

# Library Services & Technology Act Five-Year Plan for Georgia's Libraries 2008 to 2012

## **GOALS & PROGRAMS**

Approved by the Institute of Museum and Library Services  
September 2007

Based on identified needs, input from the library community, and current resources of GPLS, we have developed four broad goals for the upcoming five-year period. Each of these goals is tied to LSTA purposes and needs from our needs assessment.

### **GOAL I: INFORMATION ACCESS**

**PROGRAM A: Resource Sharing**

**PROGRAM B: Professional Collections**

**PROGRAM C: Georgia HomePLACE (Providing Library & Archives  
Collections Electronically)**

**PROGRAM D: Statistics, Evaluation, & Research**

**PROGRAM E: Communications**

### **GOAL II: ELECTRONIC LINKAGES**

**PROGRAM: Information Technology Management**

### **GOAL III: CHILDREN'S AND FAMILY LITERACY**

**PROGRAM: Children's and Family Literacy**

### **GOAL IV: SERVING PEOPLE WITH DISABILITIES**

**PROGRAM A: Georgia Library for Accessible Services (GLASS)**

**PROGRAM B: Serving Persons with Disabilities**

## **GOAL I: INFORMATION ACCESS**

Georgia library users of all ages will have increased access to library resources in a variety of formats for their information needs.

### **LSTA Purposes Served by Goal I:**

- 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.
- Develop library services that provide all users access to information through local, state regional, national, and international electronic networks.
- Develop public and private partnerships with other agencies and community-based organizations.
- Target library and information services to person having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

### **Needs Addressed by Goal I:**

- Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to socioeconomic status or geographic location.
- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.
- There is a need for Georgia libraries to increase traditional collections as well as to continue to evaluate and expand the selection of GALILEO databases.
- Existing cooperative projects need to be evaluated and strengthened, and new collaborative opportunities at state, regional, and local levels should be explored.
- There is a need for Georgia libraries to effectively use state library collections, research methodologies and data to determine best practices, solve problems, and improve services to library users.
- The Georgia library community and stakeholders should be actively involved whenever possible in the planning and evaluation efforts of the GPLS, including the LSTA program, and should be informed of progress on state library agency initiatives regularly.
- There is an important need for Georgia libraries to continue to promote, enhance and develop child, family, and other literacy activities to improve the literacy rate.
- There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.
- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.

## **PROGRAM A: Resource Sharing**

### Targets (Outcomes Expected):

- Users will receive a higher percentage of titles requested through interlibrary loan as a result of GOLD (GOLD) collaboration, training and increased awareness.
- Awareness of GOLD and its benefits will be increased among library staff
- Use of the state library's professional collection will significantly increase.
- Partnerships between and among libraries of all types will be strengthened through collaboration and shared access.

### Program Activities:

- The State Library will continue to collect materials and information relevant to Georgia library development and the library profession, and make those materials available through the PINES system or through traditional interlibrary loan. Bibliographies will be prepared and disseminated on topics of current interest in the library community.  
Timeline: Throughout 2008-2012
- GALILEO resources will be expanded to better serve users, and user interfaces and navigation will be enhanced for greater usability.  
Timeline: EBSCO upgrade to be implemented 2008; portals tailored to specific user communities will be active in 2008; other enhancements throughout 2008-2012.
- Explore adding databases to GALILEO in languages other than English and in English instruction for non-English speaking.  
Timeline: 2009
- Provide incentives for libraries of all types to share resources by reimbursing them for loans made among the GOLD membership.  
Timeline: Quarterly reimbursement of \$1.50 per item loan (if library lends at least 10 items that quarter) throughout the 2008-2012 period.
- Work with USG libraries to share information about training opportunities and with USG institutions to identify trainers and other possible areas of cooperation.  
Timeline: 2009 and continuing through 2012
- Offer statewide continuing education and development opportunities for the library community in innovative and new methods of resource sharing and delivery, through the GOLD/GALILEO conference and through contractual relationships with SOLINET and other training providers.  
Timeline: Annual conferences 2008-2012; continuing education offerings throughout 2008-2012.

## **PROGRAM B: Professional Collections**

Targets (Outcomes Expected):

- Use of the state library's professional collection by library staff, trustees, Friends, and others will significantly increase.

Program Activities:

- The State Library will continue to collect materials and information relevant to Georgia library development and the library profession, and make those materials available through the PINES system or through traditional interlibrary loan.  
Timeline: Throughout 2008-2012
- Bibliographies will be prepared and disseminated on topics of current interest in the library community.  
Timeline: Throughout 2008-2012

## **PROGRAM C: Georgia HomePLACE (Providing Library & Archives Collections Electronically)**

Target (Outcomes Expected):

- Georgians will expand their knowledge of Georgia history through access to collections newly available through the Digital Library of Georgia (<http://dlg.galileo.usg.edu/>).
- Partnerships between and among libraries of all types will be strengthened through collaboration and shared access.

Program Activities:

- Continue the established successful two-pronged approach to digitizing local collections for access through the Digital Library of Georgia (projects of statewide scope and projects with individual public libraries), gathering information about historical materials identified in a 2003 survey and visiting libraries and related organizations.  
Timeline: Second phase of Gainesville tornado project and early board minutes from Chattahoochee Valley Regional Library to begin 2008; other work continuing throughout the 2008-2012 period.
- Digitize Georgia's historic newspapers (currently in microfilm), beginning with an experimental pilot project that implements selected multiple digitization approaches, compares those through digitization studies, and generates useful content.  
Timeline: 2008 pilot project; anticipate remaining work continuing through 2012.
- Improve digitization infrastructure by providing storage/server equipment critical to the operation and sustainability of HomePLACE data and providing other equipment and software required for digitization and web delivery.

Timeline: Purchase storage/server hardware in 2008; other equipment as needed throughout 2008-2012.

- Develop and implement an “Enhanced Georgia HomePLACE” by
  - o encouraging content partners to undertake adequate archival processing and other preparatory steps before digitization begins;
  - o adjusting the collaborative model to accommodate these content partners who wish to undertake some technical aspects of the digitization process;
  - o expanding content partners beyond public libraries to include relevant historical materials held at related cultural organizations (such as academic libraries and historical societies) that support public libraries and local history patrons;
  - o explore innovative presentation approaches to better serve user audiences (e.g., online exhibits);
  - o encourage more feedback about usage of HomePLACE-supported online resources

Timeline: Throughout the 2008-2012 period.

#### **PROGRAM D: Statistics, Evaluation, & Research**

Targets (Outcomes Expected):

- Georgians will expand their knowledge of access to information that is available through public libraries.
- Georgians will use public library information resources more, as defined by increased reference transactions, library visits, and “virtual library” visits.

Program Activities:

- Assess community needs, by collecting public library data annually for outcome based evaluation of LSTA supported programs and share statistics in a variety of formats to all Georgians about public library activity and services.

Timeline: Annual reporting from and to public libraries and to the general public, 2008-2012.

- Expand services for learning and access to resources for library patrons by providing information in a variety of formats about best practices, methods of delivery, and current and future trends for library service to library staff.

Timeline: Design and pilot the program in 2008; maintain, evaluate and enhance throughout 2008-2012.

Timeline: throughout 2008-2012.

- Conduct a Return on Investment (ROI) study to determine the cost-effectiveness of LSTA library services in Georgia and strategies for improvement.

Timeline: 2009

- Promote and conduct evaluation of LSTA library services and provide opportunities for the library community to become proficient in outcome measurement, best practices, and the use of evaluation measures to improve library service.  
Timeline: throughout 2008-2012.

**PROGRAM E: Communications**

Targets (Outcomes Expected):

- Georgians will have the opportunity to participate in the planning of statewide library services.
- Georgians will be regularly informed about the direction and progress of state library initiatives.

Program Activities:

- Establish and put into action an LSTA Advisory Committee with broad-based representation from the library community and stakeholders.  
Timeline: 2008; continued involvement throughout 2008-2012
- Provide grant programs for Georgia libraries through subgrants that will provide opportunities for libraries to offer creative services for non-users. Timeline: throughout 2008-2012
- Develop public and private partnerships with other groups and organizations, such as the Georgia Municipal Association.  
Timeline: 2008-2012
- Provide opportunities for input and feedback of LSTA programs by redesign of the GPLS Web site.  
Timeline: 2008, with updating continuing 2008-2012.

## **GOAL II: ELECTRONIC LINKAGES**

Georgia library users will have expanded access to information resources through electronic linkages between and among libraries of all types.

### **LSTA Purposes Served by Goal II:**

- 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.
- Develop library services that provide all users access to information through local, state regional, national, and international electronic networks.
- Provide electronic and other linkages among and between all types of libraries;
- Develop public and private partnerships with other agencies and community-based organizations.

### **Needs Addressed by Goal II:**

- Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to socioeconomic status or geographic location.
- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.
- There is a need for Georgia libraries to develop strategies and resources to replace and upgrade technology equipment, software and other technology related items.
- There is a need for Georgia libraries to maintain and increase bandwidth to all facilities to accommodate all the data that is being transported.
- There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.

## **PROGRAM: Information Technology Management**

Targets (Outcomes Expected):

- Library customers will access and use information resources through library computers seamlessly.
- Georgia's libraries will participate in group purchases of electronic resources to provide consistent levels of service throughout the state.

Program Activities:

- Develop a replacement schedule for computers in libraries and related local area network equipment; plan implementation and seek funding.  
Timeline: 2008
- Continue to build relationships with DTAE, BOR, and the Department of Education (DOE) for cooperation & coordination in this area.  
Timeline: Throughout 2008-2012

- Assist libraries with E-rate applications and technology plans. Timeline: Throughout 2008-2012
- Provide professional IT support and services to public libraries lacking local expertise.  
Timeline: Throughout 2008-2012
- Offer statewide continuing education and development opportunities for the library community in management of technology to improve library service.  
Timeline: throughout 2008-2012.
- Increase bandwidth as libraries reach critical use levels.  
Timeline: Immediately and throughout 2008-2012



### **GOAL III: CHILDREN'S AND FAMILY LITERACY**

Georgia libraries will foster the development and improvement of family literacy skills, with emphasis on children, teens, and family groups.

#### LSTA Purposes Served by Goal III:

- 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.
- Develop public and private partnerships with other agencies and community-based organizations.
- Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

#### Needs Addressed by Goal III:

- Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to socioeconomic status or geographic location.
- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.
- There is a need for Georgia libraries to increase traditional collections as well as to continue to evaluate and expand the selection of GALILEO databases.
- Existing cooperative projects need to be evaluated and strengthened, and new collaborative opportunities at state, regional, and local levels should be explored.
- There is a need for Georgia libraries to effectively use state library collections, research methodologies and data to determine best practices, solve problems, and improve services to library users.
- There is an important need for Georgia libraries to continue to promote, enhance and develop child, family, and other literacy activities to improve the literacy rate.
- There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.

### **PROGRAM: Childrens' and Family Literacy**

#### Targets (Outcomes Expected):

- Children and their families will grow in literacy skills and ability to use libraries effectively.
- Children and families who are non-native English speakers will be able to successfully use library resources and programs.

Program Activities:

- Georgia will join the Collaborative Summer Library Program (CSLP), and GPLS will provide materials to libraries for the Vacation Reading Program, which encourages child and family literacy practice during the summer.  
Timeline: Join CSLP in 2008; provide materials annually, 2008-2012.
- Implement an early literacy program for infants and toddlers like BabyTALK or MOTHEREAD.  
Timeline: Research programs in 2007; implement pilot programs in 2008; based on results, expand the program throughout 2009-2012.
- Expand the PRIME TIME FAMILY READING TIME Program, and increase the number of bilingual programs offered.  
Timeline: Throughout 2008-2012
- Identify adult literacy programs in the state and explore cooperative possibilities.  
Timeline: 2008-2012
- Offer training for library staff in providing library services to children and families who speak languages other than English.  
Timeline: 2011
- Participate in the ALA-sponsored Every Child Ready to Read initiative.  
Timeline: Offer training in 2007; implement pilot in 2008; based on results, expand the program throughout 2009-2012.
- Offer statewide continuing education and development opportunities for the library community in all aspects of working with youth and family literacy.  
Timeline: throughout 2008-2012.
- Develop a plan for the expansion of consulting, training and support for libraries in their service to children, teens, and family literacy. Implement the plan, which should include the annual Children's Services Conference and annual Teen Conference, site visits by the Children's Services Director, and other opportunities for development of youth services staff in libraries.  
Timeline: Develop plan in 2008, implement throughout 2008-2012.

## **GOAL IV: SERVING PEOPLE WITH DISABILITIES**

Georgians with disabilities will be aware of and be able to effectively use library resources.

LSTA Purposes Served by Goal IV:

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

Needs Addressed by Goal IV:

- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.
- Existing cooperative projects need to be evaluated and strengthened, and new collaborative opportunities at state, regional, and local levels should be explored.
- There is a need for Georgia libraries to further identify persons with disabilities and to establish, expand and enhance services to this population.
- There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.

### **PROGRAM A: Georgia Library for Accessible Services (GLASS)**

Targets (Outcomes Expected):

- Georgians with disabilities will effectively use library resources in greater numbers.
- Georgians with disabilities will have increased access to library materials and equipment.
- People with disabilities in the Atlanta subregional area will use walk-in subregional services in increased numbers.

Program Activities:

- Continue to provide and expand consulting, training and support for libraries on working with customers with disabilities.  
Timeline: Throughout 2008-2012.
- Move Atlanta subregional operations to a more accessible and central location, making services easier to use for people with disabilities.  
Timeline: By the end of 2008.
- Set up a recording booth at the Atlanta subregional in order to produce digital recordings of materials of local interest.  
Timeline: 2009

- Continue to promote efficiencies of service in all subregionals with the KLAS automation system and make full use of features acquired through the software upgrade.  
Timeline: 2008-2012
- Set up a model subregional for outreach activities in Atlanta, and gradually shift other subregionals' activities to include more outreach by performing more of the order fulfillment centrally.  
Timeline: Set up model for subregionals in Atlanta in 2008; continue shifting of activities throughout 2008-2012.
- Make Braille materials available on request.  
Timeline: 2008-2012
- Offer statewide continuing education and development opportunities for the library community in the provision of library services to people with disabilities.  
Timeline: throughout 2008-2012.
- Working with other agencies serving people with disabilities, develop and implement a plan to identify more Georgians who would benefit from the services of the Library for the Blind and Physically Handicapped.  
Timeline: Immediately and throughout 2008-2012

#### **PROGRAM B: Serving Persons with Disabilities**

##### Targets (Outcomes Expected):

- Georgians with disabilities will effectively use library resources in greater numbers.
- More adaptive technology and special materials will be available through libraries to people with disabilities.

##### Program Activities:

- Continue to provide and expand consulting, training and support for libraries on working with customers with disabilities of all types.  
Timeline: 2008-2012
- Offer statewide continuing education and development opportunities for the library community in identifying and working with persons with disabilities, both in libraries and through outreach.  
Timeline: throughout 2008-2012.
- Assess needs and provide mini-grants to libraries in need of basic adaptive equipment and specialized materials in order to more effectively serve customers with disabilities.  
Timeline: 2010