# Library Services and Technology Act

# Alaska State Plan

# 2008 – 2012

## (Activity 2.5 wording revised October 13, 2009)

# Prepared by the

# Alaska State Library

# And the

# Governor's Advisory Council on Libraries

A State-Federal Program under the

Library Services and Technology Act, P.L. 104-208.

# I. Introduction

This plan is prepared in accordance with Public Law 104-208, the Library Services and Technology Act of 1996. Its purpose is to comply with Section 224(b) and to show how funds under the Act will be used to address library needs in Alaska for the period October 1, 2007 through September 30, 2012.

The goals in this plan were developed in accordance with the purposes established in Library Services and Technology Act (LSTA) law:

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;

2. Develop library services that provide all users access to information through local, state, regional, national, and international electronic networks;

3. Provide electronic and other linkages between and among all types of libraries;

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; and

6. 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.

The following plan presents the mission of the Alaska State Library; describes how needs and critical issues were identified for the state; and outlines the goals, objectives, and activities the Alaska State Library intends to carry out with LSTA funds to address these needs and critical issues.

# II. Mission

The mission of the Alaska State Library is to:
- promote and coordinate library services to the community of Alaskan libraries,
- serve as the primary research library for state government, and
- collect, preserve, and make accessible Alaska-related materials.

The LSTA program assists the State Library in addressing the first and third goals of its mission statement.

The Library Development staff of the State Library provides leadership, assistance and expertise to Alaska's libraries, in support of a cooperative network of strong and vibrant libraries that serve Alaska's educational and cultural needs.

# III. Needs Assessment

In preparation of the writing of this current plan, the Governor's Advisory Council on Libraries (GAC) and the Alaska State Library initiated a needs assessment process that consisted of the following components:

A.      A "state of the state" review for each goal activity area from the LSTA 2003-2007 plan, including federal grant-funded activity. The Library Development staff prepared this in-depth review for the GAC.

B.      A comprehensive "Futures Scan" session was conducted with the GAC that identified the top five issues facing the Alaska library community based on current challenges and opportunities. This future scan activity generated a list of needs that goes beyond the scope of projects that are eligible for funding with LSTA money. The first three issues listed below only partially align with the goals stated in the Library Services and Technology Act.

    1.  We need to raise the visibility and awareness of Alaska's libraries through promotion, marketing and advocacy.

    2.  We need to increase or stabilize library funding through partnerships, cooperative efforts and other innovative strategies.

    3.  We need to support continuous training in many different kinds of formats for library staff, at all levels, working in all types and sizes of libraries.

    4.  We need to meet the public's demand for technology by working toward affordable and speedy connectivity, adequate hardware and software, technology training, and technical support.

    5.  We need to better serve Alaska's diverse population by providing programs and services for non-English speaking people, pre-school children, seniors, people living with disabilities, people living in poverty and others with special needs.

C.      An online survey asking members of the statewide library community to both rank the aforementioned issues in priority order of importance and to add issues if they were not identified in the list above. [Note: The issues in #B above are listed in rank order of importance to the survey respondents (N=68).]

D.      A second online survey asking members of the statewide library community and library stakeholders (N=124) to describe the most desirable future for Alaska's libraries in the year 2012 and to share any comments that might assist the GAC with the writing of a new LSTA plan. The major themes gleaned from the second survey constitute the greater part of the objectives and activities contained in this new plan.

E.      Two focus group interviews - one with the directors of the three largest academic and three largest public libraries in the state; the second with Native library stakeholders.

F.      An examination and discussion of the strengths and deficiencies identified in Alaska's evaluation of its 2003-2007 LSTA plan.

After reviewing the results of the needs assessment process, GAC and State Library staff wrote the goals, objectives, activities, and developed output and outcome measures within the parameters and purposes of the Library Services and Technology Act legislation. The Alaska State Library provided background text for the goals and objectives set forth in the plan and developed targets for the output and outcome measures.

## IV. Goals

This state plan lays out five major goals, of equal importance, for the next five years that embody the aspirations of the Alaska library community and encompass current and future service objectives and activities:

1. Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats. (Corresponds to LSTA purposes 1, 2, 5, and 6, as shown on page 1 of this state plan)

2. Alaskan libraries will improve services to people of diverse backgrounds and to underserved populations. (LSTA purposes 5 and 6)

3. Alaskans will have increasingly equitable access to information through an enhanced technological infrastructure. (LSTA purpose 3)

4. Alaskan libraries will actively participate in networks, partnerships, and collaborative activities. (LSTA purposes 3 and 4)

5. Alaskan libraries will improve their capacity to provide library services that respond to community needs and expectations. (LSTA purposes 1, 2, 3, 5, and 6)

Each goal is introduced with a short background discussion. The objectives and activities under each major goal are followed by key output or outcome measures. Some activities contain output or outcome targets when they could be confidently determined for the next five years.

# Goal 1: Alaskan libraries will support lifelong learning by expanding access to knowledge and information in current and emerging formats.

This broad service goal goes beyond the scope of a similar goal developed in 2002 to address the delivery of information irrespective of format. In 2002, when the last state plan was formulated, there was still a marked divide regarding access to electronic resources among Alaska libraries and their users. Building on a history of cooperative collection development and resource sharing in print materials beginning in the 1970s, similar efforts to make electronic resources available statewide began in the 1990s with the creation of the State Library Electronic Doorway (SLED), a portal to Alaska online materials, and the creation of Databases for Alaskans, a statewide collection of licensed databases available at libraries of all types and at home for Alaskans. Formats that were unavailable when the 2003-2007 plan was created, such as books in MP3 format and live chat reference or homework help services, emerged and were embraced on the Alaska scene in the course of implementation of the previous plan. These efforts to integrate emerging information technologies must be continued in the next five years, along with support of more traditional delivery mechanisms and formats.

There are still special resources, jewel collections, in the state waiting for the expertise to create records that would allow Alaskans to access them. There remain a vast number of holdings that could be digitized, but have not been for lack of equipment, funds, staff, and expertise. Some of these online resources are not adequately publicized or, in some cases, difficult to use because specialized training is required for both library staff and the general public. The second objective acknowledges this ongoing need to provide access in a wide variety of ways to the unique and specialized information resources in the state.

The third objective under the first goal recognizes the role of other library service delivery mechanisms. Worthy of careful consideration is the question of document delivery. There will undoubtedly be creative ways to provide relatively speedy delivery of books and other physical items on a statewide basis in this geographically challenging area in the coming years. Libraries also have an increasingly important role to play in helping patrons make skillful use of growing number of electronic resources they encounter in everyday life. And finally, adult programming is one of the critical ways libraries can add value to and engage their communities beyond the provision of library materials and Internet service.

## Objective: Alaskan libraries will provide and promote resources in all formats to meet the informational needs of Alaskans.

**Activity 1.1:** Support SLED, the Statewide Library Electronic Doorway.

> **Output measure:** growth in usage.

**Activity 1.2:** Provide assistance in identifying, evaluating, negotiating, purchasing, and managing regional and statewide licensing agreements for electronic resources.

> **Output measure:** growth in usage for specific databases.

> **Outcome measure:** impact of databases on users' lives conducted annually.

**Activity 1.3:** Provide training opportunities for library staff to learn how to teach patrons the effective use of new technologies for reference, research, and access to resources.

> **Output measures:** number of training opportunities provided and number of library staff able to demonstrate these new technologies to patrons.

**Activity 1.4:** Support development of local, regional, or statewide integrated library systems.

> **Output measures:** number of local or regional systems installed; design of benchmarks for the creation of a statewide online shared catalog.

## Objective: Alaskan libraries will provide access to the unique resources of Alaska.

**Activity 1.5:** Provide consultation and training to libraries in assessing and evaluating unique local collections for inclusion in OCLC and other informational databases.

> **Output target:** addition of five local collections to OCLC and other services by 2012.

**Activity 1.6:** Develop the Alaska Digital Archives by supporting local digitization and oral history projects.

> **Output target:** addition of three collections into the Alaska Digital Archives by 2012.

**Activity 1.7:** Support creation of regional and statewide information resources unique to Alaska, in areas such as business, genealogy, and local history.

> **Output target:** creation of three such information resources by 2012.

**Activity 1.8:** Support creation of informational resources that document Alaska Native history and people in a culturally responsive and appropriate manner.

> **Output measures:** creation of a model reporting form and protocol for the Alaska Digital Archives; increased number of identifications.

## Objective: Alaskan libraries will expand knowledge and enhance lives by offering a range of library programs and services.

**Activity 1.9:** Support reference service through the existing 800# reference and ILL backup service and by exploring new technological means of providing reference.

> **Output measure/target:** increase in the usage of the 800# service determined annually; creation of three projects involving alternative means of providing reference by 2012.

**Activity 1.10:** Support and enhance services that deliver library materials electronically.

> **Output measure/target:** increase in usage of existing programs; creation of three projects employing new document delivery mechanisms by 2012.

**Activity 1.11:** Support training opportunities for the public designed to promote effective use of electronic and other resources and emerging technologies.

> **Output target:** Ten Alaskan public libraries will have a regular, ongoing training program to improve their patrons' information literacy skills by 2012.

> **Outcome target:** 75% of training participants will demonstrate improved information literacy skills by 2012.

**Activity 1.12:** Support the development of lifelong learning programs designed for adults.

> **Output measure:** number of adult pilot programs initiated; program attendance.

> **Outcome measures:** increase in knowledge, skills, attitudes, behaviors, and life condition or status among program participants.

# Goal 2: Alaskan libraries will improve services to people of diverse backgrounds and to underserved populations.

Targeted 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 continues to be a need as evidenced by demographic trends occurring in Alaska. Libraries have traditionally served as part of the safety net for people at the margins of society. Libraries are publicly supported and therefore should provide support for all members of the public, not just those in the majority.

Current state demographics and 2005 Census figures certainly indicate the needs outlined in this goal are still valid and more critical than ever.

- Alaska is diverse, with 5.4% (34,368) people born in other countries and 30.8% (197,650) who report their race as other than white or as mixed.
- A total of 8.9% (34,734 Alaskans of age 25 or more) do not have a high school diploma or GED.
- A total of 11.2% (71,409 Alaskans) live below the poverty level set by the Federal government.
- More than 86,000 Alaskans aged 5 years or more (14.8%) have either a sensory, physical, mental, or self-care disability.
- A total of 7.7% (49,413) Alaskans are under 5 years of age and 6.6% (42,354) Alaskans are more than 65 years of age.
- A total of 4.2% (24,886) Alaskans report that they speak English less than "very well."
- If Alaska has the same level of people with limited literacy as the U.S. as a whole (based on 1994-1995 International Adult Literacy Survey), then 46.6% (198,977) Alaskans aged 16 to 65 function at level 1 or 2 literacy. Level 3 or higher literacy is necessary for people to achieve success in today's labor market, per the National Governor's Association.

With few exceptions, libraries in Alaska have never investigated the depth or breadth of library services desired by Alaskans with special needs. For most Alaskan libraries, the daily struggle for funding and managing other problems that threaten the actual survival of the library means that the needs of these groups are met on a person-by-person basis, rather than addressed as part of a larger service plan. The major lesson learned from the previous plan is that no assessment has been performed to properly identify the library needs of the populations who could be served under this goal. The lack of information about the needs of these Alaskans means it is difficult to design a thoughtful strategy that will assist libraries in meeting them. This new goal seeks to remedy the current situation.

A history of successful reading incentive programs in Alaska is continued in this plan. New initiatives have been designed that underscore the importance of targeted programs for young adults and that meet the developmental learning and literacy needs of pre-school children. It is critical to promote early childhood learning in areas where materials are

scarce and to provide high quality early learning materials to libraries and other service providers primarily in rural Alaska.

Alaska's immense geographic area and sparse population continue to make the delivery of public library services to underserved rural Alaska a challenge. Over 10% of Alaskans live in areas not served by a public library. To serve these people, the State Library continues to fund the Regional Mail Services program and is constantly on the lookout for new service delivery mechanisms targeted to the needs of rural Alaskans.

## Objective: Alaska libraries will design services and programs that target individuals of diverse geographic, cultural, socioeconomic backgrounds, special needs, and other underserved populations.

**Activity 2.1:** Meet the needs of people who are disabled, elderly, or who have special needs through a comprehensive assessment process, stakeholder meetings, and the development and promotion of targeted programs to fill service gaps.

> **Outcome measures:** number of special needs stakeholders, agencies, and libraries completing assessment process; number of subsequent programs developed.

**Activity 2.2:** Support improved library service and accessibility of cultural resources for Alaska Natives through partnerships and the creation of a strategic plan.

> **Output measure:** increase in the number of new programs and services resulting from partnerships and plan.

**Activity 2.3:** Assist libraries in determining and meeting the needs of non-English speaking populations in their communities.

> **Output measure/target:** creation of library service guidelines and targets for identified populations; 25 % increase in number of non-English language holdings in Alaska by 2012.

**Activity 2.4:** Encourage libraries to learn about the information needs of diverse and underserved populations and to actively collaborate to meet those needs.

> **Output target:** Five local or regional collaborative projects initiated for identified populations by 2012.

## Objective: Alaska libraries will support learning and literacy programs.

**Activity 2.5:** Support the statewide summer reading program and other reading and literacy promotion programs sponsored by libraries of all types for Alaskans of all ages.

> **Output target:** 20% increase in program participants statewide by 2012

**Outcome target:** 20% of program participants will report devoting increasing amounts of time to reading by 2012.

**Activity 2.6:** Develop and publicize the early childhood resource center and train librarians and other service providers who work with children from birth to age 4 in appropriate program techniques.

**Output measure:** number of public libraries that initiate or continue service to very young children and their parents.

**Outcome measure:** 75% of parents participating in early childhood literacy programs will understand the importance of developing literacy skills in their pre-school children.

**Activity 2.7:** Formulate strategies and develop programs that serve teens.

**Output target:** Six grant projects for teen services, programs or resources will be funded by 2012.

## Objective: Alaskans in unserved rural communities will receive library service.

**Activity 2.8:** Provide services to people with no access to a local library and explore and develop new methods of delivering these services in remote areas.

**Output measure:** development and increased use of efficient library service delivery mechanisms.

**Activity 2.9:** Compile information about Alaska's library landscape, including school and tribal libraries, and design and support service alternatives that meet the needs of those communities.

**Outcome measures:** creation and upkeep of key data indicators; number of contacts with unserved communities; number of model or alternative programs developed.

**Activity 2.10:** Formulate strategies for serving communities that do not have public libraries to determine if any type of local library service is feasible or wanted and to devise and publicize appropriate alternatives.

**Output target/measure:** creation of two new community libraries in communities with populations over 600 by 2012; number of model or alternative programs implemented.

# Goal 3: Alaskans will have increasingly equitable access to information through an enhanced technological infrastructure.

While progress has been made since the last state plan was written in 2002 (for example, all of Alaska's public and school libraries today have access to the Internet) much remains to be done. Alaska, more than any other state, is playing catch-up when it comes to meeting national standards of affordable access to the telecommunication infrastructure. The great advances in connectivity nationally and globally are due largely to the deployment of fiber and wireless spectrum, both of which have limited application in Alaska. It is doubtful that all Alaska residents will have access to this affordable telecommunication infrastructure as it is understood elsewhere in the county for many years to come. The Alaska State Library believes it has a leadership role to play in advocating for affordable telecommunications for rural Alaskans. As a consequence, the next five years must be devoted to ensuring all Alaskans have increasingly equitable access to a telecommunications infrastructure.

Through its past commitments, the State Library has developed valuable in-house expertise and leadership in the areas of telecommunications and Internet connectivity. Now it needs to build upon these strengths by publicly championing the goal of an affordable telecommunication infrastructure for all Alaskans, while partnering with other state agencies, the legislature, and the Governor's office, and working with other stakeholders, including private foundations and industry. The achievement of this goal must be done cooperatively. The State Library will work to coordinate and lead strategic planning efforts for telecommunication services at the statewide level.

Alaska's public libraries made great strides in creating an adequate public access computing environment in the last five years, primarily due to the infusion of grant funds from the Bill & Melinda Gates Foundation. However, due to the rapid changes in technology and the public's rising expectations that libraries will continue to provide public access computing services, this investment in hardware and software must be continued into the future. Local libraries must be able to provide an adequate and up-to-date library technology service program.

Alaskan librarians have become much more savvy providers and users of technologies in the last five years, but the need for a robust program that supports technology in libraries remains a significant need. Mechanisms must be designed and implemented to assist libraries, especially small libraries, with identifying, assessing, and evaluating technology requirements in the next five-year plan. More importantly, libraries in this state must keep up with and deploy new information technologies as they enter the mainstream to provide the most effective delivery of library and information services in both urban and rural settings.

## Objective: Alaskans will have access to low-cost, high-speed telecommunications in rural and urban libraries and communities.

**Activity 3.1:** Document and publicize dominant and alternative communications links to libraries in remote areas of Alaska.

> **Output measure:** number of communications produced, disseminated and publicized.

**Activity 3.2:** Collaborate with telecommunications providers to expand low-cost, high-speed access to communities in rural Alaska.

> **Output measure:** number of advances in broadband penetration or cost reductions.

**Activity 3.3:** Participate in Federal Communications Commission, Regulatory Commission of Alaska, and other entities' processes which impact communications access for libraries.

> **Output measures:** number of meetings attended, comments filed.

**Activity 3.4:** Collaborate with statewide groups and consortiums to build a technological infrastructure to expand access to Alaska's online electronic resources and services.

> **Output measure:** number of collaborations resulting in new services and programs.

**Activity 3.5:** Monitor and share information collected by other entities regarding telecommunications connectivity in Alaska.

> **Output measure:** number of summarizing communications produced and disseminated.

## Objective: Alaskans will have access to high-quality technology and public computing equipment and services in their local libraries.

**Activity 3.6:** Assist libraries in identifying and evaluating their technology needs and in developing strategies to meet those needs.

> **Output target:** 50% of Alaskan public libraries will have useable technology plans by 2012.

> **Outcome target:** 50% of surveyed library directors will report confidence in providing quality public access computing services to their communities by 2012.

**Activity 3.7:** Assist libraries in acquiring the hardware and software upgrades and replacements necessary to support public access to high-quality technology.

> **Output measures:** creation of library technology standards; number of libraries subsequently upgrading or replacing needed software and hardware.

## Objective: Alaskan libraries will employ new technologies to deliver library resources and services.

**Activity 3.8:** Provide support for integrating emerging technologies into library services.

> **Output target/measure:** 50% increase in training opportunities related to the deployment of new technologies by 2012; number of new technologies successfully implemented.

**Activity 3.9:** Support school libraries in incorporating technology into school curricula.

> **Output measure:** number and type of activities integrating library technologies into school curricula.

**Activity 3.10:** Assist libraries in establishing and expanding network connections.

> **Output measure:** number of new or expanded network connections.

# Goal 4: Alaskan libraries will actively participate in networks, partnerships, and collaborative activities.

Alaska's large and remote geographic region, combined with rising costs, funding shortfalls, and increased demand for services, provide great incentives to look to partnerships as a method for improving the quality of library services statewide. In this climate, there is more pressure than ever for libraries to form partnerships with each other and other public agencies to offer more cost-effective, new and enhanced services.

Historically, a variety of partnerships have had far reaching impacts in the state. From the early development of the first ALNCat on microfiche and the Alaska Project to the recent introduction of OCLC statewide group services contract and formalization of the Alaska Library Network, Alaska has always prided itself, despite its scant material resources, on its collaborative and cooperative library culture, that made possible collectively what would have been impossible singly. Formal and informal peer networks, such as the Resource and Research Library Directors, and Public Library Director's Leadership Group (DirLead); and professional organizations such as the Alaska Library Association (AkLA) and the Alaska Association of School Librarians (AkASL) are vibrant groups that meet regularly and often collaborate with the State Library on projects of mutual benefit.

While the tradition of cooperative ventures between libraries and library groups and individuals remains strong and vibrant in the state, much of this work has been largely informal. The formalization of the Alaska Library Network, an effort which was initiated in early 2007, will allow the library community to benefit from more planned and coordinated cooperative projects and activities because a staff person will now be devoted to initiating and administering these efforts. Thus, the broad objective of providing consultation, training, and technical assistance to libraries in the development, improvement, and operation of cooperative activities and networks should be realized in the future.

There is a growing trend in libraries to create partnerships with non-library organizations with allied goals. Expanding the implementation of partnerships into the realm of encouraging individual libraries to reach out and form mutually beneficial relationships with organizations and agencies in their own community will greatly enhance the image of the library and extend a welcoming face to underserved, disadvantaged and other nontraditional patrons and groups. At a time when librarians feel they need to increase their advocacy and public relations activities, partnerships could help libraries reconfigure their services to meet new community needs. This would also help libraries be viewed as a more valuable asset on the local and national scene.

**Objective: The Alaska Library Network will strengthen Alaska's libraries through effective coordination of cooperative services and programs.**

**Activity 4.1:** The Alaska Library Network will coordinate access and licensing of digital content.

> **Output target:** 70% of Alaskan libraries will actively participate in a new digital content program or service by 2012.

**Activity 4.2:** The Alaska Library Network will investigate and coordinate group contracts on behalf of Alaska's libraries.

> **Output measure:** number of cost-saving and service-enhancing group contracts initiated.

**Activity 4.3:** The Alaska Library Network will monitor and promote statewide collaborative services and programs.

> **Output target:** 25% increase in libraries submitting grants for collaborative projects and programs on the local or regional level by 2012.

**Objective: Alaskan libraries will have mutually beneficial partnerships with community, regional and statewide organizations.**

**Activity 4.4:** Encourage libraries to learn about the benefits of partnering and how to form partnerships with non-library entities to meet community needs and improve services to patrons.

> **Output target:** Twelve libraries will participate in community partnerships by 2012.

> **Outcome target:** 75% of partner agencies will report increased understanding and appreciation of the library's role within its community

**Objective: Alaskan libraries of all types will participate in collaborative activities and agreements to improve library service on the local, regional and statewide level.**

**Activity 4.5:** Encourage development of regional and borough-wide library service.

**Output target:** two new agreements for regional or borough-wide service will be initiated by 2012.

**Activity 4.6:** Encourage libraries to form partnerships with other libraries to meet shared needs.

**Output target:** five libraries will initiate new collaborative service agreements by 2012.

**Activity 4.7:** Investigate and support methods for delivering library services on a statewide level.

**Output measure:** number of new statewide services and programs.

# Goal 5: Alaskan libraries will improve their capacity to provide library services that address the six priorities laid out in the Library Services and Technology Act.

A comprehensive capacity-building program will be developed in the coming years that supports and strengthens the internal and external ability of Alaskan libraries to provide sustainable services of the highest quality that anticipate and respond to community and societal needs and expectations. New knowledge, exposure to new ideas and perspectives, skills enhancement, opportunities for information sharing and problem-solving, and a sense of professional identity and community will assist libraries in providing excellent customer service to their users. The ultimate goal is to provide library resources and services that advance and enhance Alaskans' personal, educational, and working lives.

## Objective: Alaskan librarians will pursue the knowledge and skills to offer the highest levels of customer service.

**Activity 5.1:** Support training programs targeted toward the basic skills and professional development needs of both Alaska Native and rural library staff so that these librarians may more effectively serve underserved Alaskans.

> **Output measures:** number of training sessions offered; number and percentage of Alaska library staff who attend; number of training sessions offered to target groups or in specific geographic areas.

> **Outcome measures:** increase in targeted knowledge, skills, and attitudes (KSAs) areas.

**Activity 5.2:** Provide education opportunities to assist library staff with strengthening traditional library service and operational skills, developing knowledge and skills in new service areas, and giving exceptional customer service.

> **Output measures:** number of training sessions offered; number and percentage of Alaska library staff who attend; number of training sessions offered to target groups or in specific geographic areas; number of Alaskans pursuing library education.

> **Outcome measures:** increase in targeted knowledge, skills, and attitudes (KSAs) areas.

**Activity 5.3:** Provide training in grant writing so that librarians may improve their grant applications for LSTA-funded projects.

> **Outcome targets:** 25% of training participants will submit a successful grant proposal by 2012.

**Activity 5.4:** Provide leadership and management training programs for Alaskan library leaders so that they may more effectively meet the information needs of all Alaskans.

> **Output measures:** number of training sessions offered; number and percentage of Alaska library leaders who attend.

> **Outcome measures:** increase in targeted knowledge, skills, and attitudes (KSAs) areas.

## Objective: Alaskan librarians will be actively engaged in and relevant to the communities they serve.

**Activity 5.5:** Provide training in community needs assessment and library program evaluation.

> **Outcome target:** 25% of training participants will survey their communities or evaluate their library programs by 2012.

**Activity 5.6:** Develop and communicate strategies for increasing community involvement, presence and relevance.

> **Output target:** 25% of Alaskan libraries will report increased community involvement/presence/relevance due to planned outreach activities by 2012.

**Activity 5.7:** Strengthen the role of library boards, friends groups and volunteer programs in promoting and developing LSTA priorities.

> **Output target:** 25% of public libraries will report increased board, friends or volunteer involvement and efficacy due to joint training and planning activities and internal program development by 2012.

**Activity 5.8:** Provide training in marketing library services and programs supported by the Library Services and Technology Act.

> **Outcome target:** 50% of libraries will improve communication mechanisms for reporting services and program outputs and impacts to users and stakeholders by 2012.

## Objective: Alaskan librarians will evaluate and design programs that keep pace with customer expectations and the changing role of libraries.

**Activity 5.9:** Provide training in performance measurement and project management of LSTA-funded programs.

> **Outcome target:** 25% of training participants will increase their ability to manage large projects more efficiently and effectively by 2012.

**Activity 5.10:** Strengthen strategic, operational and future planning processes in libraries.

> **Output target:** 25% of public libraries will implement ongoing, systematic operational and strategic planning by 2012.

> **Outcome target:** 50% of Alaskan librarians will report increased awareness of the evolving role of libraries, librarianship and new service options by 2012.

**Activity 5.11:** Assist libraries in designing and developing needed programs, staffing, and service changes.

> **Output target:** ten libraries will complete internal program analysis and restructuring and disseminate program results to the statewide community by 2012.

**Activity 5.12:** Assist libraries in developing customer satisfaction, service effectiveness, and outcome standards and measures.

> **Output target:** 25% of libraries will institute mechanisms to measuring customer satisfaction or service effectiveness by 2012.

> **Outcome target:** 25% of Alaskan library directors will employ outcome-based evaluation on grant-funded projects by 2012.

# V. Stakeholder Involvement

## Role of the Governor's Advisory Council

The Governor's Advisory Council on Libraries (GAC) was the primary mechanism used to involve library users throughout the state in design of Alaska's new Library Services and Technology Act Plan for 2008-2012. In 2001, the Council reviewed the 1998 - 2002 State Plan and drafted goals, priorities, and activities for the 2003 - 2007 State Plan after assessing the results of the five-year evaluation of LSTA-funded grants during the previous five years. This same successful practice of thoughtful and deliberative analysis and review was continued in the creation of the current plan along with a complete needs assessment process that gathered input and ideas from the statewide library community.

## Composition of the Governor's Advisory Council

The Council is currently composed of ten members: five members appointed by the Governor and five members proposed by the Alaska Library Association and confirmed by the Governor. The Council is representative of the library profession, library users, and special populations.

It is the Council's policy to maintain membership that is broadly representative of the library profession and all library users, including disadvantaged persons within Alaska. The Council's voting membership consists of: one public library representative, one special library representative, one academic library representative, one school library representative, and the immediate past president of the Alaska Library Association. Members are selected by their peers in the manner set forth in the Association's *Handbook of Procedures and Policies.* In addition, the Council includes the following voting members chosen by the Governor: one handicapped user representative, one rural library user representative, one public library user representative, one public library trustee representative, and one library user representative.

The Council's ongoing duty is to advise the Alaska State Library on the LSTA plan and the development and evaluation of library services in Alaska. The Council also assists the State Library in evaluating the effectiveness of programs and services paid for with LSTA funds. All meetings of the Council are open to the public and are advertised through public notices in regional newspapers.

## Other Groups Consulted

The final draft of the *Alaska State Plan 2008 - 2012* was widely disseminated in both print and PDF formats during a designated time for review during May – June 2007. Comments were solicited from the following groups.

- The Executive Council and membership of the Alaska Library Association
- The Executive Board and membership of the Alaska Association of School Librarians

- The Interim Advisory Board of the Alaska Library Network, which includes library directors from the public libraries and the University of Alaska campus libraries in Anchorage, Fairbanks, and Juneau DIRLEAD, the directors of the 20 largest public libraries in Alaska
- DIRLEAD, the directors of the 20 largest public libraries in Alaska
- Library Development staff of the Alaska State Library
- Subscribers to the State Librarian's *Friday Bulletin* and the Alaska Department of Education and Early Development's *Info Exchange* (electronic newsletters)
- Members of the Governor's Advisory Council were asked to distribute the draft plan to their constituents via email or any other pertinent transmission process

The Council considered and incorporated comments from these constituencies prior to submitting the *Alaska State Plan 2008 - 2012* to the Institute of Museum and Library Services.


## VI. Communication and Public Availability


Announcements concerning the availability of the finished plan will be sent to newsletters and email lists that serve the library and educational communities. The plan will be posted on the Alaska State Library's web site. Printed copies will be made available to the public upon request.

Information pertaining to the ongoing LSTA program will be disseminated as follows:

- Major announcements pertaining to the LSTA program and process will be publicized on the Alaska Library Association's listserv and in the following newsletters: *Newspoke*; *Puffin*; *Friday Bulletin*; and *Info Exchange*.

- Current versions of the state plan and key LSTA program documents will be posted on the State Library's web site and printed copies will be available to the public upon request.

- Documentation pertaining to the administration and evaluation of the LSTA program will be available to the public upon request.

- Results of program evaluations presented in the Library Services and Technology Act Annual Reports and those conducted by the Library Development staff will be disseminated to and reviewed by the Governor's Advisory Council; copies will be available to the public upon request.

**VII. Monitoring and Evaluation**

The following methods will be used to monitor, evaluate and report on the programs and projects supported by LSTA funds:

- All project or program proposals submitted by subgrantees and accepted for funding will include an evaluation plan utilizing input, output or outcome measures or targets based on the objectives of the proposal.

- In addition, the State Library will require programs and projects of statewide scope and those requiring significant funds to design and apply outcome-based measures to demonstrate their impact on intended user groups.

- Library Development staff will review the effectiveness and impact of LSTA funded projects and programs in addressing the goals, objectives, activities, and output and outcome measures of the state plan at the conclusion of every grant cycle.

- The State Library may initiate longitudinal evaluations to gauge progress in achieving major LSTA goals.

- The Governor's Advisory Council on Libraries will review overall LSTA plan progress and grant program outputs and outcomes annually and may recommend amendments to the goals, objectives, activities, and evaluation measures contained in the state plan.

# VIII. Appendix: Governor's Advisory Council Members & LSTA Program Staff

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|---|---|---|
| Cathy Boutin<br>GAC Chair<br>Library User Representative | P.O. Box 35116<br>Juneau, AK 99803 | (W) 463-1899<br>(H) 789-7936<br>(F) 463-1877 |
| Linda Henning<br>Library Trustee and Rural<br>Representative | PMB 306<br>1830 E. Parks Hwy, Ste A-113<br>Wasilla, AK 99654 | (H) 357-9366<br>(C) 841-2453 |
| Aldean Kilbourn<br>Library User Representative | 3217 Riverview Drive<br>Fairbanks, AK 99709 | (H) 474-0012 |
| Pat Kilmain<br>AkLA Public Libraries Representative | Palmer Public Library<br>655 South Valley Way<br>Palmer, AK 99645 | (W) 746-4700<br>(H) 745-2365<br>(F) 746-3570 |
| Jackie Lorensen<br>Disabled Representative | P.O. Box 210108<br>Auke Bay, AK 99821 | (H) 586-6481 |
| Kathryn J. Martin-Albright<br>Public Library Representative | 18701 South Kanaga Loop<br>Eagle River, AK 99577 | (W) 376-5913<br>(F) 376-2347 |
| Ann Myren<br>AkLA Past President | P.O. Box 951<br>Haines, AK 99827 | |
| Beth Odsen<br>AkLA Special Libraries<br>Representative | Alaska State Court Law<br>Library<br>303 "K" Street<br>Anchorage, AK 99501 | (W) 264-0587<br>(H) 248-5367<br>(F) 264-0733 |
| Terrill A. Sullivan<br>Library User Representative | 11051 Retreat Circle<br>Anchorage, AK 99515 | (W) 742-4200<br>(H) 349-5881 |
| Robert Van Der Wege<br>AkLA School Library Representative | Kenai Peninsula School<br>District<br>152 Park Avenue<br>Soldotna, AK 99669 | (W) 714-8905<br>(H) 283-0416<br>(F) 262-2859 |
| Kathleen Wiechelman<br>AkLA Academic Library<br>Representative | University of Alaska<br>Southeast<br>Ketchikan Campus Library<br>2600 Seventh Avenue<br>Ketchikan, AK 99901 | (W) 228-4517<br>(H) 247-7780<br>(F) 228-4520 |
| Kathryn H. Shelton<br>State Librarian<br>Ex-Officio | Alaska State Library<br>P. O. Box 110571<br>Juneau, AK 99811 | (W) 465-2910<br>(F) 465-2665 |
| Nina Malyshev<br>Alaska State Library<br>LSTA Coordinator | Alaska State Library<br>344 W. Third Ave., Ste. 125<br>Anchorage, AK 99501 | (W) 269-6571<br>(F) 269-6580 |
| Patience Frederiksen<br>Alaska State Library<br>Grants Administrator | Alaska State Library<br>344 W. Third Ave., Ste. 125<br>Anchorage, AK 99501 | (W) 269-6566<br>(F) 269-6580 |