

**STORYCORPS**

IMLS NLG-Libraries-FY24

One Small Step Libraries (August 1, 2024–January 31, 2026)

**Narrative****EXECUTIVE SUMMARY**

StoryCorps respectfully requests an 18-month Implementation grant of \$249,999 (August 1, 2024–January 31, 2026) from the Institute of Museum and Library Services' (IMLS) National Leadership Grants for Libraries (NLG-L) program to support One Small Step Libraries (OSS Libraries), a model of civic engagement and dialogue for libraries across the country.

OSS Libraries will address NLG-L Goal 2, Objective 2.1 by supporting libraries as sites for civic engagement and dialogue, with the goal of nationwide replication in diverse library settings. It will leverage StoryCorps' history of partnering with and responding to the needs of libraries through tools such as our [StoryCorps Do-It-Yourself](#) (SCDIY) suite of free community resources, with the proven methodology for bridging political divides and combating polarization of our [One Small Step](#) (OSS) initiative. OSS Libraries will be responsive to the lead-up and aftermath of the 2024 presidential election—a time when libraries will be called upon to support civic engagement, voter registration, and the countering of misinformation.

StoryCorps will convene an advisory cohort of five-to-six libraries as partners on this project, to support the development and adoption of OSS Libraries tools and activities, including confirmed partners the Urban Libraries Council, Library of Virginia, Wichita Public Library, Brooklyn Public Library, and North Liberty Library in Eastern Iowa. OSS Libraries will also host a community of practice cohort of 10 program-level librarians from diverse communities (geographic, demographic, cultural, and socioeconomic) across the country, to contribute to the ongoing development of OSS Libraries' offerings, and provide peer support as they implement and iterate OSS Libraries tools and materials and develop a community of library practitioners and leader to continue this work during the project period and beyond.

**I. PROJECT JUSTIFICATION**

OSS Libraries will support NLG-L Goal 2: build the capacity of libraries and archives to improve community well-being and strengthen civic engagement; Objective 2.1: develop or enhance replicable programming, models, and tools that engage communities and individuals of diverse cultural and socioeconomic backgrounds. The project justification follows.

**A. A Critical Juncture for Democracy**

America and its democracy are at an inflection point. Deepening political, socio-economic, and racial divisions have left Americans feeling angry, fearful, and distrustful; books and articles about the possible unraveling of our democracy are being published monthly. While the noise of division and mistrust has been loud, there is a growing movement to reconnect with what unites us as Americans, to see beyond our differences, and rediscover our shared humanity. The emergence of a hopeful majority—the 77 percent of Americans who believe our differences are not so great that we cannot come together—is a powerful force that represents a collective yearning for a more understanding and empathetic nation.<sup>1</sup>

StoryCorps is uniquely positioned to help. Like public libraries, we strive to rise above politics, and seek to provide resources, programs, and other means of support to a broad majority of Americans that spans political affiliation, age, location, and more. StoryCorps is one of the only media organizations

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<sup>1</sup> Stephen Hawkins, Daniel Yudkin, Míriam Juan-Torres, and Tim Dixon, [Hidden Tribes: A Study of America's Polarized Landscape](#), More in Common, October 2018.

whose content speaks equally to liberal and conservative audiences. As we approach the 2024 election, which will only exacerbate divides and deepen divisions in communities, where empathy and connection are more important than ever, there is a compelling need to sharpen our approach and begin to scale our work nationally.

### **B. Setting the Stage with One Small Step**

One Small Step (OSS) is StoryCorps' multi-year effort to reduce animosity and dehumanization across political divides by forging new bonds of connection and trust, revealing we can overcome polarization. Rooted in contact theory<sup>2</sup>—which shows that under specific conditions, meaningful person-to-person contact can reduce divisions, and that in some cases, even indirect contact can have a similar effect<sup>3</sup>—OSS has brought over 4,900 strangers together in more than 40 states since 2018, to be reminded of our shared humanity. Most of these participants come from multi-year partnerships in our Model Communities of Richmond, Virginia; Wichita, Kansas; and Columbus, Georgia. These are locations that serve as “local laboratories,” where we can identify the conditions and best practices that contribute to normalizing cross-partisan conversations in a mid-size U.S. city over time. We seek to build trust and buy-in, ultimately fostering community adoption through experimentation with different types and levels of engagement. Participants have also come from our OSS Radio Station Hubs (a distinct, one-year program that trains local radio stations to implement OSS activities in their communities), StoryCorps Do-It-Yourself (SCDIY) programs, and virtual conversations. OSS leverages the StoryCorps platform, and our time-tested methodology, to provide listeners and interview participants with a personal connection to someone with whom they disagree politically—an approach that reduces negative feelings and perceptions.

Initial research findings about the impact of OSS indicate the intervention works, both on an individual and community level, suggesting that OSS has the potential to shift attitudes, behaviors, and beliefs.

- Participant research conducted by Dr. Jennifer Richeson, who runs the [Social Perception & Communication Lab](#) at Yale University, has shown that both liberal and conservative participants felt more empathetic toward their interview partners after their OSS conversation, and the interview experience was effective at shifting people's perceptions of their interview partners. Some positive effects of the OSS experience appear to have generalized to those with opposite political views, not just their individual partner.
- StoryCorps' joint research project with [More in Common](#), the renowned organization studying the drivers of polarization globally, found that OSS conversations resonate with the vast majority of Americans across the political spectrum, including conservatives. Exposure to content can increase Americans' willingness to participate in an OSS conversation by almost 50 percent.
- StoryCorps has worked with leading political pollster Joel Benenson and the [Benenson Strategy Group](#) to measure awareness and impact of OSS in our Model Community of Wichita, Kansas, as well as shifts in attitudes, beliefs, and behaviors of residents who have been exposed to the initiative. They found that Wichitans who were aware of OSS were more inclined to believe that “civil conversations across the political divide are possible,” and more likely to respect—and feel respected by—those with whom they disagree politically.

### **C. The Need for Libraries to Take One Small Step**

StoryCorps is now working to develop a community-based program model to allow for national replication, with OSS Libraries as one of the outgrowths of this effort. It is the result of feedback from our trusted library network about the need for these tools and training, including strategic conversations with Shamichael Hallman, Director of Civic Health & Economic Opportunity at the Urban Libraries Council and Jennie Garner, past President at the Association for Rural & Small Libraries (ARSL) to think about ways to support urban and rural libraries. It responds to research about the desire of

<sup>2</sup> T. DeAngelis, “[All you need is contact.](#)” American Psychological Association, Vol. 32, No. 10, November 2001.

<sup>3</sup> Thomas F. Pettigrew, Linda R. Tropp, Ulrich Wagner, Oliver Christ, “[Recent advances in intergroup contact theory.](#)” International Journal of Intercultural Relations, Vol. 35, No. 3, May 2011.

libraries to engage in bridge-building (or bridging) activities, as well as the challenges, barriers, and needs for implementing this work, including the recommendation for public libraries and library associations to consider forming a community of practice to support bridging work.<sup>4</sup> It also addresses what Tracie D. Hall, in the American Library Association's (ALA) *State of America's Libraries 2023* report, notes as "libraries literally and figuratively at the epicenter of the dialogue (and debate) about the wellbeing of our communities, the health of our economy, and the state of our democracy."<sup>5</sup>

A recent listening tour of seven library partners, including libraries in StoryCorps' Do-It-Yourself (SCDIY) network and in OSS Model Communities, found excitement for OSS Libraries, with librarians recognizing both the need and desire for this type of programming. There has also been an acknowledgment of the challenges that come from our increasingly polarized culture, and the ways in which libraries have become centers of controversy in some communities. Librarians emphasized the need for professional development, peer support, and dialogue around these issues, along with replicable, yet flexible, programming to support these efforts among diverse communities.

OSS Libraries will build on StoryCorps' DIY tools, which include a suite of free community resources developed to support the nationwide implementation of OSS, leveraging the success and impact of OSS and SCDIY to bring tools for civic dialogue and engagement to libraries across the country. StoryCorps' [OSS DIY Planners Guide](#), a free online course on our SCDIY website, is a robust tool to be reviewed, improved, and adapted, but it is designed for organizations and institutions with the time, resources, and buy-in to replicate StoryCorps' OSS conversational and recording model. We recognize that one size does not fit all—OSS Libraries will help create the activities, tools, and programs to allow libraries that are beginning with far fewer resources to take the "one small step" that is appropriate for their community. This includes:

- Developing and sharing resources to support library programming that foster civic connection and engagement opportunities for listening across divides, informed by and in collaboration with library leaders;
- Convening a community of practice that provides emerging library leaders who wish to facilitate civic engagement and bridging activities with opportunities for professional development, a forum to share insights and lessons, a peer support community, and the ongoing development of resources and mentorship for other librarians working in this space; and
- Promoting and distributing OSS Libraries resources for the nationwide implementation of bridge-building programs, models, and tools.

The target group for OSS Libraries are the staff and audiences for the programs that will be implemented by our five-to-six partner libraries, and the audiences that attend the programs and initiatives implemented by the larger cohort of 10 librarians participating in the OSS Libraries community of practice. This community of practice will build upon the lessons and learnings of the initial partner library cohort, with the goal of providing resources for libraries around the country to build their capacity, to support their local communities through bridging resources, tools, and programs.

## II. PROJECT WORK PLAN

StoryCorps' OSS Libraries project will take place over the course of 18 months, from August 1, 2024–January 31, 2026. The project timeline includes:

- **August 1, 2024–February 28, 2025:** Library Advisors: Prototype Development and Testing
  - [August–October 2024](#): Convene library advisors
  - [September–November 2024](#): Community of practice recruitment

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<sup>4</sup> IREX, "[How U.S. Public Libraries are Bridging Social Divides](#)," May 2023.

<sup>5</sup> Tracie D. Hall, "From the Executive Director," [The State of America's Libraries Report 2023](#), American Library Association, April 2023.

- September 2024–January 2025: Library advisors implement OSS Libraries pilot programming
  - January 2025: OSS Libraries outreach, including conference participation at ALA’s LibLearnX, prototype development and testing, and lessons learned
  - February 2025: Refine OSS Libraries tools based on advisor feedback
- **January 1, 2025–December 31, 2025**: Community of Practice: Implementation & Iteration
    - January–November 2025: Virtual community of practice cohort sessions
    - January–December 2025: Community of practice members implement and iterate OSS Libraries activities
    - August–September 2025: Refine tools based on community of practice feedback and share updated tools with library advisors.
    - September–December 2025: OSS Libraries outreach, including conference participation at ARSL in September 2025, program implementation, and lessons learned
- **October 1, 2025–January 31, 2026**: National Dissemination: Promotion & Adoption
    - October 2025–January 2026: OSS Libraries toolkit and resources shared and disseminated nationally, including conference participation at ALA’s LibLearnX in January 2026.
- **August 1, 2024–January 31, 2026**: Evaluation
    - August 2024–December 2025: Ongoing evaluation of OSS Libraries goals and objectives
    - January 2026: Release of a culminating diversity report and evaluation results

The detailed work plan and project activities follow.

**A. Library Advisors: Prototype Development and Testing** (August 2024–February 2025)

StoryCorps will convene a group of five-to-six library organizations (individual libraries, library systems, and library networks) who are committed to cultivating libraries as public spaces for civic engagement and dialogue, and spaces of belonging for all people. With the support of StoryCorps’ Managing Director, Program Operations and Director of Learning & Engagement, and oversight by an Associate Manager, Library Partnerships (to be hired in September 2024), these advisors will participate in the development, creation, and testing of public programs, activities, and tools that adapt and tailor existing OSS resources and practices, with the aim of creating resources that are replicable and scalable for libraries of all sizes and budgets. Based on preliminary conversations, these may include guides for hosting listening events using StoryCorps stories, recording StoryCorps-style conversations, and/or other skill-building activities for community members and library patrons. Following the development, implementation, and refinement of these pilot activities, StoryCorps will create free library toolkits and case studies to be shared nationally in our SCDIY online learning hub, through e-blasts and blog posts, and at library conferences, among other outreach opportunities. Each participating organization will receive a stipend of \$2,500 to compensate for their time and to offset the cost of implementing a public program.

From August–October 2024, library advisors will attend three virtual, synchronous meetings to share existing OSS resources and materials and develop ideas that iterate or expand upon existing programs. These will be used to create a concrete set of scalable pilot programs that can be implemented by the advisor network of library partners, and expanded to a larger community of practice facilitated by outreach, conference presentation, and networking. The library advisors will commit to implementing one pilot program at a library in their network during the period of September 2024–January 2025. In addition to program implementation, the advisors will complete surveys and report on activities to inform the development of materials for national distribution, and share photos and narrative feedback,

which will be compiled and shared as a case study on StoryCorps' website, in promotional materials, and at conferences.

As part of the larger OSS Libraries outreach plan, StoryCorps will support library advisors in distributing materials throughout their network. This includes inviting library advisors to join StoryCorps at the ALA's [LibLearnX](#) in January 2025, providing an opportunity to discuss the development of OSS Libraries programs and materials, share lessons learned to date, and begin recruitment for the OSS Libraries community of practice. Library advisors will also support the OSS Libraries community of practice, including recruitment during the period of September–November 2024, and participation in a panel discussion in January 2025, where they will share their experiences and lessons learned.

Confirmed advisors include senior staff from libraries whose audiences represent diverse cultural, socioeconomic, demographic, and political backgrounds, from locations across the country. These advisors are proven leaders in the field of library programming, with several also serving as partners to StoryCorps through our OSS initiative. They will bring their unique perspectives to this project, including ideas for potential OSS Libraries tools and activities. These include:

- [Library of Virginia](#) (Barry Trott, Adult Services Consultant, the Library of Virginia ), a current recording partner in the OSS Model Community of Richmond, VA, who will utilize their participation in OSS Libraries to customize ready-made materials for use and implementation in the state of Virginia, while working to create a scalable nationwide model of the program.
- [Wichita Public Library](#) (Jamie Nix, Executive Director, and Sean Jones, Communications Director), members of the Community Advisory Group in the OSS Model Community of Wichita, KS, who will use OSS Libraries activities to support their Candid Conversations program, engaging residents in conversations around community priorities.
- [Brooklyn Public Library](#) (Nick Higgins, Chief Librarian) who will implement new OSS Libraries tools as part of their bridge-building activities.
- [North Liberty Community Library](#) in Eastern Iowa (Jennie Garner, Library Director, and former Acting President at the Association for Rural & Small Libraries, and Nick Shimmin, Adult Services Librarian), who will represent the needs of smaller, rural libraries in the development of OSS Libraries toolkits and programs.
- [Urban Libraries Council](#) (Shamichael Hallman, Director of Civic Health & Economic Opportunity), who will support the creation of OSS Libraries materials designed for a larger, urban audience.

#### **B. Community of Practice: Implementation & Iteration (January–December 2025)**

StoryCorps will convene a year-long community of practice to provide ten library staff with the skills, confidence, and tools to engage in bridging programs at their libraries, cultivate collaboration among libraries, and serve as a peer learning community. This cohort, with support from the Associate Manager, Library Partnerships, will also test StoryCorps tools at their libraries and provide feedback on the continued development and improvement of OSS Libraries resources.

StoryCorps expects to recruit nationally for the community of practice during the Prototype Development and Testing stage of this project (September–November 2024), which will include posting the announcement through our SCDIY network of hundreds of libraries, ARSL's listserv, and the Urban Library Libraries Council's network. Participants will be librarians or program-level library staff who directly implement programs and engage patrons, who are interested in offering programming at their library to support civic engagement and dialogue, and have the endorsement of library leadership. They will be chosen based on a decision-making rubric to ensure a diverse cohort of librarians and practitioners representing a broad cross-section of the nation (geographic; rural, suburban, and urban; large and small), with representation from librarians with varying levels of experience and comfort with bridge-building activities. Each community of practice participant's library will receive a \$1,200 stipend to compensate for staff time, and offset the costs of program implementation at their library.

Meeting bimonthly over the course of a year (January, March, May, July, September, and November 2025), the community of practice cohort will reflect on the convening questions “What is the library’s role in civic engagement and community dialogue?” and “What is ‘one small step’ for my library/community?,” while working toward implementing an OSS Library activity in partnership with StoryCorps, and providing peer support of the larger cohort. Virtual, synchronous sessions will be responsive to the needs of the community of practice cohort, and include program opportunities for training and skill-building through professional development, led by StoryCorps staff and consultants such as [Essential Partners](#), who have supported OSS professional development partnerships; planning discussions around needs assessment, mapping community partnerships, activity planning, activity marketing and promotion, and evaluation support; and best practices and coaching for facilitating difficult conversations between strangers, among others.

As part of the implementation and iteration of OSS Libraries programs and materials, community of practice members will commit to implementing one OSS Libraries activity at their library during the period of January–December 2025. Activities will be chosen by cohort members with support from their peers, StoryCorps, and library advisors, based on the unique needs of each individual library. Community of practice participants will provide feedback to StoryCorps to inform development and improvement of materials, including the specific professional development materials to be included or curated as a means to support libraries in this work. Iteration of OSS Libraries toolkits will happen throughout the year, and will be shared with library advisors for feedback. Additionally, community of practice participants will create one blog post, to be shared by StoryCorps and with a library audience in mind, either summarizing their program or a bridging lesson. They will also be invited to join StoryCorps at national conferences, including [ARSL](#) in September 2025, to promote programs and materials, and share lessons learned.

### **C. National Dissemination: Promotion and Adoption (October 2025–January 2026)**

The resources developed and refined in the first two phases of OSS Libraries will be shared and disseminated through virtual networks, national library conferences, local and national channels of communication, a campaign targeting SCDIY users, and the community of practice developed in the second phase of this project, among others. This includes:

- Direct outreach to libraries in the active StoryCorps OSS Model Communities of Wichita, Kansas; Richmond, Virginia; and Columbus, Georgia, to promote OSS Libraries toolkits and materials;
- Promotion via advisor email networks and StoryCorps’ network of past library partners and SCDIY users;
- Two-to-three webinars to support the dissemination and adoption of OSS Libraries tools and programming nationwide; and
- Participation at national library conferences, including the ALA’s [LibLearnX](#) in January 2026, to network with libraries, share the project nationally, and receive feedback from libraries on the successes and challenges of hosting programming to connect community members across divides.

All materials, including toolkits and case studies from advisor and community of practice libraries, will be shared as free resources through a dedicated OSS Libraries resource page on our [StoryCorps DIY online learning hub](#). SCDIY currently has over 6,000 registered users, with more than 1,200 new registrants added each year.

### **D. Evaluation (August 2024–January 2026)**

Evaluation will take place throughout the OSS Libraries project period, enabling StoryCorps to measure the accomplishment of project goals and objectives, while providing critical insights that continue to refine OSS Libraries to best address the needs of diverse constituents including librarians, volunteers,

patrons, and community partners. It will be overseen by the Associate Manager, Library Partnerships, in collaboration with an evaluation consultant. OSS Libraries' evaluation will include the collection and assessment of both quantitative and qualitative feedback from library partners and the community of practice cohort, with the goal of supporting libraries to measure impact as they engage in bridging and civic engagement activities within their communities.

Quantitative and qualitative feedback will be gathered through web- and/or phone-based interviews with library partners and community of practice representatives to discuss the successes and challenges of their participation. Each library Program Director will be asked to provide the following data:

- The number of OSS Libraries-based public programs that were hosted during the project period, including the number of participants and audience members;
- The benefits of participating in OSS Libraries;
- Interest in continuing or replicating the program model at their own institutions;
- Scope of partnerships developed as a result of participation in OSS Libraries; and
- Challenges, along with suggestions for improvement.

The OSS Libraries materials developed for dissemination through StoryCorps' free DIY resource center will be evaluated by the following quantitative metrics:

- Material downloads and page views;
- Information session and/or webinar attendance; and
- New user signups.

In addition to qualitative and quantitative data collection, StoryCorps will address the following guiding questions as part of the evaluation process:

- Do the libraries and participating librarians feel confident and equipped to engage in programming that supports community well being and civic engagement?
- Are there sufficient tools available to support this programming?
- Does using these tools, and engaging in the OSS Libraries activities, help libraries meet their goal of engaging diverse communities, including community members with whom they may or may not agree with either politically or otherwise?

Project evaluation will be supplemented by a diversity report that will be released at the end of the project period, in January 2026. This will outline the audiences participating in OSS Libraries programming, to gauge the project's ability to help libraries form new partnerships within their communities, pilot bridge-building activities among disparate audiences, and engage with participants and audiences from across the political spectrum.

### **III. DIVERSITY PLAN**

Inclusion, Diversity, Equity, and Accessibility (IDEA) principles are at the heart of StoryCorps' work to amplify the voices of diverse communities. We track our produced audio and animated content, along with signature interviews, to ensure voices reflect the diversity of our nation. With OSS, StoryCorps brings together people from diverse political, racial, and socioeconomic backgrounds for safe and respectful conversations. These personal interactions help individuals understand people from different backgrounds to counter the reductive narratives portrayed in mainstream media—planting seeds of truth that illuminate our shared humanity.

The OSS Libraries cohort of library advisors and community of practice will represent diversity in a number of key areas, including national geographic diversity; institution size (small, medium, large); audiences served (demographic, cultural, political, socioeconomic); and location of institution (rural, suburban, urban). Recognizing that each library exists in a unique community with different social and political priorities and tensions, OSS Libraries will intentionally listen to and respond to participants as they identify the needs, problems, and challenges of the project, and provide support via virtual

meetings, individual check-ins, and professional development sessions to improve personal and professional skills regarding conversations across difference. StoryCorps' OSS initiative has a history of purposeful engagement with community members, leaders, and organizations across political divides to invite participation in program activities, and StoryCorps' program staff will share insights and recommendations regarding inviting and engaging project participation from those across the political spectrum.

#### **IV. PROJECT RESULTS**

StoryCorps' OSS Libraries project will support libraries as sites for civic engagement and dialogue, with the goal of nationwide replication in diverse library settings. Projected outcomes and anticipated outputs for the 18-month grant period include:

1. Libraries and library-adjacent organizations across the country will have access to a host of 10–15 free, easily-implementable resources to support activities related to civic engagement and dialogue;
2. 10 librarians who participated in the community of practice will feel equipped to host civic dialogue, bridging programs at their libraries, and become leaders in supporting more librarians;
3. Libraries will host 10–15 public engagements that support civic engagement and connection, providing community members with the opportunity to engage in discourse with individuals of differing backgrounds, in a trusted community setting;
4. Approximately 250 new library-based users from across the nation will register for StoryCorps' DIY network, allowing participants to access a growing network of peer support to share best practices and resources and respond to community needs; and
5. Approximately 150 library professionals will gain an understanding of OSS Libraries through StoryCorps' participation in and presentation at three national conferences.

OSS Libraries will create a suite of resources and materials that support bridge-building programs that are easily replicable and adaptable in libraries throughout the country. These tools and learnings will be disseminated at national library conferences such as LibLearnX and ARSL; a dedicated OSS Libraries landing page; blog posts about participant experiences and the community of practice; social media posts; and resource hubs such as StoryCorps' [DIY Learning Hub](#) (SCDIY), WebJunction's [Bridgebuilding Resources Hub](#), and ARSL's [E-List resources](#), among others. Key performance indicators include the number of library partners, resource downloads, program attendees, public events, and trainings conducted.

Following the conclusion of the period of performance, StoryCorps will continue to support the adoption and dissemination of the OSS Libraries model as a key component of our OSS initiative; as a programmatic element of our ongoing outreach and partnership work with libraries; and through continued iteration of the OSS modules within our SCDIY offerings, based on continuous partner and participant feedback.



# STORYCORPS

IMLS NLG-Libraries-FY24

One Small Step Libraries (August 1, 2024–January 31, 2026)

## Schedule of Completion

YEAR 1: August 1, 2024–July 31, 2025 (Months 1–12)

Activity	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	July 25
	1	2	3	4	5	6	7	8	9	10	11	12
Convene Library Advisors	█											
Development of OSS Libraries Pilot Resources	█											
Evaluation	█											
Pilot Implementation		█										
Community of Practice Recruitment and Selection		█										
Community of Practice Meetings						█		█		█		█
Outreach and Conference Attendance						█					█	
Refinement of OSS Libraries Tools							█					
OSS Libraries Testing and Implementation						█						

**YEAR 2: August 1, 2025–January 31, 2026 (Months 13–18)**

<b>Activity</b>	<b>Aug 25</b>	<b>Sept 25</b>	<b>Oct 25</b>	<b>Nov 25</b>	<b>Dec 25</b>	<b>Jan 26</b>
	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>
<b>Evaluation</b>						
<b>Community of Practice Meetings</b>						
<b>Outreach and Conference Attendance</b>						
<b>Refinement of OSS Libraries Tools</b>						
<b>OSS Libraries Testing and Implementation</b>						
<b>National Promotion and Distribution</b>						
<b>Diversity Report and Evaluation Results Distributed</b>						

## **STORYCORPS**

IMLS NLG-Libraries-FY24

One Small Step Libraries (August 1, 2024–January 31, 2026)

### **Digital Products Plan**

Through its One Small Step Libraries (OSS Libraries) project, StoryCorps will create a series of digital products for distribution, including downloadable PDF toolkits, video case studies, online lesson plans, customizable marketing materials, and more. All of these OSS Libraries digital products will be made accessible to the public, for free, through a dedicated OSS Libraries landing page, which will be available through [StoryCorps' Do-It-Yourself](#) (SCDIY) online learning platform.

The SCDIY online learning platform is built on [WordPress](#) and the learning management system [LearnDash](#), a Wordpress plugin. The OSS Libraries landing page will live on the same platforms. Wordpress and LearnDash are open-source products; LearnDash is a licensed commercial product. StoryCorps owns all digital products, courses, and related content created through Wordpress and LearnDash. Additionally, the SCDIY platform is hosted on WPEngine. StoryCorps will work with one of our regularly contracted website development partners to create the OSS Libraries landing page, and for any custom Wordpress Plugin work that is required over the course of this project.

StoryCorps will own the new digital products and courses that are created as part of OSS Libraries through the LearnDash platform, and will encourage broad use and access by making the resources freely available at [diy.storycorps.org](http://diy.storycorps.org). StoryCorps grants users of SCDIY a royalty-free, non-exclusive, non-assignable, and non-transferable license to access and use the services on the SCDIY website and display the SCDIY logo for personal and non-commercial use. This same license will extend to the OSS Libraries landing page, which provides a broad license for individual and organizational usage, with these terms outlined in the SCDIY [Terms of Use](#). StoryCorps will further protect any participant personal information that is provided by users during the account creation process following StoryCorps' [Privacy Policy](#). This includes data and security privacy practices that follow industry standards around privacy and responding to data requests, as well as security audits with external vendors several times a year.

All newly-created code and databases associated with OSS Libraries tools and materials will be owned by StoryCorps. All new StoryCorps code is managed through a Github repository, to ensure historical traceability of updates, and enable us to easily create new digital environments as needed. Database backups are managed by WPEngine, except in cases where we need to maintain a separate backup offsite. Content managed through Wordpress and the Learning Management System is backed up regularly as part of an automated database backup process.

Work on the OSS Libraries landing page will begin in August 2024 with a round of business requirements, before moving into detailed acceptance requirements. These requirements will form the basis of a Quality Assurance plan to ensure sustainability and support regression testing as we iteratively release new products over the course of the project and beyond. Standard automated accessibility tools will be used to ensure compliance with StoryCorps' best practices, as well as the sustainability of the OSS Libraries landing page.