

Fiscal Year 2014-2015 through FY 2018-2019

Agency Vision Statement

The State Library of Louisiana is a strategic leader in bringing information resources to the people of Louisiana through cooperation with government entities, partnership with other libraries, technology and superior customer service.

Agency/Program Mission Statement

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

Agency Philosophy Statement

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

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

Agency/Program Goals

In the next five years, the State Library of Louisiana will focus its services and resources on six fundamental priorities (1) serve state government and libraries by collecting and disseminating public information and providing reference services and library materials; (2) assist libraries to become engines for economic growth in their communities; (3) provide training and consulting to public libraries while assisting them in becoming stronger advocates within their communities; (4) meet the informational needs of the blind and physically-handicapped throughout the state as we move into a new realm of delivering information through technology (5) expand the focus on Louisiana materials by providing extraordinary reference services and enhancing and preserving the collection; and (6) develop a coordinated program to promote childhood literacy and a lifelong love of reading among Louisianans that will contribute to the state's overall economic growth and quality of life.

In order to accomplish this, the Office of the State Library will:

Goal I: Provide access to and preserve Louisiana's cultural and literary heritage.

Goal II: Expand services to bring information and resources to Louisiana libraries and into the offices and homes of users through greater use of technology and electronic resources.

Goal III: Enhance the quality of life of Louisiana citizens by increasing awareness and usage of the vast array of available resources in Louisiana libraries, thus fostering economic growth, educational opportunities and avenues of prosperity.

Goal IV: Foster the ongoing professional development of library staff throughout the state, enabling them to be well informed and competent to provide superior library services to their constituencies.

Goal V: Identify and serve the needs of special populations.

Goal VI: Remain an energetic and relevant organization through continual improvement and ongoing dialog with its users.

PROGRAM OBJECTIVES:

Objective 1: Increase usage of the State Library collections and services, both print and electronic, by at least 3% by 2019.

Program Activity: Services to Government and Citizens

State Outcome Goal: Education; Economic Growth

Objective 2: Increase usage of public library resources by 10% by 2019.

Program Activity: Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Objective 3: Provide a minimum of 50 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Program Activity: Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Objective 4: By 2019, provide 200,000 items per year to special populations and maintain participation in children's programs at no less than 100,000 per year.

Program Activity: Services to Special Populations

State Outcome Goal: Education, Economic Growth, Children and Families

Objective 5: The State Library will achieve a 90% satisfaction rate in surveys of its users.

Program Activity: Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Objective 6: The State Library will support public libraries as they meet the needs of residents seeking jobs, seeking e-government services and seeking additional learning opportunities.

Program Activity: Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Objective 1: Increase usage of the State Library collections and services, both print and electronic, by at least 3% by 2019.

Program / Activity: State Library – Services to Government and Citizens

State Outcome Goal: Education; Economic Growth

Strategies

- 1.1 Enhance, promote and expand the Louisiana Collection.
- 1.2 Expand the role of the Center for the Book in promoting the literary heritage of Louisiana and the value of reading.
- 1.3 Optimize usage of electronic resources.
- 1.4 Work closely with state agencies to facilitate submission of mandated state public documents in a timely manner and in an approved format according to R.S 25:121-124 and L.A.C. 25: VII.

Indicators

- Output
 - Number of items loaned from State Library collections
 - Number of reference inquiries at the State Library
 - Number of digital public documents added to Digital Archive
- Outcome
 - Number of attendees at annual Louisiana Book Festival
 - Number of uses of State Library wireless connectivity.

Objective 2: Increase usage of public library resources by 10% by 2019.

Program / Activity: State Library – Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Strategies

- 2.1 Use the statewide databases as the foundation for building a true virtual library.
- 2.2 Continue to supplement the collections of local public libraries through a cost-effective and efficient program of interlibrary loan.
- 2.3 Strengthen information delivery services throughout the state via greater cooperation and / or use of technology.
- 2.4 Reinstate state aid to public libraries to at least \$3M.
- 2.5 Partner with the Department of Education to extend usage of statewide electronic resources to K-12.

Indicators

- Output Number of electronic database searches
Number of items loaned among public libraries
- Outcome Number of uses of public access computers in public libraries
Number of uses of public library wireless HotSpots

Objective 3: Provide a minimum of 50 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Program / Activity: State Library – Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Strategies

- 3.1 Increase convenience, quality, quantity and relevance of State Library workshops taught throughout the state.
- 3.2 Partner with other continuing education providers to improve training opportunities for all library staff throughout the state.
- 3.3 Provide consulting to libraries and governing authorities in all areas of library administration including advocacy, strategic planning, building programs, legislative issues, staff development, funding, statistics-gathering and program development.
- 3.4 Continue to enhance effectiveness of web-based training delivery.

Indicators

Output Number of library systems receiving consultations and site visits
 Number of workshops held
 Number of attendees at workshops

Objective 4: By 2019, provide 200,000 items per year to special populations and maintain participation in children’s programs at no less than 100,000 per year.

Program / Activity: State Library – Services to Special Populations

State Outcome Goal: Education, Economic Growth, Children and Families

Strategies

- 4.1 Provide leadership and assistance to public libraries in their early literacy programming.
- 4.2 Take a leadership role in provision of library services to the blind and physically handicapped.
- 4.3 Continue to provide information, materials, training, coordination and promotion for children’s and teen reading programs, including Summer Reading Program, Teen Reading Program and Louisiana Young Readers’ Choice Award Program.
- 4.4 Foster a culture of literacy.

Indicators

Output
Number of participants Summer Reading Program
Number of participants in LA Young Readers’ Choice Program
Number of items loaned to persons with visual and physical disabilities

Objective 5: The State Library will achieve a 90% satisfaction rate in surveys of its users.

Program / Activity: State Library – Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Strategies

- 5.1 Provide State Library employees with the technology, training and tools needed to excel at their jobs.
- 5.2 Identify grant opportunities and funding sources for new projects.
- 5.3 Improve communication among State Library staff, between Office of State Library and public libraries and among public libraries.
- 5.4 Upgrade existing State Library facilities as needed to increase functionality, convenience and attractiveness.
- 5.5 Continue robust program of technology support for 340 public libraries by State Library IT staff.
- 5.6 Increase outreach to state employees and agencies to facilitate access to information that will enhance their job performance and agency success.

Indicators

- Quality Percentage of public libraries satisfied with OSL services
- Outcome Number of public library technology support incidents handled

Objective 6: The State Library will support public libraries as they meet the needs of residents seeking jobs, seeking e-government services and seeking additional learning opportunities.

Program / Activity: State Library – Services to Public Libraries

State Outcome Goal: Education, Economic Growth, Children and Families

Strategies

- 6.1 Take a leadership role in encouraging public libraries as anchor institutions to actively promote digital literacy in their communities.
- 6.2 Continue to offer training to public libraries in assisting with e-government questions.
- 6.3 Seek funding and support for public libraries to enable them to take on these additional responsibilities.
- 6.4 Maintain central gateway for all Louisiana job seekers that will provide access to training, resume assistance, test preparation and job postings.

Indicators

Outcomes Number of online tutoring sessions held

Program Supporting Documentation

A. Description of how the strategic planning process was implemented.

The State Library undertakes strategic planning on a continuing basis. Major planning efforts, including holding focus groups with stakeholders and environmental analyses, were conducted in 2004, 2008, 2010 and 2012.

In 2010, a managers' retreat was held in which the scenario planning method was used to discuss potential futures in light of recent economic events. The overall outcome of the meeting reaffirmed our strategic initiatives and resulted in our creating the 6th objective for supporting libraries as they attempt to meet the needs of job seekers and those being directed to the library from other state government agencies that are closing branches. This was incorporated into the FY2012-2016 plan.

In spring 2012, focus groups were held with public library directors, State Library staff and the Library Services and Technology Act (LSTA) Advisory Committee. The Advisory Committee was composed of representatives of all types of Louisiana libraries. A written survey of public library directors provided direct insight into the future expectations of the general public for their library services. These activities resulted in the new State Library LSTA 5-year plan covering 2013-2017 for the expenditure of federal LSTA grant funds. This plan was approved by the Institute of Museum and Library Services (IMLS), which is the agency that grants federal funding for libraries.

In March 2013, a planning meeting was conducted with the State Library management team to review the existing State Library 5-year plan and to develop this new plan for FY14-15 through FY18-19.

B. Statement identifying the principal clients and users of each program and the specific service or benefit derived by such persons.

The Office of the State Library of Louisiana (OSL) serves the following stakeholders and the benefit they receive is noted.

State agencies, state employees and state legislators - OSL provides research and information services to any governmental entity that checks out materials, including training videos and DVDs for their staff; classes in database searching; distribution of public documents to the depository libraries; access and preservation of print and electronic public documents.

Public libraries – OSL provides databases, interlibrary loan, training and technology support, Internet, reference and information services, children’s programming and consulting services to all 68 public library systems in the state. Many directors of our public libraries are not trained librarians and they rely on the State Library for guidance and advice.

General Public – The State Library building is open to the public and all of its resources, both print and electronic, are available on the premises. In addition, State Library resources may be borrowed via interlibrary loan through local public libraries.

Special Needs Users – Within the State Library is the official regional Talking Books and Braille Library (TBBL) which is associated with the Library of Congress National Library Services. It directly serves residents with visual and physical disabilities. On any given day, TBBL mails out between 750 and 1000 talking books, magazines and information to these users throughout the state. All TBBL programs are free of charge to approved users. In addition, the State Library provides a number of statewide children’s programs designed to develop a love of reading and books.

Job Seekers – The State Library has created and will maintain a “one stop shopping” portal for job seekers, those changing careers and those attempting to obtain government services while they are looking for a new job. In addition, the State Library provides training to public library staff so that they can better serve this segment of the population.

C. Identification of the primary persons who will benefit from or be significantly affected by each objective within the plan.

Objective 1: Increase usage of the State Library collections and services by at least 3% by 2019.

Primary beneficiaries of this will be public libraries and their users, state employees, legislators and state agencies and the general public.

Objective 2: Increase usage of public library resources by 10% by 2019.

Primary beneficiaries of this will be public libraries and their users, state employees, legislators, state agencies and the general public.

Objective 3: Provide a minimum of 50 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Beneficiaries of the library service outlets will be the general public. Public library staff will benefit from the continuing education workshops offered by

the State Library, and by extension, their users will benefit from improved services and more competent and knowledgeable staff.

Objective 4: By 2019, provide 200,000 items per year to special populations and maintain participation in children's programs at no less than 100,000 per year.

Primary beneficiaries of the talking books are those with visual or physical disabilities. The majority of these users are senior citizens, but there are participants of all age groups, including children. Secondary recipients of these services include institutions such as nursing homes. Children without disabilities are served via the children's program support provided by the State Library to the public libraries. Children's programs attract participants of all ages, but specific targets are birth to age 5, grades 1-6, grades 3-5, grades 6-8 and teens.

Objective 5: The State Library will achieve a 90% satisfaction rate in surveys of its users.

Surveys of public library directors will reveal their satisfaction with all services offered by the State Library. Secondarily, beneficiaries of quality services and materials at the State Library will be the general public.

Objective 6: The State Library will support public libraries as they meet the needs of residents seeking jobs, seeking e-government services and seeking additional learning opportunities.

Job seekers will have easy access to tools to assist them in finding a job, applying for unemployment, obtaining needed skills to change careers. The underserved, i.e. that 39.5% of Louisiana households that do not have Internet access, will use the public libraries to obtain needed e-government services that use to be available in person.

The underserved and vulnerable populations will continue to benefit from the laptop checkout program because it will enable them to take home a laptop to write a resume, complete homework, etc.

The general public will benefit from enhanced technology skills of public library staff that have been trained in digital literacy by the State Library.

D. Statutory requirement or authority for each goal.

Louisiana Revised Statutes 25:1-17, 121-124, 451-455; 36:208B, 209F, 209L, 910

E. Potential external factors.

External factors affecting library services include: increased pace of technology changes, lack of sufficient funding, a crisis in recruiting qualified librarians for management positions because of low starting salaries, the impact of Web 2.0 and Library 2.0 on library services nationwide, low literacy rates among Louisianans and an attitude at the

local level of “no new taxes”, lack of home access to computers and Internet, and lack of designated parking for patrons of the Library for the Blind and Physically Handicapped.

F. Description of any program evaluations used to develop objectives and strategies.

Results of the *LSTA 2008-2012 Evaluation Report* were used to identify accomplishments thus far toward goals and lesson learned; this was completed and submitted to the Institute for Museum and Library Services in March 2012. In addition, a survey of public library directors was conducted and staff planning sessions and a focus group held with the State Library’s LSTA Advisory Committee. Each year the State Library also produces the Annual Public Library Statistical Report, which yields data for the performance indicators.

G. Explanation of how duplication will be avoided.

The Office of State Library works cooperatively with many other state agencies and public and academic libraries. In many areas, the State Library acts in a support role to other institutions in assisting them to offer the best possible service to their communities. The staff of the State Library works closely with other agency and legislative libraries to avoid duplication of materials, but also to make available materials other agencies do not have. The Talking Books and Braille Library, a unit within the State Library, serves as the sole regional provider of talking books for those with disabilities.