The State Plan for the Library Services and Technology Act (LSTA) in American Samoa: FY 2013-2017

THE STATE PLAN FOR THE LIBRARY SERVICES AND TECHNOLOGY ACT IN
AMERICAN SAMOA:
FY 2013 – 2017

Mission

The Feleti Barstow Public Library is a center for lifelong learning dedicated to meeting the informational, technological, and cultural literacy needs of all age groups by providing both current and historical reading and instructional materials in a variety of formats. As the central public library for American Samoa, we serve as a model for other libraries and information centers to increase access to reading materials and promote literacy.

The Feleti Barstow Public Library

The Feleti Barstow Public Library (FBPL) is the designated State Library Administrative Agency (SLAA) and serves as the central public library, or State Library, in the U.S. Territory of American Samoa. The *State Plan for the Library Services and Technology Act (LSTA) in American Samoa: FY 2013 – 2017* has been prepared by the Library Project Consultant, under the supervision of the Territorial Librarian. Data was collected from several sources and has been used to shape program decisions and modify goals, outputs, and outcomes for the current Five-Year Plan for FY 2013 – 2017. The Goals and Outcomes described in this plan relate directly to IMLS' five goals of the LSTA program:

1. Learning
2. Community
3. Content
4. Access
5. Model Public Agency

LSTA program funds have played an important role in establishing, maintaining, and improving services to underserved communities in American Samoa by allowing increased outreach to remote communities, via personal staff visits, and by promoting improved electronic delivery services throughout the Territory, via the Internet. The American Samoa Library Cooperative (ASLC), which represents the territory's largest and most active electronic information network, was established with LSTA funding, and member sites offer users the most current online resources available for American Samoa. Professional development and training for library staff continues, and emphasizes strengthening computer skills, improving digital retrieval services, and providing effective literacy programs to underserved communities. The importance of preserving American Samoa's cultural heritage is vital, especially given the vulnerable environmental conditions in the territory. The FBPL continues to provide leadership for preservation and access initiatives, including the growth of the Polynesian Photo Archives.

The Territory of American Samoa: An Overview

Background. The islands comprising the Territory of American Samoa cover 77 square miles, including 7 islands, and is slightly larger than Washington, DC. American Samoa consists of five volcanic islands and two coral atolls. The islands are characterized by rugged peaks and limited coastal plains; Lata Mountain is the highest point at 3,163 feet. American Samoa's capital, Pago Pago, has one of the best natural deep water harbors in the South Pacific, as its shape and nearby mountains shelters it from waves and winds. American Samoa has a tropical climate; the rainy season is November to April and cyclones are common from December to March. American Samoa is an unincorporated territory of the U.S. administered by the Office of Insular Affairs, U.S. Department of the Interior. Residents of American Samoa are U.S. nationals, but may not vote in presidential elections in the United States (CIA 2010).

A map of the territory may be found here:
http://www.lib.utexas.edu/maps/australia/samoa_islands_2002.gif

The American Samoa Government website may be found here: http://americansamoa.gov/

Population Estimate & Projection. American Samoa is home to approximately 65,897 people, as of July 2010 (SPC 2010). Figure 1 shows the population estimate and projection through 2050.
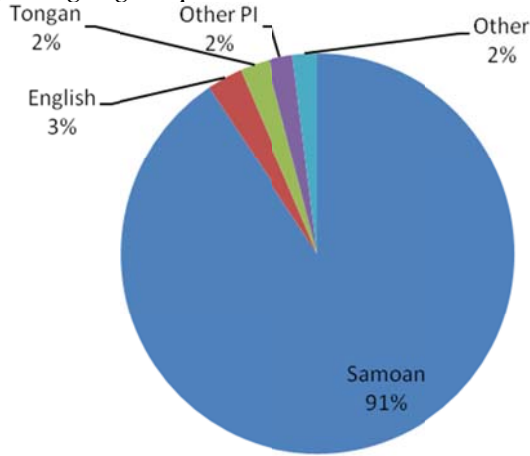
Figure 1
Population Estimate & Projection for American Samoa, 1901-2050

© Copyright Secretariat of the Pacific Community 2010
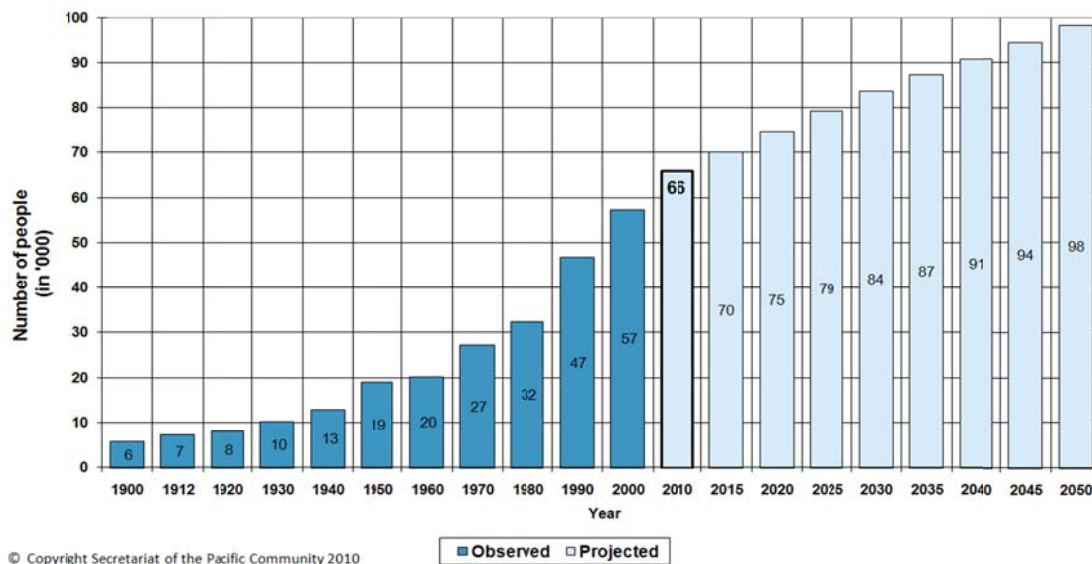
Note. Data adapted from "Pacific Data, Graphs 1900-2050," from the Secretariat of the Pacific Community, September 2010.

Language. Figure 2 shows the primary languages most commonly spoken in American Samoa as of 2000. About 91% of American Samoa's population speaks Samoan, but most residents are bilingual (CIA 2010).
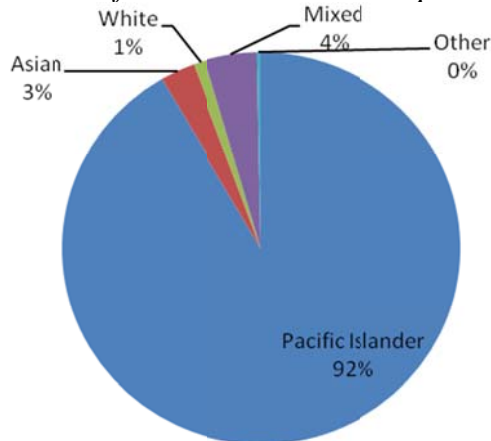
Figure 2
Primary Languages Spoken in American Samoa

Note. Data adapted from "The World Factbook, American Samoa," from the Central Intelligence Agency, 2010.

Ethnicity. Figure 3 shows the ethnic composition of American Samoa's population, as individuals indicated during the 2000 census. About 92% of American Samoa's population identifies themselves as Pacific Islander (CIA 2010).

Figure 3
Ethnic Composition of American Samoa's Population as of 2000

Note. Data adapted from "The World Factbook, American Samoa," from the Central Intelligence Agency, 2010.

Median Age & Age Structure. Table 1 illustrates the age composition of American Samoa's population as of July 2010. About 35.2% of the population is below the age of 15, and the median age is 22 (SPC 2010).

Table 1
American Samoa Age Structure, 2010

Age	July 2010	Percent
0-14	23,197	35.2%
15-24	13,602	20.6%
25-59	24,378	37.0%
60+	4,719	7.2%
Total	65,896	100.0%
Males	33,632	51.0%
Females	32,264	49.0%

Note. Data adapted from "Pacific Data, Our Populations & Demographics Indicators," from the Secretariat of the Pacific Community, September 2010.

EDUCATION
School Enrollment. Tables 2 and 3 provide enrollment data for the public schools in American Samoa.

Table 2
Enrollment in American Samoa's Public Schools, SY 2009-2010

Total Elementary Enrollment	9,488
Total High School Enrollment	4,499
Total School Enrollment	13,987

*Note: Elementary schools serve grades K-8 and high schools serve grades 9-12
Data adapted from "Student Enrollment Data," from the American Samoa Department of Education, April 2010.

Table 3
Student Enrollment by Grade Level in American Samoa's Public Schools, SY 2009-2010

Gender	K	1st	2nd	3rd	4th	5th	6th	7th	8th	Total El.
Male	557	580	584	570	576	571	561	529	549	5,077
Female	509	471	448	478	477	493	502	531	502	4,411
Total	1,066	1,051	1,032	1,048	1,053	1,064	1,063	1,060	1,051	9,488

Gender	9th	10th	11th	12th						Total Sec.
Male	611	570	510	643						2,334
Female	565	552	517	531						2,165
Total	1,176	1,122	1,027	1,174						4,499

Data adapted from "Student Enrollment Data," from the American Samoa Department of Education, April 2010.

Teachers & Staff. The American Samoa Department of Education employed 963 teachers during the 2008-2009 school year. Table 4 illustrates the educational attainment for teachers serving American Samoa's 23 public elementary schools and 6 high schools.

Table 4
Educational Attainment by Public School Teachers in American Samoa

Highest Degree	Percentage
No degree	24%
Associate's Degree (AA/AS)	29%
Bachelor's Degree (B.Ed/BA/BS)	31%
Master's Degree (MA/M.Ed./MS/MBA)	5%
PhD	1%

Data adapted from "Territorial Report Card," from the American Samoa Department of Education, April 2010.

Educational Attainment. Public high schools in American Samoa experience about a 94.2% graduation rate, as of 2009 (ASDOE 2010b). About 97% of American Samoa's population over the age of 15 is literate (CIA 2010). Table 5 describes the levels of educational attainment for the American Samoa population over the age of 25 as of 2000.

Table 5
Educational Attainment for Population 25 years and older in American Samoa, as of 2000

Highest Level Achieved	Male	Female	Total
Less than 9th grade	48.2%	51.8%	12.3%
9th grade to 12th grade, no diploma	51.6%	48.4%	21.6%
High school graduate (includes equivalency)	49.5%	50.5%	39.3%
Some college or associate degree	47.8%	52.2%	19.4%
Bachelor's degree	55.3%	44.7%	4.8%
Graduate or professional degree	65.9%	34.1%	2.6%
Total	50.2%	49.8%	100.0%

Data adapted from "Sex by Educational Attainment for the Population 25 Years and Over," in the American Fact Finder: American Samoa Summary File by the US Census Bureau, 2000.

Internet Usage. Based on the 2010 population estimate of 65,628, about 3.8% (2,500) of residents in American Samoa have access to the internet (Internet World Stats 2010).

ECONOMY

Household & Family Income. Table 6 below illustrates the household and family income for American Samoa residents, as of 1999. Per capita income in American Samoa was $4,357 in 1999 (US Census 2000).

Table 6
Household & Family Income Levels in American Samoa, 1999

Income Level	Household Income	Family Income
Less than $10,000	25%	24%
$10,000-$19,999	29%	30%
$20,000-$29,999	17%	17%
$30,000-$59,999	17%	17%
$60,000 or more	8%	8%
Median Income	$18,219	$18,357
Mean Income		
Total reported households/families	9,349	8,706

Note. Data adapted from the "American Fact Finder: American Samoa Summary File," by the US Census Bureau, 2000.

Poverty and Unemployment. As of 1999, about 61% of individuals and 58% of families in American Samoa were earning an income below poverty level. Of the families below poverty level, about 62% had children under the age of 18. As of 2000, 52% of American Samoa's population over the age of 15 was part of the labor force. Of the other 48% not in the labor force, about 4% contribute to subsistence activity. About 43% of women over the age of 15 contribute to American Samoa's labor force, as of 2000 (US Census 2004).

Goals for FY 2013 - 2017

Identified LSTA priorities have been adopted as Goals for the State Library, with programs, activities, and output and outcome targets for American Samoa listed below each priority.

GOAL 1: Expand service for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages, and develop public and private partnerships with other agencies and community-based organizations.

Summary Needs Assessment

- Joint projects conducted by the State Library in collaboration with educational and cultural organizations have resulted in a wide range of educational resources, and generated new reference material where none existed before. The Polynesian Photo Archives is an ongoing joint project between the State Library and the American Samoa Historic Preservation Office. The project seeks to electronically catalog and physically preserve and archive the approximately 700,000 historic still and moving images of Polynesia contained in the various collections of the American Samoa Government (ASG). The project has been widely praised for preserving cultural images through digitization and making them electronically available to local, regional and international users, improving access and increasing awareness of the collection. The project is also expanding State Library efforts to repatriate images currently held in other collections outside the Territory. A plan for online resource sharing of photographic and other digital images with the Bishop Museum in Hawaii is

already in development, with similar partnerships to be sought with the National Archives, U.S. Naval Archives, and elsewhere.

- Recognition of the Polynesian Photo Archives continues to increase, and services have been provided to students, genealogists, authors, newspapers, television media, and others. Community assistance continues to be sought in describing images and identifying individuals in photographs acquired through collection or donation, and responses have come from several people in different villages who recognize their relatives, family chiefs, or family grounds. All Polynesian Photo Archives patrons, especially local media and researchers, have been extremely appreciative of the services provided and the many images that can now be located so quickly as a result of the electronic storage and cataloging. Collection efforts continue, and local donations are encouraged to help preserve photographic images that would otherwise disintegrate or disappear altogether from the humidity and heat of local weather, tropical conditions, and unstable storage environments.
- With 90 % of the population being of Samoan ancestry, partnering with those organizations dedicated to preserving the Samoan culture and language while helping to identify digital solutions to preserving and enhancing their work so they can reach a wider audience is a realistic goal for the State Library. Samoan language and culture consultants enjoy a collaborative working relationship with the Territorial Librarian and often seek input when pursuing literary or oral language projects; the State Library is a primary partner for introducing their work to the community when projects are completed.
- Interest in local cultural history and local artists is very high, and local writers have been a popular staple of the many annual events staged at the State Library. Book launches and readings of original works by local authors, bilingual (Samoan and English) storytelling sessions, rotating photo and art exhibits by local artists, the annual Lions Club Peace Poster Contest, and other co-sponsored events held in the FBPL or other venues provide regular showcases for cultural talent and draw a wide range of audience members, from the elderly who speak only Samoan accompanied by their bilingual grandchildren, to students, community, business, and government leaders, along with the general public who provide instant feedback on all events and the works of the participating artists.

Programs (Activities):

1. Maintain, expand and promote the Polynesian Photo Archives (PPA). (2013 – 2017)
2. Increase staffing for the Polynesian Photo Archives. (2014-2017)
3. Expand number of platforms upon which the PPA is accessible. (2014-2107)
4. Implement crowdsourcing for the PPA through a variety of face-to-face and virtual methods. (2013-2017)
5. Evaluate hardware, software and training needs as necessary for the expansion of digitization and electronic image delivery. (2013 – 2017)
6. Support cultural literacy programs and partnerships with cultural organizations. (2013-2017)
7. Support the overall preservation and promotion of cultural heritage and cultural literacy through a variety of media including sound and video recording, print, and digital reproduction programs. (2013 – 2017)
8. Consult with staff at the Northeast Document Conservation Center (NEDCC) to improve PPA procedures. (2013-2017)

9. Develop input form for crowdsourcing: documenting images, identifying information, people, events, places, etc. and use with all PPA users, both virtual (internet, social media) and face-to-face. (2013)

Output Targets:

- The FBPL will expand PPA web-based services for library public access by 2017.

- Management team will review and revise existing training opportunities by 2013 in order to provide PPA staff with relevant and up-to-date best practices.

- FBPL and PPA staff will be supported in training opportunities to improve operations, procedures, and services. All staff will successfully complete a minimum of one training opportunity per year.

- Crowdsourcing/input form for documenting images, identifying information, people, events, places, etc. will result in enhanced PPA metadata for at least 100 images per year.

- PPA staffing will increase from the current level of two part-time staff to one fulltime and one part-time staff by 2016.

Outcome Targets:

- FBPL staff will demonstrate the knowledge and skills obtained from trainings, workshops, and conferences and apply these skills to improve public services.

- FBPL staff will manage the PPA by selecting adequate equipment and archival supplies and providing services to effectively maintain the collections.

- FBPL staff will provide PPA outreach services to actively promote the use of the PPA.

Evaluation Methods:

- Library staff will provide monthly statistical reports on PPA patron numbers and collection usage data.

- FBPL will have a PPA user feedback form that can be filled out at the patron's convenience, either in person or online.

- Numbers of crowdsourcing/input forms will be tabulated.

- A detailed record of the trainings, workshops, and conferences attended by FBPL staff will be provided.

- Annual staff feedback surveys will be collected to assess the effectiveness of staff development opportunities.

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

Summary Needs Assessment

- Demands for computer services, training, and access have keep the State Library Computer Lab and its branches busy educational hubs.
- Over 3,000 students have been trained in the Computer Labs from 2008 to 2012. For the general public who use the Computer Labs and are not participating in a computer class, a yearly average of 13,000 patrons spend time in the Computer Labs, primarily conducting online database searches, Internet research and/or word processing (64%) or using email and social media (36%).
- Classes are offered free of charge, by bi-lingual staff (English and Samoan), and are attended by people from public, private and government sectors. Participants include students, those seeking to enhance their job skills, beginners with little to no experience, people seeking their high school equivalency certificate, and career service employees who are seeking a non-threatening environment to hone their skills. The demand for these classes increases every year, as does the use of the Computer Labs for patrons who need online computer access.
- Computer classes continue to operate at maximum attendance levels, and class content remains flexible to be able to fully assist any group with a particular request for more advanced skills, e.g. PowerPoint presentations. Since the FBPL and branch computer lab staff are fluent in most software applications, these requests can generally be accomplished without having to invest any additional personnel.
- The number of families who have computers in their homes remains far below the national U.S. average. Because of this, the FBPL computer labs offer vital services, and are frequently used by students of all levels from elementary to college, visitors to American Samoa, as well as adult residents who cannot afford their own computer and/or Internet service. Working computers that are available to students on a consistent basis is an ongoing issue in the school system, and the libraries provide much needed computer access to students and educators alike, with equipment that is well maintained and with regularly updated software programs. State Library and branch staff provide daily assistance for patrons using the computer workstations, helping those who are unfamiliar with basic computer operations, or need online retrieval instruction when using the Internet and other online resources.
- The Computer Labs continue to be the only free-to-the general public venue for Internet-connected computers in American Samoa.
- School groups travel to the State Library and branches for research and other activities on a daily basis, because the libraries in their schools do not have essential reference materials. The online Union Catalog and online databases, and the Internet are the main resources used by students and researchers on a daily basis, to supplement the Territory's print resources.

Programs (Activities):

1. Develop needs assessment for computer lab users and potential users. (2013)
2. Maintain and expand Computer Lab services for the general public. (2013 – 2017)
3. Schedule computer classes, staff time, and revise class materials as needed. (2013 – 2017)
4. Advertise classes and register participants. (2013 – 2017)
5. Record and report on students' skills at completion of class. (2013 – 2017)
6. Maintain and expand the online Union Catalog and train patrons and library personnel as needed for information retrieval. (2013 – 2017)
7. Maintain and expand online database subscription services as needed and train patrons and library personnel as needed for information retrieval. (2013 – 2017)
8. Develop training programs to teach community users advanced use of computers, the internet and Microsoft Office application software. (2014-2017)
9. Develop program to teach Internet research skills and effective and secure ways of using the Internet. (2014-2017)
10. Pilot the use of SurveyMonkey to track computer class participants after classes end.

Output Targets:

- Advanced computer training programs for patrons will be developed and offered on a pilot basis by 2014.

- Expanded online Union Catalog by 2013 and increasing with each successive year.

- Expanded online database subscription services by 2013 and increasing with each successive year.

Outcome Targets:

- Computer class participants will self-report increased confidence and efficacy in the use of computers and the other technology enhanced services.

- Computer class participants will use the knowledge and skills from the class(es) in their work place, school, or at home (SurveyMonkey).

Evaluation Methods:

- Staff will monitor statistics on number of participants per week.

- Staff will provide questionnaires before and after completed sessions on their classes.

- Computer class statistics from previous years will be compared and analyzed.

- Statistical reports on computer lab patrons will be compiled each month.

- Feedback and suggestion forms will be available for patrons to record and analyze to continually improve services or justify additional services.

- Monthly reports will be used to keep track of computer lab users.

- Questionnaires will be utilized to provide feedback on the use of the Computer Lab, training classes, etc.

- SurveyMonkey will be used on a pilot basis and evaluated as to effectiveness/response rate.

GOAL 3: Provide electronic and other linkages between all types of libraries.

<u>Summary Needs Assessment</u>

- Creating an online information network in American Samoa has been a tremendous challenge, but the resulting network of partners known as the American Samoa Library Cooperative (ASLC) have remained dedicated to the vision and allocated whatever available resources they could to the project, and have seen a vast improvement in their facilities and services to the community and their patrons. The ASLC currently consists of the State Library/Feleti Barstow Public Library and its branches, the American Samoa Community College Library, the American Samoa Historic Preservation Office, and the Kanana Fou Theological Seminary Library. The ASLC members maintain the most current collections and online resources in the Territory. The ALSC members have committed to staff training, which has proven to be the main force in providing the best information and library services in American Samoa.
- Professional training remains a critical investment, especially with computer and digital services, and consultants are usually brought on island for group meetings as needed, and the training is offered to library personnel territory wide. If individuals are trained off island, then they come back and share their knowledge at subsequent workshops. Survey results indicate a high level of satisfaction for training workshops, in all areas, and generally elicit requests for similar areas or more advanced training, especially for computer and digital resource education.
- Regular meetings are held with all member sites to ensure everyone receives needed upgrades for any network changes, and members are free to call on and visit the State Library staff or any other member site if assistance is needed. Exchanging information happens frequently in formal and informal meetings, and this ongoing project continues to showcase the best online resource sharing in American Samoa.

Programs (Activities):

1. Seek collaborations to promote and encourage Continuing Education (CE) for librarians and support staff through resource sharing between libraries, visiting instructors, distance learning opportunities and other means which are deemed appropriate for local needs. (2013 – 2017)
2. Promote and publicize training opportunities to all library personnel territory-wide when appropriate. (2013 – 2017)
3. Conduct training on EBSCOHost databases. (2013-2017).
4. Evaluate all training opportunities and request input for further training topics. (2013 – 2017)
5. Expand use of the State Library website for online resource sharing and to publicize all American Samoa Library Cooperative training. (2013 – 2017)
6. Evaluate hardware and software needs for the American Samoa Library Cooperative and

provide training for any upgrades. (2013 – 2017)
7. Conduct annual consultations with all member sites for recommendations for online Union Catalog, database subscription services, and any other online resource requests. (2013 – 2017)

Output Targets

- Increased opportunities in various subjects for staff development annually by 2017

Outcome Targets:

- Pre- and post-test results from EBSCOHost training sessions will result in an 80% increase in ability to conduct research using EBSCOHost databases.
- EBSCOHost usage in American Samoa will increase by 5% in each year of the plan, to reach 25% increase by 2017.

Evaluation Methods:

- Staff will monitor statistics on a number of ASLC union catalog usage figures.

- Statistical reports on library services will be compiled each month.

- Feedback from ASLC members will be recorded and analyzed to provide direction for future programs, databases, and other implementation plans.

- Monthly reports will be provided on staff trainings and development of new opportunities.

GOAL 4: **Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line, and 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.**

<u>**Summary Needs Assessment**</u>

- Outreach services and collaborative partnering with ECE Centers and local daycare centers have proven to be a major initiative for library services in American Samoa. State Library staffs provide onsite visits to present programs and discuss early literacy strategies with parents, educators and caregivers. Programs include dynamic reading and storytelling sessions, arts and crafts programs, and staff counseling to help centers develop their own reading and program tie-ins.
- There are over 60 villages on the main island of Tutuila, American Samoa, that are served by a total of 49 government approved day care centers and 28 ECE centers.
- Feedback from parents in addition to repeat enrollment in the FBPL pre-pre-school classes (0-4 years old) indicates a high level of satisfaction. Parents and caregivers are involved in

the classes and learn new ways to interact creatively with their children. ECE teachers and daycare providers are also requesting repeat visits, and State Library staff have been able to develop meaningful relationships with the children and the center's administration and staff. Participating daycare centers and new daycare centers now ask consistently for State Library staff to come to their site and train their staff members on how to create successful reading and literacy development programs.

- Along with emergent literacy, other literacy programs aimed at every level of childhood education remain in heavy demand, especially the Toddler Tales, Summer Reading Programs and the Homework Club which are all geared towards improving literacy and gaining lifelong skills emphasizing the continued pursuit of education, positive community interaction, and an introduction and/or appreciation for the advantages of technology in an isolated, rural island community.
- Generally, public school libraries have very limited resources, so the State Library serves as the main center for updated and current research materials with available computers for use by students after school hours. On a daily basis, between 2 p.m. to 4 p.m., students from schools throughout the Territory line up outside the library to await their chance to enter, because the library is filled to capacity and a waiting period of 20 to 30 minutes is not unusual.
- The audio collection has been developed for use by persons with low-vision or no-vision, and is also available to people with good vision. The State Library has also expanded its collections of large print materials, which are exceedingly popular not just among the elderly but anyone who prefers the larger font.

Programs (Activities):

1. Train library staff as needed and consult with program participants. (2013 – 2017)
2. Develop early literacy programs and materials for onsite delivery. (2013 – 2017)
3. Train program participants and partners as needed. (2013 – 2017)
4. Promote programs, register participants, conduct, and evaluate programs. (2013 – 2017)
5. Continue all other student level programs and evaluate programs with stakeholder input. (2013 – 2017)
6. Maintain the State Library in-house listening station for audio books, and expand the audio books and large print collections. (2013 – 2017)
7. Assess programs and services at the all branch libraries.
8. Identify underserved areas of the Territory and draft plan for addressing service deficiencies.
9. FBPL will collaborate with community-based organizations (CBOs) to implement emergent literacy programs.
10. FBPL staff will collaborate with CBOs to pilot marketing ideas and strategies to better promote emergent literacy services and special events that the FBPL offers.

Output Targets:

- Develop and sustain one new literacy program targeting individuals or families of diverse background or need by September 2014; a total of two new island-wide literacy programs targeting individuals or families of diverse background or need, including those under the age of five (5) years,

will be developed and sustained by FBPL.

- Expanded audio book and large print collections by 2013 and increasing with each successive year.

- A developed plan to address service deficiencies in underserved areas of the Territory by 2015.

Outcome Targets:

- Increase library usage by families of diverse background or need by 5% by 2014; 10% by 2017.

- Increase patron usage of children under the age of five (5) years by 10% by 2014; by 25% by 2017.

- 35% of patrons surveyed in May 2015 and 50% surveyed in May 2017 will rate the satisfaction level with their FBPL experience as good or excellent.

Evaluation Methods:

- Collection and analysis of program statistics.

- Document collection.

- Taking inventory of audio books and large print books.

GOAL 5: Professionally qualified library staff will be hired to enhance and expand library services and provide in-house staff training. FBPL and branch staff will participate in selected online learning opportunities.

LSTA Purpose: To enhance the skills of the current library workforce and to recruit future professionals to the field of library and information services.

Programs (Activities):

1. Develop and implement a training program for all newly-hired library staff. (2013-2014)
2. Explore and select appropriate online training programs offered by the Society of American Archivists (SAA) and other appropriate professional organizations for the staff of the Polynesian Photo Archives. (2013-2014)
3. Professional staff will deliver training to paraprofessional staff in customer service and research skills. (2014-2017)
4. Conduct staff workshops on the use of e-books. (2014-2017)
5. Management team will review and revise existing training opportunities by 2014 in order to provide staff with relevant and up-to-date best practices.

Output Targets:

- Key public service staff members will complete at least one training on customer service and research skills by 2017.

- All staff will be trained on how to identify, access, and use e-books by 2016.

- New formal annual training opportunities will be developed for library staff to improve services that better the operations and procedures of FBPL (and branches) to the public by 2014.

Outcome Targets:

- Library services to the community will be improved with the use of new technology

- Library staff trained in research skills will be able to provide computer literacy training for the community, thereby improving the knowledge and confidence of the patrons in using the internet and computers at their library.

- Library patrons will experience a more efficient level of assistance from FBPL staff, increasing customer satisfaction.

- Library patrons will experience a more efficient and effective knowledge base from their library service.

- FBPL staff will consistently demonstrate the knowledge and skills obtained from trainings, workshops, and conferences and apply these skills to improve public services.

Evaluation Methods:

- FBPL will provide a user feedback form to be filled out at the patron's convenience, either on paper or online.

- Feedback to be collected from library staff on the effectiveness of staff training sessions.

- Collection and analysis of program statistics.

GOAL 6: The FBPL will provide e-books as part of expanded collection services.

LSTA Purpose: To facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry.

Programs (Activities):

1. Investigate, compare, and evaluate various e-book platforms, devices, and vendors. (2013-2014)
2. Identify appropriate budget sources and alternatives to support a program for e-book collection services. (2014-2015)

3. Provide access to e-books for FBPL and branch library card holders. (2015-2017)
4. Training for patrons in the use of e-book access will be offered to promote optimal use of the e-book services. (2015-2017)

Output Targets:

- Existing computer facilities in FBPL and branches will expand to include wireless connectivity, and enable patrons to access e-books on personal devices by 2015.

- Public access computers at the FBPL and branches will be used to access e-books by 2015.

- All library staff will be trained in the use of e-book devices by 2015.

- Wireless devices, including iPads, computer tablets and smartphones, will be able to access e-books within FBPL by 2016.

Outcome Targets:

- Increase usage of library services and materials, including ebooks, by 10% by 2014.

- Increase usage of library services and materials, including ebooks, by 20% by 2015.

- Increase usage of library services and materials, including ebooks, by 30% by 2017.

- All registered borrowers in American Samoa will have access to e-books; more selection and awareness of the collections will be available online. Patrons will have access to an expanded library collection.

- Patrons will utilize e-book readers and related technology for accessing e-books.

- Library patrons will be able to access bibliographic records for e-books through the ASLC union catalog.

- Library patrons will be able to locate, reserve and download e-books online.

Evaluation Methods:

- Subscription based reports based on website hit counters will be used to measure usage. Access to e-book materials will be logged and compiled on a monthly basis.

- Participant feedback via surveys and questionnaires will determine quality, relevance, and usefulness of the e-book orientation trainings.

- Program statistics and e-book inventory will be collected and analyzed.

Overall Evaluation Plan

Evaluation of all programs, activities, outputs and outcomes will be conducted using a combination of questionnaires (for programs that require registration), interviews, surveys, anecdotal information, and direct input from stakeholders and program participants.

Stakeholder Involvement

Library programs do not exist without constant stakeholder involvement. The Territorial Librarian and library staff receive daily feedback on all programs and library services, and comments and feedback are shared in informal daily conversations, monthly reports and staff meetings throughout the year. Self-assessment is constant, and programs are modified or refined as needed. Input continues to be gathered from numerous sources including:

- The American Samoa Legislature and Congressional Delegate
- The Governor of American Samoa and Cabinet Members
- The Board of Directors for the Territorial Public Library
- Library staff and educators
- Administrators of the American Samoa Library Cooperative member sites
- Collaborative partners for all LSTA funded projects
- Library users of all ages

Communication and Public Availability

Copies of the Five-Year Plan as well as information about projects and programs funded with LSTA support will be available to the public through numerous venues:

- Hard copies available at the State Library
- Electronic copy available on the FBPL website http://fbpl.org/
- Electronic copy linked from the FBPL Facebook page: https://www.facebook.com/pages/Feleti-Barstow-Public-Library/96390112410
- Local media including newspapers (Samoa News, other?), television and radio
- Information shared formally and informally at local educational meetings, conferences, and parent-teacher groups

Monitoring

Appropriate library managers and staff will be responsible for tracking and reporting on activities outlined in this plan. For ongoing FBPL programs, reports are compiled on a monthly basis by Program Heads at the State Library, with a final overall report delivered to the Governor at the end of each fiscal year.

Quarterly progress reports are submitted to the American Samoa Legislature and the Governor of American Samoa. Reports and results will also be submitted to IMLS as programs or projects are completed, and all evaluation results will be reviewed by the Territorial Librarian and the independent Library Project Consultant. Any substantial revisions to the Plan will be sent to IMLS according to the provisions of the LSTA.

> **(1)** expanding 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 in order to support such individuals' needs for education, life-long learning, workforce development,

and digital literacy skills;

(2) establishing or enhancing electronic and other linkages and improved coordination among and between libraries and entities, as described in 9134(b)(6), for the purpose of improving the quality of and access to library and information services;

(3)(A) providing training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services; and
   (B) enhancing efforts to recruit future professionals to the field of library
      and information services;

(4) developing public and private partnerships with other agencies and community-based organizations;

(5) targeting 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;

(6) targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 9902(2) of title 42) applicable to a family of the size involved;

(7) developing library services that provide all users access to information through local, State, regional, national, and international collaborations and networks; and

(8) carrying out other activities consistent with the purposes as described in the State Library Administrative Agency's plan.

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