

Arkansas State Library

**LSTA Five-Year Plan
2008-2012**

June 2007

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Arkansas State Library

Agency 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

Need 1: Citizens of Arkansas need electronic information available through libraries of all types with services that are educational and social in content.

Falling through the Net: Defining the Digital Divide,¹ lists Arkansas with 37.3% of households having computers and 26.5% with Internet access. The averages for the United States are 51% households with computers and 41.5% with Internet access. In this document, Arkansas ranks 49th in households having computers and 49th in households having Internet access.

Arkansas is a relatively poor state. According to the 2000 U.S. Census², 14.7% of the population was below poverty level in 1999 including one county with 32.7% below poverty level. This poverty level helps explain the lack of computer access in Arkansas.

¹ U.S. Department of Commerce, National Telecommunications and Information Administration, *Falling through the Net: Defining the Digital Divide*, July 1999 and October 2000.

² U.S. Bureau of the Census, U.S. Department of Commerce, Census 2000 Demographic Summary File 3 Profiles, Arkansas, June 4, 2002.

<http://www.aiea.ualr.edu/csdc/Census2000/DemoProfiles/Tables/Poverty3.html>

Need 2: Libraries of all types need to establish consortia and share resources.

Libraries across Arkansas need the services and experience ASL can offer through LSTA funded projects such as interlibrary loan, reference services, cataloging services, consulting services, workshops, and the *Traveler* Full-Text Database project. By establishing consortia, libraries with like interests can share resources to maximize effects of funds used for projects.

Need 3: Librarians from all types of libraries need educational resources in a variety of formats.

Since the inception of LSTA, the annual Children's Workshop has grown to include school librarians. These librarians have indicated that programs for school librarians are lacking in Arkansas. Some school librarians have said that this workshop is the only continuing education program available to them. ASL will explore the possibility of expanding services to school librarians.

Need 4: Library and information services are needed for Arkansans having difficulty using a library.

The State Institutional Library Services Program and the Library Services to the Blind and Physically Handicapped serve segments of the population of Arkansas who would otherwise have no library services. These programs serve populations who cannot get to a library because of incarceration or mental disabilities and those people who cannot use regular library items due to visual or physical disabilities.

ASL conducted a survey that was sent to all types of libraries (public, academic, special, and school). The results have been instrumental in formulating this five-year plan. ASL will continue to concentrate on those programs that are consistently used while promoting services that are underutilized. Periodic updating of the needs assessment may include research of published articles and statistical information, communication with public librarians

through the Extension Services Office, communication with school, academic, and special libraries, surveys, and focus groups when needed.

Goals

The ASL goals were formulated using the Needs Assessment in coordination with the Library Services and Technology Act.

Goal 1: Link Arkansas libraries electronically with educational, social, or information services. **Need 1.**

Goal 2: Encourage Arkansas libraries of all types in all areas of the state to establish consortia and share resources. **Need 2.**

Goal 3: Provide access to information and educational resources in a variety of formats for individuals of all ages. **Need 3.**

Goal 4: Promote targeted library and information services to Arkansans having difficulty using a library. **Need 4.**

Goal 5: Provide leadership and services to carry out the purposes of the Library Services and Technology Act.

Priorities

The Arkansas State Library has established the following priorities for the use of LSTA funds for the five-year period FY 2008-2012. The State Library Board may establish additional priorities.

- Access to Information
- Resource Sharing
- Education and Training
- Services to libraries and to persons needing special services.

Evaluation Plan

Evaluation of the LSTA Five-Year Plan will be an on-going project that will be based on annual State Program Reports as submitted to IMLS. Evaluations of programs will include different methodologies depending on the type of program being evaluated and listed with the description of each program. 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.

Programs and Activities

The success of the Library Services and Technology Act program in Arkansas depends on the accomplishment of the goals established for programs and activities. For FY 2008-2012, ASL plans a wide variety of programs and activities consistent with LSTA purposes and, at the same time, designed to meet state goals and priorities.

Goal 1: *Link Arkansas libraries electronically with educational, social, or information services.*

Output: Number of libraries registered for *Traveler*.

Benchmark: # and % of libraries registered for *Traveler*

Applied to: Arkansas libraries of all types

Data Source: *Traveler* roster of registered libraries

Data Intervals: Annual

Target: 95% of libraries of all types will be registered *Traveler* users by 2012

Program: *Traveler Full-Text Database Project*

Targeted Population: Arkansas libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide access to full-text databases and indexing services free of charge to all types of libraries statewide.
- ◆ Develop and implement one or more statewide contracts for libraries to use full image/text services.
- ◆ Register libraries participating in *Traveler* and maintain roster of registered libraries.
- ◆ Prepare RFI for portal that will make *Traveler* access easier and improve the registration process.
 - ◆ Implement portal for *Traveler* libraries by the end of 2008.
- ◆ Explore alternative methods to expand statewide electronic access to information databases for Arkansas libraries.
- ◆ Develop a new public awareness campaign for *Traveler*.



Program: *Supporting and expanding statewide cooperative networks.*

Targeted Population: Arkansas libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide and support workshops on networking, automation, and other related activities.
- ◆ Investigate the feasibility of hosting a web site developed through partnerships with other libraries to promote information literacy training.

Timeline: 2008-2010.

- ◆ Encourage libraries to connect electronically with existing networks.
- ◆ Implement an interactive web site for Arkansas academic and public libraries with special collections.
- ◆ Support and maintain the memberships and activities of the State Library-sponsored interlibrary loan networks: Arkansas Library Online Network (AL@N) and the AMINET regional network.
- ◆ Investigate the feasibility of creating an intrastate ILL network with a virtual Union Catalog and Union List of Serials.
Timeline: 2009-2012
- ◆ Participate in the Arkansas E-Rate Workgroup with representatives from other state agencies as designated by the Arkansas Office of the Governor.
- ◆ Investigate the feasibility of a joint interactive, online clearinghouse of government information for Arkansas libraries working with the Supreme Court Library, Bureau of Legislative Research and State Data Center.
- ◆ Investigate new technologies, such as RSS feeds, wikis, mashups, and PDA/Mobile access that would provide better communications to Arkansas libraries, including the possibility of bi-lingual information. Timeline: 2008-2010
- ◆ Develop a timeline with Government Documents on digitizing the Arkansas State Documents collection for online access. Timeline: 2008-2009
- ◆ Coordinate with State Library Services on additional information services which can be provided electronically to Arkansas libraries. Timeline: 2008-2009



Goal 2: *Encourage all Arkansas libraries to establish consortia and share resources.*

Output #1: Number of CatExpress holdings

Benchmark: # and % of CatExpress holdings

Applied to: Libraries of all types

Data Source: CatExpress monthly reports

Data Intervals: Quarterly with annual reports

Target: 5% increase in holdings by 2012

Program: *Resource Sharing Development*

Targeted Population: Arkansas Libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Support the development and use of the online Arkansas union catalogs of monographs, and serials.
- ◆ Maintain OCLC/Amigos network memberships
- ◆ Provide access to OCLC cataloging records for all types of Arkansas libraries through Arkansas CatExpress.
- ◆ Provide original cataloging services for libraries and/or agencies with little or no professional cataloging expertise.
- ◆ Support addition of local holdings records to the OCLC database and coordinate local holdings input for non-OCLC libraries.
- ◆ Increase and maintain the Arkansas State Library reference collections in both print and online formats to enhance statewide resource sharing.

- ◆ Provide and maintain up-to-date State Library resources for statewide resource sharing by extensive evaluation and weeding of entire ASL print collection using 2 online evaluation tools: Bowker's Resources for College Libraries and Wilson's Public Library Catalog.
- ◆ Support resource sharing through other activities including collection development, retrospective conversion, offline products, and preservation.
- ◆ Support and collaborate with various cooperative networks and educational institutions such as the Arkansas Library Association, Southeastern Library Association, Arkansas History Commission, Arkansas Department of Education, ArkLink, ARKNET, APSCN, COSLA, Western Council, and others.



Output #2: Number of reference requests received and answered.

Benchmark: # and % of reference requests received and answered by ASL reference staff.

Applied to: Libraries of all types

Data Source: Reference request statistics

Data Intervals: Monthly with annual reports

Target: ASL reference staff will answer 90% of the total number of reference requests received.

Output #3: Number of Interlibrary Loan requests received and filled

Benchmark: # and % of ILL requests received and filled by ASL ILL staff.

Applied to: Libraries of all types

Data Source: Interlibrary loan statistics

Data Interval: Monthly with annual reports

Target: ASL ILL staff will fill 75% of ILL requests received

Program: *Reference and Interlibrary Loan*

Targeted Population: Arkansas libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Support and expand access to the Arkansas Reference and Interlibrary Loan Network (ARIN) at ASL to include all types of libraries.
- ◆ Function as the statewide referral center for ILL requests.
- ◆ Provide information services to libraries statewide, state government, businesses, and Arkansas citizens as well as out-of-state and international libraries.



Goal 3: *Provide access to information and educational resources in a variety of formats.*

Output #1: Number of publications and exhibits.

Benchmark: # of issues of “*the news*” produced

Applied to: Libraries of all types

Data Source: Newsletter

Data Interval: Annual

Target: At least 4 issues of “*the news*” will be published annually.

Benchmark: # of times ASL exhibits at different venues

Applied to: Arkansas citizens

Data Source: Information Officer

Data Interval: Annual

Target: ASL will exhibit in at least 4 events annually.

Benchmark: # of news releases produced

Applied to: Arkansas Citizens

Data Source: Information Officer

Data Interval: Annual

Target: ASL will promote library programs via news releases at least 4 times annually

Program: *Information Dissemination*

Targeted Population: Libraries of all types and Arkansas citizens

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Promote public awareness of libraries statewide through the media.
- ◆ Publish and distribute a newsletter statewide, nationally, and on the ASL web site.
- ◆ Support and enhance the activities of the ASL Information Dissemination Office
- ◆ Disseminate information to the general public and to decision-makers on an ongoing basis to ensure that Arkansans are aware of current and emerging library resources and services.
- ◆ Exhibit at tradeshow, conferences, and other public events.
- ◆ Publicize state and federal grant programs and special projects administered by ASL.
- ◆ Use new and emerging technologies, such as blogs, wikis, and social networks, to share information and promote resources to younger Arkansans.
- ◆ Utilize the ASL web page to post current information regarding programs, projects, activities, and services of ASL, other libraries, and library interest groups.

- ◆ Collect and disseminate statistical information regarding public libraries.
- ◆ Support ASL collaboration with the National Center for Education Statistics.



Output #2: Number of state documents collected and distributed to Arkansas State Documents depository libraries.

Benchmark: # of state documents collected for distribution

Applied to: Arkansas libraries participating in the State Documents Depository Program

Data Source: Document check-in records; Distribution records; OCLC

Data Interval: Annual

Target: 17,000 state documents will be collected and distributed annually to 26 Arkansas state documents depository libraries.

Program: *Statewide Documents Services*

Targeted Population: Arkansas State Documents depository libraries

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Collect and distribute state documents to Arkansas State Documents depository libraries.
- ◆ Investigate alternative methods for the duplication and distribution of state documents.



Output #3: Number of participants in the annual “Letters About Literature” contest for children in grades 4 through 12.

Benchmark: # and % of children participating in the “Letters About Literature” contest

Applied to: Children in grades 4 – 12

Data Source: Contest applications

Data Intervals: Annual

Targets: 5% increase annually in number of children participating in the “Letters About Literature” contest

Program: *Center for the Book*

Targeted Population: Arkansas citizens

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Sponsor and publicize the annual “Letters About Literature” contest for school children in grades 4 through 12.
- ◆ Sponsor the annual “If All Arkansas Read the Same Book” project with author visits, posters and presentations.
- ◆ Sponsor the Porter Literary Prize for Arkansas authors and poets.
- ◆ Produce the “Fresh From Arkansas” poster for distribution at the National Book Festival and across the state.
- ◆ Establish and maintain book club collections for use throughout the state of Arkansas in public, private, academic, and institutional library connected book clubs.
- ◆ Sponsor the Arkansas Center for the Book Award for young adult (grades 8 through 12) short stories in through the Arkansas Writers’ Conference.



Outcome: Number of participants demonstrating knowledge of course content.

Indicators: # and % of workshop participants who demonstrate 75% knowledge of key course content

Applied to: Workshop participants

Data Source: Pre-and Post- Surveys; Evaluation forms; Post-workshop contact

Data Interval: Post-Workshop - 3-month follow-up; 3 to 5 years for follow-up survey

Target: 70% of workshop participants will demonstrate knowledge of 75% of key course material

Program: *Training and Education*

Targeted Population: Arkansas libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide in-service training and continuing education opportunities for staff of Arkansas libraries, including preservation workshops.
- ◆ Explore the feasibility of participating in a continuing education consortium and investigating partnerships with continuing education providers.
- ◆ Investigate the possibility of adding new workshops for school librarians for their continuing education requirements.



Outcome: Number of librarians demonstrating knowledge of children's services after attending the annual Children's Workshop.

Indicator: # and % of librarians attending the Children's Workshop who demonstrate knowledge of 80% of the key concepts introduced in the workshop

Applied to: Librarians attending the annual Children's Workshop

Data Source: Evaluation Forms; Informal contact; Three-five year survey

Data Interval: Day of workshop; Four - six months; Three - five years

Targets: 90% of librarians attending the Children's Workshop will demonstrate knowledge of 80% of the key concepts introduced in the workshop

Program: *Children's Workshop and Summer Reading Program*

Targeted Population: Arkansas children and children's librarians

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide an expanded in-service training workshop annually for librarians who specialize in children and youth services.
- ◆ Provide a statewide summer reading program for children in libraries in all Arkansas counties, including those with high percentages of low-income families.
- ◆ Participate in multi-state cooperative effort to produce summer reading program materials and associated services.



Program: *Consultant Services*

Targeted Population: Public libraries of Arkansas

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide on-site service to libraries statewide through the Extension Services section of ASL.

- ◆ Provide workshops and training sessions that emphasize building community coalitions and partnerships for trustees, librarians, and library staff.
- ◆ Collect and disseminate information that will assist librarians in making accurate projections for updating and improving their library's services.
- ◆ Provide training workshops for librarians who specialize in young adult services.
- ◆ Develop comprehensive programs emphasizing libraries' roles in early literacy, to include librarian training, materials, family programs.
- ◆ Support state children's choice book awards, in cooperation with other sponsoring organizations, institutions, and agencies.



Program: *Technology Training*

Targeted Population: Arkansas libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide network and computer training sessions for all types of libraries in Arkansas.
- ◆ Investigate new training experiences on various emerging and current technologies, both face-to-face and online opportunities.
- ◆ Investigate train-the-trainer programs to assist public librarians and staff in providing programs for patrons.
- ◆ Determine the feasibility of the establishment of an ASL Technology Training Center and the creation a new staff position of Technology Trainer.



Goal 4: *Promote targeted library and information services to Arkansans having difficulty using a library.*

Output: Number of Arkansas Citizens being served and number of materials circulated.

Benchmark: # and % of people unable to use regular print media

Applied to: Arkansas citizens unable to use regular print media

Data Source: Patron records

Data Interval: Semi-annually

Target: 11.7% of eligible readers will be served by ASL

Benchmark: # and % of materials circulated

Applied to: Arkansas citizens unable to use regular print media

Data Source: Circulation records

Data Interval: Semi-annually

Target: 3% increase in materials circulated by 2012

Program: *Library Services to the Blind and Physically Handicapped*

Targeted Population: Arkansans who are either visually or physically handicapped

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Provide continuing support for the Regional Library Services for the Blind and Physically Handicapped at ASL to provide improved services to disabled Arkansans.
- ◆ Provide services to the blind and physically handicapped in all 75 counties of Arkansas.
- ◆ Resume production and distribution of the ASL Library for the Blind newsletter.

- ◆ Acquire and circulate at least 100 commercial flash memory format books from titles not available through the NLS program.
- ◆ 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.



Output: Number of materials purchased and distributed to Arkansas institutional libraries.

Benchmark: # and % of materials purchased, cataloged, processed, and distributed to Arkansas institutions

Applied to: Arkansas institutional libraries

Data Source: Purchase requests and cataloging data

Data Interval: Annually

Target: 2,000 print and non-print items will be purchased and distributed to Arkansas state institutional libraries.

Program: *State Institutional Library Services*

Targeted Population: People who are in Arkansas juvenile detention centers, rehabilitation centers, human development centers, or prisons

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities

- ◆ Support library service to Arkansas residents in institutions operated by the Department of Correction, the Department of Human Services, and Arkansas Rehabilitation Services.
- ◆ Provide assistance to libraries in collaborative efforts with community groups to aid individuals through outreach and development programs.



Goal 5: *Provide leadership and services to carry out purposes of the Library Services and Technology Act.*

Program: *Form committees and/or use established committees for each of the four previous goals.*

Targeted Population: Libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities:

- ◆ Arrange meetings of the specialized advisory committees and other groups that contribute toward the effective administration of LSTA.
- ◆ Seek input on the programs and services offered by the state library by the use of print and electronic surveys/questionnaires.



Program: *Provide specialized support services at the State Library to supplement and reinforce local library programs, services, and operations.*

Targeted Population: Libraries of all types

Timeline: All activities will take place 2008-2012 unless indicated otherwise.

Activities:

- ◆ Fund training of ASL personnel to provide technical assistance to other libraries.
- ◆ Allocate funds for new equipment and software to provide statewide services.

- ◆ Evaluate the agency to help guide and plan for possible reorganization of areas and responsibilities including programs, services, and staffing issues.



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 and periodic advisory committee meetings. Communication with the Arkansas General Assembly and the liaison to 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 keep these stakeholders involved in ASL programs and projects.

Communication and Public Availability

The Arkansas State Library LSTA Five-Year Plan will be available through the ASL web site. Copies will be given to the Arkansas State Library Board, Stakeholders, and the ASL State Documents depository.

Monitoring

Monitoring of programs by ASL staff will be continuous. Programs will be planned, implemented, and supervised by ASL section coordinators. The LSTA Coordinator will monitor programs through reports by staff, site visits, and communication with ASL coordinators.