

## **Georgia Libraries for Accessible Statewide Services (GLASS)**

**Strategic Plan, 2009-2011**

**July 6, 2009**

### Statewide Vision

All Georgians will have access to public library materials and services for their personal enrichment, education and entertainment. Those with print impairments will have full benefit to Georgia public library resources through GLASS and the National Library for the Blind and Physically Handicapped, the availability of Braille and audio books and magazines and the use of adaptive equipment, software and electronic media.

### Mission of Georgia Libraries for Accessible Statewide Services (GLASS)

The Regional and Subregional Libraries will identify and serve all individuals whose disability prevents their successful use of standard public library materials and services, including those eligible for National Library Service (NLS) Library for the Blind and Physically Handicapped program, by:

- Providing consulting, training, and outreach support for local units of service and agencies involved in providing and facilitating library service to people with disabilities;
- Staying aware of the latest adaptive technologies and services, (e.g., free downloadable audiobooks), and implementing those that are appropriate;
- Circulating and maintaining the NLS-provided resources (recorded books and magazines, NLS-provided playback machines and equipment, Braille books and magazines); and
- Providing access to materials of local interest and special requests of patrons through recording by local units of service and duplication and distribution by the Regional Library.

GOAL 1: Foster communication and increase educational opportunities related to GLASS services statewide.

<b>WHAT</b>	<b>WHEN</b>	<b>HOW</b>
1-A Complete a "State of GLASS" report summarizing five years of statistics and describing current configurations and methods of providing of services.	July 2009	Compile information on usage and services for the period FY 2004-2009. Describe GLASS service provision as of June 30, 2009. Publish report to distribute statewide, and post on Web site.
1-B Use a Regional newsletter to improve communication between the Regional and local units of administration (Subregionals and Outreach Center).	FY2010 and ongoing	Repurpose HourGLASS as a Regional newsletter (target audience--providers), and develop a separate newsletter for the Atlanta Metro Subregional (target audience—consumers).
1-C Establish an annual calendar of meetings and continuing education opportunities.	FY2010 and ongoing	In conjunction with CE Director, plan and offer training throughout the year as appropriate for Subregional staff as well as general public library staff.
1-D Conduct regular field visits to Subregionals.	FY2010 and ongoing	Visit half the Subregionals each fiscal year and send report with recommendations within one month of visit; conduct phone "visits" during the year that falls between physical visits.
1-E Specify support for the GLASS program and the respective responsibilities of Regional and local units for GLASS services.	FY2010 and ongoing	Review contracts with library systems annually and adjust as needed.
1-F Publish annual calendar of planning and reporting deadlines.	FY2010 and ongoing	Each year, review procedures and responsibility for service plans and reporting, establish deadlines, and communicate statewide.
1-G Make all information about the Regional Library and the local units transparent and keep updated on the GPLS Web site.	FY2010 and ongoing	Post grant and budget information, reports, statistics, and other data available.

1-H Ensure that a customer in any public library facility in Georgia can find an application for NLS and staff who can provide information about the service.	By June 30, 2010	Staff training blitz during FY2010, including webinars
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GOAL 2: Evaluate the success of several pilot models to guide decision making.

<b>WHAT</b>	<b>WHEN</b>	<b>HOW</b>
2-A Evaluate the new LaFayette Outreach Center model, with attention to feasibility for other areas, funding requirements, and staffing requirements locally and at the Regional Library.	November 2008 through December 2009	LaFayette/Rome: Patron Satisfaction Survey; New Patrons; Circulation; Cost Per Patron
2-B Complete the move of the Atlanta Subregional.	Target date to open: October 1, 2009	Engage architect, design, purchase and install furnishings and equipment, move items from the Regional, plan grand opening.
2-C Evaluate Atlanta Metro Subregional model, with attention to feasibility for other Subregionals, funding requirements, and staffing requirements locally and at the Regional Library.	July 2009 through December 2009	Atlanta/Regional: Walk-ins; Volunteers; New Patrons; Cost Per Patron
2-D Evaluate CLASS model, with attention to feasibility for other Subregionals, funding requirements, and staffing requirements locally and at the Regional Library.	July 2009 through December 2009	CLASS: Walk-ins, volunteers, new patrons, cost per patron, outreach, number of circulations at main desk, anecdotal information from circulation staff
2-E Examine cost effectiveness of the model programs compared to other Subregional libraries.	December 2009	Compare cost per circulation, cost per patron, and cost per % of eligible population served among the models (Atlanta, LaFayette, CLASS, and composite of the others).

GOAL 3: Determine the optimal method of providing this service statewide (which may include reconfiguration of the Regional, Subregional and Outreach Center service areas and administrative units) to provide the highest quality of service for eligible patrons in the most cost-effective way.

WHAT	WHEN	HOW
3-A Develop a draft configuration of service areas statewide (December 2009) and distribute widely for comment.	By March 31, 2010	Conduct 12 focus groups (in each existing local unit service area); encourage comments through variety of means.
3-B Adopt a final configuration plan.	by April 30, 2010	Adjust draft model based on feedback.
3-C Train for the new service model and service area configuration.	May 2010	All 61 directors, TBC staff
3-D Implement the new service model and service area configuration.	by July 1, 2010	

GOAL 4: Determine the best allocation of available resources to support this service.

WHAT	WHEN	HOW
4-A Determine the best funding mechanism to ensure highest quality service.	By May 31, 2010	In conjunction with Directors providing local service, develop a funding structure for the new service model.

GOAL 5: Ensure quality standards for the service statewide.

5-A Develop Georgia standards for statewide services, including both Regional Library and local units of administration.	by December 2010	Use NLS standards and Georgia public library standards as guides.
5-B Train on new service standards.	Mar-May 2011	Presentation to all Directors, training for Directors providing local service.
5-C Implement service standards.	by July 1, 2011	Each center has a plan for meeting or exceeding standards.