

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



Submitted by

Georgia Public Library Service  
a unit of the Board of Regents  
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**Approved by the Institute of Museum and Library Services  
September 2007**

## **INTRODUCTION**

The Georgia Public Library Service (GPLS), the state library administrative agency, has been located in three different state agencies since the inception of the Library Services and Technology Act (LSTA) of 1996. In July 2000, GPLS was moved from the Georgia Department of Technical and Adult Education (DTAE) to the Board of Regents (BOR) of the University System of Georgia (USG). Since that time, we have implemented a staff reorganization plan and begun to fill many of the positions that had been vacant for some time.

Two new agency positions will greatly impact our administration of the LSTA program in the next five years. A new Business Manager and a new Director for the LSTA program will be instrumental to our ability to standardize and streamline the grant process, track and monitor progress; offer training and assistance to libraries in outcome-based evaluation and grants management; conduct systematic evaluation of LSTA-funded initiatives; and publicize and report on the use of LSTA funds on a timely basis throughout the plan period.

The GPLS conducted an evaluation of Georgia's 2003-2007 Five-Year Plan. It can be found at [http://www.georgialibraries.org/lib/lsta/eval2007\\_links.pdf](http://www.georgialibraries.org/lib/lsta/eval2007_links.pdf). We have attempted to correct problems noted in that plan and to build upon its successful goals. As a part of the effort to expand involvement of stakeholders in planning, we conducted an electronic survey in May and June of 2007. This survey was widely distributed to libraries of all types, and we received 822 responses from library staff, users and others. The survey and results are located in Appendix A.

Georgia's libraries, like its population, are very diverse. Our libraries range from very small with limited resources to the very large public and academic with research collections and resources. Likewise, there is a great variation in staffing levels, training and experience. One size of service model definitely does not fit all.

The Georgia library community has initiated a number of outstanding and nationally recognized collaborative programs such as GALILEO (Georgia Library Learning Online), Georgia's Virtual Library; GIL (GALILEO Interconnected Libraries), the University System's shared library management system; PINES (Public Information Network for Electronic Services), connecting 265 public libraries with a shared automation system; and GOLD (Georgia Online Database), a union listing of library holdings. It is our intent to enhance and strengthen these projects and to continue to develop outstanding library programs, resources and services for all Georgians.

## **MISSION STATEMENT**

The Georgia Public Library Service improves the quality of life for all Georgians by providing information and by encouraging reading, literacy and education through the continuing support and improvement of Georgia's libraries.

## **NEEDS ASSESSMENT**

### **Needs Assessment Methods:**

In addition to the survey specific to this plan and reported in Appendix A, we have gathered and examined current demographic and agency information. GPLS is currently working with a broad-based strategic planning team to develop an agency plan, which will help us focus our efforts and determine the appropriate program portfolio for our agency by the end of 2007. Several of the data-gathering activities in that planning process have been used to inform the development of this plan.

Six focus groups (or "town hall" meetings) were held in various locations around the state in April, May and June of 2007 with an open invitation to area library stakeholders. Focus group participants included representatives from different types of libraries, library trustees, Friends of libraries, and others. Locations included Gainesville, Rome, Columbus, Macon, Savannah, and Atlanta. Participants were asked to react to scenarios describing future libraries, and determine directions that were most likely and how GPLS could help.

An environmental scan was conducted, along with three SWOT (Strengths, Weaknesses, Opportunities, and Threats) analyses of the state library agency (by the GPLS staff, the GPLS strategic planning team, and the 59 public library directors). Five common themes emerged from the information and feedback collected: these themes were 1) library funding; 2) training; 3) technology issues; 4) marketing; and 5) collaboration.

### **Needs Assessment – Demographics (Highlights):**

In 2006, Georgia's population had grown 14.4% since 2000, from 8,186,453 to 9,363,941. Population estimates for 2006 place Georgia as the ninth most populous state in the nation. Of the twenty fastest growing counties in the United States, four were in Georgia: Forsyth (#5), Henry (#8), Paulding (#9), and Newton (#11).

The 2006 population estimates place the 28 county Atlanta metropolitan area as one of the fastest growing metropolitan areas in the United States. The 28 county region had a growth rate of 20%, with Forsyth, Henry, Paulding and Newton growing by over 45%. Although growth rates in other parts of Georgia were lower than in the metropolitan Atlanta area, there was still significant growth in other counties. Nine other counties had growth rates over 20%. Fifty-eight of Georgia's 159 counties experienced population increases of at least 10%. Thirty-one counties had population declines. Seventeen of these were in Southwest Georgia and eleven in east central Georgia.

The American Community Survey for 2005 does not include data on populations living in institutions and other group quarters. Of the 126,023 people in the 2000 U.S. Census figures for institutionalized populations, 81,773 were in correctional institutions, 34,812 in nursing homes, 4,360 in juvenile institutions and 5,078 in other institutions. All public libraries serve at least one segment of these populations, as a 2002 study showed.

The 2005 American Community Survey showed the foreign born population over the age of one year in Georgia was 794,419 or about 1%. Of this number, 31.9% entered the country since 2000. Four percent of the over one year age group, or 313,631 people, lived in another state within the United States the previous year. Eighty-two percent were living in the same house the previous year, 9% moved within the same county and 5 percent to another county within Georgia.

**Racial Changes:** The 2005 American Community Survey shows that migration patterns have continued to significantly change the racial composition of Georgia. Continuing the trend noted with the 2000 census, the state's historical racial distinctions have themselves diversified beyond black and white. The African American/Black percentage of Georgia's population rose from 28.7% to 29.8%. Hispanics, who can be of any race, grew from 435,000 in 2000 to 646,568 in 2005 and now number over 7% of the state's population. The Asian population increased to 243,906 in the last five years. Highly concentrated in the Atlanta region, persons identifying themselves as Asian represent only 2.7% of the state's population. Sixty-six percent of Georgia's population in 2005 was non-Hispanic white.

**Changes in Age:** Comparing the population under 18 with those over 18 shows no significant change in the proportions between 2000 and 2005. The under 18 category dropped from 27.5% in 2000 to 26% in 2005. The population aged 65 and older remained stable at 9.2% in 2005, down slightly from 9.6% in 2000. Georgia continues to have the third smallest percentage of its population over 65 of any state in the nation.

Population estimates for 2005 showed a median age of 34.3 years, almost one year higher than the 2000 number of 33.4 years. Median age numbers will continue to rise with the aging of the large population cohort of the baby boom years (1946 to 1964). Georgia continues to be a young state compared to the nation, with only three other states having younger median ages.

**Income and Poverty Levels:** The American Community Survey for 2005 does show that 14.4% of Georgians had incomes in the last 12 months of the survey below the poverty line. It further shows that 11.6% of Georgia families, 20.2% of children under the age of 18 and 12.4% of the states population 65 and older were all under the poverty level. These rates are higher than the national average (ranging from 8% higher for all people to 25% higher for 65 and older).

Education: Education levels of Georgians, as measured by the 2000 Census, were below the national average. Of those aged 25 and older, 78.6% had a high school diploma or equivalent, compared to the national rate of 80.4%. However, the rate of those completing a Bachelor's degree or higher (24.3%) was very close to the national average of 24.4%.

Event dropout rates for Georgia public school students grades 9-12 have improved greatly in recent years, according to the National Center for Education Statistics report; however, the Georgia rate still falls in the lowest quartile at 5.4, compared to the national average of 3.9. The average freshman graduation rate for the 2004-05 school year was 74.7 nationwide, while Georgia's rate was 61.7.

Georgia ranks no higher than fifth from the bottom among other states when comparing student achievement to state-adopted proficiency standards and those defined by the National Assessment of Educational Progress (NAEP), and Georgia is below the national average in all subject areas assessed, according to the NAEP Nation's Report Card.

References for Demographics:

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- U.S. Census Bureau. 100 fastest growing counties. <http://www.census.gov/popest/counties/CO-EST2006-08.html> (accessed July 5, 2007)
- U.S. Census Bureau. *Table 4: Cumulative Estimates of the Components of Population Change for the United States and States: April 1, 2000 to July 1, 2005* <http://www.census.gov/popest/states/tables/NST-EST2005-04.xls> (accessed June 27, 2007)

*Summary Need: Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to socioeconomic status or geographic location.*

**Needs Assessment – Library Conditions:**

Results from selected items in the National Center for Education Statistics (NCES) Public Library Survey are shown here, with state and national averages compared. (from the most recently reported data, FY2004, at <http://nces.ed.gov/surveys/libraries/>.)

<u>Category</u>	<u>National Average</u>	<u>Georgia Average</u>	<u>% Below Nat Ave</u>
Library Visits per Capita	4.6	3.7	20%
Reference Transactions per Cap	1.06	0.95	10%
Total Circulation per Capita	7.01	4.69	33%
Books and Serial Volumes per Cap	2.81	1.77	37%
Audio Holdings per Capita	0.14	0.06	57%
Video Holdings per Capita	0.13	0.07	46%
FTE Librarians (ALA-MLS) per 1000 Pop	0.11	0.08	27%
FTE Total Staff per 1000 Pop	0.47	0.33	30%
Total Income Per Capita	\$31.84	\$19.39	39%

Because of disparate economic conditions, opportunities, and demographic characteristics within our large geographic area, the quality of libraries and their services varies greatly in Georgia. There is disparity in funding levels for all types of libraries, with many public library systems being heavily dependent upon state funds. These public library statistics for FY2006 illustrate:

<u>Category</u>	<u>Georgia Low</u>	<u>Georgia Average</u>	<u>Georgia High</u>
Library Visits per Capita	0.70	3.64	7.86
Reference Transactions per Cap	0.35	0.97	4.55
Total Circulation per Capita	0.83	4.69	15.42
Books and Serial Volumes per Cap	0.87	1.73	3.70
Audio Holdings per Capita	< 0.01	0.07	0.16
Video Holdings per Capita	0.00	0.07	0.28
FTE Librarians (ALA-MLS) per 1000 Pop	< 0.01	0.08	1.60
FTE Total Staff per 1000 Pop	0.02	0.35	4.99
Total Income Per Capita	\$8.46	\$21.03	\$43.15

*Summary Need: There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measures and to equalize the quality of library services statewide for the benefit of the state's residents.*

#### **Needs Assessment – Information Access:**

The LSTA Survey results placed a very high priority on increasing all types of resources available to library users. GALILEO, Georgia's Virtual Library, has equalized the availability of electronic resources, but there is still a need for increased traditional library collections, as shown by the statistics in the "Library Conditions" section above.

GALILEO ([www.galileo.uga.edu](http://www.galileo.uga.edu)) is an initiative of the BOR of the USG. A Web-based virtual library, GALILEO provides access to multiple information resources, including secured access to licensed products. Participating institutions may access over [100 databases](#) indexing thousands of periodicals and scholarly journals. Over 2000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.

The community of more than 2000 GALILEO institutions includes the USG, K-12 schools, public libraries, the adult technical institutes and colleges, and a group of private academic colleges and universities. At this time, only educational institutions are eligible to participate in GALILEO.

Through collaboration and resource sharing, GALILEO seeks to provide equal access to information for all Georgians. While individual libraries benefit from the cooperative sharing of resources - lower costs and increased access to a wider range of materials - the goal is to improve library services for all Georgia residents. No matter where a person lives in the state of Georgia, a library nearby provides access to GALILEO. For this reason, all GALILEO participating libraries, whether public or private, excluding schools (K-12), must provide some kind of access to GALILEO for the public, whether through open access to all library facilities, limited access to designated workstations, waiting lists, or other means. In this way, participating libraries fulfill the vision of GALILEO and reciprocate the sharing spirit in which it was created. Libraries are further encouraged to participate in other collaborative and resource sharing activities such as joint training, interlibrary loan, and reciprocal borrowing.

It is critical that GALILEO continue to be a vibrant and useful set of databases and resources that meet the needs of all its communities. To ascertain the usefulness of certain databases, they may be tested for a specific amount of time to determine their usage. There are only a limited number of databases in foreign languages, and these need to be expanded because of Georgia's rapidly growing non-English speaking communities.

*Summary Need: There is a need for Georgia libraries to increase traditional collections as well as to continue to evaluate and expand the selection of GALILEO databases.*

### **Needs Assessment – Cooperation and Resource Sharing:**

Collaboration and cooperation, both among library providers and between libraries and other organizations, is consistently identified as a need by library stakeholders. There are many opportunities on state, regional and local levels to increase cost effectiveness and realize synergistic benefits through cooperative programs and resource sharing.

There are several major cooperative library efforts at present in Georgia. One of the most notable and successful of these projects is GALILEO. The administration of GALILEO requires a number of funding partners and is a model of collaborative decision making.

GOLD serves as the statewide interlibrary lending and union listing network. The GOLD resource sharing consortium includes more than 200 academic, public, private, school, special and technical college member libraries. GOLD is also a group access capability (GAC) which operates through the Online Computer Library Center (OCLC) and uses the OCLC WorldCat database, which is the world's most comprehensive bibliographic database, comprised of more than 85 million master records.

Georgia Library PINES, while not LSTA-funded, is the automation and lending network for 265 of the 384 public libraries located in 127 of Georgia's 159 counties. PINES creates a statewide "borderless library" that provides equal access to information, including 8.8 million titles, for all Georgians. PINES is now approaching 1.8 million active library card holders, representing all 159 counties. Evergreen software, developed by the GPLS for the PINES system, is an open-source solution. It has received much international attention, and has been adopted by a British Columbia consortium (<http://pines.bclibrary.ca/>). The University of Windsor has also committed to implementing the Evergreen software in late 2007 (<http://www.uwindsor.ca/leddy>).

In addition, GALILEO and the GPLS (both BOR of the USG), and the University of Georgia, in conjunction with the Georgia Department of Archives and History (Office of Secretary of State) and public libraries, collaborate on a long-range project to digitize valuable Georgia family and local history records and make them available through the Digital Library of Georgia (<http://dlg.galileo.usg.edu/>). This project is called Georgia HomePLACE-- **Providing Library and Archives Collections Electronically**. The project includes a variety of Georgia documents and materials located at public libraries, the Archives, and throughout the state's library collections.

*Summary Need: Existing cooperative projects need to be evaluated and strengthened, and new collaborative opportunities at state, regional, and local levels should be explored.*

### **Needs Assessment – Statistics, Evaluation, and Research:**

It is critical that libraries be able to identify their needs and successes: by establishing benchmarks; measuring the satisfaction levels of their customers; evaluating outcomes; and using statistics in a meaningful manner. Training is needed to increase competencies in these areas statewide.

Requests have been made to the state library agency to maintain a professional library collection that is available to Georgia users through the PINES system or interlibrary loan. GPLS staff create bibliographies and conduct research on topics of interest to assist libraries with problem-solving at the local level.

GPLS can and should be a clearinghouse for information on best practices, comparative statistics, trends and techniques. A concerted effort should be made to harness the collective wisdom of the profession and organize it in the most usable manner to benefit the greatest number.

In results of several recent surveys and focus groups, the library community in Georgia has called for a Return on Investment, or ROI, study to determine the value returned by Georgia libraries to its residents. Such a study could establish a benchmark for cost effectiveness and provide other useful information about Georgia's libraries for library staff and the general public. Other similar studies may also be conducted.

*Summary Need: There is a need for Georgia libraries to effectively use state library collections, research methodologies and data to determine best practices, solve problems, and improve services to library users.*

### **Needs Assessment – Two-Way Communications and Involvement of Stakeholders:**

There were important communication concerns identified in the evaluation of the last five-year LSTA plan. In the last five-year cycle, there was not sufficient opportunity for library stakeholders to participate in the development of the LSTA plan, and they were not well-informed about activities of the GPLS, the LSTA program, grant opportunities, or funded projects.

We have already begun to address these concerns by assembling a broad-based strategic planning committee for the agency, updating sections of the GPLS Web site and planning for a reorganization of the site, posting grant opportunities and award information, and surveying widely in preparation for writing this plan.

*Summary Need: The Georgia library community and stakeholders should be actively involved whenever possible in the planning and evaluation efforts of the GPLS, including the LSTA program, and should be informed of progress on state library agency initiatives regularly.*

### **Needs Assessment – Technology:**

Since 1998, almost 3,000 computers have been placed in public libraries by the state. Many others have been funded by the generosity of the Bill and Melinda Gates Foundation. It is critical that these computers be upgraded on a periodic basis. Additionally, library local area network hardware infrastructure is aging, and many libraries have reached a critical need for upgraded hardware. Technology demands in public libraries are growing exponentially, and most libraries struggle to meet the increased needs of the public. Libraries provide email services, websites, and public access computers for a variety of ages and purposes. Library staff need additional training to deal effectively with the technology issues of today's libraries.

*Summary Need: There is a need for Georgia libraries to develop strategies and resources to replace and upgrade technology equipment, software and other technology related items.*

### **Needs Assessment – Telecommunications Network:**

Public libraries are all linked by high-speed telecommunications lines on the AT&T (formerly BellSouth) and Georgia Public Web networks. All public schools in Georgia have high speed broadband connections. The public academic institutions all have access to high-speed telecommunication services. The demand for bandwidth to accommodate new technologies and growing patron use of high-bandwidth web services is increasing rapidly. Today's integrated library systems required significantly more bandwidth than earlier versions, and public access computing, streaming video and wireless internet access are placing significant demands on library bandwidth. Many libraries today require multiple T-1 lines to satisfy customer need and library computing requirements.

*Summary Need: There is a need for Georgia libraries to maintain and increase bandwidth to all facilities to accommodate all the data that is being transported.*

### **Needs Assessment – Children's and Family Literacy:**

One of the strongest indicators for illiteracy is the high school graduation rate. In Georgia the graduation rate is 56%. In some counties the rate drops to below 39%. With minimal education, lower literate adults are likely to lack the basic life skills necessary to thrive in today's society. These adults often become parents whose children live in poverty. Twenty-three percent of Georgia's children under the age of 5 live in poverty. Children living in poverty are a major factor used when developing intervention strategies for increasing family literacy skills.

Public libraries are often the only community institution that provides early literacy learning activities and education for all residents. Research demonstrates that early intervention is the key in determining future school success. Libraries offer programs and services within their facilities as well as outreach partnership with other child/family serving agencies and educational entities to ensure that the cyclical and intergenerational pattern of illiteracy is reversed.

Libraries will continue to promote and provide early literacy learning activities and educational opportunities in order that Georgia's children will be readers, lifelong learners and library users and supporters.

*Summary Need: There is an important need for Georgia libraries to continue to promote, enhance and develop child, family, and other literacy activities to improve the literacy rate.*

#### **Needs Assessment – Persons with Disabilities:**

The Himmel & Wilson study of 2000, *Library Services to Georgia Residents with Special Needs*, provided a vast amount of information about persons with disabilities in Georgia. The study estimates that there are 107,845 persons potentially eligible for service from National Library Service for the Blind and Physically Handicapped (NLS), but that there are approximately 24,000 registered users in Georgia.

The **Georgia Library for Accessible Services**, or GLASS provides a major service to Georgia residents with disabilities. GLASS serves persons in the Atlanta metropolitan area and provides support to 13 additional Subregional Libraries. GLASS serves as the machine-lending agency for the state and provides a service that includes Talking Books and Braille materials.

The GLASS and Subregional Libraries serve more than 24,000 registered readers in the state. Last fiscal year, more than 800,000 items in Braille and on cassette tape were circulated to Georgia readers. GLASS collection contains nearly 64,000 titles and more than 285,000 copies. GLASS processed 6,000 inter library loans during 2006. Monthly circulation statewide averages about 65,000 items.

The 2000 US Census found that there were 1,456,812 persons with disabilities in Georgia; the Himmel & Wilson study identified the need to expand public library services to all persons with disabilities, not just those eligible for NLS service.

*Summary Need: There is a need for Georgia libraries to further identify persons with disabilities and to establish, expand and enhance services to this population.*

#### **Needs Assessment – Continuing Education, Recruitment & Retention:**

There are more than 3,000 FTE library employees working in public libraries including 690 librarians with ALA-accredited Masters degrees in Library Science. In addition, there are 2,323 media specialists working in public school systems and more than 1700 additional library workers (including 652 library professionals) in academic libraries. Georgia's professional librarians and school media specialists must be certified by licensing boards, and both groups have continuing education requirements.

Librarians have had increasing difficulties in hiring new professional staff. There have been no ALA-accredited library schools in the State of Georgia for several years, although Valdosta State University has just been approved for full accreditation by the American Library Association. Several Georgia institutions offer the Masters degree in School Media, which is the professional degree for school media specialists in Georgia. In addition, Georgia Perimeter College now offers an Associate of Applied Science in Library & Information Science Technology, with the primary objective of providing an educated workforce for libraries and information centers and preparation for those who choose to explore career options in libraries and information centers as paraprofessionals.

The "graying" of the profession has been well-documented in the library literature, and Georgia is no exception to the trend. Librarians and other leaders in the state are concerned about succession planning and identifying and nurturing the next generation of librarians and library leaders.

The need for more training is a common theme in all recent data gathering activities that GPLS has conducted (focus groups, LSTA survey, SWOT analyses, and planning team discussions). Clearly, stakeholders view continuing education as one of the most important functions of the state library agency in Georgia.

Training programs offered by GPLS and others have been very popular. However, there is currently no staff member dedicated to continuing education, and no written continuing education plan. With the addition of a

Director of Continuing Education, we will be able to plan a systematic and comprehensive program of continuing education for Georgia library staff related to the LSTA Goals.

*Summary Need: There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.*

## **GOALS & PROGRAMS**

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

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

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

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

- Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Develop library services that provide all users access to information through local, state regional, national, and international electronic networks.
- Develop public and private partnerships with other agencies and community-based organizations.
- Target library and information services to person having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

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

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

## **PROGRAM A: Resource Sharing**

### **Targets (Outcomes Expected):**

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

### **Program Activities:**

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

## **PROGRAM B: Professional Collections**

### **Targets (Outcomes Expected):**

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

### **Program Activities:**

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

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

### **Target (Outcomes Expected):**

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

### **Program Activities:**

- Continue the established successful two-pronged approach to digitizing local collections for access through the Digital Library of Georgia (projects of statewide scope and projects with individual public libraries), gathering information about historical materials identified in a 2003 survey and visiting libraries and related organizations.  
Timeline: Second phase of Gainesville tornado project and early board minutes from Chattahoochee Valley Regional Library to begin 2008; other work continuing throughout the 2008-2012 period.
- Digitize Georgia's historic newspapers (currently in microfilm), beginning with an experimental pilot project that implements selected multiple digitization approaches, compares those through digitization studies, and generates useful content.  
Timeline: 2008 pilot project; anticipate remaining work continuing through 2012.
- Improve digitization infrastructure by providing storage/server equipment critical to the operation and sustainability of HomePLACE data and providing other equipment and software required for digitization and web delivery.  
Timeline: Purchase storage/server hardware in 2008; other equipment as needed throughout 2008-2012.
- Develop and implement an "Enhanced Georgia HomePLACE" by
  - encouraging content partners to undertake adequate archival processing and other preparatory steps before digitization begins;
  - adjusting the collaborative model to accommodate these content partners who wish to undertake some technical aspects of the digitization process;
  - expanding content partners beyond public libraries to include relevant historical materials held at related cultural organizations (such as academic libraries and historical societies) that support public libraries and local history patrons;
  - explore innovative presentation approaches to better serve user audiences (e.g., online exhibits);
  - encourage more feedback about usage of HomePLACE-supported online resourcesTimeline: Throughout the 2008-2012 period.

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

### **Targets (Outcomes Expected):**

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

### **Program Activities:**

- Assess community needs, by collecting public library data annually for outcome based evaluation of LSTA supported programs and share statistics in a variety of formats to all Georgians about public library activity and services.  
Timeline: Annual reporting from and to public libraries and to the general public, 2008-2012.

- Expand services for learning and access to resources for library patrons by providing information in a variety of formats about best practices, methods of delivery, and current and future trends for library service to library staff.  
Timeline: Design and pilot the program in 2008; maintain, evaluate and enhance throughout 2008-2012.  
Timeline: throughout 2008-2012.
- Conduct a Return on Investment (ROI) study to determine the cost-effectiveness of LSTA library services in Georgia and strategies for improvement.  
Timeline: 2009
- Promote and conduct evaluation of LSTA library services and provide opportunities for the library community to become proficient in outcome measurement, best practices, and the use of evaluation measures to improve library service.  
Timeline: throughout 2008-2012.

## **PROGRAM E: Communications**

### **Targets (Outcomes Expected):**

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

### **Program Activities:**

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

## **GOAL II: ELECTRONIC LINKAGES**

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

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

- Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Develop library services that provide all users access to information through local, state regional, national, and international electronic networks.
- Provide electronic and other linkages among and between all types of libraries;
- Develop public and private partnerships with other agencies and community-based organizations.

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

- Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to socioeconomic status or geographic location.
- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.
- There is a need for Georgia libraries to develop strategies and resources to replace and upgrade technology equipment, software and other technology related items.

- There is a need for Georgia libraries to maintain and increase bandwidth to all facilities to accommodate all the data that is being transported.
- There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.

## **PROGRAM: Information Technology Management**

### **Targets (Outcomes Expected):**

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

### **Program Activities:**

- Develop a replacement schedule for computers in libraries and related local area network equipment; plan implementation and seek funding.  
Timeline: 2008
- Continue to build relationships with DTAE, BOR, and the Department of Education (DOE) for cooperation & coordination in this area.  
Timeline: Throughout 2008-2012
- Assist libraries with E-rate applications and technology plans.  
Timeline: Throughout 2008-2012
- Provide professional IT support and services to public libraries lacking local expertise.  
Timeline: Throughout 2008-2012
- Offer statewide continuing education and development opportunities for the library community in management of technology to improve library service.  
Timeline: throughout 2008-2012.
- Increase bandwidth as libraries reach critical use levels.  
Timeline: Immediately and throughout 2008-2012

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

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

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

- Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Develop public and private partnerships with other agencies and community-based organizations.
- Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty line.

### **Needs Addressed by Goal III:**

- Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to socioeconomic status or geographic location.
- There is a need to improve the standing of Georgia's libraries relative to national statistics for a variety of measure and to equalize the quality of library services statewide for the benefit of the state's residents.
- There is a need for Georgia libraries to increase traditional collections as well as to continue to evaluate and expand the selection of GALILEO databases.
- Existing cooperative projects need to be evaluated and strengthened, and new collaborative opportunities at state, regional, and local levels should be explored.

- There is a need for Georgia libraries to effectively use state library collections, research methodologies and data to determine best practices, solve problems, and improve services to library users.
- There is an important need for Georgia libraries to continue to promote, enhance and develop child, family, and other literacy activities to improve the literacy rate.
- There is a need to foster continuing education and leadership education for the library community, to help ensure that library users continue to receive excellent and consistent library service well into the future.

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

### **Targets (Outcomes Expected):**

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

### **Program Activities:**

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

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

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

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

- Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Develop public and private partnerships with other agencies and community-based organizations.

**Needs Addressed by Goal IV:**

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

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

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

**Program Activities:**

- Continue to provide and expand consulting, training and support for libraries on working with customers with disabilities.  
Timeline: Throughout 2008-2012.
- Move Atlanta subregional operations to a more accessible and central location, making services easier to use for people with disabilities.  
Timeline: By the end of 2008.
- Set up a recording booth at the Atlanta subregional in order to produce digital recordings of materials of local interest.  
Timeline: 2009
- Continue to promote efficiencies of service in all subregionals with the KLAS automation system and make full use of features acquired through the software upgrade.  
Timeline: 2008-2012
- Set up a model subregional for outreach activities in Atlanta, and gradually shift other subregionals' activities to include more outreach by performing more of the order fulfillment centrally.  
Timeline: Set up model for subregionals in Atlanta in 2008; continue shifting of activities throughout 2008-2012.
- Make Braille materials available on request.  
Timeline: 2008-2012
- Offer statewide continuing education and development opportunities for the library community in the provision of library services to people with disabilities.  
Timeline: throughout 2008-2012.
- Working with other agencies serving people with disabilities, develop and implement a plan to identify more Georgians who would benefit from the services of the Library for the Blind and Physically Handicapped.  
Timeline: Immediately and throughout 2008-2012

**PROGRAM B: Serving Persons with Disabilities****Targets (Outcomes Expected):**

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

### **Program Activities:**

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

## **EVALUATION PLAN**

With a staff member devoting at least 20 hours a week to the LSTA program, GPLS will be in a better position than ever to establish a more formal and systematic process for evaluating internal and external LSTA-funded grants and activities. It is expected that all grants, programs, activities, contracts, and other GPLS program activities will include an evaluation component, and grants will be monitored on a sample basis.

- Internal Grants, Programs, Activities and Contracts
  - The State's Results Based Budgeting methodologies will be applied to some activities.
  - Evaluation will have a customer focus.
  - Evaluation will focus on results and impacts.
  - The number of outcome based evaluation items will increase on an annual basis.
  - GPLS staff will be trained in outcome-based evaluation and will feel comfortable training others.
  - GPLS staff will be able to provide technical assistance in outcome-based evaluation to grantees.
- External Grants, Programs, Activities and Contracts
  - Evaluation will have a customer focus.
  - Evaluation will focus on results and impacts.
  - The number of items including outcome-based evaluation will increase on an annual basis.
  - Evaluation will be a required component in grant applications.
  - GPLS will develop a grants workshop, which will be given prior to running a grant cycle(s). The workshop will include a section on grantee responsibilities, including reporting and evaluation.
  - GPLS will develop a list of evaluation resources. This will be posted on our Web site, and, whenever possible, the materials will be purchased for our library collection.
  - GPLS staff will conduct workshops in various locations around the state on outcome-based evaluation.
  - Each of the 59 library systems in the state received a copy of *Demonstrating Results: Using Outcome Measurement in Your Library*, by Rhea Rubin, in May 2007. We will sponsor at least one workshop with the author during the upcoming five-year period.
- Five-Year Evaluation
  - Evaluation components will be introduced during the first year of the Five-Year Plan.
  - A mini-evaluation of the previous year's LSTA activity will be compiled and posted on the GPLS Web site after the first year. Subsequent year "mini-evaluations" will be added, cumulating to a five-year evaluation of activity.
  - The Five-Year Plan Evaluation will involve both internal and external evaluations.
  - Methods will be implemented to involve the library community in evaluating the Five-Year Plan.

## **Stakeholder Involvement**

As stated, GPLS used much of the data gathered for its strategic planning process to inform the development of this plan. GPLS also conducted an online survey to solicit input from the library community concerning

priorities, initiatives and directions for LSTA in Georgia. An announcement and reminders about the survey were posted to numerous library listservs. Survey results and comments from the Evaluation of the 2003-2007 Five-Year Plan were considered as well. Staff and time limitations precluded more extensive stakeholder involvement in the development of this plan.

The evaluations of the last two LSTA Five-Year plans have indicated a need for greater involvement of the library community and public in the development, implementation and evaluation of LSTA programs and activities. It has become apparent that there is a need for a high level advisory group to facilitate the library community's involvement in the LSTA program.

During 2008, the State Librarian will establish the LSTA Advisory Council, whose membership will be composed of representatives from various types of libraries and other stakeholders. This group will advise the State Librarian and GPLS staff on the operations and evaluation of the LSTA program. They will also assist in monitoring the LSTA Five-Year Plan and make recommendations concerning amendments to the plan. The LSTA Advisory Council will serve staggered terms. The State Librarian will establish the exact membership and the members will be broadly representative of the library community and the residents of Georgia.

The library community may be involved in developing grant programs and designing processes. For certain grant programs, GPLS will establish grant-reading teams to obtain grassroots input and to promote a greater understanding of the LSTA program. Other advisory committees will be established as appropriate. For example, there is now a Library Consumers Advisory Council for the Regional Library for the Blind and Physically Handicapped, as well as a Children's Services Advisory Council that has been functioning for several years.

GPLS will strive to provide more input and participation in the LSTA program for both the library community and residents of Georgia over the course of this plan. Because of the rapid changes that are taking place in technology, government and society, GPLS will work with these groups to modify this plan as needed over the next five years and to make appropriate amendments to it.

## **Communication and Public Availability**

Georgia's approved Five-Year Plan will be placed on the GPLS Web site. The webpage will include a feedback form to receive comments from the library community and Georgia residents. When the Plan is available, an announcement will be sent to a variety of library lists currently operating in the state. In addition, a letter will be sent to all GOLD member libraries and the Chairperson of each public library system's governing Board of Trustees. Print copies will be available at the GPLS administrative office.

A limited number of paper copies of the Five-Year Plan will be produced. These will be used with members of the General Assembly, the public, and persons not having access to a computer. Because the Five-Year Plan is in electronic format, large print versions will be produced upon request and taped copies of the plan will be produced and made available through the Regional and Subregional Libraries for the Blind and Physically Handicapped.

Electronic and paper copies will be sent to the state documents collection at the University of Georgia in Athens. The electronic version will then be included in the [Georgia Government Publications Database](#), available through GALILEO. A brochure including highlights of the Five-Year Plan will be distributed at library meetings and events and will include the URL for finding the full plan on the GPLS Web site.

## **Monitoring**

GPLS will establish a more formal process for monitoring internal and external LSTA-funded grants and activities.

- Internal Grants, Programs, Activities and Contracts
  - A master list of LSTA funded programs, activities and budgets will be established.
  - Each of these will be assigned to an appropriate professional GPLS staff manager, who will regularly make progress reports to the Director of LSTA, Statistics and Research.
  - The LSTA Director and Business Services Section will work together to establish a tracking system for expenditures.
- External Grants, Programs, Activities and Contracts
  - A master list of LSTA funded programs, activities, and budgets will be established.
  - Each of these will be assigned an appropriate professional GPLS staff project manager.
  - The LSTA Director and Business Services Section will work together to establish a tracking system for expenditures and grant payment requests.
  - Grantees will be required to report as appropriate to the grant. A suggested schedule is
    - quarterly progress reports
    - a final report within sixty (60) days of the project completion
    - a follow-up report one year from the conclusion of the project
  - GPLS staff project managers will make a minimum of one field visit to the project except for statewide projects when they will make selected visits.
  - GPLS staff project managers will utilize a standardized monitoring form for their field visits.
  - GPLS staff project managers will be in regular contact with those implementing their assigned projects.

The Director of LSTA, Statistics & Research will be responsible for monitoring the progress in meeting the Five-Year Plan's goals and activities. This information will be posted on the GPLS Web site. The Director will also serve as the liaison with the project managers and fiscal services and the overall coordination of the LSTA program.

## **Procedures**

### **Implementation, Priorities and Budget**

GPLS will prepare an annual action plan before the beginning of each state fiscal year. The action plan will identify specific annual priorities, goals, objectives, and desired results that will be addressed during the year and the implementation methods to be used. The plan will be prepared in consultation with the LSTA Advisory Council and the staff project managers. The completed plan will be posted on the GPLS Web site along with an invitation for public comment.

The priorities identified in the plan will be based on all of the financial and human resources that are expected to be available for implementation; evaluation of the prior year programs and activities; and any public input received. Every effort will be made to coordinate state and federal resources to deliver improved services effectively. Each year, as part of the focusing and action plan development, funds will be budgeted to meet the targeted objectives and activities.

Planning for the next revision of the five-year plan will begin at least a year in advance of the 2012 deadline.

### **Eligible Applicants for Grants**

Eligibility will be established for each type of grant program. GPLS may identify additional eligibility requirements beyond those listed on the following table.

<b>Eligible Applicants</b>	<b>Definition</b>	<b>Minimum Requirements</b>
Public Library Systems	As defined in O.C.G.A. in 20-5-40 to 20-5-51	Qualified for the receipt of state aid; GOLD member in good standing
Municipal Libraries	As defined in O.C.G.A. 20-5-20 to 20-5-24	Grant applications must be made in conjunction with a public library system; GOLD member in good standing
Public Academic Institutions	Libraries in institutions operated by the Board of Regents of the University System of Georgia and the Georgia Department of Technical and Adult Education	GOLD member in good standing
Private Academic Institutions	Libraries in private post-secondary accredited institutions	GOLD member in good standing
K -12 Schools - Public	As defined in Chapter 20 of O.C.G.A.	Grant applications must be made in conjunction with a public library system
K – 12 Schools - Private		Grant applications must be made in conjunction with a public library system; accredited
Special Libraries - Public	Located in publicly supported governmental agencies, museums, hospitals, associations and other organizations with specialized information needs; 50% of funding from public governmental sources	GOLD member in good standing
Special Libraries - Profit		Eligibility will be determined on a grant or program basis; GOLD member in good standing
Institutions	Non-law libraries located in an institution by the Georgia Department's of Corrections, Human Resources, Juvenile Justice and Community Health	Grant applications must be made in conjunction with a public library system; GOLD member in good standing
Library Consortium		Eligibility will be determined on a grant or program basis

The distribution of funds under the LSTA State Five-Year Plan will be handled using several different methods. These include:

- Funds may be used to provide GPLS staff and other operational funds to initiate, coordinate, implement, and support projects at the state, area, and local levels.
- Funds may be provided for contracting with other service providers in the public and private sectors.
- Funds may be used for the purchase of or creation of information resources on a statewide basis.
- Funds may be used for the payment of fees and reimbursements to libraries by GPLS.
- Funds may be used to conduct targeted, demonstration, competitive, or other grant cycles.

Any distribution of funds will be implemented under the policies of the BOR of the USG. Grants will be monitored by BOR and GPLS according to the LSTA monitoring guidelines on the GPLS Web site. Specific staff within GPLS will be responsible for monitoring fiscal and regulatory compliance of all internal and external projects and programs. GPLS will work with the State's Audit Department and other fiscal authorities in monitoring external grant programs.

All internal and external projects and programs will comply with local purchasing procedures unless state and/or federal laws, rules, or guidelines are more restrictive.

All projects and programs shall at the minimum include:

- in-house, peer, or outside evaluation or a commitment to participate in an evaluation process;
- an acknowledgment of full or partial federal support under LSTA;

- an agreement to submit specified reports and documentation to GPLS;
- an agreement that federal funds will not supplant local, state, or other funds; and,
- an agreement that participants will not violate state or federal laws and/or regulations/ rules.

### **Administrative Costs**

No more than four percent of Georgia's LSTA funds will be allocated for administrative purposes. These costs may include any indirect costs attributed to the program by the state plus expenses related to plan development, including public hearings and costs incurred by advisory groups participating in the program's development, implementation and evaluation. Additionally, any printing, publication or other appropriate costs directly related to this plan and related documentation may be charged to administrative expense.

### **ASSURANCES**

See attachments.

## Appendix A: Report of LSTA Survey for Five-Year Plan 2003-2008

### Survey Text (in black) with Results and Comments (Survey pages are separated by lines.)

Administered May 25, 2007 through June 8, 2007

#### INTRODUCTION

The Georgia Public Library Service is developing a new Five-Year Plan for the use of Library Services and Technology Act (LSTA) funds. We need your help!

Please complete the following 10-minute survey.

If you have any questions about this survey, please contact Lyn Hopper at [lhopper@georgialibraries.org](mailto:lhopper@georgialibraries.org) or 404-235-7134.

Thank you for your participation!

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#### BACKGROUND

##### WHAT IS LSTA?

Under the federal Library Services and Technology Act (LSTA), annual grants are made to each U.S. state and territory. Georgia Public Library Service, as the official state library agency, is the recipient of this federal grant for Georgia. Grant funds (about \$4.5 million this year) are expended based on a Five-Year Plan.

##### FEDERAL GOALS

The law establishes six very broad goals for the LSTA program. All LSTA funds must be used for programs that meet at least one of the six goals.

There are many ways to meet these mandated federal goals in Georgia. Help us choose the most appropriate activities for our next five years.

##### ABOUT THE SURVEY

\*Each section of the survey will address one of the six federal goals.

\*There is a section at the end where you may enter additional comments.

\*Some choices may be repeated in more than one section, since activities can address multiple goals.

\*Note that the list of choices will be randomized each time the survey is opened.

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Please choose the one BEST descriptor of your involvement with libraries.

Descriptor	Response Percent	Response Count
academic librarian	14.23%	117
public librarian	34.31%	282
school librarian	21.17%	174
special librarian	0.97%	8
technical college librarian	2.43%	20
state library agency staff	2.92%	24
elected official (state)	0.00%	0

elected official (county or city)	0.12%	1
library user	13.63%	112
non-user of the library	0.24%	2
library trustee	1.09%	9
member of Friends of the Library group	1.09%	9
Other (please specify)	7.79%	64

Other included responses such as library branch manager, retired librarian, business office, systems administrator, professor in media department at university, homeschool library user, library science student, and off-site storyteller. About two-thirds of these responses were from library staff, indicating that future surveys should use the more inclusive “library staff” rather than “librarian.”

**NOTE:**

For each LSTA Goal below, the instructions read:

**Read the following list of examples of state library activities that could address this goal. Then select (and/or write in) up to three (3) state library activities that you think are MOST appropriate and important in meeting this goal.**

**\*\*\* Please choose NO MORE THAN THREE (3) activities (including your write-in answers.) \*\*\***

Respondents had a first choice, second choice and third choice button that could be checked beside the activities they chose.

Then, these instructions were given:

**If you did NOT choose 3 activities above, you may write in additional activities to TOTAL no more than 3 (including your selections above). Please use (1), (2), or (3) beside your write-in answers to indicate priority.**

Each federal goal is listed below with the activities from which respondents could choose.

**Federal Goal 1 (of 6):**

**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.**

Total number of times each activity was selected in the top 3 (as 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> choice) is given. Of those selected, an average rating of the choices is given (lowest scores indicate highest ranking choices). Activities are ranked by total times selected.

Increase collections (books and other materials) in Georgia libraries (472) 1.54

Expand online resources available to library users (299) 1.90

Develop and support services and programs for particular age groups (e.g., children, teens, senior citizens) (295) 2.06

Equalize access and quality of library service statewide (265) 1.93

Offer continuing education for library staff (217) 2.29

Train library customers to find and use information effectively (217) 2.08

Increase the number of access points for library service (add kiosks, offer virtual libraries, etc.) (160) 2.08

Fund scholarships for staff or others to pursue degrees in library training programs (127) 2.32

Support homework help for students (126) 2.25

Expand provision of reference and information service in real time (via online chat, e.g.) (96) 2.40

Collect and make available current professional materials in library science (37) 2.49

Write-in responses:

1	Virtual training for library staff
2	Give us more book money!!!!!!!!!!!!!! Does weeding mean anything to the state?!?!?!?
3	Offer continuing education for library staff. Support services and programs for particular age groups.
4	1st: bookmobile services to schools and communities
5	BETTER MARKETING. YOU CAN HAVE THE BEST ACCESS, COLLECTIONS, AND SERVICES IN THE WORLD BUT IT DOES NO GOOD IF YOUR CUSTOMERS DO NOT KNOW IT IS AVAILABLE. DO BETTER AT GETTING THE WORD OUT IN THE COMMUNITY, SCHOOLS, AND WHEREVER PEOPLE ARE.
6	The number one thing to do is mandate, if possible, hours of operation for public libraries. Too many libraries close at 6pm during weekdays. I believe many should stay open until 8pm or 9pm Monday-Thursday. Libraries that are not opened until 8pm or 9pm should open at 8am or 9am.
7	1st Choice - I know of systems where the only librarians in the system are those that are in state paid positions. Therefore the heads of departments (children's, reference, adult services...) are not librarians. Increase the number of certified librarians in the librarian/paraprofessional ratio. Library systems should be mandated to have more certified librarians. Some have professed that librarianship is a dieing profession. Help smaller library systems recruit libraiains with partical funding of saleries.
8	(1) Develop effective efforts to cooperate and collaborate between public libraries and public schools to support curriculum and homework/assignment needs for bibliographic instruction and availability of materials (including instructing teachers and professors that authoritative sources from GALILEO are not &quot;internet sources&quot;).
9	(1)Fund Evergreen software for Technical College libraries in an effort to establish a union catalog for Tech Libraries and share that across to Public Library Patrons in a seamless interface.
10	Assist libraries in promoting their services and programs locally. (3)
11	(3) Expand adult literacy programs and materials
12	Increase the number of Spanish materials in libraries that serve a large number of Hispanics.
13	1. Expand access to online collections such as audio and electronic books, downloadable music and videos, in a seamless way that they can be used like regular items, borrowed with a library card from a catalog and taken with you on a portable device. (Why NetLibrary e-books fail.) 2. Agressively evaluate, consolidate and negotiate for new products and eliminate duplication. 3. Start statewide helpline that is 24-7 (maybe with the Georgia legislature as first point of service) and then an online Tutor program.
14	(2) access to online databases like found in Galileo
15	2. Statewide publicity including visible things such as billboards, TV spots etc.
16	(3) Provide additional funding (to retain existing staff and hire additional staff members). More and better staff translates to better and more responsive service to patrons.

17	Using existing state-wide user login restrictions, add virtual content by initiating a scanning project for all published book format materials, and develop searching functionality along lines of Googlesearch, in an effort to supersede physical ILLs and other wasted expenditure of funds for courier and mail services. Support local activities of a similar nature by hosting storage of scanned materials and initiating a state-wide "data reclamation" project to gather historical and research materials into such a virtual library database. Initiate the project with non-copyright restrictive materials and expand with contracted negotiations with publishers for newer materials.
18	(3) Help fund salaries for current library staff, support for future staff and/or help pay for the cost of Medical Insurance for library employees.
19	Develop a back up reference service at the state level for all librarians to use.
20	Support new public libraries in rural areas. (3)
21	The general public, including parents of school-age children, must be comfortable with library facilities and resources in order to use them effectively. Workshops for library users would encourage more widespread use of public libraries.
22	People still want STUFF (books, DVDs) and computers to use more than anything else.
23	3) Increase pay for library staff, so that dedicated, experienced, and talented staff will be attracted and encouraged to stay!
24	(3) Increase the public's awareness of library services currently available and stress the importance of libraries through various forms of media.
25	Increase Homes study and academic resources. Home study students use the public library extensively and yet materials and resources (how-to forums etc.) specifically for them is limited in the system. Items such as literature study guides (only found in reference at our library)and academic books would be a great addition. This is a growing group that is not represented well in the public library system, although you will find many of them that are regulars patrons and often major volunteers for the library.
26	2. and make sure to advertise/market that the public library is providing such resources. They are _not_ free.
27	Allow audio/video materials to be ordered/shipped from another library. (1)
28	2) Help Libraries pay for GALILEO 3) Make online Library databases available to Librarians and Library staff
29	1. Increase collections in Georgia libraries 2. Expand online resources available to library users. 3. Expand provision of reference and informatin service in real time
30	Build more libraries so all have convenient access (1)
31	(2) Expand inter-library loan access for all libraries across the state.
32	(3) Increase collections - MORE BOOKS!
33	Develop and implement reading and literacy programs targeting the ever increasing poplulation of home-schooling families who do not have access to public school libraries and programs.
34	work collaboratively with k-12 schools and universities in Georgia to develop an information literacy curriculum so that Georgia students know how to effectively access and use information and make optimum use of investments such as physical library collections and GALILEO
35	2. create a regular special on libraries for public television high lighting what different libraries have available. 3. Find all retired school and public librarians and form an organizartion to keep them involved in library work.

**Federal Goal 2 (of 6):**

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

Expand GALILEO, Georgia's virtual library, with additional databases (392) 1.72

Upgrade existing computers in libraries (315) 1.94

- Train library customers to find and use information effectively (268) 1.97
- Increase collections of electronic materials in Georgia libraries (251) 2.18
- Improve existing telecommunications networks and connections (203) 1.88
- Train library users in the use of technology (197) 2.08
- Develop search guides to help users locate web resources (195) 2.11
- Digitize print resources to enhance preservation and access (140) 2.23
- Expand the Digital Library of Georgia (120) 1.99
- Improve security of library networks (69) 2.30
- Collect and make available current professional books and materials on electronic information networks (67) 2.18

Write-in responses:

1	Security and improving networks should be handled by the erate. That's what it is intended.
2	I can't answer this because I don't feel that computers are doing what they were intended to do (such as research and reference). Most people play games or look for soulmates.
3	1. Find the means to increase funding for books, the good old fashioned book that people come in by the droves for. They can get computer access elsewhere, but "free books?", just here
4	1. Train all library staff on use of electronic networks, to include workshops by database vendors.
5	Provide for cooperative services between public, technical and college libraries
6	Rather than train users, help vendors understand that we need services that require no training.
7	(3) Train library staff to take full advantage of new technologies and keep them current with what is galloping past them in this fast paced environment
8	#1 Funding to support professional IT personnel, in house, as staff members or contract workers to assist systems with electronic maintenance, upgrades, and planning.
9	Provide materials & instruction in Spanish (2)
10	Increase number of computers in the public libraries. In my branch, it is impossible to walk up and use a computer (3)
11	(1)upgrading computers is fine, but what we really need is maintenance -- technicians to keep what we have in good working order - maybe fund tech training for library staff?
12	3. Replace computers on a regular basis, staggered by years etc.
13	(3) Train library STAFF in the use of technology
14	(1) Add state funding for the hiring of new library staff members to increase manpower to handle projects. Just throwing equipment at library facilities doesn't solve problems. Use a per capita system, such as the one used for determining whether a community has sufficient library materials for its populace, to determine the needed numbers of staff to allow a given library to adequately serve its population.
15	3. More training for library staff on use of electronic services
16	Do not use LSTA funding for networking and network security. The erate handles this.
17	(3) Work more closely with Dept of Education and school systems to ensure that bibliographic instruction in GALILEO and library resources are delivered in all schools and grades across the state.

18	Many library users and other tax payers do not know about Galileo. They don't know it exists, and they don't know how to use it to enhance their lives. Training and workshops for the library users may enlighten them.
19	Incorporate better search technology (such as Aquabrower) (1)
20	Provide Rosetta Stone Foreign Language Training to all customers, not just those in Atlanta.
21	2. . . . and make sure to advertise/market that the resources are available under the aegis of the public library.
22	Allow transfer of audio/video materials when ordered from other libraries. (1)
23	To provide more technology for disabled users-lending library-wheelchair accessible workstations priority 3
24	2) Help libraries digitize their local newspaper with searchable and readable text (historical newspapers especially)
25	1. Expand GALILEO, Georgia's virtual library, with additional databases 2. Improve existing telecommunications networks and connections 3. Expand the Digital Library of Georgia
26	Audio books (1)
27	What is GALILEO? If it's GA's VL, why haven't I heard of it?

**Federal Goal 3 (of 6):**

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

Provide continuing education to library staff in information technology applications and issues (409) 1.85

Implement electronic sharing of articles and information among libraries of all types (376) 2.03

Develop library collaboratives or consortia for sharing information among staff as well as users (314) 2.11

Link online catalogs of libraries (309) 1.85

Develop new electronic networks or encourage participation in existing networks (such as GIL) (252) 2.02

Develop shared databases of library users (such as the PINES patron database) (248) 1.94

Collect and make available current professional books and materials on resource sharing, library networks, and collaboration (124) 2.15

Connect Georgia libraries with a shared telephone system (76) 2.26

Write-in responses:

1	DO NOT USE LSTA MONEY TO FUND PINES OR GIL
2	Press forward the development of the PINES Evergreen project
3	1. When we don't have what our students need, we try to send them to our local public library, but they act as though it is too much trouble to drive downtown. A courier system with us able to borrow for our students would be great!
4	3) School libraries and public libraries in counties should be linked to each other electronically so they could share catalog databases. Should be encouraged to work more closely together instead of as two separate libraries.
5	(1) Relook at Voyager/Endeavor as a host for GIL. Other systems are one third the price. Consider developing our own with a third party vendor. It would save untold millions of dollars. GIL could be a separate program that could work with a number of vendors. THINK HARD about this. Our support cost went from \$11,000 to \$675. annually.

6	(1) Develop a shared database of known student information needs (i.e. pending projects, reading lists) between public libraries, school libraries, and academic libraries.
7	comments on 1st choice - Technical College Libraries on Evergreen system connecting to resources and patron database of public library systems in Georgia.
8	It does note "other" linkages... Expand courier service to all public libraries and explore adding others on a fee basis. Perhaps this is an opportunity to be of value to BOR colleagues. (1)
9	a. Support a live helpdesk where chat can be used to solve working problems patrons turn to libraries for. Maybe fund urban libraries in metro-area to staff since they do not participate in PINES. b. Provide a mechanism to collection swap so materials can be traded to areas where they are needed.
10	(1) Make PINES a true statewide system (including Atlanta, Savannah, etc) (2) Move towards forging links with regional, national, even international consortia.
11	(1) Implement and encourage the use of joint ventures that combine existing library facilities and staff, including community college libraries, public libraries, and school media centers. Wherever possible, combine staff, buildings / campuses, and eliminate wasted expenditure of funds in duplication of materials and services. Use the combined power of forces to expand services 24/7 and ramp up the bargaining power of the combined library structures for contracts with vendors of supplies, materials and services.
12	(1) Make all public libraries part of the PINES network.
13	Sharing of information and articles would be extremely helpful to post-graduate students.
14	(3) Implement a courier/delivery service available to GA library patrons to coordinate with the USG courier service.
15	(1) Upgrade or fix the problems and issues with the current PINES database system
16	(1) Improve existing telecommunications networks and connections
17	1. Implement electronic sharing of articles and information among libraries of all types 2. Collect and make available current professional books and materials on resource sharing, library networks, and collaboration 3. Develop library collaboratives and consortia for sharing information among staff as well as users
18	n/a

#### **Federal Goal 4 (of 6):**

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

Encourage a variety of library partnerships with service and community groups (e.g., Kiwanis partnership to enhance large print collections) (405) 1.99

Support cooperative purchasing to make high-cost items more affordable (373) 1.85

Study and promote the economic benefits of libraries to their communities (such as Return on Investment and impact on economic development) (299) 1.76

Promote cooperation and resource sharing among different types of libraries (e.g., GOLD reimbursements for lending) (293) 1.98

Encourage other agencies to provide links to library resources (284) 2.11

Encourage libraries to take services to locations outside the library (e.g., a kiosk at the Dept. of Labor) (200) 2.12

Develop models for facilities that house multiple service agencies (e.g., considerations and best practices for a combined library/city hall building) (178) 2.19

Collect and make available current professional books and materials on library partnerships with other agencies and organizations (79) 2.28

Write-in responses:

1	1. How about posting innovative ideas used in other states somewhere on the GPLS website? 2. Librarians need to be partnering with local schools to make sure the kids are learning to read. This includes middle and high schools.
2	2nd: Provide bookmobile services to community. 3rd: Provide library branches at malls or strip plazas
3	3) private partnerships with corporations for state-wide support
4	(1) Promote active participation with the state's businesses to develop partnerships to sponsor materials and services. Initiate sponsored competitions and periodic redistribution of business linkages in friendly bidding scenarios to tap community and market funds rather than relying solely on government monies. Extend this to allow branding of materials and services. Invite business participation within the library walls.
5	Corporate sponsorships for online resources.
6	1. . . . and enhance the RoI and economic impacts. 2. Libraries housed within larger facilities should aim to remain open after the other facilities close at 5pm. Or, have those other facilities be more user friendly and stay open late a couple of nights a week.
7	We need to keep the books and print materials in our libraries up to date. Georgia has lots of wonderful digital information available. I feel libraries still have a responsibility to make out of date and current materials available in our library collections. After all books are library business.
8	2) Get all elected public officials (State, County, Local) access to GALILEO--especially those to do with funding! 3) Develop simple guides to GALILEO--in general, and on subjects of interest to politicians and distribute them electronically.
9	1. Collect and make available current professional books and materials on library partnerships with other agencies and organizations 2. Promoter cooperationa and resource sharing among different types of libraries 3. Support cooperative purchasing to make high-cost items more affordable
10	n/a
11	promote, promote, promote GALILEO through public service annoucements, billboards, print advertising

**Federal Goal 5 (of 6):**

**Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.**

Develop and support services and programs for populations with special needs (e.g., people with disabilities or low literacy levels) (380) 1.95

Ensure that people with disabilities have access to appropriate materials and adaptive technology in ibraries (371) 1.92

Advance basic functional literacy levels (e.g., support literacy programs for adults) (370) 1.78

Offer continuing education for staff in serving populations with special needs (e.g., those with limited abilities or access to library services) (342) 2.10

Develop and support services and programs for non-English speaking and multicultural populations (e.g., preschool storytime in Spanish) (271) 2.13

Tailor library public relations materials for a variety of groups (160) 2.09

Advance diversity in recruitment and retention of library staff (129) 2.11

Collect and make available current professional books and materials on serving a variety of populations with special needs (56) 2.21

Write-in responses:

1	1. this is a local library service and not the state's role. This includes services to people with disabilities. Each community needs to address these issues.
2	(3) Interact with special needs communities and advocacy groups to create a model public library for the special needs patron.
3	1. Develop programs to target the upcoming Baby Boomer retirees. 2. Develop programs that reward non-English speaking people to learn English.
4	(1) Develop state-based pool of specialized and mobile personnel with language fluency and cultural background, who will be made available on call for assistance with patrons and development of printed materials in translation for local libraries. Actively enter into non-standard communities within the state with programs developed by these individuals that will serve these sections of the public. Create virtual portals online that present library services directed at these specialized communities.
5	(1) Make adaptive software and equipment available for all public access computers in libraries and train staff in its use.
6	3. Establish outreach library centers in the middle of low income neighborhoods.
7	Ensure that all special needs patrons, low-literacy patrons, and other needy patrons are legal citizens or can at least prove that they are in the process of becoming legal citizens. No special accommodations should be granted to those who are residing here illegally.
8	1. Classes for staff development with regards to foreign languages.
9	1. This is a big one. Patrons are encouraged when they see library workers at _all_ levels who reflect their ethnic/cultural backgrounds. It's important to the continued health of public libraries, and not just a 'race' issue.
10	1. Ensure that people with disabilities have access to appropriate materials and adaptive technology in libraries 2. Develop and support services and programs for populations with special needs 3. Advance basic functional literacy levels
11	n/a
12	3. Continue the status quo because it is working very well.

**Federal Goal 6 (of 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.**

Develop and support programs for underserved communities (e.g., bookmobiles or other delivery systems for users who live far from libraries) (512) 1.91

Equalize access and quality of library services statewide, with particular attention to high-poverty areas and underserved rural and urban populations (478) 1.76

Develop and support programs for families and children in families with income below the poverty line (e.g., storytimes at subsidized housing complexes) (475) 1.96

Develop and support services and programs for populations who have difficulty using libraries (e.g., the institutionalized) (283) 2.32

Offer continuing education for library staff in identifying and serving underserved populations (231) 2.19

Collect and make available current professional books and materials on serving those who have difficulty using libraries (58) 2.29

Write-in responses:

1	1. Take the vacation reading program out of the library to the housing projects where the children have no transportation. 3. Partner with the Dept. of Family & Children's Services to provide lap sit programs, children's books in the waiting room, training and incentives for new mothers to read to their children. ALA's National Connections was an excellent program.
2	3-Increase the theft protection/security devices in order to be able to retain materials once acquired. I work in a high poverty school and lose MANY books and materials to theft--not checked out, just stolen.
3	1 Providing access to library books to nursing home or extended care facility patients.
4	2: Build stronger rural libraries. Build library structures, and provide the people and materials needed for them to flourish.
5	As a youngster growing up in rural Georgia, the Bookmobile was my summer friend!
6	(1) Support and underwrite elimination of all fines for overdue materials in the state. This single public relations move will do much to eradicate negative prejudice against libraries by persons without means. Use WIC program lists and other means to determine economically disadvantaged families. Offer library use vouchers to actively solicit the receipt of library materials in returnable pouches that can be reused to deliver materials from a state-maintained pool of library resources. Or make this a periodic, one-time delivery of a packet of books and other materials to ensure that such materials were made available to this special group.
7	(3) Some of the above would entitle adding staff to existing libraries, therefore salary support would come back into need.
8	Develop a cooperative program with public school libraries to provide greater access year-round to communities with limited access to public libraries.(3)
9	(1) Support development of Books By Mail programs by public libraries. (2) Support development of a central toll-free reference bureau available to help online patrons using chat or other technology.
10	1) Have a competent consultant in these areas on staff who can help libraries on the edge figure out how to serve these populations economically and in ways they need the most.
11	2. Investigate qualitative and quantitative results of programs (e.g. bookmobiles) before putting money into any which are extenuations of the older type of projects like bookmobiles. 3. Before putting programs into housing complexes and institutions, complete research to find out the effectiveness and roi of involved ideas.
12	1. Develop and support programs for underserved communities 2. Equalize access and quality of library services statewide, with particular attention to high-poverty areas and underserved rural and urban populations 3. Collect and make available current professional books and materials on serving those who have difficulty using libraries
13	n/a
14	Expand and simplify inter-library loan procedures so that patrons in underserved areas have easier access to the larger collections available in other areas.
15	3. Partner with private foundations to provide books and services for the underserved rather than using taxpayer money.

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#### OTHER COMMENTS

Please add any other comments below that will help us make decisions about programs and services to provide with our federal funds.

One hundred other comments were received, and are reproduced below.

1	DO NOT USE LSTA TO FUND PINES, GALILEO, GIL, OR SERVICES THAT SHOULD BE FUNDED VIA ERATE. DEEMPHASIZE TECHNOLOGY AND EMPHASIZE SERVICE.
2	Give us more book money because weeding in some libraries is a joke. Give us more money to hire LIBRARIANS, and support children's services.
3	Support universal borrowing initiatives among all types of Georgia libraries
4	In order for any of this to happen, we need to make ourselves relevant to the people we want to reach. We need to change our image. We need to be less "library-ish" promoting ourselves and more down-to-earth – "This is what you want, and this is how we can give it to you..." in most cases, for free. It should sell itself, but somehow we are missing a huge population that could possibly benefit the most from our services.
5	All these questions carried have great merit and I believe that instituting any of these programs or services must begin with training of library staff. We must be able to notice and seek out the areas and individuals with special needs and requests in order to better serve them.
6	Continuing and enhanced collaboration with the Board of Regents staff.
7	WE NEED LIBRARY SCHOOL COURSES ON HOW TO MAKE THESE OBJECTIVES A REALITY.
8	Focus on training library customers rather than on individual programs. Example: "Train library customers to find and use information effectively.";
9	Include private school library resources and private school information professionals in your decisions.
10	we are fortunate here in that we have excellent staff and receive great service in our public library. If the goals stated in the survey can be met, the results will be beneficial to population groups that perhaps need more attention.
11	* do not spend all funds at the state level * make incentive grants * increase focus developing programs for all types of libraries not just public libraries * do not use federal funds to support programs on an on-going basis
12	It appears that you are pushing people towards some of the more traditional roles of libraries. The LSTA funds should be used for innovative and creative approaches to developing new library services!
13	Increase awareness of the need to collaborate with school libraries.
14	Think outside the box and remember libraries are fighting for their lives. We must make the public and those funding libraries realize that we are a necessity for the 21st century. We can no longer stay within the physical limitations of our buildings.
15	Provide further training/ information to the libraries of academic and technical colleges and universities, so that the staff may better serve international students with language and cultural needs adapting to their stay in the U.S.
16	I am very serious about rethinking Voyager/Endeavor. This system has "old time pricing" structure. Systems all over the country have identified others with "new pricing" which makes both systems and support at a fraction of the cost. Also look at electronic resources. Some vendors are not doing the bundling prices but a la carte and this avoids needless duplication.
17	Training for library staff is a critical need that federal funds should support.
18	How can more money be raised to match what is provided by the government? That additional money could possibly fund additional hours for libraries. I think it's time for libraries to operate like other agencies providing services. They can have a morning shift from 8am-4pm; and afternoon shift from 11am-8pm.
19	Provide training for appropriate grass roots volunteers to aid in programs.
20	Best wishes!

21	I think that no matter what choices are made there needs to be a very clear understanding that CHILDREN are a huge part of any conversation about library service, whether we are specifically discussing programs/services that are obviously child based or programs (Adult literacy, bookmobile services, better funding for library and decent salaries for library staff, not just the few precious positions that are state funded) that at first glance don't look as if they will involve children at all. Children grow up to be tax payers, and a child who has not had access to a quality library experience is not a child who will grow up with the library as a core value. He is also not a child who will most likely succeed in school, and the next generation of children living in economic poverty, in a print and language poor environment will have little chance for enrichment will be raised by the child who we neglect now. So, please, whatever directions any new plans go, remember that children are the heart and soul of everything the library stands for.
22	It would be wonderful if you use the State Standards for Public Schools and develop or improve your collections in these areas.
23	Georgia's immigrant population is growing rapidly, and public libraries are a foreign concept to many. We need to get the word out (and then deliver on our promise) that public libraries can aid in assimilation. This is a political issue, but many disparate groups have common goals - learning English, higher educational levels for immigrants, lower crime. Focus on commonality through lobbying and p.r., and take into consideration special circumstances of these groups (i.e. lack of transportation)
24	Where I live, the staff at the regional library is not friendly or helpful in general. The new materials are few and far between. I have taken to buying anything I want.
25	Georgia needs to use its LSTA funding for bold and innovative projects such as PINES and GALILEO. We are currently doing some things very well and some things poorly. Staff Training is almost nonexistent except for GOLD training and some annual conferences
26	LSTA funding should be used to define and address the needs of the retiring baby boomer population since they will vote against future public library funding if they do not see it as value added to living standards.
27	I think having some sort of support between the academic and public libraries in the state would be very beneficial to both types of libraries. Being able to ILL books from one to the other as with GIL Express, would be very helpful to all.
28	Seeking collaborative input from various library groups during the development of the proposal would have been ideal. Next time...
29	Have a consultant devoted to helping libraries (without technology divisions) plan for and carry out actions for keeping up with technology. For example, help a library plan how to use grant money to the best effect for delivering public access computers via thin client or wireless or ?
30	Thank you for allow statewide participation in this survey!
31	With many of the options, examples were given of what Georgia libraries may be doing now. Think beyond this of what we *could* do.
32	Make competitive grant money available with a gates like requirement to provide workshops and program on what is funded - and that includes projects that do not succeed.
33	I would like to see literacy programs in jails and prisons expanded and books and periodicals provided to inmates.
34	i'm not sure where funding for following programs comes from, but I think they are great programs and really want to see them continued: Evergreen, Pines, Childrens Services Annual Conference, GALILEO, LSTA support of Vacation Reading Program printed materials etc, PINNACLE
35	Additional funding for technology. Provide resources, funding, training to facilitate modernization of library websites (see aapl.org for example of what to aim for).
36	Many high school students cannot read on grade level. More programs should be designed to advance literacy. This is true not only of ESOL students but of many native English speaking high school students.
37	Develop library science or state library-sponsored competitions for literature and poetry, with monetary prizes and the chance of publication for high school students.

38	Rural libraries need all the help they can get in trying to meet their customer's needs. We have funding problems that are not going away and need to be addressed.
39	We in smaller rural libraries have a big need for support with salaries and more staff.
40	In our state, the poorest and most underserved people are frequently in the poorest and most underserved counties: rural areas which do not have the tax base to provide more than minimal access and limited hours to their patrons, and in which the needs of the library are often placed below the need to provide food and housing to the population. It's a vicious cycle, with poor and poorly-educated people remaining so because they don't have the money or education to improve their condition, and raising more poor and uneducated children to be trapped in the cycle of welfare and subsistence living. If we can break the cycle in the rural areas, there is a chance that we can improve the state as a whole economically and educationally.
41	Lsta should serve the poor rurally isolated areas with little economic base from which to draw resources.
42	I think ther the profession has suffer since the inclusion of technology because users are mainly interested in using computers rather than reading. Young adults are turned off to reading books. There should be a big push to promote reading books. Students reading skills have are not what they should be and students rarely write anything. Everything is done via the computer which encourages plagiarism. As I see it, students should use books more in order to take notes, outline information and read!
43	In the Library Services of Georgia there are paraprofessionals who love the work, have the years of experience, but lack the educational background and have fresh new innovative ideas for the evolving lifestyle of libraries and patrons. Encouraging continued education in library fields helps with morale and and quality work produced...don't loose people who love what they do and are good employees because they can't advance. Offer tuition reimbursement, certifications and scholarships wouldn't hurt.
44	I believe literacy should be our biggest priority in Georgia libraries.
45	All options under Target 5 were good options!
46	I applaud your continued efforts to help support literacy, diversity as well as our need for advanced technological assistance. My concern on the public level of service is a continued need to assist with the literacy rate of children and having the necessary funds for materials and or programs. Secondly, we truly need those resources that come from corporate collabarations to fund needed programs that support literacy especially in those many areas of Georgia that are experiencing an increase in population. My last concern, in the mist of our increased workloads and public demands for assistance during these socioeconomic times public libraries need to plan for ways in which we deal with people who have special needs, disabilities including mental illness which might include some levels of security.
47	I love the online access to the library catalogs (Evergreen?) in the Pines System. I like being able to borrow from other libraries through the Pines system. Please work to preserve or expand this service. Thanks!
48	A good, positive, statewide marketing campaign to inform and encourage rural and lower income residents to use existing and new library services needs to be part of the whole development effort. We need to advertise library services in places people already go for other services, even if we can't afford to fund actual library presence there.
49	Another option for most of these goals is to offer grants to allow librarians to attend professional meetings, such as ALA's Annual Meeting. This will allow us to see what programs other libraries are trying and talk with vendors to see what they can offer us to help with our programs.
50	A comment on Choice 1 of Goal 1: more ravel/training fund available for cataloging staff members in public libraries to receive professional cataloging training.
51	Set aside funds for competitive grant applications.

52	Develop a program of visiting librarians whereby school librarians can volunteer for PLU credit, or earn extra income during the summer. The program could serve areas of the state that are underserved with library access and services. The program could offer services such as story-times for all ages, technology training where applicable, literacy programs for those acquiring English. The program would be at no cost to the visiting librarians.
53	AS AN EMPLOYEE OF A PUBLIC LIBRARY I THINK WE ALL DO AN OUTSTANDING JOB EVERYDAY OF REACHING THE PUBLIC AND MEETING THEIR NEEDS WITH THE RESOURCES AND FUNDS THAT WE HAVE, OF COURSE SOME CHANGES CAN HELP US TO IMPROVE .
54	Provide consulting services to public and other library organizations who are starting to plan building projects.
55	In addition to my academic library affiliation, I am also a regular public library patron.
56	Libraries in Georgia must reach beyond their "traditional" urban service centers providing service to their "traditional" patrons.
57	It is critical that libraries reach children in low income areas BEFORE they enter school. Research shows that children of the working poor come to school handicapped by a low vocabulary. Programs should be developed to encourage mothers and fathers of young children to read aloud to them and to check out books for their children.
58	Greater collaboration needs to occur between public and school libraries, including book lending and programming.
59	Please continue funding the annual Vacation Reading Program. Local systems can not afford to fund this program individually. We need more resources to serve those who speak other languages, especially those who speak Spanish and Asian languages. Form more state-level partnerships with organizations who represent these and other immigrant and cultural groups to help program library services. Provide basic translation services for standard library forms and PR pieces in various languages--or is that against state law now? Continue the Teen Services annual workshop, CSAC and performers directory.
60	I see the library's main function as a repository of printed materials. I do not see it as a community center, nor as a social services agency. I know that is the trend, but I think it is a mistake to continue to push in that direction. I have visited the Salt Lake City (award winning)library, and while it is beautiful, I do not see the quality of the library's primary function is enhanced by shops and restaurants.
61	We need many more new books!
62	The funds should be used to connect with and serve as many patrons as possible.
63	We definitely need to see more programs for teens. My child loves the library and staff and really wants to be involved, but hes not quite old enough to volunteer.I would love to see more professional programs targeted for teens.They are our future. The more they learn about computers and such, the better .The library offers many classes for adults and i would like to see the same for teens.
64	A two week checkout period is too short for educational checkouts.Videos and DVD's should also have longer check out time frames and be renewable. Having your books and DVD's due at the same time would be ideal for patrons. (These comments are directed to the PINES system as the Gwinnett system already has these rules in place.) Signed, A homeschool MOM
65	Encourage local governments to allocate higher percentages of funds to public libraries.
66	America needs more people that know foreign languages. Books and services to help provide this - especially in ACCORDANCE with known federal security needs - such as Arabic and Farsi - should be especially provided. Our libraries don't NEED a study to show how valuable they are to the community. Having an informed, knowlegeable populace free to all - regardless of age (like the public school system) has already been proven. Otherwise we wouldn't even have a public school system. No need to spend money on that. Just ask your patrons to rally and support you when and if needed.
67	I believe it would be of great benefit if all libraries in the state were open to everyone, no matter what county you live in.

68	Public libraries are important institutions in our communities. This is where the 'public meets itself' and communities can grow.
69	The more literate the average citizen, the more average citizens will vote and choose wisely.
70	Strive to make library staff salaries competitive in the job market, so as to attract and retain high quality personnel.
71	I think the best service GPLS can offer is to be the place to go to get help in figuring out what is needed and what works best in serving patrons of all kinds.
72	I think it is important to make library services more available to the communities - I believe we would have broader usage and support of library services - it we provided more outreach. Thank you.
73	galileo needs to be connected statewide with library lending going beyond just 3-4 facilities.
74	Please remember the differences between urban and rural availability which affects requirements and types of appropriate activities.
75	Books, books, books, books. A great selection is essential to those of us who are heavy readers; one cannot sit at the computer and read a good non-fiction or fiction material if that is the only medium in which the item has been purchased. More audio of good books/media for those who travel a lot would be helpful as well. (DVD's count here...and adults need more of them.) The accommodation of hours when the "library" can be used in an issue in small towns with small budgets and not enough funds for personnel to be there to keep the library open. Not everyone is a 9-5 or 6 p.m. person. "Night workers" have really limited access... Information must go through that person's brain, still, in today's base of knowledge, and access to that information as well as availability are absolutely necessary. (Should one want to acquire a book in another language, you generally cannot find it in the library. Spanish is the most popular, but good grief, there are so many other wonderful books out there in so many other languages. Staying mono-lingual is pathetic in today's global society, in my view. /s/
76	The funding is pitiful at the public libraries I use. GA is way behind in materials and services compared to other states. There needs to be increased programming for all ages, esp. adults! All of the funding is being used for children's services. Also GA does not have the funds to replace all of the books that are not returned/stolen every year. Funds need to be increased for the replacement of lost volumes with more effort being placed on getting patrons to return books and/or pay for them. There should be legal action taken in these instances...and the fines should follow the patrons throughout the state or nationally, preventing them from ever checking out anything again until the fines are paid/books returned.
77	THERE ARE PATRONS/CUSTOMERS WHO WILL ALWAYS UTILIZE LIBRARY RESOURCES WITHOUT ANY HESITATION YET OTHERS MAY FEEL INTIMIDATED AND RELUCTANT TO DO SO. THEREFORE, AN EVEN GREATER EFFORT IS NECESSARY TO ENCOURAGE THE LATTER THROUGH A VARIETY OF ACTIVITIES AND PROGRAMS TO SATISFY THEIR INFORMATIONAL NEEDS.
78	Homeschool reproductive workbooks are needed and more programs for children of diferent ages.
79	Thanks for your good work!
80	Ensuring all state public library systems have dedicated IT support and/or staff to maintain and update a well-designed, useful, and user-friendly website.
81	I think you might put the library employees who go to a subsidized housing complex in danger. I also think it would be great for the library to offer classes to teach people English, but I don't think the library should offer story time in Spanish. Our native language is English!
82	While electronic resources are definately important, there is no substitute to encourage the love of reading than a good book.
83	I have received excellent service from our library system. I use the online reservation system frequently, and the majority of the books I request come in quickly. The staff is always professional and helpful when I come in to check things out or have a question. I don't have a player capable of using the e-audiobook download yet, but I think this is a wonderful service. I am checking into getting a player that can be used with it.
84	Link libraries with schools. Make sure that children in the school systems are aware of and taking advantage of the libraries. Especially in under served areas (poverty, rural, urban, multicultural).

85	I would like to see a better response to requests for new material which come from library users.
86	More Books and digital content!
87	no comments
88	Why haven't you gotten word of this survey to general public? Your respondents are skewed to library professionals. That is unconscionable!
89	Libraries have too many purchases in "trash" novels and not enough purchases in educational, homework support, and professional resources. Also need more CD books that are quality (ie. classics).
90	More books! I am in Cherokee Co. We have a brand new library in Woodstock (the old seemed just fine) and hardly any books. The Sequoyah Regional Lib System has a lack of books. I can't ever find what I need, so I have to go out of county (Cobb) or purchase. I realize this survey is very specific to getting training for Lib staff, and helping people who don't use the library but should, but the issues I feel are needed are much simpler. Our online catalog system is a dinosaur. More audio books would be nice (for those of us with learning differences/dyslexia). FYI, I haven't had a need to go to my local library in over a year now. They just don't have what I need.
91	Programming and accessibility for people with disabilities need upgrading.
92	Ways to link the library to vital city services will both help citizens resolve problems and make the library indispensable to city officials.
93	The LSTA VRC mini-support grants have greatly impacted our local community with the opportunity to fund literacy based programs for underserved communities. We hope LSTA funding will continue to support VRC programs in public libraries. We appreciate GPLS continued support.
94	Unless we vigorously market and promote library services and GALILEO, people will be unaware of available resources and funding will erode through inflation and population growth.
95	Since some of the choices could be combined, it made it difficult to choose one main point when with a bit looser definition more of the overall population base could be served. (e.g. breaking down bookmobiles and other outreach services and also in specifying specific special needs populations.)
96	include access to free online sites via Galileo, esp for Georgia newspapers.
97	Advance development of programs for visually impaired, deaf, illiterate, underprivileged along with extensive, continued training of staff who will serve these populations.
98	More support is needed to technical services. Too many of our libraries are outsourcing cataloging, etc, leading to a decrease in quality. In house staff are more easily able to make changes, specialize in local subject cataloging, and adapt to a variety of needs wanted at the local level. I have encountered a number of poor classification of the Dewey system in a variety of libraries using outsourcing.
99	n/a
100	Everyone wants full service libraries in their communities. But some of your ordinary hardworking citizens do not use them because they are too busy making a living or feel intimidated by walking into a strange place. So, hold well advertised open houses for special groups, such as working dads to come read with their kids or an evening for all Acme Mill workers(made up name)to learn about the available resources in the local library.

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**CONTACT INFORMATION (Optional)**

Your personal information is optional. If you choose to provide it, we will add you to our newsletter mailing list and may contact you if we have questions about your responses.

If you DO provide your information, we will respect your privacy and will not share it with any third party.

If you do NOT provide it, your responses are anonymous.

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**THANK YOU!**

Your input will help the Georgia Public Library Service plan the very best use of federal dollars to support Georgia's libraries.

Thanks again,

Lyn Hopper

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