



## **Library Services and Technology Act (LSTA) Five-Year Plan 2018 -2022**

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## **Vision: A Smarter Ohio**

The vision of the State Library of Ohio is a Smarter Ohio where every Ohioan can access the necessary resources to be engaged citizens, excel at their jobs, participate in the workforce, and pursue their passions and interests.

## **Mission:**

The State Library of Ohio ensures a smarter Ohio by managing the delivery of services through three channels:

- Directly, by building and managing quality collections and providing hands-on service to state government
- Cooperatively, through collaborative efforts and information sharing networks within the library community
- Virtually, through online and on-the-go access to expert assistance, digitized resources, and a vast selection of electronic materials

State Librarian Beverly Cain states, “Ongoing goals of the State Library are to ensure access to high-quality, authenticated information and resources, and delivery of relevant, enriching, and necessary library materials, programs, and services to all Ohioans. The State Library achieves these goals in part by leading and partnering with libraries and organizations to develop library services throughout Ohio, enabling resource sharing among libraries and library networks, and providing specialized services and resources to state employees, Ohio libraries, and Ohio residents.” A new State Library of Ohio strategic plan is being developed in conjunction with the LSTA Five-Year Plan so priorities, programs and services in both documents may complement and build upon each other.

## **Libraries in Ohio**

**Public Libraries:** Public libraries are those libraries established under Ohio Revised Code Sections 3375.06, 3375.10, 3375.12, 3375.15, 3375.22, 3375.30, or 1713.28 to serve the residents of a designated service area. There are 251 public library systems under Ohio law, which fall into one of six types of public library. Types of libraries include 19 Association, 3 County, 57 County District, 19 Municipal, 149 School District, and 4 Township libraries. Local boards of trustees oversee all public libraries. All 251 public library systems are eligible to apply for LSTA funds.

**Academic Libraries:** According to the Department of Higher Education there are 15 public universities, 19 satellite campuses, 29 community and technical colleges, and 83 private colleges and universities offering higher education opportunities to Ohioans. Governance patterns within colleges and universities vary with ultimate authority usually residing with a board of trustees or directors. Statewide, higher education matters are coordinated by the Ohio Department of Higher Education. All college and university libraries are eligible to apply for LSTA funds.

**School Libraries:** There are 610 public school districts in Ohio. School library media centers are funded through the school district's budget which is currently supported by the local property tax and state foundations funds and can be supplemented through the Education and Consolidation Act of 1988. Additionally, there are approximately 1,000 private, chartered, and community schools located in the state. All public-school districts, joint vocational schools, community schools, and private schools with a library on-site are eligible to apply for LSTA funds, as are the 52 Educational Service Centers, the 18 Instructional Technology Centers, and the 8 Ohio Educational Technology Agencies.

**Special Libraries:** There are approximately 450 special libraries in the state. Three chapters of the Special Library Association represent special libraries, including medical, business, corporate, and state agency libraries. Those special libraries that meet the LSTA eligibility requirements may apply for LSTA funds.

**Institution Libraries:** The 27 institutions operated by the Ohio Department of Rehabilitation and Corrections and the 3 institutions under the Ohio Department of Youth Services are eligible for LSTA funds if they have a staffed library.

#### **Statewide Library Networks**

Ohio has three distinct statewide information network providers with which the State Library works closely and which are eligible to receive LSTA funds. They are:

**OPLIN:** The Ohio Public Library Information Network (OPLIN), founded in 1995, is currently a line item in the State Library's budget but funded through the Public Library Fund. OPLIN provides broadband Internet connections and related information services to Ohio public libraries. The network links 251 public library systems in Ohio to the state's telecommunications backbone. Though the eventual consumers of their services are often members of the general public, their actual *customers* are in fact limited to the public library systems of Ohio.

**OhioLINK:** Serving more than 600,000 students, faculty, and staff, the Ohio Library and Information Network (OhioLINK) is a networked consortium of 121 public and private universities and colleges throughout the state. In addition to providing access to the collective catalogs of member institutions and delivery of those materials, OhioLINK provides, among other services, access to over 100 databases, an Electronic Journal Center, an Electronic Book Center, and a Digital Resource Commons (DRC) containing nearly 85,000 unique, scholarly, and historical records.

**INFOhio** is an Ohio Education Computer Network (OECN) service providing cost-effective library automation, electronic resources, networked media booking, and a union catalog for Ohio K-12 schools. The vendor for the library automation component is SirsiDynix. Use of the software began in 1994. Today, more than 2,400 Ohio Schools in 480 districts serving 1.1 million students utilize the automation system, and 1,650 school libraries were automated using LSTA funds. INFOhio also assists library districts in aligning Core Competencies and Standards to educational resources.

**Chartered Regional Library Systems:** There are four Chartered Regional Library Systems (RLS) in Ohio. Upon becoming chartered, the system is governed by a Board of Trustees whose powers are analogous to those of a public library board. The laws governing RLS are outlined in Ohio Revised Code 3375. Chartered Regional Library Systems are funded by state funds as a line item in the State Library's budget and through local funds contributed by participating RLS members. The RLS provide many member-determined services including continuing education (especially technology) and technical support. The Chartered RLS are eligible to apply for LSTA funds.

**Professional Associations:** Ohio has many professional associations such as the Ohio Library Council (public libraries), Academic Library Association of Ohio, Ohio Educational Library Media Association, and three chapters of the American Association for Information Science (special libraries). All the associations are eligible to apply for LSTA funds.

### **State of Libraries in Ohio**

Ohio is a large and extremely diverse state, with a population of 11,614,373 (2016 census estimate). Residents reside in urban communities, suburbs, small towns, and on farmland. Ohio is also a microcosm of ethnic diversity, economic disparities, and inconsistency in educational opportunities. Despite being a library-rich state, disparities exist within the library communities. There are some needs that transcend geographic and socio-economic profiles, yet each library and community is autonomous and has its own set of self-described needs. One-size solutions are seldom effective in such an environment, thus making the use of LSTA funds extremely important to equalize library services across the state and equalize access and services for all Ohioans. As part of its mission, the State Library encourages libraries to work together on statewide programs and services. The State Library believes that by working collaboratively to identify and expand current efficiency and cost savings strategies, customers will be the beneficiaries of improved library services.

LSTA funds are used by the State Library to provide and/or support many resources and services that libraries are not able to provide on their own. Additionally, there are projects and programs that assist all residents and are more effective and efficient when coordinated statewide.

The economic downturn has been devastating to Ohio's libraries. While historically, the Ohio legislature has had an excellent reputation of funding public libraries, state funding for public libraries has been substantially diminished, both by the legislature reducing the amount received by public libraries (1.7% of tax revenues in the SFY2016-17 biennium) and by lower tax revenue being generated across the state. The [Ohio Library Council](#) estimates that through CY2016 public libraries have experienced a 16.3% decrease in funding since 2008. More public libraries have turned to levies for additional funding and 76% of Ohio libraries now have local operating levies to augment the declining Public Library Fund dollars. Although the majority of public library levies have passed over the last decade, they make up only for the lost state income and do not offer additional funding support. In the last two years, Ohio's academic institutions have had to manage budget cuts in the 5%-10% range. Massive restructuring at

OhioLINK has forced the curtailment of some activities and support for academic institutions. An article from [Policy Matters Ohio](#), published in December 2016, indicated that there has been a 39.7% decrease in school library media specialists between the 2005/06 school year and the 2014/15 school year. This loss results in library media centers being staffed by clerks or volunteers, library media centers with limited hours and no information literacy or research skills being taught, and in the worst-case scenario, the library media center being closed completely. These scenarios are leading to a crisis in which students do not receive the support and information literacy training they need in the school environment. They turn to the public library which is not equipped to deal with the curricular needs of students, and students graduate from the K-12 environment and go on to college without the skills needed to do academic research. The lack of school library media specialists is leading to a recognized crisis at all levels and in all types of libraries.

Although Ohio is rich in continuing education opportunities for librarians, the offerings are sporadic across the state. For many libraries, both cost and time away from the library factor into decisions regarding attendance. The last five years has seen a huge turnover in library leadership as many directors and administrators became eligible to retire, and this trend will continue. Therefore, it is imperative that the next generation of library leaders and administrators receive the best training possible to maintain the tradition of quality in Ohio's libraries. Additionally, without trained staff, libraries are not able to provide quality training to their customers. Training, particularly in technology resources, is a high need articulated by library customers. The State Library recognizes that the best training opportunities are offered to a broad audience, so LSTA funding will only be used to support training activities that reach a statewide or regional audience.

The declining state budget and the resulting impact on Ohio's libraries, as well as the decreased amount of LSTA funds, have influenced the development of the Five-Year Plan. With decreasing dollars and increasing needs, it is essential that the State Library allocate all federal and state dollars where they will have the most impact on Ohio's communities.

## **Overview of the State of Ohio**

The economic downturn has had a significant impact on all segments of Ohio's population. Data from February 2017 indicates an estimated 1,674,000 people in Ohio were poor—that was 14.8% of all persons for whom poverty status was determined, and a poverty rate nearly indistinguishable from the national rate of 14.7%. An estimated 314,000, or 10.7% of Ohio families are poor.

In 2015, [African-Americans](#) accounted for 12.7% of the state population and 3.5% of the total Ohio population considered themselves [Hispanic](#). For African-Americans and other minorities in Ohio, disparities exist in education, income, and employment. Ohio's unemployment rate was 5.1% in February 2017 but grows to 9.5% for Hispanics and even higher to 14% for African Americans. [KIDS COUNT](#) data indicates that in 2015, 46% of African-American children and 27% of Hispanic children lived in poverty.

In 2015, nearly 3 million Ohioans were enrolled in some level of school; 66% were enrolled in some level of education between Kindergarten and 12<sup>th</sup> grade. A significant number of those enrolled in school are also facing poverty. The most recent [KIDS COUNT](#) data for Ohio (2015) shows that 21.2% of Ohio children live in poverty. This percentage has increased in recent years. KIDS COUNT data gives Ohio an overall national ranking of 26, based on figures derived from economic well-being, health, education, and family/community.

The last available figures (2012) indicate that 46.9% of children were eligible for free or reduced-priced school meals. And in 2014, 22% of children faced food insecurity at some point in the year. This figure has led the State Library to become a strong advocate of the Summer Food Service Program (SFSP). As many as 90% of kids who depend on free or reduced price school meals go hungry during the long weeks of summer. In Ohio, nearly a quarter of children suffer from poverty and food insecurity, and only a small fraction of eligible children receive food through the SFSP. By participating in the SFSP, public libraries can play an important role in addressing this need.

Based on the 2016 census estimates, demographics for Ohio have shifted slightly since 2010. Ohio's median age is 39.3 years. Per the 2010 census, 14.1% of Ohio's population is over age 65. This has grown to 16% with the 2016 estimate. From 2000 to 2030, the U.S. Census Bureau projects that Ohio will see a gain of 849,000 people aged 65 and older. An aging population can require unique library services but at the same time, an aging baby boomer generation presents different challenges for the library. This group may be aging but they are more active and technologically literate than previous generations.

Finally, the needs of those in the workforce or those wishing to be in the workforce must be addressed. Ohio's unemployment rate for those who had not graduated from high school was 17.27% in 2015. The majority of social services applications today must be accessed and completed electronically. Low income families and those economically impacted are less likely to have access to technology. This creates another area in which these families may be disadvantaged and another area where their children may lack resources for their education. Many routine activities of daily living depend upon a minimum of computer skills. Those with no exposure to basic computer operations have a disadvantage when navigating the service provider environment. As we move forward in the 21<sup>st</sup> century, the digital divide becomes not access to devices but the skills and knowledge to use them. The library becomes a primary place for individuals to discover, navigate, evaluate, and use the resources necessary to become a productive member of society.

In a recent survey of Ohio libraries conducted by the nonprofit [OCLC](#), 53% of rural libraries report that they are the only place in their community that provides free internet access and digital literacy training. In this same survey, lack of staff was cited as the number one reason that libraries of all sizes were unable to provide digital literacy classes. The latest [American Community Survey](#) data for sub-state areas shows that 49 of Ohio's 88 counties had poverty rates below the national average while 39 were above the average. Poverty was particularly pronounced in Ohio's 32 Appalachian counties where 17.8% of the people were poor. Athens,

Scioto, Adams, Jackson, and Pike had the highest poverty rates, ranging from 23% to 33% (five-year averages). But poverty strikes all areas of the state: 16.2% of the people in urban places were poor, compared with 10.1 percent in rural areas (farms and smaller places).

Of particular note is that the fact that Ohio has been hit particularly hard by the national opioid crisis. Per the Franklin County (OH) Coroner's Office, "Nationally, drug overdose deaths have seen an increase since the early 2000s. In Ohio, the rate of overdose deaths has been higher than the national average since 2005. By 2007, the number of overdose deaths exceeded deaths from motor vehicle crashes. In Ohio, 2014 saw the highest increase of drug overdose deaths at 17% above that of 2013. Heroin related deaths accounted for 47.4% of overdose deaths and opiate related deaths accounted for 80% in 2014 for all of Ohio." The State Library of Ohio will seek ways to assist Ohio libraries and Ohio library staff with navigating through this devastating epidemic.

Ohio's librarians must continue to be aware of and address the array of cultural, educational, socio-economic and diversity issues. As libraries endeavor to provide services and outreach to special segments of their communities, and as they attempt to forge new alliances with state partners and other organizations, the State Library strives to assist with the development of activities and programs to serve all Ohioans.

## **Plan Development**

In preparing the LSTA 2018-2022 Plan, the LSTA Five-Year Evaluation 2013-2017, conducted by the Bishoff Group, was used in conjunction with other documents and feedback from the Ohio library community. The Evaluation found much strength in the current LSTA program, but also noted that in some cases, particularly with long-standing programs, it was an appropriate time to re-evaluate those programs and either adjust their goals or evaluate the need to continue the program. The Evaluation also recommended that future Plans focus on activities and programs for which the State Library has direct oversight and/or involvement and can therefore evaluate success. The LSTA Advisory Council and State Library staff who work closely with specific programs appearing in the LSTA Plan were asked to review the current Plan and provide feedback on what was accomplished and should be continued; what was accomplished and should be continued with modifications; and what should no longer be a program or activity in the LSTA Plan. They were then queried as to ideas for new programs or services. A literature search on the current status of Ohio and a data analysis on Ohio demographics were also used when writing the Plan.

The Institute of Museum and Library Services (IMLS) "Creating a Nation of Learners" Strategic Plan 2012-2016 was published as we developed our previous Five-Year Plan, 2012-2017. At the time, State Library staff believed the core statements in the IMLS document mirrored what was being attempted in Ohio. Goals from the Ohio Plan were aligned with the IMLS Plan. During the past five years, much has been accomplished but it is the belief of State Library staff that the core goals of Education, Community, Content, and Access remain the bedrock of all that

libraries undertake. Therefore, it was decided that the four goals from the 2013-2017 Plan would remain as the four goals for the 2018-2022 Plan.

The State Library has the responsibility to encourage and assist the efforts of all types of libraries to develop mutual and cooperative solutions to library service problems and community needs. The LSTA Five-Year Plan 2018-2022 will assist in providing direction for the use of LSTA funds to address those needs and create solutions. A conscious effort will be made to maintain or develop new programs and services that would assist the state of Ohio and libraries across the state in addressing socio-economic challenges, demographic shifts, and major community crises. At the end of five years, Ohio will have accomplished the overarching goal of empowering Ohio residents by building and providing better library service.

**Goal 1: Learning: Engaging and empowering learning experiences: The State Library of Ohio supports programs and experiences that assist libraries in preparing individuals to be active learners and full participants in the local communities and the global society.**

IMLS Focal Areas: Institutional Capacity  
Lifelong Learning  
Human Services

The concept of “life-long learning” is not new. However, recent studies place the learner in the center of all activities. At the state level, we may not see the impact the federal dollars make on the individual; instead, the State Library helps empower the local library to make an impact on their community and the individuals they serve. As a statewide leader in providing services and information to all types of libraries, the State Library brings together library organizations and networks, state agencies, and community partners that might otherwise remain isolated. This allows for greater communication, sharing of services, and cost-efficiencies. The State Library will use various strategies to bring together libraries and others to build capacities to better serve Ohioans.

In a rapidly changing society, the library has a role in assisting the learner through all phases of his or her life, from preparing to enter school ready to learn, to transitioning from K-12 to higher education or work, to learning new skills and engaging in new experiences. Library services and programs geared to enhance the learner experience can be directly targeted to the learner through activities such as summer reading or programs to a targeted population. The learner experience may be enhanced indirectly because of education provided to library staff or library partners. Finally, the learner’s experience may be enhanced through the creation of information. The library is no longer a passive institution; it is a place of creation. Persons come to the library to make documents, develop content, and create new knowledge.

Per research by the [California Library Association](#), the value of summer reading programs includes: helping children and teens retain and enhance their reading skills over the summer, providing a haven and a community for readers, and being a valuable outreach tool for libraries.



An array of research indicates that summer reading positively affects school achievement. SRP has been and will continue to be a focus of life-long learning activities coordinated by the State Library. In 2004, Ohio joined the Collaborative Summer Library Program (CSLP). Under an umbrella theme developed by CSLP for each program year, artwork and materials are available for early learners (0-5-year-olds and their parents/caregivers), children, teens, and adult programs. In 2016, 399,133 Ohioans enrolled in summer reading programs, including 266,628 children, 54,952 teens, and 77,553 adults.

Program attendance was most certainly telling: while fewer people are enrolling in SRP, drop-in attendance at scheduled programs and events is skyrocketing. In 2016, total attendance at Ohio library programs and events related to SRP was 1,248,836, including: 744,982 at children's programs, 89,156 at teen programs, 114,420 at adult programs, and 300,278 at all-ages programs. This is an 18% overall increase from 2015 and continues a 2-year sharp upward trend in event attendance. There were significant increases at every age level, including a 35% jump in attendance at all-ages programs.

The State Library has initiated a strong promotional initiative encouraging public libraries to participate in the USDA Summer Food Service Program (SFSP). Summer reading programs have long been a pillar of library literacy programming for young patrons but hungry kids don't read. They can become trapped in a cycle of poor school performance and ill health that can have lifelong literacy and learning consequences. The State Library works with public libraries to help youth experiencing food insecurity by becoming an SFSP site, becoming an SFSP sponsor, partnering with existing sites, publicizing the program and/or connecting young patrons to the program. In 2016, 39 public library systems participated in SFSP, allowing 133 individual library sites (branches) to participate. Over the five years 2012-2016, there has been a 60% increase in the number of library sites, and nearly double the number of library systems participating in SFSP.

Engaging the learning experience begins at birth. The experiences and opportunities available to children from 0-5 years of age have enormous impact on their readiness to succeed as readers and learners. According to the [Ohio Department of Education](#), only 40.1% of students entering kindergarten in 2015 had sufficient skills, knowledge and abilities to engage with kindergarten-level instruction. A wide range of research indicates that children raised by families in poverty, families with low parental education, or single-parent families may be at higher risk for poor school readiness.

Ohio Ready to Read (ORTR), a partnership of the State Library and the Ohio Library Council, is an ongoing statewide initiative created to help address the early literacy needs of Ohio's children and is aligned with the American Library Association's Every Child Ready to Read® @ your library® ([ECRR](#)). ORTR supports library-based activities that contribute to the reading readiness of 0-5 year olds, that support the developing reading proficiency of K-3rd graders, that promote student success from kindergarten through college and career, and that encourage the love of reading at all ages. ORTR provides many services, at no cost to libraries, which help Ohio's libraries to share early literacy information with their communities, develop

early childhood library programs that promote literacy, and teach parents, caregivers, and other significant adults about early literacy concepts.

#### Objective 1.1

Facilitate partnerships and support initiatives that improve the capacity of librarians and library staff to improve their knowledge and skills. *Improve the library workforce*

- The State Library will support a statewide continuing education calendar for use by statewide C.E. providers.
- A contract with WebJunction to provide no-cost trainings for library staff will be maintained. The continuation of the contract will be evaluated in 2018.
- The State Library of Ohio will offer trainings for library staff via webinars, self-paced tutorials, in-person training sessions, and archived webinars on a variety of topics as requested by the Ohio library community.

#### Objective 1.2

Continue support of initiatives that foster leadership and/or technology skills in the next generation of library leaders. *Improve the library workforce*

- Continue support of Library Leadership Ohio in 2018 and 2020. The program will be evaluated following 2018 to determine needed revisions to the program to maintain its viability and usefulness.
- Continue support of ILEAD Ohio in 2019 and 2021. The program will be evaluated following 2019 to determine needed revisions to the program to maintain its viability and usefulness.

#### Objective 1.3

Coordinate summer reading program (SRP) resources for public libraries across Ohio, including maintaining active membership in the Collaborative Summer Library Program (CSLP) and distributing CSLP materials and other SRP resources to all Ohio public libraries. *Improve users' formal education; Improve users' general knowledge and skills; Improve the library workforce; Improve users' ability to apply information that furthers their personal or family health and wellness*

- State Library staff will actively participate in the work of the CSLP organization.
- The USDA Summer Food Service Program will be promoted as an effective addition to summer reading program activities.
- Special Grants to assist public libraries with support of their summer reading program activities, including the USDA SFSP, will be made available each year.
- State Library staff will collaborate with other state agencies and statewide organizations as appropriate to support and promote participation in summer learning activities.
  - Maintain statewide SRP incentive programs with Ohio State Fair and Ohio State Parks/Ohio Department of Natural Resources and seek out additional statewide incentives as possible.

- Annually, State Library staff will produce and distribute an evaluation tool for public libraries to report their SRP results, including numbers of participants and programs/activities and assessment of CSLP and statewide resources.

#### Objective 1.4

Support public libraries' role as providers of early literacy experiences and education in their communities, through resources, trainings, and other tools provided by the Ohio Ready to Read (ORTR) initiative. *Improve library workforce; Improve users' formal education; Improve users' general knowledge and skills; Improve users' ability to apply information that furthers their parenting and family skills*

- The State Library will continue to partner with the Ohio Library Council (OLC) on all ORTR activities.
- State Library staff will collaborate with OLC to create or adapt trainings for librarians on Every Child Ready to Read® @ your library® (ECRR) concepts and other early literacy research and best practices, and on ways to integrate early literacy support into their programs and other educational efforts.

#### Objective 1.5

The State Library will make available Library Programs and Development (LPD) consultant services to all types of libraries to assist those libraries in developing and implementing services and programs that meet and address LSTA priorities. *Improve library workforce; Improve library operations*

- LPD staff will promote LSTA grants to libraries whenever possible.
- LPD staff will be encouraged to present programs in their areas of specialty at local, regional, and state workshops and conferences with the goal of staff presenting to at least 20 groups annually.
- Monitor state and national library trends, evaluating the need to develop new programs and services as the needs and uses of libraries continue to change.

**Goal 2: Community: Community anchor institutions: The State Library of Ohio promotes libraries as strong community anchors that enhance civic engagement, cultural opportunism and economic vitality.**

IMLS Focal Areas:      Lifelong Learning  
                                  Information Access  
                                  Institutional Capacity  
                                  Economic and Employment Development  
                                  Human Services  
                                  Civic Engagement

The State Library has the responsibility to encourage and assist the efforts of all types of libraries to develop mutual and cooperative solutions to library services problems and community needs. The best way to address community issues is to work together to create a

bond between libraries and other organizations in the community to arrive at mutually beneficial solutions.

The library is often portrayed as the third place, a place outside of the home and school or work where people can come together. In many smaller communities, the public library serves in the role of community hub. In many of Ohio's communities, the public library is the last institution where you are greeted on the phone or when you come through the door by a live person who will personally address your question. The library is a unique community-based organization that can serve as an anchor institution for a community as small as a college campus or as large as a metropolitan area. Although libraries can and should serve as the hub institution, they cannot and should not do it alone. Partnerships are essential for a vibrant and economically stable community. As stated at the 2012 Project Compass National Convening, "The library has become a vital center for digital literacy which emphasizes Curiosity, Collaboration and Compassion. We are not in the library business; we are in the community business. "

Beginning in FY2014, the State Library received ServeOhio (The Ohio Commission on Service and Volunteerism) formula grants to develop the Guiding Ohio Online program. Guiding Ohio Online placed AmeriCorps Members in rural Ohio libraries to deliver digital literacy training through computer classes, one-on-one computer assistance, outreach, and volunteer recruitment. The program vision is for every Ohioan to be able to fully participate in online government, search and apply for jobs online, understand the risks and benefits of internet finance, connect with family online, and protect personal information in the digital age.

In the first year of Guiding Ohio Online implementation, over 12,000 participants benefited; the subsequent year resulted in a 20% increase to over 15,000 participants. The need for this program is still great, so with the conclusion of ServeOhio funding in September 2017, the program will be shifted to LSTA funds with the hope that it can be expanded to include urban locations within two years.

The Serving Every Ohioan (SEO) Center, a branch of the State Library located in Caldwell, Ohio, coordinates several key programs across the state. The SEO collection is shared throughout Ohio and the WorldCat Resource system with a circulation of approximately 200,000. The Center also provides the library users access to their library resources 24/7 through remote and mobile discovery catalogs, as well as providing interlibrary loan services to small and rural libraries. SEO maintains and supports a shared integrated library system for 93 library systems at 225 locations in 46 Ohio counties. It is a cost-effective opportunity for public libraries and schools to become a member of an established consortium. The number of participating libraries is anticipated to increase. As part of being a member of the SEO consortium, the libraries contribute and have access to the Ohio Digital Library (ODL) collection. Finally, SEO retired the mobile training lab in 2016 and developed a new training program called On-Demand Technology Training. The On-Demand Technology Training will continue to offer free training to library staff, patrons, schools, and non-profit organizations that reside in Ohio. The State Library of Ohio will provide a trainer to come to a library for a hands-on user training

experience. The trainer will also supply the projector, screen, devices, and/or laptops that are required for the selected course.

Choose to Read Ohio (CTRO) is a way to encourage libraries as community hubs through the more traditional library role of reading. CTRO debuted in 2009 as an initiative to connect Ohioans of all ages through the experience of sharing books by Ohio authors. CTRO encourages libraries, schools, families, and others to build a community of readers and an appreciation for Ohio literature. CTRO offers resources to facilitate book sharing and discussion, projects and experiences that extend and enhance readers' engagement with the written word, and information to promote awareness and exploration of the literary and informational texts. Each two-calendar-year program cycle features a booklist of fifteen to twenty titles for readers of varied ages and interests. For each selected book, a readers' toolkit is produced including book and author information, suggested discussion questions, and additional resources. CTRO is entering its fifth program cycle. As part of this Five-Year Plan, an assessment will be conducted on the actual impact of CTRO and the return on investment of this program.

#### Objective 2.1

LPD staff will provide planning support services for Ohio libraries, including strategic planning, assessment and use of data, and library design/space planning. *Improve the library's physical and technical infrastructure; Improve library operations*

- Staff will provide strategic planning assistance for up to ten public libraries per fiscal year.
- Staff will provide library design/space planning services for up to three libraries per fiscal year.

#### Objective 2.2

Continue the Guiding Ohio Online program which provides digital literacy training through computer classes, one-on-one computer assistance, and outreach services. *Improve the library workforce; Improve users' ability to use resources and apply information for employment support; Improve users' ability to apply information that furthers their personal, family or household finances; Improve users' ability to apply information that furthers their personal or family health and wellness; Improve users' ability to participate in their community*

- LSTA grants for full or half-time digital literacy trainers will be made available for up to 30 rural libraries beginning in 2017.
- State Library staff will evaluate the program and consider expanding to urban sites in 2019.

#### Objective 2.3

Libraries, librarians, and their customers will receive support through the Serving Every Ohioan (SEO) Center located in Southeastern Ohio. *Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve the library workforce; Improve library operations*

- The SEO Center will continue to identify and obtain electronic resources for libraries to help with the high demand of these resources.

- SEO will coordinate with the Project Manager and ODL Advisory Committee for collection development needs based on the reports from waiting lists, high demand content and news services as available.
- As a partnership activity, SEO staff will pull and ship materials to state correctional facilities and public libraries upon request.
  - In 2018 an independent evaluator will conduct a study to determine if the SEO collection should be retained.
  - Depending upon the study's recommendations, the collection will be offered to interested libraries and correctional facilities.
- The SEO Automation Consortium will continue as a primary means for public libraries to become part of an established consortium on a shared integrated library system for resource sharing.
  - The State Library will offer ILS grants for two years, beginning in 2018, to allow public libraries on stand-alone automation systems to join the SEO Consortium.
  - The SEO Automation will increase the number of library systems by at least 10% of current membership over the life of the Plan.
- The On-Demand Technology Training will be provided as a means for libraries to provide access to training for staff and patrons.
  - The number of sites for the On-Demand Technology Training service will be kept, as will statistics on the number of training sessions and participants at each site.
  - Surveys of libraries using the On-Demand Technology Training service will indicate satisfaction with the service and anecdotal information on customer satisfaction, increased skills, and perception of the library, SEO, and State Library.
- The SEO Center will act as a de facto Digitization Hub for libraries in SE Ohio needing digitization services and/or support for small projects.
- Comprehensive statistics to measure SEO activities will be kept and reported to State Library administration, the SEO Automation Consortium members, and the Ohio library community.
  - The impact of SEO services on Ohio libraries and users will be assessed through both statistical and anecdotal information. Surveys of member libraries will be used for both strategic planning for ongoing services and satisfaction with services provided.

#### Objective 2.4

Continue to grow the Choose to Read Ohio (CTRO) initiative to encourage readership and sharing of books and to promote appreciation of Ohio authors and literature, in partnership with Ohioana Library Association and Ohio Center for the Book. *Improve users' general knowledge and skills; Improve users' ability to participate in their community; Improve users' ability to participate in community conversations around topics of concern*

- Build awareness of CTRO through continued and enhanced outreach to the library community and the Ohioana Library's partners and audience; develop additional avenues to increase program visibility and use, including increased communication with authors and publishers.
- The CTRO advisory team and library and educational volunteers will produce CTRO booklists for future program cycles and write, publish, and promote readers' toolkits for all titles in each two-year program cycle. New booklists and toolkits will be announced in 2019 and 2021.
- Produce a READ poster each CTRO cycle featuring a CTRO author. Attempts will be made to show diversity among authors.
- An assessment will be conducted to determine the actual impact of CTRO and the return on investment of this program in 2020 with the intent of having findings and recommendations prior to the release of the 2021 booklist.

#### Objective 2.5

Continue Take 5! An Ohio Youth Services Day of Dialogue and Discovery. This annual event is designed to exchange ideas, share successes, and inspire those working with youth. *Improve users' general knowledge and skills; Improve users' ability to participate in their community; Improve users' ability to participate in community conversations around topics of concern*

- State Library staff will work with a planning committee each year to determine location, theme, and content for the annual event, and to promote, produce, and evaluate the event.
  - Evaluations will indicate 90% or higher satisfaction each year.

**Goal 3: Content: Discovery of knowledge and cultural heritage. The State Library of Ohio supports exemplary stewardship of library collections and promotes the use of technology to facilitate discovery of knowledge and cultural heritage.**

IMLS Focal Areas:      Information Access  
                                  Institutional Capacity

The State Library of Ohio has a rich historical collection of interest to researchers and historians. Ohio Memory is a digital library project established in 2000 by an LSTA grant to the Ohio Historical Society (OHS). The State Library and OHS began collaborating on the project in 2008 and a new version of the Ohio Memory site was launched in 2009. More than 360 cultural heritage organizations from all 88 Ohio counties, including the State Library of Ohio and the Ohio History Connection, contribute to Ohio Memory. Over 14,000 items, representing more than 100,000 pages of unique State Library materials, have been scanned in and are now available online through both the Ohio Memory and State Library catalog. This project provides access to the historical treasures of Ohio, bringing together primary sources from all parts of the state in an online scrapbook that celebrates state and local history and encourages cooperation between archives, historical societies, museums and other cultural institutions. The State Library is committed to the continuation of Ohio Memory and to being a leader in digital initiatives, particularly those with history roots, statewide.

The LSTA Five-Year Evaluation 2008-2012 noted the positive impact that the competitive LSTA grants focusing on digitization were having within their individual communities, across the state and nationally. They recommended that the State Library develop regional digitization sites and create a digitization knowledge base. In 2014 the State Library invested LSTA dollars for the development of four Digitization Hubs located at metropolitan public libraries with the goal of having those libraries provide digitization services to other cultural heritage organizations. In July 2015, the four digitization hubs in collaboration with the State Library, OPLIN, OhioLINK, the Ohio History Connection, and several other institutional partners began the process to become a Digital Public Library of America (DPLA) service hub. The Ohio Digital Network was officially announced in October 2016. The implementation and growth of the Ohio Digital Network, need for digitization services, and education and standardization within digitization activities are priorities moving forward.

### Objective 3.1

Support digitization efforts to widen access to the State Library's collection. *Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve library operations*

- The State Library will maintain its partnership with the Ohio History Connection for the continued growth and sustainability of Ohio Memory.
  - Number of digitized materials from Ohio libraries added and made available through Ohio Memory and the percentage increase each year will be tabulated.
- The State Library will increase the amount of internal materials in its Ohio Memory collections by 10% per year.
  - The number of digitized materials from the State Library collection and made available through Ohio Memory will be tabulated.
  - Anecdotal feedback will indicate that users found the materials easily accessible and materials met their needs.
- State Library staff will create a digital disaster plan for digitized collections within the State Library by 2020.
- The 2014 State Library digitization plan will be updated in 2019. The updated plan will include plans for sustaining and growing the digital collection.
- The State Library and Ohio History Connection will develop a joint plan for digital preservation by 2021.

### Objective 3.2

Develop and implement the Ohio Digital Network to expand the public's access to the riches found through the Digital Public Library of America. *Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve library operations*

- The State Library will work with state partners to adopt minimum standards for metadata for participating in Ohio Digital Network in 2018.
- The Ohio Digital Network Advisory Council will develop a collection policy to prioritize types of materials for inclusion in the Ohio Digital Network in 2018.



- The first ingest of 50,000 records will occur in 2018 with a minimum of one harvesting and ingest in each following year.
- State Library staff and ODN partners will promote ODN and DPLA resources to teachers and students.

### Objective 3.3

Assist libraries across the state in identifying resources in their collections which would benefit by being digitized, help them evaluate and understand metadata tools and digital repositories, and provide direction and assistance to libraries requesting information on metadata and technical standards, outsourcing opportunities, and how to digitize materials. *Improve the library workforce; Improve library operations*

- LPD and other State Library staff will promote digitization activities to libraries and cultural heritage institutions whenever possible.
- LPD staff will maintain a webpage with digitization information and resources.
- LPD and other State Library staff will present a minimum of five presentations, workshops, or webinars annually with a digitization focus.
- State Library staff will pursue opportunities for statewide digital preservation training with the intent of making training available no later than 2021.

### Objective 3.4

Beginning in 2019, an LSTA grant program will be in place to support libraries wishing to digitize materials for inclusion in the Ohio Digital Network. *Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve library operations*

- The State Library will work with the Ohio Digital Network Advisory Council and the LSTA Advisory Council to prioritize types of materials for digitization with LSTA support and to develop the grant program.
- The State Library will participate and provide leadership to groups interested in digital content and will encourage libraries to collaborate and partner with museums, historical societies, and other repositories of cultural heritage documents in their communities.

**Goal 4: Access: Sustain access to knowledge. The State Library of Ohio works to sustain and increase access to information and ideas.**

IMLS Focal Areas:      Lifelong Learning  
                                  Information Access  
                                  Institutional Capacity

Access to information and library resources cuts a wide swath. Access can be thought of traditionally as books, and in obtaining them either in print form directly from the library or through interlibrary loan and a delivery mechanism. Access can take the form of electronic delivery of information through databases or digital content.

The Ohio Web Library, in existence since 2003, is well administered and highly valued in the state. The Ohio Web Library demonstrates the benefits of shared services as a tangible benefit to Ohio residents. The individual budgets of any of the Libraries Connect Ohio (LCO) partners, with or without LSTA assistance, could not provide the breadth of database access that is currently available to all Ohioans. Funding a statewide core electronic information collection has the impact of positively and simultaneously affecting school, public, and academic libraries by the most cost-effective means possible. The most dramatic benefit is seen in primary and secondary schools, where it is essential to start to build a citizenry capable of finding, evaluating, and using information ethically.

As the need for collaboration to affect efficiencies among libraries has grown, statewide resource sharing has become a high priority. The State Library is a leader in the Ohio library resource sharing environment. The statewide resource sharing system (SWRS), Ohio Libraries Share: Moving Ohio Resources Everywhere (OLS: MORE), has provided a mechanism for libraries and their patrons to locate and request library materials within the state that are not owned by their local libraries. OLS: MORE can be used by any library, including those who participate in shared integrated library system (ILS) consortia or by stand-alone library systems. As of December 2016, 49 public and school libraries are members of OLS: MORE. This is a dramatic decrease from December 2011 when 83 public, school, and special libraries were participating in OLS: MORE. The number of items shared has also decreased dramatically. At the same time, the current technology software is no longer supported and costs continue to rise. The landscape of resource sharing has changed in the last five to ten years, with the clear majority of public libraries now members of a shared ILS consortia which offers resource sharing capabilities through the consortia. For these reasons the State Library will begin phasing out OLS: MORE. Special LSTA grants to allow a standalone library to join an ILS consortia will be made available to assist those libraries currently relying on OLS: MORE.

Access and use of digital eBooks continues to grow exponentially. The Ohio Digital Library (ODL) was launched in 2005 as the Ohio eBook Project, a pilot project. In 2013 the Ohio eBook Project merged with the SEO eBook Consortium to form the Ohio Digital Library. The ODL now has 177 members, mostly small to medium sized public libraries whose patrons want access to eContent but who cannot afford or support eBooks on their own. By using 4.5% - 5% of their collection development budget toward eContent, patrons of member libraries have access to a collection where patrons receive access to 248,818 copies of 125,359 unique titles (April 2017). In its inaugural year, Ohio residents borrowed 4,785 eBooks through this service. By 2017 that number had dramatically increased to 3,356,255. For as little as \$60 a year, libraries have access to more than \$5.5 million worth of content.

Those with visual impairments require special assistance to access materials. The State Library partners with the Library of Congress' National Library Service for the Blind and Physically Handicapped to provide service to eligible Ohioans. The Talking Book Program provides free recorded books, magazines, and playback equipment to approximately 15,000 blind, visually impaired, physically disabled, and reading disabled Ohio residents. The State Library

coordinates the Ohio program and partners with the Ohio Library for the Blind and Physically Disabled at Cleveland Public Library as well as with 61 machine sub-lending agencies.

#### Objective 4.1

Provide access to the selected electronic database content to all Ohioans via a combination of funding and methods developed with the other Libraries Connect Ohio partners (INFOhio, OhioLINK, and OPLIN). *Improve users' formal education; Improve users' general knowledge and skills; Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve library operations*

- With guidance from the academic, K-12, and public library communities, purchase subscriptions to selected databases of high-quality electronic information including at least one subscription database of full-text magazines and journals and one online general encyclopedia.
- Periodically review the selection, generally at the end of contract terms, with guidance from the academic, K-12, and public library communities.
  - The core collection of databases will be assessed in early 2018 with new RFPs issued, and a potential new set of databases will be available in late 2018.
- Promote awareness and use of the selected electronic databases via a combination of methods developed with the other Libraries Connect Ohio partners.
  - Anecdotal evidence as well as more formal evaluations conducted by Libraries Connect Ohio partners will indicate that 85% of those queried are aware of the electronic databases and the funding partners.
- Comprehensive statistics on database use will be kept by the LCO partners and reported annually to State Library administration and their individual communities.
- At least one marketing item promoting use of the selected databases will be distributed within the academic, K-12, and public library communities.
- The State Library of Ohio, in collaboration with the LCO partners, will develop contingency plans should database funding by the LCO partners decrease. Contingency plans may include alternative funding options, prioritization of databases should contracts need to be broken, and a communications plan.

#### Objective 4.2

Facilitate and promote statewide resource sharing. *Improve library operations; Improve users' ability to obtain and/or use information resources*

- The OLS:MORE program currently using the end-of-life OCLC VDX system will be phased out beginning in 2017.
- Beginning in 2018 an LSTA grant program will be made available for two years to support libraries wishing to enhance resource sharing opportunities by joining an established ILS consortia.

#### Objective 4.3

Continue the expansion of content, services, and access to library users of the Ohio Digital Library. *Improve users' general knowledge and skills; Improve users' formal education; Improve users' general knowledge and skills; Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve library operations*

- The State Library will continue in the role of project manager and act as liaison between Overdrive and individual ODL members.
  - Circulation in the ODL will increase by no less than 20% per year.
  - ODL members will indicate on an annual survey their satisfaction with the project and with the State Library.
- The contract will be renegotiated with OverDrive or another eBook vendor in 2019 and 2021.
- ODL members will be encouraged to purchase materials that will support the Governor's Office on Workforce Transformation.
- The ODL Advisory Council will revise the collection development policy in 2018.
- Comprehensive statistics to measure ODL activities will be kept and reported annually to State Library administration, the ODL Advisory Council, and ODL members.

#### Objective 4.4

Continue to support the Blind and Physically Disabled Program. *Improve users' ability to discover information resources; Improve users' ability to obtain and/or use information resources; Improve the library workforce*

- The State Library will maintain the Talking Book machines and provide them to Blind and Physically Disabled patrons statewide.
  - Comprehensive statistics to measure Talking Book activities will be kept and reported to State Library administration, the Regional Library, and members of the Talking Book Consumer Advisory Committee.
  - New users to the program will increase by 10% during the life of the Plan.
- The State Library will contract with the Ohio Library for the Blind and Physically Disabled (OLBPD) at Cleveland Public Library to provide materials to Talking Book patrons.
- Quarterly meetings of the Talking Books Consumer Advisory Committee will be held.
- Outreach with Sub-Lending Agencies will occur annually either by training or other communicative efforts.
- A READ poster related to the program will be produced at least twice during the lifetime of the Plan.
- During the lifetime of the Plan, staff will attend at least three conferences within the State of Ohio to increase awareness of the OLBPD program and the Talking Book Program at the State Library of Ohio.
- Collaborate with the OLBPD to promote the program by holding Family Fun & Learning Day activities in one to three, or up to three, locations over the life of the Plan (e.g. Cincinnati, Cleveland, Columbus).
- Collaborate with OLBPD and the Ohio State School for the Blind to foster life-long reading, promote literacy skills, and enhance classroom and summer reading initiatives.

- Comprehensive statistics to measure both Talking Book and OLBD activities will be kept and reported to State Library administration, the Talking Book Advisory Council, and the library community at large.

### **Evaluation Plan**

The LSTA Five-Year Plan is reviewed annually by State Library staff to make sure that all program targets are being met. If adjustments are needed to either program targets, the programs themselves (based on changing needs within the state), or the LSTA program in general, they will be discussed with the LSTA Advisory Council and State Library Board. Changes will then be implemented following approval by IMLS.

Both the state and federal budgets will be monitored throughout the lifetime of the Plan. If either budget is negatively impacted, the Plan will be reviewed to determine if and the extent to which any modifications are required.

The Five-Year Evaluation to be conducted in 2021 will be used to provide an overall assessment as to whether the goals, priorities, and activities in the Plan were achieved. Actual methodologies will be determined by the evaluator chosen.

### **Stakeholder Involvement**

The LSTA Advisory Council is comprised of 15 members, broadly representative of public, academic, institution, school, and special libraries as well as users of library services. The directors of the three statewide information network providers and the director of the public library professional association are ex officio members of the LSTA Advisory Council. The LSTA Advisory Council meets once a year and members are contacted as needed by State Library staff for input on programs or projects being considered for implementation using LSTA funds. For the development of the Five-Year Plan, State Library staff worked remotely with the LSTA Advisory Council during the spring of 2017 and the Plan was the primary agenda item at their June 5, 2017 meeting.

The State Library Board provides input on State Library programs and services. The Board has reaffirmed their commitment to use LSTA funds for operational costs that support the goals of LSTA, for statewide initiatives and the competitive grant program, and the inclusion of new projects. The Bishoff Group made a presentation to the State Library Board in December 2016 to discuss the LSTA Five-Year Evaluation 2013-2017 and their recommendations for the next Five-Year Plan. This provided the Board with an opportunity to share their thoughts on the future direction of LSTA funding in Ohio.

State Library staff who are responsible for the implementation of projects and services within the Plan assisted with the development of goals and activities related to their areas of expertise.

Once the draft plan was completed, it was posted to the LSTA portion of the website and notices were sent out on listservs to the Ohio library community. A final draft was shared with the LSTA Advisory Council, the State Library Board, and State Library staff. Responses were gathered and used to prepare the final document for submission to IMLS.

Stakeholder input is continuously sought. As part of any library site visit, LSTA is discussed. The State Library makes a concerted effort to solicit the thoughts of Ohio librarians on the LSTA program: what they think of current priorities and projects and what they would like to see as the future direction of LSTA funds. Thus, Ohio librarians and staff feel they have an investment and a role in the Ohio LSTA program. In particular, the LSTA special grant categories are a reflection of library community suggestions.

All LSTA grants are peer reviewed. For competitive grants a member of the LSTA Advisory Council chairs review teams. The additional three members of the team include a public library and school library representative and either an academic or special library representative. Team members are chosen based on experience in writing an LSTA grant or on previous interaction with the State Library. Aside from LSTA staff, other State Library staff, specifically Library Programs and Development staff (LPD), is involved in the LSTA review process. LPD staff participate in “open” grant reviews (requests of less than \$5,000), may attend competitive grant review team meetings, and are assigned as liaisons to funded projects. Each liaison makes at least one site visit during the project year.

### **Communication and Public Availability**

Drafts of the Five-Year Plan were shared with the State Library Board and the LSTA Advisory Council as well as with the library community. The final version will be mounted on the State Library of Ohio's website and notification will be made to all customer groups through a variety of communication channels.

Ongoing communication will be maintained with LSTA stakeholders through the following methods:

- Posting highlights of the LSTA State Program Report on the State Library website.
- Posting information on funded LSTA Projects on the State Library website.
- Requiring all LSTA competitive grants to include an appendix detailing how the project will be publicized to the local community.
- Encouraging recipients to present programs on their LSTA Projects at regional, state, or national conferences.
- Highlighting LSTA projects in the *Ohio Libraries Quarterly*.

The LSTA Coordinator is developing an LSTA Marketing Plan. When rolled out in 2018, the Plan will allow for targeted communications about the LSTA program. Targeted communications will be for type of library and type of program.

## **Sub-Grantee Monitoring**

The monitoring process for sub-grantees consists of the following:

- Quarterly narrative and financial reports which are reviewed by LSTA staff and the liaison consultant.
- All full grant sub-grantees receive a site visit by the liaison consultant. This site visit typically takes place at the end of the second quarter. A percentage of discretionary grants receive a site visit.
- Library Development Consultants and other State Library staff talk with libraries about current or past LSTA grants when conducting a site visit for another purpose.
- All sub-grantees are required to submit complete fiscal back-up documentation for the project. Each quarter they must submit copies of all purchase orders, invoices, and cancelled checks.
- A termination and close-out financial report is required upon completion of the grant term.
- A final narrative report providing output and outcome evaluation details, available at that time, is required upon completion of the grant term.

Communication between sub-grantees and the LSTA office is encouraged to alleviate possible issues before they become problems. The need for and amount of communication varies from sub-grantee to sub-grantee.