Arkansas State Library

2018-2022 LSTA Grants to States Five-Year Plan

Submitted to IMLS
June 23, 2017

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MISSION STATEMENT

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

NEEDS ASSESSMENT

The following sources were reviewed and analyzed to determine the needs of Arkansas libraries:

- Evaluation of the Arkansas State Library 2013-2017 LSTA Five-Year Plan (*Evaluation*)
- National Library Service for the Blind and Physically Handicapped Consultant Site Visit Report (*NLS Report*)
- Arkansas State Library 2013-2017 LSTA Five-Year Plan (*Current Plan*)

In addition to these data sources, ASL staff members working closely with libraries around the state contributed their knowledge of Arkansas libraries' needs towards the needs assessment and the five-year plan.

The in-depth *Evaluation* includes a review of background documents (SPR, ASL Board Minutes, etc.), an online survey, focus groups and interviews of librarians from all types of libraries across the state. The *NLS Report* includes interviews with ASL Library for the Blind staff, review of records, and review of patron survey results. These data sources identify needs not included in the Current Plan, needs not met, newly identified needs, and on-going services that meet the needs of Arkansas libraries and citizens.

The data sources apply to ASL staff, ASL board, library personnel throughout the state, citizens, government officials, and other interested stakeholders.

Data sources were reviewed by ASL staff with input from the independent evaluator. From this in-depth review, goals and projects were developed to address the needs identified in the data sources. ASL staff determined which goal and project would meet which need. A draft of this plan was presented at the May ASL Board meeting for review by board members and library directors/staff. The draft was also sent to the statewide library community through the Arkansas Library Association Listserv and other email groups. Comments on the needs, goals, and projects in this plan were encouraged for possible inclusion.

To keep up-to-date with library needs across the state, ASL will survey libraries periodically and review staff reports on local library site visits. Evaluations from training sessions and workshops will be reviewed as well as the annual State Program Report (SPR).

The following identified needs are used in the development of this five-year plan.

NEED 1 - COMMUNICATION

Effective communication between ASL and libraries and the public is the primary need identified in the *Evaluation*. Most participants taking the survey, focus groups and interviews expressed a desire for better communication, outreach, and collaboration with ASL. The need for better communication encompasses every area of the LSTA program. The *NLS Report* identifies communication as a need and recommends the development and implementation of a public awareness program as well as resume production of a quarterly newspaper. Increasing visibility of all LSTA projects is encouraged throughout the *Evaluation* and *NLS Report,* with the recommendations addressed in this plan.

NEED 2 – INFORMATION ACCESS

The *Evaluation* documented the need for sustained access to information, especially the Traveler Statewide Database Project. The survey, interviews, and focus groups repeatedly expressed the invaluable nature of the information resources ASL provides. Maintaining and expanding access to information is a vital role for ASL. The need for such services is ongoing. Recommendations from the *Evaluation* are addressed in this plan.

NEED 3 – CONTINUING EDUCATION

Continuing Education (CE) was one of the most commented on topics throughout the *Evaluation* process. The comments ranged from high praise of presented content to disappointment in a lack of a calendar of events. CE continues to be a vital and sustained need for staff and decision makers in all types of libraries. Recommendations from the *Evaluation* are addressed in this plan.

NEED 4 – TARGETED SERVICES

The Library for the Blind and the Summer Reading Program reach the most vulnerable audiences and are critical to the purposes of LSTA. The need to continue these projects is evident in the *Evaluation* and *NLS Report*. It is of utmost importance to market and improve the services provided to patrons with difficulties using/accessing a library, including those who are socially or economically disadvantaged. Recommendations from the *Evaluation* and *NLS Report* are addressed in this plan.

NEED 5 – TECHNOLOGY SUPPORT

Technology support throughout the state is vital not only to ASL, but also to libraries, particularly rural ones. The IT Support and Management project is vital to the success of all other LSTA projects. As documented in the Evaluation, the E-Rate and Technology Support positions and resulting services provided to public libraries continue to play an important and integral part of ASL. Recommendations from the *Evaluation* are addressed in this plan.

GOALS

The following Goals are arranged by priority of need from the Needs Assessment. Need 1 is an overall need that is reflected in projects within each goal. Goal 1-4 addresses Needs 2-5, respectively.

GOAL 1

ENHANCE ACCESS TO INFORMATION FOR LIFELONG LEARNING FOR ALL ARKANSANS.
The Arkansas State Library supports lifelong learning for all Arkansans by expanding access to information resources of all types through digitization, preservation, maintenance of collections; and by maintain, improving, and creating new models of access to those resources.

NEED 1 – COMMUNICATION
NEED 2 – INFORMATION ACCESS

LSTA PRIORITIES

1) Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.

2) Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b) (6), for the purpose of improving the quality of and access to library and information services.

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

7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

PROJECTS

Projects are listed in alphabetical order. Potential projects that may be funded include but are not limited to:

A. **ARKANSAS CENTER FOR THE BOOK** encourages reading, writing, and literacy among all ages of Arkansas Citizens through several programs/activities.

   Focal Area – Lifelong Learning
   Intent – Improve user's general knowledge and skills

   Procedures/activities associated with this project for potential implementation include, but are not limited to:

   - Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.

- Collaborate with the Library of Congress Center for the Book by participating in the annual "Letters about Literature" contest for school children in grades 4 through 12.
- Coordinate the "If All Arkansas Read the Same Book" project, author visits, publicity items, and presentations.
- Maintain book club collections for use in public, private, academic, and institutional library-connected book clubs throughout Arkansas.
- Promote Arkansas authors and reading programs through various activities, including participation in The National Book Festival.
- Support book awards for readers of all ages through promotion of selected books to school and public libraries with posters, bookmarks, and other communication tools.
- Ensure that this project is represented on the ASL webpage, including links to documents and publications produced by this project.
- Encourage collaborations and partnerships among public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.
- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

The project benefits readers of all ages through the provided associated procedures/activities.

- Total number of items circulated
- Average number of items circulated/month
- Presentation/performance length
- Number of presentations/performances administered
- Average number in attendance per session
- Total number of consultation/reference transactions
- Average number of consultations/reference transactions per month

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

A. **COLLECTION MANAGEMENT** project acquires, processes, catalogs, maintains, and delivers resources for the State Library. These resources are visible to the citizens of Arkansas through the ASL online catalog and worldwide through OCLC WorldCat.

Focal Area – Information Access
Intent – Improves user's ability to discover information resources

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Provide original cataloging services and consultation for libraries and/or agencies with little or no professional cataloging expertise.
- Investigate feasibility of creating state-wide library consortia for purchasing digital resources.
- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
- Maintain access to digital resources via ASL website.
- Encourage collaborations and partnerships between public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.
- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

The Collection Management project benefits the library community by sharing expertise on cataloging. Arkansas citizens benefit from access to information through the ASL online catalog.

- # of print materials acquired
- # of electronic materials acquired
- # of items made discoverable to the public
- # of collections made discoverable to the public
- # of holdings

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

B. **DIGITAL SERVICES** project provides free access to state and federal government documents to the public, state government agencies, and libraries across the state.

Focal Area – Information Access
Intent – Improve user's ability to discover information resources

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Identify opportunities to create digitization consortia or collaborations to develop, promote, and support guidelines for digital content creation, access, and management, based on national standards.
- Develop a long-term digital preservation policy.
- Identify collection and storage needs for digitization and preservation in libraries and agencies.
- Provide training in digitization, while incorporating developed guidelines that follow national standards.

- Execute obligations as a Regional Federal Documents Depository Library and provide support to the selective Federal Depository Libraries as needed.

- Maintain the ASL integrated library system (ILS).

- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.

- Encourage collaborations and partnerships among public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.

- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.

- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

The Digital Services project benefits Arkansas citizens by providing information statewide through libraries and agencies.

- # of print materials acquired
- # of electronic materials acquired
- # of items reformatted, migrated, or for which other digital preservation-appropriate action was taken
- # of items conserved, relocated to protective storage, rehoused, or for which other preservation-appropriate physical action was taken.
- Presentation/performance length (minutes)
- Number of presentations/performances administered
- Average number in attendance per session
- # of items digitized

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

C. **INFORMATION SERVICES** project provides reference and interlibrary loan services to government agencies, businesses, libraries, and citizens. The only U.S. Patent and Trademark Resource Center in Arkansas is part of Information Services.

Focal Area – Information Access
Intent – Improve user's ability to discover information resources

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Provide information services to Arkansas citizens, state government agencies, businesses, and Arkansas libraries, as well as out-of-state entities.
- Develop and maintain employment-related resources to assist the state's unemployed/underemployed to find jobs.
- Provide training and workshops on the use of patent and trademark resources to Arkansas libraries statewide, state government, businesses and Arkansas citizens.
- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
- Encourage collaborations and partnerships among public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.
- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

This project benefits Arkansas citizens, government agencies, and libraries of all types by providing access to information through reference and interlibrary loan services.

- Total number of consultation/reference transactions
- Average number of consultation/reference transactions per month
- Total number of items circulated
- Average number of items circulated/month
- Total number of ILL transactions
- Average number of ILL transactions/month

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

D. **TRAVELER STATEWIDE DATABASE** project provides research databases to all types of libraries and to all citizens of Arkansas through remote access.

Focal Area – Information Access
Intent – Improve user's ability to obtain and/or use information resources

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Purchase subscriptions to full-image/text databases.
- Investigate, develop, and implement one or more statewide collaborative contracts for libraries and/or agencies to use full-image/text services.
- Maintain portal for ease of both end user access and facilitating the registration of participating libraries to include a current Traveler roster.
- Aggregate, track, and evaluate database usage to inform subsequent subscriptions.
- Promote information literacy through partnerships with and between libraries, organizations, and agencies.
- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
- Encourage collaborations and partnerships among public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.

- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

The project benefits Arkansas citizens by providing databases for research purposes available through libraries and remote access.

- Session length
- Number of sessions in program
- Average number in attendance per session
- Number of times program administered
- # of participants who Agree or Strongly Agree that they learned something by participating in this library activity.
- # of participants who Agree or Strongly Agree that they are confident about using what they have learned.
- # of participants who Agree or Strongly Agree that they will apply what they have learned.
- # of participants who Agree or Strongly Agree that apply what they learned will help improve library services to the public.
- Number of licensed databases acquired

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

GOAL 2

PROVIDE TRAINING AND PROFESSIONAL DEVELOPMENT TO THE STATE'S LIBRARY WORKFORCE.

The Arkansas State Library provides training and professional development, including continuing education, to improve skills, promote leadership, and enhance recruitment efforts within the profession, with an overall aim of advancing the delivery of library services.

NEED 1 - COMMUNICATION

NEED 3 – CONTINUING EDUCATION

LSTA PRIORITIES

3) (a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.

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

PROJECTS

The following projects and procedures/activities support the library community through the ASL infrastructure.

Projects are listed in alphabetical order. Potential projects that may be funded include, but are not limited to:

A. **CHILDREN'S SERVICES WORKSHOP** offers access to a full day of specialized training for library personnel working with children and teens.

   Focal Area – Institutional Capacity
   Intent – Improve the library workforce

   Procedures/activities associated with this project for potential implementation include, but are not limited to:

   - Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
   - Provide sessions conducted by national speakers, local librarians, and/or local resource people on various topics related to children and teen library services.
   - Encourage collaborations and partnerships among public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
   - Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
   - Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.
   - Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

B. CONTINUING EDUCATION project meets the needs for professional development at all levels of experience and education in all types of libraries.

Focal Area – Institutional Capacity
Intent – Improve the library workforce

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Provide a Continuing Education calendar in various formats listing available training opportunities within a calendar year.
- Provide training to personnel from all types of libraries, trustees/board members, local government leaders, and archives/museum staff.
- Explore the feasibility of participating in a continuing education consortium and investigating partnerships with continuing education requirements.
- Promote the visibility and use of the ASL professional collection and services, including ASL library card registration available at presentations.
- Add new professional collection publications to the newsletter or blog or any version of a print CE calendar.
- Develop a program of core competencies with a completion certificate awarded.
- Develop a new directors' orientation program, including the possibility of a mentoring component.
- Develop and provide training on model policies and procedures in all areas of library operations.
- Provide grant assistance through research, provide information to libraries as requested, and inform the library community of grant opportunities as they become available.
- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
- Encourage collaborations and partnerships among public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.

- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

C. **LIBRARY CONSULTING SERVICES** project provides consulting services to all Arkansas public library staff and members of their boards of trustees.

Focal Area – Institutional Capacity
Intent – Improve the library workforce

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Provide onsite, web based, and phone service to libraries statewide on any and all library related issues.
- Print and distribute to public libraries the Arkansas Public Library Laws Annotated every 2 years, if financially possible.
- Training on Public Library Laws offered on demand but also regularly scheduled in the CE calendar or at the state conference or public library training days.
- Distribution of other related publications/materials such as, but not limited to, Robert's Rules of Order, the Constitution of the State Of Arkansas, Legal Guide for Arkansas Non Profit and Volunteer Organizations
- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
- Administration of the Annual Public Library Survey for IMLS, including on-on-one assistance during the survey submission window, and distribution of materials developed from the submitted data.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.
- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

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

- Total number of consultation/reference transactions.
- Average number of consultation/reference transactions per month.
- # of participants who Agree or Strongly Agree that they learned something by participating in this library activity.
- # of participants who Agree or Strongly Agree that they are confident about using what they have learned.
- # of participants who Agree or Strongly Agree that they will apply what they have learned.
- # of participants who Agree or Strongly Agree that apply what they learned will help improve library services to the public.

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

GOAL 3

PROVIDE PROGRAMS AND SERVICES TO TARGETED AUDIENCES.

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

NEED 1 - COMMUNICATION

NEED 4 – TARGETED AUDIENCES

LSTA PRIORITIES

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

5) Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

6) Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved.

7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

PROJECTS

The following projects and procedures/activities support the library community through the ASL infrastructure.

Projects are listed in alphabetical order. Potential projects that may be funded include, but are not limited to:

A. LIBRARY FOR THE BLIND project provides non-print public library service directly to Arkansans unable to use standard print material due to a visual, physical, or reading disability.

Focal Area – Information Access
Intent – Improve user's ability to obtain and/or use information resources

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of strategic marketing plan to increase program visibility and use throughout the state.
- Provide services to the blind and physically handicapped in all 75 counties of Arkansas through continued support of the Regional Library for the Blind.
- Participate in the National Library Service for the Blind BARD program (Braille and Audio Reading Download).
- Increase visibility of the Library for the Blind through various means, including exhibits, brochures, and newsletters.
- Increase public library awareness on the availability of public access computer software for visually impaired.
- Develop and implement a coordinated public awareness, education, and outreach plan for Arkansans eligible for the program.
- Develop and implement a public awareness program targeted at students in library and information science, education, early childhood education, social services, disability studies, and similar university programs.
- Partner with area colleges or universities and other agencies to create internship opportunities.
- Provide information and referral services on disabilities to libraries, state agencies, volunteer organizations, and interested citizens.

- Encourage library efforts to comply with the Americans with Disabilities Act (ADA) on an ongoing basis.

- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.

- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.

- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

The Library for the Blind and Physically Handicapped provides a service to a segment of the population that would otherwise have no library service.

- Total number of consultation/reference transactions
- Average number of consultation/reference transactions per month
- Total number of items circulated
- Average number of items circulated/month
- Total number of ILL transactions
- Average number of ILL transactions/month
- Presentation/performance length (minutes)
- Number of presentations/performances administered
- Average number in attendance per session

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

B. SUMMER READING PROGRAM provides materials for use by public libraries in their programs. Materials include reading logs, bookmarks, posters, and like items public libraries need for a successful summer reading program.

Focal Area – Lifelong Learning
Intent – Improve user's general knowledge and skills

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.

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

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

- Participate in the Collaborative Summer Library Program.

- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.

- Encourage collaborations and partnerships between public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.

- Support training, professional development, and continuing education opportunities for project staff to better support LSTA projects.

- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded projects.

BENEFITS/OUTCOMES

The Summer Reading Program is a cross-generational program for lifelong learning.

- # of print materials acquired
- # of electronic materials acquired
- # who Agree or Strongly Agree that they are satisfied that the resource is meeting library needs
- # who Agree or Strongly Agree that applying the resource will help improve library services to the public

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

GOAL 4

ENHANCE THE TECHNOLOGICAL ENVIRONMENT OF ARKANSAS LIBRARIES.

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

NEED 1 - COMMUNICATION
NEED 5 – TECHNOLOGY SUPPORT

LSTA PRIORITIES

2) Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b) (6), for the purpose of improving the quality of and access to library and information services.

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

7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

PROJECTS

The following projects and procedures/activities support the library community through the ASL infrastructure.

Projects are listed in alphabetical order. Potential projects that may be funded include, but are not limited to:

A. **E-RATE SUPPORT AND TRAINING** project encourages participation, provides training, guidance, and assists public libraries in the Universal Services Schools and Libraries Program, commonly known as E-Rate.

   Focal Area – Institutional Capacity
   Intent – Improve library's physical and technological infrastructure

   Procedures/activities associated with this project for potential implementation include, but are not limited to:

   - Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
   - Provide guidance/consultation for E-Rate application.
   - Provide training on the policies, guidelines, and administration of E-rate, including procurement procedures.
   - Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.

- Encourage collaborations and partnerships between public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.

- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.

- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

This goal's projects and associated procedures/activities benefit the Arkansas State Library and library community by providing technology support. The IT Support and Management project underpins each and every LSTA funded project that is housed at the Arkansas State Library. The E-Rate support service encourages public libraries to submit applications and guides those who receive E-Rate discounts in administering the program.

- Total number of consultation/reference transactions
- Average number of consultation/reference transactions per month
- # of participants who Agree or Strongly Agree that they learned something by participating in this library activity.
- # of participants who Agree or Strongly Agree that they are confident about using what they have learned.
- # of participants who Agree or Strongly Agree that they will apply what they have learned.
- # of participants who Agree or Strongly Agree that apply what they learned will help improve library services to the public.
- # of presentations/performances administered
- Average number in attendance per session

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

B. IT SUPPORT AND MANAGEMENT provides the information technology infrastructure and services critical to delivery of services and information to Arkansas State Library patrons. This project underpins each and every LSTA funded project that is housed at the Arkansas State Library.

Focal Area – Institutional Capacity
Intent – Improve library's physical and technological infrastructure

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Provide technology support to ASL staff.
- Continue ongoing activities that improve/upgrade the ASL technology infrastructure that provide for testing/implementation of new technologies.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA projects.
- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES
The IT Support and Management project benefits each and every LSTA funded project that is housed at the Arkansas State Library.

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

TIMELINE
All activities will take place 2018-2022, unless otherwise indicated.

- Number of equipment acquired/used
- Number of hardware items acquired/used
- Number of software items acquired/used
- Number of materials acquired/used
- # and percent of support tickets successfully completed

C. **TECHNOLOGY SUPPORT AND TRAINING** project offers advice and assistance in technology matters for public libraries, especially small, rural libraries that do not have a dedicated IT staff position.

Focal Area – Institutional Capacity
Intent – Improve library's physical and technological infrastructure

Procedures/activities associated with this project for potential implementation include, but are not limited to:

- Development and implementation of a strategic marketing plan to increase program visibility and use throughout the state.
- Provide troubleshooting and assessment of computers and internal network connections via on-site, web-based, or telephone consultations.
- House a technology 'petting zoo' of current technology to be used for hands-on training.
- Collaborate with libraries, agencies, and other entities for assessment of technology.
- Provide technology training sessions for all types of libraries.
- Investigate, facilitate, and participate in new training opportunities on various emerging and current technologies.
- Ensure that this project is represented on the ASL website, including links to documents and publications produced by this project.
- Encourage collaborations and partnerships between public libraries, public libraries and other agencies, public libraries and community partners, and between/among all types of libraries.
- Support training, professional development, and continuing education opportunities for project staff to better support LSTA programs.
- Coordinate administration of LSTA funded projects through budgeting, fiscal operations, periodic monitoring of programs, reporting following federal and state guidelines, and the configuration of ASL staff positions to best maximize outcomes of ASL services and LSTA funded programs.

BENEFITS/OUTCOMES

This project benefits those libraries unable to afford either in-house IT staff, or an outside support firm, assuming one was available.

- Total number of consultation/reference transactions
- Average number of consultation/reference transactions per month
- Session Length
- # of participants who Agree or Strongly Agree that they learned something by participating in this library activity.

- # of participants who Agree or Strongly Agree that they are confident about using what they have learned.
- # of participants who Agree or Strongly Agree that they will apply what they have learned.
- # of participants who Agree or Strongly Agree that apply what they learned will help improve library services to the public.

- # of presentations/performances administered
- Average number in attendance per session

EXPENDITURE OF FUNDS

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

TIMELINE

All activities will take place 2018-2022, unless otherwise indicated.

CROSSWALK

Goal	Focal Area	Project	Intent
1 ***Enhance access to information for lifelong learning for all Arkansans*** ***LSTA Priorities: 1,2,4,7***	Lifelong Learning	Arkansas Center for the Book	Improve user's general knowledge and skills
	Information Access	Collection Management	Improve users' ability to discover information resources
		Digital Services	Improve users' ability to discover information resources
		Information Services	Improve user's ability to discover information resources
		Traveler Statewide Databases	Improve user's ability to obtain and/or use information resources
2 ***Provide training and professional development to the state's library workforce*** ***LSTA Priorities: 3,4***	Institutional Capacity	Children's Services Workshop	Improve the library workforce
		Continuing Education	Improve the library workforce
		Library Consulting	Improve the library workforce
3 ***Provide programs and services to targeted audiences*** ***LSTA Priorities: 4,5,6,7***	Information Access	Library for the Blind	Improve user's ability to obtain and/or use information resources
	Lifelong Learning	Summer Reading Program	Improver users' general knowledge and skills
4 ***Enhance the technological environment of Arkansas libraries*** ***LSTA Priorities: 2,4,7***	Institutional Capacity	E-Rate Support	Improve library's physical and technological infrastructure
		IT Support and Management	Improve library's physical and technological infrastructure
		Technology Support	Improve library's physical and technological infrastructure

COORDINATION EFFORTS

Every effort will be made to work with other state agencies and offices to coordinate resources, programs, and activities that strengthen and benefit the LSTA priorities as written into the ASL goals of the 5-year plan. ASL will continue to coordinate efforts at the state level through collaboration and partnerships with the Arkansas Department of Education, Arkansas Educational Television Network, Department of Human Services, and Division of Services for the Blind.

Coordination efforts at the national level includes participation in the Collaborative Summer Library Program (CSLP), the U.S. Patent and Trademark Office, Library of Congress Center for the Book, National Library Service, programs of the American Library Association, and Government Publishing Office (GPO).

Possible new coordination efforts through collaboration and partnerships at the state and national level will also be investigated.

EVALUATION PLAN

Evaluation of the LSTA Five-Year Plan will be on-going and based on annual State Program Reports as submitted to IMLS. Individual program evaluations will encompass different methodologies depending on the type of program evaluated. Standard measures, such as surveys, data collection, record keeping, pre-and post- assessments, observation, and other tools will be used to measure outcomes, outputs, quality, quantity, cost-effectiveness, and impact of each project.

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

STAKEHOLDER INVOLVEMENT

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

Stakeholder involvement includes, but is not limited to, quarterly Arkansas State Library Board meetings and scheduled periodic advisory committee meetings.
Communication with the Arkansas General Assembly and the liaison in the Office of the Governor will maintain involvement with these stakeholders. Formal and informal communication with librarians of Arkansas and customer surveys to the citizens of Arkansas will maintain their involvement in ASL programs and projects.

COMMUNICATION AND PUBLIC AVAILABILITY

Upon approval, the 2018-2022 Plan will be posted on the Arkansas State Library website with an email link for comments. Printed versions will be provided on request. The plan will remain posted on the ASL website throughout the five-year period and be catalogued as a state document with permanent access through the ASL catalog. The Arkansas State Library Board meetings and the Arkansas Library Association Annual Conference will also be used to disseminate the content of the final State Plan. Communication with other key stakeholders and members of the library community will be accomplished through formal and informal presentations, written reports, email, blogs, press releases, listservs, newsletter features, administrative memoranda, etc. Librarians across the state will be encouraged to provide comment/feedback.

MONITORING

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

Project directors will submit proposals prior to October 1, 2018 that describe their projects in detail throughout the 5-year plan. The ASL Executive Committee will review and approve the proposals ensuring that funded projects follow the 5-year plan. Projects will be prioritized following the needs outlined in this plan.

The projects approved for funding will be based on all of the financial and human resources expected to be available for implementation; evaluation of the prior year programs and activities; and any public input received. New projects, changes in a project, or reevaluation of a project budget may be submitted to the ASL Executive Committee in March of each year. Every effort will be made to coordinate state and federal resources to deliver improved services effectively. Each year, as part of the focusing and action plan development, funds will be budgeted to meet the targeted objectives and activities.