

Indiana State Library  
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# LSTA FIVE YEAR PLAN

2018-2022



# TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>Mission Statement</b> .....                       | <b>3</b>  |
| <b>Needs Assessment</b> .....                        | <b>3</b>  |
| <b>Goals</b>   |           |
| Goal 1 – Information Access.....                     | <b>5</b>  |
| Goal 2 – Institutional Capacity.....                 | <b>7</b>  |
| Goal 3 – Enhanced Services.....                      | <b>8</b>  |
| <b>Crosswalk</b> .....                               | <b>11</b> |
| <b>Evaluation Plan</b> .....                         | <b>12</b> |
| <b>Stakeholder Involvement</b> .....                 | <b>13</b> |
| <b>Communication &amp; Public Availability</b> ..... | <b>13</b> |
| <b>Monitoring</b> .....                              | <b>14</b> |

# MISSION STATEMENT

*Serving Indiana residents, leading and supporting the library community, preserving Indiana history.*

The Indiana State Library is responsible for:

1. Developing and providing library services to state government, its branches, its departments and its officials and employees;
2. Providing for the individual citizens of the state those specialized library services not generally appropriate, economical or available in other libraries of the state;
3. Encouraging and supporting the development of the library profession; and
4. Strengthening services of all types of publicly and privately supported special, school, academic, and public libraries.

The Indiana State Library serves these two primary populations (public users and libraries) through two divisions (Public Services and Statewide Services).

# NEEDS ASSESSMENT

The Indiana State Library was successful in achieving many of the goals and objectives in the LSTA Five-Year Plan for 2013-2017, but there is always room for improvement for statewide library service to Hoosiers. In 2016, the Indiana State Library commissioned QualityMetrics LLC to evaluate the state's plan. The eight-month evaluation process consisted of statewide focus groups, a comprehensive internet survey, and individual interviews with Indiana State Library and statewide library staff. In each method, respondents were asked for feedback on Indiana's LSTA-sponsored services. Usage statistics and feedback regarding existing services were also considered in evaluating a program's continuation.

The results of the evaluation suggest the top challenges facing Indiana libraries are:

1. **Expanded access to information** – Leveraging print and digital library collections, in a variety of formats, to deliver information to library users in the format they prefer.
2. **Improved institutional capacity** – the need to strengthen the library workforce, technological infrastructure, physical buildings and operations.
3. **Enhanced library services** to reach different populations, including lifelong learners, job seekers, entrepreneurs and individuals with print disabilities.

The State of Indiana celebrated its bicentennial in 2016, which was a period of reflection as well as looking toward the future in our state. The Indiana State Library will be working with the administration of Indiana's new governor, Eric J. Holcomb, in his goals to elevate Indiana to the next level in its third century. These goals include:

1. Cultivating a strong and diverse economy to ensure that Indiana remains a magnet for jobs.
2. Fund a long-term roads and bridges plan that takes the greatest advantage of our location.
3. Develop a 21<sup>st</sup> century skilled and ready workforce
4. Attack the drug epidemic, and
5. Provide great government service at a great value to taxpayers.

The support of LSTA funding, will allow the State Library to develop programs that help meet the Governor's goals #1, #3, and #5.

# GOALS

Using feedback from the 2013-2017 Five Year Plan evaluation, three goals were identified for the Indiana State Library's 2018-2022 LSTA program. The most impactful, yet basic, need is the ISL's role in the facilitation of information to the statewide public. The next most apparent need is the improvement of library services or institutional capacity through staff training and support. Finally, enhancing existing services for lifelong learning, as well as exploring new services and partnerships to benefit library users, was identified as a goal by both our Five Year Plan evaluator and state library administration.

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## GOAL 1: INFORMATION ACCESS

The Indiana State Library will provide up-to-date, reliable access to information to meet the needs of all Indiana residents by utilizing effective technology, telecommunications, and resources.

### IMLS Intent - Improve User's Ability to Obtain and/or Use Information Resources

#### Supporting Projects:

1. **Resource Sharing** – The Indiana State Library will continue to support a robust statewide resource sharing system that includes a variety of discovery and interlibrary loan options.

Programs include **Indiana Share** (mediated interlibrary loan), **Evergreen Indiana** (statewide integrated library system), **Statewide Remote Circulation System (SRCS)**, and **INfoExpress** statewide library courier service. Through these services, the Indiana State Library is able to facilitate mediated and unmediated interlibrary loans from the collections of hundreds of libraries statewide at no cost to the borrower. This supports Governor Holcomb's Goal #5 to provide great government service at a great value to taxpayers.

For each service, LSTA funds will be used to fund the salaries of program coordinators and subsidies for the cost of services and subscriptions. Service usage, including loans requested and parcels shipped, is regularly monitored.

#### Timeline- October 2018-September 2022:

Project is ongoing. Services and usage will be evaluated bi-monthly by ISL's Resource Sharing Committee. Re-evaluate vendors for each service as necessitated by state RFP.

2. **INSPIRE Databases** – Now in its 20<sup>th</sup> year, ISL will continue to support access to INSPIRE, a statewide database service that provides free access to every individual within Indiana via GeoIP authentication. INSPIRE includes databases covering news, business, health, government, as well as numerous resources for students from kindergarten to college. With thousands of individuals and libraries provided access to information, INSPIRE supports Governor Holcomb’s Goal #5 to provide great government service at a great value to taxpayers.

A combination of LSTA funds, dedicated state funds from the Indiana General Assembly, and funding from the Academic Libraries of Indiana (ALI) will be used to fund database subscription costs. Usage is regularly evaluated in the form of sessions, searches, and full text articles retrieved.

Timeline- October 2018-September 2022:

Project is ongoing. Re-evaluate vendors for each service as necessitated by state RFP. Semi-annual meetings of the INSPIRE Advisory Committee to evaluate usage and database offerings.

3. **Indiana Memory Digitization** – The Indiana State Library will continue to expand its statewide digital collection through in-house scanning and sub-grants to partnering institutions, including libraries, universities, and partnering historical organizations. Indiana Memory contains newspapers, photographs, manuscripts and other items reflecting Indiana’s unique history. Recent emphasis has been on digitizing the state’s newspapers, a result of receiving additional grant funding from the National Endowment for the Humanities through their National Digital Newspaper Project. Additionally, Indiana serves as a hub for the Digital Public Library of America. LSTA funds will be used to provide administrative report for the digital collection, salaries for ISL digitization and metadata staff, scanning supplies and equipment, and sub-grants to libraries statewide. Library staff track the collection size, usage, and number of contributing institutions.

Timeline- October 2018-September 2022:

This project is ongoing. Sub-grants will be offered annually, typically spanning 10-12 months with required quarterly and final reports. Re-evaluate vendors for each service as necessitated by state RFP.

4. **Indiana State Data Center** – Located within the Indiana State Library, the Indiana State Data Center will continue to offer reference assistance and instruction regarding statistics, state and federal information to a variety of audiences. LSTA funds are used to fund the center’s staff salaries, programming expenses, and professional development

costs. Specific projects upcoming in 2018-2022 will be promotion and training opportunities for the 2020 United States decennial census.

Timeline- October 2018-September 2022:

Project is ongoing. Project director will provide annual report on reference services and programs delivered.

## IMLS Intent - Improve User's Ability to Discover Information Resources

### Supporting Projects:

1. **Indiana Virtual Catalog** – The Indiana State Library will continue to provide statewide access to OCLC's World Cat, improving user's ability to discover and share information resources. OCLC subscription fees are paid with grant funds.

Timeline- October 2018-September 2022:

Project is ongoing. Indiana State Library administration will re-evaluate the service and its usage annually.

2. **Public Awareness** – In order to promote awareness of LSTA-funded services, a small portion of LSTA funding will be dedicated to focused, educational marketing, as laid forth in the Indiana State Library's approved marketing plan. LSTA funds will be used to pay for promotional services and supplies.

Timeline- October 2018-September 2022:

Project is ongoing. The Indiana State Library's Communication Director will provide regular feedback regarding promotional materials and activities to ISL Administration and the LSTA Consultant.

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# GOAL 2: INSTITUTIONAL CAPACITY

The Indiana State Library will improve the capacity of libraries through professional development and leadership training opportunities and grants for technology.

## IMLS Intent – Improve the Library Workforce

### Supporting Projects:

1. **Professional Development and Leadership Training** – The Indiana State Library's Professional Development Office will continue to offer a robust continuing education for

library staff in a variety of formats and methods. Past trainings have included webinars, staff days, workshops, and national speakers and consultants. In addition to programming costs for ISL hosted trainings, in 2018-2022, the Professional Development Office will explore offering LSTA funding for scholarships, grants, or tuition reimbursement for continuing education. This is in alignment with Governor Holcomb's Goal #3: to develop a 21<sup>st</sup> century skilled and ready workforce.

Timeline- October 2018-September 2022:

Project is ongoing. The Indiana State Library's Professional Development Office Director will provide regular feedback regarding trainings and will work closely with the LSTA Consultant regarding any funding requested for trainings or education awards.

## IMLS Intent – Improve the library's physical and technological infrastructure

### Supporting Projects:

2. **Technology Sub-grants** – Recognizing the unique and varied technology needs of libraries (and their users) statewide, the Indiana State Library will continue to award LSTA funds in the form of sub-grants for local, regional, or statewide technology projects. These popular grants are typically awarded to over 20 libraries of all types (public, school, academic, and special) annually.

Timeline- October 2018-September 2022:

Project is ongoing. Sub-grants will be offered annually, typically spanning 10-12 months with required quarterly and final reports. ISL Administration will evaluate project guidelines annually.

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# GOAL 3: ENHANCED SERVICES

The Indiana State Library will aid libraries in improving services to Indiana residents, including services that support lifelong learning and human services.

## IMLS Intent – Lifelong Learning - Improve users' general knowledge and skills.

### Supporting Projects:

1. **Children's Literacy** - The Indiana State Library will support childhood and young adult literacy initiatives. A Youth Services Consultant will provide training to librarians working with children and teens and administer Collaborative Summer Library Program materials to libraries statewide. The consultant will continue collaborations with the



Indiana Library Federation's Association of Indiana School Library Educators (AISLE) and the Indiana Department of Education (IDOE) to better serve public school media specialists and explore cost-saving purchasing options. LSTA funds will be used for the consultant's salary and program materials and supplies. Additionally, the Indiana State Library recently opened a Young Reader's Center in 2016. LSTA funding will support collection materials, staffing, and programming expenses for the new center.

Timeline- October 2018-September 2022:

Project is ongoing. Youth Services Consultant will provide annual report on reference services and programs delivered from the Professional Development Office and Young Reader's Center.

2. **Library Services for the Blind and Physically Handicapped-** The Indiana State Library will continue to serve as a regional library for the Library of Congress' National Library Service for the Blind and Physically Handicapped. The Talking Book and Braille Library (TBBL) provides large print, Braille, audio books and readers' advisory services to qualifying Indiana residents. LSTA funds are used for ISL TBBL staff salaries. Additionally, through sub-grants to the state's various sub-regional hubs, the Indiana State Library will help facilitate local access and expedited services to users. Grants may also be awarded for libraries to provide accessibility equipment.

Timeline- October 2018-September 2022:

Project is ongoing. Talking Book and Braille Library director will provide annual report on reference services and programs delivered at the state and sub-regional libraries.

## IMLS Intent – Civic Engagement - Improve Users' Ability to Participate in their Community

### Supporting Projects:

1. **State Agency Partnerships** – As mandated by our mission, the Indiana State Library partners with various other state agencies to deliver services and information to the statewide public via the state's public libraries, academic libraries, special libraries, institutional libraries, and school media centers.  
In 2018-2022, ISL will continue to expand this extension of services to reach Hoosiers through various projects that will meet intents under the headings of Economic & Employment Development, Human Services, and Civic Engagement. Indiana State Library staff and administration will continue to network with various Indiana State agencies, including the Department of Education, Department of Workforce Development, Department of Correction, State Health Department, and others to identify opportunities for ISL to promote programs which increase and improve upon

the library's role in the users' lives. Additionally, partnering with other agencies will enable us to help meet Governor Holcomb's Goal #1: Cultivate a strong and diverse economy to ensure that Indiana remains a magnet for jobs.

Timeline- October 2018-September 2022:

Project is ongoing. State Library staff are actively involved in external and internal committees that include various other state agency and non-profit organization representatives.

# CROSSWALK

| State Goal                       | IMLS Focal Area        | State Project                                    | IMLS Intent   |
|----------------------------------|------------------------|--|---|
| <b>1. Information Access</b>     | Information Access     | Resource Sharing                                 | Improve user's ability to obtain and/or use information resources |
|                                  |                        | INSPIRE Databases                                |   |
|                                  |                        | Indiana Memory Digitization                      |   |
|                                  |                        | Indiana State Data Center                        | Improve user's ability to discover information resources          |
|                                  |                        | Indiana Virtual Catalog                          |   |
|                                  |                        | Public Awareness                                 |   |
| <b>2. Institutional Capacity</b> | Institutional Capacity | Professional Development and Leadership training | Improve the library workforce                                     |
|                                  |                        | Technology Sub-grants                            | Improve the library's physical and technological infrastructure   |
| <b>3. Enhanced Services</b>      | Lifelong Learning      | Children's Literacy                              | Improve users' general knowledge and skills.                      |
|                                  |                        | Talking Books                                    |   |
|                                  | Civic Engagement       | State Agency Partnerships                        | Improve users' ability to participate in their community          |

# EVALUATION PLAN

The Indiana State Library is committed to evaluating the impact of the LSTA program, including both statewide and local activities and outcomes. Appropriate methodologies will be identified and implemented to measure the targeted outputs and outcomes identified in the plan and each grant.

**Statewide projects** - The LSTA consultant will meet with each statewide project director at least annually for feedback about the usage and impact of statewide services. During this meeting, the consultant and project directors will discuss the previous year's project outcomes, upcoming budgetary needs, and future programming plans. Results of these consultations are reported to Indiana State Library administration and used for budget and program planning.

**Sub-grant projects** - Outcome-based evaluations are integrated into all sub-grants awarded by the Indiana State Library. Sub-grantees will provide a series of quarterly and final reports that include information on how project objectives were met. This information will be conveyed to IMLS via annual State Program Reports.

**Project monitoring** – In addition to consultations and reports, Indiana State Library staff will conduct site visits to recipient libraries when appropriate. Both exemplary projects and those requiring assistance will be visited. A status report of the projects will be discussed during the visit and corrective measures will be taken by the sub-grantees if needed.

**Five Year Plan Evaluation** - Finally, as required by legislation, an independent consultant will be retained through a competitive Request for Proposal (RFP) process to prepare a comprehensive evaluation of the implementation of this plan and LSTA expenditures by the Indiana State Library. The evaluation process will ensure that a broadly representative sample of the Indiana library community will have an opportunity to participate.

# STAKEHOLDER INVOLVEMENT

The Indiana Library and Historical Board is appointed by the Governor with input from key stakeholder groups around the state to oversee the activities and initiatives of the Indiana State Library. Additionally, the Indiana State Library will continue to work closely with the publicly and privately supported special, school, academic, and public libraries and the following agencies to leverage funding and programs that maximize service to Hoosier libraries and their users:

- Indiana Library Federation (ILF)
- Midwest Collaborative for Library Services (MCLS)
- Academic Libraries of Indiana (ALI)
- Private Academic Library Network of Indiana (PALNI)
- Various state agencies, including the Indiana Historical Bureau (IHB), Indiana Department of Natural Resources (DNR), and Indiana Archives and Records Administration (IARA)
- Indiana State Library Foundation

# COMMUNICATION & PUBLIC AVAILABILITY

Once approved by IMLS, the Plan will be uploaded to the Indiana State Library's LSTA web site for public viewing. The Plan will also be shared via the Indiana State Library's regular communication channels, including the Wednesday Word weekly e-newsletter. Finally, a copy of the plan will be shared with the governor's office.

Any substantive revisions to the Plan, especially to the needs and goals, will be submitted to IMLS according to the provisions of the LSTA, and to appropriate stakeholders. An e-mail will be sent, followed up with hard copy.

The Indiana State Library will publicize achievements of important milestones and results of the Five-Year Plan as required for reporting purposes, as well as to meet stakeholder needs. The channel for communicating these achievements will depend largely on a particular stakeholder group's needs and will include an appropriate combination of presentations and meetings, print and electronic media and required reports, e.g. the Annual Report.

# MONITORING

As described in each project, the Indiana State Library will assign appropriate staff to continuously track implementation of the Five-Year Plan and prepare appropriate narrative and financial reports as required. An important component of this tracking process will be monitoring of external sub-grantee projects. In addition to providing quarterly status reports and final reports on the progress of each project in relation to the Plan, the ISL staff will conduct on-site monitoring visits for many of the sub-grants. Any necessary corrective action will be decided on in collaboration with the sub-grantees.