

TERRITORY OF GUAM

**Guam Public Library System
Laibirihan Pupbleko Guahan**

LIBRARY SERVICES AND TECHNOLOGY ACT

Five Year Plan

October 1, 1997 - September 30, 2002

For the Improvement of Library Services for the People of Guam

**Guam Public Library
Laibirihan Pupbleko Guahan**

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MISSION STATEMENT OF THE GUAM PUBLIC LIBRARY SYSTEM:

Serving Guam residents since 1949, our mission is to provide free and open access to information and ideas fundamental to a democracy. The library system will protect intellectual freedom, promote literacy, encourage lifelong learning, and maintain cultural materials. As the territorial library, we will provide information and library service to government agencies.

GOALS OF THE GUAM PUBLIC LIBRARY SYSTEM:

To accomplish its mission, the Guam Public Library shall:

1. Seek to understand the informational, educational, and recreational needs of all the people of Guam in accordance with the American Library Association Bill of Rights, Freedom to Read, the Freedom to View statements within the limits imposed by budget and space;
2. Extend library resources into community to assist individuals and groups with special needs;
3. Work cooperatively with other island libraries in providing information to the public;
4. Pursue opportunities through new technologies to deliver information more quickly and efficiently.

INTRODUCTION

Guam's public libraries are critical links to worldwide information resources and valuable community and island assets to its people. Identifying ways to support and strengthen both the services and resources of the public libraries is the main purpose of the long-range plan. This Five Year Plan for the Library Services and Technology Act has been prepared by the Guam Public Library Staff in accordance with the Library Services and Technology Act (LSTA) of 1996 and with the general guidance of the Guam Advisory Council on Libraries. Input from the library community as well as suggestions from the diverse communities of Guam were solicited, reviewed and discussed.

The Plan addresses the conditions, needs, goals, objectives, activities and directions of library and information service facing the people of Guam. Reviewed annually, the Plan includes the Library Services and Technology Act (LSTA) program through the federal 2002 fiscal year, serves as a guide for the allocation of funds and resources for state and federally assisted programs, and sets forth policies and procedures for administrating the LSTA program on Guam.

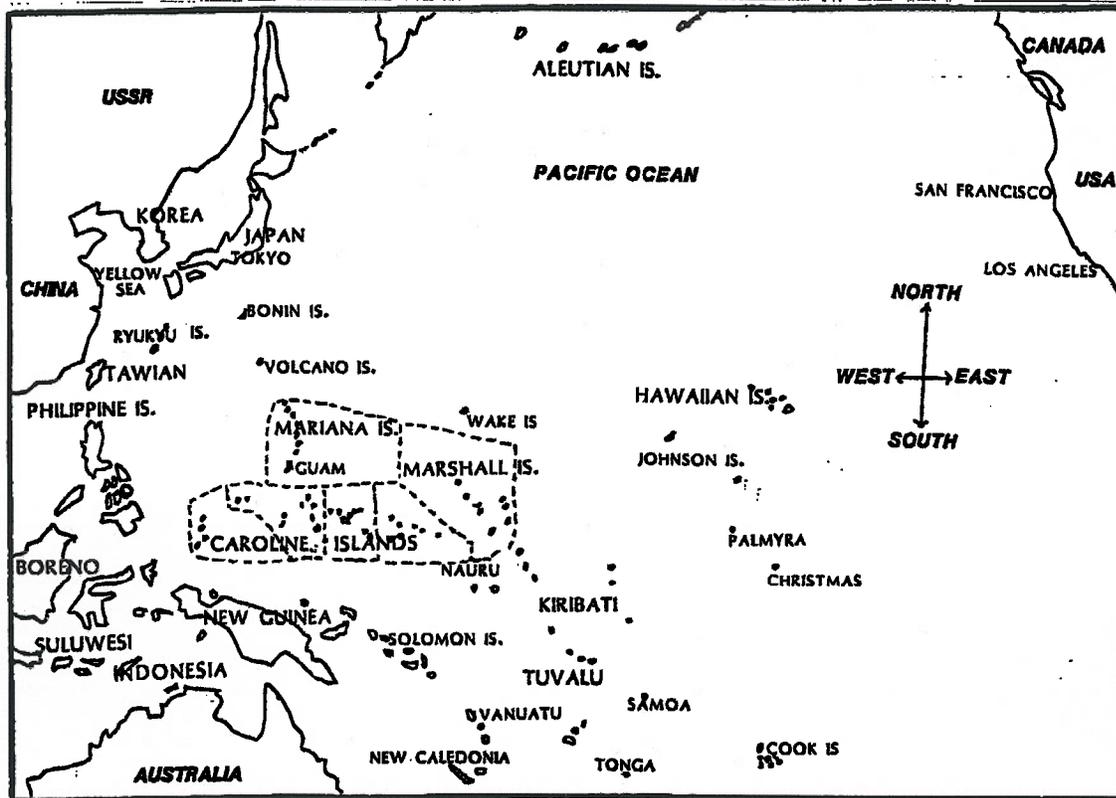
BACKGROUND

Guam is the largest and southernmost island of the Mariana Islands. Ferdinand Magellan landed on Guam in 1521 and Spain subsequently claimed the island in 1565. Guam became a U.S. possession and was placed under the administration of the U.S. Navy after the Spanish-American War in 1898. In 1950, after the enactment of the Organic Act, the island was placed under the civilian administration with a governor appointed by the President, under the consent of the Senate. The first election was held in November 1970, for Governor and Lieutenant Governor. Guam elected its own executive and legislative branches of government then, and thereby increased its local autonomy.

Guamanians, although citizens of the United States through the enactment of the Organic Act in 1950, cannot vote in the national elections, and had no representation in Congress until November 1972, when Guam was authorized to elect a non-voting delegate to the U.S. House of Representative.

Over the years, the people of Guam have assumed direct responsibility for their island's political and economic future. A plebiscite on the issue of political status was held in September 1987. The people of Guam chose to pursue Commonwealth as their political relationship with the United States.

Guam has an area of 215 square miles and is located 6,000 miles to the west of the U.S. mainland. It is 3,700 miles from the nearest state, Hawaii.



Guam has a warm tropical climate year-round with temperatures ranging between 75 to 86 degrees Fahrenheit. May and June are the hottest months, with most rainfall occurring from July through October. The average precipitation is approximately 90 inches. Tradeswinds blow from the northwest during the dry season, December through April. Guam lies within the typhoon belt that stretches across the Western Pacific. While typhoons have their seasons, storms can occur at any time.

Guam, the westernmost territory of the United States, possesses the finest deep-water harbor between Hawaii and the Philippines. With its strategic location and harbor, Guam has assumed an important role in American military activities.

The northern and central sections of Guam are more developed than the south. Housing subdivisions, industry, and commerce are concentrated mainly in the central and northern areas. Therefore, approximately two thirds of Guam's population is concentrated in these two areas. According to the census conducted in 1990, the population of Guam in 1996 is estimated to be 152,695 and 156,220 in 1997. As of November 1996, the total number of active military personnel stationed on Guam is 7,552, and their dependents numbered 7,079.

The two official languages on Guam are English and Chamorro. Approximately 29% of the population speak these two languages. Guamanians of Chamorro decent comprised the majority of the population. The remaining minority group is composed of non-Chamorros that have entered Guam for various reasons from other areas, including the U.S. mainland. The 1990 census indicates that approximately 37% of the civilian population on Guam is Chamorro or part Chamorro, 15.5% Caucasian, 23% Filipino, and the remainder are comprised of Chinese, Koreans, Japanese, Vietnamese, and other Pacific islanders such as the Marshallese, the Kosraeans, the Yapese, the Pohnapeians, the Chuukese, the Palauans, the Kiribati, the Nauruans, the Woleaians, and the Mokilese, etc.

Guam has compulsory education for children between the ages of 6 and 16. Over thirty thousand students are enrolled in the Guam public schools. The University of Guam is the region's institution of higher learning. It is accredited by the Western Association of Schools and Colleges. The University has an enrollment of over 8,000 students in the fall of 1996.

HISTORICAL DEVELOPMENT OF THE GUAM PUBLIC LIBRARY SYSTEM

Guam Public Library System's main library - the Nieves M. Flores Memorial Library, opened for service in 1949. Much of the collection was acquired from various deactivated U.S. base libraries. A small collection of the children's books were donated by the Los Angeles Public Library.

Until the enactment of the Library Services Act, and until Guam qualified for federal assistance in 1957, library services were practically non-existent on the island. In 1953, a panel truck used as a bookmobile allowed the library to extend its services to local residents living in remote communities outside the capital city

of Agana, where the main library is located.

In 1963, for the first time, Guam qualified for the construction funds under the new Library Services and Construction Act. A survey was taken to assess the needs for library services on the island. From this survey, the Guam Public Library Board of Trustees decided that five branch libraries should be built to meet the demonstrated library needs of the island. Guam requested for the construction funds, and the funds were approved; however, no follow-up of the approved request was made.

In 1966, the library submitted another request for the construction funds for branch libraries and received approval. A year later, in 1967, two branch libraries were completed in the villages of Agat and Dededo. A third branch library was completed in 1970 in the Barrigada Village, and a fourth one in the Merizo Village in 1974. More construction funds were received in 1989, and thus completed the fifth branch library in the village of Yona in 1992.

Although the University of Guam, Guam Community College, and most of the public schools on Guam do have their own resource centers, the majority of the student population on Guam continue to use the public libraries as their information centers for convenience and for its more diversified collection.

ASSESSMENT OF NEEDS

A. Organizational Structure of the Guam Public Library System

The Guam Public Library System is a Government of Guam's line agency established under P.L. 2-107. The library is under the general cognizance of the Guam Public Library Board, which has the responsibility of establishing policy that governs the operations of the library.

The Director of the Guam Public Library performs executive functions in the entire public library system. The Director's responsibilities are to direct and supervise public library operations and to prepare the budget for the approval of the Board. All decision-making power for the overall management of libraries is delegated to the Director.

A new library Director was appointed by the Governor in February of 1995, and has headed the agency as Director/Territorial Librarian since March 1, 1995.

The Guam Advisory Council on Libraries advises the Board on the development of the Library System's Long-Range Plan and on policy matters. It advises the Library System in evaluating programs, services, and activities under the plan.

All budgets approved by the Board are submitted to the Governor's Office and the Bureau of Budget and Management Research. The Bureau has the responsibility to recommend the Governor for approval or disapproval of the budget.

The Guam Legislature has the power to appropriate money for all the operations of the Government of Guam. The governor of Guam has the final power to sign into law or veto any bills regarding libraries.

B. Current Islandwide Library Programs and Resources

Library resources are available in all public and some private schools on Guam. The elementary school library personnel provide storytime, library skill lessons, and class visits during school hours for their students. In the middle schools and senior high schools, students use library resources during study periods. School library resources are selected to provide reading materials to supplement classroom instructions. Total collections of these libraries are approximately 210,500 volumes in the 32 public schools and about 60,000 volumes in the private schools.

The University of Guam's Robert F. Kennedy Memorial Library has been able to meet the requirements of the American Library Association Standards for College Libraries. The RFK Library has over 85,000 bibliographic records reflected in the library's OPAC(Online Public Access Catalog) system. These records cover over 140,000 volumes, 665,000 microforms and 2,900 serial titles.

The Territorial Law Library has a collection of approximately 30,000 volumes.

Libraries are available on all military installations. Most of the military base libraries have specialized technical collections. But the general collection in these

libraries is too limited in subjects and size (total collection approximately 60,000 volumes) to meet the needs of all military personnel and their dependents. Guam's public libraries also provide free service to all military personnel and their dependents as well.

The Guam Public Library System is composed of a main library (named the Nieves M. Flores Memorial Library) in Agana, and five branch libraries located in the villages of Agat, Barrigada, Dededo, Merizo, Yona, and a bookmobile. The Guam Public Library System also provides service to the Department of Youth Affairs, and the Department of Corrections.

The collections of the public libraries, including both print and non-print materials, total over 251,000 items. Story programs are offered for pre-school and school-aged children throughout the year on Saturday mornings in all six libraries.

Summer Reading Program and Summer Art Program At Your Public Library for all ages are offered annually. During the school year, tours of the public libraries are arranged in cooperation with classroom teachers and other interested groups.

Assistance is available to all public library patrons in the use of reference materials, CD-ROM's, Internet searching, and Guam Collection materials. Interlibrary loan supplements the public library system's collection.

The island of Guam has five bookstores, one daily newspaper published locally, 10 radio stations and five television stations.

C. Statement of Needs

Input from the library community as well as recommendations from the diverse communities of Guam were solicited, reviewed and discussed. Library staff, the Guam Advisory Council on Libraries and a survey of library users identified the needs of the library system. A consistent theme has been an awareness of the need for access and equity on the new information Superhighway. The needs identified are as follow: enhance technology through the automation of public library operations and networking of the entire public library system; acquiring computers for patrons and staff; develop literacy programs; improve services to the visually impaired and the elderly; develop outreach programs and services for people who have difficulties reaching or using a library.

D. Constraints

By far the most inhibiting constraint confronting the public library and its progress is funding. All other constraints derive from this insufficiency of funds.

The economic conditions on Guam are not healthy at the present. The priority for governmental expenditures is focused on public safety, utilities, health, and education. Unfortunately, the public library system on Guam is not budgeted as an educational agency, but rather, as a community service agency.

At the present time, the public library system receives less than .03% of the total budget for the total operation. Even though the Director is responsible for the library operations and for budget preparations along with the Library Board, all plans and budget request are submitted to the governor's Office for final approval. The decision is usually based on availability of funds.

The absence of enough professional librarians continues to be another constraint. There is no master's degree program in Library and Information Science offered on Guam. All professional librarians must be recruited from off-island.

Lack of funding for traveling to professional meetings in the continental United States for staff development is yet another constraint.

Last, but not least, the library is located far from its source of supplies. All acquisitions must be done by mail or by fax. Consequently, decisions on material selection, equipment and supplies must be based on written information, rather than first hand inspection. Very limited library supplies are available in the stores on island, and there is no library supply vendors or book jobbers. Slow mail delivery and shipping causes lengthy delays in receipt of book orders, periodical subscriptions and supplies.

E. Federal Funds

The Guam Public Library System relies heavily on Federal funds to achieve the development of new directions in library services. As an information service provider, the Guam Public Libraries seek to keep abreast of the ever-changing world of technology. It will strive to insure that all its six libraries can provide their users

with the fastest, most accurate and up-to-date information sources available. Our intention is to empower the public, especially our young people to become independent, self-directed learners in preparations for the rapidly changing technological world.

The transition from LSCA to LSTA provides the Guam Public Library System an opportunity to redefine its needs, and shape a new vision for the library services to the people of Guam.

CRITERIA FOR DETERMINING ADEQUACY OF PUBLIC LIBRARY SERVICES

The Guam Public Library System provides services to all island residents. The American Library Association's Standards for Public Library Services, and the American Correctional Association's Manual for Correctional Standards, as adopted by the Guam Library Board, are the criteria used to determine adequate service. Following these criteria, the standards for adequate public library services on Guam are:

- A total collection of 3 books per capita
- A core collection of 265,000 books in the main library
- Core collection at the institutional libraries: 3,000 penitentiary; 2,000 youth correctional facility.
- A representative collection for the visually impaired
- Six librarians for every 50,000 people plus one librarian for every 7,500 when over 50,000
- One professional librarian in each branch library
- One professional librarian to service the institutional libraries and the visually impaired
- Provision for cooperative network for reference, bibliographic, and interlibrary loan service to supplement local library resources
- Three seats for every 1,000 users
- 100 square feet of space for each staff member
- Service to individuals whose native language is not English
- Bookmobile service to areas with high concentrations of low-income families and elderly housing areas

LSTA GOALS, OBJECTIVES AND TASKS

Goal I To provide all residents of Guam with a fully integrated library system for access to the world of information and the necessary services of skilled librarians.

The fully integrated library system shall provide modules of inventory, acquisition, cataloging, circulation, electronic reserve systems, online interlibrary loan and document delivery, community resources network, and OPAC(Online Public Access Catalog) for library users to access as a basic resource to our own collection, and to the collections at the University of Guam Library, the library of Guam Community College, the libraries of local high schools, the Territorial Law Library, and other regional libraries. This system shall also have the ability to connect to and interact with the Internet for reaching global information.

The cultural and social diversity of this region is demonstrated by the existence of at least fifteen distinct languages as well as several dialectical differences. Combined with the general deficiency of basic computer knowledge and the lacking of the existence of computers at homes and in schools, there is an urgency for the public libraries to provide computer literacy programs as well as information resources in various languages.

The **objective** is to establish free Public Access Workstations throughout the public libraries of any type, size, or locations on Guam, so that users of all genders, ages, backgrounds, interests, and abilities can have equal, easy access of networked information to meet their education, businesses and job searching needs, as well as interaction with the government. Guam Public Library will fulfil its role as the Life-long Learning Centers and Active Guidance Centers for job changes necessitated by the work environments, and the medium for overcoming gaps in income created by technology and the new information ages

Tasks: Recruit a Systems librarian; Provide intensive staff training; Systematically purchase the necessary hardware, software and furniture for each branch of the entire public library system; install telephone lines; Provide maintenance, service, and technical support; Establish partnership with local Internet providers to set up islandwide network of Internet Training Centers in libraries and build the statewide network of local dial-in-nodes for library and public access to the

Internet; Link libraries electronically to educational, social or information services; Expand CD-ROM library accessible from multiple workstations; Continue to cooperate with the University of Guam's RFK Library to produce the Union List of Serials in Libraries on Guam and Micronesia; Encourage the maintenance of records by all participating libraries.

GOAL II Information Access through Special Services

Guam Public Library System has a role in Guam's Education Plan as a free, community-wide service to provide literacy and life-long learning that includes pre-school readiness to adult literacy for each one of Guam's diverse population. All library services shall reach areas with inadequate services, reach the under-served, those who have physical constraints and those who are institutionalized.

The **objective** is to strengthen services offered to users at branch libraries through more effective use of technology, to develop practical literacy programs for at-risk children, youth and adults, to bridge barriers for those who have a difficult time using the full range of resources in a library setting, to provide a diverse collection of print and non-print materials to the established library facility at the Department of Corrections and assist in the development of a better facility at the Department of Youth Affairs; to initiate library services to Guam residence with limited English proficiency; and to expand services of the elderly patrons.

Tasks: Purchase computer workstation(s) and software for each branch library to assist students in increasing their reading and math levels; Purchase CD-ROM reference materials for every branch library to provide complete reference service; Together with Guam Community College's Office of Adult Education and GED, identify practical long and short programs that can be implemented in the public library environment; Expand videocassette collection to include more information videos, videos suitable for children and families, and classic movies; Continue to develop Guam Public Library System's high interest, low level reading material collection; Cooperate with instructors and students at the University of Guam's Children Literature and Young Adult Literature classes to develop Book Talks programs; Purchase Kurzweil reading machines to scan print materials and reproduce them as voice output and cassette tapes for immediate listening or as Braille products; Purchase a core collection of closed caption video materials,

American Sign Language and deaf culture videos for hearing impaired users; Diversify the Large-type books collection, update and publish the large-type book catalog in print form to increase access to collection by homebound, nursing home, and retirement home patrons; Develop a core collection of talking books, purchase magnifying equipment for improved access to library resources by visually impaired users; Conduct user needs assessments in both the Department of Corrections and Department of Youth Affairs to provide better collection services; Continue to deposit preferred collection of books and magazines and non-print materials according to the assessment; Expand access to English-as-a-second Language materials by cooperatively acquiring ESL materials and conducting outreach activities with the University of Guam and Guam Community College; Develop a collection of medical, health and other non-fiction materials for the mostly Chamorro language-speaking elderly users; Develop a tape, CD, and video collection of Chamorro stories, songs, dance and other recordings for the elderly clients in nursing homes and senior centers; Purchase large print books, and other materials for the elderly clients that visit the libraries regularly; Recruit older adults and train them to read to children; Develop and implement a multilingual, literature-rich Literacy Program that aims to bring two groups of community members together.

GOAL III Increase public understanding and awareness of library services and programs through multi-lingual information dissemination.

New immigrants with limited English-speaking proficiency arrived on Guam daily from the neighboring islands. Most of these new residents have never used a library before and are not aware of the services Guam's public libraries offer. Outreach efforts and information resources in various languages can bring in these non-library users. The **objective** is to provide diverse materials and resources regarding current and emerging library resources, programs and services for each ethnic group on Guam.

Task: Develop publicity for all major island-wide library programs and services in various languages; Conduct an island-wide needs assessment for library and information services to the various ethnic groups on Guam; Acquire software that can convey multi-language information; Expand access to English-as-a-Second Language materials by cooperatively acquiring ESL materials and conducting

outreach activities with the University of Guam and Guam Community College; systematically purchase multi-cultural literature suitable for all ages of each ethnic group; Develop a collection of medical and health materials for each ethnic group; Contact and organizations and association of Guam's many ethnic groups to advocate awareness of the multi-cultural collection.

GOAL IV Provide continuing education opportunities for staff, trustees and other library support groups to prepare for library service in the 21 century.

To meet the growing needs of the people of Guam, library staff needs training and continuing education opportunities to strengthen, maintain and upgrade their service standards. The objective is to improve patron service through staff development.

Tasks: Develop and implement day-long PC troubleshooting workshops for staff; Continue Internet and other library computer technology in-service training for staff; Clarify procedures for every library task and publish a revised procedure manual; Gather and streamline various library policies and publish a revised policy manual; Investigate the establishment and cost effectiveness of a Library Technology Training Center for librarians, library staff and other qualified personnel; Explore distance learning concepts.

MECHANISMS FOR ASSESSMENT OF ACTIVITIES

At the end of each fiscal year, the five-year programs will be evaluated to see if the needs, goals and objectives are being met. Priorities will be set accordingly. The activities will be updated to include existing projects and new activities.

Each of the activities will be evaluated to see whether they meet the objectives and the criteria for adequate standards for library services. If the objectives and standards are not being met, the Library Board and the Advisory Council will make a study on the constraints affecting the development of activities and will recommend changes. Funding for these activities will be one of the biggest drawbacks toward accomplishments.

Every two years, a survey of library user needs will be taken to assist in long-range planning. New activities will be proposed as needed. Activities not accomplished the specific year will appear again in consecutive years if the needs still exist.

MONITORING AND REPORTING OF FIVE YEAR PROGRAMS

Based upon the procedures developed by the Institute of Museum and Library Services, The Guam Public Library System will share results with the IMLS and the library community.

A summary report on the effectiveness of all LSTA-funded activities, based on the annual evaluations for each of the five years, will be provided to the IMLS Director prior to the end of the five-year plan. The five-year report, mandated by law, will be prepared in accordance with the IMLS guidelines.

Report on the progress of all activities affecting library operations will be reported monthly to the Guam Public Library Board and semi-annually to the Advisory Council.

An annual report will be prepared by the Director for the Board and the Advisory Council and will be submitted to the Governor. This report will assess the year's progress and problems, and will offer alternative activities.

New programs will be included each year if the public, the Advisory Council or the Board have recommendations.

Financial constraints will be taken into consideration before new programs are included.