

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

LSTA Five-Year Plan

2018 - 2022

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

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

**Guam Public Library System
*Sisteman Laibirihan Pupleko Guåhan***

**254 Martyr Street
Hagatna, Guam 96910
Phone (671) 475-4753/54
Fax (671) 477-9777**

August 2017

MISSION The 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.

OVERVIEW

The Guam Public Library System (GPLS) is the State Library Administrative Agency (SLAA) that manages Guam's LSTA Program. LSTA program funds have played an important role in establishing, maintaining, and improving services to underserved communities. The specific library services needs identified in the Five Year Plan is the result of the recent Five Year Evaluation Report sent to IMLS on February 27, 2017 and patron surveys. A Committee was also assigned which comprised of the Administrative Officer, Library Technician Supervisor, Administrative Assistant, Program Coordinator I, Clerk Typist III and a Secretary all employees of GPLS to discuss, evaluate and consider the proposed library needs in the present Five Year Plan that will serve the needs of the people of Guam.

GOALS FOR FY 2018 – FY 2022

1. Expand, support and improve library programs and services.
2. Provide training and professional development to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services.
3. Ensure equitable access to information resources and library services for individuals with disabilities.
4. Information technology upgrades.

►Need #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 individual's needs for education, lifelong learning, workforce development and digital literacy skills. (LSTA Priority #1)

Summary Needs Assessment

- The Guam Public Library serves a very diverse community comprised of a population base representing different cultures from the region and serves as the sole public library of Guam. Literacy programs and underserved patron groups can be better served through the extension of outreach programs through more meaningful collaboration with community-based organizations (CBO's). GPLS has one Program Coordinator position. The position was filled under the past Five Year LSTA Plan (2008 – 2012) and (2013-2017). The recruitment of a Program Coordinator I is essential for maintaining the

research, planning and development of existing and new library programs and services in coordination with the Project Director for GPLS.

The Program Coordinator I has the responsibility for continued collaboration and networking with CBO's and community leaders, planning and promotion of library events, dissemination of program information, increase library profile, the continued improvement of existing and new literacy programs and the preparation of reports for review by the Project Director for submission to IMLS.

- In 2011, a Grant from the Department of Interior was awarded to GPLS for the main library in Hagatna for the renovation of its existing library and construction of two new buildings which were completed in March 2016. The Guam Public Library System has its first ever study room; game room and a new building which is a children's library and an internet café. With these new additions, further steps must be taken to serve the needs of its community for all ages.
- 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 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 GPLS.

GOAL #1: Expand, support and improve library programs and services.

Programs (Activities):

1. Recruitment of a Program Coordinator I to ensure continuity in sustaining, developing, implementing and improving existing and new library programs and services who reports directly to the Project Director for GPLS. In addition, the Program Coordinator I will also prepare reports for review by the Project Director for submission to IMLS.
2. GPLS will continue to aggressively collaborate with CBOs to establish different marketing ideas and strategies to better promote all LSTA funded services and special events that the Guam Public Library System has to offer its community.
3. Implementation of a new literacy learning program.
4. Implementation of a new outreach literacy program for low-income housing areas throughout the remote areas of Guam.
5. Develop a measurable training program to teach patrons of all ages the basic use of computers and the use of internet.

Output Targets:

- Basic computer training for all patrons. (2018-2022)

- New literacy learning program. (2018-2022)
- New outreach program will be held monthly targeting low-income communities around the island. (2018-2022)
- Increase the dissemination of LSTA funded library services and materials with flyers, brochures, public service announcements (PSA), and median reports, including cross-promotion in collaboration efforts with CBOs. (2018-2022)

Outcome Targets:

- Patrons participating will learn and develop the skills that can be carried on to their work place, school or home. They will also have a greater appreciation of new technology and its connection to their public library.
- The growth of literacy skills is a vital part of overall development. It is the foundation for doing well in school, at work, socializing with others, developing independence and personal empowerment.
- Providing learning opportunities outside of the library will attract patrons of all ages who do not typically visit the library.
- Collaboration with CBOs and cross promoting reaches a wider audience. These sorts of mutual relationships yield favorable results in the pursuit of a common goal.

Evaluation Methods:

- Evaluation surveys will be conducted for each computer training class.
- Program Coordinator I with the assistance of the Grant Committee for GPLS comprised of the Administrative Officer; Library Technician Supervisor; Administrative Assistant; Clerk Typist III; Secretary and Administrative Aide will provide a description of each program, collect information on the number of participants, their attendance and the quality and types of resources used.
- Documentation and record-keeping of marketing efforts and CBOs.
- Develop a working group to help promote all programs.

► Need #2: 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. (LSTA Priority #3)

Summary Needs Assessment

- Improving services to patrons by developing the information skills of the Guam Public Library System (GPLS) employees. GPLS sees itself as an educational platform. Endless efforts must continue to be technically proficient and technology advanced to better serve its patrons, the employees and the Guam Public Library System.

GOAL #2: Provide training and professional development to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services.

Programs (Activities):

1. Training opportunities will be offered in a variety of ways. Learning experiences include but are not limited to formal training courses, informal learning activities, mentoring, workplace learning, seminars, on-line courses, conferences, presentations, research, study courses and service activities.

Output Targets:

- The Management Team will research and select relevant training for GPLS staff. (2018-2022)
- Purchase of twenty (20) computer laptops. (2018 - 2019)

Outcome Targets:

- GPLS staff will acquire the knowledge, increase their skills to practice and apply the concept to specific responsibilities.
- It will refresh their minds of their current role and equip them to face the challenges and changes of the future.
- Computer laptops will be used for training purposes and as needed, to be used by patrons.

Evaluation Methods:

- Two different types of evaluations will be done depending on the type of training.
 1. The Donald Kirkpatrick's Four-Level Training Evaluation Model will be used. Kirkpatrick's best known work is the 1994 edition of *Evaluating Training Programs*. The four-levels consist of:
 - Reaction – This level measures the trainee's reaction to the training.
 - Learning – How much has their knowledge increased as a result of the training.
 - Behavior – Their ability to perform the skills learned and how they apply it.
 - Results – Analyze the final results of the training.
 2. Questionnaires that can produce both quantitative data with closed-end questions and qualitative information which would require a descriptive response.

► **Need #3: 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. (LSTA Priority #5)**

Summary Needs Assessment

- The Guam Public Library System (GPLS) plays a significant role in the lives of people with disabilities by facilitating their full participation in society. GPLS' strategy is to ensure that its resources and services meet the needs of all people. With that approach and keeping within the library's mission, those accommodations include assistive technology, library materials in a variety of formats and auxiliary devices. 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 (NLS) for the Blind and Physically Handicapped, Library of Congress. Over a five-year period, the number of those registered with NLS has increased by 100%, Digital Talking Books by 388%, Braille magazines by 1,333%, the count of equipment and accessories by 8% and the circulation of Talking Books increased by 36%. The Guam Public Library System has been the Sub-Regional Library for over 30 years. *(Statistics provided from the LSTA Five-Year Plan for GPLS from 2013-2017 Evaluation)*

GOAL #3: Ensure equitable access to information resources and library services for individuals with disabilities.

Programs (Activities):

1. GPLS will continue successfully collaborating with existing CBOs such as the Guam Center for Excellence in Developmental Disabilities Education Research and Service (CEDDERS), the Department of Integrated Services for Individuals with Disabilities (DISID), the Department of Education Special Education Division and potential future CBOs.
2. GPLS will continue as a Sub-Regional Library for the Blind and physically Handicapped.
3. Continuation of Homebound Delivery Services.
4. GPLS will expand its assistive technology by procuring more software programs and equipment, where funding is available. To name a few of them are...

Zoom Text – magnification and screen reading software.

Browse Aloud Plus – A speech, reading and translation software.

JAWS – A screen reader that provides speech and Braille output.

Hands-free mouse – For people who have no use of their hands or limited ability.

Audio books

Headphones

5. Workshops on using assistive technology for fun, literacy, and independence.

Output Targets:

- Promoting awareness of GPLS' services by distributing promotional materials. (2018-2022)
- Information resources received and collected from our CBOs will include materials such pamphlets, notices, announcements, etc., with up-to-date information on the spectrum of disabilities. (2018-2022)
- Improve patrons need for assistive technology. (2018-2022)

Outcome Targets:

- Facilitate and enable full and active participation and access to collections, services, programs and public and work spaces by people with disabilities.
- GPLS staff will be kept abreast of updated information and changes in assistive technology through strong partnership with its CBOs.
- People with disabilities feel welcomed and the library provides a positive environment in which an individual's need can be accommodated and privacy respected.

Evaluation Methods:

- Documentation and record-keeping of collaboration efforts with CBOs.
- GPLS will take inventory and add to its collection of assistive technology.
- GPLS will post on its website the availability of its resources for the special needs population.
- Seek feedback from the special needs community on their experiences of the library's services and how we can better serve their needs.

► **Need #4: (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; (7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks. (LSTA Priority #1 & #7)**

Summary Needs Assessment

- The Guam Public Library serves as a cornerstone for its community for accessing information and technology, developing digital literacy skills, and providing support services to students, families and communities. Libraries have a critical need to keep up with technology. Patrons expect access to a wide variety of information sources in digital format.
- As technology advances, GPLS intends to advance with it to better serve its patrons and enhance the skills and knowledge of its employees. The Guam Public Library is trying to

adjust its services with these advances while at the same time many patrons are eager to see libraries digital services expand.

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

Programs (Activities):

1. GPLS will implement a “Virtual Information Center.” This is going to be a designated area in the library that will have workstations for databases.
2. Procure electronic resources by subscribing to databases, subscriptions and purchasing software if necessary.

Output Targets:

- Providing immediate access to resources not available in physical collections.
- The range of resources will meet the information needs of different users.
- Patrons will have a package of databases and digital resources available for educational, professional and personal development.

Outcome Targets:

- These electronic resources contain more up-to-date information than physical collections.
- It is a teaching tool for information literacy as it will enable users to find their way around the various resources.
- This will be able to accommodate users that are visually impaired through the use of audio and voice.

Evaluation Method:

- After the implementation, an indicator of progress would be the sign in and attendance record log of the “Virtual Information Center.”
- Community input and satisfaction will be determined through two surveys that will be developed by the Evaluation team consisting of the Project Director and all key personnel involved in this project. The first survey will be collected from patrons to get a general idea on what they would like to see in the information center. The second survey will be collected from patrons that utilize the information center and how we can better serve their needs. This information collected will be used to improve and upgrade services with this added feature.

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.

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

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 GPLS. 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.

GPLS will select from the listing of Evaluation Specialists from LSTA 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 (2018 – 2022).

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.

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 groups' needs and will

include an appropriate combination of presentations and meetings, print and electronic media and required reports.

Monitoring Procedures

GLS 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 review to monitor each project. Any necessary corrective action will be decided in collaboration with the stakeholders.

Cross-Walk of Services/Activities with Focal Areas

GOAL #1: EXPAND, SUPPORT AND IMPROVE LIBRARY PROGRAMS AND SERVICES

PROJECT/ACTIVITY	FOCAL AREA	INTENT
Recruitment of a Program Coordinator I	Institutional Capacity	<ul style="list-style-type: none"> • Improve library operations
Collaboration with Community Based Organization's (CBOs) to promote LSTA funded services and events	Information Access	<ul style="list-style-type: none"> • Improve users' ability to obtain and/or use information resources
New Literacy Program (0-5 years old) "A Learning We Will Go"	Lifelong Learning	<ul style="list-style-type: none"> • Improve users' general knowledge and skills
New Literacy Program (6-12 years old) "Come Read With Us"	Lifelong Learning	<ul style="list-style-type: none"> • Improve users' general knowledge and skills
Program to teach patrons basic use of computers and use of the internet	Lifelong Learning	<ul style="list-style-type: none"> • Improve users' general knowledge and skills

GOAL #2: PROVIDE TRAINING AND PROFESSIONAL DEVELOPMENT TO ENHANCE THE SKILLS OF THE CURRENT LIBRARY WORKFORCE AND LEADERSHIP, AND ADVANCE THE DELIVERY OF LIBRARY INFORMATION AND SERVICES

PROJECT/ACTIVITY	FOCAL AREA	INTENT
Training opportunities for GPLS Staff	Institutional Capacity	<ul style="list-style-type: none"> • Improve library operations

GOAL #3: ENSURE EQUITABLE ACCESS TO INFORMATION RESOURCES AND LIBRARY SERVICES FOR INDIVIDUALS WITH DISABILITIES

PROJECT/ACTIVITY	FOCAL AREA	INTENT
Collaboration with Community Based Organizations (CBOs) servicing the population with disabilities	Information Access	<ul style="list-style-type: none"> • Improve users’ ability to obtain and/or use information resources
GPLS will continue as a Sub-Regional Library for the Blind and physically handicapped	Information Access	<ul style="list-style-type: none"> • Improve users’ ability to obtain and/or use information resources
Homebound Delivery Services	Information Access	<ul style="list-style-type: none"> • Improve users’ ability to obtain and/or use information resources
Procurement of Assistive Technology	Information Access	<ul style="list-style-type: none"> • Improve users’ ability to obtain and/or use information resources

GOAL #4: ENABLE THE GUAM PUBLIC LIBRARY SYSTEM TO ACQUIRE AND UPDATE TECHNOLOGY TO ENSURE THAT GPLS PROVIDES PROGRAMS AND SERVICES THAT PROMOT LIFELONG LEARNING AND SUPPORT THE DEVELOPMENT OF THE 21ST CENTURY

PROJECT/ACTIVITY	FOCAL AREA	INTENT
Implementation of a “Virtual Information Center.”	Information Access	<ul style="list-style-type: none"> • Improve users’ ability to obtain and/or use information resources
Procurement of electronic resources by subscribing to databases, subscriptions and purchasing software if necessary	Information Access	<ul style="list-style-type: none"> • Improve users’ ability to obtain and/or use information resources