

# **The United States Virgin Islands Department of Planning and Natural Resources, Division of Libraries, Museums and Archives**

## **Library Services and Technology Act (LSTA) Grants to States Program Implementation Evaluation Federal Fiscal Year 2018 - Federal Fiscal Year 2022**

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Division of Libraries, Museums, and Archives  
Amy Parker DeSorbo, Territorial Director



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# EVALUATION SUMMARY

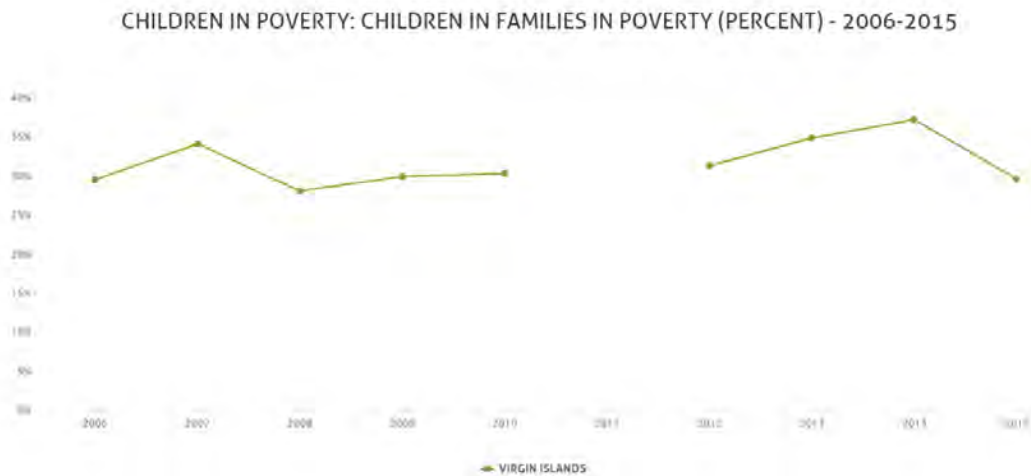
## ***Summary Introduction***

The Virgin Islands have not recovered from the devastating hurricanes that landed five years ago. FEMA financial support is just arriving on the island to deal with the needed building renovations. Many of the buildings have remained closed due to mold and unhealthy and dangerous conditions. Staffing shortages have also been a challenge; many people left the islands after the devastation that occurred five years ago and while life is gradually coming back to normal little by little, the recovery of labor is tough. The agency had three different people in the leadership position over the last five years and these transitions also affected the continuity of implementing strategy and managing operations. The tourist based economy of the USVI suffered doubly from COVID-19 conditions.



Given US Virgin Islands's population of 106K<sup>1</sup>, the state's annual Library Services and Technology Act (LSTA) Grants to States<sup>2</sup> program allotment from the Institute of Museum and Library Services (IMLS) of approximately \$100 thousand<sup>3</sup> per year translates into \$ 0.94<sup>4</sup> per person on an annual basis. LSTA funds alone are inadequate to meet the library and information needs of the US Virgin Islands's approximately 106K residents. The US Virgin Islands State Library's (DLAM) challenge is to find ways to make \$ 0.94 per person transformative in terms of library services; to leverage a relatively small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of high-quality library and information services.

A large number of children (29.6%) live in poverty.<sup>5</sup>



There are 5 goal statements in the ***Division of Libraries, Archives, and Museums (DLAM) Library Services and Technology Act (LSTA) Plan 2018-2022***. They are:

***GOAL 1: Expand basic library services to address the needs of the community due to the effects after Hurricanes Irma and Maria.***

***GOAL 2: Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects.***

<sup>1</sup> United States Census Bureau, Decennial Census (April 1, 2020)

<sup>2</sup> The report will refer to the Library Services and Technology Act Grants to States program simply as LSTA throughout this report

<sup>3</sup> Four year LSTA Grants to States allotment average ((FFY [Federal Fiscal Year] 2018 State Allotment + FFY 2019 State Allotment + FFY 2020 State Allotment + FFY 2021 State Allotment) / 4)

<sup>4</sup> Four year LSTA Grants to States allotment average / United States Census Bureau Decennial Census (April 1, 2020)

<sup>5</sup> [Kids Count - USVI St Croix Foundation.](#)

**GOAL 3: Provide educational opportunities for library personnel**

**GOAL 4: Continue to expand on the scope of the Virgin Islands Automated Library System (VIALS)**

**GOAL 5: Expand on the partnership with viNGN to connect people with Technology, Digital Literacy, and access to the Virgin Islands Public Library System.**

### **Agency's Internal Assessment and Evaluators' Assessment**

As part of the assessment process, the evaluators asked the US Virgin Islands State Library's Agency Director, the US Virgin Islands State Library's LSTA Coordinator and other key staff identified by the Agency Director to offer their joint appraisal of progress their agency had made toward achieving each of the five goals included in the US Virgin Islands State Library's 2018-2022 five-year plan. The evaluators prefaced their request for this internal assessment by noting the fact that the state was only three years into the implementation of the five-year plan. Consequently, it was acknowledged that it was unlikely that any of the goals would be completely or finally achieved. Table 1 offers a summary of both the US Virgin Islands State Library's internal assessment and the evaluators' conclusions.

<b>Table 1 - South Carolina State Library's and Evaluators' Assessment of Achievement</b>		
<b>GOAL</b>	<b>US Virgin Island State Library's Internal Assessment</b>	<b>Evaluators' Assessment</b>
GOAL 1: Expand basic library services to address the needs of the community due to the effects after Hurricanes Irma and Maria.	Partly Achieved	Partly Achieved
GOAL 2: Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects.	Achieved	Partly Achieved
GOAL 3: Provide educational opportunities for library personnel.	Achieved	Achieved
GOAL 4: Continue to expand on the scope of the Virgin Islands Automated Library System (VIALS).	Partly Achieved	Partly Achieved
GOAL 5: Expand on the partnership with viNGN to connect people with Technology, Digital Literacy, and access to the Virgin Islands Public Library System.	Achieved	Achieved

***GOAL 1: Expand basic library services to address the needs of the community due to the effects after Hurricanes Irma and Maria.***

The Virgin Islands have not recovered from the devastating hurricanes that landed five years ago. FEMA financial support is just arriving on the island to deal with the needed building renovations. Many of the buildings have remained closed due to mold and unhealthy and dangerous conditions. Staffing has also been a challenge; many people left the islands after the devastation that occurred five years ago and while life is gradually coming back to normal little by little, the recovery of labor is tough. The agency had three different people in the leadership position over the last five years and these transitions also affected the continuity of implementing strategy and managing operations. The tourist based economy of the USVI suffered doubly from COVID-19 conditions. However, the optimism and perseverance of the staff that are there is remarkable and needs to be recognized as it is helping put the libraries back on the map. Programming continues to be supported as much as possible in the island and the outreach activities are coming back though most buildings remain closed due to mold issues! The evaluators believe that the US Virgin Islands State Library has **PARTLY**

**ACHIEVED Goal 1**

***GOAL 2: Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects.***

It is notable that the USVI has emphasized this goal and the data driven nature of the operations; it is a critical goal that helps them stay on track and the data help the agency director with the management of the operations during times of crisis. An in depth assessment of the USVI Public Library system took place (QualityMetrics conducted it) the second year of the 2018-2022 LSTA cycle (included in Appendix #). Many useful recommendations there are valid and need to be implemented as the agency is gradually focusing on stability, staffing, and next steps. Also, annual submission of the PLS was initiated for two years in a row now; the PLS data though can be improved (currently reporting only a few basic data elements such as staffing and finances; the output data, circulation and program attendance, can be captured more efficiently in the future. So, much good work has taken place with this goal and the process can be further improved in future years. The evaluators believe that the US Virgin Islands State Library has **PARTLY ACHIEVED Goal 2**

***GOAL 3: Provide educational opportunities for library personnel.***

Staff attended national conferences and the most useful was the one on bookmobiles. It provided an understanding that library services can be offered through the vehicles especially now that the buildings are not open. The evaluators believe that the US Virgin Islands State Library has **ACHIEVED Goal 3**. Professional development is a strength of the USVI LSTA program as the limited funding ensures that staff remain informed and in touch with developments in libraries in the rest of the country. The pandemic gave the opportunity to staff



to spend more time on professional development activities, many of them supported by the Governor.

***GOAL 4: Continue to expand on the scope of the Virgin Islands Automated Library System (VIALS).***

The version of the ILS system is an old one and needs to be updated to more recent cloud based solutions. Due to lack of staff with technology know-how, the ILS system is in real dire need for support. Similarly, the newly established website of the USVI Public Libraries is in danger of being deleted and eliminated due to the delay in the payment of invoices to the vendor that hosts the website<sup>6</sup>. Library bills need to be paid on a timely and proactive basis for the library infrastructure to be able to maintain itself. The evaluators believe that the US Virgin Islands State Library has **PARTLY ACHIEVED Goal 4**. With no adequate technology support (IT professional position has been vacant for more than five years), it is difficult to take full advantage of the Sirsi/Dynix capabilities, especially those that relate to tracking performance. Furthermore, the ability to maintain a modern website that can link to electronic resources and ebooks is another critical element of the library infrastructure. Without timely payment of the invoices, these resources may not be maintained in future years. The evaluators would like to articulate a strong warning that the library technology infrastructure is in dire need of support.

***GOAL 5: Expand on the partnership with viNGN to connect people with Technology, Digital Literacy, and access to the Virgin Islands Public Library System.***

Training on digital literacy was offered through the lab but now that the Turnbull Library building is closing in February 2022, this service is also not available to the people of the islands. The wifi for the buildings is critical to be maintained even while the buildings are closed so people can use the wifi from the parking lot to connect to the internet.

The evaluators believe that the US Virgin Islands State Library has **ACHIEVED Goal 5** though we want to caution that with closed buildings the wifi service will need to continue to receive attention and be maintained. Relatively little LSTA funding supported this goal in the last five years but the collaboration with the viNGN is very important as it ensures that the buildings have adequate connectivity and can stay connected to the Internet. The computer lab that is available was not used as much as in prior years due to COVID-19 but overall it is an important key element of the success in achieving this goal!

Several projects under the plan including Goal 2 (Assessment) taken together, qualify as a substantial focus on the library workforce when the percentage of expenditures specified by IMLS in the evaluation guidelines is applied. This focus on the library workforce accounts for more than 10% when both Goal 2 and Goal 3 expenses are aggregated in the period that includes FFY 2018, FFY 2019, and FFY 2020.

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<sup>6</sup> <https://www.usvipubliclibraries.com/>

# EVALUATION REPORT

## ***Evaluation Introduction***

Five years ago, the LSTA Evaluation 2013-2017 for the DLAM/DPNR ended with two footnotes the days after hurricanes Irma and Maria landed on the USVI Territory.

The evaluation captured the activities of the previous LSTA cycle prior to the hurricanes knowing that the day after looked very different in every one of the three islands where library services are available. Five years afterwards, the USVI is still recovering from the



devastating blow of hurricanes Irma and Maria. The FEMA funds for facilities restorations are just arriving in the island this year and though the future is looking brighter, the recovery phase from the hurricanes is prolonged even more with the COVID-19 pandemic hitting the world the last couple of years and giving a devastating blow to the tourist based economy of the US Virgin Islands.

The bright, sunny and optimistic view of the future is to be realized and it may

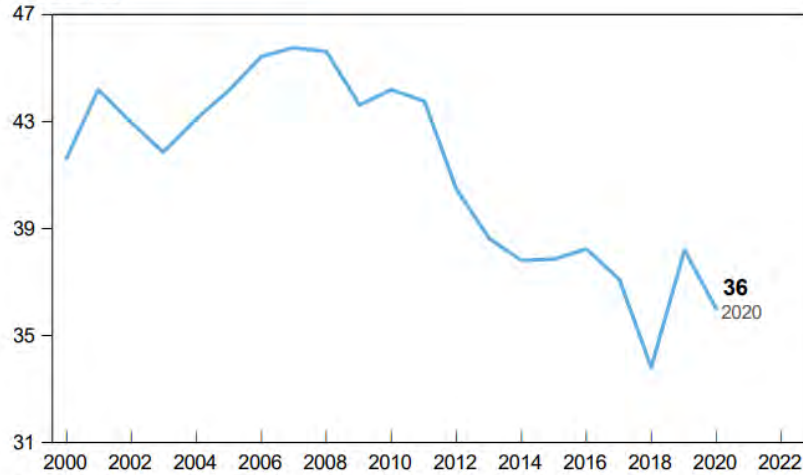
take a little longer further as the economic outlook for the USVI recovering from Irma and Maria, and from COVID-19 is not as bright as we may want it to be. A primarily tourist based economy, COVID-19 has been a major blow to the economy that was rebuilding its infrastructure after hurricanes Irma and Maria; some residents departed and though some are coming back, not everybody was ready to come back and rebuild what they lost in the storms.

The Congressional Research Service issued a report on the economic conditions of the [USVI in 2020](#). The following [graphs](#) capture the state of the economy and job growth (or lack thereof) in the islands:

# U.S. Virgin Islands Economic Indicators

## Total Employment

Thousands



Sources: U.S. Bureau of Labor Statistics; Moody's Economy.com.

## Leisure & Hospitality Employment

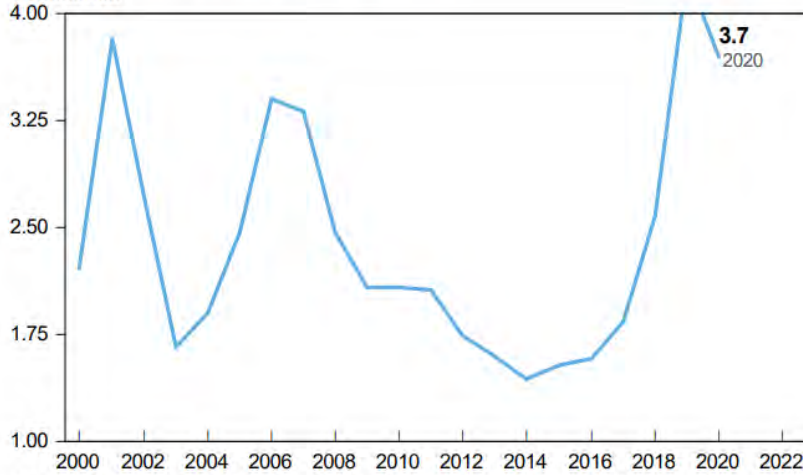
Thousands



Sources: U.S. Bureau of Labor Statistics; Moody's Economy.com.

## Construction & Mining Employment

Thousands



Sources: U.S. Bureau of Labor Statistics; Moody's Economy.com.

## Government Employment

Thousands



Sources: U.S. Bureau of Labor Statistics; Moody's Economy.com.

The SLAA agency had three different library leaders in the last five years and the State Program Reports (SPR) was inconsistent as a result. QualityMetrics took a careful look at the LSTA Expenditures and regrouped them using the details provided in the notes to fit the funds under the five different goals originally proposed in the LSTA plan 2018-2022. There are five goal statements in the ***US Virgin Islands State Library Library Services and Technology Act (LSTA) Plan 2018-2022***. Each of the goals is stated below and LSTA-funded activities carried out in support of the goal are described. Finally, the evaluators' assessment of whether each goal has been achieved, partly achieved, or not achieved is presented.

***GOAL 1: Expand basic library services to address the needs of the community due to the effects after Hurricanes Irma and Maria.***

***GOAL 2: Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects.***

***GOAL 3: Provide educational opportunities for library personnel***

***GOAL 4: Continue to expand on the scope of the Virgin Islands Automated Library System (VIALS)***

***GOAL 5: Expand on the partnership with viNGN to connect people with Technology, Digital Literacy, and access to the Virgin Islands Public Library System.***

**Summary of USVI Expenditures for FFY2018-FFY2020**

<b>Goal</b>	<b>Goal Title</b>	<b>Expenditures</b>	<b>Percentage</b>
Goal 1	Recover	\$ 52,424.58	16.98%
Goal 2	Assessm	\$ 32,126.738	10.40%
Goal 3	Training	\$ 19,964.132	6.47%
Goal 4	Catalog	\$ 185,949.13	60.22%
Goal 5	Connectivity/Internet Access	\$ 10,384.76	3.36%
	LSTA PROGRAM ADMINISTRATION	\$ 7,917.94	2.56%
		<b>\$ 308,767.27</b>	<b>100.00%</b>

*NOTE: adjustments/estimating administrative costs and add on balance; expenditures were recalculated based on detailed accounting to allocate funds across the goals*

# Goal 1 Retrospective Assessment

**GOAL 1: Expand basic library services to address the needs of the community due to the effects after Hurricanes Irma and Maria.**

Following is the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 1.

## Goal 1 Projects & Expenditures

PROJECT TITLE/ Activities	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
<b>Recovery</b>	\$ 21,810.16	\$ 6,918.43	\$ 18,097.99	\$ 46,826.58
<i>Add - on to balance - estimating salary portion</i>			\$ 5,598.00	
<b>GOAL SUBTOTAL</b>	<b>\$ 21,810.16</b>	<b>\$ 6,918.43</b>	<b>\$ 23,695.99</b>	<b>\$ 52,424.58</b>

Goal 1 expenditures represent 16.98% of US Virgin Islands’s total LSTA allotment for the FFY 2018 – FFY 2020 period, mostly representing supplies.

The best way to identify how the libraries are recovering from the hurricanes Irma and Maria and from the COVID-19 pandemic is to consult the facebook page for DLAM/DPRN. In there, you see messages asking people to open the building at St John for protection from other smaller storms that happened since Irma and Maria; you can see the bookmobile being noticed as it run irregularly during the five years since the hurricanes; and, you can see programming that is taking place occasionally in the buildings that have been mostly closed. The buildings are closed due to mold conditions, most recently programming it taking place outdoors. Yet, the belief that community service is critical and it is at the core of the lives in the islands resonates with quotes such as *“Community service is part of who we are ... community is in all of us” Facebook video by Shannon Joseph Suite on the impact of MLK on her life*

This is what makes it even more difficult to understand why libraries are not higher on the priority list for recovery as another quote in response by the Clean Sweep Frederiksted Community Development Corporation points out:



“Yes, libraries serve an important and critical role in the community. Hence why we don’t understand why the Frederiksted library has been closed for over 3 years with no open date in sight.”

VI Public Libraries, DPNR  
September 20, 2019 · 🌐  
Flood mitigation techniques at the Fort Christian Museum / Facility for the 2019 Atlantic Hurricane Season. Building stronger and more effectively. #IslandTough 🌴🌊🏠



The photo shows some of the flood mitigation work at the Fort Christian Museum – all the library buildings have severe and chronic water damage. Detailed risk assessment methodology was made available to the DLAM staff through a training grant by the National Endowment for the Humanities. Detailed analysis and reports were provided by CuraeCollections.<sup>7</sup>

Despite physical damages in the library buildings, libraries continue to reach out and remind people to get a card (almost half of the island residents have a library


card) and there is a recognition that more outreach and awareness is needed even more so now that the public library system has such great needs. Educators from local schools stepped forward and utilized the book mobile when available and the use of the bookmobiles has been received as a great success with story hours with the first lady and at the Governor’s house (also see Appendix G).



<sup>7</sup> USVI Training, Risk Assessment, and Emergency Plans:  
<https://www.dropbox.com/sh/5vui59s2jddp7lp/AACbHYjrk1MEqa-Xlx4A8KiKa?dl=0>


DPNR COMMISSIONER,  
**JEAN-PIERRE L. ORIOL**  
 INVITES YOU TO JOIN

# Books on Wheels




**2 Stops!**  
**FRIDAY, JULY 23<sup>rd</sup>**  
 Marley Homes at 9am  
 Fort Frederik at 10am


FOR INFORMATION CONTACT DIRECTOR DESORBO  
 AMY.DESORBO@DPNR.VI.GOV



**Special Guest Reader**  
 Local Author,  
 Vivian Prince



**Miss Agatha's  
 Lovely Garden**  
 Illustrations by Abigail O. Heron



GOVERNMENT OF THE UNITED STATES VIRGIN ISLANDS  
 DEPARTMENT OF PLANNING AND NATURAL RESOURCES  
 DIVISION OF LIBRARIES, ARCHIVES AND MUSEUMS

**PLEASE REMEMBER TO WEAR A MASK**







## The freedom of reading

Emancipation Day Story Time on Wheels was held in front of Fort Frederik and the Bookmobile. To celebrate Emancipation Day, Amy DeSorbo, director of libraries, archives and museums for Department of Planning and Natural Resources hosted the reading of "James and the Fireburn" by Angela Gold Bryan and "Daniel and the 150th Emancipation Day" by Denise Bennerson. Both are local authors. The books were read by Marlon Williams and Leon Hughes. The many students in attendance were encouraged to apply for a library card to be able to borrow books from the book mobile. There is no library in Frederiksted



VI Public Libraries, DPNR  
September 6, 2018 · 🌐



### TEMPORARY SUSPENSION OF THE 'BOOKMOBILE IN YOUR NEIGHBORHOOD' INITIATIVE

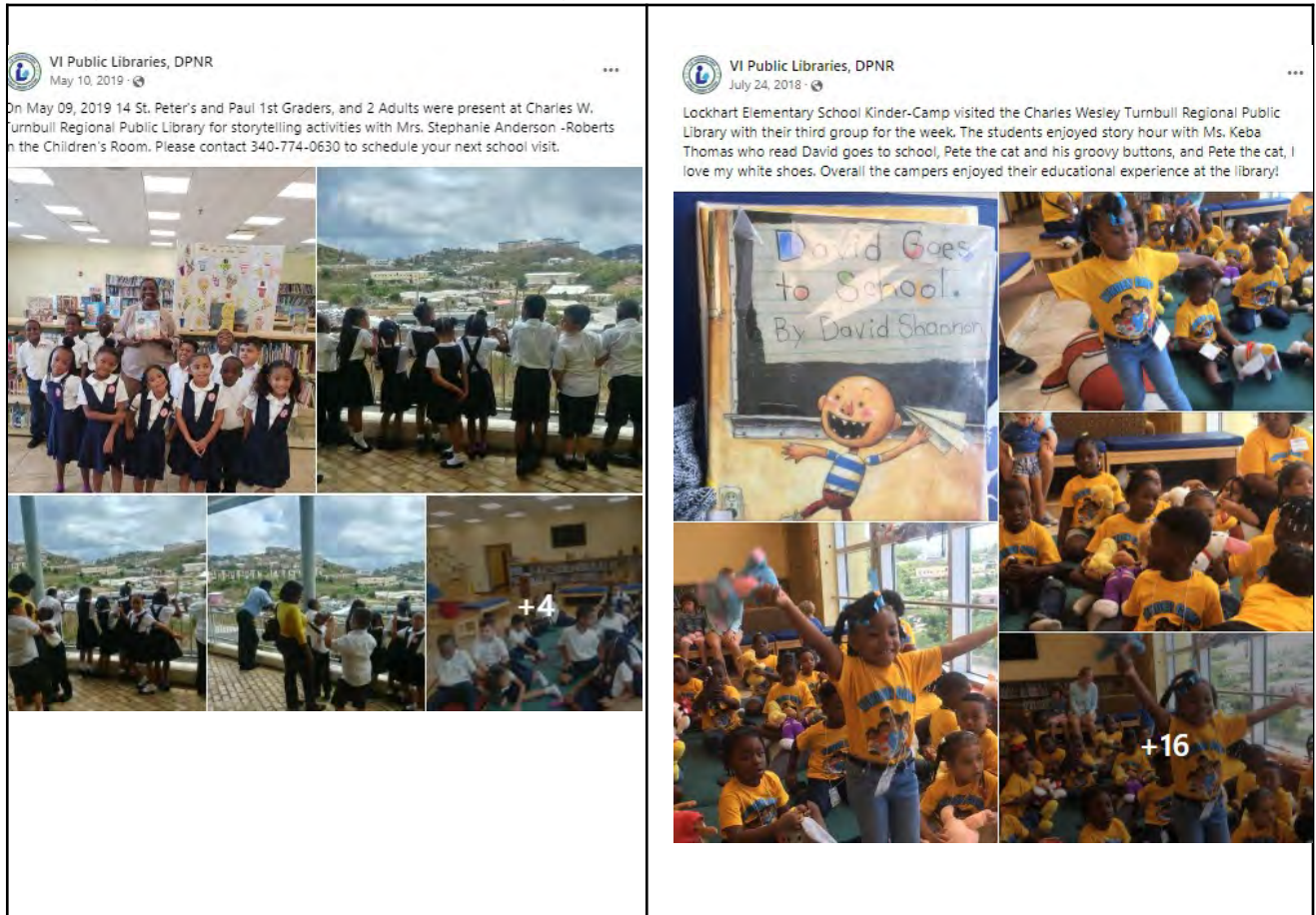
Commissioner Dawn L. Henry, Esq. of the Department of Planning and Natural Resources announces the temporary suspension of the 'Bookmobile in Your Neighborhood' initiative in both districts, due to reasons beyond our control. The Department continues its efforts to resume this service. The community will be advised of any updates.

Commissioner Henry apologies for any inconvenience this may have caused.

The bookmobile services unfortunately are not always available as mechanical failures like a broken light can take the bookmobiles out of circulation for months at a time.



Testimonials about the need to have library buildings open in St Croix predate the closing of the St Thomas library building on February 2022 due to mold conditions:



*“It’d be fantastic to have library spaces like the ones displayed on St Thomas on St Croix. Especially in Fstd!!!! So many families live soooo close! Air conditioning alone would be a draw to get families in and experiencing the space and whatnot could offer.”*

*“Unfortunately, the air conditioning has not yet been repaired, thus the reason for the limited services for children at the library on St. John. The department is working diligently to resolve the issue and will alert the public as soon as it does.”*

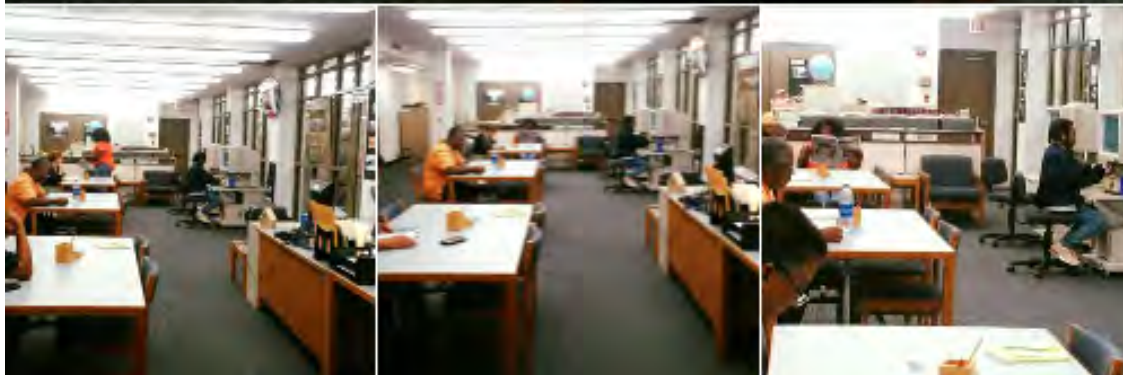
So, the visits we see that took place in 2019 unfortunately are not happening any more in the Turnbull library this year and the special collections and archives are not open any more either.



Are you researching the history and literature of the Virgin Islands or the Caribbean?

The VI Public Libraries have a wonderful Caribbean Collection with an array of print, microfilm, and nonprint materials.

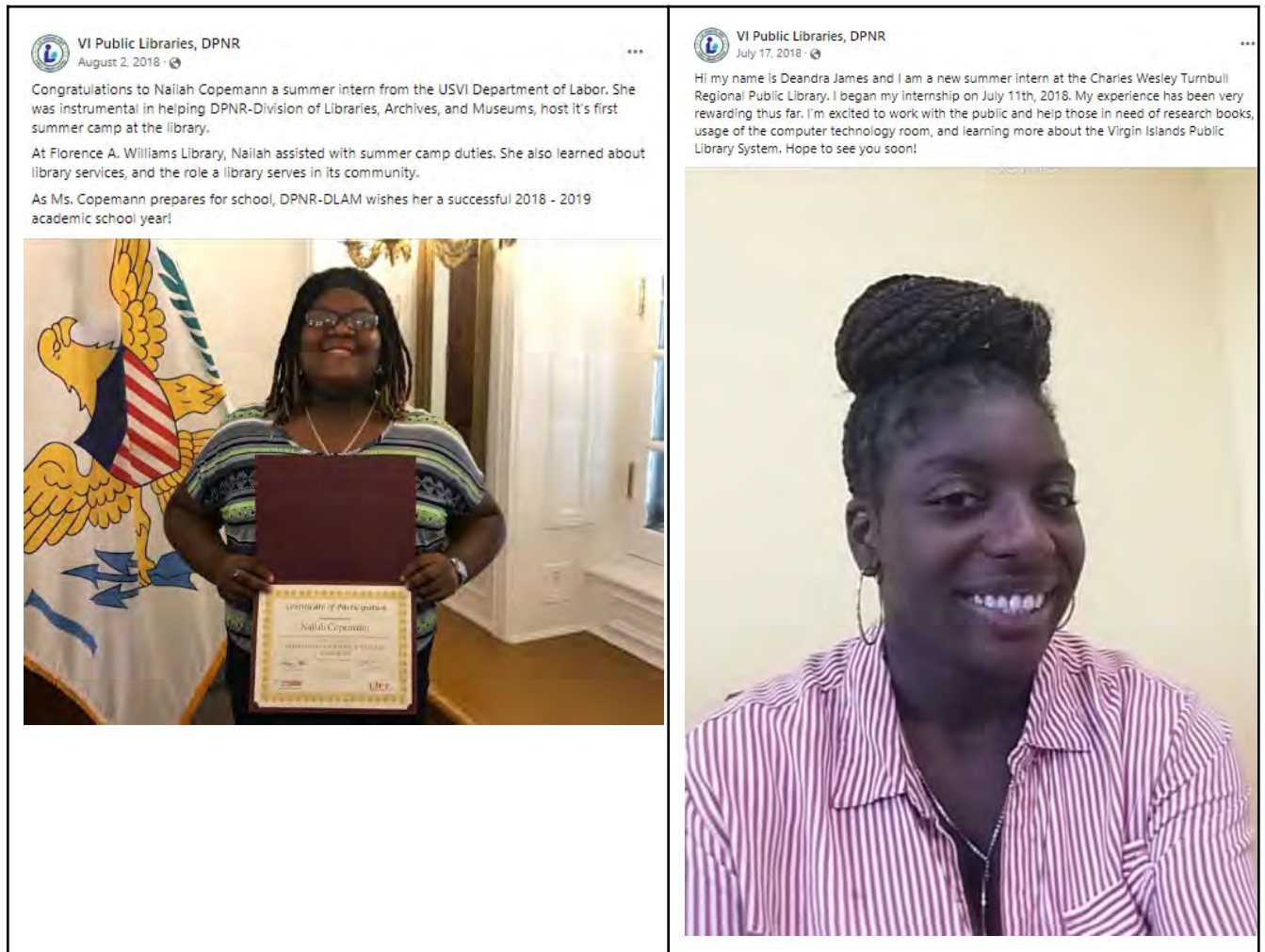
Located on the third floor of the Florence Williams Library, the Caribbean Collection is open Monday-Thursday, 9am-5pm, by appointment. Please note that this is a research collection and does not circulate.... See more



The only facility that is open as of the writing of this report is the Library for the Blind and Physically Handicapped in St Croix.



In the intervening years since 2017 when the previous evaluation was written, interns benefitted from service at DLAM as their testimonials indicate:



While in 2018 and in 2019 the Charles W. Turnbull Regional Public Library was open, this is not the case any more. This places pressure for the online systems to be more readily available so library workers can work remotely. Right now the cataloging that can be done is only available through one computer in the library and the catalog is not accessible through a cloud based solution. In speaking with the SirsiDynix representative, they indicated that the local installation has not been updated in many years and they are behind; for the installation to migrate successfully to the cloud based solution, there needs to be a physical presence of technology experts in the building to manage the upgrade.

Furthermore, the website of the US Virgin Libraries Public Library System that was implemented earlier in the 2018-2022 is in danger of being taken down because of delays in invoicing and renewal. This website that is hosted by EBSCO is important because it will allow the libraries to license and connect to services like Hoopla so the

residents can have access to ebooks. Right now there are no ebooks or other electronic resources available to the residents of the US Virgin Islands.



VI Public Libraries, DPNR

July 2, 2018 · 🌐

...

As Summer vacation brings us time to enjoy warm weather, let's take a moment to reflect on the past month of June at DPNR-USVI Public Libraries!

On June 5th, the students of St. Peter and Paul visited Charles W. Turnbull Regional Public Library for an educational tour, and book checkouts.

On June 6th, the Children's Room welcomed babies for story time, to sing along and enjoy the reading hour by Mrs. Anderson-Roberts.

On June 8th, students from Seventh Day Adventist School engaged in digital literacy learning at the Public Computer Center.

The year is half way through and with school almost over, there are several holidays during this extended vacation.

The 4th of July may be Independence Day, but July 3rd is the Virgin Islands Emancipation Day. A very important event in our local history which we as a community will observe tomorrow.

We hope that everyone will enjoy their summer vacations.

Happy Emancipation Day and Independence Day!



## **Goal 1 Conclusion - Retrospective Question A-1**

### **A-1. To what extent did DLAM's Five-Year Plan activities make progress towards Goal 1?**

The Virgin Islands have not recovered from the devastating hurricanes that landed five years ago. FEMA financial support is just arriving on the island to deal with the needed building renovations and mold remediation issues. Many of the buildings have remained closed due to mold and unhealthy and dangerous conditions. Staffing shortages have also been a challenge; many people left the islands after the devastation that occurred five years ago and while life is gradually coming back to normal little by little, the recovery of labor is tough. The agency had three different people in the leadership position over the last five years and these transitions also affected the continuity of implementing strategy and managing operations. The main library building in St Thomas, the Turnbull library, served as the office building for the entire DPNR unit until fall 2021. The tourist based economy of the USVI suffered doubly from COVID-19 conditions. However, the optimism and perseverance of the staff is remarkable and needs to be recognized as it is helping put the libraries back on the map. Programming continues to be supported as much as possible in the islands and the outreach activities that were occurring during the first two LSTA years are coming back albeit outside the library buildings! The evaluators believe that the US Virgin Islands State Library has **PARTLY ACHIEVED Goal 1.**

## ***Goal 2 Retrospective Assessment***

***GOAL 2: Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects.***

### **Goal 2 Projects & Expenditures**

<b>PROJECT TITLE/ Activities</b>	<b>FFY 2018 LSTA EXP.</b>	<b>FFY 2019 LSTA EXP.</b>	<b>FFY 2020 LSTA EXP.</b>	<b>THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL</b>
<b>Assessment</b>	\$ -	\$ 27,626.73	\$ 4,500.00	\$ 32,126.73

Goal 2 expenditures represent 10.4% of US Virgin Islands's total LSTA allotment for the FFY 2018 – FFY 2020 period. QualityMetrics was hired to train staff and develop a detailed study of the strengths and opportunities of the US Virgin Islands Public Libraries. The study was completed in 2018 and included in Appendix I. It outlines in

detail the location of the buildings and provides a strategy for the development of library services in the region. Unfortunately, not much progress has taken place since the study was completed. With the closing of the Charles W. Turnbull Regional Libraries in St Thomas in February 2022, it appears that further challenges are lying ahead for the USVI Public Library System, at least until one building is operational in each of the three island locations, St John, St Croix, and St Thomas.

For example, our evaluation interviews are mostly with staff and vendors this time around even though we were able to interview friends of the library members a couple of years ago for the study in Appendix I. The situation with the Friends of the Libraries organizations in the islands seems to have deteriorated, understandably since the library buildings are not operational.

The current leadership is developing a partnership with the Miami Dade Public Library System as a sister library which should be indeed very helpful in future years if it produces strong collaboration and supportive relationships. The political support reflected in the Governor's wife supporting the bookmobile story hour is very important and critical and the evaluators hope it will continue in future weeks, months, and years to come. The library system is truly being built from ground zero!

QualityMetrics provided support and trained staff to submit the annual library statistics to the Public Library Statistics for the first time in 2019. This is an activity that should continue because it captures the deteriorating situation of the library budget and the staffing resources. The data do tell the story of a system that is struggling to keep its operations open (there are way too many buildings for the limited staff and the current constraint budget). Data submission to PLS was repeated in 2020 and 2021.

## **Goal 2 Conclusion - Retrospective Question A-1**

### **A-1. To what extent did DLAM's Five-Year Plan activities make progress towards Goal 2?**

It is notable that the USVI has emphasized this goal and the data driven nature of the operations; it is a critical goal that helps them understand where they are and the data help the agency director with the management of the operations during times of crisis. An in depth assessment of the USVI Public Library system took place (QualityMetrics conducted it) the second year of the 2018-2022 LSTA cycle (included in Appendix I). Many useful recommendations are to be enacted and need to be fully operationalized as the agency is gradually focusing on stability, staffing, and next steps. Also, annual submission of the PLS data was initiated for two years in a row now; the PLS data for USVI can be improved further (currently reporting only a few basic data elements such as staffing and finances; the output data, circulation and program attendance, can be



captured more efficiently in the future). So, much good work has taken place with this goal yet the process can be further improved in future years. The evaluators believe that the US Virgin Islands State Library has **PARTLY ACHIEVED Goal 2.**

### **Goal 3 Retrospective Assessment**

**GOAL 3: Provide educational opportunities for library personnel.**

#### **Goal 3 Projects & Expenditures**

<b>PROJECT TITLE/ Activities</b>	<b>FFY 2018 LSTA EXP.</b>	<b>FFY 2019 LSTA EXP.</b>	<b>FFY 2020 LSTA EXP.</b>	<b>THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL</b>
<b>Training</b>	\$ 10,384.41	\$ 5,349.72	\$ 4,230.00	\$ 19,964.13

Goal 3 expenditures represent 6.47% of US Virgin Islands’s total LSTA allotment for the FFY 2018 – FFY 2020 period. Staff attended ALA events and a special conference on bookmobiles which helped them understand how to utilize more fully the existing bookmobiles. Furthermore, staff were given opportunities to attend additional training the USVI Government provided during the pandemic. Staff were able to gain more knowledge and computer skills, especially around Microsoft products, and attended workshops to help them improve the reporting of their operations and develop monthly key performance indicators so they can track their performance with more intentionality. All of these opportunities are wonderful and will pay off in the long term.

Also, thanks to a grant from the National Endowment of the Humanities, staff were able to attend an extensive disaster preparedness training offered by CuraeCollections. The training provided a template for doing risk assessments in all the buildings.

### **Goal 3 Conclusion - Retrospective Question A-1**

**A-1. To what extent did DLAM’s Five-Year Plan activities make progress towards Goal 3?**

The evaluators believe that the US Virgin Islands State Library has **ACHIEVED Goal 3.** Professional development is a strength of the USVI LSTA program as the limited funding ensures that staff remain informed and in touch with developments in libraries in the rest of the country. The pandemic gave the opportunity to staff to spend more time

on professional development activities, many of them supported by the Governor, above and beyond what LSTA supported.

## **Goal 4 Retrospective Assessment**

**GOAL 4: Continue to expand on the scope of the Virgin Islands Automated Library System (VIALS).**

### **Goal 4 Projects & Expenditures**

<b>PROJECT TITLE/ Activities</b>	<b>FFY 2018 LSTA EXP.</b>	<b>FFY 2019 LSTA EXP.</b>	<b>FFY 2020 LSTA EXP.</b>	<b>THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL</b>
<b>Catalog (ILS)</b>	\$ 60,213.74	\$ 60,887.39	\$ 64,848.00	\$ 185,949.13

Goal 4 expenditures represent 60.22% of US Virgin Islands’s total LSTA allotment for the FFY 2018 – FFY 2020 period, the largest of all the goals. Unfortunately, without an IT person the current ILS system is outdated and in limited use right now; active steps have been taken and several interviews were held to hire an IT person and it is expected that this position will be filled in soon. The IT person will need to explore the full scope of the solutions that need to be supported as the systems stabilize into a more modern cloud based solution. The USVI Public Libraries desperately need an IT person to be able to take full advantage of the capabilities of a modern ILS as well as other technologies such as the EBSCO hosted website. The website will allow for the rolling out of the Online Digital Library Service which is a Hoopla subscription supported with ARPA funding. Unfortunately, it is unclear how this will be supported in future years once ARPA funding is not available.

### **Goal 4 Conclusion - Retrospective Question A-1**

**A-1. To what extent did DLAM’s Five-Year Plan activities make progress towards Goal 4?**

The evaluators believe that the US Virgin Islands State Library has **PARTLY ACHIEVED Goal 4**. With no adequate technology support (IT professional position has been vacant for more than five years), it is difficult to take full advantage of the Sirsi/Dynix capabilities, especially those that relate to tracking performance.



# Goal 5 Retrospective Assessment

**GOAL 5: Expand on the partnership with viNGN to connect people with Technology, Digital Literacy, and access to the Virgin Islands Public Library System.**

## Goal 5 Projects & Expenditures

PROJECT TITLE/ Activities	FFY 2018 LSTA EXP.	FFY 2019 LSTA EXP.	FFY 2020 LSTA EXP.	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Connectivity / Internet access	\$ 1,620.00	\$ -	\$ 8,764.76	\$ 10,384.76



Goal 5 expenditures represent the smallest fraction of LSTA expenditures, 3.36% of US Virgin Islands’s total LSTA allotment for the FFY 2018 – FFY 2020 period. The project mostly supports an existing strong working relationship with viNGN and provides free wireless access outside and inside all of the library buildings and the Forts. Furthermore, training is offered by specialists in digital literacy as can be seen from the facebook events captured below.



VI Public Libraries, DPNR

August 13, 2018 · 🌐

...

The coach was in!! Thank you again to [Virgin Islands Next Generation Network \(viNGN, Inc\)](#) PCC Manager [Anita Davis](#) for her digital literacy services. The viNGN Tech Beginners Boot Camp was a success this past Sunday!!! Please visit [VI Public Libraries, DPNR](#) Facebook page to learn more about free services offered at public libraries throughout the Territory. #Technology #DigitalLiteracy #FreeServices #FreeLibraryCard #ChildrenBooks #TeenActivities



VI Public Libraries, DPNR

February 28, 2019 · 🌐

...

Pop-Up Digital Coach and Free Google Applied Digital Skills Training Session happening right now at the [Elaine I. Sprauve Public Library](#) on St. John. Its not too late to join! Please come to learn all you can about resume building, and much more.



Virgin Islands Next Generation Network (viNGN, Inc) is at Elaine Sprauve Public Library.

February 28, 2019 · Cruz Bay, FL · 🌐

It's #DigitalLearningDay on #StJohn #USVI - #Google #AppliedDigitalSkills 🙌❤️👍 #PCC #DigitalInclusion #DLDay 2019



Free Digital Literacy Training Courses (see flyer below) are scheduled for Thursday February 28, 2019 10:00 a.m. - 1:30 p.m. at Elaine I. Sprauve Public Library, PCC Lab on St. John! This training is being conducted through a partnership with viNGN PCC Manager Anita Davis. No appointments

Free computer classes are offered at Charles W. Turnbull Regional Public Library! On every third Tuesday of each month, you will learn how to properly use technology. You can also learn computer basics, how to use social media, online banking and much more. "The coach is in" course is taught by viNGN PCC Manager, Anita Davis. See you at the next class on Tuesday August 21, 2018 10:00 a.m. - 1:00 p.m.

**your PCC**  
Public Computer Center

**The Coach is IN!**

Turnbull Regional Library Public Computer Center

**Learn to access**

- Computer Basics
- Microsoft Office Training
- Social Media
- Online Banking
- GED, SAT and Professional Practice Exams
- Coding Courses
- Reading, Math, Science and History Courses
- + Lots more!

BRING YOUR OWN EARBUDS OR HEADSET  
BRING A NOTEBOOK OR PEN/PENCIL

**2018 Schedule:**

Jan 16	Feb 20
Mar 20	Apr 17
May 15	Jun 19
Jul 17	Aug 21
Sep 18	Oct 16
Nov 20	Dec 18

**3<sup>RD</sup> TUESDAY EACH MONTH**  
10am to 1pm

📍 🌐 [www.vi1271.com](http://www.vi1271.com) 📞 (340) 715-8581 x2244

## **Goal 5** **Conclusion -** **Retrospective** **Question A-1**

**A-1. To what extent did DLAM's Five-Year Plan activities make progress towards Goal 5?**

The evaluators believe that the US Virgin Islands State Library has **ACHIEVED Goal 5**. Relatively little LSTA funding supported this goal in the last five years but the collaboration with the viNGN is very important as it ensures that the buildings have adequate connectivity and can stay connected to the Internet. The computer lab that is available was not used as much as in prior years due to COVID-19 but overall it is an important key element of the

success in achieving this goal!

# Retrospective Assessment Questions A-2 and A-3

## Retrospective Question A-2

A-2. All LSTA funds support the Institutional Capacity Focal

US Virgin Islands Measuring Success Focal Areas and Intents		1. Recovery from Irma & Maria	2. Assessment	3. Training and Professional Development	4. Online Catalog (ILS)	5. Connectivity (Internet)
<b>Lifelong Learning</b>						
Improve users' formal education						
Improve users' general knowledge and skills						
<b>Information Access</b>						
Improve users' ability to discover information resources						
Improve users' ability to obtain and/or use information resources						
<b>Institutional Capacity</b>						
Improve the library workforce	YES	YES	YES	YES	YES	
Improve the library's physical and technological infrastructure			YES			
Improve library operations	YES	YES		YES	YES	
<b>Economic &amp; Employment Development</b>						
Improve users' ability to use resources and apply information for employment support						
Improve users' ability to use and apply business resources						
<b>Human Resources</b>						
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 & wellness						
Improve users' ability to apply information that furthers their parenting and family skills						
<b>Civic Engagement</b>						
Improve users' ability to participate in their community						
Improve users' ability to participate in community conversations around topics of concern						

## A-3. Did any of the following groups represent a substantial focus for DLAM's Five-Year Plan activities? (Yes/No)

Library staff has been the designated focus for a large portion of LSTA funding (Goal 2 and Goal 3 combined). This combined focus on the library workforce accounts for more than the designated 10% threshold for LSTA program expenditures in the period that includes FFY 2018, FFY 2019, and FFY 2020.

Talking Book Services for US Virgin Islands, which is essentially US Virgin Islands's implementation of the Library of Congress' National Library Service for the Blind and Print Disabled program, did not receive any designated LSTA funding but continued to do great programming including a book club that has been received with positive responses by the residents; the program increased the number of registered users. Even though there are no Braille readers in the islands, some of the other services are increasing their registered users including the use of materials such as the audiobook services.

<b>US Virgin Islands</b>	<b>FFY 2018</b>	<b>FFY 2019</b>	<b>FFY 2020</b>	<b>FFY 2021</b>	<b>CHANGE 2018 - 2020</b>
Braille Readers (Individuals)	-	-	-	-	0.0%
Cassette Readers (Individuals)	-	-	-	-	0.0%
Cartridge (DB) Readers (Individuals)	-	-	-	-	0.0%
BARD Braille Book Readers	1	1	1	1	0.0%
BARD Audio Book Readers	5	20	75	100	1400.0%
Non-BARD Braille Circulation (includes books & interlibrary loan - does not include NLS magazines)	-	-	-	-	0.0%
Cassette Circulation (includes books & interlibrary loan - does not include NLS magazines)	-	-	-	-	0.0%
Cartridge (DB) Circulation (includes books & interlibrary loan - does not include NLS magazines)	598	1,259	429	458	-28.3%
BARD Braille Circulation (Downloads)	3	1	2	-	-33.3%
BARD Audio Circulation (Downloads)	833	1,050	647	529	-22.3%
<b>TOTAL READERS</b>	<b>6</b>	<b>21</b>	<b>76</b>		<b>1166.7%</b>
<b>TOTAL CIRCULATION &amp; DOWNLOADS</b>	<b>1,434</b>	<b>2,310</b>	<b>1,078</b>		<b>-24.8%</b>
CIRCULATION/DOWNLOADS PER READER	239.00	110.00	14.18		-94.1%

This program also reaches several categories of individuals with disabling conditions. Primary among these categories are individuals with visual impairments; recent changes in eligibility requirements and the certification process have resulted in additional clients with other print and reading disabilities. The patron count of the program includes some tourists from outside the territory as well.

Virgin Islands Library for the BPH  
Patron Count By City

**Patron Status: Active**

<b>City</b>	<b>Patron Count</b>
KINGSHILL ST. CROIX	1
CHARLOTTE AMALIE	2
CHRISTIANSTED ST. CROIX	75
CHRISTIANSTED, ST. CROIX	2
FREDERIKSTED ST. CROIX	42
FREDRIKSTED ST. CROIX	3
GALLOWS BAYST. CROIX	1
HUMBLE	1
KING OF PRUSSIA PA	1
KINGS HILLST. CROIX	1
KINGSHILL ST. CROIX	40
KINGSVILLE	1
MALABAR	1
MARRERO	1
ST THOMAS	6
ST. CROIX	3
ST. JOHN	3
ST. THOMAS	34
ST. THOMAS,	1
SUNNY ISLE ST. CROIX	2
TALLAHASSEE FL	1
WASHINGTON	1
	223

**Process Questions B-1, B-2, and B-3**

**Process Question B-1**

**B-1. How has DLAM used any data from the State Program Report (SPR) and elsewhere (e.g., Public Libraries Survey) to guide activities included in the Five-Year Plan?**

The SPR data were a bit problematic for DLAM in this evaluation cycle. The SPR reporting did not align clearly with the goals in the plan and with the IMLS focal areas and intents, nor with the LSTA Purposes and Priorities. We worked with the State Librarian and the IMLS program officer to align expenditures to the focal areas and intents as well as the LSTA Purposes and Priorities though and we were able to produce the evaluation report reflecting more accurately the ways LSTA funds supported the DLAM LSTA goals.

### **Process Question B-2**

**B-2. Specify any modifications DLAM made to the Five-Year Plan. What was the reason for this change?**

DLAM's LSTA Five-Year Plan for 2018 - 2022 was not amended - no formal changes were made; however, significant adjustments were made at the project and activity levels due to the COVID-19 pandemic and the ongoing recovery phase from hurricanes Irma and Maria. Many events that had originally been scheduled as in-person meetings were adjusted to accommodate new realities that involved virtual and hybrid models including QualityMetrics assessment of the Virgin Islands Public Library System (Appendix I). Changes were particularly dramatic in regard to professional development activities, which experienced a year-to-year increase in participation as other services were closing due to COVID-19. Furthermore, the USVI government offered additional training opportunities to its employees and DLAM staff took advantage of these opportunities.

### **Process Question B-3**

**B-3. How and with whom has DLAM shared data from the SPR and from other evaluation resources? How has DLAM used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How has DLAM used this information throughout this five-year cycle?**

DLAM saw three changes in leadership between the previous LSTA evaluation and the current one. The DLAM data were shared widely with each leadership team as a new leader assumed her new position and in turn with the leadership within the larger DPNR agency. Furthermore, the information was shared with interested members and Friends of the Library groups even though there is a general disillusionment from this group due to the prolonged closings of many of the library buildings and the reduced service offerings. DLAM is using the current evaluation to ensure that data are gathered regularly and reported effectively going forward. It will also use the insights gained from the evaluation in shaping the next LSTA Plan 2023-2028.

## **Methodology Questions C-1, C-2, C-3, and C-4**

### **Methodology Question C-1**

**C-1. Identify how DLAM implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of an Independent Evaluator.**

There are very few qualified library consultants and evaluators licensed to do work at the USVI. QualityMetrics was approached at the previous LSTA evaluation and completed the 2013-2017 LSTA Evaluation. Upon completion of that evaluation, DLAM/DPNR requested QualityMetrics to register as an educational consulting company at the USVI to complete additional evaluation work and staff training regarding data gathering to help identify the areas where the public libraries can improve. QualityMetrics is an officially registered educational consulting company in the territory and is staying current and up-to-date regarding filings and annual licensing procedures and requirements. QualityMetrics completed an assessment of the Virgin Islands Public Library System during the second year of the current LSTA evaluation cycle and also helps staff at DLAM/DPNR compile and submit the annual PLS data to IMLS.

### **Methodology Question C-2**

**C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.**

QualityMetrics, LLC, deployed a multi-faceted and rigorous mixed methods protocol for data collection and relied on ongoing evaluative information and data to reach the conclusions presented in this report. Thorough reviews of demographic data, quantitative PLS data, and SPR data formed the basis of our knowledge from the start of the project until its conclusion. Our initial interaction created a space for the DLAM/DPNR State Librarian to deposit additional data and files and reflect on the program goals. After a few Zoom calls (first with DLAM/DPRN representatives at the beginning of the evaluation process and secondly, later in the process, with IMLS program officers as well to discuss whether goals had been achieved, partially achieved, or not achieved), we stayed in touch with the agency to resolve questions that emerged from the data collection and to solicit additional information. Data gathering included: (a) interviews with agency staff members; (b) interviews with stakeholder vendors; though a broad-based short survey for library staff and stakeholders was launched (Appendix H), it did not gather any responses. Staff and people are stressed for resources and the libraries are not there for them most of the time due to the



buildings closings due to mold conditions and due to the overall state of changes COVID-19 brought to bear.

COVID-19 presented special circumstances, and a number of considerations had to be taken into account to complete our research. The pandemic, due to its travel restrictions and social distancing limitations, necessitated many changes in how evaluation work is done and how we engage policymakers, program managers.<sup>8</sup> We replaced face-to-face interviews with remote interviews and desk-based methods, paying attention to (a) maximizing use of technology; (b) securing engagement while reaching out to the most marginalized populations (small and rural libraries, and, in particular, users of talking books services); and (c) enhancing triangulation to validate remote data.<sup>9</sup>

While no on-site visit to the State Library was conducted during this evaluation period, Dr. Martha Kyrillidou is familiar with the DLAM/DPRN operations as part of the 2013-2017 LSTA evaluation cycle. Virtual (Zoom) one-on-one interviews were held with the agency chief and with key staff engaged in LSTA work and in specific projects carried out under the LSTA Five-Year Plan. The Five-Year Evaluation is a summative assessment, and as such, the availability of the SPR data was of critical importance.

### **Methodology Question C-3**

**C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation. How did QualityMetrics in cooperation with DLAM engage them?**

The interviews provided both qualitative evidence and context that supplemented a review of agency-supplied statistical data and information and data submitted in the form of the State Program Reports (SPRs). Interviewees shared their knowledge of LSTA utilization, enhancing interactions and depth and quality of the conversations. Principal investigators Martha Kyrillidou conducted all the interviews for this evaluation report.

### **Methodology Question C-4**

**C-4. Discuss how DLAM will share the key findings and recommendations with others.**

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<sup>8</sup> OECD/DAC and IEO/UNDP (2020) [Guidance Note: Good practices during COVID-19](#); UNICEF Evaluation Office (2020) [Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis](#); WFP Office of Evaluation (2020) [Technical Note for {Planning and Conducting Evaluations During COVID-19}](#); UNFPA Evaluation Office (2020) [Adapting evaluations to the COVID-19 pandemic](#); UNDP Independent Evaluation Office (2020) [Event planning and implementation during COVID-19](#); ILO Evaluation Office (2020) [Implications of COVID-19 on evaluations in the ILO](#); FAO Office of Evaluations (2020) [Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions](#).

<sup>9</sup> UNFPA Evaluation Office (2020) [Adapting evaluations to the COVID-19 pandemic](#).

DLAM will share the information with DPNR and the USVI Government. The SPR and the last five year plan have been used as guiding principles on how to effectively operate the public library system in the region. Staff will review the information and use it as a baseline to set goals. It is an important and critical tool. Even though COVID-19 slowed down the area considerably, staff is creative and resilient and launched hybrid and virtual events as well as off-site programming now that no library building is operational beyond the Regional Library for the Blind and Print Disabled in St Croix.

# APPENDICES

## Appendix A: Acronyms

BARD - Braille and Audio Reading Download  
Center - Virgin Islands Center for the Book  
DLAM - Division of Libraries, Archives and Museums  
DOE - Virgin Islands Department of Education  
DPNR - Virgin Islands Department of Planning and Natural Resources  
Evaluator - Independent Education Consultant  
ILS - Integrated Library System  
IMLS - Institute of Museum and Library Services  
LOC - Library of Congress  
LSTA - Library Services and Technology Act  
MARC - Machine readable cataloging  
NCTE - National Council on Teacher Education  
NLS - National Library Service for the Blind and Physically Handicapped  
NLS - National Library Service  
OCLC - Online Computer Library Center  
PCC - Public Computer Center  
Plan - A Five-Year Technology Plan for Public Libraries in the United States Virgin Islands, in accordance with the Library Services and Technology Act (LSTA)  
Regional Library - Virgin Islands Regional Library for the Blind and Physically Handicapped  
SLAAs - State Library Administrative Agencies  
TRG - Charles Wesley Turnbull Regional Library (St. Thomas)  
UVI - University of the Virgin Islands  
VIALS - Virgin Islands Automated Library System  
VIPLS - Virgin Islands Public Library System  
VILINET - Virgin Islands Library Network  
viNGN - Virgin Island Next Generation Network

## Appendix B: Interviewees

- 5/19/2022 Amy DeSorbo , Territorial Director
- 5/24/2022 Madison Bolls, IMLS Program Officer and Amy DeSorbo, Territorial Director
- 5/31/2022 Lisa Lubrin, St Croix Library Staff
- 5/31/2022 Henri Sobratti, St Croix Bookmobile Driver
- 5/31/2022 Nina Garcia, St Croix, Blind and Print Disabled Library
- 6/1/2022 Sarah Fleming Bush, Territorial Archivist/Librarian
- 6/8/2022 Kathi Adams, SirsiDynix Representative
- 6/13/2022 Mary Ellen Bache, EBSCO Representative

*Other testimonials gathered from social media (mostly facebook pages for DLAM/DPNR).*

## Appendix C: Bibliography of Documents Reviewed

### State Agency Sources

[this is where the specific state agency publications and references go]

Facebook: <https://www.facebook.com/VIpubliclibraries/>

### Other websites:

KIDS COUNT USVI: 2021 DATA COUNT:

<https://datacenter.kidscount.org/about/state-providers/details/52-st-croix-foundation-for-community-development>

Federal Reserve Bank:

[https://www.newyorkfed.org/medialibrary/media/research/regional\\_economy/charts/Regional\\_VirginIslands](https://www.newyorkfed.org/medialibrary/media/research/regional_economy/charts/Regional_VirginIslands)

Congressional Research Service: [Economic and Fiscal Conditions in the U.S. Virgin Islands](#)

### Hurricane News:

Terence Cullen, Ginger Adams Otis and Denis Slattery, "Hurricane Irma pummels parts of the Caribbean, killing at least four on path toward Puerto Rico." New York Daily News, Wednesday, September 6, 2017:

<http://www.nydailynews.com/news/world/hurricane-irma-pummels-parts-caribbean-kills-4-article-1.3473563>

Richard Luscombe and Ed Pilkington, "Record-breaking Hurricane Irma wreaks havoc across Caribbean: 'It's apocalyptic'" The Guardian, Wednesday, September 6, 2017:

<https://www.theguardian.com/world/2017/sep/06/hurricane-irma-storm-damage-caribbean-florida>

### Federal Government Publications

### Federal Agency Data Sources

- Institute of Museum and Library Services, [State Program Report \(SPR\) report](#)
- Institute of Museum and Library Services, [Public Library Statistics](#)
- Institute of Museum and Library Services, [State Profiles](#)
- Institute of Museum and Library Services ["Grants to States" Conference](#)
- Institute of Museum and Library Services, [State Library Administrative Agency Survey](#)
- National Center for Education Statistics, [Academic Libraries](#)
- National Center for Education Statistics, [Schools and Staffing](#)

- United States Census Bureau, [Decennial Census](#) (April 1, 2020)

## Evaluation Resources and COVID-19

- OECD/DAC and IEO/UNDP (2020) [Guidance Note: Good practices during COVID-19.](#)
- UNICEF Evaluation Office (2020) [Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis.](#)
- WFP Office of Evaluation (2020) [Technical Note for Planning and Conducting Evaluations During COVID-19.](#)
- UNFPA Evaluation Office (2020) [Adapting evaluations to the COVID-19 pandemic.](#)
- UNDP Independent Evaluation Office (2020) [Event planning and implementation during COVID-19.](#)
- ILO Evaluation Office (2020) [Implications of COVID-19 on evaluations in the ILO.](#)
- FAO Office of Evaluations (2020) [Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions.](#)

## Other Resources

- Ethel Himmel and William J. Wilson. The Functions and Roles of State Library Agencies. American Library Association, Chicago, 2000.
- The Institute of Museum and Library Services. 2021. [Functions and Roles of State Libraries: 2000 and 2020.](#) Washington, DC: Institute of Museum and Library Services.
- The Institute of Museum and Library Services. (2021). [The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic.](#) Washington, DC: The Institute.
- The Institute of Museum and Library Services. 2021. [Understanding the Social Wellbeing Impacts of the Nation's Libraries and Museums.](#) 2021 Report. Washington DC: Institute of Museum and Library Services.
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- Measures that Matter: [Workforce Development Literature Review](#), January 12, 2021.
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# Appendix D: Interview Questions

## Focus groups

### General Questions

1. What stands out as being the most effective use of LSTA in the US Virgin Islands over the last three years?
2. Are there specific examples of projects that you think were the most impactful on the lives of the citizens of Vermont?
3. Are there specific changes in how LSTA funds should be expended in the future? Are there new or emerging needs that are unmet that need to be addressed?

### Potential Follow-up Questions

1. What type of programs work for library patrons and staff, in general?
2. What type of programs work for public library patrons, school and academic library clientele, and library staff specifically?
3. What do non-participating libraries and borderline participants need to be able to participate in, grant funded projects or statewide programs?
4. How will the library patrons and library staff be satisfied with the delivery of services?
5. What programs will result in cost savings for participating libraries?

### Outcome Questions

1. Will more patrons use the library services because of the grant programs?
2. Will there be an increase in community involvement in relation to the grant programs?
3. Will customer service improve due to staff training from LSTA funded events?
4. Will the statewide programs enhance libraries' abilities to serve patrons?

## Interview guidelines

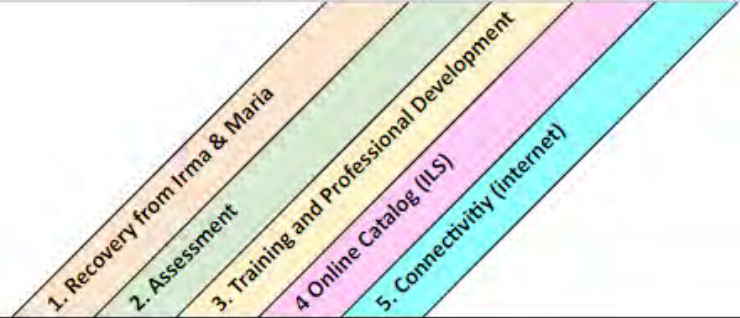
1. Introductions (include that you are working for QualityMetrics, a library consulting firm headquartered in Silver Spring, Maryland, established in 2016). Ask them to tell you a bit about themselves.
2. Ask about their familiarity with the LSTA program. If they are unfamiliar you can provide some or all of the below info -
  - a. *The Library Services and Technology Act's (LSTA) "Grants to States" program is the single largest source of ongoing federal funding for libraries. Many states spend funds on a combination of statewide initiatives and on subgrants awarded to individual libraries to enable them to launch innovative efforts or to extend services to populations that are difficult to reach.*

- b. *The LSTA program requires that each state conduct an evaluation of its LSTA program every five years. These evaluations are overseen by the Institute of Museum and Library Services but are conducted by independent evaluators. QualityMetrics was selected to conduct the state-level evaluations for nine states in the Northeast and our company is also working with more than a dozen additional states and territories. The results of our review are due to be submitted to IMLS in March of 2022.*
- 3. FOR THOSE WHO DO NOT WORK FOR THE SLAA (who manage a project):
  - a. Ask them to talk about the particular grant/s they worked with. Allow them to lead the conversation in an exploratory fashion. Ask follow up questions.
  - b. Identify where there are materials or data from their projects that it would be useful for us to see.
- 4. FOR THOSE WHO DO NOT WORK FOR THE SLAA (high level stakeholder):
  - a. Go through the plan goal by goal, remind them of the goal wording and the percent of funds the state spent on it, get their reflections on progress toward each goal.
  - b. Are there any future needs we should be emphasizing in the evaluation?
- 5. FOR SLAA STAFF on specific projects:
  - a. Ask them to talk about the particular programs they are responsible for
  - b. Let them know the data available (SPR, output, etc.) and verify that there is no other data or materials they have that would be helpful to us. If they only listed outputs in the SPR outcomes data, ask about plans for outcome data in the future.
  - c. What do you see as the needs moving forward for the next seven years?
- 6. ALL: What impact have you seen LSTA dollars have on your state?
- 7. ALL: Is there anything you think we should have asked that we didn't?



## Appendix E: Measuring Success Crosswalk Table

### US Virgin Islands Measuring Success Focal Areas and Intents



	1. Recovery from Irma & Maria	2. Assessment	3. Training and Professional Development	4. Online Catalog (ILS)	5. Connectivity (internet)
<b>Lifelong Learning</b>					
Improve users' formal education					
Improve users' general knowledge and skills					
<b>Information Access</b>					
Improve users' ability to discover information resources					
Improve users' ability to obtain and/or use information resources					
<b>Institutional Capacity</b>	YES	YES	YES	YES	YES
Improve the library workforce			YES		
Improve the library's physical and technological infrastructure				YES	YES
Improve library operations	YES	YES			
<b>Economic &amp; Employment Development</b>					
Improve users' ability to use resources and apply information for employment support					
Improve users' ability to use and apply business resources					
<b>Human Resources</b>					
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 & wellness					
Improve users' ability to apply information that furthers their parenting and family skills					
<b>Civic Engagement</b>					
Improve users' ability to participate in their community					
Improve users' ability to participate in community conversations around topics of concern					

## Appendix F: Expenditure Tables

### VIRGIN ISLANDS LSTA PROJECT EXPENDITURE SUMMARY

	State Goal Short Title	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURE	FFY 2019 LSTA EXPENDITURE	FFY 2020 LSTA EXPENDITURE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE OF TOTAL LSTA EXPENDITURES
Goal 1	Expand basic library services to address the needs of the community due to the effects after Hurricanes Irma and Maria.	<b>Recovery</b>	X	X	X	\$ 21,810.16	\$ 6,918.43	\$ 18,097.99	\$ 46,826.58	89.32%	15.17%
		<i>Add - on to balance - estimating salary portion</i>						\$ 5,598.00			
		<b>GOAL SUB-TOTAL</b>				<b>\$ 21,810.16</b>	<b>\$ 6,918.43</b>	<b>\$ 23,695.99</b>	<b>\$ 52,424.58</b>	<b>100.00%</b>	<b>16.98%</b>
Goal 2	Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects.	<b>Assessment</b>	X	X	X	\$ -	\$ 27,626.73	\$ 4,500.00	\$ 32,126.73	100.00%	10.40%
		<b>GOAL SUB-TOTAL</b>				<b>\$ -</b>	<b>\$ 27,626.73</b>	<b>\$ 4,500.00</b>	<b>\$ 32,126.73</b>	<b>100.00%</b>	<b>10.40%</b>
Goal 3	Provide educational opportunities for library personnel. - Information Access	<b>Training</b>	X	X	X	\$ 10,384.41	\$ 5,349.72	\$ 4,230.00	\$ 19,964.13	100.00%	6.47%
		<b>GOAL SUB-TOTAL</b>				<b>\$ 10,384.41</b>	<b>\$ 5,349.72</b>	<b>\$ 4,230.00</b>	<b>\$ 19,964.13</b>	<b>100.00%</b>	<b>6.47%</b>
Goal 4	Continue to expand on the scope of the Virgin Islands Automated Library System (VIALS). - Civic Engagement	<b>Catalog (ILS)</b>	X	X	X	\$ 60,213.74	\$ 60,887.39	\$ 64,848.00	\$ 185,949.13	100.00%	60.22%
		<b>GOAL SUB-TOTAL</b>				<b>\$ 60,213.74</b>	<b>\$ 60,887.39</b>	<b>\$ 64,848.00</b>	<b>\$ 185,949.13</b>	<b>100.00%</b>	<b>60.22%</b>
Goal 5	Expand on the partnership with viNGN to connect people with Technology, Digital Literacy, and access to the Virgin Islands Public Library System. - Institutional Capacity	<b>Connectivity / Internet access</b>	X	X		\$ 1,620.00	\$ -	\$ 8,764.76	\$ 10,384.76	100.00%	3.36%
		<b>GOAL SUB-TOTAL</b>				<b>\$ 1,620.00</b>	<b>\$ -</b>	<b>\$ 8,764.76</b>	<b>\$ 10,384.76</b>	<b>100.00%</b>	<b>3.36%</b>
		<b>LSTA PROGRAM ADMINISTRATION</b>				\$ 3,917.94		\$ 4,000.00	\$ 7,917.94		2.56%
		<b>GRAND TOTAL</b>				<b>\$ 97,946.25</b>	<b>\$ 100,782.27</b>	<b>\$ 110,038.75</b>	<b>\$ 308,767.27</b>		

*NOTE: adjustments/estimating administrative costs and add on balance; expenditures were recalculated based on detailed accounting to allocate funds across the goals*

## Appendix G: Bookmobile deployment



### Bookmobile Brings Story Time on Wheels to Frederiksted

[stthomassource.com/content/2021/06/21/bookmobile-brings-story-time-on-wheels-to-frederiksted/](https://stthomassource.com/content/2021/06/21/bookmobile-brings-story-time-on-wheels-to-frederiksted/)

June 21, 2021



Bookmobile audience at Fort Frederik. (Source photo by Elisa McKay)

Story Time Hour on Wheels was launched Friday at Fort Frederik, with local author Winifred Loving reading from her book, "My Name is Freedom."

The title was apropos being read on the first federal holiday celebrating Juneteenth, also known as Freedom Day.

The Division of Libraries, Archives and Museums will continue Story Time Hour at 10 a.m. every Friday, with the Bookmobile parked in front of Fort Frederik and a guest reader doing the honors as storyteller.

Loving, the president of the St. Croix Children's Museum, read to an audience of 39 attentive and interactive children. She also read from her book, "Jitney Love."

Advertising ([skip](#))

1/3





Loving told the audience that she had decided after almost 30 years of teaching at Pearl B. Larsen Elementary School, she would begin writing books during her retirement.

"I wanted to write books about people who look like me," she said.

When she was growing up there were no storybooks with characters that resembled her, so she decided she would create her own.

Loving encouraged the children to write their own stories, create a school, design clothing or a T-shirt or write a song and sing it to their parents.

"Find whatever your purpose is and do it," she said.



Guest reader Winifred Loving entertains her audience in front of the Bookmobile. (Source photo by Elisa McKay)

Fallmer Camp Director Anthony Mardenborough Jr. took Loving's encouragement as a charge for the children in his camp. For the academic section of the camp, students are assigned to write their own stories and present them at the next Bookmobile event, he said.

Amy DeSorbo, director of Libraries, Archives and Museums, expressed delight in seeing so many children and parents on the Juneteenth holiday. She thanked members of her staff, who were eligible for the holiday off from work, who came in to continue with the launching of the new Bookmobile initiative.

"While we are working on getting our physical libraries open, the Department of Planning and Natural Resources is bringing the library to our community," DeSorbo said.

According to the DPNR news release, this initiative will foster and promote community involvement and serve as a catalyst for youngsters to develop a love for reading at a young age.

The children were invited to apply for library cards at the conclusion of the story hour. Of the 39 attendees, five had library cards and 34 applied for cards. They will also have the opportunity to borrow books and return them when the Bookmobile returns at the same spot every two weeks.

DeSorbo thanked DPNR Commissioner Jean-Pierre Oriol for "this wonderful Bookmobile initiative," and thanked her DLAM staff, again, "who love and care about our communities and came in to work on their holiday off."

"Thursday, June 24, the Bookmobile will be parked right outside Government House and the children will be inside for storytelling by our First Lady," DeSorbo said. "Children can return their books in two weeks, July 2, at Fort Frederik. At that time, Congresswoman Stacey Plaskett will be reading at story hour."

# Appendix H: Web-Survey questionnaire

Virgin Islands Library LSTA Survey 2022

---

## WELCOME

Every five years, each state library administrative agency in the nation is required to conduct an independent evaluation of its implementation of the Library Services and Technology Act (LSTA) "Grants to States" program. This evaluation must be submitted in order to qualify for ongoing Federal funding.

Following close on the heels of the evaluation is the requirement for the submission of a new state-level five-year plan for the LSTA program. QualityMetrics, Library Consultants is assisting the Division of Libraries, Archives, and Museums (DLAM) Department of Planning and Natural Resources (DPNR) of the Virgin Islands with the LSTA evaluation.

QualityMetrics has been gathering information and data from a number of different sources including the State Program Report (SPR) that DLAM submits annually to the Institute of Museum and Library Services (IMLS), internal statistical and narrative reports, survey data, and personal interviews with DLAM staff as well as with representatives of the library community. We'd like your help in assessing the impact of the LSTA programs on you, the library and the people you serve through the activities LSTA funds have supported.

You are invited to share your thoughts and ideas by answering three short questions. The survey should take you no more than ten minutes to complete. The first question asks you to look back over the last few years and to consider how the LSTA program has benefited libraries and library users. Second, we'd like to invite you to think about the future and to suggest new ways in which you think LSTA funds should be invested. Finally, we want to give you an opportunity to offer any other observations about the Virgin Islands' LSTA program (positive or negative). Thank you in advance for helping the Virgin Islands Libraries serve your community better!

---

## BACKGROUND

DLAM receives approximately \$100,000 in LSTA Grants to States funding each year. The largest portion of this funding (over 65%) has been allocated to support the Virgin Islands Automated Library Systems Project (VIALS). Support for Summer Reading, Bookmobile services and strengthening Outreach and Collaborations as well as support for connectivity

covers the rest. Other smaller projects included support preservation and archival supplies, book purchasing, and contributing part of the cost for purchases for the Regional Library for the Blind and Physically Handicapped.

---

## LOOKING BACK

1) Think back over the past three years (2018, 2019, and 2020). Which, if any, of the LSTA-supported programs mentioned on the last page have had the greatest impact on your library and on the people your library serves? How is library service in your community better because of the investment of LSTA funds?

---

## LOOKING FORWARD

2) Look ahead to the next five years (2023 - 2027). Are there changes in the way that LSTA dollars are invested that you think would significantly improve library services in the Virgin Islands? If so, what are they and why do you think that the change(s) would make a difference. (Note that LSTA funding cannot be used for building facilities or for lobbying purposes.)

---

## OTHER COMMENTS

3) Please feel free to offer any additional comments about the DLAM LSTA program. What do you like or dislike about the program? What could be improved? (Note that your responses are confidential and comments will not be identified with an individual or with a specific library.)

4) Please select the role from the list below that most closely reflects your primary role.

Librarian

Librarian Technician I, II, III

Bookmobile driver

Other VI Government Agency employee

Library patron

Friends of the Library

Other

5) If you would like to be interviewed, please provide your email here (optional):

---

Thank You!

Thank you for taking our survey. Your response is very important to us.

---



**Appendix I: Assessment of Virgin Islands Public Library System**

# ASSESSMENT OF LIBRARY SERVICES: US VIRGIN ISLANDS PUBLIC LIBRARIES SYSTEM (VIPLS)



Final Report for  
Division of Libraries,  
Archives and Museums  
(DLAM)/Department of  
Planning and Natural  
Resources (DPNR)

October 2020



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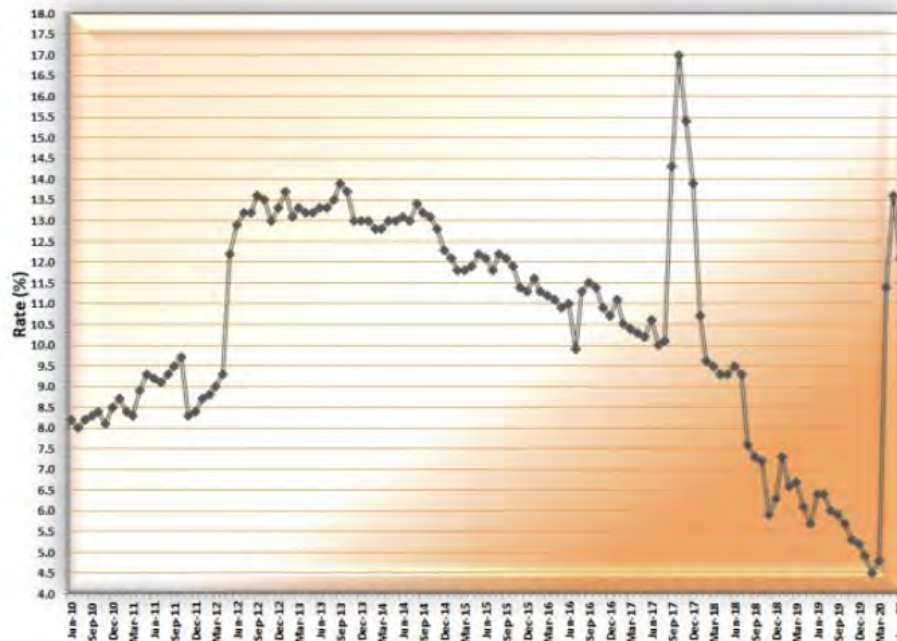
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# Introduction

The US Virgin Islands Public Libraries System (VIPLS) mission, goals, and objectives, has been challenged by adversities the last decade. USVI Public Libraries are understaffed and in need of increased funding. The economic downturn of 2009, followed by devastating hurricanes in 2017, and the most recent, yet fully unknown, impact of COVID-19<sup>10</sup> on a tourist based economy like that of the USVI, resulted in a decade of declining provision in the public library services in the region. The existing buildings are deteriorating with mold conditions right now. Some of the positive developments of the last decade include the summer reading initiative, the



## Department of Labor: USVI Unemployment Rate Spiked to 13.6% in Covid-19 Response

availability of the computer labs, and the opening of a new public library building in St Thomas,

<sup>10</sup> Amaziah George, "[Department of Labor: USVI Unemployment Rate Spiked to 13.6% in Covid-19 Response](#)" August 5, 2020:

the Charles Wesley Turnbull Regional Public Library in 2013,<sup>11</sup> supports critical needs for the more than 100,000 people who reside in the three main islands of St. Thomas, St. John, and St. Croix, the last being the largest island located south. The USVI Public Library System is part of



the Division of Libraries, Archives and Museum (DLAM) of the Department of Planning and Natural Resources (DPRN).

The Charles Wesley Turnbull Regional Public Library is currently serving the office needs of the displaced *Montgomery County Public Library, Silver Spring, Maryland*

employees of DPNR whose larger office building used to be located at the airport and was destroyed from hurricanes Irma and Maria in 2017. DPNR moved its offices on St. Thomas from the damaged airport terminal after the hurricanes to the Turnbull Library. The office situation is not ideal neither for the parent Department nor for the Library System and solutions for moving to another location are underway. The relocation plans need to be implemented expeditiously while also hiring qualified staff for DLAM needs especially in the areas of technology and staff development.

The Turnbull Regional Public Library continues to provide library services during the basic and limited office hours from 9 AM to 5 PM.<sup>12</sup> ***Expanded hours, more qualified library staff, and increased library funding are needed*** -- all well known issues to DPNR Commissioner Oriol who also ensures that others are aware of them:

Oriol ... said the move has had a negative effect on department morale because the space is smaller. However, he pointed out, the department has been exploring the possibility of moving into the old Water and Power Authority building in sub base. He said DPNR's space at the airport was 26,000 square feet and the old WAPA building had 33,000 square feet. He added \$1.5 million was available for the move. Oriol has shared with legislators that one of his biggest challenges has been finding qualified people to fill

---

<sup>11</sup> ["Explore the Charles Wesley Turnbull Regional Library"](#) *The St Croix Source: US Virgin Islands*, July 25, 2013. This piece describes eloquently the ideal way to run the then new library building.

<sup>12</sup> ["Senators concerned over condition of territory's libraries"](#) St. John Source, February 28, 2019.

vacancies at the libraries. Specifically, the Department has been unable to recruit and retain people with library science degrees.<sup>13</sup>

The USVI territory has had high poverty rates and basic needs regarding literacy in general, and digital literacy in particular, even prior to the harsher economic downturns of the last decade and the impact of the 2017 hurricanes. A third of the children in the territory live below the poverty level as indicated in the table below:<sup>14</sup>

Location	Poverty Level	Data Type	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
St. Croix	Children in Families in Poverty	Percent	32.8%	38.9%	31.3%	35.3%	35.0%	NA	32.7%	40.5%	40.6%	32.2%
St. John	Children in Families in Poverty	Percent	5.0%	9.5%	7.5%	20.0%	17.0%	NA	24.4%	24.4%	14.7%	33.0%
St. Thomas	Children in Families in Poverty	Percent	27.0%	29.7%	25.6%	24.6%	25.8%	NA	30.1%	29.0%	34.4%	31.7%



Children In Poverty: Children In Families In Poverty (Percent) - 2006-2015

Public libraries are often engaged actively in attempting to raise the literacy levels of the users they serve from early readers, to young adults, to older adults. For example, efforts like the Literacy 2030 in South Carolina are designed to help public libraries understand where the greatest needs are and enable public libraries to develop targeted services for children, school-age kids, teenagers, and adults. The county specific maps and indicators can help public library staff design programs that are targeting the needs of their users.<sup>15</sup>

<sup>13</sup> Ibid.

<sup>14</sup> [KIDSCOUNT: CHILDREN IN POVERTY.](#)

<sup>15</sup> Literacy 2030: <https://www.literacy2030.org/>





*Montgomery County Public Library, Silver Spring, Maryland: Children's Department*

The summer reading program USVI has run helps target the summer slide but continuing efforts in this area with a focus on understanding the needs of the users are important. Offering book reading programs and books that serve as both “windows” to unknown worlds and “mirrors” of the Afro-Caribbean identities would help increase interest and enthusiasm towards reading (the St Thomas display of books from local authors is a good example).

A more targeted understanding of the needs of the citizens of the three islands would be useful for improving reading, writing and math literacy skills. Understanding the USVI census demographic profile, for example, would be a basis of developing library programs.<sup>16</sup> The overall population of the islands has been relatively stable over the last fifty years. The economy has seen a slight decline since 2008.

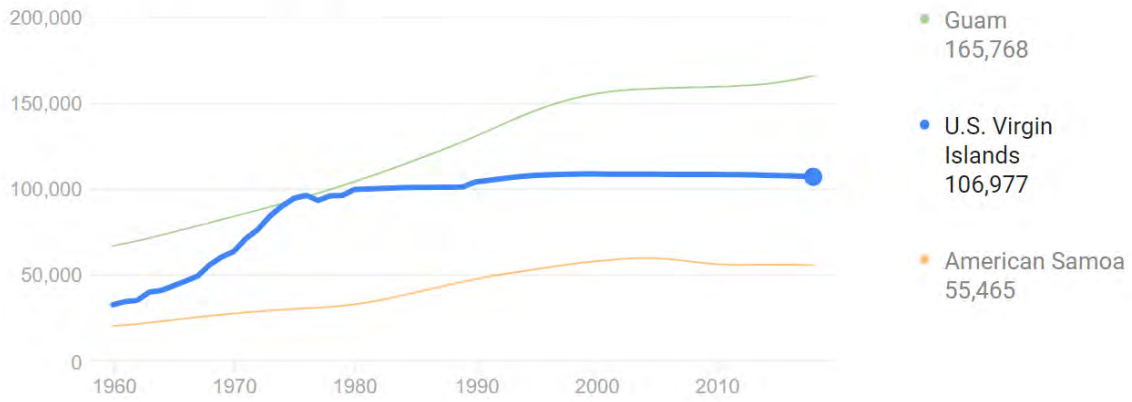
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<sup>16</sup> [2010 USVI Census Demographic Profile](#)



### U.S. Virgin Islands / Population

# 106,977 (2018)



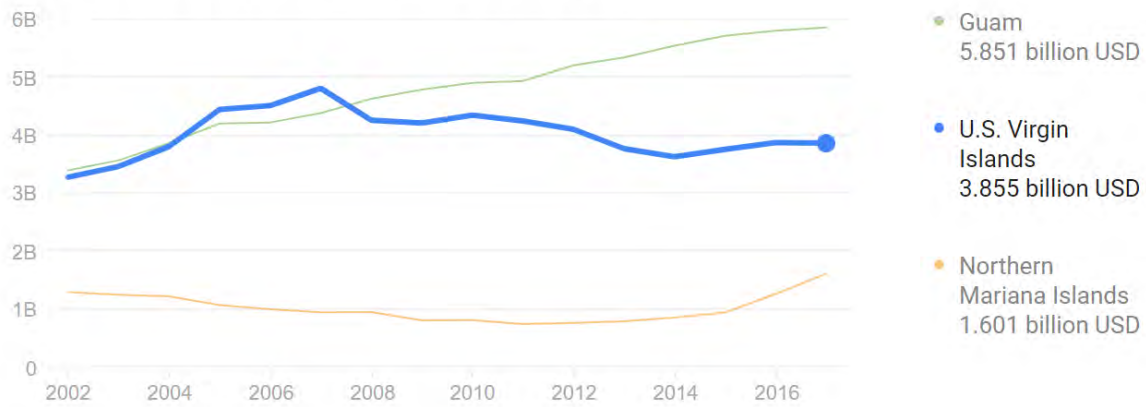
[Explore more](#)

Sources include: World Bank

[Feedback](#)

### U.S. Virgin Islands / Gross domestic product

# 3.855 billion USD (2017)



[Explore more](#)

Sources include: World Bank

[Feedback](#)

The 2010 USVI Census Profile shows that nativity/citizenship status where about 66 percent of the population were born and reside in one of the islands and about 16 percent were born in the United States. A third are foreign born and a large portion (about 21 percent) are naturalized citizens. About 28 percent of the households speak a language other than English including Spanish, Spanish Creole, French, and French Creole. The educational services and health care industries deploy the majority of the population (16.3 percent), followed by arts, entertainment, and recreation (15.7 percent), retail trade (12.6 percent), and public administration (11 percent). Discussing what are the implications of the census profile for public libraries services would be useful and lead to development of important public library services.



*Montgomery County Public Library, Silver Spring, Maryland: Welcome and Circulation Area*

The lack of qualified librarians is an inhibitor for the development of the USVI Public Libraries. For example, all bookmobiles need to be functional and roaming the islands from corner to corner bringing hope and programs to the users in every corner of the islands. Targeting poorer areas with exciting programs, generating enthusiasm and support for education would be useful. The declining library trends of the last decade basically paint a picture of a generation that missed the opportunity to experience a healthy library environment. Some of the adults we interviewed had strong memories of a reliable and impactful bookmobile program, for example. The children in more recent years though have not had the experience of a reliable bookmobile

program at USVI or, more generally, reliable and innovative library programming offered systematically year after year enriched with electronic resources or STEM programming as many modern libraries offer.

Modern libraries offer active playing areas in their buildings not unlike what we see in the Virgin Islands Children’s Museum.<sup>17</sup> The following picture is from the children’s area in Silver Spring, Maryland.



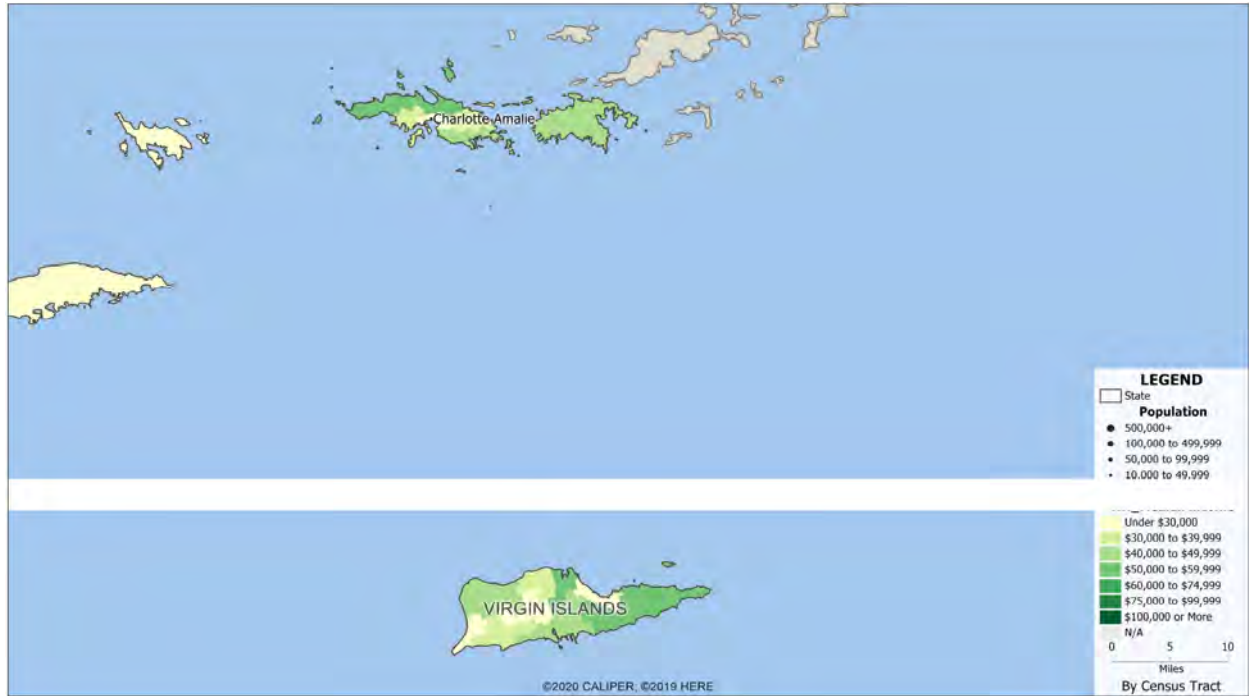
*Montgomery County Public Library, Silver Spring, Maryland: Children’s Department*

The following figures show the income distribution patterns in the three US Virgin Islands and a close up on the St Croix that shows the detail in the Christiansted town. Bookmobiles can be targeting more frequently poorer areas with children and bringing wifi services and access to digital resources through regular programming where needed. Programming would include educating adults in the use of computers and electronic resources providing a support line to troubleshoot technology questions among other services.

### ***Income distribution in St. Thomas, St. John, and St. Croix***

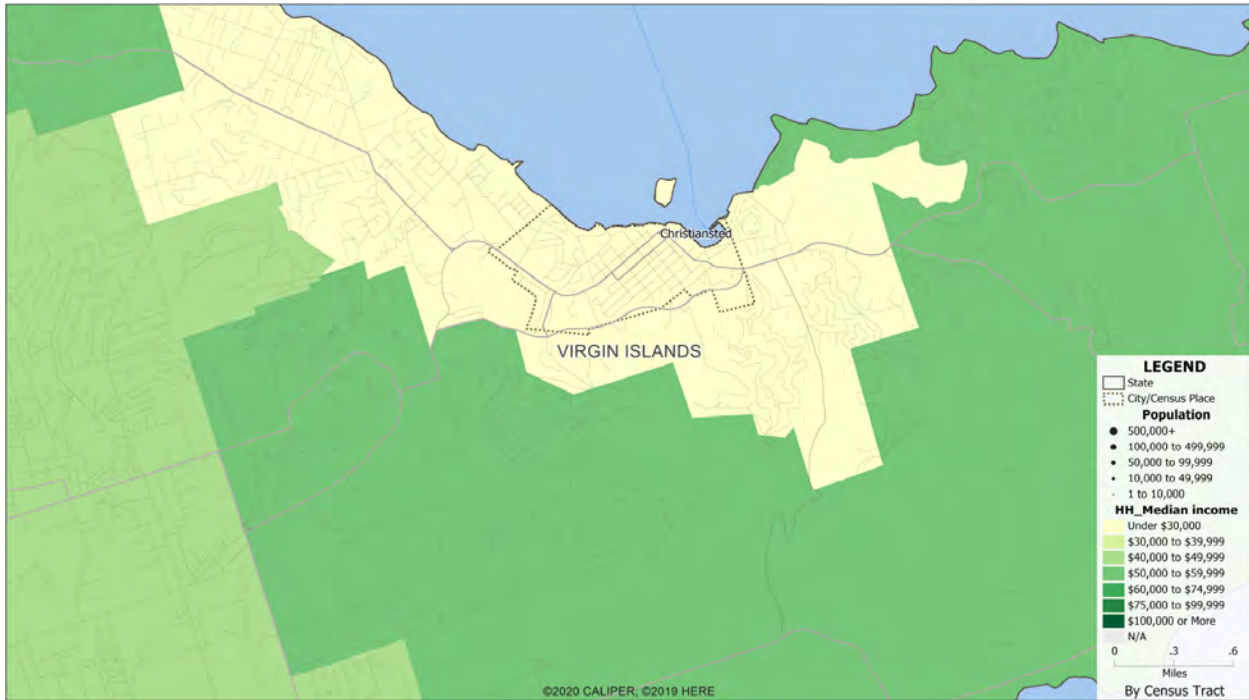
<sup>17</sup> Virgin Islands Children’s Museum: <https://www.vichildrensmuseum.org/>





In the maps below, the towns are not always clear. Below is an example of a more targeted map from the Christiansted, St Croix, area.

***Income distribution in Christiansted, St. Croix***



The Afro-Caribbean culture and traditions of the islands are rich and diverse. With the notable exception of the Turnbull Library, most of the library buildings are historical structures that are expensive to maintain and repair. The need for a functional public library system is of critical importance for the well being of the communities residing in these islands and their ability to overcome adversities and have sustainable growth in the long term. Both [FEMA funds](#)<sup>18</sup> and the [Community Foundation of the Virgin Islands](#)<sup>19</sup> make funds available for rebuilding the infrastructure in the islands. Federal Library Services and Technology Act (LSTA) funding has also helped support library development despite the ups and downs (see LSTA evaluation reports 2008-2012 and 2013-2017).

## LSTA Evaluations

For the interested reader, a useful way to understand the development and challenges of DPNR/DLAM and the USVI Public Libraries is by reviewing the LSTA Evaluations 2008-2012 and 2013-2017. It will be apparent that there were good efforts that took place during the last decade but their positive impact has been overwhelmed by adversities (economic downturn, hurricanes, COVID-19).

The LSTA Evaluation Report 2008-2012 captures the challenges of the implementation of the LSTA goals during that period -- the most significant one being the inability to bring all the major types of libraries (the University of the Virgin Islands library, the school libraries, and the USVI Public Libraries) under the same integrated library system (ILS). The USVI Public Libraries did establish and currently maintain their own independent implementation of a SirsiDynix catalog and circulation system as a result.

Even though those earlier attempts to work closely with the school systems and the University of Virgin Islands that are part of the Department of Education were not productive in establishing a unified integrated library system (ILS) (see LSTA Evaluation 2008-2012), it is important to rebuild the ties among all the educational institutions in the islands. Ensuring that all types of libraries, public, school, and academic libraries communicate will eventually result in future collaborations and ensure a robust way to impact outcomes regarding lifelong learning, workforce development, health education, civic engagement, and library capacity building.

## Background

The US Virgin Islands Public Libraries are part of the Division of Libraries, Archives and Museums (DLAM) which also serves as what is typically referred to as the “state’ library

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<sup>18</sup> [FEMA: Virgin Islands](#)

<sup>19</sup> [CFVI Fundraising](#)



agency” for the territory. DLAM is part of the Department of Planning and Natural Resources (DPNR), which serves largely as a regulatory and planning agency. The position of DLAM within DPNR is unique in that it fulfills dual, paradoxical roles of both preserving (protecting) and disseminating (dispersing) differing types of materials. DLAM is, in part, about preserving the historical record (including the historic library buildings and forts) but also has a major objective of sharing physical reading, listening, and viewing materials with the community. DLAM is the home for the USVI Public Libraries and the public library mission and service ethic is sometimes buried as it competes with the need for historic preservation of the library buildings and the larger regulatory culture in DPRN.<sup>20</sup>

The work described in this report was in response to fulfilling an expressed LSTA goal of the Division of Libraries, Archives, and Museums (DLAM), Goal II, Objective 1 of the most recent, 2018-2022, LSTA Plan submitted by the U.S. Virgin Islands.

***Goal II aims to: Identify and establish quantitative and qualitative data gathering protocols, outcome measurement strategies and reporting criteria for monitoring, evaluating and improving public library services, programs and projects. (Addresses LSTA Purpose 7 and 8)***

***Objective 1 aims to: Contract with a consultant to perform an assessment of library services and suggest best practices, specific techniques, professional standards and guidelines for data monitoring and recording.***

Our work has been focused largely on the data collection component of institutional assessment as mandated by the Institution of Museum and Library Services (IMLS) Public Library Survey (PLS). For the first time in a decade the USVI Public Libraries reported data to the PLS survey. In this report, we also provide specific recommendations for creating basic structures that will support the broad operationalization of data collection, analysis, and reporting for the VIPLS. Due to COVID-19, we completed our work remotely with weekly and bi-weekly zoom and phone call engagements with the leadership team of DLAM.

The leadership team was composed of the following people between January 2020 and July 2020:

- Arlene L. Pinney-Benjamin, Acting Director, DLAM (STT)
- Kim Blackett, Administrative Specialist (STT)
- Symra Chinnery Wilkinson, Librarian, Lib 4 (STT)
- Michelle O. Magras, Administrative Office I (STT)
- Lisa Lubrin, Office Manager (STX)

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<sup>20</sup> It is notable, for example, that the “State Librarian” over the last few years was not a librarian but rather an administrator. However, this has changed with the most recent appointment of the Acting Director for DNRP/DLAM which by default is also the director of the USVI Public Libraries. Another notable example of the administrative hierarchy and culture is that the DLAM LSTA evaluation reports to IMLS are commissioned and approved by the Commissioner of DPNR rather than the director of DPNR/DLAM.

After Ms Benjamin's departure in August, we met with the following leadership team:

- Symra Chinnery Wilkinson, Acting Director, DLAM (STT)
- Kim Blackett, Administrative Specialist (STT)
- Michelle O. Magras, Administrative Office I (STT)
- Lisa Lubrin, Office Manager (STX)
- Henry Sobratti, Bookmobile Driver. He also serves as a Lead Library Technician at Petersen and Florence Williams Public Libraries on STX. (STX)
- Nina Garcia, Library Technician II. Ms. Garcia serves as Lead Library Technician at Regional Library for the Blind and Physically Handicapped. (STX)

Ms Blackett got a job in another division in July but came back to serve and fill in during the transition period between August and October at which point Ms Chinnery became the Acting Director. At the start of 2020, there was a list of 23 employees that we could potentially interview. However, by October 2020, between retirements and extended leaves there was a list of 12 library employees in a system of 6 buildings and 3 bookmobiles.

This report serves as an environmental assessment and provides basic recommendations for a library development strategy upon which the future can be built. It describes the input and some output measures for the USVI Public Libraries, provides profiles of the individual libraries to be maintained in the future with systematic annual data collection, and also provides a set of questions to ask the library users in the future as the ability to serve the public increases by training staff, hiring qualified employees and librarians, and maintaining a basic service and infrastructure in every one of the three islands.

## USVI Public Libraries

### Buildings and Service Points

The US Virgin Islands Public Libraries had six service locations prior to hurricanes Irma and Maria in 2017, serving about 100,000 people located primarily in three islands (St Thomas, St Croix and St John). **Though there are six buildings** available serving as public libraries, **there are only two building locations** open offering library services as of October 2020. **In terms of building capacity, the USVI Public Library System operates at 1/3 of its building capacity** prior to the hurricanes in 2017. However, the utilization of these buildings are not fully devoted to public library services. The Charles Wesley Turnbull Regional Public Library operates primarily at the offices of DPNR divisions right now and the Regional Library for the Blind and Physically Handicapped is only serving a limited special needs population. Human resources and service points are operating at less than 25 percent of the level of service prior to

the hurricanes as a result. All three islands are expected to have a bookmobile but only the St Croix bookmobile is currently operating as of October 2020.

City	Library	Address
St. Croix	Florence Williams Public Library	1122 King Street Christiansted
St. Croix	Athalie McFarlane Petersen Public Library	Strand Street Frederiksted
<b>St. Croix</b>	<b>Regional Library for the Blind &amp; Physically Handicapped</b>	<b>3012 Golden Rock</b>
St. John	Elaine Ione Sprauve Public Library and Museum of Cultural Arts	Enighed Estate
St. Thomas	Enid M. Baa Public Library	23 Dronnigens Gade
<b>St. Thomas</b>	<b>Charles Wesley Turnbull Regional Public Library</b>	<b>12 BA-2 Frydendahl, Rte 384, Anna's Retreat</b>

In addition to these buildings DLAM is also responsible for the operation of two forts, one in St Croix and one in St Thomas:

- Fort Frederik Museum National Historic Landmark site \* 340-772-2021 \* Strand Street, F'Sted \* St. Croix, VI 00840 ^^The phone lines are currently inoperable. <sup>21</sup>
- Fort Christian Museum National Historic Landmark site \* 340-714-3678 \* #1 Fortets Strade \* St. Thomas, VI 00802 <sup>22</sup>

The two facilities that are open include the Regional Library for the Blind and Physically Handicapped in St Croix and the Charles Wesley Turnbull Regional Public Library in St Thomas. A third public library service point is available outside the Florence Williams Public Library in the form of a bookmobile (in a stationary location) as of October 2020. There is no physical library service available at St. John at the present time.

Severe mold issues are facing the closed buildings. Even the Charles Wesley Turnbull Regional Public Library has an outbreak of mold in the archives and leaking water into the children's area. Currently, DPRN staff is using the majority of the building as "temporary" office space reducing the public library services to the bare minimum. Funding available for relocation needs to be utilized. In general, funds are not always absorbed readily and quickly. And, even the buildings that are currently open are in need of repairs.

The libraries never fully recovered from the catastrophic impact of hurricanes Irma and Maria in 2017 (see 2013-2017 LSTA Evaluation Report):

Two Category 5 hurricanes hit the U.S. Virgin Islands in September 2017, when Hurricane Irma hit St. John and St. Thomas and, shortly after, Hurricane Maria landed on St. Croix. It was one of the worst Atlantic hurricane seasons on record.

<https://www.tripsavvy.com/hurricane-risk-in-usvi-3266133>

<sup>21</sup> Fort Frederik: <https://www.nps.gov/places/fort-frederiksted-usvi.htm>

<sup>22</sup> Fort Christian: <https://www.nps.gov/nr/travel/prvi/pr29.htm>

There are a [number of key players involved](#)<sup>23</sup> in the recovery of some of the buildings but delays have affected and continue to affect the library operations. The most recent closing of the Florence Williams Public Library (summer 2020) was due to severe mold issues in the building that have affected the ventilation system. The consultants were provided with virtual tours of most of the library facilities. The Williams facility houses a significant collection of books and other materials including items that are leased through a popular public library vendor (McNaughton) despite the mold conditions. While the evaluators were able to do a virtual tour of this facility, which is an old school building converted into the library, not being on-site prohibited us from determining the percentage of these materials that will be available for use in the future versus those that should be discarded due to mold.

Similar and more severe issues with mold are to be found in the Athalie McFarlane Petersen Public Library as well. The mold conditions there are so severe that even a virtual tour was not recommended as the people entering the building would face unhealthy conditions (burning of the eyes, etc.). Both of these buildings are in St Croix.

The Enid M Baa Public Library staff in St Thomas was sent to work out of the Turnbull Regional Public Library after the hurricanes. The Turnbull building has accommodated not only the library staff from other locations but from other DPNR divisions that lost their offices which were located at the airport before the hurricanes Irma and Maria in September 2017. In trying to do a virtual tour of the Turnbull library, we opted to do it on a Saturday so that we do not disrupt the people who work in the building “temporarily.”

Given the devastating impact of the 2017 hurricanes, it may not be surprising to find out that the majority of current staff resources for these buildings is built around administrative and custodial support for maintaining the buildings and a relatively small portion of the staff resources is currently devoted to library services for the general population.

Many library staff members retired or left for other positions leaving a bare bones operation in place regarding library services. The PLS 2018-2019 data collection shows small levels of service activity and is the first time DLAM and the USVI Public Libraries have been able to submit the data successfully to IMLS (see Appendix A).

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<sup>23</sup> “Public and Private Agencies Working on Restoration of USVI Cultural Resources, FEMA says” April 8, 2018: <https://viconsortium.com/VIC/?p=62133>



*Montgomery County Public Library, Silver Spring, Maryland: Children's Department*



*Montgomery County Public Library, Silver Spring, Maryland: Children's Department*

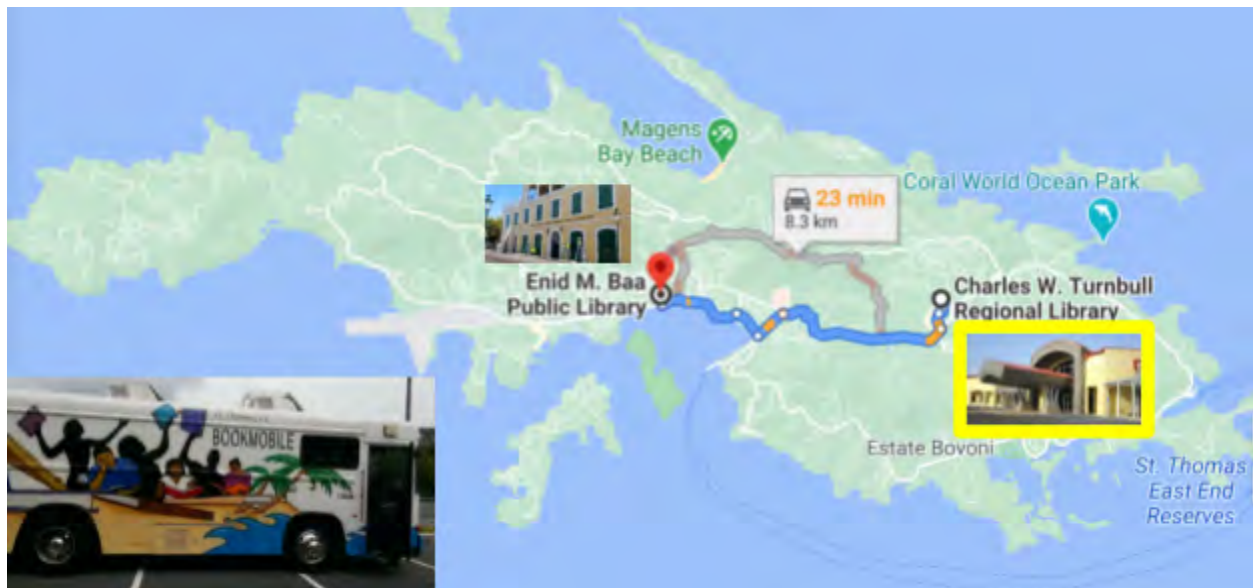


# Geography & Demographics

This map below shows the location of libraries (including the University of Virgin Islands and the Genealogical Library in St Thomas).



St. Thomas Public Libraries: (1) Charles W. Turnbull - open, (2) Enid M. Baa - currently closed, (3) St Thomas Bookmobile (closed)



If you travel to the US Virgin Islands, you will land in St. Thomas most likely. Enid M. Baa Public Library is located in the historic downtown. There are a few schools around that area that can attract kids to the library when it operates. However, the parking situation is challenging. When the library closed it alienated those who used it and the children now have to take the bus to go to the Turnbull library.

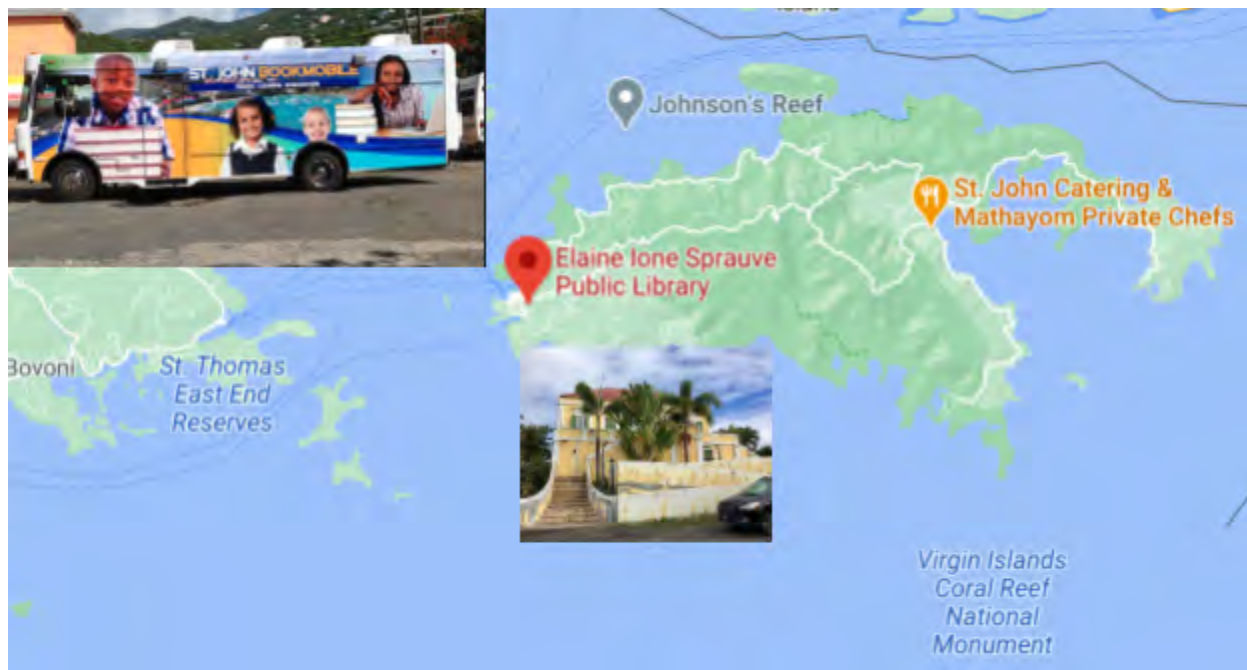
The Charles W. Turnbull Regional Libraries is located a bit out of the way. Even though bus service is available, currently the hours of operation are limited. When the library opened in 2013, there was no bus service going to that location and the access road was not reaching the doors of the premises. After three years, the bus is now scheduled to stop at the library and access is readily available. However, the hours of operation are a big limitation.

The St. Thomas Bookmobile can serve a great need to remote rural areas and it is imperative that it becomes operational as soon as possible. In general the bookmobiles are a favorite service in the islands and their operation can make headlines.<sup>24</sup>

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<sup>24</sup> [The Bookmobiles are Back](#)” The Friends of the St. Thomas Public Libraries, June 6, 2018.

## St John Public Libraries: (1) Elaine Ione Sprauve-closed, (2) St John Bookmobile (closed)



No libraries operate at St. John as of the writing of this report. St. John is geographically close to St. Thomas though it is not convenient and economically viable to have staff commute between the two islands.

The Sprauve Library closed in 2017 for a two million renovation.<sup>25</sup> St. John is in need of library services as the only library building, Elaine Ione Sprauve, is in need of repairs.<sup>26</sup> The building will also require regular lawn service for maintenance and a minimum of three people need to serve that library building. Even in the absence of a building, library services can still take place if planned as such. It is imperative that the St. John Bookmobile is outfitted with the wifi and technology equipment needed to operate. Currently, it is sitting outside the Turnbull library in St. Thomas.

St. John's has an active Friends of the Library group that has developed a memorandum of understanding with DLAM but without staff in that location there are no services available there. One could possibly consider **contract library services** for that location until the staffing issues are resolved at an adequate degree.

<sup>25</sup> ["DPNR closes Sprauve Library for 2 Million Renovation"](#) St. John Source, January 5, 2017.

<sup>26</sup> Amy Roberts, ["St. John Library Woes Being Addressed"](#) The St. Croix Source: US Virgin Islands, February 12, 2019.

St. Croix Public Libraries: (1) Florence Williams - recently closed, (2) Athalie McFarlane Petersen, (3) Regional Library for the Blind and Physically Handicapped, (4) St. Croix Bookmobile



The St. Croix Florence Williams library closed recently due to mold issues. The Petersen library has been closed for a while. Library staff were hesitant to offer a virtual tour of the Petersen facility due to the mold issues. A bookmobile is currently operational.

The two library facilities, one in Frederickssted (Petersen Library) and the other in Christiansted (Williams Library) serve different communities. So, it will be important for the bookmobile to be able to travel in both locations.

Though originally anticipated that renovations and repairs for the libraries would start in 2016,<sup>27</sup> the disruptive effects of hurricanes, economic downturn, and declining staffing affected the repair schedules. The funds for the repair of the Frederickssted (Petersen Library) made the headlines because they were not absorbed in a timely fashion.<sup>28</sup>

Expert advice is important for the ability to absorb funds and overcome the current difficulties the libraries face. There was a time when library services were aspiring to launch a Center for

<sup>27</sup> [“Frederickssted Library Reopens”](#) October 22, 2015.

<sup>28</sup> [“DPNR says only \\$10,000 was spent in Frederickssted Library Repairs in ‘Scopes of Work’ Approved Announcement”](#) December 8, 2015.



the Book in the US Virgin Islands<sup>29</sup> and had a robust summer reading program<sup>30</sup> so it is possible for aspirational goals to come back but it will take continuing effort and persistence.

Given the difficulties encountered in maintaining six library buildings with four of them being historic, a careful consideration should be given as to whether all of these buildings will be able to function as libraries in the future.

The overwhelming feedback from our interviews and surveys was: “Keep the doors open!” Based on the data we collected from the interviews and the surveys, the following sentiment is an important one:

The Public Libraries is like a safe haven for the people of the Virgin Islands. After the two major hurricanes that hit the islands in 2017 the Florence A. Williams Public Library was one of the government agencies that was able to have free wifi for the public to be able to interact with their families in the mainland. (source: staff survey)

Issues related to communication and letting people know when the libraries are open or closed surfaced as well: [DLAM] “They should communicate with staff and the community to know which library is open and where they can go to get books.”

The library is trying to get longer hours, but longer hours mean more staff which at this time we do not have. We have a security guard on the premises, who is here throughout the day, but if longer hours are implemented, more security personnel would be required. Signage is also important, so the public will know where we are located. Signs can be put in place starting from the bottom of Raphune Hill. (source: staff survey)

Unfortunately, the current budget (FY 2018-2019 expenditures \$1,448,467) and staff resources (26 FTE with only 3 FTE librarians) are not adequate to operate effectively all the public library buildings and the three bookmobiles.<sup>31</sup>

From the 1.4 million expenditures, a very small amount is spent on collection expenditures (only \$59,127). In general, in a public library setting you would expect about 10% of the expenditures to be spent on library materials which would be about \$140,000 in the case of the USVI Public

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<sup>29</sup> [“News from the Center of the Book: A Center in the Virgin Islands,”](#) Library of Congress: Information Bulletin, June 2009.

<sup>30</sup> [“St. Croix Students Celebrate Summer Reading Gains”](#) The Virgin Islands Daily News, November 29, 2016.

<sup>31</sup> As a frame of reference, Calvert County Public Library in Maryland that serves about 90,000 people in a relatively rural area with an extensive coastline, has a total of 4 library buildings and 2 bookmobiles and a total expenditures of \$4,639,251 and about 50 FTE staff with 40 of those FTE being librarians. Source: IMLS PLS Survey data



Libraries. Staffing resources and especially the lack of well trained IT staff is a major challenge. The library needs both local IT support for supporting networking and public access computers as well as more specialized IT support for maintaining the library catalog. In the short term, it may be useful to seek contractors for supporting these needs.

## Square Footage of Buildings and Bookmobiles

St. Thomas	
Charles W. Turnbull	43,000 SF
Enid M. Baa	~ 6,000-9,000 SF
St. Thomas Bookmobile	150 SF
St. John	
Elaine Ione Sprauve	1,200 SF
St. John Bookmobile	150 SF
St. Croix	
Florence Williams	21,475 SF
Athalie McFarlane Petersen	2,240 SF
Regional Library for the Blind and Physically Handicapped	3,200 SF
St. Croix Bookmobile	150 SF

## Friends of the Library

There are three Friends of the Library groups, one for each island ([St. Thomas](#), [St. John](#), and [St. Croix](#)). Some are more active than others. The relation of DPNR/DLAM with some of the Friends of the Library groups has been tense at times. Especially in St. John, there is a sense that the agency is not listening and responding to the needs expressed by the Friends of the Library group. It is important that a healthy and productive relation be developed with all of the Friends of the Library groups. At a time of strained resources, this will take time to build trust and collaboration.

Each Friends of the Library group is focused on the library of its own island and this perspective can create tension in an environment of limited resources. ***We recommend that a Board***

***be developed that would advise DLAM/DPRN is setting priorities across the three islands and work with the Friends of the Library groups productively, maintaining good relations, and advocating for libraries in the region.***

Appendices N and O contain links to the USVI Code (legislation) that has established the Office of Libraries and Archives and the Code for the Virgin Islands Library Network. There are provisions for the establishment of advisory boards. The spirit of the law needs to be implemented with an eye on making any reasonable modernization elements applicable. For example, the current DLAM function includes Libraries, Archives, and Museums. Adequate funding for supporting all three of these functions is important for Libraries, Archives and Museums to operate effectively in the future.

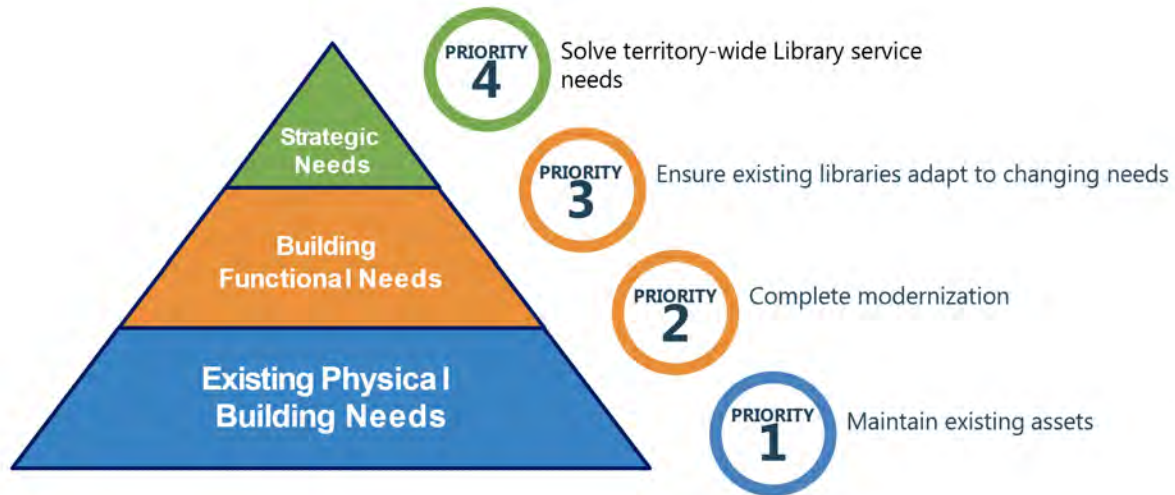
## DLAM/DPNR Recommendation

Right now the boundaries between the USVI Public Library System and the DLAM are blurred. There are unclear boundaries between the DLAM boundaries and the USVI Public Libraries. All staff in the USVI public libraries are government employees and can easily be transferred from one division of DPNR to another. Both DLAM and the USVI Public Libraries should be staffed adequately with professional librarians and the territory-wide library service for all types of libraries (school, public, academic) should be served by DLAM. Our recommended actions below focus primarily on the USVI Public Libraries.

We do have an explicit recommendation for DLAM as a state library agency -- the ***formation of a non-political, Library, Archives & Museum Board of Trustees for DLAM. This body would advocate for support and serve as an accountability mechanism for DLAM.***

The public libraries need to focus on the development of active programs at each one of the islands, creating rich educational opportunities, and ensuring that the citizens of the islands have access to print and electronic resources, and have programs that enhance the literacy (digital, health, civic, etc.) of the citizens. A ***framework of four phases*** is provided in the figure below (adapted from the DC Public Library strategic plan) as a way to think about future planning.

Specific priorities are proposed below that would allow the USVI Public Libraries to operate at Priority Level 1 below. Currently, library services are almost non-existent.



## Priorities for the US Virgin Islands Public Library System

*The following strategy is developed based on feedback from the staff of the library, DLAM/DPRN, and the Friends of the Library groups. It details future priorities for rebuilding the library system and offers a roadmap for action.*

**Vision:** The USVI Public Libraries offer free access to the full spectrum of opportunities that inform, inspire, and entertain, and an open forum for diverse facts, ideas, and opinions.

**Mission:** The USVI Public Libraries serve the people of the USVI by providing information resources, training and educational opportunities, and spaces that are safe and welcoming.

These priorities are based on the needs identified based on conversations with the staff of DPNR/DLAM as well as the Friends of the Libraries groups. A key priority is to keep library service available in all three islands and have reliable technology services for all ages. The people of the USVI miss their libraries.



Montgomery County Public Library, Silver Spring, Maryland: Children's Department

**GOAL 1**

**Provide dependable, functional services on each of the main islands (St. Croix, St. Thomas, and St. John)**

**Objectives:**

**Objective 1.1.**

**Ensure the safety and security of each facility (including bookmobiles) and the feasibility of reusing the contents of each facility.**

**Activity 1.1.1**

Assess the physical condition of each building (FEMA assistance)

**Activity 1.1.2.**

Assess the physical condition of all assets in each building (collections, technologies [infrastructure and equipment], furnishings). Return undamaged McNaughton materials not in active use.

**Activity 1.1.3.**

Perform emergency enclosures as necessary to prevent further damage.

**Activity 1.1.4.**

Remove undamaged and safe but at-risk assets from buildings and store at a secure site(s).

**Activity 1.1.5.**

Assess cost effectiveness of reclaiming mild to moderately damaged library materials (mold remediation, etc.). Reclaim materials identified as feasible for restoration; move and store at secure site(s).

**Activity 1.1.6.**

Discard materials that are beyond reclamation.

**Activity 1.1.7.**

Assess cost effectiveness of restoring other assets (technologies, furnishings). Restore assets, move, and store at secure sites.

**Activity 1.1.8**



Develop prioritized capital improvements plan with target dates for reopening or permanently closing each facility.

**Activity 1.1.9.**

Secure funding for capital improvements.

**Activity 1.1.10**

Carry out renovations in accordance with capital improvements plan.

**Objective 1.2.**

**Identify and implement a “beachhead” level of library service on each island. (NOTE: Initial level of services will likely differ on each of the three main islands. The idea of the “beachhead” level of library service is to provide an opportunity for the VI Public Library System to “show the flag” and offer some relevant service of value to the residents. This might mean something relatively modest at first on St. John – perhaps a public Internet point of presence in a parking lot or the operation of the St. John Bookmobile as a stationary library on a limited basis until actual mobile service or a facility reopening can take place. Beachhead services must be viable to continue until a new, higher level of service is feasible.)**

**Activity 1.2.1**

Assess current facility and staffing assets and identify specific feasible levels of service. (NOTE: It is currently assumed that the baseline/ “beachhead” level of service on St. Thomas will be the regular operation of the Turnbull Regional Library and that the baseline/ “beachhead” level of service on St. Croix will be the stationary opening of

the St. Croix Bookmobile at the Williams Library site with an Internet point of presence available for use outside the Bookmobile even when it is closed. A decision should be made about what “beachhead” service should be added on St. John and what expansion of beachhead services might be practical on St. Thomas and St. Croix. It is important that these services be maintained on a regular basis once started.)

**Activity 1.2.2**

Identify user-friendly hours for the Turnbull Library and adjust weekday hours to enable at least four hours of service from the Turnbull Library on Saturdays.

**Activity 1.2.3.**

Reduce (or restructure) McNaughton contract to reflect materials needed to implement the “beachhead” level of service and discontinue contracts for closed libraries or reassign McNaughton materials to open outlets (initially Turnbull and St. Croix Bookmobile).

**Activity 1.2.4.**

Explore the cost of a Hoopla digital content contract for all of the U.S. Virgin Islands population.

**Activity 1.2.5.**

Develop a public information/ public training program to teach the public how to access the digital content.

**Activity 1.2.6.**

Investigate the possibility of running the public library as a contract service for locations where staff may not be

available over the next two years (St John's in particular and the bookmobile operations come to mind).

## **GOAL 2**

**Establish a reliable, ongoing program of accountability including the collection and tabulation of basic statistics and accounting mechanisms designed to track financial information necessary for reporting data to the Institute of Museum and Library Services both for the State Library Administrative Agency Survey (SLAA) and the Public Libraries Survey (PLS). (NOTE: While this goal and its objectives are focused on the collection of data related to the SLAA Survey and the PLS Survey, the reason for collecting data is not just to be able to report data. The underlying purpose is accountability. The surveys simply provide a framework within which a recognized set of accountability measures can be collected and reported.**

### **Objectives:**

#### **Objective 2.1.**

**Develop procedures and processes for the collection of descriptive and performance data required by the SLAA Survey.**

##### **Activity 2.1.1.**

Identify the best source for each data element in the SLAA survey, determine whether the data element is currently collected in an adequate fashion, and determine steps required to ensure the future collection of each data element and staff responsibilities for each element.

##### **Activity 2.1.2.**

Develop specific written procedures for the collection of each data element including source, frequency of collection, frequency of compilation, and staff responsibilities.

**Activity 2.1.3.**

Implement data collection efforts on a rolling schedule with the goal of achieving a full data collection process no later than September 2021.

**Objective 2.2.**

**Develop procedures and processes for the collection of descriptive and performance data required by the Public Library Survey.**

**Activity 2.2.1.**

Review the required PLS survey data and identify the best source for each data element, determine whether the data element is currently collected in an adequate fashion, and determine steps required to ensure the future collection of each data element and staff responsibilities for each element.

**Activity 2.2.2.**

Develop specific written procedures for the collection of each data element including source, frequency of collection, frequency of compilation, and staff responsibilities.

**Activity 2.2.3.**

Implement data collection efforts on a rolling schedule with the goal of achieving a full data collection process no later than September 2021.

### **Objective 2.3.**

**Establish a process for the collection and reporting of financial data elements required by the SLAA and PLS surveys.**

#### **Activity 2.3.1.**

Identify financial data elements required by the SLAA Survey and the PLS Survey and review with DPNR administration and accounting staff to adjust chart of accounts and billing codes to enable the collection of required data.

#### **Activity 2.3.2.**

Begin the routine, monthly tabulation of financial data provided by DPNR by the VI Public Library System staff no later than June 1, 2021.

#### **Activity 2.3.3.**

Begin reporting accurate financial data to IMLS for Fiscal Year 2022 (October 1, 2021 – September 30, 2022).

## **GOAL 3**

**Undertake a strategic planning process aimed at identifying steps necessary to elevate public library services in the U.S. Virgin Islands to a good-quality basic level (with services accessible to all residents) by January 2023.**



## **Objectives:**

### **Objective 3.1.**

**Identify physical infrastructure (number of facilities) required to ensure quality services and seek funding to adequately outfit these buildings (including technology infrastructure).**

#### **Activity 3.1.1.**

Develop an RFP for a strategic planning process to ensure quality services for the next five year.

#### **Activity 3.1.2.**

Develop a library technology plan to ensure that the technology infrastructure is robust for the next five to ten years.

#### **Activity 3.1.3.**

Develop an RFP for a facilities master plan to ensure the restoration of historic and other buildings to be used to secure funding for the next ten to twenty years.

### **Objective 3.2.**

**Identify staffing (number and level of staff) required to ensure quality services and seek funding to recruit/maintain this staffing level.**

#### **Activity 3.2.1.**

Grow your own professional staffing by raising funds through the IMLS Laura Bush 21st Librarian Program.

#### **Activity 3.2.2.**

Establish a relationship with an online MLS program that would allow you to grow the number of professional librarians in the territory.

**Activity 3.2.3.**

Ensure that all library staff are trained adequately to function in a modern library environment by enhancing regularly their IT skills such as becoming comfortable using zoom, google, etc.

**Activity 3.2.4.**

Ensure that IT tasks are scheduled with adequate redundancies such as at least three people trained to perform certain IT tasks like the running of SirsiDynix reports.

**Activity 3.2.5.**

Consider contracting library services especially for the St. John location in the short term and the maintenance of routine reports from Sirsi/Dynix.

**Activity 3.2.6.**

Ensure the computer lab is adequately staffed and that IT staff that can support the networking needs of the bookmobiles as well as all library facilities are readily available. This could be any certified network computer operator that can troubleshoot and ensure the computers are up and running for library staff and patrons.

### **Objective 3.3.**

**Identify baseline collections and digital resources required to ensure quality services and seek funding to recruit/maintain this resources level.**

#### **Activity 3.3.1.**

Suggestions for digital resources and levels of collections for the short term include continuing with the McNaughton strategy for the near future makes a lot of sense.

#### **Activity 3.3.2.**

Consider Hoopla vs Overdrive pros and cons and license one of these services. With Hoopla there is no wait, checkout and download instantly (limits per month per user may be set by the library). Additional alternative resources may also be considered here. See, for example, the [resources offered by the Noel Wien Public Library in Fairbanks, Alaska](#), that serves a similar size population as the USVI Public Libraries.

#### **Activity 3.3.3.**

Consider Kanopy for movies and films ([see related article regarding streaming services offered in New York](#)).

#### **Activity 3.3.4.**

Explore licensing and using [lynda.com](#) for employment training purposes. Lynda.com is an online video tutorial and training website that teaches computer skills in video format in a wide variety of subjects/courses including 3D and animation, audio, business, design, development, home computing, photography, video, and web and interactive design, to name a few. Software specialties

include Adobe, Dreamweaver, ActionScript, Photoshop, AutoCAD, Apple, Final Cut Pro, and many more.

# Appendix A: IMLS Public Library Survey Data for USVI Public Libraries 2018-2019

For the first time in the history of the USVI Public Libraries data regarding their operations were successfully submitted to IMLS as follows ([2018-2019 PLS worksheet is also available](#)).

[A blank form for summarizing the 2019-2020 upcoming collection is available to USVI staff for use next year.](#)

U.S. Virgin Islands - PLS Survey Data		NOTES
<b>STATE CHARACTERISTICS</b>		
100	Reporting Period Start Date (MM/YYYY)	10/2018
101	Reporting Period End Date (MM/YYYY)	9/2019
102	State Total Population Estimate	106,405
103	Total Unduplicated Population of Legal Service	106,405
<b>NAME/ ADDRESS</b>		
150	FSCS ID	VI0002
150a	Structure Status	00 - No Change
151	LIB ID	VI0002
152	Name	Virgin Islands Division of Libraries, Archives
152a	Name Status	00 - No Change
<b>Street Address</b>		
153	Address	4607 Tutu Park Mall
153a	Address Status	07 - Move to a New Location
154	City	St. Thomas
155	ZIP Code	00802
156	ZIP + 4	00802-1735
<b>Mailing Address</b>		
157	Address	4607 Tutu Park Mall
158	City	St. Thomas
159	ZIP Code	00802
160	ZIP + 4	00802-1735
<b>OTHER IDENTIFICATION</b>		
161	County	St. Thomas
162	Phone	3407740630
163	Web Address	<a href="https://www.usvipubliclibraries.com/">https://www.usvipubliclibraries.com/</a>

I believe that this is the code that IMLS would assign to

00 - No Change, 01 - Existing Administrative Entity

This is a State/ Territory designation. See below.

Provide the name of the public library. Do not use

00 - No Change From Last Year, 06 - Official Name

The three main islands are considered to be "county"

This is the phone number we can use if we report as

*Use this or the DLAM web address?*



200	Interlibrary Relationship Code	NO
201	Legal Basis Code	Other
202	Administrative Structure Code	MA
203	FSCS Public Library Definition	Yes
204	Geographic Code	OTH
205	Legal Service Boundary Change	00 - No Change

NO indicates not a member of a federation or  
 OT indicates "Other." The alternate choices are things  
 MA indicates an administrative entity with multiple direct  
 This is a simple yes/no question regarding whether the  
 OTH is "Other." Other choices don't fit VI. No choice for

206	Reporting Period Start Date (MM/ DD/ YYYY)	10/1/2018
207	Reporting Period End Date (MM/ DD/ YYYY)	9/30/2019

**POPULATION/ OUTLETS/ STAFF**

208	Population of Legal Service Area	106,405
-----	----------------------------------	---------

**Service Outlets**

209	Number of Centrals	0
210	Number of Branches	5
211	Number of Bookmobiles	3

This would be 1 if we counted Turnbull as a "CENTRAL"  
 This is either five (5) or six (6) depending on whether we

**Paid Staff (Full-Time Equivalent)**

250	ALA - MLS Librarians	3.000
251	Total Librarians	3.000
252	All Other Paid Staff	23.000
253	Total Paid Employees	26.000

This number assumes that all employees listed on the

OPERATING REVENUE		
300	Local Government Revenue	\$ -
301	State Government Revenue	\$ 1,259,666.00
302	Federal Government Revenue	\$ 132,561.00
303	Other Revenue	\$ 56,240.00
304	Total Revenue	\$ 1,448,467.00
OPERATING EXPENDITURES		
Staff Expenditures		
350	Salaries & Wages Expenditures	\$ 736,291.00
351	Employees Benefits Expenditures	\$ 338,424.00
352	Total Staff Expenditures	\$ 1,074,715.00
Collection Expenditures		
353	Print Materials Expenditures	\$ 59,127.00
354	Electronic Materials Expenditures	\$ -
355	Other Materials Expenditures	\$ -
356	Total Collection Expenditures	\$ 59,127.00
357	Other Operating Expenditures	\$ 314,625.00
358	Total Operating Expenditures	\$ 1,448,467.00
CAPITAL		
Capital Revenue		
400	Local Government Capital Revenue	-1
401	State Government Capital Revenue	-1
402	Federal Government Capital Revenue	-1
403	Other Capital Revenue	-1
404	Total Capital Revenue	-1
Capital Expenditures		
405	Total Capital Expenditures	-1

This would be where municipal funding would be listed if

Backed into this amount based on staff and other

From Finance

From Finance

This will be the total of the other revenue categories

From Finance

From Finance

Sum of categories 350 and 351.

Where can we get expenditure date for the end of FY

Indicate as zero.

Indicate as zero

Sum of categories 353, 354, and 355.

From printout of expenditures by vendor including OCLC,

Sum of categories 352, 356, and 357.

Where can we get capital Revenue and expenditures?

Where can we get capital Revenue and expenditures?

Where can we get capital Revenue and expenditures?

Where can we get capital Revenue and expenditures?

Where can we get capital Revenue and expenditures?

Where can we get capital Revenue and expenditures?

LIBRARY COLLECTIONS			
450	Print Materials	176,762	Based on Reports from SIRSIDYNIX run by Symra. Total
451	Electronic Books	-1	Indicate as zero.
452	Audio - Physical Units	629	Based on Reports from SIRSIDYNIX run by Symra. Audio
453	Audio - Downloadable Units	-1	Indicate as zero.
454	Video - Physical Units	4,637	Based on Reports from SIRSIDYNIX run by Symra.
455	Video - Downloadable Units	-1	Indicate as zero
Electronic Collections			
456	Local/ Other Cooperative Agreements	-1	Indicate as zero
457	State (State Government or State Library)	-1	Indicate as zero
458	Total Electronic Collections	-1	Indicate as zero
Serial Subscriptions			
460	Current Print Serial Subscriptions	77	From Ebsco invoices. 29 titles (Turnbull), 28 titles
SERVICE MEASURES			
500	Public Service Hours Per Year	7840	We can piece this together from data provided for
501	Library Visits	-1	We have only spotty data.
502	Reference Transactions	-1	Spotty data from a few tally sheets.
503	Registered Users	-1	Can we get this from SIRSIDYNIX?
550	Total Circulation of Materials	13,106	From SIRSIDYNIX printouts.
551	Circulation of Children's Materials	4,639	Broken out from SIRSIDYNIX printouts.
552	Use of Electronic Material	-1	Indicate as zero
553	Physical Items Circulation	13,106	From SIRSIDYNIX printouts.
554	Successful Retrieval of Electronic Information	-1	Indicate as zero.
555	Electronic Content Use	0	Indicate as zero.
556	Total Collection Use	13,106	Sum of categories 552, 553, 554, and 555
575	Interlibrary Loans Provided To	-1	Indicate as zero.
576	Interlibrary Loans Received From	-1	Indicate as zero.

PROGRAMS/ OTHER ELECTRONIC		
<b>Library Programs</b>		
600	Total Library Programs	5
601	Children's Programs	4
602	Young Adult Programs	1
<b>Other Electronic Information</b>		
603	Total Program Attendance	100
604	Children's Program Attendance	70
605	Young Adult Program Attendance	30
<b>Other Electronic Information</b>		
650	Internet Computers Used by the General Public	15
651	Uses (Sessions) of Public Internet Computers	-1
652	Wireless Sessions	-1
653	Website Visits	-1

Is this data available? Where can we get it if it is?

Is this data available? Where can we get it if it is?

Is this data available? Where can we get it if it is?

Is this data available? Where can we get it if it is?

Is this data available? Where can we get it if it is?

Is this data available? Where can we get it if it is?

We have some data on this. Is it available for all

We have some data on this. Is it available for all

Is this data available? Where can we get it if it is?

Is this data available? Where can we get it if it is?

## Appendix B: IMLS State Library Administrative Agency survey form

The [State Library Administrative Agency \(SLAA\) survey](#) provides descriptive information about state library agencies. It currently collects data from 50 states and the District of Columbia. Territories are not required to fill in and submit this survey but it is a useful tool that outlines the potential services that agencies like DLAM can offer to libraries.

The data includes information on state library agency identification, governance, public service hours, service outlets, collections, library service transactions, library development transactions, services to other libraries in the state, allied operations, staff, income, expenditures, and electronic services and other related information.

DLAM can use this survey to keep track of its own capacity and development as it matures and offers more services to the libraries in the region in the future. Excerpts of the survey instrument from 2014 included in this appendix are showcasing the types of services DLAM may offer to libraries.

[An accompanying instructions document is available on the IMLS website.](#)

### Part D: Services to Libraries and Library Cooperatives

5. Which of the following services are provided directly or by contract by the SLAA to libraries or library cooperatives? Specify Directly, Contract, or Not Provided for each service, for each type of library and library cooperatives.

Note: A Library Cooperative may serve single-type of multi-type libraries. Services provided directly by the SLAA are those provided without any intermediary by the SLAA to libraries or library cooperatives. Services provided by contract by the SLAA are those provided by a third party or intermediary under legal contract to the SLAA.

	Types of Services	Type of Library				
		Public (a)	Academic (b)	School (c)	Special (d)	Library cooperatives (e)
<b>Services to libraries and library cooperatives</b>						
48	Accreditation of libraries					
50	Administration of State aid					
51	Certification of librarians					
52	Collection of library statistics					
53	Consulting services					
57	Library legislation preparation/review					
64	State standards/guidelines					
71	Administration of library system support					
75	LSTA state program grants					
76	LSTA statewide services					
<b>Operational Assistance</b>						
55	Cooperative purchasing of library materials					
56	Interlibrary loan referral services					
62	Reference referral services					
<b>Coordination/Integration</b>						
63	Retrospective conversion of bibliographic records					
65	Statewide coordinated digital program or service					
66	Statewide public relations/library promotion campaigns					
67	Statewide virtual reference service					
70	Universal Service Program (review and approval of technology plans)					
74	Statewide resource sharing					
72	Involvement in the acquisition of other federal program funds					
<b>Program Assistance</b>						
54	Continuing education programs					
58	Library planning/evaluation/research					
59	Literacy programs					
61	Preservation/conservation services					
68	Summer reading programs					
73	Statewide reading programs					



53.1. Which of the following consulting services do you provide? Please answer each of the questions below by selecting one of the choices provided.

Consulting Service				
53.1.1	Construction	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.2	Library management/organizational development	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.3	Continuing Education	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.4	Technology/Connectivity	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.5	Marketing/Communications	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.6	E-Rate	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.7	Adult literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.8	Youth services	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
53.1.9	Other: _____	write in (250 characters max)		

59.1. Which of the following types of literacy programs do you support? Please answer each of the questions below by selecting one of the choices provided.

Type of Literacy Programs				
59.1.1	Language literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
59.1.2	Numerical literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
59.1.3	Information literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
59.1.4	Digital literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
59.1.5	Financial literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
59.1.6	Health literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
59.1.7	Family/Intergenerational literacy	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know

72.1. Which federal agencies other than IMLS do you apply for funding from? Please answer each of the questions below by selecting one of the choices provided.

Federal agency				
72.1.1	Department of Education	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
72.1.2	Department of Agriculture	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
72.1.3	Federal Communication Commission/Universal Service Administrative Company	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
72.1.4	Department of Labor	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
72.1.5	Other: _____	write in (250 characters max)		

73.1

**Do you support the following statewide reading programs for target populations listed below? Please mark those that apply.**

73.1.1	Early Childhood/ Preschool (0-5 years old)	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
73.1.2	Middle Childhood (6-12 years old)	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
73.1.3	Young Adults/High School (13-18 years)	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
73.1.4	Adults (19-65 years)	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know
73.1.5	Older Adults (65+ years)	<input type="radio"/> yes	<input type="radio"/> no	<input type="radio"/> don't know

# Appendix C: IMLS Public Library Survey Worksheet for Library Hours

The worksheet used to calculate the operational hours for the PLS 2018-2019 is available with built in formulas. This appendix shows a screenshot of the worksheet. The deadline for submitting PLS 2018-2019 was August.

It will have to be maintained and compiled for PLS 2019-2020.

TIMELINE FOR OPERATION OF LIBRARIES/ BOOKMOBILES													Hours per Day	# of Days	Estimated Operational Hours	
	OCTOBER 2018	NOVEMBER 2018	DECEMBER 2018	JANUARY 2019	FEBRUARY 2019	MARCH 2019	APRIL 2019	MAY 2019	JUNE 2019	JULY 2019	AUGUST 2019	SEPTEMBER 2019				
Baa	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed				
Petersen	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed				
Sprauve	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	?									Closed	7.75	62	480.5
Turnbull	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	9:00am - 4:45pm	7.75	251	1945.25
Williams	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9:00am - 6:00pm	9	251	2259
St. Croix Bookmobile	Closed	Closed	Closed	Closed	Closed	Closed	9:00am - 4:00pm	9:00am - 4:00pm	9:00am - 4:00pm	9:00am - 4:00pm	9:00am - 4:00pm	9:00am - 4:00pm	9:00am - 4:00pm	7	128	896
St. John Bookmobile	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed			
St. Thomas Bookmobile	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed			
Regional Library for the Blind & Physically Handicapped	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	8:00am - 5:00pm	9	251	2259
		Open and operating during given month														
		Closed/ Not operating during given month														
	23	21	18	21	19	21	22	22	20	22	22	20			251	7839.75

## Appendix D: Virgin Islands Profile - Essential Reporting Data

[The excel file provided here enables DLAM to collect the PLS data on a regular basis.](#) It focuses primarily on the PLS data requirements. The multiple worksheets allow the data to be aggregated automatically in the summary worksheet that is locked. It also automatically populates the specific building profiles in subsequent tabs.

There are multiple worksheets, some have green and some have red tabs. Use the green tabs to enter the data. The red tabs are locked and the figures will automatically update and show in the red tabs once the data is entered in the green tabs.

# Appendix E: Interview/Survey Protocol for DPNR Divisions Staff

Over the past year, our library research and planning firm has been working with the Division of Libraries, Archives, and Museums (DLAM) to collect and submit information and data required by the Federal Institute of Museum and Library Services (IMLS). As we have worked with DLAM staff, we have repeatedly discovered ways in which the Virgin Islands Public Library System has been negatively impacted in its efforts to offer quality library services by circumstances beyond its control.

We recently completed the submission of some baseline data to IMLS and we are now turning our attention to the future. In doing so, we are greatly interested in understanding the context within which DLAM operates. In doing so, we want to explore the various functions of the Department of Planning & Natural Resources (DPNR) and how DLAM and its services relate to DPNR's larger mission. Our ultimate goal is to help the Virgin Islands Public Library System serve the people of the Virgin Islands well.

1. Briefly describe your work and responsibilities within DPNR.
2. How and to what extent has (or does) your Division interact with DLAM?
3. Recognizing that the last several years have posed numerous challenges to all governmental services in the Virgin Islands, in your opinion, what is the most important or impactful thing or things that the Virgin Islands Public Library System has done or is currently doing for the people of the Virgin Islands.
4. Are there ways in which DLAM and the Virgin Islands Public Library System can better interface with your Division that would result in benefits to the people of the Virgin Islands?
5. In your opinion, what do DLAM and the Virgin Islands Public Library System need to concentrate on to more effectively serve the public?

# Appendix F: Interview/Survey Protocol for Friends of the Library

Please help us understand how to improve the USVI Public Libraries. The Division of Libraries, Archives and Museums is working with QualityMetrics to document the needs and opportunities for public libraries in the US Virgin Islands. Take a few minutes to share your thoughts below:

Email:

1. Briefly describe your work and responsibilities within DPNR.
2. How and to what extent have you used the public library?
3. Recognizing that the last several years have posed numerous challenges to all governmental services in the Virgin Islands, in your opinion, what is the most important or impactful thing or things that the Virgin Islands Public Library System has done or is currently doing for the people of the Virgin Islands.
4. Are there ways in which the libraries can better collaborate with the Friends of the Library Groups that would result in benefits to the people of the Virgin Islands?
5. In your opinion, what do DLAM and the Virgin Islands Public Library System need to concentrate on to more effectively serve the public?
6. In your opinion, what do the Friends of the Library group need to concentrate on to more effectively serve the public?
7. Tell us a bit more about what books you read, how many, how often do you use electronic books, participate in zoom meetings, your use of Amazon Prime, Netflix, audiobooks, etc.



# Appendix G: Interview/Survey Protocol for Library Staff

Please help us understand how to improve the USVI Public Libraries. The Division of Libraries, Archives and Museums is working with QualityMetrics to document the needs and opportunities for public libraries in the US Virgin Islands. Take a few minutes to share your thoughts below:

Email:

1. Briefly describe your work and responsibilities within DLAM/DPNR.
2. How and to what extent do you interact with your colleagues in DLAM/DPNR?
3. Recognizing that the last several years have posed numerous challenges to all governmental services in the Virgin Islands, in your opinion, what is the most important or impactful thing or things that the Virgin Islands Public Library System has done or is currently doing for the people of the Virgin Islands.
4. Are there ways in which DLAM can help you do your job more effectively for the benefit of the people of the Virgin Islands?
5. In your opinion, what is the most important action DLAM and the Virgin Islands Public Library System need to concentrate on to more effectively serve the public?
6. In what ways would you like to improve your knowledge, skills, and abilities to serve better as a staff member of the USVI Public Libraries and the Division of Libraries, Archives, and Museums (DLAM)?

# Appendix H: User Expectations

The following is a set of expectations regarding library services that can be used in surveying patrons and demonstrate the quality of library collections, spaces, and employees.

<b>Identifier</b>	<b>Questions modified for Public Libraries</b>
AS01	Staff who make me feel confident
AS04	Staff who give me individual attention
AS06	Staff who are consistently courteous
AS09	Readiness to respond to my questions
AS11	Staff who have the knowledge to answer my questions
AS13	Staff who deal with me in a caring fashion
AS15	Staff who understand my needs
AS18	Willingness to help me
AS22	Staff who can handle my service problems
IC02	Making ebooks, databases, and other electronic resources 'available' from my home or office
IC05	A library website that helps me find information on my own
IC07	Printed books and magazines that matter to me
IC10	The ebooks and databases that matter to me
IC14	Modern equipment that lets me easily access needed information
IC16	Easy-to-use tools that allow me to find things on my own
LP03	Library space that inspires me to read, learn, and/or be creative
LP08	Quiet space for individual activities
LP12	A comfortable and inviting location
LP17	A place where I can read, learn, be creative, and/or interact with others
LP21	Library space for community activities and programs

The following are expectations defined by the IMLS LSTA intents and can be used to ask library patrons and understand the impact a library has on its community members.

***The library [has] .....***

***IMLS - LSTA intents***

IMLS-LL01	Helps me continue my education
IMLS-IC01	Staff who keep learning new things related to their work
IMLS-IC02	A building in good condition with climate control
IMLS-EED01	Helps me when I need to look for a job
IMLS-EED02	Helps me with information needs for my business
IMLS-HS01	Helps me learn and improve skills for running a family or living alone
IMLS-HS02	Helps me find and use health information
IMLS-CE01	Helps me be involved in the community
IMLS-CE02	Helps me take part in community conversations about current issues

# Appendix I: People interviewed and/or surveyed

## DPNR Employees

DPNR Interviews			
	Name	Job Title (if available)	Date interviewed
1	Jean-Pierre L Oriol	Commissioner	10/12/2020
2	Diane Capehart	Deputy Commissioner	9/8/2020
6	Jamal Nielsen	Media Relations Coordinator/ Special Assistant to the Commissioner	survey
1	Dianne O'Garro	Division of Business and Administrative Services Director	6/19/2020
3	LaPlace-Matthew	Division of Comprehensive and Coastal Zone Planning Territorial Pla	9/8/2020
4	Howard Forbes, Sr.	Division of Environmental Enforcement Director	9/8/2020
5	Austin Callwood	Division of Environmental Protection Director	9/8/2020
6	Nicole Angeli	Division of Fish and Wildlife Director	9/8/2020
9	Tasida H. Kelch	Division of Virgin Islands Council on the Arts Executive Director	survey
10	Ira Forbes	Division of Business and Administrative Services Director	6/19/2020
11	Calhern George	Division of Business and Administrative Services Director	6/19/2020
12	Michael Bryan	Division of Business and Administrative Services Director	6/19/2020

## Friends of the Library

Survey responses:

1. anitadavis@	11. judykane44@
2. bluecaribsea@	12. kstiehler@
3. carolsttlotz@	13. laplaceknight@
4. cmcguinn1@	14. mletre@
5. eekscorp@	15. pamusvi@
6. gailwoga@	16. patoliver340@
7. Isleexplore@	17. pharkin@
8. jessicapgeller@	18. robinlynnswank@
9. jfisher@	19. susanlauralugo@
10. jkedmeade@	20. wpollard2@

Interviews:

1. Susan Lugo, interviewed on 10/26/2020
2. Carol McGuinness (former librarian at Sprauve Library), interviewed on 10/26/2020
3. Carmen Hamilton, President of FOSTL, interviewed on 10/28/2020

## Library Staff

Survey responses:

1. Stephanie Lewis
2. Stephanie Anderson
3. Sarah Fleming
4. Lisa Lubrin
5. Nina Garcia
6. Beverly Smith
7. Henry Sobratti

Focus Group on 11/2/2020:

1. Janet Smith
2. Pearline Jackson
3. Alexandria Lovgren
4. Ruby Roberts

## Appendix J: Organizations to notify for staff changes

If a *new state library agency director (DLAM Director)* comes in place, the agency should notify:

- [IMLS](#) for the (a) the head of the agency who is also the person designated to certify the PLS survey and (b) the person responsible for coordinating the LSTA funding.
- [COSLA](#) for the person designated as the state agency representative



## Appendix K: Friends of St. Thomas Public Libraries

Here is a list of projects undertaken by the Friends to advocate and support The Wesley Turnbull Regional Library on St. Thomas, US Virgin Islands.

### Advocated with success

- Book Drop Box
- Public Transportation to the facility
- Staff Appreciation Day Contributions
- Set up and provided Sr. Facility Library
- Printer and Ink Supplied to the Children's Library
- Back to School Event (volunteers)
- Day Care Literacy Project
- Community Book Give Away

### Under discussion with Library Staff as of August 2020 (with Ms Benjamin):

- Supporting the facilitation of Book Mobile
- To assist with Volunteers for Children's Storytime
- Offer to support Volunteer Staffing with criminal clearance fees
- Offer to assist in seeking PC Center volunteers

### Suggestions:

- Offer to train and seek volunteers
- Offer to assist with an internship project
- Offer to assist with staffing

Received from Carmen Hamilton, President, Friends of the ST. Thomas Public Libraries on 11/4/2020.

## Appendix L: New Practices in Public Libraries

Library Development is tough during a pandemic as buildings are not fully functional. Some of these ideas may be useful in the short term at USVI given the fact that many buildings are currently closed. Below we are presenting some ideas that can be used during a pandemic as well as service ideas that can enhance some existing strengths.

### Outdoor Library Spaces:

#### StoryWalk®



[Pop-up StoryWalk in Redmond, WA](#)

What started as a program in a small public library in Vermont has become a movement, with hundreds of libraries across the country participating. The [StoryWalk®](#) has proven to be immensely popular as a way to simultaneously encourage children to read and spend time outdoors, and setting one up can be as simple as printing and laminating pages from a [StoryWalk® book](#), or another picture book, and posting them along a walk. This could be a fun way for the U.S. Virgin Islands Public Libraries to serve the community using outdoor spaces.

#### Community Gardens



[Tewksbury Public Library Community Garden](#)

Gardening is gaining traction in public libraries as a way to teach practical skills, encourage physical activity, and ground health literacy education. Gardening programming in libraries ranges from one-off demonstrations to full-blown community gardens. Gardens can also be designed to create outdoor spaces for programs like storytimes and children's performers.

[UNC Greensboro. \(2020\). Gardening. Let's Move in Libraries.](#)

## Mobile Services:

### Programming On-the-Go



Through Carroll County Public Library's Storytime Express Service, librarians visit schools and daycare centers to provide storytimes. This not only brings storytime to children who might not otherwise have that opportunity, but also lets librarians build relationships and share early literacy pedagogy with childcare providers in the community.

[Payne, R.G. & Ralli, J. \(2019\). Professional Development for Caregivers | First Steps. SLJ.](#)

### Travelling Technology



Technology is increasingly being incorporated into bookmobiles, with many beginning to offer access to laptops, iPads, and maker kits, in addition to books. Adding technology to mobile libraries helps bring access to WiFi and technology where it is needed most and has even made it possible for librarians to offer tech-focused programs, such as coding and robotics classes for youth, everywhere from schools to public parks.

[Witteveen, A. \(2017\). Bookmobiles and Beyond: new library services on wheels serve newborns through teens. SLJ.](#)

[San Francisco Public Library's TechMobile](#)

### Books on Bikes



Over the last decade, bookbikes have been popularized as a relatively low-budget and low-tech way for public libraries to expand their reach and provide access to books directly to neighborhoods and community hubs like parks and markets.

[Abel, K.A. \(2015\). Public Library Book Bikes: History and How-To. Pima County Public Library](#)

### Library in a Box





In response to Hurricane Maria, Libraries Without Borders piloted their Ideas Box in Puerto Rico as a way to bring resources commonly found in libraries directly to communities: “The Ideas Box is a portable, durable kit that transforms into a school, a library, or a community center, complete with a satellite connection, tablets, computers, cameras, books, and arts and crafts supplies.”

[Libraries Without Borders Ideas Box](#)

## Archives and Local History:

### Local History Rooms



The Virginia Room at Fairfax County Public Libraries

The U.S. Virgin Islands Public Libraries have an opportunity to connect members of the public with information and resources pertinent to local history on the islands. [FCPL's Virginia Room](#) exemplifies the possibilities with its extensive local history reference collection and services, which are used by everyone from primary school students studying Virginia history to scholars accessing rare materials from the archives for research. [The Oak Ridge Room at ORPL](#) is another local history room with an impressive collection, which includes oral histories collected from the community.

# Appendix M: Potential Community Partners

In addition to the Friends of the Library groups, USVI Public Libraries may seek partnership with the following local agencies among others:



## [United Way of the USVI](#)

The United Way focuses on the three building blocks for a quality of life: Health, Education, and Financial Stability.

<https://www.unitedwayusvi.org/community-partners>



## [The Virgin Islands Children's Museum:](#)

**Mission:** To bring children and families together in an interactive educational space where dynamic play inspires a love of learning.

**Vision:** The VICM aims to create an environment that fosters explorative learning and a life-long passion for seeking knowledge

## Appendix N: USVI Code: Office of Libraries and Archives

Lexis Nexis

Virgin Islands Code Unannotated - Free Pub

Document: 3 V.I.C. **§28b**

Statutes current through Act 8147 of the 32nd Legislature, including all code changes through November 10, 2018

Virgin Islands Code Annotated

Title Three Executive (Chs 1-42)

Chapter 2. Office of Libraries and Archives (§§ 28-28h)

§28b. Office of Libraries and Archives

<https://drive.google.com/file/d/1nxM6LW--WlaVok0nDGAbRwQP3dyPs7rx/view?usp=sharing>

## Appendix O: USVI Code: Virgin Islands Library Network

Lexis Nexis

Virgin Islands Code Unannotated - Free Pub

Document: 3 V.I.C. **§28d**

Statutes current through Act 8147 of the 32nd Legislature, including all code changes through November 10, 2018

Virgin Islands Code Annotated

Title Three Executive (Chs 1-42)

Chapter 2. Office of Libraries and Archives (§§ 28-28h)

§28d. Virgin Islands Library Network

<https://drive.google.com/file/d/1lIDy4aDIJXvRule6L6eNv5Jj37jKCE1j/view?usp=sharing>



