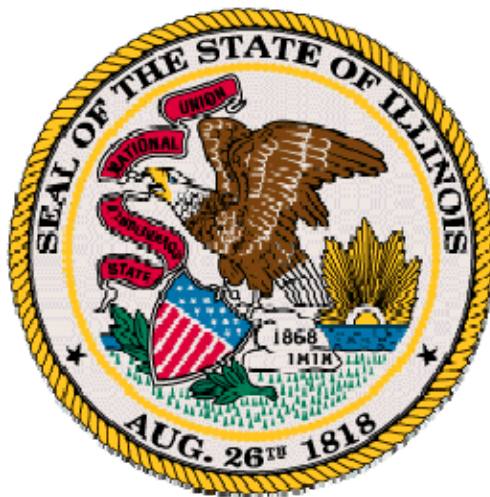


ILLINOIS

Long Range Plan for the Use of Library Services & Technology Act Funds

2008 – 2012



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June 2007

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MISSION STATEMENT

"The Illinois State Library promotes excellence in information access and innovative services for government, libraries and people."

NEEDS ASSESSMENT

The Illinois State Library took multiple approaches to identify areas of need for LSTA Funds 2008 - 2012. This involved:

- ★ Strategic planning
- ★ Talking to the Illinois library community and listening to their concerns
- ★ Integrating the results of the *Evaluation Of Library Services And Technology Act Funds FY 2003 – FY 2007*
- ★ Examining standard data sources such as annual reports
- ★ Researching published information documenting trends and demographics of Illinois

Strategic Planning

The mission statement is the foundation of everything the Illinois State Library (ISL) does. It will become reality through careful planning, setting major goals, and implementing an operational plan. Approximately 20 key people, representing Illinois State Library administrators and staff, and representatives of the Secretary of State's office were invited to participate in the ISL strategic planning process. The first sessions were held in March 2006, and they continue monthly through 2007 and beyond as needed. About 35 additional library stakeholders representing libraries, regional library systems, and library related consortia from around the state participated in selected planning meetings.

The strategic planning process examined every activity and program that the Illinois State Library provides to determine what is an underlying responsibility, what ISL should consider doing differently and what should be eliminated. This process provided incredible feedback on trends in Illinois. A sampling of the trends identified by the statewide group include:

- ★ Increase in the demand and demonstrated need for continuing education opportunities
- ★ Increase in a diverse population particularly in the Spanish speaking population
- ★ Increase in the number of adults who lack literacy skills
- ★ Increase in an awareness and recognition of special populations
- ★ Decrease in the number of people coming to libraries in person
- ★ Decrease in writing skills
- ★ Increase in home-based jobs
- ★ Increase in an aging population
- ★ Increase in college costs
- ★ Increase in globalization
- ★ Decrease in school libraries and school librarians
- ★ Increase in technology development with more "must have" technology gadgetry

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- ★ Increase in the need for super speed and for more bandwidth
- ★ Decrease in funding levels resulting in obsolete technology
- ★ Decrease in library staff expertise; staff retire and institutional knowledge is lost
- ★ Increase in demands on staff time, multi-tasking
- ★ Increase in the perception that the Internet can replace library resources and materials
- ★ Increase in the role of libraries as community centers, cultural, educational, safe havens
- ★ Increase in the use of the cell phone as a major communication, information and entertainment device
- ★ Increase in the volume of information

Using LSTA to Meet the ISL Mission

In the Executive Summary of the Illinois State Library Strategic Planning Process, the facilitator made several recommendations: to focus efforts and concentrate on activities necessary to accomplish goals; to keep the strategic planning group intact and active; and to make libraries and stakeholders aware of all the benefits that the Illinois State Library can offer. These recommendations are parallel to the LSTA plan to: focus and concentrate programs necessary to accomplish goals; continue to involve stakeholders; and to make libraries and stakeholders aware of the outcomes and benefits of LSTA.

Conversations with the Library Community

The next step to determine statewide needs and issues was accomplished by talking to the library community and listening to their concerns. The Illinois State Library involved hundreds of people in informal and formal evaluation processes throughout the year in anticipation of the *Evaluation Of Library Services And Technology Act Funds FY 2003 – FY 2007* and for the development of the *LSTA Long Range Plan for Use of LSTA Funds 2008 - 2012*. In addition to in-person meetings and discussions, online web discussions were held to solicit input into the planning process.

This diverse representation included library patrons, academic librarians, public librarians, school librarians, special librarians, regional library system staff, and leaders from Illinois library organizations and consortia. This representation ensured that voices were heard from every corner of the state on behalf of every type of library. This representation ensured that consideration was given to every library user from new mothers and their babies going home from the hospital with their first books, to the research needs of the Chairmen of major corporations, to senior citizens with training and access issues, and to everyone in between. Communication with the library community was a key factor in the planning.

Groups Engaged in the Process

- ★ The Illinois State Library Advisory Committee (ISLAC) includes both Illinois citizens and members of the library community who advise the Director of the Illinois State Library. At ISLAC meetings the LSTA evaluation and long-range plan were on the agenda for discussion and idea gathering.
- ★ The Illinois Library Information Network (ILLINET) Network Advisory Council (INAC) serves as an advisory forum to the Illinois State Library on statewide issues related to bibliographic control, information access, resources (electronic and print),

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digitization and interlibrary cooperation. At INAC meetings the LSTA evaluation and long-range plan were on the agenda for discussion and idea gathering.

- ★ The Illinois State Library staff monitor grants. They were interviewed during the LSTA evaluation and were involved in editing the long-range plan.
- ★ Past grant reviewers who represent all types of libraries and have statewide geographic distribution provided input. This was critical because collectively, they have read a broad spectrum of applications and have a sense of what libraries have requested on past applications. Two online meetings specifically targeting reviewers were held to gather feedback on ways to improve the LSTA program and processes in Illinois.
- ★ The regional library system directors and their board presidents shared their thoughts and ideas during discussions about the LSTA evaluation and plan during System Presidents and Directors meetings.
- ★ The project directors of exemplary grants awarded 2003 through 2007 were interviewed and surveyed during the LSTA evaluation. This provided perspective from experienced grant writers and successful project coordinators.
- ★ The project directors of all 493 projects awarded in FY2007 were involved in a discussion to evaluate the LSTA program and process from the applicants' point of view. Discussion focused on the grant process, future uses of LSTA and recommendations to be incorporated in future LSTA grant offerings.
- ★ Librarians and members of the general public interested in the future of LSTA in Illinois voiced their opinions through telephone, email and online meetings that were open to everyone interested.

Five Year Evaluation

The results of the recently completed *Evaluation Of Library Services And Technology Act Funds FY 2003 - FY 2007* were carefully reviewed. The Illinois State Library hired an outside evaluator to help determine the effectiveness of the LSTA program in improving library services for the citizens of Illinois. The evaluator also assessed how library services could be improved or trends influenced with LSTA funds. The evaluation used formal survey methods, asked questions appropriate for determining outcomes, investigated what should continue, and considered new directions to pursue.

Data Sources

In addition to talking with people, needs and trends were identified through research using statistics, emerging trends and descriptive demographics relevant to Illinois libraries. Data sources included printed and online sources:

Library Research Center

<http://www.elillinois.org/iplar/>

Illinois Public Library Statistics

Illinois Board of Higher Education

<http://www.ibhe.org/>

IBHE Data Book on Illinois Higher Education 2006 Data Book Highlights

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Illinois Department of Labor

<http://www.state.il.us/agency/idol/>

The Illinois Workforce: Identifying Progress Of Women And Minorities

Illinois Library Systems

http://www.ilsdo.org/ab_systemfacts.html

2006 Illinois Library System Facts

Annual reports and statistical summaries

Illinois State Board of Education

<http://www.isbe.net/>

2006 Annual Report

A Profile of Illinois Public Schools in 2005 – 2006, Selections from School Report Card Files

Illinois State Library

<http://www.cyberdriveillinois.com/departments/library/home.html>

Literacy Reports

Draft Strategic Plan

The Strategic Plan for Technology & Telecommunications for Illinois Libraries

Public Library and School Library Per Capita Grant data

Mid-America Institute on Poverty of Heartland Alliance

2007 Report of Illinois Poverty

State of Illinois Business Portal

<http://business.illinois.gov/>

Facts About the Illinois Workforce: Identifying Progress of Women and Minorities

U.S. Census

<http://www.census.gov/>

American Fact Finder Illinois

Analysis of the Data Collection Results

Following is our analysis of all the conversations, data and information.

- ★ Illinois citizens use libraries to satisfy their educational needs. “Education” is an activity with diverse meaning and value to each resident. Libraries are a source for information as well as a provider of educational opportunities. Libraries must be established as a foundation for the education of the community with materials, activities, services and programs based on the diverse needs of the patrons served by the library. As life situations change, libraries and patrons may find that they are thrust into circumstances that require new skills. We heard repeated comments that the library needs to be the educational anchor of the community to satisfy the educational needs of Illinois citizens.
- ★ Illinois citizens need the expertise and competence of knowledgeable, trained library staff. Not every library in Illinois has a professionally trained librarian. There are vast discrepancies in the training of library staffs across the state. In some school libraries, certified school librarians are being replaced with volunteers, while in some academic

75.7% of Illinois homeless youth need help finding a job as a step toward becoming housed, yet nearly 2 out of 5 receive no help at all

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libraries there are Doctorate degreed librarians. Unlike neighboring states, Illinois does not have a certification program for public library directors. Aides and volunteers are in positions of responsibility with little or no educational background to give them the foundation for success. Ongoing educational activities and training opportunities help position the library to respond to the informational and educational challenges of the community. Although distance and online learning may help supplement statewide education offerings, these require technology to participate.

- ★ Reading is a passionate value of all librarians. The ability to read is a basic life skill needed by every person. Libraries need to support the value of reading and offer materials that are current and interesting for patrons to read, regardless of their abilities or confidence levels. The tradition of promoting literacy and reading for all ages must continue.
- ★ Librarians from across the state voiced frustration with aging technologies that fail and with the inability of the library to use cutting edge technologies because of the lack of infrastructure. Aging equipment and dial up Internet access increase the “digital divide” as users are unable to access some online programs and download full text articles or graphics. Online programs and software require greater capacity than aging computers can provide. Libraries use technology to provide access to quality information, control and manage that information for the benefit of their patrons. New and quickly developing technologies make it difficult to stay current. Libraries that have been able to purchase or upgrade technology often make that decision with the sacrifice of collections and staffing. As technology develops exponentially, the constant need to upgrade becomes critical and is coupled with the need for expert technical support.
- ★ Library users require access to materials that address their information and learning needs. As such, libraries need to constantly develop collections of books and tangible resources based on the needs of their patrons. Impassioned discussions centered on the need to continue to offer opportunities to expand and improve resources in multiple formats, especially for small communities with strained library budgets. While the content addresses the general information needs of the community, libraries must also offer format choices to address the visual, auditory, and sensory needs of their patrons.
- ★ Web-based access to digital images serves the research and information needs of students and scholars. Libraries must continue to digitize and preserve historical information and images of significance to Illinois and increase their availability.
- ★ Illinois citizens benefit when libraries engage in partnerships. Libraries do not always have the resources or financial means to meet the many demands and fulfill the needs of their communities. Collaboration with organizations and agencies provide resources far beyond any individual library's financial means. Developing such collaborations and encouraging their growth is critical if libraries are to continue being a vital part of their community.
- ★ Accessibility is a critical issue for people of all abilities. Libraries with trained staff, adequate funding, information resources, and current technologies have better capability

Cook County has the second highest number of millionaire households (167,873) and the second highest number of poor households (273,658) of any county in the nation

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to address accessibility issues for people of all abilities as well as for those who have difficulty using the library regardless of the reason. Libraries create opportunities for equal access to information.

- ★ Illinois citizens have constantly changing needs. Richard Riley, former US Secretary of Education said, that the top 10 in demand jobs that will exist in 2010 don't exist today. As the demographics of Illinois residents evolve, as technology advances and new best practices are discovered, libraries need to be forward thinking and innovative in their approaches. Libraries must prepare for new leadership roles that demand new methodologies, innovative technologies and creative strategies. Libraries need to have the vision to plan for the future based on trends and research.

Four priorities emerged from our needs analysis: 1) positioning libraries to address the education needs of Illinois citizens; 2) technology and accessibility; 3) reading; and 4) innovation.

Periodic Updating of the Needs Assessment

Collecting needs statistics, identifying and monitoring trends is an ongoing, fluid process.

- ★ The Illinois State Library requires that the regional library systems identify trends and needs within their region and report the findings as a part of their annual per capita grant presentations. This statewide coverage provides for tracking school, public, academic and special libraries needs and trends. (Annually July - August)
- ★ Annual review of the data from the public library annual reports and school and public library per capita grants evaluates trends and needs based on specific narrative answers and statistical data gathering. (Annually November - January)
- ★ At the annual site visits, grant monitors discuss community needs and trends with appropriate subgrantees. (Annually January - April)
- ★ At the conclusion of each grant year and periodically during the timeframe of the grant cycle, subgrantees are required to report on the successes and challenges of their grant activities. This information could include identification of needs and trends for future grant offerings. (Annually July - September)

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LSTA GOALS

NEED 1

Support the essential continuous education of Illinois residents by fostering libraries that offer relevant activities, educational programming, reliable, current and accurate information and competent staff. Without the ability to read, write, use numbers and use English, an individual will not be able to access library materials, resources or services. Therefore, libraries have an important role in sustaining an individual's access to lifelong education.

Summary Needs Assessment

- ★ Illinois citizens rely on libraries for accurate answers. In 2005, one out of every 5.1 visitors to an Illinois library asked a reference question. Since 2004, the total number of reference questions asked increased 5.4% from 11.1 million in 2004 to 11.7 million in 2005. Children asked 30.5% of the reference questions.
- ★ Patrons depend on the library to meet their information requirements. Over 3 million children attended educational programs at Illinois libraries in 2005. Patrons borrow an average of 1.3 to 2.5 items every time they visit an Illinois library. While library users are finding materials on the shelves to meet some of their needs, interlibrary loans increased 16.6% from 2004 to 2005.
- ★ People of all ages need competent library staff to help them. The writing performance of fifth grade students on standardized tests average almost 9% higher and eleventh grade students average more than 4% higher when school librarians spend more time with students.
- ★ Illinois is a diverse state with libraries of all types serving as the source of information for people from multiple cultures not necessarily fluent in English. More than 2.3 million Illinois residents speak a language other than English as the primary language in their home. Chicago is the second-largest Polish populated city in the world, outside of Warsaw, Poland. In Skokie, 45% of the population speaks a language other than English at home. Illinois schools provided bilingual education to 161,734 students in grades K-12 in FY2006.
- ★ There is a large population of Illinois residents that do not have access to the public library or have difficulty using the library. Illinois' 646 public libraries serve a total of 11.5 million citizens. Of those residents served by a public library, 52.8% have a borrowers card. This means that 47.2% of this population have access to the public library but do not use it. The total population of Illinois is estimated to be 12.4 million. 900,000 Illinois citizens (7.26%) live outside of a public library service area. These citizens must purchase a non-resident library card to check out materials from the public library. The average cost for a non-resident borrower card is \$65.19.

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GOAL 1

Position Illinois libraries, as the educational anchor of the community by providing opportunities that support information fluency and lifelong learning to address the diverse needs of Illinois residents.

Goal 1 Addresses The Following LSTA Purposes

- ★ 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;
- ★ Developing public and private partnerships with other agencies and community-based organizations;
- ★ 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
- ★ 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 42 USC Sec.9902 (2) applicable to a family of the size involved.

Key Output Targets

- ★ Each fiscal year, libraries from 90% of the regional library systems will offer patron based programs based on the diverse learning needs of their audience. *Timeframe FY2008 - 2012.*
- ★ 20% of the applying libraries will consider the diverse geographic, cultural, socioeconomic backgrounds, disabilities, or limited literacy and information skills of their community as they develop library programs and services. *Timeframe FY2008 - 2012.*
- ★ 10% (estimated at 9,000) of currently unserved Illinois citizens will have library services by 2012. *Timeframe FY2008 - 2012.*
- ★ 25% of the participating libraries will successfully identify and implement a partnership to broaden educational opportunities for Illinois citizens. *Timeframe FY2008 - 2012.*

Key Outcome Targets

- ★ 75% of the people taking advantage of programs at the library, including people of all ages and of diverse multicultural and socioeconomic backgrounds, will demonstrate improved knowledge, skills or their ability to access or use information when evaluated at the end of the workshops.
- ★ By 2012, patrons will value the knowledge, experience and skill base of the library staff based on the quality of the library services and accurate answers to their questions 75% of the time as documented by patron surveys or during interviews conducted by participating libraries.
- ★ By 2012, at least 70% of library users will indicate that they trust the information from Illinois libraries as documented by random surveys of Illinois library users.

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- ★ By 2012, Illinois citizens will demonstrate improved attitudes on the value of access to public libraries as documented on LSTA reports.

Outcome Indicators/ Source Methods

- ★ Workshop evaluations
- ★ Surveys
- ★ Interviews
- ★ Reports from subgrantees

Programs

- ★ Develop and promote programs, activities or services to address the educational and informational needs of Illinois residents regardless of their age, ability, literacy or skill levels, and geographic or cultural diversity. *Timeframe FY2008 – 2012.*
- ★ Offer opportunities for libraries to expand services for learning and access to information and educational resources to better meet the needs of the citizens of Illinois. This includes but is not limited to leadership and managing the library more effectively meet the needs of patrons. *Timeframe FY2008 – 2012.*
- ★ Develop activities for libraries to establish relationships with local governments and organizations that strengthen the role of the library as a respected source for education and information within the community. This includes but is not limited to activities that encourage libraries of all types to work together on cooperative efforts for the benefit of patrons. *Timeframe FY2008 – 2012.*
- ★ Demonstrate the value of public library services to patrons not having or difficulty using public library services. *Timeframe FY2008 – 2012.*

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NEED 2

Improve customer satisfaction by increasing accessibility to public, school, special and academic library resources and services, by using technology as a tool to provide services and information, by increasing access and delivery via an inclusive statewide library network, and by continuing to develop digital information.

Summary Needs Assessment

- ★ Citizens rely on digital libraries to provide virtual access to library materials that would otherwise be locked away and unavailable for public use. In March 2007, there were 1,606,070 hits to the Illinois Digital Archives web site. The actual use for the calendar year from October 2005 to October 2006 was 3,579,390. If this trend continues, in July 2007 hits are estimated to be 5,761,924, with a 12-month projection of 9,797,863.
- ★ From 2000 to 2005, average book prices increased 14.4%. By 2007, prices of children and young adult books have dropped slightly, but adult titles, especially hardcover and paperback nonfiction, have shot up significantly. Overall, libraries have had to budget for book price increases by more than 35% in the last 20 years. Concurrently, some families are unable to afford to purchase books for their home libraries. The 2007 data for Illinois schools shows that 15.76% of all Illinois kindergarten through 12th grade schools have 20% or more of their students that are from families whose income is below the federal poverty guideline.
- ★ In the United States, a fiction book is printed every 30 minutes! A single library cannot own enough resources to meet all the needs of its users. More than 5,000 Illinois academic, public, school and special libraries are recognized as part of the Illinois library community, Illinois Library Information Network (ILLINET), and work together to meet the diverse information needs of Illinois citizens. Interlibrary loans increased 16.6% from 2004 to 2005. As more and more patrons access online library catalogs to place their own holds, the number of interlibrary loans will increase exponentially.
- ★ Companies such as Google and Amazon offer information and services that overlap those traditionally provided by the library. As a result, library users expectations have increased. Even McDonald's now offers DVD rentals in a curbside kiosk for 24/7 access. To meet the needs of patrons, libraries need an effective technology infrastructure to support library services and the delivery of information.
- ★ Citizens expect to find information online. In March 2007, there was an average of 1,074 hits per day on the Illinois State Library web site with a total of 949,476 hits that month. Each day, visitors viewed an average of 3,730 pages. The Illinois Government Information site for March 2007 netted 13,584 hits with 13,273 pages viewed and 166,440,744 bytes of information transferred.
- ★ Students in schools with more volumes in their libraries average higher scores on standardized tests than in schools with smaller book collections. From schools with smaller to larger collections, fifth-grade Illinois Standards Achievement Test (ISAT) reading and writing scores increased by about 8%; eighth-grade ISAT writing scores increased by almost 14%; and eleventh-grade American College Testing (ACT) scores increased by almost four percent.

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GOAL 2

Position Illinois libraries to provide access to abundant resources and information, both virtual and tangible, to collaborate for resource sharing, develop ideas that embrace technology and extend library services for all Illinois citizens.

Goal 2 Addresses The Following LSTA Purposes

- ★ Developing library services that provide all users access to information through local, state, regional, national and international electronic networks;
- ★ Providing electronic and other linkages among and between all types of libraries;
- ★ Developing public and private partnerships with other agencies and community-based organizations;
- ★ 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
- ★ 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 42 USC Sec.9902 (2) applicable to a family of the size involved.

Key Output Targets

- ★ 100% of the libraries participating in digital imaging projects will prepare audio descriptions of at least 5 digital images for access by people with print disabilities or audio preference. *Timeframe 2008 – 2012.*
- ★ 75% of the participating libraries will demonstrate increases in circulation or usage statistics due to the availability of new library resources, virtual or tangible. *Timeframe 2008 – 2012.*
- ★ 25% of all libraries will successfully work together to extend networking opportunities for the benefit of staff and patrons. *Timeframe 2008 – 2012.*
- ★ Five hundred individuals will be trained on the use of databases or new technologies to access information. *Timeframe 2008 – 2012.*
- ★ Statistics reflecting patron use of electronic resources will increase by 10%. *Timeframe 2008 – 2012.*
- ★ 100% of Illinois libraries will have their library's contact information readily available online in a single source to make finding facts on all Illinois libraries more accessible to Illinois citizens. *Timeframe 2008 – 2012.*
- ★ 90% of public libraries and 75% of school libraries will provide statistical data documenting technology uses and trends in patron use of libraries. *Timeframe 2008 – 2012*
- ★ 100% of the libraries adding their holdings to an online catalog will do so in a shared regional automated catalog or OCLC to maximize resource sharing and access to information. *Timeline 2008 - 2012*

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Key Outcome Targets

- ★ Illinois citizens will demonstrate their perceived value of digital library resources as documented by a 50% increase in the usage (measured by hits) of the Illinois Digital Archives by 2012.
- ★ Each year, 2008 – 2012, library staff from 25% of the participating libraries will report an improved ability to meet the programming and information needs of technologically savvy and technology challenged patrons as documented by reports and surveys.
- ★ By 2012, the end user will have improved success finding information relevant to their needs as 25% of Illinois libraries make electronic resources available accessible online to those who might have difficulty using or choose not to use the physical library as documented by reports.
- ★ By 2012, all people with Internet access will have improved access to the current contact information for 100% of the Illinois libraries that are members of regional library systems, as documented by reports and an online customer satisfaction survey.
- ★ By 2012, all people with Internet access will have improved access to Illinois library resources, Illinois government documents and educational materials through cataloging and conversion of records into statewide or regionally shared online library catalogs.

Outcome Indicators/ Source Methods

- ★ Hits to web sites
- ★ LSTA reports from subgrantees
- ★ Number and percent of libraries entering holdings into shared databases
- ★ Surveys
- ★ Increase in use statistics of Electronic Resources
- ★ Illinois Public Library Annual Reports (IPLAR)
- ★ School Library Per Capita Grant reports
- ★ Regional Library System annual reports and verification of member information

Programs

- ★ Continue to offer opportunities for libraries to digitize collections of historical significance and develop the Illinois Digital Archives making historical resources available to the general public. *Timeframe FY2008 – FY2012*
- ★ Create opportunities for Illinois citizens to access expanded print and non-print materials, Illinois government documents and educational resources by stressing collection development and the value of sharing resource among libraries. Electronic and other linkages between libraries will be enhanced as libraries enter records for holdings in statewide or regionally shared databases to provide statewide access to local resources through online networks. *Timeframe FY2008 – FY2012*

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- ★ Develop opportunities as an incentive for libraries to use technology as a tool to help meet the informational needs of Illinois citizens. *Timeframe FY2008 – FY2012*
- ★ Support continued active partnerships, linkages and networking between libraries and with other agencies to benefit the citizens of Illinois regardless of geographic, cultural, and socioeconomic backgrounds, disabilities, literacy levels or information skills. *Timeframe FY2008 – FY2012*
- ★ Expand services for learning and access to information and education resources by supplementing the cost of selected, eclectic electronic resources for statewide accessibility by students and adults. *Timeframe FY2008 – FY2012*
- ★ Provide a single web-based unified source of information (SUSI) for Illinoisans to have improved access accurate and current information about the Illinois State Library and Illinois libraries. *Timeframe FY2009 – FY2012*
- ★ Position the Illinois library community to respond to the diverse needs Illinois citizens by providing for the collection and analysis of statistical information from libraries to document trends and evolving demographics. *Timeframe FY2008 – FY2012*

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NEED 3

Illinois residents of all reading abilities need opportunities that support reading and emphasize understanding of the written word. Illinoisans need books to experience the intellectual stimulation of reading and literature based programs to support reading reinforcement. Reading is a vital skill needed by people of all ages to survive in today's global society.

Summary Needs Assessment

- ★ Illinois citizens rely on libraries for reading materials that they cannot purchase on their own. In FY2006, there were over 2 million students in Illinois public schools and low-income students increased from 35.7% in 1997 to 40.0% in 2006.
- ★ Access to reading materials is critical for students with limited English language skills to be successful. Limited English proficient students in Illinois schools increased from 6.1% in 1997 to 6.6% in 2006. Student achievement data indicates that while significant numbers of students were meeting benchmark goals, 50% to 75% of students across grade levels, subtests, and No Child Left Behind subgroups (e.g., ethnic, special education, ESL/bilingual, socioeconomic) were not doing so.
- ★ Children need libraries to support their reading achievement. American College Test (ACT) results for Illinois' graduating class of 2006 reflect the largest improvement in students test scores in the last five years, with the average composite score rising from 20.3 in 2005 to 20.5 in 2006. The reading composite score is 20.6. Considering that every Illinois high school junior takes the ACT test, this is a positive upward trend. Colorado is the only other state that administers the ACT for all students.
- ★ Low literate adults need reading materials and reinforcement that can be provided by libraries. Illinois ranks 19th among states with nearly 600,000 Illinois adults, aged 25 and over with less than a 9th grade education. Illinois ranks 22nd among states with nearly 1.5 million adults, aged 25 and over, without a high school diploma.
- ★ Lack of English proficiency is a serious issue in Illinois. Over 1 million adults in Illinois report that they speak English less than "very well." Lack of English proficiency prevents them from using printed and written information (in English) to function effectively in today's society. Of people over age five who reported speaking English less than very well, compared to other states, Illinois ranks: 6th with over 253,000 residents speaking an Indo-European language; 9th with nearly 666,000 residents speaking Spanish; and 15th with over 111,000 residents speaking Asian/Pacific Island languages.
- ★ 100% of the literacy programs in Illinois rely on the support of libraries to provide a full array of library services. In 2006, there were 26,812 adults and 1,858 children enrolled in literacy programs to learn use of printed and written information so they would be able to function in society, achieve goals and develop knowledge and potential.
- ★ In Illinois 60% (429) of all public libraries partnered with literacy programs in some way by offering sites for tutoring as well as making library resources and programs available for literacy students and families.

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GOAL 3

Position libraries to further a literate Illinois by creating a reading culture that encourages reading fluency for recreation or education.

Goal 3 Addresses The Following LSTA Purposes

- ★ 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;
- ★ Developing public and private partnerships with other agencies and community-based organizations;
- ★ 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
- ★ 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 42 USC Sec.9902 (2) applicable to a family of the size involved.

Key Output Targets

- ★ During the five-year cycle, at least 800 LSTA grants will be awarded to support proactive reading programs. *Timeframe 2008 – 2012*
- ★ Participation in reading or literature based programs will involve patrons from three out of four types of libraries in Illinois: public, school and academic. *Timeframe 2008 – 2012*
- ★ By 2012, libraries will report that 25% of the reading programs offered demonstrate active collaboration as documented on reports.

Key Outcome Targets

- ★ Libraries involved in reading activities will report increases in program attendance or circulation by 10% or more as library patrons are challenged, inspired and motivated to read. *Timeframe 2008 – 2012*
- ★ By 2012, 50% of a sampling of Illinois residents will indicate that their child's reading or literacy skills have improved after participating in library sponsored reading programs as documented on reports and in surveys.
- ★ Adult caregivers attending programs will increase their time reading with children by 25% as families develop an increased awareness of the benefits of reading together. *Timeframe 2008 – 2012*

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Outcome Indicators/ Source Methods:

- ★ Reports from subgrantees
- ★ Illinois Public Library Annual Reports (IPLAR)
- ★ Random survey

Programs

- ★ Position libraries to sponsor activities and promote the role of parents and caregivers in the emergent literacy of their children emphasizing the value of intergenerational and family based programs to develop and enhance reading and literacy skills regardless of geographic, cultural and socioeconomic background, disabilities, literacy or skills levels. *Timeframe FY2008 – 2012.*
- ★ Form public and private partnerships that create opportunities to engage preschoolers and students in reading and support reading readiness and reading development. *Timeframe FY2008 – 2012.*
- ★ Develop reading based services and discussions crafted to the diverse needs of patrons with consideration of format, language, and literacy levels. *Timeframe FY2008 – 2012*
- ★ Position libraries to develop a reading community and by expanding services for learning, activities, and discussion to support reading, regardless of format, for people of all ages and all abilities. *Timeframe FY2008 – 2012.*

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NEED 4

Illinois citizens need libraries that are positioned to lead into the future rather than be an archive of the past. Having resources is not enough. Libraries need to explore trends and issues, proactively plan ahead, and develop innovative library services based on the diverse current and future needs of citizens.

Needs Summary Assessment

- ★ The Census Bureau projects that the population of Illinois will increase by 12% between 2000 and 2025, to 13.4 million.
- ★ Cook County, with 5.4 million people, is the second most populous county in the nation, second only to Los Angeles. Yet, nearly 76% of the area of Illinois is home to 27.5 million acres of farmland.
- ★ There are 2,164 miles of interstate highways across Illinois (3rd in the nation) and another 35,505 miles of state highways. As population growth results in more traffic on the roads, the average commute for Illinois residents has already increased 12%. Rush hour in the Chicago area now lasts almost eight hours a day. Predictions are that Chicago area drivers each waste an average of 67 hours and 104 gallons of gas waiting in traffic jams.
- ★ More than 150,000 scientists and engineers work in Illinois and over 440 companies operate research and development facilities in the Chicago area. 235 special libraries, members of the Illinois Library Information Network (ILLINET), are supporting their special needs. Illinois is home to 144 university-based research centers and 71 federal research centers. There are 178 academic libraries, members of ILLINET, that must plan for the future to address emerging staff and student needs.
- ★ Between 1990 and 2000, the Illinois elementary and high school enrollment increased 13%. The Illinois State Board of Education (ISBE) projects that public schools will need to hire 55,000 new instructors over the next four years as enrollments increase; ISBE officials fear that some schools may have to settle for inferior teachers.
- ★ Figures show increased immigration to Illinois over the past decade. Whether this trend will continue at a similar pace is unknown, given additional limitations due to Homeland Security and many jobs being moved from Illinois to other nations. According to the Immigration and Naturalization Service, 432,000 illegal aliens resided in Illinois as of 2000. This is 123% higher than 10 years before. The 2002 Census indicated that for the first time, more immigrants are living in the suburbs of Cook County than in the city of Chicago.
- ★ Chicago's working-class suburban families, teachers, nurses, firefighters, and other workers essential to the city, cannot afford to live in the same communities where they work. The *2007 Report on Illinois Poverty* predicts that lack of affordable housing will become a crisis for Chicago within 20 years.
- ★ Annual, full-time, center-based care for an infant in Illinois costs more than resident undergraduate tuition at the University of Illinois.
- ★ The Illinois State Board of Education documents that the number of school districts declined from 903 in 1997 to 873 in 2006. From 1997 to 2006, the number of school

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buildings increased from 3,836 to 3,890. Unfortunately, not every one of these attendance centers has a school library. The Illinois State Library recognizes 3,689 schools as offering some type of library services. This leaves over 200 K-12 schools educating Illinois students without the support of a school library.

GOAL 4

Provide tools for the future to facilitate the ability of libraries to lead their communities through planning, research, innovation, partnerships, best practices, and discovery to improve library services for Illinoisans.

Goal 4 Addresses The Following LSTA Purposes

- ★ 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;
- ★ Developing library services that provide all users access to information through local, state, regional, national and international electronic networks;
- ★ Providing electronic and other linkages among and between all types of libraries;
- ★ Developing public and private partnerships with other agencies and community-based organizations;
- ★ 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
- ★ 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 42 USC Sec.9902 (2) applicable to a family of the size involved.

Key Output Targets

- ★ At least 10% of Illinois libraries will use LSTA funds to plan and implement a service that is new to their community. *Timeframe 2008 – 2012*
- ★ 100 libraries will identify and publish an article on best practices or identify and share at least one best practice in an online community where library staff will meet to share ideas for better serving the citizens of Illinois. *Timeframe 2008 – 2012*
- ★ 80% of libraries of all types, which have completed a formal planning process or conducted research, will make changes or revisions to their services to be more responsive to their patrons as a result of the process. *Timeframe 2008 – 2012*

Key Outcome Targets

- ★ By 2012, library patrons will report increased satisfaction with new library services as libraries demonstrate new models to address user expectations based on research and testing of new ideas as documented by reports.

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- ★ By 2012, collaboration between libraries and community-based organizations will increase as 10% of the participating libraries demonstrate the value of the library and foster a positive influence as a leader within their community as documented by reports and interviews.
- ★ By 2012, libraries will report that 25% of library patrons indicate an increase in their ability to make informed decisions as their information and programming needs are met in new and innovative ways as documented by user surveys and reports.
- ★ By 2012, 25 libraries will use LSTA funds to increase the number of services offered at multiple points of access convenient to patrons, based on patrons' preferences as documented by surveys, interviews and reports.

Outcome Indicators/ Source Methods:

- ★ Reports from subgrantees
- ★ Published articles and online community postings
- ★ Interviews
- ★ Surveys

Programs

- ★ Provide research and development grants to support exploration and the discovery of best practices for serving patrons by investigating electronic and other linkages among and between all types of libraries or developing public and private partnerships with other agencies and community-based organizations. *Timeframe 2008 – 2012.*
- ★ Provide opportunities to test new methods and formats for delivering expanded services for learning and access to information and education resources that have a positive impact for the citizens of Illinois. *Timeframe 2008 – 2012.*
- ★ Provide opportunities to test new strategies for library and information services specifically targeting persons having difficulty using the library, underserved or those living in poverty. This includes creative and new library services to individuals with diverse geographic, cultural and socioeconomic backgrounds, those with disabilities or individuals with limited functional literacy or information skills. *Timeframe 2008 – 2012.*
- ★ Provide for the unknown and the future by offering creative and innovative approaches to address the needs of the next generation of library users and a world with unimagined network devices and tools. *Timeframe 2008 – 2012.*

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EVALUATION PLAN

The LSTA evaluation plan addresses three very distinct components. It begins with the evaluation of applications from potential subgrantees followed by the review of reports from funded projects. These provide data and project outcomes, which are used as the foundation to develop the evaluation of the Illinois LSTA program and determine success in meeting statewide five-year target outcomes.

Evaluation of Applications from Subgrantees

LSTA funds are distributed through a combination of competitive and noncompetitive grants. Each application must stand on its own merit, and the applications are evaluated based on the information contained in the application. Illinois libraries that apply for LSTA funding are required to address the issue of project outcomes and evaluation. The successful application must provide three expected outcomes of this proposal; explain evaluation strategies to be used to determine if the project was successful; how the needs of the target audience were met; and include a list of outputs that will be counted during the project.

The Illinois State Library staff and/or teams of reviewers evaluate all applications. Reviewers are drawn from appropriate representatives of the library community. Librarians submit a resume for consideration as a reviewer with successful grant writing experience, grant management expertise and statewide perspective basic to being selected.

Applications for grant funds awarded on a competitive basis undergo a formal review process. Reviewers receive training from appropriate Illinois State Library staff and evaluate grant applications according to established criteria contained in a review rubric that is posted on our web site. <http://www.cyberdriveillinois.com/departments/library/home.html> This rubric is openly posted during the application process to communicate the qualities of a well-written application.

Most LSTA funds are awarded on a one-year basis. However, consideration is given to multi-year grants if there is an enhancement the second year. If a multi-year project is funded, it is renewed to coincide with federal funds made available on an annual basis.

Applications will be funded that best meet the purpose of the grant offering and address one or more of the goals in the Illinois State Library's *Long Range Plan for Use of LSTA Funds 2008 – 2012*. Final recommendations for funding are made by the Illinois State Library, with the grant awards subject to approval by the Secretary of State and State Librarian. Written feedback is provided to all applicants to communicate the strengths and weaknesses of their application.

Project Evaluation

Subgrantees are required to submit periodic reports that indicate the progress of the project and any variation to the approved program. In the final reports, the subgrantee is required to provide information on how project objectives were met; plans for follow-up or continuation of the project; problems encountered during the project; and suggestions for others interested in replicating the project. Project directors are required to submit statistics, correspondence, reports, and other materials relevant to the project evaluation.

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LSTA Program Evaluation

The Illinois State Library is committed to both the evaluation of individual projects and to the evaluation of the Library Service and Technology Act program in Illinois. Individual project evaluations will be taken into consideration when evaluating success in meeting the goals and priorities stated in this document. Exemplary projects, best practices and outcomes will be shared in an online community, as well as in the IMLS annual state program report. The Illinois State Library will track the annual progress towards meeting target outputs and outcomes and will consider broad program areas and distinct categories for review and evaluation of the five year plan using outside expertise.

The Illinois State Library will conduct regular and ongoing evaluation of selected grants awarded under this long-range plan. This information will be shared with IMLS and the library community.

STAKEHOLDER INVOLVEMENT

Primary stakeholders are those eligible to make application. The Illinois State Library recognizes three types of agencies as eligible to apply for Library Services and Technology Act funds: libraries, regional library systems, and library organizations.

Library: To be eligible for LSTA grants under this plan, a library must meet the criteria as defined by *Illinois Compiled Statutes* and the *Administrative Code Rules*. The agency must be recognized as a “Full Member Library” meeting the criteria for library system membership as defined by the library system board, subject to approval by the State Librarian and sustain full member status. (23 IL ADC 3030.10) The library must agree to honor the current interlibrary loan code and all current resource-sharing agreements. The library must share its collection without charge with other libraries in Illinois based on those agreements. Local funds for the library may not be decreased as a result of being awarded grant funds. If a public library, the agency must honor all current laws regarding non-resident use.

Regional Library System: There are ten regional library systems in Illinois. Nine of the regional library systems are membership-based and multi-type drawing their membership from academic, public, school, and special libraries located within a specific geographical boundary and the tenth is the Chicago Public Library System.

To be eligible for LSTA grants under this plan, a regional library system must be recognized by the Illinois State Library as meeting the criteria defined by *Illinois Compiled Statutes* and the *Administrative Code Rules*. (75 ILCS 10/2)

- ★ A multi-type library system serving a minimum of 150,000 inhabitants or an area of not less than 4,000 square miles and serving a minimum 10 or more public libraries, elementary and secondary school libraries, institutions of higher education libraries and special libraries.
- ★ A public library system consists of a single public library serving a city with a population of over 500,000 people.

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Library Organization: The Illinois State Library recognizes certain legitimate Illinois library professional organizations as eligible for LSTA grants. They must draw membership from librarians or Illinois libraries as defined by *Illinois Compiled Statutes* and the *Administrative Code Rules*. (23 IL ADC 3030.10) Their headquarters must be within the State of Illinois. Their mission must have the charge for the promotion, development and improvement of libraries and library services in Illinois.

Grant Reviewers serve as an advisory group critical to the implementation of the LSTA plan. Grant reviewers represent academic, school, special, and public libraries, regional library systems, and citizens with special subject expertise. This group of stakeholders was involved in the five-year evaluation, the development of this plan and will be critical in the implementation of the plan by annually reviewing and making recommendations to fund projects that meet the criteria established. With broad perspectives and statewide geographic representation, they bring a variety of opinions, perspectives and knowledge to ensure that the LSTA grant program is run with integrity, equity and fairness. Grant reviewers generally serve a one or two-year term with approximately 30 people involved each year.

The **Illinois State Library Advisory Committee** (ISLAC) will continue to serve as an advisory group in the implementation of the LSTA plan. ISLAC, its special committees and task forces include both Illinois citizens and members of the library community. ISLAC membership is established by *Illinois Compiled Statutes* (15 ILCS 320/5) and includes not only representatives from all types of libraries, but also other individuals who represent groups of library users. For example, representatives from the disabled community and the library education community serve on the Advisory Committee. Statewide geographic representation and staggered terms provide balance to the Committee. ISLAC generally advises the Illinois State Library by reviewing and providing feedback on draft documents, such as the evaluation and plan, then formally endorsing the final product. ISLAC meets quarterly and appropriate time sensitive LSTA grants topics are on the agenda for discussion.

ILLINET Network Advisory Council (INAC) serves as an advisory forum to the Illinois State Library on statewide issues related to bibliographic control, information access, resources (electronic and print), digitization and interlibrary cooperation. The collective expertise of INAC in technology is a valuable resource for the best uses of LSTA funds. This group wrote and updated *The Strategic Plan for Technology & Telecommunications for Illinois Libraries* in 2006, which was used in the development of the technology needs and goals for the plan. This group will continue to be a sounding board for guidance on technology issues relevant to Illinois libraries and citizens. INAC meets quarterly and time sensitive LSTA grants topics related to technology are on the agenda as appropriate.

COMMUNICATIONS & PUBLIC AVAILABILITY

The entire library community was invited to participate in three online LSTA hearings. Participants reviewed the draft LSTA goals on May 9, May 10, and May 15, 2007 and provided valuable feedback and positive reactions to the draft document.

The *Long Range Plan for the Use of LSTA Funds 2008 – 2012* will be announced to the library community in our weekly electronic newsletter with 4,000 subscribers and will be posted on the

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Illinois State Library Web Site. This document is the foundation for the LSTA program. Communications about this plan, as submitted to IMLS, will be in whole and will be distributed statewide. Through the Illinois State Library website, wide distribution will be accomplished. <http://www.cyberdriveillinois.com/departments/library/home.html>

The approved document will be provided in print to the Illinois State Library Advisory Committee. Others may print the document from the web site or request a printed version.

Results, products and benefits of implementing the plan will be shared with the entire Illinois library community using an online community approach to share the outcomes and best practices as well as at meetings and workshops throughout the five-year timeframe. At the end of each LSTA fiscal year, significant accomplishments will be shared to highlight best practices and benefits and to solicit any suggestions and feedback.

MONITORING PROCEDURES

Illinois State Library staff and regional library system staff work with potential applicants on an ongoing basis to increase awareness of the purposes of LSTA and how grant funds can be used to make a difference for the citizens of Illinois. Grant writing workshops, online meetings and one-on-one conversations are examples of strategies used to educate the Illinois library community about the requirements of LSTA and align applications with the *Long Range Plan for the Use of LSTA funds 2008 – 2012*.

The Illinois State Library requires all potential applicants to submit an online “letter of intent” to track potential applicants in the competitive grant categories. This allows for initial tracking of applications per LSTA priority area and total funds per grant offering. The letter of intent is shared with the appropriate regional library system to allow consultants to assist grant writers in their endeavors. To facilitate communication and accountability after the grants are awarded, each project is assigned an Illinois State Library project monitor. Project directors are encouraged to call or communicate by email with their monitor any time questions or concerns arise.

Amendments to Deal With Deviations or Changes

The subgrantee is legally bound by the contract. Any major programmatic departures, including any change in the project plan, target audience, the goals, or project objectives must be submitted in writing and justified before it is approved. The written request must state the reasons for the change and provide the new information to be included in the amended contract.

The Illinois State Library allows the project director to make non-significant changes to the project plan automatically (for example, rescheduling the date of an approved activity), as long as the modification does not change the essence of the goals or objectives of the project. Minor changes are detailed in the next periodic report.

A formal amendment is required for any substantial change to the contract. If it becomes necessary to manipulate more than 10% of the LSTA budget, this is considered a substantial change and requires a formal budget amendment to bring the approved budget lines in sync with the expenditures. To move money into a budget line originally approved at \$0, a formal

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budget amendment is always required. The monitor assigned to the project reviews and approves all amendments in writing or asks for clarification. The Illinois State Library notifies the project director, in writing, of the decision to approve the amendment. Until the amendment is executed, (signed by a representative of the Office of the Secretary of State) and returned to the subgrantee, the previous contract and its budget continue to be in effect.

Monitoring Through Site Visits

The Illinois State Library monitor conducts a site visit via telephone, email or in person as determined by the amount of the grant award, with the project director and appropriate project personnel for each subgrantee. During the site visit, the monitor and project director discuss matters such as the overall progress of the project, challenges, documentation of outcomes, reporting and fiscal responsibilities. The monitor submits a written report detailing the results of the site visit that is retained in the grant files at the Illinois State Library.

Monitoring through Reports

Subgrantees are required to submit periodic narrative and financial reports that show the progress of the grant project, expenditure of grant funds, and any variation in the grant timeline or program. They are also required to provide information on how project objectives were met; plans for follow-up or continuation of the project; problems encountered during the project; and suggestions for others wanting to replicate the project. Project directors are asked to submit statistics, correspondence, reports, copies of all public relations items and other materials relevant to the project evaluation. The grant monitor reads and signs off on all narrative and financial reports and contacts the project director with any questions or concerns. When the final report is submitted, the monitor writes a Consultant's Appraisal on the overall project success. The monitor determines if the project was exemplary.

The outcomes of notable grant projects are shared with the Illinois library community through the weekly electronic newsletter, E-News, from the Illinois State Library and on web sites. Selected successful grant results, products and benefits are shared during workshops, programs and at state conferences.

From pre-planning to the final report, the Illinois State Library is committed to closely tracking the LSTA projects awarded to ensure that they meet the purposes of LSTA the goals of the Illinois plan. All LSTA project files are archived for ten years.

ASSURANCES

The Director and staff of the Illinois State Library guarantee that Illinois will comply with all assurances and LSTA requirements set forth at 20 USC Sec. 9121 et seq., and all accompanying program regulations. The Illinois State Library will comply with the Children's Internet Protection Act and all Internet safety requirements. No Library Services and Technology Act funds will be used to replace normal operating funds of the state library agency.