

U.S. VIRGIN ISLANDS LIBRARY SERVICES AND TECHNOLOGY ACT GRANTS TO STATES FIVE-YEAR PLAN (2023-2027)

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INTRODUCTION

The Library Services and Technology Act (LSTA) authorizes state program grants to certified state library administrative agencies (SLAAs). In order to be eligible for funding, SLAAs must submit a five-year plan for implementation that is consistent with the stated purposes of LSTA and with the priorities of the LSTA Grants to States program. Each year, SLAAs throughout the nation carry out more than 1,500 projects that are supported by this program. Funds are distributed to the states and territories and are monitored by the Institute of Museum and Library Services (IMLS).

Purposes of LSTA (20 U.S.C. § 9121)

1. Enhance coordination among Federal programs that relate to library, education, and information services;
2. Promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States;
3. Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry;
4. Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public;
5. Promote literacy, education, and lifelong learning, including by building learning partnerships with school libraries in our Nation's schools, including tribal schools, and developing resources, capabilities, and programs in support of State, tribal, and local efforts to offer a well-rounded educational experience to all students;
6. Enable libraries to develop services that meet the needs of communities throughout the Nation, including people of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, residents of rural and urban areas, Native Americans, military families, veterans, and caregivers;
7. Enable libraries to serve as anchor institutions to support community revitalization through enhancing and expanding the services and resources provided by libraries, including those services and resources relating to workforce development, economic and business development, critical thinking skills, health information, digital literacy skills, financial literacy and other types of literacy skills, and new and emerging technology;
8. Enhance the skills of the current library workforce and recruit future professionals, including those from diverse and underrepresented backgrounds, to the field of library and information services;
9. Ensure the preservation of knowledge and library collections in all formats and enable libraries to serve their communities during disasters;
10. Enhance the role of libraries within the information infrastructure of the United States in order to support research, education, and innovation;
11. Promote library services that provide users with access to information through national, State, local, regional, and international collaborations and networks; and

12. Encourage, support, and disseminate model programs of library and museum collaboration.

Grants to States (20 U.S.C. § 9141) Priorities

1. Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, and financial literacy and other types of literacy skills;
2. Establish or enhance electronic and other linkages and improved 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 information services; and (B) Enhance efforts to recruit future professionals, including those from diverse and underrepresented backgrounds, to the field of library and information services;
4. Develop public and private partnerships with other agencies, tribes, 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 section 9902(2) of title 42) 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 State library administrative agency's plan.

Entering USVI

Within this outlined document is the Library Services and Technology Act Five-Year State Plan for the U.S. Virgin Islands for implementation during the 2023-2027 period (October 1, 2023—September 30, 2027). The Library Services and Technology Act (LSTA) program promotes access to information resources provided by all types of libraries and is administered by the Institute of Museum and Library Services (IMLS). The IMLS Grants for States Program under which state library administrative agencies (SLAAs) receive LSTA allotments requires each State Library Administrative Agency (SLAA) to submit a five-year plan that identifies the State

and Territory library needs and the goals and activities that will be utilized to address these needs. The U.S. Virgin Islands library community consists of various types of libraries (K-12 school libraries, academic libraries, law libraries, including a library for the Blind and Physically Handicapped), many of which collaborate and share resources to better serve their patrons, constituents, and residents.

In preparation for its Five-Year Plan for the years 2023 through 2027, the Virgin Islands Public Library System (VIPLS) has reviewed a variety of information resources to understand both the constraints that libraries face and the opportunities that libraries can leverage to better serve the residents of the Virgin Islands. These findings inform the establishment of priorities for the use of (LSTA) funds allotted to the U.S. Virgin Islands.

The VIPLS has used prior LSTA funds effectively to meet the needs of the VIPLS in a manner consistent with LSTA priorities, to promote the development of library services at the local level, and to provide access to electronic resources and other significant collections.

The IMLS LSTA program was reauthorized at the federal level in 2018 and will remain in effect through 2025. Program objectives for 2023-2027 are set forth in 20 U.S.C. § 9141(a) (1-8). Each goal in the following Virgin Islands LSTA Five-Year State Plan will address one or more of these objectives.

Notwithstanding the challenges of two Category 5 Hurricanes, namely Hurricanes Irma and Maria within two (2) weeks of each other in 2017, the Department of Planning and Natural Resources (DPNR) Division of Libraries, Archives, and Museums (DLAM) is the SLAA managing the LSTA plan. DPNR's headquarters were at the airport prior to hurricanes Irma and Maria hit the islands; the airport facilities were destroyed and DPNR had to relocate all its staff in the Trumbull Library where they were housed until late 2022. All the library buildings suffered greatly from the hurricanes and insufficient ventilation systems contributed to additional mold issues since 2017. It is telling, for example, that the Trumbull Library in St. Thomas island closed in February 2022 due to mold issues in this building as well. Despite challenges with building closings, DLAM continues to offer programming as staffing resources permit as one can see on the facebook pages of the DLAM agency.¹

The following document presents the US Virgin Islands Libraries FFY 2023-2027 LSTA Plan for fulfilling the requirements of the LSTA Grants to States program. It summarizes the needs of Virgin Islands' libraries as well as the library and information needs of its residents. These needs have been identified through an examination of a variety of factors including demographic data, relevant societal indicators, and findings and insights from the recently completed evaluation of US Virgin Islands' implementation of its 2018-2022 LSTA Five-Year Plan. The new 2023-2027 LSTA Five-Year Plan sets forth goals and identifies anticipated projects designed to address these needs.

¹ <https://www.facebook.com/VIpubliclibraries>

Territorial Library Agency - Background

The United States Virgin Islands is located 1,100 miles from the North American continent between the Atlantic Ocean and the Caribbean Sea. The islands, a territory of the United States, are made up of four major land masses surrounded by approximately one hundred smaller islands and tiny cays. The four major islands are St. Croix, St. Thomas, St. John and the fourth, Water Island, which was turned over to the USVI from the Department of Interior in the year 2000. Located just a half mile off the southside of St. Thomas, Water Island is served by St. Thomas Government Offices. The capital of the USVI is Charlotte Amalie, which is located on St. Thomas. The islands' population is approximately 111,000 people of which almost 80% are of African Heritage. The diverse population includes groups representing East Indian, Caucasian, Chinese, Arab, Haitian and Hispanic.

Administration of the Library Services and Technology Act is the responsibility of the Territorial Library Agency. This agency, the Division of Libraries, Archives and Museums (DLAM), is administered by the Executive Branch of the Government of the Virgin Islands through its Department of Planning and Natural Resources (DPNR), and is the designated SLAA. The focus of the LSTA plan has historically been support for the public libraries in the territory even though other types of libraries as well as archival work may be eligible for LSTA funding in future plans and years.

Territory-wide, no distinction is made between the local and state (territorial) levels. DLAM participates in the direct provision of public library service as well as in the administrative, centralized technical, online services and systems functions. In addition to the four major public libraries located throughout the three major Virgin Islands, DLAM also operates two bookmobiles whenever possible (a third will be operational on St. John in the near future). A Regional Library for the Blind and Physically Handicapped is also located on St. Croix.

DLAM also oversees the Territorial Archives, special collections of Virgin Islands materials and a photo duplication/digitization lab, where local newspapers and other Virgin Islands government documents are microfilmed, digitized and duplications of old photographs are made.

However, the majority of the Virgin Islands Public Library outfits have not been operational since hurricanes Irma and Maria hit the islands, as infrastructure repairs and mold issues have been pervasive in the territory. Coupled with the detrimental effects of the last two years with COVID-19 impacting the mostly tourist economy of the islands, recovery has not occurred for the libraries in the region. Hopeful signs are on the horizon with the FEMA funding for building repairs recently released and plans for renovations underway.

The recently completed evaluation highlights the high poverty rate in the islands as well as the dire economic conditions of the recent years. With a slight population decline and the majority of the economy still trying to rebuild the lost infrastructure, the tourism industry and the government are challenged.

So, this plan is taking a rather cautious and conservative approach to supporting three key functions that LSTA funds can support: Lifelong Learning, Information Access, and Institutional Capacity.

VISION

Free and open access to information for all residents of the United States Virgin Islands is essential. DLAM's projected priorities as outlined in this report aim:

- To improve the ability of libraries to provide public service to all; and
- To enhance and improve its library services through technological advances.

MISSION STATEMENT

It is the mission of the Division of Libraries, Archives and Museums to:

- provide service, information and other resources to the Government of the United States Virgin Islands;
- support the development of an informed citizenry by providing access to a world of ideas and information;
- identify, preserve and promote the historical, cultural and public records of the United States Virgin Islands; and
- provide support to all residents of the United States Virgin Islands in their pursuit of learning.

Information and resources are provided to the Government of the United States Virgin Islands and the residents of the U.S Virgin Islands through several means. Each year provides DLAM the opportunity to improve its facilities in order to effectively serve the needs of library patrons. With the advancement of technology and the ever present need to update library materials while steadily offering the new, there is always room for improvement in all areas pertaining to Virgin Islands public libraries.

NEEDS ASSESSMENT

Of the approximately 111,000 persons living in the Virgin Islands, according to the Virgin Islands Department of Health, The Virgin Islands, consisting of St. Thomas, St. John, St. Croix and Water Island, have close to one-third of their population below the poverty level.

While the U.S. economy grew at a record pace in the 1990s, contributing to the lowest child poverty rate in over 20 years, the economic conditions for children and families in the U.S. Virgin Islands continues to deteriorate. The percentage of children in families with incomes below the poverty line is 29.6%.

The Virgin Islands has not established its literacy rate. Linkages can and have been made between the levels of education and the type of library service available to a community. Virgin Islands public libraries, under the current levels of funding and staffing continue to provide a minimal level of service only.

The people of the Territory, however, particularly the young adults and children are targeted populations by default because they make up approximately 1/3 of the population. They require a highly proactive public library system, one focused on the planning, organizing implementation of services to meet their needs in the immediate and long term. All persons in the Territory, no matter the social or economic status, are served by the same public library system. LSTA funds are used to supplement the local government's appropriations and allocations to its public libraries. LSTA funds fuel the initiatives necessary to provide the people of the territory with a level of library service that meets their needs. The following goals, listed in priority, illustrate how the FY 2023-2027 LSTA Five-Year State Plan for the U.S. Virgin Islands addresses each of LSTA required elements.

GOALS OVERVIEW

Following is an outline summary of the Goals and Projects that DLAM/DPNR anticipates will be carried out with LSTA support using Federal Fiscal Year (FFY) 2023 - FFY 2027 funds.

GOAL 1 - Promote Lifelong Learning

- Project 1.1 - Literacies for 21st Century Skills
- Project 1.2 - Early Literacy
- Project 1.3 - Adult Literacy
- Project 1.4 - Community Engagement

GOAL 2 - Support Information Access

- Project 2.1 - Enhance and Maintain USVI Connectivity
- Project 2.2 - Technology Infrastructure
- Project 2.3 - E-Content

GOAL 3 - Strengthen Institutional Capacity

- Project 3.1 - Workforce Development
- Project 3.2 - Community Partner Development
- Project 3.3 - Facilities Planning and Disaster Preparedness

GOALS

In compliance with the requirements of the 2018 Museum and Library Services Act as Amended, this document presents US Virgin Islands' FFY 2023-2027 plan for fulfilling the

objectives of the LSTA Grants to States program. However, the Plan is not limited to the scope of projects, activities, and initiatives that will be carried out using Federal LSTA funds. Rather, the Plan is an integrated document that demonstrates how US Virgin Islands Public Libraries will pursue efforts to fulfill its mission using a myriad of funding streams ranging from local and federal revenues to non-governmental sources.

This Plan summarizes the needs of the US Virgin Islands as well as the library and information needs of residents. These needs have been identified through an examination of a variety of factors including demographic data, relevant societal indicators, and findings and insights from the recently completed evaluation of US Virgin Islands' implementation of its 2018-2022 LSTA Five-Year Plan. The new 2023-2027 LSTA Five-Year Plan sets forth goals and identifies anticipated projects designed to address these needs. The Plan identifies projects that are most likely to utilize federal funds.

GOAL 1. PROMOTE LITERATE US VIRGIN ISLANDS

Develop library services, programs, collections, and partnerships that promote learning, literacy, and community connection for residents of all ages, including underserved populations. Enhance the knowledge and skills of US Virgin Islands residents, and ensure cultural heritage resources and programming are made widely available.

IMLS Purposes and Priorities

- (Priority 1) Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, financial literacy, and other types of literacy information, critical thinking skills, digital literacy skills, financial literacy, and other types of literacy.
- (Priority 4) Develop public and private partnerships with other agencies, tribes, and community-based organizations
- (Priority 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
- (Priority 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 section 9902(2) of title 42) applicable to a family of the size involved;
- (Priority 8) Carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the State library administrative agency's plan.
- (Purpose 7) Enable libraries to serve as anchor institutions to support community revitalization through enhancing and expanding the services and resources provided by libraries, including those services and resources relating to workforce development,

economic and business development, critical thinking skills, health information, digital literacy skills, financial literacy and other types of literacy skills, and new and emerging technology

IMLS Measuring Success Focal Area

- Lifelong learning

IMLS Measuring Success Intents

- Improve users' formal education
- Improve users' general knowledge and skills

Need addressed:

- There is a great need for support of literacy skills for children, families and adults in the US Virgin Islands.

Project 1.1 Literacies for 21st Century Skills

Develop and support library services, programs, and collections that promote essential literacies and 21st century skills, such as health literacy, financial literacy, cultural literacy, and digital literacy with expert staff.

IMLS Intent: Improve users' general knowledge and skills

Evaluation method

- Track statistics on programs offered, including type of literacy
- Track attendance at programs
- When feasible, collect pre- and post- IMLS outcome surveys from participants

Project 1.2 Early Literacy

Develop and support early and emergent literacy services and programs in the library.

IMLS Intent: Improve users' formal education

Evaluation method

- Track statistics on programs offered
- Track attendance at programs
- When feasible, collect pre- and post- IMLS outcome surveys from participants

Project 1.3 Adult Literacy

Support formal and informal learning for adults through the development of adult literacy services and programs within the library.

IMLS Intent: Improve users' general knowledge and skills

Evaluation method

- Track statistics on programs offered
- Track attendance at programs
- Pre- and post IMLS outcome surveys will be distributed to participants to identify baseline levels and track changes in outcome measures.

Project 1.4 Community Engagement

Cement the role of the library as an anchor institution; develop and leverage community partnerships to maximize resources and services; connect residents to their history and culture by providing programming and collections that celebrate US Virgin Islands' heritage; and support and engage the community in innovative and creative ways through outreach and programming such as:

- bookmobile and Technology Mobile Express services
- summer reading programming on all three islands
- flexible spaces for programs and activities
- cultural programming
- serving underserved communities
- partner with Friends of the Libraries and community partners in community engagement

IMLS Intent: Improve users' general knowledge and skills

Evaluation method

- Track attendees, including demographics of attendees where possible, at programs.
- Track community partnerships and outcomes of partnerships.
- Pre- and post IMLS outcome surveys will be distributed to participants to identify baseline levels and track changes in outcome measures.

GOAL 2 Provide Information Access

IMLS Purposes and Priorities

- (Purpose 3) Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry;
- (Purpose 4) Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public;
- (Purpose 9) Ensure the preservation of knowledge and library collections in all formats and enable libraries to serve their communities during disasters;
- (Purpose 10) Enhance the role of libraries within the information infrastructure of the United States in order to support research, education, and innovation;
- (Purpose 11) Promote library services that provide users with access to information through national, State, local, regional, and international collaborations and networks; and
- (Purpose 12) Encourage, support, and disseminate model programs of library and museum collaboration.
- (Priority 2) Establish or enhance electronic and other linkages and improved 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.;
- (Priority 8) Carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the State library administrative agency's plan.

IMLS Measuring Success Focal Area

- Information Access

IMLS Measuring Success Intents

- Improve user's ability to discover information resources

Needs addressed:

- There is a great need for making available print and electronic resources that meet the information needs of the residents of the US Virgin Islands.

Project 2.1 - Enhance and Maintain USVI Connectivity

- Strengthen partnership with viNGN to enhance greater library usage by the general public and ensure wifi capability is available in all library locations for all residents;
- Develop partnership with other Virgin Islands Governmental Agencies and Semi-Autonomous Agencies to engage residents to participate at library events and programs;
- Develop potential partnership with local radio stations;
- Develop partnerships with local shelters, schools, and non-profit groups and organizations to offer basic library services to members of the community;
- Develop partnerships with Virgin Islands Governmental Agencies to assist with job training, digital literacy skills, and other support services needed to succeed in the labor market after job displacement due to Hurricanes Irma and Maria;
- Develop partnerships with local churches through their membership to establish basic literacy programs with their church.

In order to accomplish these objectives, these tasks will require involvement of all library staff/partners, assistance of volunteers, and the support of other Virgin Islands Governmental Agencies.

IMLS Intent: Improve users' ability to discover information resources

Evaluation method

- Track statistics on programs offered
- Track attendance at programs
- When feasible, collect pre- and post- IMLS outcome surveys from participants

Project 2.2 - Technology Infrastructure

- Maintain a website with integration to online resources such as Hoopla, etc.
- Upgrade to the cloud-based solutions for Sirsi-Dynix, the current ILS systems in use.

IMLS Intent: Improve users' ability to discover information resources

Evaluation method

- Ensure contractual obligations are met on time
- Track accomplishments of tasks.

Project 2.3 - E-Content

- Reconstitute and authenticate the VIALS subject authority listings.

- Reestablish within Symphony the Community Information and Newspaper index capability.
- Perform an inventory of all major collections, in order to reconcile the holdings against the VIALS online catalog.
- In collaboration with the Archives section of DLAM, develop workable definitions of the elements of the current special collections of Caribbean holdings
- Foster the development and promulgation of approved policies and best practices addressing custodial care, security description, handling, collection development, storage location, preservation and conservation of those materials throughout VIPLS.
- Improve access through technology of library and archival information for persons with visual and hearing impairments

IMLS Intent: Improve users' ability to discover information resources

Evaluation method

- Ensure contractual obligations are met on time
- Track accomplishments of tasks.

GOAL 3 Strengthen Institutional Capacity

IMLS Purposes and Priorities

- (Purpose 2) Promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States;
- (Purpose 7) Enable libraries to serve as anchor institutions to support community revitalization through enhancing and expanding the services and resources provided by libraries, including those services and resources relating to workforce development, economic and business development, critical thinking skills, health information, digital literacy skills, financial literacy and other types of literacy skills, and new and emerging technology;
- (Purpose 8) Enhance the skills of the current library workforce and recruit future professionals, including those from diverse and underrepresented backgrounds, to the field of library and information services;
- (Priority 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 information services; and (B) Enhance efforts to recruit future professionals, including those from diverse and underrepresented backgrounds, to the field of library and information services;
- (Priority 4) Develop public and private partnerships with other agencies, tribes, and community-based organizations;
- (Priority 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;
- (Priority 8) Carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the State library administrative agency's plan.

IMLS Measuring Success Focal Area

- Institutional Capacity

IMLS Measuring Success Intents

- Improve Library Operations

Needs addressed:

- There is a great need to provide educational opportunities and training for people who work in the DLAM/DPRN agency so they can operate the libraries more effectively.

Project 3.1 - Workforce Development

- Provide educational opportunities for library personnel
- Enhance the knowledge of library personnel, which will grant them an opportunity to attending trainings and educational seminars, such as Annual Library Association (ALA) and Public Library Association (PLA) Annual Conferences
- Participate in webinars, online courses, certified programs and other professional courses offered at various Academic Institutions

IMLS Intent: Improve library operations

Evaluation method

- Track statistics on programs attended
- Testimonials from library employees.

Project 3.2 - Library Assessment

- 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.
- Analyze performance metrics data routinely (at not less than annual intervals) and prepare reports and recommendations based on the same for DLAM and for release to the Virgin Islands community.
- Contract with an independent consultant to perform the IMLS LSTA Five- Year State Plan Evaluation for 2018 -2022.

IMLS Intent: Improve library operations

Evaluation method

- Implement the US Virgin Islands Public Library Strategy (see Appendix A)
- Annual submission of Public Library Statistics (PLS) to IMLS
- Timely submission of annual LSTA State Program Report (SPR) data
- Timely completion of LSTA Evaluation 2023-2027.

Project 3.3 - Facilities Planning and Disaster Preparedness

The US Virgin Islands Public Libraries have buildings that require long term planning; facilities planning is often planned over a ten to twenty year period. Considerations should be given to the needs of the communities served; a vision for the future role of library buildings in delivering

library services will need to be conceptualized to help the US Virgin Islands Public Libraries plan for its physical building infrastructure.

DLAM should engage in disaster planning and risk assessments regularly to implement mitigation and preparedness strategies to limit the impact severity to US Virgin Islands during and following an emergency. The whole DPNR agency that includes DLAM was relocated to the St Thomas Library Facility, the Turnbull Library up until fall of 2021. The overuse of the building and other conditions that needed to be taken care of resulted in mold issues and the closing of this facility, the only public library building in the capital of the US Virgin Islands, in February 2022.

The need to regularly examine the physical environment of the US Virgin Islands Public Libraries to identify primary hazards, secondary hazards, and vulnerabilities for US Virgin Islands residents to have a good understanding of associated risks. Safe buildings ensure that both collections and people inside the buildings are also safe. DLAM underwent disaster training yet the full benefits of the plans in development are to be realized.

IMLS Intent: Improve library operations

Evaluation method

- Develop and implement building specific disaster plans
- Review and document appropriate risk assessments for each library building
- Implement professional training in disaster planning that result in improvements in the documentation
- Address improvement needs in the condition of the library buildings
- Develop and update a disaster plan annually
- Review building specific risk assessments annually

COORDINATION EFFORTS

The plan presents the goals mapped to LSTA Priorities, Purposes, Focal areas and Intents. Furthermore much of the work taking place in libraries in the US Virgin Islands is through partnerships – notably the Governor’s wife had led summer reading sessions for the youth in the island using the bookmobile stops while the bookmobile was operational. This is a testament to the level of support the US Virgin Islands Public Libraries enjoy from the Government structure though given the choices they have to make the support is not always adequate and many of the Friends of the Libraries groups have been disillusioned. So, much work needs to take place as partnerships are being rebuilt and as Friends of the Libraries groups, and other partners, engage with renewed interest, volunteer, and ensure library services are being rebuilt to the levels available prior to the devastating hurricanes Irma and Maria.

US VIRGIN ISLANDS

GOAL 1. PROMOTE LITERATE US VIRGIN ISLANDS

Measuring Success Focal Areas and Intents

	1.1 Literacies for 21st Century Skills	Project 1.2 Early Literacy	Project 1.3 Adult Literacy	Project 1.4 Community Engagement					
Lifelong Learning	YES	YES	YES	YES					
Improve users' formal education		YES							
Improve users' general knowledge and skills	YES		YES	YES					
Information Access									
Improve users' ability to discover information resources									
Improve users' ability to obtain and/or use information resources									
Institutional Capacity									
Improve the library workforce									
Improve the library's physical and technological infrastructure									
Improve library operations									
Economic & Employment Development									
Improve users' ability to use resources and apply information for employment support									
Improve users' ability to use and apply business resources									
Human Resources									
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									
Civic Engagement									
Improve users' ability to participate in their community									
Improve users' ability to participate in community conversations around topics of concern									

US VIRGIN ISLANDS
GOAL 2. PROVIDE INFORMATION ACCESS

Measuring Success Focal Areas and Intents

Project 2.1 - Enhance and Maintain USVI Connectivity
 Project 2.2 - Technology Infrastructure
 Project 2.3 - E-Content

	Project 2.1 - Enhance and Maintain USVI Connectivity	Project 2.2 - Technology Infrastructure	Project 2.3 - E-Content
Lifelong Learning			
Improve users' formal education			
Improve users' general knowledge and skills			
Information Access	YES	YES	YES
Improve users' ability to discover information resources	YES	YES	YES
Improve users' ability to obtain and/or use information resources			
Institutional Capacity			
Improve the library workforce			
Improve the library's physical and technological infrastructure			
Improve library operations			
Economic & Employment Development			
Improve users' ability to use resources and apply information for employment support			
Improve users' ability to use and apply business resources			
Human Resources			
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			
Civic Engagement			
Improve users' ability to participate in their community			
Improve users' ability to participate in community conversations around topics of concern			

US VIRGIN ISLANDS

GOAL 3. STRENGTHEN INSTITUTIONAL CAPACITY

Measuring Success Focal Areas and Intents

	Project 3.1 - Workforce Development	Project 3.2 - Library Assessment	Project 3.3 - Facilities Planning and Disaster Preparedness						
Lifelong Learning									
Improve users' formal education									
Improve users' general knowledge and skills									
Information Access									
Improve users' ability to discover information resources									
Improve users' ability to obtain and/or use information resources									
Institutional Capacity	YES	YES	YES						
Improve the library workforce									
Improve the library's physical and technological infrastructure									
Improve library operations	YES	YES	YES						
Economic & Employment Development									
Improve users' ability to use resources and apply information for employment support									
Improve users' ability to use and apply business resources									
Human Resources									
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									
Civic Engagement									
Improve users' ability to participate in their community									
Improve users' ability to participate in community conversations around topics of concern									

US VIRGIN ISLANDS GOALS & LSTA Priorities (8 priorities)

		1. Promoting Literate USVI	2. Provide information access	3. Strengthen institutional capacity
1	Expand services for learning and access to information and educational resources in a variety of formats (including new and emerging technology), in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, economic and business development, health information, critical thinking skills, digital literacy skills, and financial literacy and other types of literacy skills;	X		
2	Establish or enhance electronic and other linkages and improved 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;		X	
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 information services; and (B) Enhance efforts to recruit future professionals, including those from diverse and underrepresented backgrounds, to the field of library and information services;			X
4	Develop public and private partnerships with other agencies, tribes, and community-based organizations;	X		X
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;	X		X
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 section 9902(2) of title 42) applicable to a family of the size involved;	X		
7	Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks; and	X		
8	Carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the State library administrative agency's plan.	X	X	X

US VIRGIN ISLANDS GOALS AND LSTA PURPOSES (12 purpose statements)		1. Promoting Literate USVI			2. Provide information access			3. Strengthen institutional capacity				
1	Enhance coordination among Federal programs that relate to library, education, and information services;											
2	Promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States;						X					
3	Facilitate access to resources in all types of libraries for the purpose of cultivating an educated and informed citizenry;			X								
4	Encourage resource sharing among all types of libraries for the purpose of achieving economical and efficient delivery of library services to the public;			X								
5	Promote literacy, education, and lifelong learning, including by building learning partnerships with school libraries in our Nation's schools, including tribal schools, and developing resources, capabilities, and programs in support of State, tribal, and local efforts to offer a well-rounded educational experience to all students;											
6	Enable libraries to develop services that meet the needs of communities throughout the Nation, including people of diverse geographic, cultural, and socioeconomic backgrounds, individuals with disabilities, residents of rural and urban areas, Native Americans, military families, veterans, and caregivers;											
7	Enable libraries to serve as anchor institutions to support community revitalization through enhancing and expanding the services and resources provided by libraries, including those services and resources relating to workforce development, economic and business development, critical thinking skills, health information, digital literacy skills, financial literacy and other types of literacy skills, and new and emerging technology;	X					X					
8	Enhance the skills of the current library workforce and recruit future professionals, including those from diverse and underrepresented backgrounds, to the field of library and information services;						X					
9	Ensure the preservation of knowledge and library collections in all formats and enable libraries to serve their communities during disasters;			X								
10	Enhance the role of libraries within the information infrastructure of the United States in order to support research, education, and innovation;			X								
11	Promote library services that provide users with access to information through national, State, local, regional, and international collaborations and networks; and			X								
12	Encourage, support, and disseminate model programs of library and museum collaboration.			X								

EVALUATION PLAN

The State Library will use a variety of methodologies to evaluate the success of the projects in meeting the goals of the LSTA Five-Year Plan FFY 2023-2027. These include ongoing evaluation throughout the period of the Plan:

- Surveys (paper and web-based) and/or interviews upon completion of projects: summer reading and grant funded projects.
- Surveys (paper and web-based) and/or discussions at library administrator meetings annually to determine outcomes and effectiveness of projects related to training, library development and IT consulting and support and communications.
- Collections and analysis of PLS data and other data identified by the State Library staff.

In addition, the State Library will engage an outside evaluator to conduct an assessment of the completed Plan as required by IMLS. Included in this evaluation will be an examination of data and evaluations conducted throughout the period of the Plan, stakeholder input activities to be determined by the evaluator, and discussions with the State Library staff and leadership, and key partners.

STAKEHOLDER INVOLVEMENT

The ***Library Services and Technology Act (LSTA) Grants to States Five-Year Plan (2023-2027)*** is based on extensive input from the library staff, from independent evaluators, and from other stakeholders. This includes information and data gathered through individual interviews.

In 2021, the State Library requested QualityMetrics, as the only authorized educational consultant in the US Virgin Islands, to perform a “Library Services and Technology Act Five-Year Plan Evaluation 2018-2022.” The assessment of the State Library’s efforts in carrying out the 2028-2022 Plan was conducted by QualityMetrics Chief Executive Officer Dr. Martha Kyrillidou. The process used in the assessment included both retrospective and prospective components and gathered valuable information both for the evaluation and for the subsequent planning process. Interviews were conducted successfully; a web-based survey which unfortunately did not yield any data was deployed.

QualityMetrics was subsequently engaged to facilitate the State Library’s LSTA planning process. A review of the evidence with a focus on prospective changes was conducted. Frequent communication with Amy DeSorbo, the State Librarian and acting LSTA Coordinator, were held in addition to follow up sessions with select library staff members. The resulting plan was formed based on the input received, analyzed, and synthesized.

COMMUNICATION AND PUBLIC AVAILABILITY

Once the *Library Services and Technology Act (LSTA) Grants to States Five-Year Plan (2023-2027)* has been approved by IMLS, the State Library will post the Plan on the agency website where it will remain throughout the duration of its implementation. The State Library's leadership will present the Plan to agency staff and preparation for the implementation of the Plan will commence.

The Plan's goals may be amended if such an alteration is dictated by community needs. Budgets, specific activities, and anticipated products and services may also be adjusted based on the State Library capacity to carry out the Plan as proposed. However, any substantive revisions to the Plan will be submitted to IMLS in accordance with IMLS guidelines and the provisions of the Museum and Library Services Act. The State Library will publicize the achievement of significant milestones identified in the Plan as well as ongoing results of its efforts. The State Library will also comply with reporting requirements through the SPR. Finally, both achievements and shortcomings will be shared with stakeholders within the state as part of an ongoing effort to improve performance and to increase the positive impact of projects and activities.

MONITORING

The implementation of Alabama's *Library Services and Technology Act (LSTA) Grants to States Five-Year Plan (2023-2027)* will be monitored on a continuous basis. Appropriate staff will be assigned to track the execution of all aspects of the Plan. Specific staff will be tasked with preparing and generating relevant reports as required as well as to inform decision making.

All projects will be monitored on a regular basis as ongoing activities are conducted, documented, and measured. Information and data collected as part of this process will be used to inform reporting to IMLS in the annual SPR.

Monitoring will comply with the requirements and procedures outlined in 2 CFR 200.327-332

- 2 CFR 200.327 - Financial Reporting
- 2 CFR 200.328 - Monitoring and Reporting Program Performance
- 2 CFR 200.329 - Reporting on Real Property
- 2 CFR 200.330 - Subrecipient and Contractor Determination
- 2 CFR 200.331 - Requirements for Pass-Through Entities
- 2 CFR 200.332 - Fixed Amount Subawards

ASSURANCES

The following assurances have been submitted with this Plan:

- Program Assurances for 2023 Grant Award (Includes compliance with Internet Safety; Trafficking in Persons; Nondiscrimination; Debarment and Suspension; Drug-Free Workplace; Federal Debt Status; and Lobbying requirements)
- Non-Construction Assurance Form (SF-424B)
- State Legal Officer's Certification of Authorized Certifying Official
- Internet Safety Certification for Applicant Public Libraries, Public Elementary and Secondary School Libraries and Consortia with Public and/or Public School Libraries.

APPENDIX A: ASSESSMENT OF LIBRARY SERVICES: 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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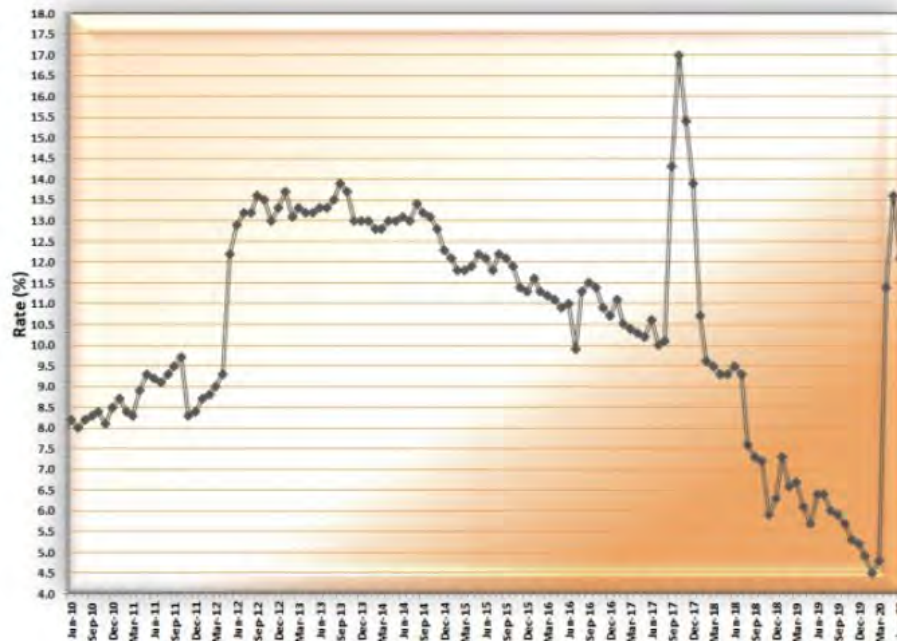
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Introduction

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-19² 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 availability of



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

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

² Amaziah George, "[Department of Labor: USVI Unemployment Rate Spiked to 13.6% in Covid-19 Response](#)" August 5, 2020:

Wesley Turnbull Regional Public Library in 2013,³ 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 DPRN whose larger office building used to be located at the airport and was destroyed from hurricanes Irma and Maria in 2017. DPRN 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.⁴ ***Expanded hours, more qualified library staff, and increased library funding are needed*** -- all well known issues to DPRN 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 DPRN'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

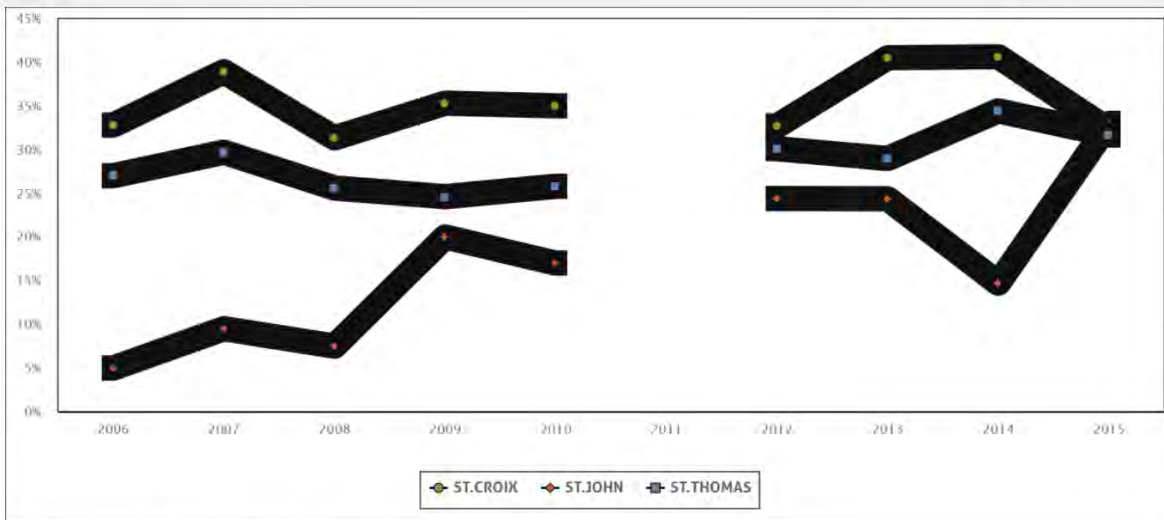
³ ["Explore the Charles Wesley Turnbull Regional Library"](#) *The St Croix Source: US Virgin Islands*, July 25, 2013. This piece describes eloquently the ideal way to run the then new library building.

⁴ ["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.⁵

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:⁶

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.⁷

⁵ Ibid.

⁶ [KIDSCOUNT: CHILDREN IN POVERTY.](#)

⁷ Literacy 2030: <https://www.literacy2030.org/>



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

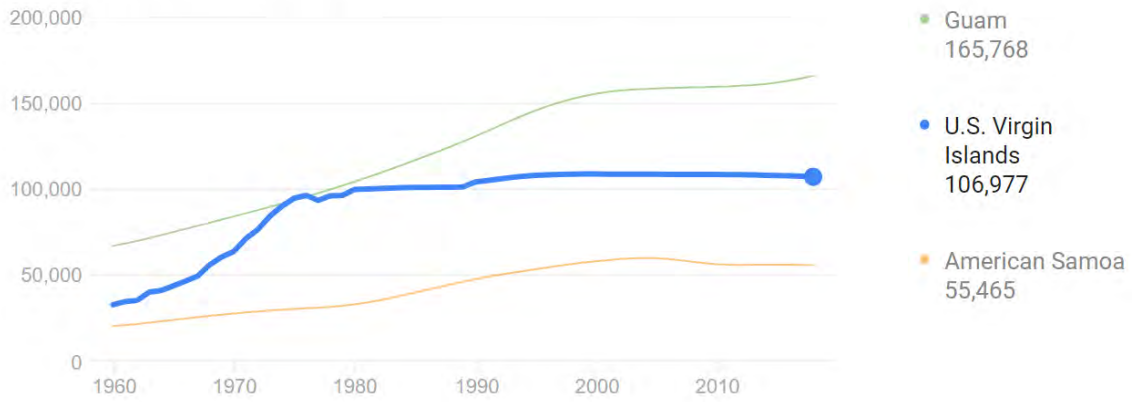
The summer reading program USVI has run helps target the summer slide but continuing efforts in this area with a focus on understanding the needs of the users are important. Offering book reading programs and books that serve as both “windows” to unknown worlds and “mirrors” of the Afro-Caribbean identities 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.⁸ The overall population of the islands has been relatively stable over the last fifty years. The economy has seen a slight decline since 2008.

⁸ [2010 USVI Census Demographic Profile](#)

U.S. Virgin Islands / Population

106,977 (2018)



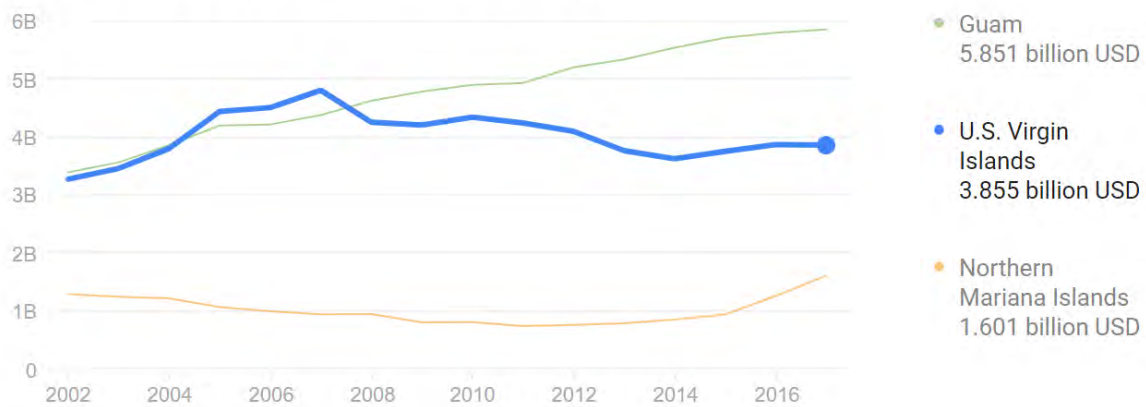
[Explore more](#)

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.⁹ The following picture is from the children’s area in Silver Spring, Maryland.

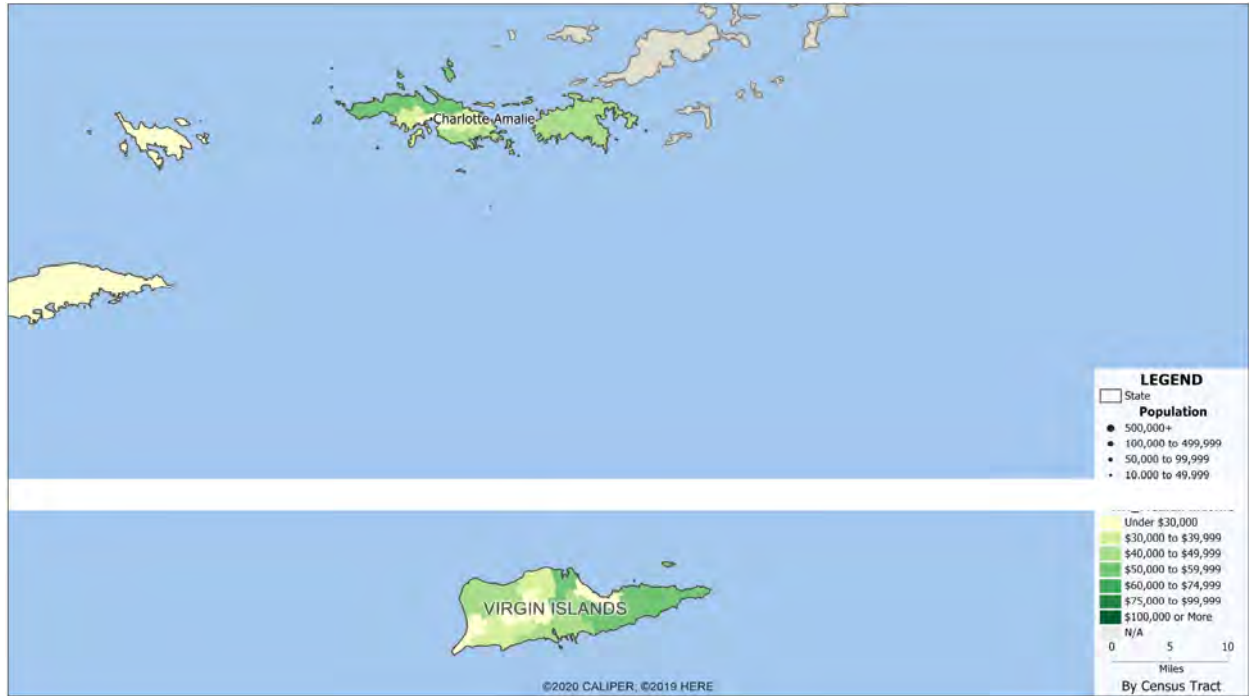


Montgomery County Public Library, Silver Spring, Maryland: Children’s Department

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.

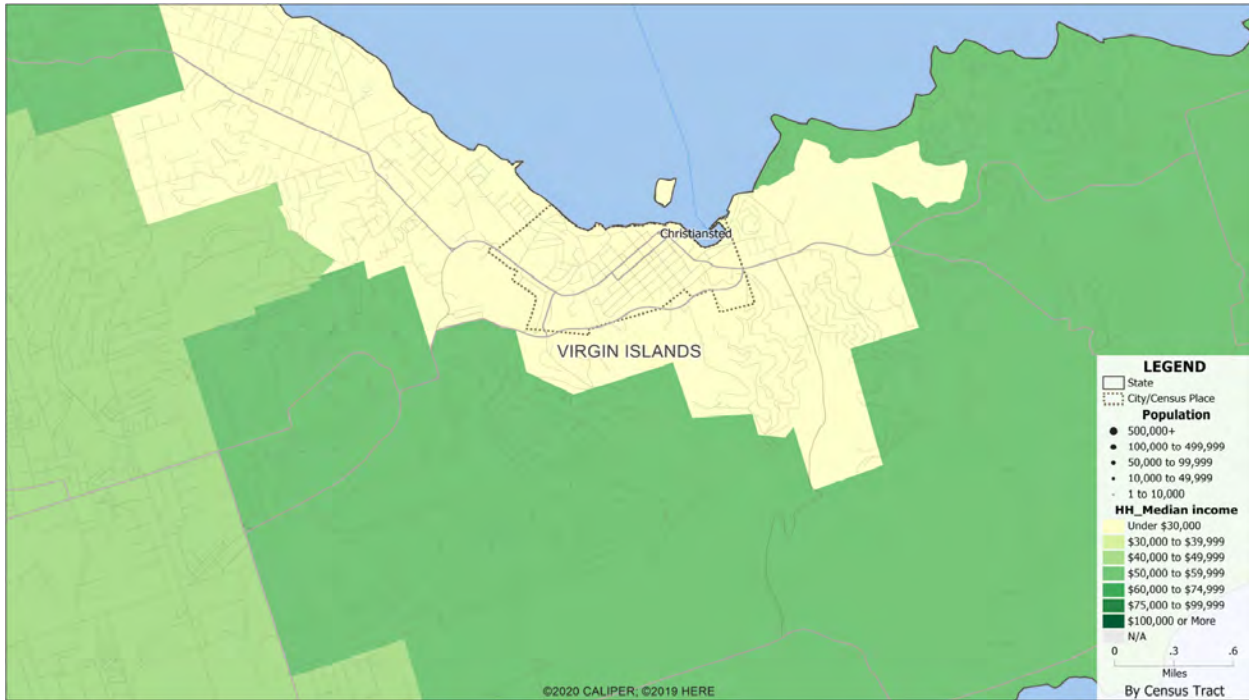
Income distribution in St. Thomas, St. John, and St. Croix

⁹ 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](#)¹⁰ and the [Community Foundation of the Virgin Islands](#)¹¹ 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

¹⁰ [FEMA: Virgin Islands](#)

¹¹ [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.¹²

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)

¹² 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
St. Croix	Regional Library for the Blind & Physically Handicapped	3012 Golden Rock
St. John	Elaine Ione Sprauve Public Library and Museum of Cultural Arts	Enighed Estate
St. Thomas	Enid M. Baa Public Library	23 Dronnigens Gade
St. Thomas	Charles Wesley Turnbull Regional Public Library	12 BA-2 Frydendahl, Rte 384, Anna's Retreat

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. ¹³
- Fort Christian Museum National Historic Landmark site * 340-714-3678 * #1 Fortets Strade * St. Thomas, VI 00802 ¹⁴

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>

¹³ Fort Frederik: <https://www.nps.gov/places/fort-frederiksted-usvi.htm>

¹⁴ Fort Christian: <https://www.nps.gov/nr/travel/prvi/pr29.htm>

There are a [number of key players involved](#)¹⁵ 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).

¹⁵ “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



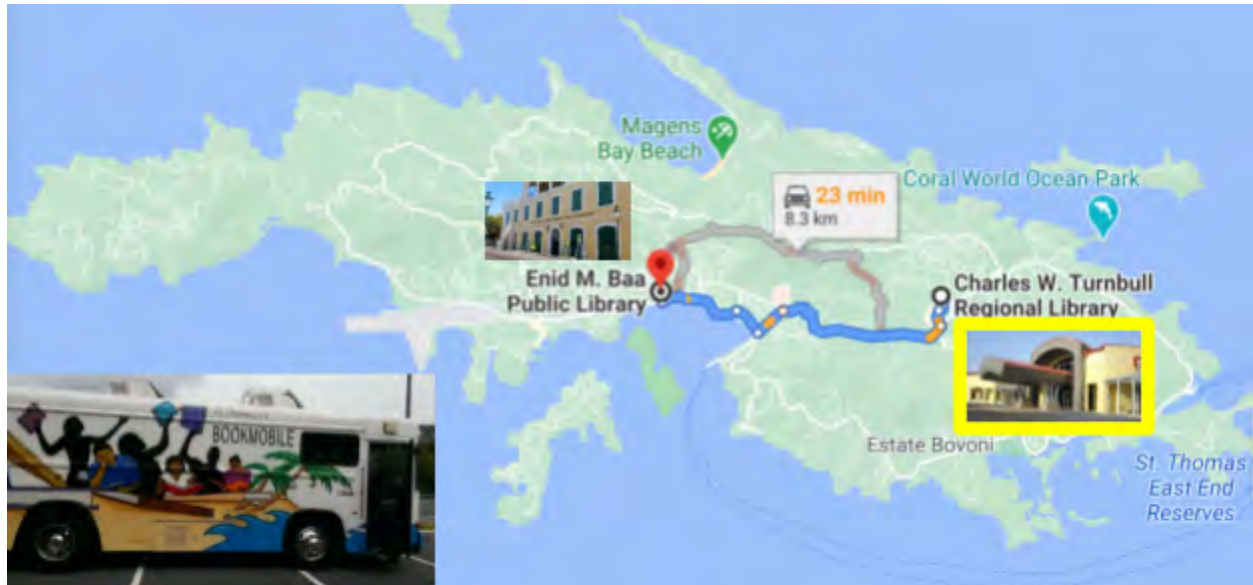
Montgomery County Public Library, Silver Spring, Maryland: Children's Department

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)



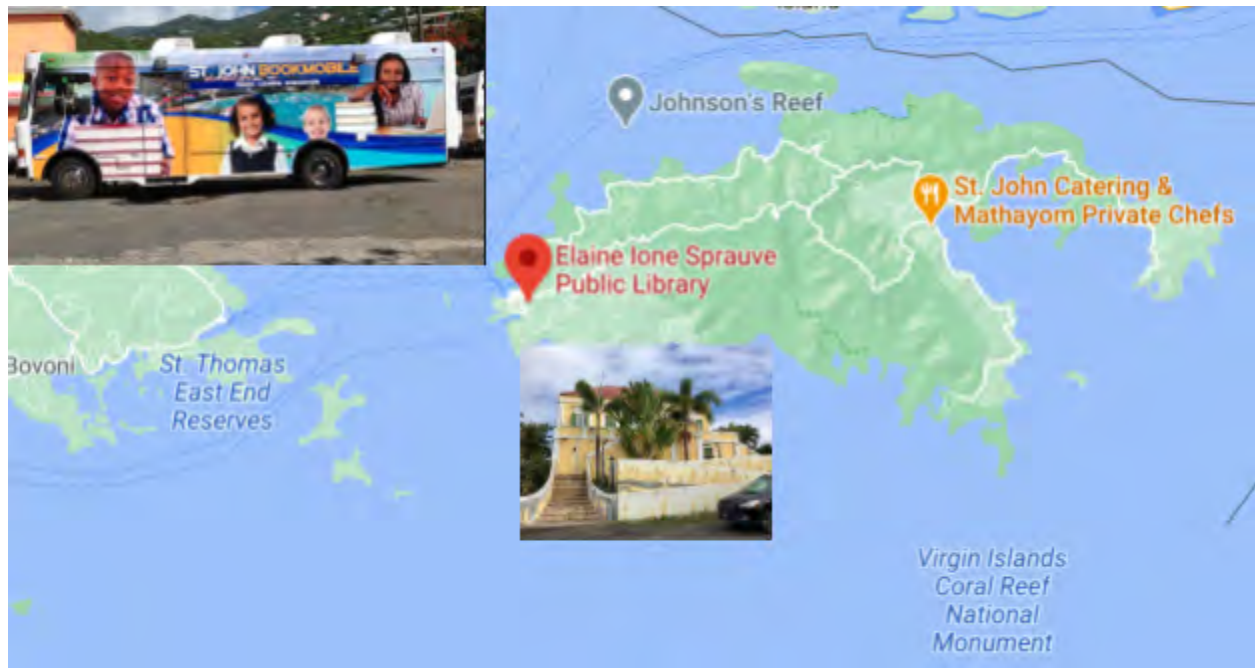
If you travel to the US Virgin Islands, you will land in St. Thomas most likely. Enid M. Baa Public Library is located in the historic downtown. There are a few schools around that area that can attract kids to the library when it operates. However, the parking situation is challenging. When the library 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.¹⁶

¹⁶ [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.¹⁷ St. John is in need of library services as the only library building, Elaine Ione Sprauve, is in need of repairs.¹⁸ 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.

¹⁷ ["DPNR closes Sprauve Library for 2 Million Renovation"](#) St. John Source, January 5, 2017.

¹⁸ 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 2016,¹⁹ 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.²⁰

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

¹⁹ [“Frederickssted Library Reopens”](#) October 22, 2015.

²⁰ [“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 Islands²¹ and had a robust summer reading program²² 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.²³

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

²¹ [“News from the Center of the Book: A Center in the Virgin Islands,”](#) Library of Congress: Information Bulletin, June 2009.

²² [“St. Croix Students Celebrate Summer Reading Gains”](#) The Virgin Islands Daily News, November 29, 2016.

²³ 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.

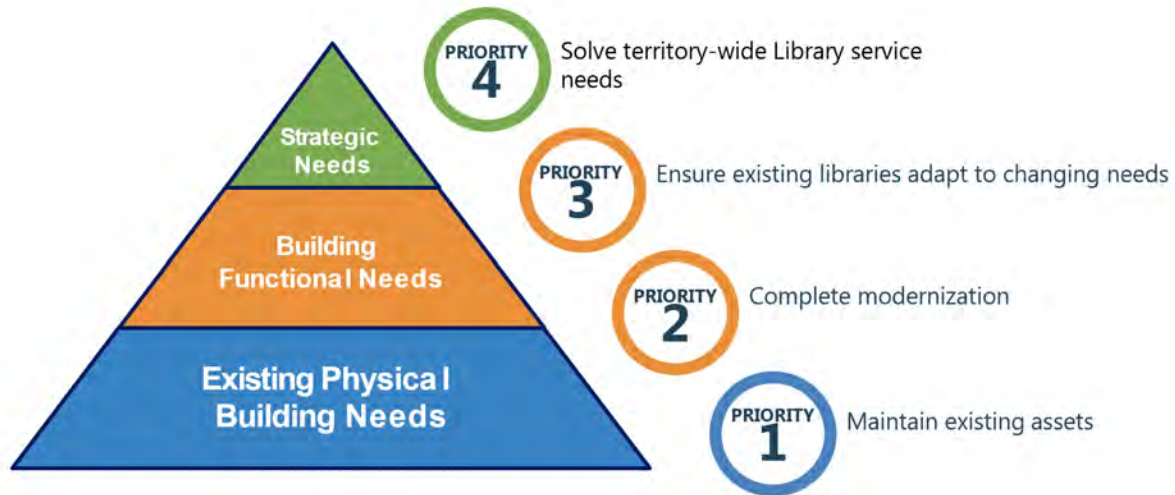
DLAM/DPNR Recommendation

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		
STATE CHARACTERISTICS		
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
NAME/ ADDRESS		
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
Street Address		
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
Mailing Address		
157	Address	4607 Tutu Park Mall
158	City	St. Thomas
159	ZIP Code	00802
160	ZIP + 4	00802-1735
OTHER IDENTIFICATION		
161	County	St. Thomas
162	Phone	3407740630
163	Web Address	https://www.usvipubliclibraries.com/

NOTES

Start of Fiscal Year (FY) covered by report. (All data reported should be for this period.)

End of Fiscal Year (FY) covered by report. (All data reported should be for this period.)

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

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 "Public Library" or "Library".

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 a public library.

Use this or the DLAM web address?

200	Interlibrary Relationship Code	NO	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
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	
POPULATION/ OUTLETS/ STAFF			
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	This would be 1 if we counted Turnbull as a "CENTRAL"
210	Number of Branches	5	This is either five (5) or six (6) depending on whether we
211	Number of Bookmobiles	3	
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		
Library Programs		
600	Total Library Programs	5
601	Children's Programs	4
602	Young Adult Programs	1
Other Electronic Information		
603	Total Program Attendance	100
604	Children's Program Attendance	70
605	Young Adult Program Attendance	30
Other Electronic Information		
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)
Services to libraries and library cooperatives						
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					
Operational Assistance						
55	Cooperative purchasing of library materials					
56	Interlibrary loan referral services					
62	Reference referral services					
Coordination/Integration						
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					
Program Assistance						
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.

Identifier	Questions modified for Public Libraries
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.](#)

Traveling 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

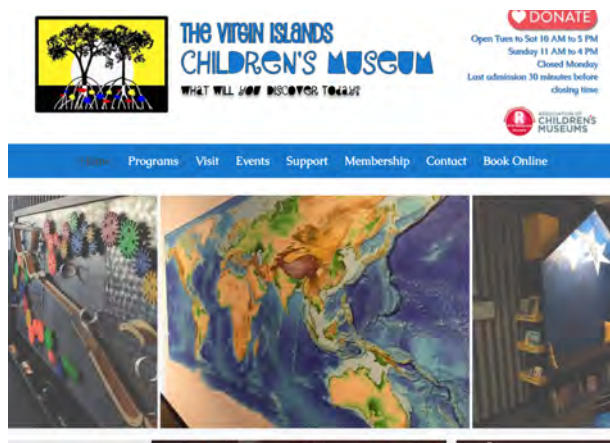
In addition to the Friends of the Library groups, USVI Public Libraries may seek partnership with the following local agencies among others:



[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/1IIDy4aDIJXvRule6L6eNv5Jj37jKCE1j/view?usp=sharing>