

# State of GLASS Report

Georgia Libraries for Accessible Statewide Services  
September 1, 2009

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Letter from State Librarian Dr. Lamar Veatch

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September 1, 2009

Dear Georgia Library Community,

Georgia Public Library Service (GPLS) is committed to achieving excellence in library service for all Georgians, including the provision of equitable access to people with disabilities. This is accomplished through a partnership between Georgia libraries and the Georgia Libraries for Accessible Statewide Services (GLASS), a program of GPLS.

It is my pleasure to provide this State of GLASS Report, which summarizes GLASS activity for the last five years and provides a blueprint for the future. In the following pages, you will find the vision and mission statements for the GLASS program and a description of the service and funding models as they are today.

Since 2000, there have been a number of studies related to library service for Georgians with disabilities. This document summarizes the recommendations made in those studies and serves as a progress report of actions taken.

A recently developed strategic plan for GLASS outlines steps to be taken in the upcoming months to solicit statewide input that will help us make these services even more effective. It is our hope that you will encourage participation in this process by your staff and customers in order to help GLASS create a future that best meets the needs for accessible public library services throughout the state.

Sincerely,



*Lamar Veatch*

Dr. Lamar Veatch  
State Librarian



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*A Unit of the University System of Georgia*

## **I. GLASS Vision & Mission**

### **Vision**

All Georgians will have access to public library materials and services for their personal enrichment, education and entertainment. Those with disabilities preventing use of print materials will have full benefit of Georgia public library resources through GLASS and the National Library Service (NLS) 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**

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) 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, 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.

## **II. Current Service Model**

GLASS is a program of the Georgia Public Library Service (GPLS), which is in turn a unit of the Board of Regents of the University System of Georgia. The program administered by GLASS includes a regional library (RL) in Atlanta and a network of subregional libraries (SRLs) located throughout the state. These subregionals are located in public libraries, and contracts between GPLS and the library systems outline the responsibilities of each party. As of June 30, 2009, there were 13 SRLs and one Outreach Center. As of this date, the Albany and Hall County SRLs have closed, reducing the number of SRLs to 11.

The regional library serves as the machine lending agency (MLA), the distribution center for the entire NLS collection and the provider for materials in Braille. In addition to administering and promoting the program statewide, the regional library provides consulting, training and assistance to those who provide library services to people with disabilities in Georgia. The regional library also serves as the liaison between local library providers and the National Library Service (NLS).

Subregional libraries (SRLs) are located in public libraries in the cities of Athens, Augusta, Bainbridge, Brunswick, Columbus, Dublin, Macon, Rome, Savannah and Valdosta. The SRL for Atlanta is co-located with the regional library at present, but will soon move to the Atlanta-Fulton County Public Library. The North Georgia Talking Book Library, located in LaFayette, became the North Georgia Outreach Center on November 1, 2008. A GLASS directory showing which counties and library systems fall in each subregional Library service area is an appendix to this document.

The outreach center and the SRLs are supported by state grants. The regional library and the Atlanta Metro SRL are supported by federal funds from the Library Services and Technology Act (LSTA).

### **III. Funding**

#### **State Grants**

State grants have helped support subregional libraries since their creation in the 1970s. The current grant formula includes a base grant amount and additional amounts for the number of counties in the service area, the number of eligible patrons in the service area (based on the population times 1.4%) and the number of active patrons. An additional amount for each circulation was included in the grant formula through FY2008. An appendix shows the distribution of state grants from 2005 to the present.

In FY2004, additional state funds were requested from the legislature in order to include the Atlanta Metro SRL as a grantee, but no additional funds were allocated. The Atlanta Metro SRL remains a federally funded program.

#### **Federal Funding for Regional and Atlanta Metro Subregional**

Regional library and Atlanta Metro SRL services are funded through Georgia's Library Services and Technology Act (LSTA) program. The following targets and program activities are part of the LSTA Five-Year Plan for 2008 through 2012.

##### **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 minigrants to libraries in need of basic adaptive equipment and specialized materials in order to more effectively serve customers with disabilities.

Timeline: 2010

### **Federal Grants (LSTA)**

When LSTA funds are available, subgrants may be made to help support programs of the subregional libraries, such as the Summer Reading Program.

### **Local Funds**

In some subregional libraries, local funds from the hosting library system subsidize SRL operations.

## IV. History & Progress

### Chronology

- 1931 Georgia Regional Library established--18 libraries served blind adults with Braille books
- 1932 President Herbert Hoover signed Pratt-Smoot Act
- 1933 Service included LP records
- 1952 Service extended to children
- 1966 Service extended to people with physical disabilities
- 1972 Transition from recorded disks to cassettes
- 1973-1977 Thirteen subregional libraries established throughout Georgia
- 1990 American with Disabilities Act passed Congress
- c1994 Moved from manual circulation to automated system READS
- 2000 Himmel & Wilson Study
- pre-2001 Talking Book Center listserv established to improve communication
- 2002 Department of Audits performance review
- 2002 Moved from READS to Keystone Library Automation System (KLAS)
- 2002 Library Consumers' Advisory Council established
- 2002 Library for the Blind and Physically Handicapped changed name to Georgia Library for Accessible Services, GLASS
- 2004 Follow-up of Department of Audits performance review
- 2004 Began outsourcing Braille book circulation to Utah State Library Division Program for the Blind and Disabled
- 2004 Service agreements between GPLS and public libraries
- 2006 Began process to move Atlanta Metro Library for Accessible Services (AMLAS) to the Atlanta Fulton Public Library
- 2008 North Georgia Talking Book Center became an outreach center only, with patron services moving to the Rome Subregional Library
- 2009 Albany Subregional Library closed and services moved to Bainbridge Subregional Library and Middle Georgia Subregional Library; Hall County closed its subregional library



## Studies and Reports

The following are recommendations from various reports and studies performed over the last 10 years. Where appropriate, progress has been noted in italics following the recommendations.

### Himmel & Wilson

In 2000, independent consultants were charged with reviewing the LBPH program in Georgia and making recommendations for the future. The major findings and recommendations from this study are as follows:

- Finding 1: Public library services to individuals with special needs have been largely relegated to the 13 subregional libraries. Only a few public libraries other than those that host subregionals offer adequate services to people with disabilities.
  - Recommendation 1A: The state of Georgia, through the Office of Public Library Services and the Regional Library for the Blind and Physically Handicapped needs to undertake a comprehensive program of training, consulting assistance and targeted program support that will result in an improved level of library service to Georgia residents with disabling conditions.
    - *Some training has been done, but the regional library has never been sufficiently staffed to provide a comprehensive training and assistance program.*
- Finding 2: Georgia's Regional Library for the Blind and Physically Handicapped is understaffed, underfunded, and unable to fulfill its statewide mission. The regional library in Atlanta serves primarily as Georgia's 14th subregional library.
  - Recommendation 2A: Georgia should reorganize its Regional Library for the Blind and Physically Handicapped over the next five years to separate it into six distinct functional areas. They are:
    1. Statewide coordination of services to people with disabilities
    2. Special needs consulting and training
    3. Machine lending and repair
      - *Two part-time staff members are assigned to this area, and we use Telephone Pioneers for major repairs.*

4. Talking book fulfillment service
  - *Three full-time staff members are assigned to this function.*
5. Braille fulfillment service
  - *Now outsourced to Utah State Library Division Program for the Blind and Disabled*
6. Readers' advisory service and special services (recordings for the blind, Braille on demand, etc.)
  - *Three full-time staff members are assigned to this area but will move with the Atlanta Metro SRL. There is still a need for this at the regional level*

- Recommendation 2B: Georgia should move toward outsourcing functions 3, 4 and 5. Outsourcing of Braille fulfillment service is probably possible within two years. Outsourcing of machine lending and repair services may also be possible within two to three years. Outsourcing of talking book fulfillment service should be targeted for five years from the implementation of these recommendations.
  - *We have outsourced provision of Braille materials only.*
- Recommendation 2C: The Georgia Regional Library for the Blind should work with NLS to develop a web-accessible version of the READS II software that would allow consumers and library staff in any library in Georgia to place requests for talking book materials from any location in the state.
  - *We have moved to the Keystone Library Automation System (KLAS), which has a Web version of the catalog for patrons.*
- Recommendation 2D: The Department of Technical and Adult Services should seek new quarters to house the Regional Library for the Blind and Physically Handicapped for the next five to seven years. Such facilities should meet NLS standards and should be more accessible and hospitable for walk-in use than the current facility.
  - *We are in the process of moving the Atlanta Metro Library for Accessible Services into the Atlanta Fulton Public Library's Central Library, which is on*

*a MARTA line. The subregional will be fully ADA-compliant and accessible to people with disabilities.*

- *We are also currently exploring other possible state-owned facilities for Regional Library activities.*

- Finding 3: Georgia's subregional libraries operate as mini regional libraries rather than as the outreach entities they were originally intended to be. This is in large part because they have been unable to depend on an appropriate level of support from the regional library.
  - Recommendation 3A: The 13 Georgia subregional libraries should work with the Office of Public Library Service and with the Regional Library for the Blind and Physically Handicapped to transition over a five-year period into entities that provide outreach services, training and assistance to public libraries in providing all types of library services to individuals with disabling conditions. Planning for this transition should fully involve consumer groups representing a large variety of disability advocacy and service organizations.
    - *In November of 2008, the Subregional in LaFayette became an outreach center only, with patron services moving to the Rome Subregional Library.*
    - *It is expected that the planning process currently underway will result in a shift in focus for subregional units from fulfillment to outreach.*
  - Recommendation 3B: A guiding principle in the transition of subregionals from direct service providers into outreach/support organizations should be the maintenance of high-quality NLS/talking book service. Talking book center managers should be involved in the development of requests for proposals for contracted services and in the development of training to prepare library staff members to use the online request system.
    - *The need for the latter was obviated by the transition to KLAS.*
    - *We plan to develop statewide standards for all GLASS services within the next two years.*

- Finding 4: The workload involved in providing basic talking book center service frequently impedes the ability of subregional libraries to conduct necessary outreach efforts.
  - Recommendation 4A: Subregional libraries should move from being direct service providers to being outreach/support organizations over a five-year period of time by gradually reducing the number of counties they serve over the five-year period. Each subregional should be asked to shift a specific number of counties (probably two or three per year depending on the number currently served by the subregional) to service by the regional library each year.
    - *As a result of reconfigurations over the last two years, the regional library has picked up additional distribution for several counties (parts of Albany, parts of LaFayette, all of Hall County). Also, since the move to KLAS, the regional library serves as the backup distribution center for all subregionals.*
  - Recommendation 4B: The state of Georgia should continue to provide support to subregional libraries under the current formula during the transition period. The shift of counties will require that the State provide some additional support for the regional library during this period. At the end of the transition period, subregionals should receive ongoing funding for outreach and support activities. This support should come in the form of a personnel grant dedicated to these services. Outreach workers would be responsible for the areas currently covered by the subregionals.
    - *The regional library has recently added one full-time position devoted to fulfillment services.*
  - Recommendation 4C: Host libraries that desire to continue to act as subregional libraries for the counties within the host library's public library system area should be allowed to do so; however, state support for this service should be limited to a formula based on the estimated population of NLS-eligible users in the area. Host libraries and/or the public library system would be expected to subsidize these operations.

- Finding 5: A relatively small number of public library directors have an adequate understanding of the NLS service. At least some of the dissatisfaction with the NLS service that was expressed by directors in the course of this study is based on a misunderstanding of the scope and purpose of the program.
  - Recommendation 5A: The consultants believe that this report and the meeting with library directors will go a long way in providing library directors with a better understanding of the NLS program; however, we also recommend that the Office of Public Library Services invite representatives of LC/NLS to make a formal presentation at a directors' meeting. One component of the presentation would be an opportunity for the NLS staff to answer questions submitted to NLS by the directors in advance.
    - *NLS' Deborah Toomey spoke at the Public Library Directors' Meeting in January 2007. We will again invite a representative from NLS to speak sometime in 2010-2011, requesting questions from the directors in advance.*
  
- Finding 6: Georgia's organizational structure of a regional library and 13 subregional libraries is neither the most efficient nor the most effective mechanism for providing talking book service.
  - Recommendation 6A: The state of Georgia should develop three requests for proposals (RFPs): one each for Braille fulfillment service, machine lending and repair, and talking book fulfillment service. The target for the first two RFPs should be two to three years into the implementation of recommendations. The target for the talking book fulfillment service should be five years into the implementation of recommendations. This will allow time for NLS to come to some firm decisions on the future format of talking books, which will have an impact on the nature of the RFP.
    - *Braille only has been outsourced. The Regional Library and subregionals continue to handle machine lending and fulfillment.*
  
  - Recommendation 6B: The Office of Public Library Service, the Georgia Regional Library for the Blind and Physically Handicapped and the subregional libraries should jointly work

toward a system in which some consumers place their own requests for talking books and others place requests through their local libraries. This will require the development of specialized software and extensive training.

- *This feature is currently available with KLAS.*

- Finding 7: The majority of Georgia's public libraries are doing an inadequate job of integrating services to people with disabilities into their regular program of service.

- Recommendation 7A: The function of the outreach workers in subregional areas should not be limited to outreach and support for users of the NLS program. Rather, the outreach workers should be regional experts in services to all disability communities including but not limited to the visually and hearing impaired, individuals with developmental and learning disabilities and people with mobility limitations.

- *We hope to be able to place more emphasis on this function when we have determined a new service model and implemented service standards.*

- Finding 8: Library staff members in most of Georgia's public libraries lack the knowledge and resources to adequately respond to the library and information needs of people with disabilities.

- Recommendation 8A: Outreach workers should be required to provide training and consulting services to all public libraries within the area currently served by the subregional library.

- *This will be considered for inclusion in the standards to be developed within the next two years.*

### Georgia Department of Audits

A performance audit of this service was conducted in June 2002 by the state auditors, yielding this summary recommendation: Action should be taken by the Board of Regents to implement a more efficient and effective system for providing library services to the state's blind and physically handicapped citizens.

Specific recommendations were as follows:

- Library Management:

- The subregional libraries should be subject to additional oversight and accountability.
  - *A service agreement was implemented in 2004 and revised in 2010. We began requiring from each subregional a plan of service and twice-yearly reports of activity.*
- Action should be taken to enable the regional library to fulfill its responsibilities as the statewide coordinator of library services for the Blind and Physically Handicapped.
  - *Several changes have been made that will facilitate the ability of the regional to do statewide coordination more effectively. These include separating the Atlanta Subregional activity from the regional library, engaging in a strategic planning process, adding a position to the distribution (warehouse) function and filling a long-vacant administrative coordinator position.*
- Library Operations:
  - The Board of Regents should re-evaluate the current service delivery structure for providing library services to the blind and physically handicapped citizens of Georgia.
    - *We have begun a study and planning year to determine the best delivery model for these services.*
  - The Board of Regents should take steps to make library services more accessible to the blind and physically handicapped.
    - *We are in the process of moving the Atlanta Metro Library for Accessible Services into the Atlanta-Fulton Public Library's Central Library, which is on a MARTA line. The subregional will be fully ADA-compliant and accessible to people with disabilities.*
  - Additional action should be taken to promote awareness of the library services that are available to blind and physically handicapped citizens on a statewide basis.
    - *A statewide publicity campaign was launched in 2005 and included billboards, posters, radio spots, etc.*
    - *The Regional Library helps promote any NLS public awareness campaigns.*
    - *Public meetings to be held as part of the planning effort this year will raise visibility of the program.*

- Consideration should be given to finding a new location for the regional library.
  - *We are currently exploring other possible state-owned facilities for the regional library activities.*
- The subregional libraries should be commended for the quality of service they provide their patrons.
- Library Funding:
  - Action should be taken by the Board of Regents to ensure that the grant funds provided the subregional libraries are sufficient to meet the library needs of the state's blind and physically handicapped citizens.
  - Action should be taken to ensure that the activity data reported by the subregional libraries is accurate.
    - *Using KLAS has ensured accurate circulation and patron statistics.*
    - *We plan to develop statewide standards next year that will address consistency of data.*
  - Consideration should be given to adequately funding and staffing the regional library.
    - *The separation of Atlanta Metro Library for Accessible Services will help us clarify the staffing and funding needs for regional operations. We have added two staff members in the past year.*
  - Steps should be taken to utilize charitable donations made to the Library for the Blind and Physically Handicapped Trust Fund.
    - *The current balance of this fund is \$17,488.74. We plan to use approximately \$5,000 for accessible toys for the new children's area and other programming supplies for the relocated Atlanta Metro Library for Accessible Services.*

A follow-up review was performed by the Department of Audits in May 2004 to determine the status of audit recommendations. A copy of this performance audit and follow-up review may be found at

<http://www.georgialibraries.org/glass/>.

### NLS Consultant Reports

The National Library Service conducts biennial visits to the regional libraries in all states. A report with recommendations is provided following the NLS



consultant's visit. The most recent report (dated April 20, 2009, for the visit September 10-12, 2008) included the following recommendations:

- Public Education: Develop a written public awareness plan with SRL input.
- Consulting Services:
  - Conduct biennial consulting visits to each subregional library.
    - *We have begun doing this.*
  - Submit a final written report of observations and recommendations and send a copy to the SRL and its administering agency.
  - Request that the SRL respond within three months of receiving the report, sending a copy to their administering agency.
- Volunteers: Implement a program that recognizes volunteer activities at least annually.
  - *We will do at Atlanta Metro and other subregionals.*
- Administration/Organization: Investigate the feasibility of establishing a Friends group.
  - *We will do at Atlanta Metro and other subregionals.*
- Planning and Evaluation:
  - Keep NLS apprised of proposed changes in service patterns in Georgia.
    - *We plan to update NLS throughout the planning year.*
  - Conduct a patron satisfaction survey and share the results of the survey with NLS.
    - *Plans are to do this at the subregional level June 2010.*
  - Involve the LCAC in the preparation of a patron satisfaction survey.
- Policies and Procedures:
  - Include the Library Consumer Advisory Council (LCAC) in the process when policies and procedures need to be revised.
    - *Other than KLAS procedures, there are no existing policies and procedures. We intend to develop these following our planning work and when standards are adopted.*
  - Provide service policies, procedures and instructional materials in Braille and audio formats.
- Reports, Statistical and Narrative: Conduct a reconciliation with Georgia patron files and the Comprehensive Mailing List System (CMLS) files.

- *Subregionals need to do this on an annual basis. This will be included in the forthcoming standards.*
- Personnel:
  - Work toward having all reader advisors possess a bachelor's degree.
    - *We will require this as new positions become available.*
  - Send appropriate new staff to the NLS three-day orientation.
    - *We will evaluate need and feasibility on an annual basis.*
- Physical Facilities: Continue to keep NLS apprised of progress in acquiring a facility for the subregional and regional libraries.
- Machine-Lending Agency (MLA):
  - Make three attempts to retrieve equipment from inactive readers.
    - *We are making two attempts now; will add a third.*
  - Perform a reconciliation between MLA's machine files and the Blind and Physically Handicapped Inventory Control System (BPHICS) file and do so every two years.
    - *No formal reconciliation has been done.*
  - Perform a self-audit of the MLA's inventory to verify the accuracy of machine record keeping. If needed, encourage the SLAs to perform self-audits also.
    - *We have done partial self-audit at the regional level; none known at subregional level.*

## **V. Looking Toward the Future**

### Digital Developments

Digital recorded books from NLS are now beginning to replace the cassette format. Once the digital transition is complete (estimated 2015), approximately twice as many talking books will occupy the same space.

As more individuals are able to access broadband Internet and more materials are available in downloadable audio formats, we expect some decline in the use of the physical items circulated by GLASS. These changes in the availability and use of digital materials will have implications not only for space, but for duplicating and recording equipment, outreach and training, and perhaps other aspects of the service.

### Strategic Plan 2009-2011

Major goals for the GLASS program during the next two years include:

- (1) fostering communication and sharing of information between the regional library and the subregionals;
- (2) evaluating several pilot models to determine the optimal method of allocating resources and delivering this service; and
- (3) developing and implementing statewide standards for service.

A planning team will be assembled to review all pertinent existing information, look at current strengths, weaknesses, opportunities, and threats (also known as a SWOT analysis) related to the GLASS program. The team will draft a plan for providing this service statewide for the future.

The team will distribute the draft plan and call for feedback from the consumer and provider communities. We will offer a comment box on the GPLS Web site, and public meetings will be held in various geographic areas of Georgia. Subregional staff will be encouraged to solicit feedback from their patrons.

The team will then review the plan and revise as needed to best meet the needs of GLASS patrons in the most cost-effective way. By July 1, 2010, we anticipate that the configuration for delivery of this service may look substantially different than it does today.

### Standards

Services provided to NLS-eligible individuals in Georgia should be consistent and of the highest quality possible. To that end, we will develop standards for all service outlets based on the American Library Association standards adopted in 2005.

A standards committee will draft and distribute proposed standards to the provider and consumer communities by the end of 2010. Training on the new standards will occur in early 2011, and standards will be implemented by July 1, 2011.

**APPENDIX A**  
GLASS Directory  
September 1, 2009

**Atlanta-Metro Subregional Library**

Georgia Libraries for Accessible Statewide Services  
1150 Murphy Avenue, SW  
Atlanta, GA 30310  
Phone: 404-756-4619  
Toll Free: 1-800-248-6701  
Fax: 404-756-4618  
Web Address: <http://www.georgialibraries.org/public/glass.html>  
E-mail: [glass@georgialibraries.org](mailto:glass@georgialibraries.org)

Counties Served:

Butts	Forsyth	Monroe
Clayton	Fulton	Newton
Cobb	Hall	Pike
Dawson	Henry	Rockdale
DeKalb	Lamar	Spalding
Fayette	Lumpkin	

Library Systems Served (Headquarters):

Atlanta-Fulton Public Library System (Atlanta)  
Chestatee Regional Library System (Dawsonville)  
Clayton County Library System (Jonesboro)  
Cobb County Public Library System (Marietta)  
Conyers-Rockdale Library System (Conyers)  
DeKalb County Public Library (Decatur)  
Flint River Regional Library (Griffin)  
Forsyth County Public Library (Cumming)  
Hall County Library System (Gainesville)  
Henry County Library System (McDonough)  
Newton County Library System (Covington)

**Augusta Subregional Library**

East Central Georgia Regional Library  
425 Ninth Street  
Augusta, GA 30901  
Phone: 706-821-2625  
Fax: 706-724-5403  
Web Address: <http://www.ecgrl.public.lib.ga.us>  
E-mail: [talkbook@ecgrl.org](mailto:talkbook@ecgrl.org)

Counties Served:

Burke	Lincoln	Taliaferro
Columbia	McDuffie	Warren
Jefferson	Richmond	Wilkes

Library Systems Served (Headquarters):

Bartram Trail Regional Library (Washington)  
East Central Georgia Regional Library (Augusta)  
Jefferson County Library (Louisville)

**Bainbridge Subregional Library**

Decatur County-Gilbert H. Gragg Library  
301 South Monroe Street  
Bainbridge, GA 39819  
Phone: 229-248-2680  
Toll Free: 1-800-795-2680  
Fax: 229-248-2670  
Web Address: <http://www.swgrl.org/local/lbph/LBPH1.HTM>  
E-mail: [lbph@swgrl.org](mailto:lbph@swgrl.org)

Counties Served:

Baker	Early	Seminole
Brooks	Grady	Terrell
Calhoun	Miller	Thomas
Clay	Mitchell	Webster
Colquitt	Quitman	
Decatur	Randolph	

Library Systems Served (Headquarters):

Brooks County Public Library (Quitman)  
DeSoto Trail Regional Library (Camilla)  
Kinchafonee Regional Library (Dawson)  
Moultrie-Colquitt County Library (Moultrie)  
Roddenbery Memorial Library (Cairo)  
Southwest Georgia Regional Library (Bainbridge)  
Thomas County Public Library System (Thomasville)

**Columbus Library for Accessible Services (CLASS)**

Columbus Public Library  
3000 Macon Road  
Columbus, GA 31906  
Phone: 706-243-2686  
Toll Free: 1-800-652-0782  
Fax: 706-243-2710  
Web Address: <http://www.thecolumbuslibrary.org/outreachservices/class.html>  
E-mail: [sbarnes@cvrls.org](mailto:sbarnes@cvrls.org)

Counties Served:

Chattahoochee	Meriwether	Taylor
Coweta	Muscogee	Troup
Harris	Stewart	Upson
Marion	Talbot	

Library Systems Served (Headquarters):

Chattahoochee Valley Libraries (Columbus)  
Coweta County Public Library (Newnan)

Pine Mountain Regional Library System (Manchester)  
Troup-Harris Regional Library (LaGrange)

**Dublin Subregional Library**

Oconee Regional Library  
801 Bellevue Avenue  
Dublin, GA 31021  
Phone: 478-275-5382  
Toll Free: 1-800-453-5541  
Fax: 478-275-3821  
Web Address: <http://www.ocrl.org/dublincbc.php>  
E-mail: [wdaniel@ocrl.org](mailto:wdaniel@ocrl.org)

Counties Served:

Bleckley	Montgomery	Treutlen
Dodge	Pulaski	Washington
Glascok	Tattnall	Wheeler
Johnson	Telfair	Wilcox
Laurens	Toombs	

Library Systems Served (Headquarters):

Ocmulgee Regional Library System (Eastman)  
Oconee Regional Library (Dublin)  
Ohoopce Regional Library (Vidalia)

**Middle Georgia Subregional Library**

Middle Georgia Regional Library  
1180 Washington Avenue  
Macon, GA 31201  
Phone:478-744-0877  
Toll Free: 1-800-805-7613  
Fax: 478-744-0840  
Web Address: <http://www.co.bibb.ga.us/library/TBC.htm>  
E-mail: [harringj@bibbib.org](mailto:harringj@bibbib.org)

Counties Served:

Baldwin	Lee	Twiggs
Bibb	Macon	Crawford
Crisp	Schley	Wilkinson
Dooly	Peach	Worth
Dougherty	Houston	
Jones	Sumter	

Library Systems Served (Headquarters):

Dougherty County Public Library (Albany)  
Houston County Public Libraries (Perry)  
Lake Blackshear Regional Library (Americus)  
Lee County Public Library (Leesburg)  
Middle Georgia Regional Library (Macon)  
Peach Public Libraries (Fort Valley)  
Twin Lakes Library System (Milledgeville)

Worth County Library System (Sylvester)

**North Georgia Outreach Center**

LaFayette-Walker County Public Library  
305 South Duke Street  
LaFayette, GA 30728  
Phone: 706-638-1958  
Toll Free: 1-888-506-0509  
Fax: 706-638-4913  
Web Address: <http://www.chrl.org/tbc/tbc1.htm>  
Email: [leubanks@chrl.org](mailto:leubanks@chrl.org)

Counties Served (outreach only):

Catoosa	Gordon	Walker
Chattooga	Murray	Whitfield
Dade	Towns	
Fannin	Union	

Library Systems Served (Headquarters) (outreach only):

Catoosa County Library System (Ringgold)  
Chattooga County Library System (Summerville)  
Cherokee Regional Library (LaFayette)  
Mountain Regional Library (Young Harris)  
Northwest Georgia Regional Library (Dalton)  
Piedmont Regional Library System (Winder)

**Northeast Georgia Talking Book Center**

2025 Baxter Street  
Athens, GA 30606  
Phone: 706-613-3655  
Toll Free: 1-800-531-2063  
Fax: 706-613-3660  
Web address: <http://www.clarke.public.lib.ga.us/talkingbooks>  
E-mail: [talkingbooks@athenslibrary.org](mailto:talkingbooks@athenslibrary.org)

Counties Served:

Banks	Habersham	Oconee
Barrow	Hancock	Oglethorpe
Clarke	Hart	Putnam
Elbert	Jackson	Rabun
Franklin	Jasper	Stephens
Greene	Madison	Walton
Gwinnett	Morgan	White

Library Systems Served (Headquarters):

Athens Regional Library System (Athens)  
Elbert County Public Library (Elberton)  
Gwinnett County Public Library (Lawrenceville)  
Hart County Library System (Hartwell)  
Northeast Georgia Regional Library (Clarkesville)  
Piedmont Regional Library System (Winder)



Uncle Remus Regional Library System (Madison)

**Rome Subregional Library**

Sara Hightower Regional Library System  
205 Riverside Parkway  
Rome, GA 30161  
Phone: 706-236-4618  
Toll Free: 1-888-263-0769  
Web Address: <http://www.rome-lpd.org/>  
E-mail: [dhickman@rome-lpd.org](mailto:dhickman@rome-lpd.org)

Counties Served:

Bartow	Fannin	Paulding
Carroll	Floyd	Pickens
Catoosa	Gilmer	Polk
Chattooga	Gordon	Towns
Cherokee	Haralson	Union
Dade	Heard	Walker
Douglas	Murray	Whitfield

Library Systems Served (Headquarters):

Bartow County Library System (Cartersville)  
Catoosa County Library System (Ringgold)  
Chattooga County Library System (Summerville)  
Cherokee Regional Library (LaFayette)  
Mountain Regional Library (Young Harris)  
Northwest Georgia Regional Library (Dalton)  
Sara Hightower Regional Library (Rome)  
Sequoyah Regional Library (Canton)  
West Georgia Regional Library (Carrollton)

**Savannah Subregional Library**

Live Oak Public Library  
Thunderbolt Branch  
2708 Mechanics Avenue  
Savannah, GA 31404  
Phone: 912-354-5864  
Toll Free: 1-800-342-4455  
Fax: 912-354-5534  
Web Address: <http://www.liveoakpl.org/about-us/library-for-the-blind-physical.php>  
E-mail: [lbphsav@liveoakpl.org](mailto:lbphsav@liveoakpl.org)

Counties Served:

Bryan	Effingham	Liberty
Bulloch	Emanuel	Screven
Candler	Evans	
Chatham	Jenkins	

Library Systems Served (Headquarters):

Live Oak Public Libraries (Savannah)  
Screven-Jenkins Regional Library (Sylvania)

Statesboro Regional Library (Statesboro)

**Three Rivers Talking Book Center**

Brunswick-Glynn County Library  
208 Gloucester Street  
Brunswick GA 31523  
Phone: 912-267-1212  
Toll Free: 1-866-833-2878 or 1-866-833-2814  
Fax: 912-267-9597  
Web Address: <http://www.trrl.org/tbc.htm>  
E-mail: [bransom@trrl.org](mailto:bransom@trrl.org)

Counties Served:

Appling	Charlton	McIntosh
Bacon	Clinch	Pierce
Brantley	Glynn	Ware
Camden	Long	Wayne

Library Systems Served (Headquarters):

Okefenokee Regional Library System (Waycross)  
Three Rivers Regional Library System (Brunswick)

**Valdosta Subregional Library**

South Georgia Regional Library  
300 Woodrow Wilson Drive  
Valdosta, GA 31602  
Phone: 229-333-7658  
Toll Free: 1-800-246-6515  
Fax: 229-333-0774  
Web Address: <http://www.sgrl.org/pages/talkingbook.html>  
E-mail: [djernigan@sgrl.org](mailto:djernigan@sgrl.org)

Counties Served:

Atkinson	Cook	Lanier
Ben Hill	Echols	Lowndes
Berrien	Irwin	Tift
Coffee	Jeff Davis	Turner

Library Systems Served (Headquarters):

Coastal Plain Regional Library (Tifton)  
Fitzgerald-Ben Hill County Library (Fitzgerald)  
Satilla Regional Library (Douglas)  
South Georgia Regional Library (Valdosta)

## **APPENDIX B**

### GLASS Strategic Plan, 2009-2011

#### 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 of Georgia public library resources through GLASS and the National Library for the Blind and Physically Handicapped, the availability of Braille and audiobooks 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, 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 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 percentage 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.

<b>WHAT</b>	<b>WHEN</b>	<b>HOW</b>
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.

<b>WHAT</b>	<b>WHEN</b>	<b>HOW</b>
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.	March-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.
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**APPENDIX C**

**State Grants to Subregional Libraries (SRLs), Fiscal Years 2005-2010**

	<b>FY2005</b>	<b>FY2006</b>	<b>FY2007</b>	<b>FY2008</b>	<b>FY2009</b> <sup>2</sup>	<b>FY2010</b> <sup>2</sup>
Albany	\$81,977.30	\$83,156.40	\$86,928.40	\$89,248.00	\$74,032.15 <sup>3,5</sup>	\$0.00 <sup>6</sup>
Atlanta	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Athens	\$139,818.60	\$141,889.00	\$143,439.30	\$145,122.00	\$127,912.22	\$131,091.26
Augusta	\$102,154.50	\$101,509.50	\$100,761.80 <sup>1</sup>	\$96,268.00	\$81,631.21	\$82,210.15
Bainbridge	\$69,854.90	\$72,235.10	\$70,917.10	\$70,042.00	\$61,818.05 <sup>5</sup>	\$70,530.92 <sup>6</sup>
Brunswick	\$94,744.00	\$93,155.80	\$91,057.20	\$89,579.00	\$77,268.59	\$77,086.80
Columbus	\$65,443.00	\$65,208.30	\$64,811.50	\$63,628.00	\$59,259.43 <sup>3</sup>	\$62,940.87
Dublin	\$94,489.10	\$94,332.80	\$93,044.20 <sup>1</sup>	\$87,836.00	\$80,159.94	\$86,203.47
Gainesville	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LaFayette	\$90,748.75	\$93,035.50	\$97,454.30	\$100,875.00	\$62,559.45 <sup>4</sup>	\$39,503.70
Macon	\$124,472.10	\$113,933.40	\$118,448.60	\$130,498.00	\$101,644.72	\$141,398.64 <sup>6</sup>
Rome	\$85,205.15	\$88,146.70	\$89,382.00	\$87,819.00	\$99,976.06 <sup>4</sup>	\$147,002.14
Savannah	\$78,195.65	\$81,080.00	\$85,068.50	\$90,537.00	\$77,526.30	\$79,380.26
Valdosta	\$70,999.85	\$73,655.10	\$77,637.10	\$80,630.00	\$69,215.88	\$70,045.49
<b>TOTAL</b>	<b>\$1,098,102.90</b>	<b>\$1,101,337.60</b>	<b>\$1,118,950.00</b>	<b>\$1,132,082.00</b>	<b>\$973,004.00</b>	<b>\$987,393.70</b>
<b>FORMULA</b>	Base \$25,000; \$1000 per co served; \$1.00 per est pop eligible; \$26.00 per active patron; \$0.15 per circ	Base \$25,000; \$1000 per co served; \$1.00 per est pop eligible; \$30.00 per active patron; \$0.10 per circ	Base \$25,000; \$1000 per co served; \$1.00 per est pop eligible; \$30.00 per active patron; \$0.10 per circ	Base \$25,000; \$1000 per co served; \$1.00 per est pop eligible; \$30.00 per active patron; \$0.05 per circ	Base \$25,000; \$1000 per co served; \$1.00 per est pop eligible; \$30.00 per active patron	Base \$25,000; \$1000 per co served; \$1.00 per est pop eligible; \$30.00 per active patron

**NOTES**

<sup>1</sup>Glascocok Co. moved from Augusta to Dublin SRL

<sup>2</sup>Budget reduction totaling 130,000 (Each SRL amount divided by total state grant for %, then % multiplied by \$130,000 for each SRL's reduction)

<sup>3</sup>Quitman Co. moved from Columbus to Albany

<sup>4</sup>LaFayette became Outreach Center only Nov. 08; patrons moved to Rome SRL

<sup>5</sup>Worth Co. moved from Bainbridge to Albany

<sup>6</sup>Albany SRL closed--counties and funds shifted to Bainbridge (Kinchafoonee) and Macon (remainder)



**APPENDIX D**  
Statistics

(1) Active Patrons and Institutions FFY2005 to FFY2009

	Federal FY 2005		Federal FY 2006		Federal FY 2007		Federal FY 2008		Federal FY 2009	
	Individuals	Deposits	Individuals	Deposits	Individuals	Deposits	Individuals	Deposits	Individuals	Deposits
Albany	695	143	701	134	701	134	560	135	575	109
Athens	1,414	167	1,346	173	1,362	168	1,440	186	1,413	192
Atlanta	3,618	192	3,666	192	3,731	183	3,842	189	3,524	181
Augusta	921	134	915	130	903	126	923	127	910	128
Bainbridge	507	79	504	77	466	79	479	75	647	114
Brunswick	806	81	884	86	764	88	1,217	104	781	114
Columbus	372	41	361	26	434	62	449	65	465	69
Dublin	473	157	460	152	503	158	596	180	639	188
Gainesville	188	14	176	10	209	28	203	29	174	27
LaFayette	691	191	673	193	659	189	623	184	0	0
Macon	1,945	99	2,199	112	1,677	96	1,781	122	2,809	264
Rome	680	82	672	83	687	87	811	107	1,351	287
Savannah	804	111	819	93	745	100	769	121	680	130
Valdosta	459	160	475	166	486	164	437	171	377	170
<b>Total</b>	<b>13,573</b>	<b>1,651</b>	<b>13,851</b>	<b>1,627</b>	<b>13,327</b>	<b>1,662</b>	<b>14,130</b>	<b>1,795</b>	<b>14,345</b>	<b>1,973</b>

**APPENDIX D**  
Statistics

(2) Items Checked Out State FY2005 to FY2009

	State FY 2005	State FY 2006	State FY 2007	State FY 2008	State FY 2009
Albany	18,145	19,008	32,681	18,880	21,936
Athens	51,223	50,228	83,500	73,897	58,351
Atlanta	140,012	137,634	204,597	133,889	109,077
Augusta	33,945	31,251	46,636	35,209	35,669
Bainbridge	16,863	16,576	22,920	14,464	16,564
Brunswick	17,248	18,670	45,219	21,222	19,343
Columbus	16,110	17,865	30,147	22,881	23,382
Dublin	21,069	19,165	40,124	33,776	38,178
Gainesville	7,606	7,530	11,118	7,669	6,100
LaFayette	24,292	25,456	58,116	43,176	12,426
Macon	27,902	25,766	35,883	16,086	12,117
Rome	23,274	22,965	36,322	29,553	32,262
Savannah	25,144	22,572	33,238	21,408	21,937
Valdosta	21,755	20,278	33,295	24,704	16,038
<b>Total</b>	<b>444,588</b>	<b>434,964</b>	<b>713,796</b>	<b>496,814</b>	<b>423,380</b>

**APPENDIX D**  
Statistics

(3) Outreach Activities

	State FY 2005	State FY 2006	State FY 2007	State FY 2008	State FY 2009
Albany	26	0	9	0	0
Athens	303	56	110	77	133
Atlanta	40	19	56	20	15
Augusta	42	45	121	34	6
Bainbridge	132	136	19	136	34
Brunswick	167	173	108	0	0
Columbus	112	30	19	91	58
Dublin	84	57	57	354	266
Gainesville	112	109	51	22	101
LaFayette	64	116	104	63	20
Macon	60	40	35	40	35
Rome	20	63	61	61	37
Savannah	64	55	63	60	6
Valdosta	147	89	94	76	84
<b>Total</b>	<b>1,373</b>	<b>988</b>	<b>907</b>	<b>1,034</b>	<b>795</b>

**APPENDIX E**  
Sample Contract for FY2010

**Subregional Library/Talking Book Center Grant**  
For Service to the Blind and Physically Disabled

**AGREEMENT**  
**2010**

**THIS AGREEMENT**, entered into by and between the <Library System Board of Trustees of the Subregional Library host library system >, hereinafter referred to as the “Grantee”, and the Board of Regents of the University System of Georgia, hereinafter referred to as the “Board”.

WHEREAS, it is the public policy of the Georgia Public Library Service, hereinafter referred to as “GPLS,” a unit of the Board of Regents of the University System of Georgia, to promote, support, implement, and maintain library services for the cultural, educational, and economic development of the State of Georgia and of the inhabitants of the State of Georgia; and,

WHEREAS, a need exists for specialized materials and equipment to provide public library services for persons who cannot read conventional print due a visual or physical disability, and because individual libraries often cannot provide such services; and,

WHEREAS, the Library of Congress National Library Service for the Blind and Physically Handicapped, hereinafter referred to as the “NLS,” pursuant to 2 U.S.C. 135a, 135a-1 and 135b, is responsible for planning and conducting a national program of providing free reading materials and sound recordings for the nation’s eligible blind and physically disabled residents (NLS Network Library Manual, Section 3 and Section 9.4); and,

WHEREAS, the GPLS, Georgia Library for Accessible Services hereinafter referred to as “GLASS,” has been designated by the Library of Congress as the Georgia Regional Library for the Blind and Physically Handicapped for the purpose of administering the Georgia network of libraries serving blind and physically disabled persons (NLS Network Library Manual, Section 9.4.1); and,

WHEREAS, the Grantee has been designated by the Board and GLASS as a sublending agency (Subregional) for the blind and physically disabled, with the concurrence of NLS (Exhibit A) (NSL Network Library Manual, Section. 5.8); and,

WHEREAS, the Grantee is conducting for the State of Georgia a Subregional program of library service for persons who cannot read conventional print due to a visual or physical disability in accordance with the *Revised Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped* (Chicago, American Library Association, 1995); and,

WHEREAS, the State of Georgia currently provides funds for Subregional library service through a funding formula as approved by the Office of Planning and Budget;

WHEREAS, the provision of such library service is mandated by the Official Code of Georgia Section 20-2-305(b): “The Board of Regents shall make adequate provisions for staff, supplies, services, and facilities to operate and maintain special media equipment to meet the library needs of the blind and physically disabled citizens of this state;” and,

NOW, THEREFORE, WITNESSETH, that said Board does hereby agree to provide funds for Grantee’s proposal, given that such proposal has been solicited and approved for funding, and Grantee hereby accepts such funding upon the terms and conditions hereinafter provided.

In consideration of the mutual covenants set forth herein and other good and valuable considerations, the receipt adequacy and sufficiency of which are hereby acknowledged, the parties do hereby agree as follows:

**ARTICLE 1, TERM AND RENEWAL:** Subject to the provisions for termination and renewal as hereinafter provided, the term of this Agreement shall begin July 1, 2009 and extend for a period of one (1) year with the option of four one (1) year renewals.

Annual renewal of this agreement shall be annual, unless written notice is given by either party, provided that designated funds are available.

**ARTICLE 2, EARLY TERMINATION:** Either party may terminate this agreement upon **six (6) months** written notice to the other party. Upon termination the Grantee shall return to the Board all unexpended grant funds and interest disbursed to the Grantee, as well as any hardware and software purchased by the Board for Grantee’s use with this service. The Grantee shall also reimburse the Board for any grant funds expended in contravention of the grant terms and for any unaccounted for grant funds (NLS Network Library Manual, Section. 9.4.3).

The Grantee will dispose of excess talking books and Braille collections and equipment and accessories by participating in the NLS XCESS cycle. Grantee will not send its collection or equipment and accessories to GLASS without prior written approval (NLS Network Library Manual, Section. 6.8).

**ARTICLE 3, DUTIES:** The Grantee shall provide the services described in the Plan of Service attached herewith as Exhibit B and incorporated herein as if fully set forth. In addition to the duties described in Exhibit B, the Grantee agrees to conduct outreach activities, as defined below, within their defined service area.

For the purpose of this agreement, “outreach” shall include the following activities:

- At least one annual site visits to branch libraries within subregional service area. The subregional library’s service area includes the following counties (list):

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- At least one annual site visits to institutions (nursing homes, hospitals, assisted living centers, schools, retirement centers) for purposes of instructing residents and staff on the existence of the NLS service, and use of library equipment and accessories.
- Training library staff in the Subregional service area on NLS service as well as services available locally through the subregional library.
- Making presentations to civic, school, church, and community organizations and other agencies (Lions, Rotary, low vision support groups)
- Information booths that are set up and staffed by subregional library staff for an organized event.
- GPLS strongly encourages cooperation and partnering between subregional libraries and the public libraries located within their service area. Such cooperation may include housing or displaying small collections of books and playback equipment, catalogs, fact sheets, and posters.

The Grantee agrees to abide by current and future editions of the Integrated Library System (ILS) Policies and Procedures for Georgia Subregional Libraries here to and incorporated herein, which is attached as Exhibit C.

The Grantee is strongly encouraged to send new subregional managers to the NLS New Manager training, regularly scheduled by NLS.

The Grantee is strongly encouraged to send subregional staff to the NLS national conference, and the southern regional conference, held in alternating years. (The NLS national conferences are held in even years, the regional conferences are held in odd years).

The Grantee is strongly encouraged to send subregional staff to the KLAS Users Conference held annually.

The Grantee is encouraged to participate in training opportunities provided by GPLS. GPLS will provide training for new subregional staff as well as ongoing training for existing subregional staff.

The Grantee agrees to abide by NLS "Confidentiality of Reader Records" (NLS Network Library Manual, Section. 3.4) and all applicable state and federal laws.

Grantee agrees to submit a budgetary plan for State FY09 (see Exhibit D), which supports the Plan of Service (Exhibit B). All expenditures of the funds for the services set forth herein shall be made in accordance with the Budget. The Budget is attached hereto and incorporated as Exhibit D.

In fulfilling the assigned duties and responsibilities under this Agreement, the Grantee agrees to perform and respond in a professional manner, and to meet any and all agreed upon deadlines.

The services by the Grantee shall be administered by the Grantee in accordance with the policies and administrative procedures of the Board, GPLS, and NLS. In matters where conflict arises, precedence will be given to Board policy.

**ARTICLE 4, PAYMENT:** For and in consideration of the delivery of said services as set forth in Article 2 above, the Board shall pay Grantee an amount not to exceed <<amount written>> payable in the following manner: 1/4 (one-fourth) quarterly. All grant funds must be obligated and disbursed for the current fiscal year, in accordance with the laws of the State of Georgia.

**ARTICLE 5, FUNDING:** Obligations of the State shall cease immediately without penalty or further payment being required if, in any fiscal year, the Georgia General Assembly or the federal funding source fails to appropriate or otherwise make available sufficient funds for this agreement.

Obligations of the State shall cease immediately without penalty and without further payment if, in any fiscal year, the Grantee becomes ineligible to receive state and federal funds, for any reason.

Funding provided hereunder by the Georgia Public Library Service shall be used only for the purpose described in the Agreement and the attached Plan of Service (Exhibit B).

The Grantee may receive and expend funds or special grants in excess of that appropriated by the Georgia General Assembly and approved by the Georgia General Assembly and approved by the Governor, from sources other than the Board, to further the implementation of the Plan of Service (Exhibit B). The Board, however, shall not be obligated to pay or reimburse the Grantee for any amount in excess of the maximum amount specified in Article 4 of this Agreement. Further, the Board shall not be obligated to pay or reimburse the Grantee for any funds expended that are not done so in accordance with this Agreement and the Budget.

**ARTICLE 6, SUBCONTRACTING OR ASSIGNMENT:** The Grantee may subcontract some of the work to be performed under this Agreement, as described in the attached Plan of Service (Exhibit B), with the approval of the GLASS, but shall retain sole responsibility for the service to the Board. The Grantee shall be the only direct recipient of funds from the Board under this Agreement. The Board shall have the right to disapprove of any contract between the Grantee and any such subcontractor for any reason. No assignment of this Agreement shall be made without the prior written consent of the Board.

**ARTICLE 7, LIABILITY:** The Board does not assume any liability for acts or omissions of the Grantee and such liability rests solely with the Grantee.

**ARTICLE 8, INDEPENDENT CONTRACTOR STATUS:** The Grantee is an independent contractor to the Board, and neither the Grantee nor persons employed by the Grantee shall represent themselves as employees of the State of Georgia. Subregional staff is employees of the Grantee, and as such are governed by local library system policies and procedures.

**ARTICLE 9, LAWS OF GEORGIA:** This agreement shall be governed in all respects by the laws of the State of Georgia. Any claims against the State arising out of this Agreement must be filed exclusively with the Georgia Court.

**ARTICLE 10, NOTICES:** All notices required under the terms of this Agreement shall be delivered in person, by the United States Postal Service, or by commercial carrier, with return receipt to the last known address of the parties hereto.

**ARTICLE 11, BREACH:** Any breach of this Agreement by the Grantee will allow the Board to terminate this Agreement immediately without penalty and have any other available relief. Failure to declare a breach on one occasion does not act as a waiver on another occasion.

**ARTICLE 12, RIGHT TO AUDIT:** The Grantee agrees that the NLS or its representative(s), and the Board or its representative(s), shall have the right to examine any of the Grantee's records, which directly relate to this Agreement.

**ARTICLE 13, CONSULTING SERVICES:** The Board agrees to provide consultant and evaluation services and sufficient information to the Grantee to promote a successful implementation of the Plan of Service (Exhibit B). Such support shall include but not be limited to consulting services from the Regional Library, information from the National Library Service, and training in appropriate areas of technology and service.

**ARTICLE 14, REPORTING REQUIREMENTS:** The Grantee agrees to abide by the Grant Reporting Schedule as set forth in Exhibit D. The Grantee agrees to supply the Board with the following reports and records: **A semiannual narrative report to be submitted on or before January 15, 2010; final cumulative financial and narrative statements on or before August 31, 2010; and other reports as deemed necessary by GPLS.** GLASS shall have reasonable access to records of the service upon reasonable notice or demand.

The Grantee agrees to verify the active status of all registered patrons and institutions in its service area in accordance with the administrative procedures active reader policy as set forth in the most current National Library Service Network Library Manual, using the available integrated library system report (NLS Network Library Manual, Section 3.3 and Section 9.2.1).

The Grantee agrees to submit to GPLS one copy of each general mailing (newsletters, announcements, patron surveys, etc.) to patrons and libraries at the time of distribution.

The Grantee agrees to exercise good faith and to cooperate in a timely manner with the Board to provide such additional information as the Board determines is necessary and appropriate for an evaluation of the success of the service.

Failure of the Grantee to fulfill and comply with the conditions of this Agreement shall render the Grantee ineligible from applying for and receiving a grant for service to the blind and physically disabled from GPLS for a period of one year.

Address for notices for the Library shall be:

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Address for notices for the Board shall be:  
Stella B. Cone, Director  
Georgia Library for Accessible Services  
Georgia Public Library Service  
1800 Century Avenue, NE, Suite 150  
Atlanta, GA 30345

Other Applicable Laws. The Library agrees and certifies that it will abide by and comply with all rules, regulations, requirements, policies, assurances and guidelines that relate to the application, acceptance and use of the Grants funds. Any provisions required to be included in a contract of this type by any applicable and valid federal or state rule or regulations, including, but not limited to, applicable Office of Management and Budget Circulars, shall be deemed to be incorporated herein and shall govern in case of any conflict with the terms of this Agreement.

**ARTICLE 15, FREE MATTER HOME MAILING:** The grantee shall utilize the free matter home mailing process as the preferred method of equipment/materials delivery to the residences of registered patrons within its service area (NLS Network Library Manual, Section 3.2).

\_\_\_\_\_  
Library System Board Chair signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library System Director's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dr. Lamar Veatch, State Librarian's signature

\_\_\_\_\_  
Date

Board of Regents  
University System of Georgia

\_\_\_\_\_  
Rob Watts  
Chief Operating Officer

\_\_\_\_\_  
Date

Note: For the following exhibits accompanying this contract, contact the GLASS Director Stella Cone at 404-235-7155, [scone@georgialibraries.org](mailto:scone@georgialibraries.org).

- Sublending Agency Service Agreement for Sound Reproducers and Other Reading Equipment
- Plan of Service for the Subregional Library
- Integrated Library System Policies and Procedures
- Grant Dates and Reporting Schedule
- Subregional Semiannual Narrative Report
- Subregional Final Narrative Report
- Subregional Budget Report

## **APPENDIX F**

### Definitions

**BPHICS** Blind and Physically Handicapped Inventory Control System, NLS machine control system, report sent to Data Management by the fifth of each month

**CLASS** Columbus Library for Accessible Services, the subregional library located in Columbus.

**CMLS** Comprehensive Mailing List System, process used to distribute magazines and catalogs to patrons directly from producers under contract with NLS

**Combination Machine** For playing cassettes and rigid or flexible discs

**Easy Cassette Machine** This machine provides readers with equipment that is extremely easy to understand and to operate. This machine will, if the reader chooses, switch sides of cassette automatically. NLS no longer produces the easy cassette machine but does commit funds to commercial repair.

#### **Format Abbreviations**

BR – Braille

DB – digital book

RD - rigid disc

FD - flexible disc

RC - recorded cassette

**GA1A** NLS designation for Georgia Regional Library used by KLAS, CMLS, BPHICS and NLS reports. Other designations in Georgia include GA1B (Albany), GA1C (Athens), GA1D (Augusta), GA1E (Bainbridge), GA1F (Columbus), GA1G (Dublin), GA1H (Gainesville), GA1I (LaFayette), GA1J (Macon), GA1K (Rome), GA1L (Savannah), GA1M (Valdosta), GA1N (Brunswick), GA1P (Atlanta Metro)

**GLASS** Georgia Libraries for Accessible Statewide Services, a program of GPLS in conjunction with the National Library Service. The mission of GLASS is to ensure that all Georgians, including those with disabilities, are able to effectively use library programs and services.

**GPLS** Georgia Public Library Service, the state library agency for Georgia, which administers state and federal funding allocated for Georgia libraries.

**KLAS** Keystone Library Automation System – An automation system that allows users to place requests, process mail cards, contain patron, catalog, serials, machine information, communicate with CMLS and BPHICS contractor and produce NLS and local reports as needed.

**LSTA** Library Services and Technology Act that provides federal funding for libraries through the state library agency.

**MLA** Machine-lending agencies are state or local organizations designated by NLS to receive, issue and control federally owned and supplied equipment, such as specially designed record players, cassette players and accessories. MLAs must sign a [Lending Agency Service Agreement](#) with the Library of Congress to indicate acceptance of responsibilities. MLAs are generally administered by the regional library.

**MSC** Multi-state Center — Facilities designed by NLS to fill the need for distribution points for NLS materials to network agencies. MSC East in Cincinnati, Ohio, and MSC West in Salt Lake City, Utah, are the two centers.

**NLS** National Library Service for the Blind and Physically Handicapped, a program of the Library of Congress.

**Regional Library** The regional library (RL) should be in an agency responsive to the needs of blind and physically handicapped library users. The agency hosting the library should be familiar with general library programs and services and tie in to these as appropriate.

**SLA** Sublending Agency – Where a network of subregional libraries exists within a state, sublending agencies should be established to offer personal attention to readers' equipment needs. A written [sublending agreement](#) between the primary machine-lending agency of the state and each sublending agency must be drafted and signed by the appropriate individuals.

**SRL** See Subregional Library

**Standard Cassette Machine** This is a portable playback-only unit capable of playing two- and four-track cassettes. NLS no longer produces this machine (also known as C-1) but does commit funds to repair.

**Subregional Library** A subregional library is generally a public library (city, county, or multicounty) serving a minimum of 200 readers in a specific area in cooperation with its regional library

**Talking Book Center** Subregional library

**Talking-Book Machine** The talking-book machine (TBM) is capable of playing rigid and flexible discs.

**Talking Books** Recorded books on cassette or in digital format, supplied for qualifying individuals through NLS and the state system of regional and subregional libraries.

**TBC** See Talking Book Center

**XESS Program** Redistribution of Xess Books – Process by which network libraries redistribute Braille and audiobooks to ensure that all materials purchased with federal funds are fully utilized. Network libraries must adhere strictly to the procedures of XESS. Failure to observe procedures may jeopardize the proper disposal of federally owned property.