

<p style="text-align:center">LIBRARY SERVICES AND TECHNOLOGY ACT IDAHO STATE PLAN FY2008 - 2012</p>
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INTRODUCTION

The Idaho Commission for Libraries (ICFL) has experienced a great deal of change since its mission was revised in 2001. In July 2006, these changes resulted in the former Idaho State Library's name change to better reflect the agency's current mission and activities. For the sake of simplicity, the designations of Idaho Commission for Libraries, ICFL, or the Commission will be used to describe the agency's activities even if those events occurred before the official name change occurred.

The Commission's work revolves around library development. We work with the library directors, staff, and trustees of Idaho's publicly funded libraries to provide library services that meet the changing information needs of Idaho's citizens. Unless otherwise specified, the five-year plan applies to all types of libraries.

MISSION

The Idaho Commission for Libraries assists libraries to build the capacity to better serve their clientele. Idaho Code 33-2503 charges the Board of Library Commissioners to:

- foster and promote library services in the state of Idaho,
- promote and facilitate the establishment, use, and cooperation of libraries throughout the state so all Idahoans have access to the resources of those libraries, and
- support or deliver statewide library programs and services.

Along with our mission, a vision for Idaho's libraries influences the goals and guides our course of action. The creation of the vision by the library community at the end of 2005 is explained in the Needs Assessment section that follows.

VISION:

Idaho libraries are the nexus of global information, innovative services and community, enabling us to sustain our history, empower our present, and create our future.

The guiding, fundamental principles for the Commission's operations and decision making are set forth in our values.

VALUES:

- **LIBRARY IDEALS:** We believe libraries exist for the public good. They are essential to literacy and informed citizens in a democratic society. We affirm intellectual freedom, life-long learning, customer privacy, and public access to information.
- **CUSTOMER SERVICE:** We deliver high quality customer service to internal and external customers.
- **RELATIONSHIPS:** We achieve organizational effectiveness through mutual support, trust, value, and respect.
- **COLLABORATION:** We accomplish goals using shared leadership, teamwork, and consensus.
- **LEARNING ORGANIZATION:** We continuously improve services by creating, gathering, and transferring information and modifying behaviors to reflect new knowledge and insights.

NEEDS ASSESSMENT

In 1998 a group of Idahoans from around the state gathered to develop a preferred future for Idaho's libraries by 2008. Even before the vision of this preferred future was seven years old, questions were raised as to its validity. Librarians and trustees found themselves in a rapidly changing environment. Responding to their concerns, the Idaho Commission for Libraries decided to investigate the future and its implications for library services. While we cannot predict the future, it is important to try to understand what is knowable about the future and to imagine the possibilities. We looked to the library community to help in this process.

At the same time these questions were being raised, Idaho libraries were feeling the impact of the state's ongoing population growth. The latest statistics show visits at local public libraries increased 23.1% from 2001 through 2005 with circulation of materials growing 17.3% during that same time period.

(<http://libraries.idaho.gov/files/default/Statewide5YearSummaryFY05.xls>) These figures do not include the number of citizens who accessed libraries via the Web. Ongoing improvements, additions, and expansions of library services are needed in academic, public, and school libraries to meet Idaho citizens' expectations.

Beginning in late 2004, a Long Range Planning Steering Committee of sixteen representatives of Idaho libraries and the Commission worked to design a creative and inclusive process for establishing a new long range future vision for Idaho libraries. Reviewing the process and results from the 1998 futures planning, the task force proposed setting a vision for 2020, and expressed a desire to push the boundaries of thought regarding library futures as far as possible.

In August of 2005, the Idaho Library community gathered in a unique "Think Tank" to

consider the future of Idaho libraries. Representatives of Idaho libraries met over three days to propose a future vision. Working with several science fiction writers, experts on future trends and libraries, and facilitated by planning expert and futurist Glen Hiemstra, the Think Tank participants explored long-range trends, discussed alternate future scenarios for Idaho libraries, and proposed ideas for a long-range vision.

After the Think Tank, more than one hundred Idahoans gathered in a series of seven regional Futures meetings to learn the results of the Think Tank and to view a DVD summarizing the Think Tank program. Participants in the regional meetings provided recommendations on future trends to consider, ideas for improving the vision themes, and suggestions on how the vision might be implemented.

Finally, the overarching need to move toward a 2020 vision to ensure practical and valued library services to the citizens of Idaho was addressed by an expanded Steering Committee. After synthesizing the information from the Think Tank meeting with that gathered from the regional meetings, they made recommendations for strategic directions. These directions for both the Commission and local libraries were not presented as a step-by-step plan but rather as key strategies. The set of key strategies have the effect of aiming the Idaho library community toward the 2020 Vision: a means by which the gap between the present and the desired future can be closed.

The strategic directions presented in the document entitled Idaho's Library Future 2006-2020 are as follows. Details of how to implement these strategic directions in order to fulfill the needs of current and future library services are translated into the goals and programs of this five year plan.

Statewide Strategies

Four priority strategic directions at the statewide level have been recommended by the Steering Committee.

- **Develop ways to reach digital natives.** These are the generations growing up with computers and the net since infancy, and currently they are very low users of library services. We must study their needs and discover ways to serve those needs.
- **Innovate!** Create a Special Projects Library Action Team (SPLAT) to act in the "crow's nest" capacity, searching for innovation, proposing and leading experiments and pilot projects, and discovering new opportunities. This will begin with a statewide team, but could later be extended to regions or localities.
- **Establish an Idaho libraries brand or identity.** Seek professional assistance to establish a dynamic brand identity for Idaho libraries as a whole.
- **Produce scenarios.** Create a scenario development effort, involving a team of people who work year-round to produce several alternative plausible scenarios for the future of libraries, and update and communicate these scenarios periodically.

Additional State Level Strategies

The Steering Committee listed several additional strategy ideas to be considered. Many of these items are already underway. Others may be initiated as time and budgets allow.

- Establish training opportunities that address:
 - Developing technology expertise, and improving attitudes toward technology
 - Leadership education for library trustees
 - Conducting community needs surveys
- Help with funding strategies:
 - Fund and coordinate pilot projects
 - Fund and coordinate digitization projects
 - Expand grant searches; for example
 - Ask Apple to assist with a project for kids and iPods, discovering all the information uses that might be possible with iPods
 - A grant for creating the content rich environments of the future
- Conduct a statewide survey on future library needs and attitudes
- Assist local libraries in learning how to implement strategies locally:
 - Statewide speakers' bureau
 - Find cheerleaders, champions for libraries
 - Create a web page for sharing success stories
- Fight apathy

Local Level Strategies

Local level strategies necessary for achieving the vision have been laid out as follows:

- **Dedicate time to shaping the future.** This is the most important local strategy. Rather than waiting for someone else to do something, make it a time and budget priority locally to shape the local future.
- **Help implement the statewide vision.** Volunteer for, and create pilot projects. Support your staff's participation in state level projects with time and travel.

Additional Local Strategy Suggestions:

- Be a part of the community, not apart from it
 - Speak to and work with local groups. Get out of the library and into the community
 - Do surveys and focus groups to know the community better
 - Openly solicit ideas from local stakeholders
- Do digitization projects
- Keep up with and embrace technology

- Become experts with technology and local resources for using technology
- Create an “e-branch”
- Secure funding, both public and private
- Collaborate with other libraries and other stakeholders
- Do local history projects
- Be willing to try and to fail

The library community recommended these strategies for ICFL and themselves. During a three month planning session in 2006, staff at the Commission took these recommendations, the action plans developed in conjunction with various advisory committees, the 2020 Vision, and developed a plan. Four needs are identified as critical for library development toward the preferred future.

- I. Idaho libraries must strategically position themselves to actively create and embrace the future.
- II. Idaho libraries need to develop and sustain services valued by digital natives.
- III. Idaho libraries need to create and promote a vital identity.
- IV. Idaho libraries must sustain an infrastructure that provides for services in an atmosphere of innovation and change.

Further explanation for each need is presented in the GOALS AND PROGRAM OBJECTIVES AND ACTIVITIES section of the plan.

Besides the information gathered from the 2005 futures process, information about and assessment of needs come regularly from various sources which include:

- LSTA Advisory Council
- LiLI (Libraries Linking Idaho) Steering Committee
- Talking Book Service Advisory Committee
- Read to Me summer reading advisory committees
- Idaho Library Association events, and
- Idaho Commission for Libraries developmental staff contact with library directors, staff, and governing boards during site visits, training sessions, and regional or consortia meetings.

The results of findings of any analysis are shared with the Idaho library community through listserv messages, articles in three different newsletters, presentations at association conferences, or discussion in meetings with appropriate groups.

The six purposes designated in the Library Services and Technology Act mesh well with the four needs and goals identified to move Idaho’s libraries toward the 2020 Vision. This plan outlines ICFL’s goals to support current and traditional services important to Idaho’s citizens while keeping an eye on future trends to enhance information access and services in the 21st Century.

LSTA Purposes:

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;
2. Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks;
3. Providing electronic and other linkages among and between all types of libraries;
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; and
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.

2020 Vision

Idaho libraries are the nexus of global information, innovative services, and community, enabling us to sustain our history, empower our present, and create our future.

The complete document presenting the possibilities for Idaho's Library Future 2006-2020 can be found at <http://libraries.idaho.gov/files/default/2020vision-document.pdf>.

GOALS AND PROGRAM OBJECTIVES AND ACTIVITIES

Definitions:

Goal: Broad long-range, desired result statement that guides objective and activity development. Goals are not stated in quantifiable terms but are worded as declarative statements that describe a desired future condition. Progress toward the goals is measured by output and outcome targets that indicate accomplishments of objectives and activities.

Program objectives and activities:

- Program objectives are action oriented statements showing how the goals are going to be achieved. They are general enough to encompass several specific activities.
- Program activities are those actions necessary to carry out the objectives. They are the means used to reach the ends to help fulfill the needs. Activities found in this plan are not meant to be all-inclusive; strategic activities that arise will be added to appropriate objectives.

Target: The desired level of an output (quantity) or outcome (quality) measure at a specific time. Targets indicate progress toward the achievement of a program, project, or service. Due to common functions and indications, many targets are listed under multiple goals and program objectives.

Need:

- I. Idaho libraries must strategically position themselves to actively create and embrace the future.

Major changes have occurred over the last 20 years in all areas of information services. The initial technology explosion is in the past. Rapid change is now a constant and even more dramatic change is predicted. The profiles of our users and potential users have changed drastically. Preschoolers are computer literate and seniors love communicating via e-mail. These were predictions of the future not that long ago; now they are the facts of everyday life.

If librarians are interested in providing library services to these rapidly changing generations in the future, we must take action now. Library staff and governing bodies must work on learning foresight: a skill that enables us to anticipate many of the risks and most importantly the opportunities. We need to understand current trends and their possible consequences while considering the variety of options we have for achieving our goals. We cannot wait for proof of what lies ahead or how things are going to develop. The tools are out there to help us better serve all of our clientele if we have the skill to listen to what the future has to tell us.

Goal A. Awareness and understanding of the disparate ways information is accessed and processed creates valued services.

LSTA Purpose:

- (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;
- (2) Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (3) Providing electronic and other linkages among and between all types of libraries;
- (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; and
- (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.

Program Objectives and Activities:

1. Develop events to keep the Idaho library community engaged with the emerging trends in information access:
 - a. Encourage use of new technologies to support access to information and services. *Ongoing*
 - b. Model meeting design and continuing education opportunities using multiple, alternative format presentation methods. *Ongoing*
2. Develop, coordinate, provide and support programs and services to meet the needs of different populations:
 - a. Provide opportunities for ICFL staff to learn and use changing technologies. *Ongoing*
 - b. Increase the print-impaired population's use of local libraries. *Ongoing*
 - c. Identify the Spanish-language population and their information needs. *Gates Spanish Language Outreach (SLO) 2008, Ongoing*
 - d. Increase and promote virtual access to library services. *Ongoing*
3. Develop innovative methods of service delivery:
 - a. Coordinate and support Special Projects Library Action Team (SPLAT). *Meets quarterly*
 - b. Develop and present training events focusing on current trends in delivering information and services. *Ongoing along with annual and regional association conferences*

Key Output Targets:

- Increase the number of libraries participating in LiLI Unlimited by 5% annually.
- Increase the number of interlibrary loans through LiLI Unlimited by 2% annually.
- Increase the number of logons/sessions to the LiLI databases by 2% annually.
- By 2012, 6 more libraries will have web-accessible catalogs.
- Average 1 sub-grant per year to help support programs and services to meet the needs of different populations.
- Increase the number of TBS patrons using their local public libraries by 5% annually.
- Hold 9 training sessions in compliance with Gates SLO program in 2008.
- Provide at least 6 events per year via alternative presentation methods.
- Maintain an average of 10 attendees at each CE event.
- Facilitate a minimum of 4 SPLAT meetings per year.
- 75% of those surveyed will indicate learning about a new technology through a SPLAT activity.
- Present at least 1 event per year dealing with current trends in delivering information and services.

Key Outcome Targets:

- 80% of surveyed library staff will indicate the LiLI databases have helped them to meet the information needs of their patrons.
- 90% of SPLAT members surveyed will feel they have positively contributed to the development of statewide programs and services.
- At the end of a workshop, 80% of attendees surveyed will indicate their skills and knowledge level is at 4 or 5 with 1 being low and 5 being high.
- 75% of attendees surveyed will indicate they have made changes in their library procedures or services as a result of participating in teleconferences, workshops, CE mini-grant activities, or other types of CE activities when measured 6 weeks to 6 months after the event.

Need:

II. Idaho libraries need to develop and sustain services valued by digital natives.

Digital natives are those who have grown up with digital technology beginning in the last decades of the 20th century. Computers, video games and cams, the Internet as well as the wide variety of cell phones have been common everyday toys and tools in their lives since infancy. These natives of the digital age are low users of current library services. To make library services useful to this and succeeding generations, we must study their information needs and discover ways to meet them. Failure to reach and serve digital natives and the generations that follow them may well make libraries obsolete.

Goal A. Libraries embrace and enhance digital natives' approach to information.

LSTA Purpose:

- (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;
- (2) Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (3) Providing electronic and other linkages among and between all types of libraries;
- (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; and
- (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.

Program Objectives and Activities:

1. Create events targeted to the needs of digital natives:
 - a. Host workshops on teen services. *Fall annually*
 - b. Gather data on digital natives' information needs. *2007*

- c. Conduct conferences addressing needs of digital natives. *Summer 2008*
 - d. Deliver library services to digital natives “where they live.” *Ongoing*
2. Advance the development and expansion of libraries’ web presence:
 - a. Increase the number of libraries that have e-branches. *Annual workshop*
 - b. Model evolving web tools through ICFL website. *Ongoing*
 3. Identify and promote information technologies:
 - a. Encourage libraries to incorporate evolving information technologies in all aspects of operations and services. *Ongoing*
 - b. Create continuing education opportunities for the library community regarding emerging technology. *Annually*
 - c. Model understanding and use of technology. *Ongoing*
 - d. Gather baseline information on libraries’ use of information technologies. *2010*
 - e. Develop measures of success to demonstrate effective delivery of services to target audience. *By end of 2008*

Key Output Targets:

- Increase the number of libraries participating in LiLI Unlimited by 5% annually.
- Increase the number of interlibrary loans through LiLI Unlimited by 2% annually.
- Increase the number of logons/sessions to the LiLI databases by 2% annually.
- Increase the number of hits on the I-Docs database by 10% annually.
- By 2012, 6 more libraries will have web-accessible catalogs
- By 2012, 90% of the public libraries will have web sites that meet ICFL’s eligibility requirements.
- Provide annual web presence (e-branch) training.
- Maintain an average of 12 attendees for CE events targeting services for digital natives.

Key Outcome Targets:

- By spring of 2009, 80% of surveyed library staff will indicate the LiLI databases have helped them to meet the information needs of their patrons.
- At the end of a workshop, 80% of attendees surveyed will indicate their skills and knowledge level is at 4 or 5 with 1 being low and 5 being high.
- 75% of attendees surveyed will indicate they have made changes in their library procedures or services as a result of participating in teleconferences, workshops, CE mini-grant activities, or other types of CE activities when measured 6 weeks to 6 months after the event.

Need:

III. Idaho libraries need to create and promote a vital identity.

Stereotypes of libraries and librarians hamper our ability to deliver good library services. We have years of misconceptions to overcome. We want libraries to be recognized as an essential part of education. Increased communication and interaction among all types of libraries is needed to best meet citizens' diverse needs. To most citizens a library is a library is a library. We do not want cookie-cutter libraries. We know communities are different and need different services.

The preferred future vision says that "Idaho libraries in 2020 are strongly branded, so that when people in Idaho think of libraries they think of dynamic places of passion and opportunity." Without a vital identity, libraries may face disappearance in the future.

Goal A. Libraries flourish as a central place in a learning society.

LSTA Purpose:

- (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;
- (2) Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (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; and
- (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.

Program Objectives and Activities:

1. Develop, coordinate, provide and support reading and literacy programs and services:
 - a. Coordinate and support Read To Me (RTM), Let's Talk About It (LTAI), and Talking Book Service (TBS). *Ongoing*
2. Provide and support access to information:
 - a. Enhance access to information in school libraries. *Ongoing*
 - b. Demonstrate the role of libraries in the education process. *Ongoing*
 - c. Identify tools which are economical, easy to learn and use. *Ongoing*
 - d. Encourage remote access to library services. *Ongoing*
 - e. Eliminate barriers to library services. *Ongoing*
3. Provide professional development opportunities and training in multiple formats:
 - a. Provide training in the areas of LSTA priorities for school librarians. *One major event per year*

- b. Create workshops on the “new basics” as they relate to LSTA priorities (outreach, customer service, web presence/using technology, needs assessment, marketing segments, communication, and collaboration). *One per year*
- c. Maintain and encourage use of the Professional Development Service. *Ongoing*

Key Output Targets:

- CE events targeted at increasing the library as a central place in a learning society will average 12 attendees.
- Increase registrations at summer reading programs by 10% annually.
- Increase libraries participating in RTM outreach programs by 10% annually.
- Maintain number of children served through RTM programs and services. (specifically ages 0-8)
- 100% of available LTAI programs will be conducted.
- Maintain an average of 10 attendees at each LTAI session.
- 20 times per year, publish e-mail newsletter for improving services to children and young adults.
- Increase the number of TBS patrons by 2% annually.
- Hire school library consultant by 2008.
- By 2012, decrease the percentage of Idaho’s unserved population. (2005 = 12.6%)
- Increase the number of libraries participating in LiLI Unlimited by 5% annually.
- Increase the number of interlibrary loans through LiLI Unlimited by 2% annually.
- Increase the number of logons/sessions to the LiLI databases by 2% annually.
- Increase the number of hits on the I-Docs database by 10% annually.
- By 2012, 6 more libraries will have web-accessible catalogs.
- By 2012, 90% of the public libraries will have web sites that meet ICFL’s eligibility requirements.
- Provide annual web presence (e-branch) training.
- Average 1 sub-grant per year to help eliminate barriers to delivering library services.

Key Outcome Targets:

- “Identified students” in K-3 grades will demonstrate grade-level reading skills as set forth in state performance goals. See Idaho Code 33-1616.
- In the 2009 survey, 75% of respondents will indicate the RTM program and services helped their libraries to build their service capacity in at least 2 of the identified areas.
- 75% of respondents will indicate 2 ways the LTAI program helped them to build the capacity to better serve their clients.
- 80% of respondents will feel their partnership in the LTAI program was successful.
- By spring of 2009, 80% of surveyed library staff will indicate the LiLI databases have helped them to meet the information needs of their patrons.
- At the end of a workshop, 80% of attendees surveyed will indicate their skills and knowledge level is at 4 or 5 with 1 being low and 5 being high.
- 75% of attendees surveyed will indicate they have made changes in their library procedures or services as a result of participating in teleconferences, workshops, CE mini-grant activities, or other types of CE activities when measured 6 weeks to 6 months after the event.

Goal B. The citizens of Idaho identify their libraries as vital.

LSTA Purpose:

- (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,
- (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; and
- (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.

Program Objectives and Activities:

- 1. Raise awareness about libraries:
 - a. Develop statewide marketing campaigns. *Tied to ongoing LSTA programs and developed for new ones as they are introduced to the library community*
 - b. Teach library staff and trustees how to market their local libraries. *Ongoing*
 - c. Explore new concepts or models of library as THE place. *Ongoing*
 - d. Recruit library champions on the local and state levels. *Ongoing*
 - e. Develop a clearinghouse for library success stories. *Ongoing*
- 2. Survey and evaluate library programs and services:
 - a. Collect, publish, and disseminate annual library statistics. *Annually for public libraries; public school libraries added 2008*
 - b. Collect feedback on agency programs and services. *Ongoing – tied to every workshop and program*
 - c. Gather information on what citizens view as vital library services. *2009*

Key Output Targets:

- 75% of the public libraries will run newspaper ads, editorials, columns, and newspaper features annually.
- 95% of public libraries will submit their data for inclusion in the annual statistical report.
- Annual statistics for school libraries will be available for the 2007-08 school year.
- After the first year, there will be a 10% annual increase in the number of school libraries submitting data for the annual statistical report.

Key Outcome Targets:

- In an annual survey, at least 90% of Idaho citizens will identify libraries as important.

Need:

- IV. Idaho libraries must sustain an infrastructure that provides for services in an atmosphere of innovation and change.

Quality library services are the basis for a good reputation and the foundation for building the services of the future. Library staff and governing boards must deal with the demands of the present so we can position ourselves for the future. To do this successfully, the underlying base of the library organization needs to be strong and healthy. At the 2020 Vision Think Tank, Gregory Raymond said, “It is important to keep in mind that we need to look at both continuity and change. When people examine the future we tend to look around the corner and emphasize what will be different. But in fact not everything changes.” The challenge is in making sure the continuity provides us something strong upon which to build the future. There needs to be more than a tolerance for change. Failure to anticipate and embrace change will weaken current services and doom those of the future.

Goal A. Libraries thrive in an environment that encourages innovation, risk, and change.

LSTA Purpose:

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- (2) Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (3) Providing electronic and other linkages among and between all types of libraries;
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- (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; and
- (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.

Program Objectives and Activities:

1. Encourage libraries to develop and deliver innovative programs or services within the LSTA priorities:
 - a. Utilize members of the library community to develop state wide programs and services. *Ongoing*
 - b. Provide funding through state-administered grant programs. *Annual LSTA grant cycle and Ongoing with just-in-time grants*
 - c. Coordinate and support LSTA Advisory Council. *Ongoing*
2. Support the activities necessary to administer LSTA funds in the State of Idaho:
 - a. Administer grant funds for projects and services to carry out the LSTA priorities. *Ongoing*
 - b. Conduct periodic needs assessment, collect, analyze, and disseminate relevant statistical and baseline data on Idaho libraries and their services in the areas of

LSTA priorities. *Biennial*

Key Output Targets:

- Conduct 12 library community group meetings per year.
- Fund 90% of projects submitted to our grant program.
- Average 1 sub-grant per year to help libraries to deliver innovative programs or services.

Key Outcome Targets:

- 90% of library community group members surveyed will feel they have positively contributed to the development of statewide programs and services.
- 20% of the libraries surveyed will indicate library services and/or programs were initiated or influenced because of survey/needs assessment information. 2010

Goal B. Libraries' infrastructures empower service development and delivery.

LSTA Purpose:

- (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;
- (2) Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (3) Providing electronic and other linkages among and between all types of libraries;
- (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; and
- (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.

Program Objectives and Activities:

1. Promote and encourage resource sharing:
 - a. Provide information about resource sharing methods and opportunities. *Ongoing*
 - b. Increase access to library materials. *Ongoing*
 - c. Expand resource sharing beyond books and traditional materials. *Ongoing*
2. Promote and encourage access to information and library services:
 - a. Coordinate and support Libraries Linking Idaho (LiLI). *Ongoing and with quarterly meetings of LiLI Steering Committee*
 - b. Coordinate and support Access for All. *Ongoing and with semiannual meetings of the Access for All Committee*
 - c. Provide information on evolving ways to market LSTA funded services. *Ongoing*
 - d. Model a high quality digital ICFL presence. *Ongoing*

3. Coordinate and support efforts that improve library services:
 - a. Coordinate and support the Library Law Task Force. *Ongoing*
 - b. Coordinate and support the Gates Library Foundation opportunities. *Through last grant for SLO, 2008*
 - c. Provide informational materials on funding levels and services provided. *Ongoing*

Key Output Targets:

- Average 5 training events per year for ICFL's services.
- Maintain an average of 10 attendees at each CE activity.
- Increase the number of interlibrary loans through LiLI Unlimited by 2% annually.
- Increase the number of interlibrary loans by public and academic libraries by 2% over the previous year as reported in annual statistics.
- Increase the number of logons/sessions to the LiLI databases by 2% annually.
- Maintain the number of libraries participating in the statewide reciprocal borrowing program. (2007 baseline = 58 libraries)
- By 2012, 6 more libraries will have web-accessible catalogs.
- 75% of the public libraries will run newspaper ads, editorials, columns, and newspaper features annually.
- At least 2 new outreach projects will be implemented each year.
- Complete Gates SLO program by 2008 deadline.
- Publish quarterly trustee newsletter.

Key Outcome Targets:

- 80% of surveyed library staff will indicate the LiLI databases have helped them to meet the information needs of their patrons. Spring 2009.
- 80% of respondents will feel their outreach partnership was successful.
- At the end of a workshop, 80% of attendees surveyed will indicate their skills and knowledge level is at 4 or 5 with 1 being low and 5 being high.
- 75% of attendees surveyed will indicate they have made changes in their library procedures or services as a result of participating in teleconferences, workshops, CE mini-grant activities, or other types of CE activities when measured 6 weeks to 6 months after the event.

Goal C. Libraries reach out to all segments of Idaho's population.

LSTA Purpose:

- (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;
- (2) Developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;
- (3) Providing electronic and other linkages among and between all types of libraries;
- (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; and

(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.

Program Objectives and Activities:

1. Promote and support outreach projects that encourage partnerships:
 - a. Collaborate and support the Talking Book Service outreach. *Ongoing with quarterly task force meetings*
 - b. Collaborate and support Read To Me outreach. *Ongoing with semi-annual workshops*
 - c. Provide training and support in providing outreach services *Annually*
 - d. Provide training in the development of partnerships *Annually*
 - e. Facilitate partnerships *Ongoing*
2. Maintain, revise, and develop opportunities for continuing education that address the six LSTA priorities as listed above:
 - a. Offer training in the development and improvement of library services. *Ongoing*
3. Provide training for statewide programs and services:
 - a. Offer training for agency services. *Ongoing*

Key Output Targets:

- Increase public library promotion of TBS activities by 5% annually.
- Increase libraries participating in RTM outreach programs by 10% annually.
- Maintain number of children served through RTM programs and services. (specifically ages 0-8)
- Increase registrations at summer reading programs by 10% annually.
- Maintain an average of 10 individual CE grants per year.

Key Outcome Targets:

- “Identified students” in K-3 grades will demonstrate grade-level reading skills as set forth in state performance goals. See Idaho Code 33-1616.
- In the 2009 survey, 75% of respondents will indicate the RTM program and services helped their libraries to build their service capacity in at least 2 of the identified areas.
- At the end of a CE event, 80% of respondents surveyed will indicate their skills and knowledge level is at 4 or 5 with 1 being low and 5 being high.
- 75% of the respondents will indicate they have made changes in their library procedures or services as a result of participating in the individual CE grant opportunity when measured 6 weeks to 6 months after the event.
- 80% of respondents will feel their project partnerships have been successful.

CRITERIA FOR PRIORITIZATION

The highest priorities for statewide development are:

- Outreach services to underserved populations and those people having difficulty using library services,
- Planning for enhancement or expansion of school library services, and
- Resource sharing.

Beyond that, we seek projects that develop or demonstrate the following characteristics:

- New models or levels of collaboration and resource sharing
- Improvements in the existing infrastructure of cooperation or resource sharing
- Measurable impacts on specific groups of clientele, especially the unserved or underserved
- Synergistic benefits for participating libraries and partners
- Efficient leveraging of public funds
- Significant new steps toward development of formal regional networks or establishment of multi-county library districts
- High visibility for libraries as information service providers and community partners

EVALUATION PLAN

The Idaho Commission for Libraries will continue to use a combination of techniques to evaluate the success of the activities in meeting our goals and priorities:

- Monitor activities of the state-administered programs and subgrant projects.
 - Commission projects are evaluated by an appropriate method chosen by the lead Consultant. Subgrant projects are evaluated through quarterly and final narrative and financial reports. A few are selected for additional evaluation through our Peer Evaluation process.
- Coordinate peer reviews of selected projects
- Conduct surveys or assessments as needed
- Assess progress with the assistance of the Advisory Council as a part of the development of the annual Allocation Plan
- Review the 5-year plan in light of evaluative information and other developments, and revise as needed
- Incorporate outcome-based evaluation into appropriate projects

STAKEHOLDER INVOLVEMENT

The Idaho Commission for Libraries has used a collaborative approach to program planning and development since 1985. Under LSTA, we continue to work with an advisory council and other representative task forces on the development of plans and

major initiatives, and to collaborate with the Idaho Library Association (ILA), literacy organizations, and other groups with similar interests.

The advisory council and task force memberships are representative of the library entities in the state that include public, school, academic, and special libraries as well as those serving individuals with disabilities. They provide input at scheduled meetings during the year and individually on a more frequent basis, making the connection to the patron that the Commission utilizes in its planning efforts.

The Commission development staff has ongoing interaction with library directors, staff, and governing boards during site visits, training sessions, and regional or consortia meetings. This informal input and feedback is also integrated into our discussions and planning.

COMMUNICATION AND PUBLIC AVAILABILITY

The message that stakeholders, the library community, and citizens of Idaho should receive from Idaho's State Plan is that we are striving to complete our mission of assisting libraries to build the capacity to better serve their clientele and how we propose to accomplish that. The State Plan is posted on our web site within days of its submission along with the evaluation results of the prior plan and other information of interest in the library community.

The Commission keeps the library community informed and requests continual feedback through regular newsletters (print and electronic), an Idaho library listserv (LibIdaho), and the agency website at <http://libraries.idaho.gov/>. The Idaho plan for 2003-2007 and the draft plan for 2008-2012 are accessible through the Commission's website (<http://libraries.idaho.gov/forlibs-lsta>). Development staff uses the plan in the course of working with individual and groups of libraries in local and consortia planning. Progress of Commission administered projects and subgrants are also reported through the newsletters. The plan is used at grant workshops and referenced in the allocation plan and the invitation letter announcing the availability of LSTA grant funds.

MONITORING

The Commission's Grants Officer has primary responsibility for monitoring the state's and subgrantee's performance and compliance with rules, regulations, and the State Plan. She works closely with the agency's Financial Specialist Senior and Consultant staff on fiscal and programmatic monitoring. Progress in state administered programs is monitored by the relevant lead Consultant and through monthly accounting system reports. Sub-grantee projects are monitored by the assigned Consultant and the Grants Officer through quarterly and final reports, site visits, and phone calls.

If the Commission feels a change is needed in this plan, those revisions will be

incorporated in the annual plan revision, due April 1 of each year. If it is necessary to implement changes prior to that time, the Commission will contact our IMLS State Program Officer and discuss that revision.

ASSURANCES

The following certifications and assurances are attached:

- Program Assurances for 2008 Grant Award (includes Internet Safety Assurance)
- Certifications Regarding Debarment, Suspension and other Responsibility Matters; Drug-Free Workplace Requirements; Lobbying; Federal Debt Status; and Nondiscrimination
- Assurances of Non-Construction Programs
- State Legal Officer's Certification of Authorized Certifying Official