Library Services and Technology Act Grants to States Program

Five-Year Plan for Georgia's Public Libraries
FY2023 - FY2027

Revised August 17, 2022
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Introduction

The Georgia Public Library Service (GPLS), the state library administrative agency of Georgia and a unit of the Board of Regents, University System of Georgia, is directed by Julie White Walker, State Librarian and Associate Vice Chancellor for Libraries. GPLS includes 47 professional librarians and support staff located in Atlanta, Georgia. The Georgia Library Service for the Blind and Print Disabled (GLS, formerly GLASS, or Georgia Library for Accessible Services) is also a division of GPLS, serving as the regional library for Georgia to reach residents with visual or print disabilities.

The staff of the Georgia Public Library Service embody the agency's mission of empowering libraries to improve the lives of Georgians. The work of GPLS supports libraries to serve communities using the pillars of inclusion, diversity, equity and accessibility, ensuring that many underserved residents have barrier-free access to programs and services.

The Georgia library community has initiated several outstanding and nationally recognized collaborative programs, including GALILEO (Georgia Library Learning Online), Georgia's virtual library, and PINES (Public Information Network for Electronic Services), which connects almost 300 public libraries with a shared automation system and statewide resource-sharing network. Evergreen, the open-source integrated library system used for PINES, was initially developed by staff of the Georgia Public Library Service and is now used in over 1,500 libraries worldwide.

In a state where equity is often discussed in the context of "two Georgias" (rich/poor and urban/rural), disparities between communities can be great. To provide equitable public library services across the state, GPLS strategically allocates LSTA funding to support the foundational services most needed and requested by public libraries across all communities. For many small and rural public library systems, LSTA-funded services help build capacity in ways that would otherwise not be possible, ensuring (for example) world-class technology support and exceptional frontline services like PINES, which elevates resource sharing with free access to millions of items across the state. Thus, GPLS leadership invests LSTA resources primarily in "on-behalf" services that increase equity among library systems; as one respondent to the LSTA Five-Year Evaluation Survey put it: "GPLS uses LSTA funds to raise and level the playing field for Georgia libraries. The services provided have become integral to the success of libraries in Georgia. GPLS staff are truly outstanding and care deeply about the library community in the state."

A nationwide study conducted by the Parthenon Group with assistance from the Georgia Regents Public Library Advisory Committee (RPLAC) (as part of a study of state library agencies funded by the Bill and Melinda Gates Foundation in 2012) found that "all of the agency's initiatives leverage its comparative advantage over individual libraries and that GPLS's costliest initiatives are highly used and valued." The study found that "GPLS's model of using the entirety of its LSTA grant funding for statewide services (instead of for grants to individual libraries) allows the agency to effectively leverage its scale. The LSTA money used in this way benefits a broad set of libraries and arguably goes farther than does distributing small sums to individual recipients." During a time when inclusion, diversity, inclusion, and accessibility are critical issues for more people and communities than ever before, GPLS has created a national model that has helped strengthen public libraries during COVID and recent societal shifts.

GPLS Mission Statement

"The Georgia Public Library Service: Empowering libraries to improve the lives of Georgians."

GPLS Goals

Goal One: Serve as trusted advisers to the library community. GPLS has a long history of providing expert advice to Georgia public libraries, including all areas of library operations, board relationships, and community relationships. In the rapidly changing environment in which public libraries operate, this support ensures the success of every public library system in the state. Recognizing that Georgia public libraries do not exist in a vacuum, GPLS also provides advice to the greater library community, in support of academic, school and special libraries.

Goal Two: Develop a supportive community for Georgia's public libraries. In addition to providing expert advice to libraries, GPLS creates a community in which libraries support each other. In this environment, everyone is valued for their expertise and has knowledge to contribute to other libraries across the state.

Goal Three: Ensure equal access to information and technology. GPLS has long been committed to equal access to information and technology, and every GPLS service has its roots in this commitment, not only to public libraries but to the residents of Georgia as a whole. Georgia's commitment to resource sharing and access to technology has never been stronger, along with access to training and support for all services.

Goal Four: Foster a culture of learning statewide. All GPLS services reflect a commitment to creating and sustaining a culture of learning statewide. This ensures that the public library community and the greater Georgia

library community continue to evolve and reflect improved existing services as well as new services. This means that all public library staff have access to continuing education based on extensive and ongoing staff feedback.

Needs Assessment

Perhaps the most important feedback assisting GPLS in monitoring its success (and areas needing improvement) is found through the required independent SLAA (State Library Administrative Agency) evaluation most recently conducted on the previous five-year plan. The following recommendations played an important role in focusing the 2023-2027 Five-Year Plan. Based on extensive stakeholder feedback, the Evaluation of the LSTA Five-Year Plan FY2013-FY2022 includes the following recommendations:

1. Continue to *focus on high-performing, centralized LSTA-funded programming that serves the majority of libraries in Georgia*.
2. Continue to *improve the core Integrated Library System (ILS) and all levels of resource sharing systems and activities.*
3. *Leverage experiences during COVID to build resilience and flexibility into the LSTA Five-Year Plan*.
4. *Harness the persistence of LSTA funding to support ongoing GPLS LSTA goals and to address any gaps that may come from temporary funding sources* (like ARPA and CARES Act).
5. *Project-level recommendations* (included throughout the new Five-Year Plan).

Additionally, the following needs were identified by key stakeholders:

6. *Monitor the significant changes to the ways that residents are using public libraries*. For example, contactless services and virtual programming are two changes with increased emphasis over the last 3 years bringing both unprecedented growth of digital resources and dramatic increases in wireless usage. Hotspot and laptop lending programs are further examples of ways in which public libraries have adapted to the increased demand. Many Georgia libraries found demand for online and contactless service continued as the pandemic waned. New community-centered programs like lunch/food distribution flourished in public libraries and are expected to continue.

   While it's challenging to predict what's ahead for public libraries, the results of a recent survey by GoDaddy about what's important to buyers has significant implications for public libraries. The survey found that the top four services that customers would like small businesses to carry forward from the pandemic are:
   1. Contactless payment options
   2. Curbside pickup
   3. Online stores
   4. Self-checkout

   If we assume that the library catalog and the library website are roughly equivalent to online stores, all of these services have implications for public libraries. These customer demands point to the importance of self-service options, use of technology to maximize the customer experience, and continued attention to the digital divide of access to the internet, access to current technology equipment, and access to technical skills development of staff and customers. A 2022 survey of Georgia Public Library Directors echoed many of these themes in identifying current and possible future needs.

7. *As demand for digital and contactless services grew, these same services brought new questions about the critical principles of equity and inclusion in all work*. This welcomed and keen awareness of the nature of equity and inclusion should increasingly inform decision making and service access/distribution going forward.

Following are the major initiatives for Georgia's LSTA FY2023-FY2027 Five-Year Plan, including needs identified in the LSTA FY2018-2022 Five-Year Evaluation as well as other needs identified by stakeholders:

PINES - The Public Information Network for Electronic Services (PINES) provides an integrated library system (ILS) and associated services for nearly 300 public libraries, comprising hardware and software hosting and support, statewide help desk, statewide courier service, online patron registration, pre-minder notices, card expiration and overdue notice production, training and consultation services and system administration. PINES is consistently identified as the most-valued GPLS-provided service, and user surveys support additional funding for PINES as a top priority. With almost 2 million active cardholders circulating more than 10.3 million physical items in FY21, PINES confirms its vital place in communities all over Georgia. PINES users (representing every county in the state) borrow more than 700,000 items not available to them locally, all of which are delivered by the GPLS-funded courier to the local pickup libraries of the customers. As PINES approaches its 25th year of transforming resource sharing among Georgia libraries, continued open-source development is a critical need if PINES is to continue offering a high standard of library automation. Student

PINES Library Access for Youth (Student PLAY), which provides fines-free public library accounts to public school students, will continue to expand and increase inclusion among currently unserved or underserved youth. PINES will also focus on scalability and capacity-building in preparation for larger Georgia public library systems to become PINES members.

Resource Sharing – GPLS has built its mission around the power of collaboration; resource sharing is the backbone of library services in Georgia. The provision of OCLC**®** (Online Computer Library Center) shared cataloging and ILL (inter library loan) services are critical to library operations, and the GALILEO (Georgia Library Learning Online) program continues to rank as a top priority. GALILEO is a partnership to purchase and provide electronic resources among the 2,000+ members of these communities: the University System of Georgia, GPLS, the Technical College System of Georgia, public and private K-12 schools, and a group of private academic colleges and universities. GALILEO institutions access resources indexing thousands of periodicals and scholarly journals, encyclopedias, business directories and government publications, many in full text. Recent additions have expanded consumer information and diversity/equity resources.

Another resource sharing initiative, Archival Services and Digital Initiatives (formerly Georgia HomePLACE), encourages public libraries and related institutions across the state to participate in the Digital Library of Georgia, a GALILEO initiative and hub for the national Digital Public Library of America. By shifting the focus from funding repetitive digitization projects at individual institutions to a collaborative model that centralizes infrastructure, Archival Services and Digital Initiatives supports primary source projects at the local level and ensures increased representation of the diversity of Georgia. This support includes training in digital project development and management, maintaining project standards and guidelines and providing access to imaging equipment. This allows access to the primary source history of Georgia to students and researchers across the state, and across the world, allowing the library to serve as a platform for knowledge building.

IT Network and Support – Every Georgia public library eligible for state funding provides broadband for patron use. High speed internet service is an essential Georgia public library service, dating back to the late 1990s. GPLS currently provides support and facilitation for the assessment, contract provision and management of internet service providers for its 60 library systems, totaling 407 facilities, thereby increasing equity of access to high speed internet services across the state.

GPLS IT staff also provide much-needed IT training, consulting, and website and email management and support. Public library staff rate all IT services as essential and strongly support the addition of programming and services focused on emerging technologies, including tools such as Tech Loaner Kits, the hosting of cloud public access computing, and an increased focus on cybersecurity. Technology Boot Camp is consistently rated as one of the most valued training opportunities offered by GPLS.

Georgia Library Service for the Blind and Print Disabled (GLS) (formerly Georgia Library for Accessible Services, or GLASS) - GPLS provides library services for the blind and those medically or academically designated as print disabled through the Georgia Library Service (GLS). GLS serves as the regional library for Georgia in partnership with the National Library Service (NLS), a division of the Library of Congress. Accessibility, equity, and inclusion, the foundational principles of GLS, are reflected in every service.

GLS strives to identify and provide direct service and outreach to eligible individuals and agencies statewide. In doing so, it maintains and builds awareness of the latest adaptive and assistive technologies and services related to alternative forms of reading and implements these new technologies as appropriate. This includes circulating and maintaining NLS-provided resources such as recorded books and magazines, audio playback machines and equipment, local administration of the online app BARD (Braille and Audio Reading Download), circulation of braille books and magazines, and providing access to materials of regional interest and special requests of patrons through the recording, duplication, and distribution of locally produced material. Reader advisory services connect registered patrons with appropriate reading material based on their individual interests and needs from among this vast network of resources. With over 10,000 registered users and an annual circulation of over half a million titles, the GLS network provides an invaluable service to the residents of Georgia.

Moving forward, GLS strives to reach a higher percentage of qualified users across the state and to advocate for additional services and programs for existing patrons. The recent streamlining and centralization of operations as well as more reliance on virtual information sessions and trainings will yield more opportunities to promote the services to those who might not have realized that they were eligible. Additionally, recent national changes to eligibility and certification

criteria for patrons have opened up this program to new audiences, while the use of new technologies including BARD, Duplication on Demand and refreshable braille machine compatibility have helped refine processes "so that all may read."

GPLS has consistently received overwhelmingly positive feedback regarding the access provided to its users. As one reader says, "Thank you so much for this amazing service that you provide. I don't know what we would have done without the [GLS] program!" With the ongoing and unwavering support of GPLS, GLS is poised to become one of the most successful libraries within the national network.

Youth Services - Public libraries are a strong and pervasive resource for early and family literacy programs. Libraries provide a safe, nonthreatening environment for families to come together to read and discuss books, self-select materials and develop literacy skills that will help them become strong, lifelong readers. Research shows that programs such as Summer Reading and Prime Time Family Reading Time**®** have transformative impacts on participants long after the program's conclusion. GPLS is exploring partnerships to address the literacy needs of pre-readers (birth to 4) as a core responsibility of public libraries, building on the strong foundation of early literacy and family programming and the Prime Time Family Reading Time© program. Underserved audiences are a high priority for early literacy activities, ensuring that Georgia public libraries address barriers including race, income, language, and accessibility. During Summer Reading, libraries actively work to engage participants in user surveys to collect informative feedback regarding program success and impacts. Users regularly provide useful and positive feedback; for examp[e, a young mother recently commented, "The library has become so much more than a building that is filled with books. It has become for us a school, a home away from home, and a loving and accepting environment."

Youth Services training is highly valued in Georgia, and GPLS plans to create new resources to support more equitable and inclusive youth programming statewide.

Continuing Education - Georgia's libraries rely on GPLS-sponsored continuing education opportunities to keep staff at all levels up to date on current trends, technologies, and research. Intensive, multi-day workshops for technology staff, business managers, catalogers, and children's services staff have proven to be popular and well-attended, and multiple surveys indicate the demand for these to continue. The PINNACLE Leadership Program continues to develop the next generation of Georgia public library leaders. GPLS has a fully functional learning management system, the Georgia Learning Center, for hosting all archived webinars, self-paced courses, and the continuing education training calendar. GPLS plans to update and connect the Georgia Learning Center to reach even more staff with additional online synchronous and on-demand training options. Equity and inclusion are reflected in training, which targets currently underserved areas of the state and library paraprofessionals, who often have limited or no training options. GPLS will continue to increase the range of continuing education to Georgia libraries and seek to enhance its offerings to benefit library staff.

Strategic Partnerships- GPLS's work in developing collaborative partnerships between libraries and other agencies and programs has resulted in spectacular success stories and increased equity and inclusion for family and cultural programming among underserved or unserved residents. GPLS partners with a number of state and private organizations to provide enhanced support and awareness for the state's public libraries. While maintaining these partnerships, GPLS seeks to develop additional partnerships that leverage the resources of both libraries and outside organizations for the benefit of all users.

GPLS-sponsored strategic partnership programs have saved Georgia users millions of dollars in direct expenditures during the past 17 years since the program's inception, and provided thousands of hours of free or reduced-cost programming and ongoing exhibition experiences at public libraries across the state. For example, if a family/group of four used all eight of Strategic Partnership's free admission pass programs at Georgia attractions like Zoo Atlanta, The Center for Puppetry Arts, or the Michael C. Carlos Museum, they would save over $350 per year*.* Working with our partners, GPLS will continue to expand strategic partnerships and develop mobile programming toolkits that will further engage and enhance the lives of Georgia citizens, wherever they are in the state.

Purposes of the Library Services and Technology Act
1) Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
2) Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services;

3) (a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and (OMB Control No.: 3137-0029, Expiration Date: 7/31/2018 IMLS-CLR-D-0032) information services, and (b) Enhance efforts to recruit future professionals to the field of library and information services;
4) Develop public and private partnerships with other agencies and community-based organizations;
5) Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
6) Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved;
7) Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and
8) Carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the SLAA's plan (20 U.S.C. § 9141(a)(1-8)).

IMLS Focal Points
1. **Lifelong Learning**
   a) Improve users' formal education
   b) Improve users' general knowledge and skills
2. **Information Access**
   a) Improve users' ability to discover information resources
   b) Improve users' ability to obtain and/or use information resources
3. **Institutional Capacity**
   a) Improve the library workforce
   b) Improve the library's physical and technological infrastructure
   c) Improve library operations
4. **Economic and Employment Development**
   a) Improve users' ability to use resources and apply information for employment support
   b) Improve users' ability to use and apply business resources
5. **Human Services**
   a) Improve users' ability to apply information that furthers their personal, family, or household finances
   b) Improve users' ability to apply information that furthers their personal or family health and wellness
   c) Improve users' ability to apply information that furthers their parenting and family skills
6. **Civic Engagement**
   a) Improve users' ability to participate in their community
   b) Improve users' ability to participate in community conversations around topics of concern

PROGRAMS, ACTIVITIES, TARGETS AND TIMELINES ORGANIZED BY GOALS

LSTA Administration
Project Description: LSTA administration provides guidance, training and resources for LSTA-funded programs, while assisting departments with budget planning methods, program reports, financial reporting and compliance standards for the LSTA program.
Timeline: Ongoing; Full Five-Year Period
  TARGETS:
  ● Complete annual and biannual LSTA-required reports.
  ● Provide support to project directors with financial management, reports and planning.
  ● Coordinate with departments to ensure increased statewide awareness of LSTA-funded programming.
  ● Maintain the LSTA Five-Year Plan Database of target metrics, as well as annual Five-Year Plan follow-up assessments.

Goal One: Serve as trusted advisers to the library community.
GPLS has a long history of providing expert advice to Georgia public libraries, including all areas of library operations, board relationships, and community relationships. In the rapidly changing environment in which public libraries operate, this support ensures the success of every public library system in the state. Recognizing that Georgia public libraries do not exist in a vacuum, GPLS also provides advice to the greater library community, in support of academic, school and

special libraries. While a limited number of projects support this goal in their entirety, the reality is that most GPLS services have roots in this goal.

1.1 ACTIVITY: GLS Awareness of Accessible Services
Project Description: GLS is uniquely poised to facilitate the development of accessible services within Georgia's public libraries. Through educational sessions and curation of available online resources, GLS serves as a resource for concerns regarding ADA compliance, Section 508 compliance, and best practices in regard to accessible and inclusive library services.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Serve as a statewide clearinghouse and advisory resource for public libraries regarding inclusion, accessibility, and reasonable accommodations options.
   ● Assist public libraries with identifying personalized methods for ensuring that physical spaces as well as online and print communications are as accessible and legally compliant as possible, especially when a challenge to an existing service model is presented.
   ● Increase equity of access by providing ongoing training throughout the year on cutting-edge technologies and best practices for working with all patrons legally requiring reasonable accommodations.

1.2 ACTIVITY: Statewide Broadband Network
Project Description: GPLS works with schools, the Health & Libraries Broadband Coalition (SHLB), the American Library Association Office for Information Technology Policy (ALA OITP) and the NTCA (The Rural Broadband Association) to deliver technologies that increase equity of access to technologies and help make rural communities vibrant places to live and do business.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Identify opportunities for and assist with local consortiums of library systems working with the same providers, eventually leading to higher speeds at reduced rates.
   ● Evaluate the creation of a consortium that will assure continued provision of broadband for all Georgia libraries and reduce the costs of negotiations with internet service providers.
   ● Identify areas of expansion available to library systems using wireless technologies and partnerships with local organizations.
   ● Work with libraries to increase and streamline management of existing and future mobile hotspot/LTE devices.
   ● Provide training and services to libraries to support on and off-site internet filtering and safe use.

1.3 ACTIVITY: Technology Support for Libraries
Project Description: GPLS will build a service model for IT support across the state to provide equitable basic customer issue support.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Conduct a statewide environmental scan to appropriately define the scope of support and continuing education services to provide.
   ● Partner with the majority of Georgia libraries to identify possible remote and other low-cost models for technology support, training, and documentation.
   ● Increase collaboration on technology planning for library renovation and construction projects, allowing improved implementation of technology associated with library building projects.
   ● Assist public library systems with the development of technology plans as required by GPLS.

1.4 ACTIVITY: Early Literacy Programming
Project Description: Early literacy activities help provide resources and training for library staff to become knowledgeable about early literacy development.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Increase awareness and knowledge of best practices in early literacy among staff.
   ● Empower Georgia public libraries to increase access to early literacy resources and training to underserved audiences including, but not limited to, bilingual and differently- abled children and facilities.
   ● Develop and pilot Rhyme-O-Pedia, an online digital resource of recorded rhymes, songs, and fingerplays for library staff engaged in early literacy programming.
   ● Encourage early engagement with reading and library services through Baby's First Library Card promotion.

- Reinvigorate participation and awareness of 1,000 Books B4 Kindergarten.
- Pilot early literacy music and movement curriculum/programming for young children and families in Georgia public libraries.

1.5 ACTIVITY: Prime Time Family Reading Time®

Project Description: Prime Time Family Reading Time® provides a way for economically and educationally vulnerable families to gain access to all the resources of public libraries and humanities book discussion in a safe, nonthreatening manner**.** Prime Time Family Reading Time® series run for six weeks with a team of professionals (coordinator, storyteller, humanities scholar) and operating resources.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Increase family participation and awareness of Prime Time Family Reading Time® series, including the Spark Box pilot program to make Prime Time resources available to families with limited or no access to the Library.
- Increase equity of access to library resources for families participating in Prime Time Family Reading Time®.
- Increase awareness, knowledge and behavior towards literacy, libraries and the humanities for families participating in Prime Time.

1.6 ACTIVITY: Summer Reading Program

Project Description: GPLS coordinates the annual statewide Summer Reading Program that encourages children and families to read for fun during school vacations through the CSLP (Collaborative Summer Library Program). During these programs, family literacy activities are highlighted, and parents are encouraged to participate in the programs with their children. Reading logs, bookmarks, posters, and stickers are designed to help promote the program in each of the 407 library facilities in Georgia.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Empower staff to work with children and families to maintain or grow literacy skills during the summer months.
- Increase use of children's library resources during the summer.
- Provide promotional and tracking materials for the annual Summer Reading Program to Georgia libraries.
- Evaluate the Summer Reading Program experience in collaboration with Georgia public library systems.

Goal Two: _Develop a supportive community for Georgia's public libraries._

In addition to providing expert advice to libraries, GPLS creates a community in which libraries support each other. In this environment, everyone is valued for their expertise and has knowledge to contribute to other libraries across the state.

2.1 ACTIVITY: Statewide Communications and Communications Support

Project Description: Through the _external_ communications department GPLS collectively makes broad communication efforts by developing and implementing coordinated communications and online media programs for _public libraries and their users_ that raises awareness of local, state and federally funded initiatives, programs, and activities in Georgia's libraries, such as PINES, GALILEO, GLS, summer reading and strategic partnerships. This effort particularly targets LSTA funding awareness in local library systems and communities. Additionally, Communications supports PINES, GLS, and Information Technology departments to provide _internal communication_ support to _local library staff_ providing information and assistance with programs and services through websites, list-servs, newsletters, and social media outreach.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Increase the capacity of public library staff to easily access, navigate and engage with GPLS hosted websites, local library system websites, and social media.
- Build library staff marketing and communications expertise across Georgia libraries through targeted grants and training.
- Empower library staff to increase awareness of the value of Georgia's libraries using marketing toolkits developed by GPLS.
- Increase awareness of the value of Georgia's public library services and programs for library staff, funders, and library users, with an emphasis on underserved Georgia residents.
- Highlight the value of GPLS and local libraries through _GPLS News,_ social media, email, and media outlets.

2.2 ACTIVITY: Georgia's Public Library Research and Statistics Program
Project Description: The GPLS Statistical Program provides a state data coordinator to collect, analyze and publish public library and state library agency statistics for use at national, state, and local levels of government to reflect improvement of library management and services in Georgia's public libraries.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Increase equity of access to public library statistics through outreach, training, and innovative tools for public library statistics gathering, input and usage.
   ● Improve annual reporting compliance among Georgia library systems. Goal Three: Ensure equal access to information and technology. GPLS has long been committed to equal access to information and technology, and every GPLS service has its roots in this commitment, not only to public libraries but to the residents of Georgia as a whole. Georgia's commitment to resource sharing and access to technology has never been stronger, along with access to training and support for all services.
   ● Goal Four: Foster a culture of learning statewide. All GPLS services reflect a commitment to creating and sustaining a culture of learning statewide. This ensures that the public library community and the greater Georgia library community continue to evolve and reflect improved existing services as well as new services. This means that all public library staff have access to continuing education based on extensive and ongoing staff feedback.
   ● Empower public libraries to use statistical data to make better decisions using data, and to better inform stakeholders about the value of libraries.
   ● Become a national leader in public library research and statistics with innovative pilot programs to improve the quality and usage of public library data.

2.3 ACTIVITY: Professional Collection, State Library
Project Description: The professional collection, the state library agency's library, makes accessible and circulates the broadest scope of materials that are pertinent to library and information services practitioners in Georgia.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Provide equity of access to the most current materials in the field in a variety of formats and in a timely manner.
   ● Increase total PINES and WorldShare Interlibrary Loan circulation.
   ● Increase awareness of the collection to the broader library community.

2.4 ACTIVITY: IT Help Desk
Project Description: The GPLS IT department will continue to provide information technology service and support for the GPLS offices, including but not limited to GPLS central office, GLS, GLS Distribution Center (GDC) and Public Information Network for Electronic Services (PINES).
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
   ● Provide internal desktop support to GPLS, GDC, PINES and GLS staff.
   ● Provide management of internal supporting processes, including system and network administration, desktop, procurement, audit support, as well as agency-owned hardware installation and maintenance.
   ● Develop remote support (hosted by GPLS) for public and staff networks and computers, allowing local technology support that is time- and cost-efficient.

2.5 ACTIVITY: Technology Boot Camp
Project Description: The purpose of the GPLS Technology Boot Camp is to annually bring together IT managers from Georgia libraries for an immersive high-quality professional development opportunity. This type of immersive programming is typically not available for tech managers from the front lines of public libraries**.**
Timeline: Annual; Full Five-Year Period
   TARGETS:
   ● Shape future boot camp programming based on feedback from the previous attendees
   ● Build out in-depth hands-on workshops on emerging technologies.
   ● Allow IT staff from across the state to connect and establish contacts, collaborate, and share expertise across various channels.

Goal Three: Ensure equal access to information and technology.

GPLS has long been committed to equal access to information and technology, and every GPLS service has its roots in this commitment, not only to public libraries but to the residents of Georgia as a whole. Georgia's commitment to resource sharing and access to technology has never been stronger, along with access to training and support for all services.

3.1 ACTIVITY: Public Access Computing

Project Description: GPLS will continue the Google Chrome Project and expand the project to include more kiosk and signage systems. GPLS will also test and implement additional use cases like staff machines, self-check, and Flex to improve flexibility and performance for library technology.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Continue to bridge the digital divide by supporting public access computers in Georgia's libraries.
- Explore and promote the adoption of low-cost, low-maintenance computing options for use as public access machines and for mobile labs in libraries.

3.2 ACTIVITY: Internal and External Productivity Support for Library Staff

Project Description: GPLS has continued to move to the cloud for hosted services, especially as local and on-site email and web hosting has become less and less cost efficient. This same concept is reflected in the assistance provided to local library systems in their migration to cloud-hosted services.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Offer a secure, economic and robust suite of productivity tools to library staff.
- Reduce the total cost of ownership and maintenance of library technology resources.

3.3 ACTIVITY: Information Security

Project Description: Information security is vital to the ongoing provision of Georgia public library business operations and numerous online services available to the public. The GPLS IT department will support the efforts of Georgia public library systems to ensure robust and secure networks to ensure continuous access to existing and new online services.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Provide increased server-side support and information security for Georgia public library networks and online services.
- Continue audits and adjustments to internal security controls for GPLS and provided services.
- Provide support, knowledge, and risk mitigation options for library infrastructure/networks through audits, reports, and monitoring.
- Provide open-source software and related training to support risk audits for library technology/networks.

3.4 ACTIVITY: Georgia Library Technology Center: **galibtech.org**

Project Description: The Georgia Library Technology Center is an information clearinghouse for IT administrators in Georgia's public libraries.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Provide resources for Georgia libraries that are specifically related to IT services.
- Continue growing the site to become a clearinghouse for all projects/efforts of the statewide IT team, thereby increasing equity of access to IT staff throughout the state.
- Efficiently manage projects, training and instructional documentation through the website.
- Implement a YouTube site for online IT training, while connecting such training to the Georgia Learning Center to stimulate and incentivize additional training and content.

3.5 ACTIVITY: GLS-Atlanta Library (formerly GLASS Atlanta Library)

Project Description: The GLS-Atlanta library, through its walk-in location in Atlanta, actively supports inclusion, equity and accessibility by engaging Georgians who are blind or print disabled. GLS-Atlanta 3.6 offers a wide range of library activities through the use of assistive technology and by providing accessible reading materials to those who, due to a disability, are unable to read standard print. GLS-Atlanta also offers various face-to-face and virtual programs, educational training and social activities that enhance the features of the circulating collection.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Increase user ability to access GLS services.
- Contribute and grow local content to the NLS BARD collection.
- Provide more programming targeting diverse and underserved populations statewide.
- Develop training for GLS staff to enhance their understanding of public library resources statewide, including more knowledge of PINES options and registering eligible GLS patrons as PINES patrons as well.
- Collaborate on initiatives with various local and state agencies and organizations that advocate for those in Georgia who qualify as print disabled.

3.6 ACTIVITY: GLS Outreach
Project Description: Outreach is an essential element in increasing equity of access and raising awareness of GLS resources and services. GLS Outreach works closely with agencies that serve persons who are print disabled. In addition, expanded qualifying disabilities (including learning disabilities, for example) and the easing of certification for the service on the national level have provided new opportunities for many more residents to enjoy GLS services. GLS Outreach works creatively to develop varied resources to allow GLS the opportunity to reach these potential readers who have need for assistive resources.
Timeline: Ongoing; Full Five-Year Period
TARGETS:
- Develop creative and varied methods to help inform stakeholders and potential users about GLS services and offerings, with special emphasis on disabled veterans and those located in underserved areas of the state.
- Provide information and training for public libraries on patron certification and enrollment, which now make many more residents eligible for GLS services.
- Provide information and training for public libraries about applicable NLS/GLS offerings, pilots, and programs.
- Expand the GLS Library Ambassadors program to include a representative from every public library as the communication contact and advocate for GLS services statewide.

3.7 ACTIVITY: PINES Development – Online ID Verification, OPAC (Online Public Access Catalog) Enhancements and Fines-Free Solutions
Project Description: The Evergreen ILS (integrated library system) is the open-source software that handles customer records, circulation, cataloging of materials and the on-line public access catalog. GPLS will continue to participate in development initiatives to improve the Evergreen software.
Timeline: Ongoing; Full Five-Year Period
TARGETS:
- Assist patrons and staff in using library software through development of additional features.
- Implement full online ID verification for online registration of new customers and periodic renewal of existing customer accounts.
- Improve library services to PINES customers and PINES libraries.
- Develop a plan to make e-resources visible to customers using the PINES OPAC; implement as possible.
- Monitor the fines-free pilot for PINES and find possible solutions to allow more libraries to eliminate fines without significant budget impacts while increasing equity of access to many library services.

3.8 ACTIVITY: PINES Courier Service
Project Description: GPLS will continue to provide statewide courier services to all regional headquarters libraries. The courier service supports active resource sharing among libraries and ensures equity of access to the vast majority of public library collections in Georgia, regardless of geographic location or economic status.
Timeline: Ongoing; Full Five-Year Period
TARGETS:
- Realize a significant cost savings on behalf of Georgia's libraries by centrally managing and providing the statewide courier service.
- Find further efficiency and cost-effectiveness in the seamless delivery of materials to local libraries.

3.9 ACTIVITY: PINES Student Accounts
Project Description: The PINES team will work with PINES member libraries, local public school systems, and IT staff to expand the successful Student PINES Library Access for Youth (Student PLAY) program. Student PLAY increases equity by eliminating traditional youth barriers to physical and digital collections of public libraries, with no fines.
Timeline: Ongoing; Full Five-Year Period

TARGET:
- Many more students in Georgia public schools will gain fines-free Student PLAY library accounts which provide access to a much larger pool of resources for educational and entertainment purposes.

3.10 ACTIVITY: PINES Growth and Expansion
Project Description: Several of the larger Georgia public library systems have expressed interest in joining PINES. In order for PINES to add additional libraries, the PINES team will need to add staff, develop new features in the Evergreen software, and ensure the hardware infrastructure is prepared for growth.
Timeline: Ongoing; Full Five-Year Period
    TARGET:
- Develop a plan for scalability and capacity-building to better prepare for larger Georgia public library systems to become future members of PINES.

3.11 ACTIVITY: Group Purchases for Georgia Public Library Cataloging Staff
Project Description: In order to provide support and maintain national cataloging standards, GPLS will provide public libraries subscriptions for key cataloging resources. The project will be able to leverage cost savings utilizing group subscription rates for WebDewey®, the RDA Toolkit, and Cataloger's Desktop.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Maintain and grow public library staff knowledge of rapidly changing national cataloging standards, including the proposed shift from MARC to BibFrame records.
- Monitor national efforts to ensure PINES catalog subject headings reflect the principles of inclusion, diversity, equity, and accessibility.
- Work with PINES and other public libraries to explore efforts to make digital resources searchable within library catalogs.

3.12 ACTIVITY: OCLC® Group Services
Project Description: GPLS will purchase access to OCLC® group cataloging and interlibrary loan services for Georgia's public library systems and the state library, ensuring equity in access to cataloging and interlibrary loan services among libraries.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Increase and economize copy and original cataloging statewide.
- Provide access to information resources beyond the local library holdings at a minimal cost.

3.13 ACTIVITY: GOLD: The Resource Sharing Network for Georgia's Libraries
Project Description: GPLS facilitates resource sharing statewide and across all library types via Georgia Online Database (GOLD), an interlibrary lending consortium. GOLD increases equity of access to free loan materials from all member libraries, providing access to information resources that otherwise would not be possible or would incur a cost to borrow.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Participating libraries will be able to freely share resources.
- The membership directory will provide a mechanism for non-OCLC libraries to participate in GOLD.
- Individual participating libraries will see an elimination of some costs.

3.14 ACTIVITY: Archival Services and Digital Initiatives (formerly HomePLACE)
Project Description: Archival Services and Digital Initiatives will continue to identify and implement strategic, locally important digital projects through GALILEO's Digital Library of Georgia. An increased emphasis on diverse geographic coverage and underrepresented communities will guide this work while supporting equity and inclusion of materials from diverse communities throughout the state. Archival Services and Digital Initiatives will provide tools for the discovery and use of digitized primary source material in the K-12 educational environment, while planning and implementing professional and continuing education opportunities.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Increase access, social media sharing, and discoverability of public library collections in the Digital Library of Georgia.

- Continue to increase equity in digitization efforts by making digitization tools, training and equipment available to all libraries.
- Ensure that public library staff have access and knowledge of a reliable, vetted, curated list of standards and resources for care of their archives and special collections.
- Increase stewardship and accessibility of available digital collections using finding aids developed by library staff, along with library catalog records to increase awareness/access.
- Collaborate with GPLS leadership, the PINES Director, the Digital Library of Georgia and the Georgia Library Service for the Blind and Print Disabled to plan for longer-term accessibility of digital collections, in compliance with W3C standards.

3.15 ACTIVITY: GALILEO

Project Description: GPLS will work closely with GALILEO staff to select online resources for public library use and other initiatives that improve the usability and popularity of GALILEO databases to address customer needs.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Allow statewide access to a core set of online resources and provide consistent user experience for library patrons anywhere in Georgia. Student PLAY accounts (see PINES Student Accounts, above) will increase the number and diversity of students with access to GALILEO and other library resources.
- Public libraries will enjoy coordinated training resources and awareness campaigns for GALILEO resources.
- Eliminate costs to individual library systems for these shared online resources.
- Reduce barriers to GALILEO resources and locally-owned electronic resources by moving toward single-sign on with the implementation of OpenAthens for public libraries.
- Explore partnerships with GALILEO and public libraries to support open access initiatives, including controlled digital lending.

3.16 ACTIVITY: Georgia Peach Book Award for Teen Readers

Project Description: GPLS hosts the website and annual selection meeting for the Georgia Peach Book Award, a program that works to promote reading and literacy skills in teens. Each year, a committee of school and public librarians read a wide variety of books and choose a selection for young adults to read and rate. The highest-ranking books receive the GPLS-sponsored award, also administered with the Georgia Library Association and Georgia Library Media Association.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Increase awareness and participation in the Georgia Peach Book Award.
- Cultivate teen interest in young adult literature.

3.17 ACTIVITY: Statewide Children's Digital Book Collection

Project Description: Continue to build the eRead Kids digital collection, shared by Georgia public libraries.

Timeline: Ongoing; Full Five-Year Period

TARGET:
- Support equity of access to eRead Kids digital collection and platform for Georgia public libraries and their customers. Student PLAY accounts mean that many more diverse and underserved residents will now have access to this resource.

3.18 ACTIVITY: Strategic Partnerships Program

Project Description: Strategic partnerships aim to increase library use, educational opportunities, awareness of services, and the promotion of community engagement while saving libraries and customers money. GPLS strives to nurture, maintain and expand our current programs while pursuing additional partnership opportunities around the state.

Timeline: Ongoing; Full Five-Year Period

TARGETS:
- Expand strategic partnerships to provide Georgia public libraries with increased access to collaborative and innovative outreach programs and support resources.
- Promote awareness of GPLS and partner organizations and programs at statewide events, conferences, and conventions.
- Aid libraries in establishing and pinpointing local collaborative partnerships within their communities.

- Explore and develop library and community resources and services into statewide partnerships to align public libraries, local communities, and individuals with opportunities to support and provide services to marginalized, disadvantaged, and under-served members of Georgia communities.
- Increase the efficiency of partnerships by piloting digital pass options for library customers and partners.
- Evaluate staff capacity and develop a plan for long-term sustainability of the strategic partnerships program.

Goal Four: Foster a culture of learning statewide.
All GPLS services reflect a commitment to creating and sustaining a culture of learning statewide. This ensures that the public library community and the greater Georgia library community continue to evolve and reflect improved existing services as well as new services. This means that all public library staff have access to continuing education based on extensive and ongoing staff feedback.

4.1 ACTIVITY: Technology Loaner Kits
Project Description: Similar to a technology "petting zoo," Technology Loaner Kits (TLKs) are used for both staff and patron training. TLKs increase equity of access/knowledge by allowing economically diverse populations around the state exposure to emerging technologies, without requiring upfront capital investment from local library budgets. Libraries would thus be able to "try before you buy" to ensure maximum use of available funding for technology innovation.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
- TLKs will allow library staff and patrons access and exposure to emerging and innovative technologies like maker technologies, drones, telescope/space exploration tools, virtual storytimes and other technologies based on the needs of libraries.
- TLKs will grow to include learning tools that equip library staff to conduct programs and specific training for the community and enhance local staff development days.

4.2 ACTIVITY: Technology Education for Libraries
Project Description: GPLS will build an outreach and education service model for continuing IT support across the state. This will include basic level technical support functions and any additional support based on consistent needs found statewide.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
- Conduct a statewide technology scan to identify areas of needs.
- Provide staff training, exposure to emerging technologies, and programming to communicate knowledge from system staff to patrons.
- Partner with IT speakers and educators, both in-house and from the broader community, to keep Georgia libraries current on the changing technology landscape.

4.3 ACTIVITY: Technology Presentations, Staff Days, and Workshops
Project Description: Outreach is provided through services and education in order to raise awareness of technology trends and adoption in public libraries. Presentations, workshops, and library staff days involve 411 facilities with over 2,000 employees participating throughout the state.
Timeline: Ongoing; Full Five-Year Period
   TARGETS:
- Provide service to local libraries and to national committees whose work has an impact on funding, policy and opportunities for libraries.
- Provide best practices from experiences and projects collected under the GPLS IT department, through presentations and workshops.
- Develop statewide and national models for public library cybersecurity and productivity software.
- Develop and leverage partnerships that can further strengthen GPLS efforts to provide exemplary IT support and service to Georgia's libraries.

4.4 ACTIVITY: Leadership Institute - PINNACLE Program
Project Description: PINNACLE is designed to enhance the effectiveness of Georgia's current and future leadership. With some focus on developing under-represented future leaders, PINNACLE is poised to create more equity of opportunity for leadership roles. Over 10 months including a series of training retreats, PINNACLE prepares the next generation of formal and informal leaders in Georgia public libraries, culminating in participants' research projects and presentations to the Georgia Libraries Conference.

Timeline: Biennial; Full Five-Year Period
    TARGETS:
- PINNACLE graduates will be better prepared for their next leadership challenges.
- GPLS and local library systems will benefit from PINNACLE graduates assuming formal and informal leadership positions with local, regional, and state organizations or committees.

4.5 ACTIVITY: Youth Services Professional Development
Project Description: The GPLS Youth Services department will plan and implement continuing education opportunities annually.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Increase public library staff knowledge of current trends and best practices in library service to children, teens, and families, with an emphasis on inclusion, diversity, equity and accessibility.
- Provide library staff with the knowledge and confidence to make informed decisions when planning library programs for children, teens, and families.
- Provide access to Youth Services professional development tools on the GPLS website.

4.6 ACTIVITY: PINES Learning Center (formerly PINES U)
Project Description: The PINES Learning Center is the training solution for PINES library staff and patrons, involving a combination of self-paced online tutorials, synchronous online training sessions, TED-style lecture videos and online documentation for learning in the use of the Evergreen software for PINES. The PINES Learning Center includes specialized and targeted training for new and forthcoming technologies and topics.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Assist patrons and staff in using library software through online training mechanisms.
- Provide library staff with continuing education opportunities.

4.7 ACTIVITY: Community Engagement Academy
Project Description: GPLS uses its broad resources to develop and implement community engagement strategies and activities at the local level that build awareness and use of those resources. These activities typically occur annually but will be provided as needed.
Timeline: As Needed; Full Five-Year Period
    TARGETS:
- Develop online courses, hosted in the Georgia Learning Center, that focus on digital communications, digital presence, web content and social media.
- Develop statewide in-person training courses that equip librarians with the knowledge and skills to implement local communications and partnerships, with an emphasis on inclusion, diversity, equity, and accessibility.
- Develop an ongoing community network to allow GPLS to communicate best practices and innovative ideas statewide.

4.8 ACTIVITY: GLS Accessibility Conference
Project Description: The GLS Accessibility Conference will introduce public library employees to concepts and technology related to accessible library services, focusing on serving persons whose disabilities may impact their ability to fully participate in library activities and to fully utilize a library's traditional print or computerized resources.
Timeline: Biennial; Full Five-Year Period
    TARGETS:
- Deliver best practices and information from experts and peers on issues related to persons with disabilities and library programming and resources.
- Partner with state, regional and local agencies to enhance understanding of mutual resources and community support between those organizations and public libraries.

4.9 ACTIVITY: Flexible Web Conferencing Services for Staff and Patron Training
Project Description: Building on prior work, GPLS will enable public libraries to expand live online training to staff and patrons via web conferencing. GPLS will make available web conferencing software that empowers libraries to host trainings and programs for staff and the public in almost any location that has an internet connection.
Timeline: Ongoing; Full Five-Year Period
    TARGETS:
- Increase equity in online training opportunities for public libraries.

- Increase professional development training for library staff who work in predominantly rural areas of the state.
- Create opportunities for local library experts to provide learning-based solutions for public libraries of all sizes and locations.
- Work with public library systems and IT to conduct an inventory of learning technology available to Georgia public libraries, to better understand existing barriers to learning and to gauge readiness for
- online learning.

4.10 ACTIVITY: The Georgia Learning Center
Project Description: The Georgia Learning Center increases equity of access to a wealth of courses, training content and events for the ongoing professional development of library staff.
Timeline: Ongoing; Full Five-Year Period
> **TARGETS:**
- Develop training content that increases library staff confidence in identifying and working with diverse and changing customer needs.
- Empower library staff to better serve their customers by providing Georgia Learning Center access to Georgia's libraries.
- Create a culture of learning and collaboration between libraries by sharing documents, resources, and best practices.
- Increase active and registered users of the Georgia Learning Center.
- Explore the possibility of a voluntary mentoring program that matches experienced staff with less experienced staff for peer learning.
- Explore options for "Leading from Where You Are" workshops, including the possibility of a cohort that provides leadership training for paraprofessional staff.
- Work with public library staff across the state and IT to develop basic guides to existing and new technologies for staff.

4.11 ACTIVITY: Virtual Southeast Collaborative Conference
Project Description: GPLS will host a collaborative, multistate (Georgia, North Carolina, South Carolina, Tennessee, and Virginia), virtual staff development day. Staff members at all levels and classifications will be invited to participate in this daylong event that covers topics that will be selected and presented by a diverse team of library continuing education agency stakeholders throughout the U.S.
Timeline: Annual; Full Five-Year Period
> **TARGETS:**
- Increase participation among Georgia libraries and other state library agencies.
- Increase opportunities to share insights and best practices.
- Continue to build an archive of previous materials for independent learning.

4.12 ACTIVITY: Regional Paraprofessional Day Conference
Project Description: GPLS will increase equity of access to training by hosting regional paraprofessional day conferences biennially. Support staff at various levels and classifications will be invited to participate in these daylong events that cover topics of interest and importance to libraries, including inclusion, diversity, equity, and accessibility. Subject matter will be selected, and the event will be coordinated with input from a diverse team of library staff throughout Georgia.
Timeline: Biennial; Full Five-Year Period
> **TARGETS:**
- Provide training content that increases staff skills to work with diverse and changing customer needs.
- Create opportunities to increase collaboration and share insights and best practices across various library types.
- Increase attendance and participation at regional paraprofessional conferences, which will be hybrid online and in-person learning.

4.13 ACTIVITY: Georgia Public Libraries Catalogers' Conference
Project Description: GPLS holds a training conference for public library catalogers to support awareness of national cataloging standards.
Timeline: Biennial; Full Five-Year Period

TARGETS:
- Provide training on RDA (Resource Description and Access), the upcoming BibFrame transition, the Dewey Decimal System, and other cataloging tools.
- Enable public library catalogers to streamline their workflow.
- Assist in developing a shared support knowledge network.

Mapping of Goals/Coordination Efforts (see pages 7-8 for IMLS Purposes & Intents key)

Primary goal	Secondary goal(s)	Projects/ Activities	Need(s) Addressed	IMLS Purpose	IMLS Intent	Partnerships/Collaborations
**Goal One: Serve as trusted advisers to the library community**. GPLS has a long history of providing expert advice to Georgia public libraries, including all areas of library operations, board relationships, and community relationships. In the rapidly changing environment in which public libraries operate, this support ensures the success of every public library system in the state. Recognizing that Georgia public libraries do not exist in a vacuum, GPLS also provides advice to the greater library community, in support of academic, school and special libraries.
1	2, 3, 4	**1.1 GLS Awareness of Accessible Services**	High performing, centralized LSTA-funded programming Equity and inclusion	5	2b	For all GLS projects: AMAC Accessibility Solutions (Benetech/Bookshare); Blinded Veterans Association; Center for the Visually Impaired (CVI)--Atlanta; Fulton County Office of Diversity & Civil Rights Compliance; Georgia Academy for the Blind; Georgia Audible Universal Information Access Service; Georgia Council of the Blind (GCB), state and local chapters; Georgia Department of Corrections (GDC); Georgia Department of Education, Georgia Instructional Materials Center; Georgia DisAbility Link; Georgia Public Library Systems; Georgia public schools; Georgia Radio Reading Service; Georgia Tech Center for Inclusive Design and Innovation (CIDI); Georgia Tools for Life; Georgia Vision Collaborative; Georgia Vocational Rehabilitation Agency; Hamilton Relay; Lions Club of Georgia; Marcus Autism Center; National Federation of the Blind (NFB)-National and Georgia offices and chapters; National Library Service (NLS) for the Blind and Print Disabled, a division of the Library of Congress; Parent to Parent of Georgia; Project Independence (GA Vision Program for Seniors); Savannah Center for Blind and Low Vision; Shepherd Center; SOWEGA Council on Aging; Veterans Administration; Vision Rehabilitation Services of Georgia; and Walton Options for Independent Living. **GLS staff are involved in ASCLA (ALA), which includes a focus on serving residents with special needs. **GLS is a member of the Southern Region of Librarians Who Service the Blind and Physically Handicapped.
1	2, 3, 4	**1.2 Statewide Broadband Network** **1.3 IT Help Desk**	Equity and inclusion Monitor changes in ways residents use public libraries	1, 2, 4, 6, 7, 8	3b	For all Information Technology projects: ALA ERTF (American Library Association E-Rate Task Force; ALA OITP (American Library Association of Information Technology Policy); COSLA (Chief Officers of State Library Agencies); FCC (Federal Communications Commission); GLA (Georgia Library

		1.4 Technology Support for Libraries				Association); Health & Libraries Broadband Coalition (SHLB); IMLS (Institute of Museum and Library Services); NTCA (The Rural Broadband Association); PLA (Public Library Association); Schools, Health, Libraries, Broadband (SHLB) Coalition; and USAC (Universal Service Administrative Company).
1	2, 3, 4	**1.5 Early Literacy Programming** **1.6 Prime Time Family Reading Time** **1.7 Summer Reading Program**	High performing, centralized LSTA-funded programming Equity and inclusion	1, 2, 3, 4, 7, 8	1b	For all Youth Services projects: Bright from the Start; Campaign for Grade-Level Reading; Center for Early Language and Literacy; Collaborative Summer Library Program; Family Connections Partnership; Ferst Foundation; Georgia's Department of Early Care and Learning; Georgia Department of Education; Georgia Department of Family and Children's Services; Georgia Humanities; Georgia Library Association; Georgia Library Media Association; Get Georgia Reading; Governor's Office of Student Achievement; Louisiana Endowment for the Humanities; National Summer Learning Association; Path2College 529 Plan; Peachtree Publishers; The Sandra Dunagan Deal Center for Early Language and Literacy; Technical College System of Georgia; University System of Georgia; Youth Services Consultants and Library Development Division.
Goal Two: Develop a supportive community for Georgia's public libraries. In addition to providing expert advice to libraries, GPLS createsa community in which libraries support each other. In this environment, everyone is valued for their expertise and has knowledge to contribute to other libraries across the state.						
2	1, 3, 4	**2.1 Statewide Communications & Communications Support**	Equity and inclusion High performing, centralized LSTA-funded programming	2, 7, 8	2b	Digital Library of Georgia; GALILEO; Georgia Center for the Book; Georgia Public Broadcasting; Georgia Public Library Systems.
2	1	**2.2 Georgia's Public Library Research and Statistics Program**	High performing, centralized LSTA-funded programming Equity and inclusion	7, 8	3c	Institute for Museum and Library Services; State Data Coordinators (State Library Agencies); State Library Agencies; Baker & Taylor Bibliostat Collect; Governor's Office of Planning and Budget.
2	1	**2.3 Professional Collection, State Library**	Equity and inclusion	3a	3a	EBSCO Entrepreneurial Learning Initiative (ELI); Georgia Public Library Systems; University System of Georgia/Board of

			Monitor changes in ways residents use public libraries			Regents; Valdosta State University School of Library & Information Science.
2	1, 3, 4	**2.4 Tech Boot Camp**	High performing, centralized LSTA-funded programming Equity and inclusion	3a	3a	See 1.2, 1.3, and 1.4 for IT partnerships/collaborations.
Goal Three: Ensure equal access to information and technology. GPLS has long been committed to equal access to information and technology, and every GPLS service has its roots in this commitment, not only to public libraries but to the residents of Georgia as a whole. Georgia's commitment to resource sharing has never been stronger, along with access to training and support for all services.						
3	1, 2, 4	**3.1 Public Access Computing** **3.2 Internal and External Productivity Support for Library Staff** **3.3 Information Security** **3.4 Georgia Library Technology Center**	Equity and inclusion High performing, centralized LSTA-funded programming	3a	3a	See 1.2, 1.3, and 1.4 for IT partnerships/collaborations.
3	1, 2, 4	**3.5 GLS-Atlanta Library** **3.6 GLS Outreach**	High performing, centralized LSTA-funded programming Equity and inclusion Monitor changes in the ways residents use public libraries	5	2a	See 1.1 for a list of GLS partnerships/collaborations.
3	1, 2, 4	**3.7 PINES Development**	High performing, centralized	2	2a	American Library Association (RDA Toolkit); EBSCO (NoveList added content, linked data); Emerald Data Networks (IT support); Evergreen Oversight Board; Georgia public schools;

		3.8 PINES Courier Service **3.9 PINES Student Accounts** **3.10 PINES Growth and Expansion**	LSTA-funded programming Continue to improve the ILS and resource sharing Equity and inclusion Monitor changes in the ways residents use public libraries			GPLS—GLS; GPLS—Youth Services; Library of Congress (Cataloger's Desktop; MassLNC (Evergreen development); OCLC; ProQuest (Syndetics Select added content); Quipu (online registration & other services); STAT (courier services); Unique Management Services (overdues/pre-minders).
3	1, 2, 4	**3.11 Group Purchases for Georgia Public Library Cataloging Staff** **3.12 OCLC Group Services** **3.13 GOLD**	High performing, centralized LSTA-funded programming Equity and inclusion Continue to improve the ILS and resource sharing	2	2a	Digital Library of Georgia; GALILEO; OCLC.
3	1, 2, 4	**3.14 Archival Services and DIgital Initiatives**	High performing, centralized LSTA-funded programming Monitor changes in the ways residents use public libraries	1	2a	Digital Library of Georgia; GALILEO; Georgia Public Library Systems.
3	1, 2, 4	**3.15 GALILEO**	High performing, centralized LSTA-funded programming Equity and inclusion	2	2a	Digital Library of Georgia; GALILEO.
3	1, 2, 4	**3.16 Georgia Peach Book Award for Teen Readers**	High performing, centralized	1	2a	See 1.5, 1.6 and 1.7 for Youth Services partnerships/collaborations.

		3.17 Statewide Children's Digital Book Collections	LSTA-funded programming Equity and inclusion			
3	1, 2, 4	**3.18 Strategic Partnerships Program**	High performing, centralized LSTA-funded programming Monitor changes in the ways residents use public libraries Equity and inclusion	4	6a	Alliance Theatre; Alzheimer's Association, Georgia Chapter; Atlanta Gladiators; Atlanta Hawks; Breman Museum; Center for Puppetry Arts; Chattahoochee Nature Center; Fox Theatre Institute; Georgia Aquarium; Georgia Commission on the Holocaust; Georgia Department of Human Services; Georgia Environmental Finance Authority; Georgia Farm Bureau/Georgia Foundation for Agriculture; Georgia Peanut Commission; Georgia Public Broadcasting; Georgia Sports Hall of Fame/Macon Museum of Arts and Sciences/Tubman Museum; Georgia State Parks and Historic Sites; Georgia Student Finance Commission; Ghostwriter: Beyond the Page; Go Fish Education Center; Michael C. Carlos Museum of Emory Campus; Museum of History and Holocaust Education at Kennesaw State University; Second Wind Dreams; Stuart A. Rose Manuscript, Archives, and Rare Book Library; Zoo Atlanta.
Goal Four: Foster a culture of learning statewide. All GPLS services reflect a commitment to creating and sustaining a culture of learning statewide. This ensures that the public library community and the greater Georgia library community continue to evolve and reflect improved existing services as well as new services. This means that all public library staff have access to continuing education based on extensive and ongoing feedback.						
4	1, 2, 3	**4.1 Technology Loaner Kits** **4.2 Technology Education for Libraries** **4.3 Technology Presentations, Staff Days and Workshops**	High performing, centralized LSTA-funded programming Equity and inclusion	3a	3a	See 1.2, 1.3 and 1.4 for IT partnerships/collaborations.

| 4 | 1, 2, 3 | 4.4 Leadership Institute– PINNACLE

4.5 Youth Services Professional Development

4.6 PINES Learning Center

4.7 Community Engagement Academy

4.8 GLS Accessibility Conference

4.9 Flexible Web Conferencing Services for Staff and Patron Training

4.10 The Georgia Learning Center

4.11 Virtual Southeast Collaborative Conference

4.12 Regional Paraprofessional Day Conference

4.13 Georgia Public Libraries Catalogers' Conference | High performing, centralized LSTA-funded programming

Equity and inclusion | 3a | 3a | Colorado State Library, Library Development; Continuing Education Cohort of State Libraries Agencies; GALILEO; GLA PACE (Professional and Continuing Education Interest Group, a committee of the Georgia Library Association); Library of Virginia; Organizational Learning & Innovation, Maryland State Library; Public Access Technology Community; South Carolina State Library; State Library of Iowa; State Library of North Carolina; Tennessee State Library and Archives; University System of Georgia Organizational Development. |

Evaluation Plan and Stakeholder Involvement

Evaluation and stakeholder involvement are integral parts of every project/activity. This includes evaluation of every project/activity through the lens of inclusion, diversity, equity, and accessibility, which are at the core of all GPLS work.

GPLS employs a variety of methods to continually assess the many and varied needs of Georgia's libraries. The Regents Public Library Advisory Committee (RPLAC, which also serves as the LSTA advisory committee) includes 12 public library directors elected by peer groups representing library systems both large and small, as well as single and multi-county systems. Representation from the University System Board of Regents also contributes to this committee. RPLAC meets regularly to discuss matters of importance to Georgia public libraries, focusing on funding, programs, and services. GPLS relies on the advice of this group for questions related to funding formulas, policy changes, legislative initiatives and the evaluation of programs and services from the state library agency. Programs funded by LSTA are discussed on an annual basis as GPLS seeks input from the field on the best use of these funds.

Along with RPLAC, several other standing committees and working groups provide valuable advice and input to the decisions made by GPLS. The PINES Executive Committee, PINES functional subcommittees, GALILEO Steering Committee, Continuing Education Advisory Group, the Professional and Continuing Education (PACE) Interest Group (a Georgia Library Association Committee), Georgia Statistics Advisory Committee, Library Consumer Advisory Council (LCAC, made up of consumers of GLS services), and GLS Outreach specialists (library specialists for GLS services) are several of the standing groups that include library administrators and staff from public and academic libraries who are deeply engaged with the services and programs provided by GPLS and continue to provide front-line perspective and advice as GPLS evolves and enhances its services.

Finally, the Public Library Directors group includes a key group of stakeholders who meet with GPLS three times annually for open feedback and discussions about programs and services. Discussion with this group is ongoing throughout the year.

Communications and Public Availability

The *LSTA Five-Year Plan for Georgia's Public Libraries 2023-2027* will be available on the GPLS website following approval by IMLS. Articles about LSTA projects and evaluation will be included in *Library News*, the GPLS publication that highlights the impact of public libraries in Georgia, as well as in social media posts and press releases throughout the year. GPLS also has access to multiple listservs to reach library staff (public, academic, school, and special libraries) and residents throughout the state to share program impacts and gather ongoing feedback.

Monitoring

GPLS project managers meet regularly to review progress on projects, collaborate on solutions/ directions and map out next steps. Feedback from stakeholders in Georgia and IMLS will be part of the ongoing evaluation of projects. Annual LSTA reports to IMLS will formally track progress.