



## State Strategic Plan FY2022 - FY2025 Updated July 2021

### MISSION

The Idaho Commission for Libraries assists libraries to build the capacity to better serve their communities.

### INTRODUCTION

The Idaho Commission for Libraries (ICfL) builds the capacity of the more than 850 public, school, academic, and special libraries in Idaho to better serve their communities through statewide programming and resources, like Read to Me and the Idaho Digital E-book Alliance (IDEA); consulting; continuing education; partnerships; and aid to underserved populations, such as the visually impaired through the Idaho Talking Book Service. The Commission is overseen by a five-member board. While services and library resources have evolved since the Idaho State Library (predecessor to the ICfL) was formed in 1901, work continues to focus on providing the best library services that will meet the changing information needs of Idaho's citizens.

Idaho libraries provide resources, information, reading and educational materials, and spaces for community connections. Library staff provide an important role in the lifelong education of individuals within their community. The ICfL serves these libraries and their staff by providing training, professional development, consulting services, grants, and programs. Through these services and by leveraging state and national partnerships, Idaho citizens have access to quality library service.

The Commission's foremost source of feedback about the need for information and library services for the citizens of Idaho is the Idaho library community. The Commission's development staff has ongoing interaction with library directors, staff, and governing boards during site visits, training sessions, regional or consortium meetings, and through direct contact. Each program lead at the Commission seeks feedback on a regular basis to improve programs and services. Throughout the COVID-19 pandemic, agency staff have been in frequent contact with the library community and recognized the need to support new service models for libraries and for expanded ways to access information and resources.

In addition to feedback from its customers, the ICfL aligns its mission with other statewide partners like the STEM Action Center, the State Board of Education, Idaho Department of Labor, and the State Department of Education to seek better ways to serve Idaho's communities via their library. A constant scan of external data reveals the need for improvement in many areas in which libraries intersect with their communities. Examples of relevant data and the ICfL's response include, but are not limited to, the following:

- Idaho has the third slowest internet speed in the nation. The ICfL has dedicated staff to assist libraries in bridging this gap within Idaho communities.  
<https://www.highspeedinternet.com/resources/fastest-slowest-internet>
- Idaho Hispanic residents make up 18% of K-12 public school students. The ICfL is focused on helping libraries connect with the local Latino population.  
<https://icha.idaho.gov/docs/Hispanic%20Profile%20Data%20Book%202021%20-%20FINAL%20V3.pdf>
- Approximately 72% of staff working in public libraries have no formal library information service education. The ICfL provides a range of professional development opportunities to scale the gap in knowledge.  
<https://libraries.idaho.gov//idaho-library-statistics/>
- Idaho has failed to meet most 2020 Academic Achievement targets set forth by the State Department of Education. Targets include math and English proficiency, high school graduation rates, third grade reading proficiency, and post-secondary degree/certificate attainment. The ICfL's staff recognize the significant role librarians and library access make in the academic achievement of all Idaho students and support quality educational opportunities through the agency's many services.  
<https://reportcard.idahoednews.org/>
- Idaho has a significant shortage of health care professionals. The ICfL has brokered partnerships with the Blue Cross of Idaho Foundation for Health and rural public libraries to offer telehealth access and has dedicated staff to pursue additional partnerships.  
<https://healthandwelfare.idaho.gov/providers/rural-health-and-underserved-areas/rural-health-and-underserved-areas>

As a result of ongoing needs assessment, this plan strengthens current successful initiatives and directs the Commission in addressing four goals.

#### **Key External Factors:**

- **Funding:**  
The Idaho Commission for Libraries utilizes federal Library Services and Technology Act (LSTA) funds, administered by the Institute of Museum and Library Services (IMLS), along with matching state funds, to operate the agency. A reduction in or elimination of LSTA funding would jeopardize the ICfL's ability

to carry out its mission. About one-third of the Commission's budget is funded annually by the IMLS and includes 11 positions and nearly all of the ICfL's programs.

- **Economic Impact**

Uncertainty related to economic conditions impact libraries statewide. The ICfL must respond accordingly with support, often changing course of service as was the case during the 2020/2021 COVID-19 pandemic.

- **Legislation**

State and federal legislation may affect programs and services of the ICfL.

## **GOALS and OBJECTIVES**

The following goals and objectives build on the capacity-building work the Idaho Commission for Libraries is known for and are based on extensive and ongoing needs assessment and continuous improvement processes. Performance measures and benchmarks were developed by project leaders based on needs in the library community and expected outcomes.

### **Goal 1. Build the institutional capacity of libraries to better serve their communities.**

Strategy 1: Expand the libraries' capacity through targeted grant programs.

- Objective 1.1.1: ICfL staff will support statewide student learning and adult job development initiatives from academic, school, special, and public libraries through ARPA grant funds in FY22. The Public Information Officer will promote these efforts on both the statewide and local levels.
- Objective 1.1.2: The Continuing Education Consultant will implement a Best Practices Toolkit Improvement Plan and annual grant program for the public library community in FY22 and FY23.
- Objective 1.1.3: The Youth Services team and School Library Consultant will provide ongoing educational opportunities through kindergarten readiness and school library collection grants.
- Objective 1.1.4: The Partnerships and Programs Supervisor will enhance an annual summer internship program to provide creative opportunities for young people to explore library careers, including the possibility of creating an official apprenticeship program.

Strategy 2: Improve the libraries' technological infrastructure.

- Objective 1.2.1: On an ongoing basis, the Technology Consultant will provide broadband consulting and annual E-rate and Idaho Education Opportunity Resource Act (EOR) support.
- Objective 1.2.2: The Technology Consultant will provide ongoing technology guidance and resources through a variety of means, including the Broadband Toolkit Improvement Program (BTIP), online technology guides, and presentations online and at regional and statewide conferences.
- Objective 1.2.3: The Software Engineer will provide annual training and ongoing assistance with the e-Branch in a Box project for libraries' website hosting, development, and maintenance.

Strategy 3: Enhance libraries' capacity for community programming.

- Objective 1.3.1: The Youth Services team will annually develop and implement turn-key programs supporting kindergarten readiness.
- Objective 1.3.2: The Youth Services Consultant will convene a Teen Advisory Group to meet quarterly to guide development of teen service programs.
- Objective 1.3.3: The Youth Services Program Coordinator will offer a variety of annual programs supporting outreach efforts of library staff to target underserved populations.
- Objective 1.3.4: On an ongoing basis, the Emerging Trends Consultant will provide tools, programs, and resources to libraries offering adult programs.
- Objective 1.3.5: The Partnerships and Programs Supervisor will coordinate ongoing statewide programming via the Let's Talk About It partnership with the Idaho Humanities Council.
- Objective 1.3.6: The Youth Services team will maximize out-of-school learning by annually supporting library summer reading programs.
- Objective 1.3.7: On an ongoing basis, the Volunteer Services Coordinator will provide tools and resources to libraries interested in offering volunteer programs.

Performance Measures for Goal 1:

- The number of libraries with improved access to broadband will increase annually.  
*Benchmark:* Percentage of libraries with broadband speeds greater than 10 Mbps. Percentage of E-rate libraries with broadband speeds of 100 Mbps or greater. Strategy 1: Improve the library workforce.
- Idaho libraries will see increased use by Idahoans.  
*Benchmark:* \*4,532,137 visits to public libraries were reported in FY2020

(a 45.34% *decrease* from FY2019). \*481,742 Idahoans of all ages attended public library programs in FY2020 (a 53.10% *decrease* from FY2019).

\*This reporting period occurred during the COVID-19 pandemic, during which library buildings were closed at times.

- The number of youth participating in library outreach programs will be maintained or increase annually.

*Benchmark:* Number of children participating in the My First Books outreach program. Number of youth participating in Summer Reading outreach.

## **Goal 2. Support the role of library staff as community educators and community connectors.**

Strategy 1: Support the education of library staff and trustees.

- Objective 2.1.1: The Continuing Education Consultant and Grants Officer will provide ongoing grants for first-time conference attendance, formal library education support, group training, and leadership development.
- Objective 2.1.2: The School Library Consultant will provide ongoing consulting and annual training opportunities to school library staff.
- Objective 2.1.3: The Library Development team will develop continuing education training for public library staff and trustees on an annual basis.
- Objective 2.1.4: The Continuing Education Consultant, along with other Library Consultants, will provide relevant and timely online webinars and professional development opportunities annually.
- Objective 2.1.5: On an ongoing basis, the LiLI Librarian will provide statewide support and training for the LiLI Databases.
- Objective 2.1.6: The Continuing Education Consultant and Emerging Trends Consultant will expand service, including quarterly virtual meetings, to academic library staff in FY22 and FY23.
- Objective 2.1.7: The Library Development team will provide and facilitate quarterly Libraries in Idaho Talking Trends (LITT) virtual sessions.

Strategy 2: Improve general knowledge and skills of library staff.

- Objective 2.2.1: The Public Library Field Consultants will provide ongoing consulting services for public library staff and trustees.
- Objective 2.2.2: The Partnerships and Programs Supervisor will provide ongoing resources and consultation for library staff focused on economic and workforce development, and college and career readiness.

- Objective 2.2.3: The Technology Consultant will provide ongoing technology-related consulting and training.
- Objective 2.2.4: The Idaho Talking Books Service team will develop learning opportunities for library staff for this service in FY22.
- Objective 2.2.5: Library Consultants will provide consulting services on a variety of topics annually.
- Objective 2.2.6: The Bilingual Project Coordinator will support outreach services to Latino populations in FY22.
- Objective 2.2.7: On an ongoing basis, the Emerging Trends Consultant will identify and share library trends to help libraries make informed planning decisions.
- Objective 2.2.8: The State Data Coordinator will collect and share Idaho library statistics annually.
- Objective 2.2.9: The Youth Services team will provide ongoing consulting and training on early learning and literacy.

Strategy 3: Expand the library staff's capacity through supporting partnerships.

- Objective 2.3.1: The Partnerships and Programs Supervisor will initiate and cultivate ongoing partnerships with state agencies, nonprofits, and businesses to develop plans for better employment support via libraries.
- Objective 2.3.2: The Youth Services and School Library Consultants will participate in ongoing statewide efforts supporting early learning, services to children, and teen development, and they will facilitate ongoing partnerships between schools, organizations, and other state agencies.
- Objective 2.3.3: The E-Services Program Supervisor will develop ongoing statewide partnerships and seek opportunities to expand library technology infrastructure.
- Objective 2.3.4: Library Development staff will develop partnerships with other agencies and organizations to coordinate college-and-career-ready programs and services annually.
- Objective 2.3.5: Library Development staff will develop and foster partnerships with other agencies and organizations to leverage programs and services reaching more underserved Idahoans on an annual basis.
- Objective 2.3.6: The Bilingual Project Coordinator will develop partnerships to improve service to Latino populations in FY22.
- Objective 2.3.7: The Youth Services and Emerging Trends Consultants will cultivate and foster ongoing partnerships with state agencies, nonprofits, and businesses to develop plans for STEM learning.

## Performance Measures for Goal 2:

- At least 80% of library staff and trustees participating in continuing education programs will indicate they have made changes in their library procedures or services as a result of training activities.  
*Benchmark:* 86.5% reported changes were made in FY2020.  
*Additional output measures:* Events sponsored each fiscal year. Number of participants.
- Library summer reading participation will increase by 3% annually.  
*Benchmark:* 104,640 youth participated in summer learning programs in FY2020; 108,934 youth participated in FY2019.

## **Goal 3: Ensure equitable access to information and reading materials through direct service to Idahoans.**

### Strategy 1: Improve Idahoans' access to and ability to use information resources.

- Objective 3.1.1: On an ongoing basis, the LiLI Librarian will curate and promote resources available in the LiLI databases.  
Objective 3.1.2: Designated staff will support STACKS, Idaho's state publication repository program, annually.
- Objective 3.1.3: The Youth Services team will annually develop and distribute materials supporting the education of youth.
- Objective 3.1.4: On an ongoing basis, the Public Information Officer will coordinate and manage promotional efforts of services to Idahoans.

### Strategy 2: Improve Idahoans' access to reading materials.

- Objective 3.2.1: On an annual basis, the Idaho Talking Book Service team will improve access to and outreach efforts for materials in alternate formats for those unable to read standard print.
- Objective 3.2.2: The E-Services team will expand the number of titles in the Idaho Digital E-Book Alliance and increase the number of participating libraries annually.
- Objective 3.2.3: The E-Services team will target underserved populations to provide digital e-book library access in FY22 and FY23.
- Objective 3.2.4: The LiLI Librarian will administer a statewide library interlibrary loan service, ShareIdaho, annually.

## Performance Measures for Goal 3:

- The number of interlibrary loans requested through ShareIdaho will increase or maintain annually. Note: LiLI Unlimited underwent a major restructuring and was renamed ShareIdaho in FY2018. Use of the LiLI Databases will increase annually.
- There will be an annual increase in the number of Idahoans registering for the Idaho Talking Book Service.  
*Benchmark:* Number of new users registered for the Idaho Talking Book Service.  
*Outputs:* Number of Talking Book patrons. Talking Book circulation.

**Goal 4: Model responsible and effective government practices.**

Strategy 1: Align resources and priorities to maximize the value of both public and private funding.

- Objective 4.1.1: All staff will integrate agency values into all initiatives and activities, both within and outside, the agency on an ongoing basis: continuous improvement, learning organization, customer services, collaboration, relationships, and library ideals.
- Objective 4.1.2: Management team will invest in professional development and leadership opportunities for agency staff on an ongoing basis.
- Objective 4.1.3: All staff will foster innovation, flexibility, and results-oriented planning for effective and efficient programs and services for the agency's clientele on an ongoing basis.
- Objective 4.1.4: Management team will review existing positions to maximize opportunities to meet the goals featured in the strategic plan annually.
- Objective 4.1.5: The Volunteer Coordinator will work with ICfL staff to identify tasks and will recruit and train volunteers to help achieve goals outlined in the strategic plan annually.

Strategy 2: Collaborate with the State Controller's Office to implement the Luma transition.

- Objective 4.4.1: The Administrative Services Manager will oversee the ICfL's transition to SCO's Luma Project by supporting specific module integration, system implementation, and program configuration in FY22 and FY23.
- Objective 4.4.2: The Administrative Services team will facilitate employee transition from a paper-centric accounting program to a cloud-based, multifunctional, digital system through individual engagement and staff training annually.

- Objective 4.4.3: The Administrative Services Manger will develop new and improved processes that embrace the new system’s capabilities, manage change and agency transparency, and bring resource savings to the statewide business process redesign annually.

## **TIMELINE**

This plan is intended to support the Idaho library community over the next four years and is supported with annual project plans. All funded projects are reviewed and evaluated annually based on the evaluation plan.

## **EVALUATION PLAN**

The Idaho Commission for Libraries staff will continue to use a combination of techniques to evaluate the success of the activities in meeting agency goals and project priorities:

- Evaluate all projects and services using outcome-based assessment questions.
- Monitor activities and sub-grant projects. Commission projects are evaluated by an appropriate method chosen by the lead consultant. Sub-grant projects are evaluated through interim and final narrative and financial reports.
- Conduct surveys or assessments as needed.
- Incorporate outcome-based and/or independent evaluations for appropriate projects.

*This document was approved by the ICfL Board of Commissions on August 12, 2021.*