

Guam Public Library System

LSTA Five-Year Plan

2008 - 2012

**For submission to the
Institute of Museum & Library Services**

**Shirley A. Mabini (Sam) Souza
Acting Director**

**Guam Public Library System
Sisteman Laibirihan Pubbleko Guåhan**

**254 Martyr Street
Hagåtña, Guam 96910-5141
Phone (671) 475-4753/4
Fax (671) 477-9777**

Overview

The Guam Public Library System (GPLS) conducted an assessment of library services and needs of the island residents. The assessment was done in collaboration with the GPLS Board of Directors, the Governor's Office, the Government of Guam Department of Administration, and the military library administrator at the Anderson Air Force Base on Guam. Four needs were consistent with the purpose of the LSTA were chosen for this Five-Year Plan:

1. GPLS branch libraries in Dededo, Barrigada, Yona, Malesso, and Agat (including the Book Mobile) do not have the intranet connectivity to the Horizon electronic catalog system. Customer satisfaction and interlibrary loan efficiency in the GPLS and with other island libraries can be improved by creating an inclusive intranet network supported by automation.
2. GPLS lacks interlibrary loan services, limiting patrons from various parts of the island easy access to materials. This is significant, due to the inadequate public transportation services for those patrons who are unable to travel to the main branch which houses majority of materials. Patrons continue to request for options to access materials throughout the island. Establishing an interlibrary loan (ILL) service will increase customer satisfaction by providing easier access to materials.
3. GPLS main library has outdated and inadequate library equipment, often donated or recycled. There is a lack of equipment and furniture to accommodate the individuals of special needs and the elderly. In essence, the library needs much improvement to attract and serve their patrons of diverse needs. A library with functional materials and equipment would be more appealing. These improvements combined with community-based literacy programs would increase patronage of underserved individuals, diverse families, individuals with disabilities, and the elderly of Guam.
4. GPLS does not have an effective and systematic process to manually and electronically archive important and historic documents. This is critical, since GPLS is the main repository for federal and local public documents and there is evidence of growing loss of historical documents. Library technicians lack the expertise and resources to develop an effective archival process. With a more efficient management of archival of historical and important documents, trained library staff, adequate materials, and technology resources, GPLS will be able to secure and preserve these critical documents. Patrons will also have improved access to such documents.

The needs, goals, LSTA purposes, output, target outcomes, programs and tentative timelines are described in the following sections of this document.

Mission

Guam Public Library System will provide free and open access to information and ideas fundamental to a democracy to every resident of Guam, and will protect intellectual freedom, promote literacy, encourage lifelong learning, and maintain cultural materials.

Need #1: Improve library service to patrons by providing GPLS branches intranet connectivity to the Horizon catalog system.

Summary Needs Assessment:

- Though libraries have limited internet connectivity at the branches, library technicians do not have intranet access for the operational usage of the Horizon library catalog system. Hence, library technicians resort to processing library materials in the traditional manual way, subsequently providing hard copies for reprocessing at the main branch. This represents a tedious duplication of efforts, a slow process that frustrate librarian staff and patrons, and essentially an archaic system.
- Results of meetings with library administrators (Guam Public School System, other schools, and the military installation library system) reflect that many public library users are unaware of public library resources throughout the island.

Goal: Enable all branch libraries to electronically process materials by establishing an automated intralibrary system, which will allow GPLS branch libraries to have access to current and accurate information on available resources – representing a more efficient administration of library materials.

LSTA Purpose: (#1) Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

Key Output Targets: *(measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers)*

- GPLS branch libraries (5 branches) and the GPLS Bookmobile (100%) will have access to the intranet Horizon system by September 2012.
- By September 2010, 50% of GPLS branch libraries will have 100% of respective branch materials entered into the Horizon system. 100% of GPLS branch libraries will have 100% of respective branch materials entered into the Horizon system by September 2012.

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- 35% of patrons completing a random in-library survey in March 2010 and 50% completing another survey in March 2012 will rate their satisfaction of their

experience in using the electronic Horizon database to search and access for information as “high” or “very high”

Program:

- Work with GovGuam Department of Administration, Data Processing Department, to plan the linkage of all GPLS branches and the Bookmobile to the intranet Horizon catalog system. *Timeframe: 2008*
- Provide technology support (workstations), ensuring that GPLS staff will have access at all branches to the intranet Horizon library catalog. *Timeframe: 2008-2009*
- Provide training of GPLS staff on how to transition from the previous manual processes to effectively utilizing the Horizon system for processing and circulation of library materials. *Timeframe: 2009-2010*
- Set a timeline for the completion of inputting of branch materials into the Horizon system. *Timeframe: 2009*
- Implement the full utilization of the Horizon catalog system at the branches, eliminating manual cataloging and circulation/processing procedures. *Timeframe: 2010-2012*
- Provide for patrons at least 2 computers at each branch with exclusive access to the Horizon catalog system. *Timeframe: 2010-2012*
- Publicize the Horizon catalog services island-wide, to increase awareness of residents of the services. *Timeframe: 2009-2012*

Need #2: Customer satisfaction and interlibrary loan (ILL) efficiency for GPLS need to be improved by creating an inclusive islandwide ILL network supported by automation and islandwide delivery service.

Summary Needs Assessment:

- The GPLS assessment of library services addressed the lack of interlibrary loan services. Findings reflect that public library users are uninformed that interlibrary loan services may be made available to request for materials. Patrons continuously request options for easy access to materials, particularly those who are disabled or the elderly. This is an issue, considering limited availability of public transportation. Also important to note is that GPLS, school libraries (mainly post-secondary), and the main military library on Guam each possess materials that others may not have. For instance, only GPLS carries the *Talking Books* for the visually impaired. The University library has research and cultural literature that GPLS may not possess. The military library in Anderson Air Force Base (AAFB) has a large collection of digital materials that are not readily available at the GPLS. Patrons continuously expressed interest in accessing materials not readily available in the GPLS, including digital books.
- GPLS has not been able to participate in ILL due to systems, operational, and technical support constraints.

Goal: Enable island residents to easily place library loan requests and receive the materials they need quickly; and developing an automated interlibrary loan network and islandwide delivery service among Guam public and other island library institutions.

LSTA Purpose: (#3 & #4) Providing electronic and other linkages among and between all types of libraries; and developing public and private partnerships with other agencies and community-based organizations.

Key Output Targets: (*measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers*)

- GPLS branch libraries (5 branches) and the GPLS Bookmobile (100%) will be participants in the GPLS and Islandwide Partnership ILL Network by September 2012. GPLS and 2 local library partners will provide “patron-placed ILL” capabilities to their customers.
- By September 2012, 70% of interlibrary loan requests made through the ILL Network in fiscal year 2012 will be filled within 2 weeks from the time the request is made until it is available to the customer.

Key Outcome Targets: (*how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition*)

- 25% of library patrons completing a random in-library survey in March 2010 and 35% completing another survey in March 2012 will rate their satisfaction with ILL service as “high” or “very high”.

Program:

- Establish an island-wide ILL Network among GPLS branch libraries and local partner libraries, including agreements and protocols for lending and borrowing. *Timeframe: Island-wide ILL Network will be established between FY 2008-2012, with GPLS and 2 local library partners participating by September 2012.*
- Conduct a study of options for statewide delivery among GPLS and partner libraries. *Timeframe: FY2008*
- Implement an automated ILL system that will enable residents to initiate their own ILL requests, and will be used by public library staff to manage ILL requests. *Timeframe: FY 2009-2012*
- Implement an islandwide delivery system based on the recommendations of the study. *Timeframe: FY2009-2012*
- Publicize the ILL services island-wide, to increase awareness of residents of the services and the “patron-placed ILL” opportunity. *Timeframe: 2009-2012*

Need #3: Improve services and appeal of GPLS to underserved individuals, diverse families, individuals with disabilities, and the elderly on Guam by developing and enhancing existing community-based literacy programs and making available necessary service equipment within the library.

Summary Needs Assessment:

- Guam has a very diverse community, including families from outer islands or other countries who have not traditionally utilized library facilities. Guam has a high number of individuals or families of low socioeconomic background. These particular groups reflect the *limited functional literacy or informational skills* that can benefit from GPLS services. Encouraging their patronage of public libraries continues to be a challenge. Note that GPLS has been able to improve its services with the addition of age-appropriate equipment and materials for elementary-age children, to include new children tables, chairs, *educational* carpeting, painted walls, books and multiple reading activities. These items were acquired through grant support or donations from the community. However, the main library servicing youth, adult, elderly, and disabled patrons has very outdated materials and equipment, often recycled and donated by other agencies (ex: old metallic shelves, old sofas, etc.). There is a lack of shelving equipment and furniture appropriate for individuals of special need. Visually impaired patrons have requested more tactile materials to help them navigate the library. There are no tables or seating tailored for the physically disabled or elderly patrons. In essence, the first and second floor of the main library needs much improvement to attract and meet the needs of diverse library customers. These short-comings have been due to continued shortage of funding opportunities. A library with functional materials and equipment would be far more appealing and useful for customers of diverse background and needs.
- GPLS has one library technician who handles all community-related programs. Two program coordinators would be able to handle new and innovative programs targeting underserved individuals, diverse families, individuals with disabilities, and the elderly. The program coordinators will work collaboratively with other CBOs in developing or enhancing programs that service the needs of diverse patrons. Examples of programs that can be implemented are free computer training, reading programs, and community-wide reading events.

Goal: Increase library patronage of underserved individuals, diverse families, individuals with disabilities, and the elderly on Guam by improving the appeal and services of GPLS through improvements and additions of service equipment, materials, and the development of community-based programs and partnerships.

LSTA Purpose: (#4, 5, & 6) Developing public and private partnerships with other agencies and other agencies and community-based organizations; targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds to individuals with disabilities, and to individuals with limited functional literacy or informational skills; and targeting library and information services to persons having

difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office Management and Budget and revised annually in accordance with section 9902(2) of Title 42) applicable to a family of the size involved.

Key Output Targets: *(measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers)*

- By September 2010, at least 25% increase in patrons representing families of diverse background or need; and by September 2012, at least another 25% increase of patrons representing families of diverse background or need.
- Replace 50% of outdated equipment and materials with those current and relevant to the needs of patrons by September 2012.
- One new literacy program targeting individuals or families of diverse background or need will be developed and sustained annually by September 2010; A total of two new island-wide literacy programs targeting individuals or families of diverse background or need will be developed and sustained by GPLS.

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- Increase use of library facilities and materials by 25% in September 2010, and by 50% in September 2012.
- 25% of library patrons completing a random in-library survey in March 2010 and 50% completing another survey in March 2012 will rate their satisfaction of GPLS' facilities as "high" or "very high".
- 25% of library patrons completing a random in-library survey in March 2010 and 35% completing another survey in March 2012 will rate their satisfaction of GPLS' community-based literacy programs as "high" or "very high".

Program:

- Hire two program coordinators to research and develop programs targeting underserved individuals, diverse families, individuals with disabilities, and the elderly on Guam. *Timeframe: FY2008*
- Implement one community-based literacy program targeting the special population. *Timeframe: FY2009-FY2010*
- Publicize the literacy programs to increase awareness and participation of the special population targeted by the community-based literacy program. *Timeframe: FY2009-2010*
- Develop and implement 2 new community-based literacy programs targeting the special population. *Timeframe 2011-2012*
- Publicize the literacy programs to increase awareness and participation of the special population targeted by the 2 new community-based literacy programs. *Timeframe: FY2011-2012*

- Identify how facilities can be improved to attract patronage of underserved and diverse families on Guam. *Timeframe: 2008*
- Enhance library service by replacing and equipping library with functional materials and equipment to meet the needs of special population groups.
Timeframe: 2008-2012

Need #4: Improve reference service by providing the necessary resources, professional support and training to GPLS library technicians on the scanning, preservation and archival of important, government, and historical documents.

Summary Needs Assessment:

- GPLS' main library is the main depository of federal and local public documents. The main branch houses key historical documents that are in need to be rescued from continued deterioration. This issue is compounded by the fact that the main branch is limited in space and has limited preservation and archival capabilities.
- GPLS does not have a systematic process to manually and electronically scan and archive important and historic documents to increase accessibility to customers. Library technicians lack the expertise and resources to develop an effective scanning and archiving process. Growing loss of historical documents is evident. Customers lack easy access to such documents.

Goal: To have in place an efficient system for the scanning and archiving of important documents by having trained library staff, adequate materials, and technology resources that increases patrons' access to such documents.

LSTA Purpose: (#1) Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

Key Output Targets: (*measurement of activities, services, or products that contribute to an organization or program goal – a measure of productivity, typically shown in numbers*)

- 100% of library staff will be trained on current scanning and archival practices, including electronic archiving, storage and retrieval of historical, government, and other critical reference materials.
- By March 2009 have a management system plan in place for the scanning and archival of historical and important documents
- Materials and technology will be in place at the main library by September 2009 for the archiving and scanning of important and historical documents.
- 25% of historical and important documents will be archived through the new scanning and archival management system by September 2010, and 50% by September 2012.
- 50% of existing space reserved for reference materials is freed up by September 2012

Key Outcome Targets: *(how people will benefit from goal – describe intended changes in skills, knowledge, attitudes, behaviors, and status or life condition)*

- Customers needing archived materials will be able to accurately retrieve information 75% of the time

Program:

- GPLS will conduct an assessment of resources, materials, training, and technology needs for the scanning, preservation, and archiving of important and historical documents. Meet with Department of Chamorro Affairs and University of Guam for collaboration efforts. *Timeframe: FY2008*
- Conduct training on scanning, preservation, and archival practices to be adopted by GPLS. *Timeframe: FY2008*
- Develop a scanning, preservation, and archival management system for the preservation of important and historical documents. *Timeframe 2009*
- Implement the scanning, preservation, and archival management system for important and historical documents. *Timeframe: 2009*
- Implement scanning, preservation, and archival process at the main branch. *Timeframe: 2010-2012*

Summary of Planning and Implementation Procedures

The following summarizes the stakeholder involvement, communication and monitoring procedures, which the Guam Public Library System put into place for the development, finalization and implementation of its Five-Year Plan

Stakeholder Involvement Procedures

A planning team was established to develop the draft Five-Year Plan for the Guam Public Library System. The team consisted of members from GPLS staff, the GPLS Board, Governor's Office, and experts to guide in the development of portions of the Plan (ex: archiving processes, technology support for the Horizon system).

The plan was submitted to the GPLS Board for final approval of the final draft before submission of the Plan to IMLS.

The GPLS will be involving stakeholders in the implementation of the Five-Year Plan, particular through GPLS Board involvement. The Board will ensure that the execution of the Five-Year Plan is coordinated with the overall plan and priorities of the GPLS. The GPLS will provide additional opportunities for library patrons to comment on the LSTA Program and its direction. Review teams will be formed to assist in the assessment and evaluation of LSTA projects at the mid-point and end of the Five-Year Plan.

Communication Procedures

Drafts of the Five-Year Plan will be periodically presented to the members of the planning team for review and feedback. Once the Five-Year Plan has been approved by IMLS, it will be published in print form and on the GPLS website. It will be made available to all public, academic and special libraries and selected school libraries and users throughout the period of the Five-Year Plan. Readers will be invited to email the comments to the planning team leader. Any substantive revisions to the Plan, especially to the needs and goals, will be submitted to IMLS according to the provisions of the LSTA, and to appropriate stakeholders. An email will be sent, followed up with hard copy.

The GPLS will publicize achievements of important milestones and results of the Five-Year Plan as required for reporting purpose, as well as to meet stakeholder needs. The channel for communicating these achievements will be dependent on stakeholder groups' needs and will include an appropriate combination of presentations and meetings, print and electronic media and required reports.

Monitoring Procedures

The GPLS will assign appropriate staff to continuously track implementation of the Five-Year Plan and prepare appropriate reports as required. Quarterly status reports and final reports on the progress of each Plan project will be provided. The GPLS review team will conduct annual visits to monitor each project. Any necessary corrective action will be decided in collaboration with the stakeholders.