting that it will energize staff and create new ways of thinking, innovating and designing services for the community. This successful pilot will inform future projects from CSL and DLD.

Specific Needs for Library Services: After examining the results of these many initiatives and data sources, CSL has identified the following specific needs for library services to be addressed in the next five years:

- The library workforce benefits from ongoing training and professional support.
- Librarians benefit from knowing how to develop and capitalize on community partnerships in order to solidify their places as community anchors.
- Librarians benefit from training, support, and tools for planning and assessment.
- Librarians and patrons benefit from sustainable methods of resource sharing that take advantage of a statewide economy of scale.

Goals Overview

Goal 1. Support the impact of libraries as community anchors with increased institutional capacity, community partnerships, and programming focused on the seven literacies.

Goal 2. Improve access to information and library resources for all residents of the state.

Each goal addresses several of the eight LSTA purposes and is based on identified needs. These goals are consistent with the purposes and priorities of the Library Services and Technology Act as stated in 20 U.S.C. § 9121(1-9) through projects that:

- 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) (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;

- 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).

CSL's top priority is to emphasize the role of libraries as anchor institutions within their communities and to help librarians gain skills, knowledge, and resources in order to serve their communities' needs. Building on the Aspen Report's themes of People and Place, CSL will help public libraries cement their place as essential organizations that are central to the quality of life, civic and cultural engagement, and economic vitality in every municipality. Goal 1 addresses the following needs identified in the needs assessment:

- The library workforce benefits from ongoing training and professional support.
- Librarians benefit from knowing how to develop and capitalize on community partnerships in order to solidify their places as community anchors.
- Librarians benefit from training, support, and tools for planning and assessment.

As a second priority, CSL will continue to support statewide programs that represent the foundations of library service to all people in CT, building on the Aspen Report's theme of Platform. This priority ensures that all CT residents regardless of location, ability, or socio-economic circumstances, will have equal access to quality library services. Goal 2 addresses the following needs identified in the needs assessment:

- Librarians and patrons benefit from sustainable methods of resource sharing that take advantage of a statewide economy of scale.

Both of these goals address ongoing, long term needs. While some projects and activities to support the goals will be finite (e.g. subgrants) or repeated annually (e.g. Summer Reading), others will continue from year to year (e.g. databases).

CSL will meet these goals through a combination of statewide services and programs, special projects, and possible subgrants to libraries. Specific projects and activities may change in response to state budget conditions and CSL's continual reassessment of library needs. As in past years, CSL will continue to pilot and test new initiatives with libraries to determine through data and feedback whether they will be useful to the statewide community. With limited resources, CSL must conduct its due diligence and lay foundations before moving forward with anything new.

Goal 1. Support the impact of libraries as community anchors with increased institutional capacity, community partnerships, and programming focused on the seven literacies.

Projects and Activities:

1. Assist libraries with creating strategic, sustainable partnerships and lifelong learning programs that address the seven literacies in their communities.
 - a. Provide summer reading software and training for public libraries.
 - b. Provide CSLP manuals and training for public libraries.
 - c. Pursue an Urban Library Initiative through the formation of an ACLPD task force to assess the needs of urban libraries and provide access to tools and continuing education that reflect their communities.
 - d. Award subgrants to libraries, as funding and priorities permit.
2. Offer training opportunities and resources for the library workforce to improve their abilities to create strategic, sustainable partnerships and to address the seven literacies in their communities.
 - a. Building on partnerships with state agencies and nonprofit organizations, recruit trainers from those organizations.
 - b. Offer training for the library workforce through workshops, webinars, and information fairs.
 - c. Specifically address cultural competency training, including interactions with veterans and military families.
 - d. Provide access to a circulating collection of professional books and resources for the library workforce.
 - e. Support CT librarians' attendance at the 2017 Futures Conference and similar future learning events.
3. Assist libraries with planning initiatives.
 - a. Provide assistance from DLD staff.
 - b. Encourage use of Aspen Action Guide in library planning.
 - c. Promote the use of Best Practices for CT Public Libraries as a self-assessment and development tool for libraries.
 - d. Award subgrants to libraries, as funding and priorities permit.
4. Provide subject expertise and advice through DLD's library consultants.
 - a. Provide individual consultations on DLD staff subject specialties for library directors, library employees, and boards.
 - b. Continue liaison program in which DLD consultants are paired with libraries and directors in a defined geographic region.
 - c. Provide subject-specific web pages and email discussion lists to support DLD initiatives and programs.
5. Collect annual statistics from public libraries and disseminate the results for local use in planning and budgeting
 - a. Provide staff support for annual data collection and dissemination.
 - b. Participate in COSLA's "Measures that Matter" initiative and promote its use to CT libraries.

Additional activities can be added as the need for them is identified through DLD's and CSL's continuous assessments.

The State Library may offer subgrants to libraries to support some of the projects and activities in Goal 1. This determination of whether to offer subgrants will be made from year to year depending on CSL's projected financial condition.

Benefits and outcomes:

- A more knowledgeable, skilled library workforce.
- Higher patron satisfaction with their library's services.
- More informed patrons.
- Greater number of sustainable partnerships between libraries and public/private community organizations.
- Greater responsiveness by libraries to providing programs and services that meet stated community needs.

Projected use of IMLS funds to meet this goal:

- DLD staff to enact and support these projects
- Software licensing fees
- Instructor and webinar fees
- Contractor fees
- Subscription fees
- Purchase of circulating library materials
- Other necessary supplies and materials
- Training and travel for DLD staff to learn more about these subjects
- Possible subgrants used to pay for consultants, contractors, library personnel, mileage, supplies, library materials, and other program expenses.

The timeline for these projects and activities will be the full five-year period, 2018 – 2022.

Goal 2. Improve access to information and library resources for all residents of the state.

Projects and Activities:

1. Facilitate resource sharing among libraries through a statewide catalog, interlibrary loan system, delivery system, and supplementary library collections.
 - a. Provide access to a statewide catalog (findIT CT) and ILL system (requestIT CT) that include holdings from public, school, academic, and special libraries.
 - b. Train the library workforce to use the statewide catalog and interlibrary loan system in order to find resources for their patrons.
 - c. Acquire supplementary collections and circulate them to libraries through the service center and LBPH.
 - d. Support a sustainable solution for statewide delivery of physical library materials (deliverIT CT).
2. Provide access to scholarly and popular databases (researchIT CT) for all residents and students.
 - a. Select databases, negotiate vendor contracts, and purchase subscriptions.
 - b. Train the library workforce to use electronic databases effectively in order to find resources for their patrons.
 - c. Promote the availability of these free resources for all CT patrons.
3. Offer a statewide eBook and digital resource sharing platform populated with electronic resources for use by all CT library card holders.
4. Expand the services and impact of LBPH beyond just the provision of recreational resources to patrons with print disabilities.
 - a. Increase outreach activities to new patrons and partner organizations.
 - b. Circulate materials.
 - c. Offer reader's advisory services to patrons.

Additional activities can be added as the need for them is identified through DLD's and CSL's continuous assessments.

The statewide catalog, ILL, and delivery all support the borrowIT CT program, which allows any patron to borrow an item from any public library and return the item to any other public or academic library in the state, with the delivery system providing item delivery back to the owning library.

Benefits and outcomes:

- All CT students and residents have access to a wide range of electronic resources to support their research and lifelong learning needs.
- All CT residents can find and borrow the library materials they want in the format they want.
- A more knowledgeable, skilled library workforce can locate and obtain materials requested by patrons.

Projected use of IMLS funds to meet this goal:

- DLD staff to enact and support these projects
- Database licensing fees
- Contractor fees
- Purchase of circulating library materials
- Other necessary supplies and materials
- Equipment rental

- Training and travel for DLD staff to learn more about these subjects

The timeline for these projects and activities will be the full five-year period, 2018 – 2022.

Coordination Efforts:

State Goal	IMLS Focal Area(s)	LSTA Purposes	Associated Project	IMLS Intent
1. Community Anchors	Institutional Capacity. If subgrants are issued, then focal areas could also include Lifelong Learning; Human Services; Employment and Economic Development; Civic Engagement	1, 3, 4, 5, 6, 7, 8	Seven literacies	Improve users' general knowledge and skills
			Professional development	Improve the library workforce
			Planning	Improve library operations
			Consulting/DLD Admin	Improve library operations
			Public library statistics	Improve library operations
2. Information Access	Information Access	2, 3, 5, 6, 7, 8	Resource sharing	Improve users' ability to obtain information resources.
			Statewide databases	Improve users' ability to discover information.
			LBPH	Improve users' ability to obtain information resources.
			eBook platform	Improve users' ability to obtain information resources.

CSL is committed to continuing to work with other state agencies and offices to coordinate resources, programs, and activities to leverage federal and state investments in childhood education, workforce development, and other programs and activities related to library services. CSL will continue its partnerships with the CT Access to Justice Working Group to offer training in legal reference, CT Saves/Money Smart Week to support financial literacy programs, and UConn Health Library to offer training in health reference. Likewise, CSL will continue to cooperate with the CT Department of Education and the Governor's Summer Reading Challenge on summer reading programs and reading lists. Outside Connecticut, CSL will continue to work with state and regional partners, including other SLAAs, COSLINE, NYPL, the National Network of Libraries of Medicine/New England Region, and the IMLS Community Salute initiative.

Evaluation Plans

CSL will use a variety of methodologies in evaluating the success of the projects in meeting the two goals.

LBPH will continue self-assessments through patron surveys with the target of maintaining a high level of patron satisfaction from year to year.

CSL will provide responses in the State Program Report (SPR) to outcomes-based assessment questions for training opportunities for the library workforce, use of the professional

development collection, subgrant-funded instruction programs for library patrons/public, and subgrant-funded strategic plans produced by libraries. This data will be collected through surveys administered after library workforce training, surveys collected from librarians who borrow professional development books, and final reports from subgrantees.

Using annual reports, CSL will track and report in the SPR on the following outputs for projects and activities, with the target of sustaining quality of service and satisfaction from year to year, contingent on resources:

Associated Project	Activity	Outputs
Seven literacies	Summer Reading: CSLP training and manuals	# libraries using CSLP
	Summer Reading: Wandoo software	# libraries using provided software, minutes/pages/books read as tracked in software, # participants in summer reading
Planning	DLD planning consultations	# consultations
Resource sharing	Statewide catalog	# libraries participating, # items included
	ILL system	# libraries participating, # items borrowed
	Statewide delivery system	# libraries participating, # items delivered
	Service Center circulation	# items loaned
	Collections acquisition	# items purchased
Statewide databases	Databases	# libraries using databases, # page views
LBPH	Circulation and Reader Advisory	# items acquired, # items loaned, # patrons

These annual assessments will feed into the overall independent evaluation of this Five-Year Plan in state FY22 (Fall 2021 through March 2022).

Stakeholder Involvement

CSL uses the following procedures to involve libraries and library users throughout the state in policy decisions.

The State Library Board (SLB) determines policy for the State Library and provides for the supervision of the State Library by a State Librarian appointed by the Board. Section 11-1 of the Connecticut General Statutes assigns to the Board responsibility for:

- the supervision of the State Library by a State Librarian
- planning for state-wide library service, other than for school libraries
- maximum state participation in federal aid for public libraries
- establishing standards for principal public libraries
- appointing an advisory council for library planning and development [ACLPD]
- instituting and conducting programs of state-wide library service
- maintaining the state's principal law library
- maintaining a library service for the blind and other persons with disabilities
- planning and developing the Connecticut Digital Library
- making construction grants to public libraries

- creating and maintaining the official state archives
- programs for library development and reader services
- operating the Raymond E. Baldwin Museum of Connecticut History and Heritage.

The Advisory Council for Library Planning and Development (ACLPD) provides the State Library Board and staff with advice, perspective, and communication from the library community on matters relating to the State Library's various statewide program and service responsibilities, including the administration of the federal Library Services and Technology Act. Its 19 members consists of one representative from each of the following interest areas:

- Small public libraries (serving less than 10,000 population)
- Medium public libraries (serving 10,000 to 99,999 population)
- Large public libraries (serving 100,000 and over population)
- Connecticut Library Consortium (CLC)
- Libraries participating in shared automation systems
- The Connecticut Library Association (CLA)
- Special libraries
- Academic libraries
- Institution libraries
- Libraries serving persons with disabilities
- The Department of Education
- The Department of Higher Education
- Six users of libraries

Members of the library community and members of the public are welcome to attend both SLB and ACLPD meetings, where they can address these groups during periods of public comment.

CSL and DLD staff meet regularly with committees and task forces that support statewide projects, such as deliverIT taskforces, the Connecticut Digital Library Advisory Board, and the eResource Advisory Task Force.

LBPH reports annually to the National Library Service for the Blind and Physically Handicapped (NLS), U.S. Library of Congress.

Communication and Public Availability

CSL will continue to inform the State Library Board, the State Librarian, and Advisory Council for Library Planning and Development about the new plan and progress on meeting its goals. DLD will post the new Five-Year Plan on its website (<http://libguides.ctstatelibrary.org/dld>), which is readily available to the library community and the public. CSL will also share information about the new plan via press releases and email discussion lists to CT librarians. Copies of the plan are available upon request.

CSL will provide an annual report to the library community showing what was accomplished with each year's LSTA allotment.

Monitoring

DLD monitors the Five-Year Plan through both formal and informal methods. DLD staff, including the LSTA Coordinator, will assess progress on the Five-Year Plan goals and projects annually in August/September, including a review of annual reports from statewide programs such as deliverIT and the catalog/ILL system. DLD will review activities related to Goal 1 to ensure that all seven literacies are being addressed and will adjust service offerings as needed in the following year to address gaps.

ACLPD will establish a permanent subcommittee for statewide resource sharing services to include the delivery service. ACLPD and its subcommittees will continually assess and adapt the resource sharing systems to ensure sustainability, based on communication with libraries and consortia/networks.

When subgrants are awarded, the LSTA Coordinator will oversee financial and programmatic monitoring of them through communications with the project director, evaluation and expenditure reports, and a site visit, where feasible.

The LSTA Coordinator will track LSTA spending on projects monthly to ensure compliance with federal regulations and correct allocation of expenses to specific projects.

Assurances

These required certifications and assurances are submitted with this plan:

- Assurances of Non-Construction Programs
- State Legal Officer's Certification of Authorized Certifying Official
- Internet Safety Certification for Applicant Public Libraries, Public Elementary and Secondary School Libraries, and Consortia with Public and/or Public School Libraries

Glossary of Acronyms

ACLPD: Advisory Council for Library Planning and Development

CDLAB: Connecticut Digital Library Advisory Board

COSLA: Chief Officers of State Library Agencies

COSLINE: Council of State Libraries in the Northeast

CSL: CT State Library

CSLP: Collaborative Summer Library Program

DLD: Division of Library Development, CT State Library

LBPH: Library for the Blind and Physically Handicapped

LSTA: Library Services and Technology Act

SLAA: State Library Administrative Agency

SLB: State Library Board

SPR: State Program Report