

**Fiscal Year 2026-2027 through FY 2030-2031**

***Agency/Program Vision Statement***

The State Library of Louisiana is a strategic leader in bringing information resources to the people of Louisiana through cooperation with government entities, partnership with other libraries, technology and superior customer service.

***Agency/Program Mission Statement***

The State Library of Louisiana inspires and supports literacy and lifelong learning for all Louisianans through access to information, strengthening communities, supporting exceptional library services, and preserving Louisiana's heritage.

***Agency/Program Philosophy Statement***

The State Library of Louisiana, its Board of Commissioners and staff value equal access to information for all citizens, the literary and cultural heritage of Louisiana, intellectual freedom, and reading.

***Agency/Program Goals***

In the next five years, the State Library of Louisiana will focus its services and resources on six fundamental priorities: (1) serve state government and libraries by collecting and disseminating public information and providing reference services and library materials; (2) assist public libraries as they continue to be engines for economic growth, educational opportunity, and workforce development in their communities; (3) provide training and consulting to public libraries to support and assist their local advocacy efforts within their communities; (4) meet the informational needs of our blind and physically-handicapped citizens across the state helping them to learn and navigate new technologies and new ways to obtain information; (5) meet the informational needs of incarcerated populations; (6) expand the scope of the Louisiana collection and continue to provide extraordinary reference services while working to enhance, preserve, and promote the collection; and (7) continue to refine a coordinated program to promote literacy among all ages, especially early childhood, and a lifelong love of reading among Louisianans.

In order to accomplish this, the Office of the State Library will:

- Provide access to and preserve Louisiana's cultural and literary heritage.
- Expand services to bring information and resources to Louisiana libraries and into the offices and homes of users through greater use of technology and electronic resources.

- Enhance the quality of life of Louisiana citizens by increasing awareness and usage of the vast array of available resources in Louisiana libraries, thus fostering economic growth, educational opportunities, and avenues of prosperity.
- Foster the ongoing professional development of library staff throughout the state, enabling them to be well informed and competent to provide superior library services to their constituencies.
- Effectively serve the needs of special populations, including blind and visually impaired citizens, and incarcerated individuals.
- Remain an energetic and relevant organization through continual improvement and ongoing communication with its users while remaining flexible to the ever changing needs of our clients and stakeholders.

The Department of Culture, Recreation and Tourism, Office of State Library is committed to the effective maintenance of agency records in accordance with applicable state and federal regulations, including established records retention schedules and privacy standards. Records are managed to ensure accuracy, accessibility, and security, supporting transparency and operational integrity.

## **PROGRAM OBJECTIVES:**

**Objective 1:** Increase usage of the State Library collections and services by at least 2% by 2031 and maintain robust access to the collections.

**Program Activity:** Services to Government and Citizens

**State Outcome Goal:** Education; Economic Growth

**Objective 2:** Facilitate effective usage of library resources and increase usage by 2% by 2031.

**Program Activity:** Services to Public Libraries

**State Outcome Goal:** Education, Economic Growth, Children and Families

**Objective 3:** Provide a minimum of 90 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

**Program Activity:** Services to Public Libraries

**State Outcome Goal:** Education, Economic Growth, Children and Families

**Objective 4:** By 2031, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.

**Program Activity:** Services to Special Populations

**State Outcome Goal:** Education, Economic Growth, Children and Families

**Objective 5:** The State Library will achieve a 85% satisfaction rate in surveys of its users.

**Program Activity:** Services to Public Libraries

**State Outcome Goal:** Education, Economic Growth, Children and Families

**Objective 1: Increase usage of the State Library collections and services by at least 2% by 2031.**

**Program Activity:** Services to Government and Citizens

**State Outcome Goal:** Education; Economic Growth

**Strategies**

- 1.1 Enhance, promote and expand the Louisiana Collection.
- 1.2 Expand the role of the Center for the Book in promoting the literary heritage of Louisiana and the value of reading.
- 1.3 Optimize usage of electronic resources.
- 1.4 Work closely with state agencies to facilitate submission of mandated state public documents in a timely manner and in an approved format according to R.S 25:121-124 and L.A.C. 25:VII.

**Indicators**

Output	Number of items accessed from State Library collections Number of reference inquiries at the State Library Number of attendees at the annual Louisiana Book Festival
Outcome	Percentage of attendees reporting learning about Louisiana authors
Output	Number of digital items added to electronic collections Number of uses of State Library wireless connectivity Number of meeting room reservations at the State Library Number of new digital assets added—including photographs scanned, converted, indexed, labeled, and made accessible online.

## **Objective 2: Facilitate effective use of library resources and increase usage 2% by 2031.**

**Program Activity:** Services to Public Libraries

**State Outcome Goal:** Education, Economic Growth, Children and Families

### **Strategies**

- 2.1** Use the statewide electronic resources as the foundation for building a central online place for all library resources.
- 2.2** Continue to supplement the collections of local public libraries through a cost-effective and efficient program of interlibrary loan.
- 2.3** Strengthen information delivery services throughout the state via greater cooperation and / or use of technology.

### **Indicators**

<b>Output</b>	Number of electronic database searches
	Number of items borrowed and loaned among public libraries
	Number of uses of public access computers in public libraries
	Number of public library wireless sessions
<b>Outcome</b>	Number of online tutoring engagements

**Objective 3: Provide a minimum of 90 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.**

**Program Activity:** Services to Public Libraries

**State Outcome Goal:** Education, Economic Growth, Children and Families

**Strategies**

- 3.1** Continue to increase convenience, quality, and relevance of State Library workshops taught throughout the state to meet specific needs of users.
- 3.2** Partner with other continuing education providers to improve training opportunities for all library staff throughout the state.
- 3.3** Provide consulting to libraries and governing authorities in all areas of library administration including strategic planning, building programs, legislative issues, staff development, funding, statistics-gathering, and program development.
- 3.4** Take a leadership role in encouraging public libraries as anchor institutions to actively promote literacy in their communities.
- 3.5** Continue to offer training to public libraries in assisting and supporting government agencies and institutions.
- 3.6** Continue to teach and update certified courses for the Library Support Staff Certification Program; obtain renewal of existing course certifications.
- 3.7** Continue to respond to needs of users by implementing enhancements and changes requested through customer service surveys and ongoing dialogue with users.

**Indicators**

Output	Number of library systems receiving consultations and site visits
	Number of workshops held
	Number of attendees at workshops

**Objective 4: By 2031, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.**

**Program Activity:** Services to Special Populations  
**State Outcome Goal:** Education, Economic Growth, Children and Families

### **Strategies**

- 4.1 Increase outreach efforts to those incarcerated in state institutions.
- 4.2 Increase leadership role in provision of library services to the blind and physically handicapped.
- 4.3 Continue to provide information, materials, training, coordination and promotion for reading programs, including Summer Reading Programs for children, teens, and adults, and Louisiana Readers' Choice Award Program.
- 4.4 Continue to foster a culture of literacy in all that we do.

### **Indicators**

Output	Number of participants Summer Reading Program Number of participants in LA Readers' Choice Program
Outcome	Number of books read by LA Readers' Choice Program participants
Output	Number of items loaned to person with visual and physical disabilities Number of items loaned to incarcerated individuals

**Objective 5: The State Library will achieve an 85% satisfaction rate in surveys of its users.**

**Program Activity:** Services to Public Libraries

**State Outcome Goal:** Education, Economic Growth, Children and Families

**Strategies**

- 5.1 Continue to provide State Library employees with the technology, training and tools needed to excel at their jobs.
- 5.2 Continue to identify grant opportunities and funding sources for new projects for the State Library and the public libraries.
- 5.3 Improve communication among State Library staff, between State Library and public libraries, among public libraries, and between public libraries and their clients.
- 5.4
- 5.5 Upgrade existing State Library facilities as needed to increase functionality, convenience and attractiveness.
- 5.6 Continue robust program of technology support for 340 public libraries by State Library IT staff.
- 5.7 Increase outreach to state employees and agencies to facilitate access to information that will enhance their job performance and agency success.

**Indicators**

Quality	Percentage of public libraries satisfied with OSL services
Outcome	Number of public library technology support incidents handled



## **Program Supporting Documentation**

### **A. Description of how the strategic planning process was implemented**

The State Library undertakes strategic planning on a continuing basis. Major planning efforts, including holding focus groups with stakeholders and environmental analyses, were conducted in 2004, 2008, 2010, 2016, and 2022.

The State Library conducts an annual survey of public library directors, soliciting input on programs and services. Data from these annual surveys is used to direct future efforts. A Database Advisory Committee provides direction and advice on statewide electronic resources each year. Additionally, the Administration solicits input from directors of public libraries at the Fall Administrative Librarians' Conference and at the State of the State Library presentation each year at the Louisiana Library Association Conference.

### **B. Statement identifying the principal clients and users of each program and the specific service or benefit derived by such persons**

The Office of the State Library of Louisiana (OSL) serves the following stakeholders and the benefit they receive is noted.

State agencies, state employees, and state legislators - OSL provides research and information services to any governmental entity, which includes checking out materials; distribution of public documents to the depository libraries; training and providing informational programs to state agency staff; meeting room use; and access and preservation of print and electronic public documents.

Public libraries – OSL provides statewide electronic resources, interlibrary loan, training and technology support, reference and information services, as well as programming and consulting services to all 68 public library systems in the state. Some small, rural libraries with minimal budgets do not employ trained librarians, and they rely on the State Library for guidance and advice in all areas of operations and services..

General Public – The State Library building is open to the public 20 hours per week and all of its resources are available on the premises; and phone and email services are available Monday through Friday. The State Library provides computer and Internet access, wifi access, printing and copying, faxing and phone services, etc. The State Library also provides research and information services to all users, as well as access to library materials and resources. This includes access to statewide electronic resources available online 24/7, such as Homework Louisiana which provides homework help to all Louisiana students. The State Library also provides the Louisiana Collection, which is the premier collection of Louisiana items and materials and consists of 1.2+ million items available to the public for research and information.

Special Needs Users – Within the State Library is the Talking Books and Braille Library (TBBL), an affiliate of the Library of Congress National Library Service for the Blind and Print Disabled. It directly serves 6,000 residents with visual and physical disabilities. The TBBL mails out an average of 1,000 talking books,

magazines, and other information on a daily basis to these users throughout the state. All TBBL programs are free of charge to approved users. In addition, the State Library provides the statewide Summer Reading Program and the Louisiana Readers' Choice Programs designed to develop and strengthen a love of reading and books. The State Library also provides library services to all state correctional institutions.

**C. Identification of the primary persons who will benefit from or be significantly affected by each objective within the plan**

**Objective 1:** Increase usage of the State Library collections and services by at least 2% by 2031.

Primary beneficiaries of this will be public libraries and their users, state employees, legislators and state agencies and the general public with the potential to reach all citizens.

**Objective 2:** Facilitate effective use of library resources and increase usage of public library resources by 2% by 2031.

Primary beneficiaries of this will be public libraries and their users, including children, businesses, educators, parents and job-seekers, potentially all citizens.

**Objective 3:** Provide a minimum of 90 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities.

Public library staff will benefit from the continuing education workshops offered by the State Library, and by extension, their users will benefit from improved local library services and more competent and knowledgeable local public library staff.

**Objective 4:** By 2031, provide 160,000 items per year to special populations and maintain participation in reading programs at no less than 110,000 per year.

Primary beneficiaries of the talking books are those with visual or physical disabilities. The majority of these users are veterans and senior citizens, but there are participants of all age groups, including children. Secondary recipients of these services include institutions such as nursing homes. Children without disabilities are served via the children's program support provided by the State Library to the public libraries. Reading programs attract participants of all ages.

**Objective 5:** The State Library will achieve an 85% satisfaction rate in surveys of its users.

Surveys of public library directors will reveal their satisfaction with all services offered by the State Library. Secondarily, beneficiaries of quality

services and materials at the State Library will be the general public and all Louisiana citizens.

**D. Statutory requirement or authority for each goal**

Louisiana Revised Statutes 25:1-17, 121-124, 451-455; 36:208B, 209F, 209L, 910

**E. Potential external factors**

The State Library anticipates future cuts or loss of IMLS Grants to States Funding. This will significantly impact the State Library's ability to deliver programs and services. These funds support continuing education for library staff, literacy initiatives, Homework Louisiana, the interlibrary loan program, the Louisiana Book Festival, statewide databases, services to prison libraries, and the Talking Books and Braille Library.

**F. Description of any program evaluations used to develop objectives and strategies**

The State Library annually produces the Library Services and Technology Act final report which outlines the uses and outcomes of its federally funded services and programs.

Each year the State Library produces the *Public Libraries in Louisiana: Statistical Report* which also yields important data for the public libraries to be used for the performance indicators.

**G. Explanation of how duplication will be avoided**

The Office of the State Library supports and works cooperatively with other state agencies, public libraries, and academic libraries to provide comprehensive library services to Louisiana's citizens. The services that the State Library provides to our clients, the public libraries, are unique and not provided by any other agency. The Talking Books and Braille Library within the State Library serves as the sole regional provider of talking books and other resources for those who are blind or physically handicapped. The State Library plays a supportive role with any public agency or institution that serves Louisiana citizens and local communities. State Library staff work closely with other agencies and legislative libraries to avoid duplication of materials and also to make materials available that other agencies do not have.