The New York State
LIBRARY SERVICES AND TECHNOLOGY ACT
FIVE-YEAR PLAN
DRAFT
October 1, 2022–September 30, 2027
FY 2023–2027

A Focused Program for the
Improvement of Library Services for the People of New York State
Utilizing Local, State, and Federal Resources

The University of the State of New York
The State Education Department
The New York State Library
Cultural Education Center
Albany, New York 12230
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EXECUTIVE SUMMARY

The following pages describe in detail New York State’s Library Services and Technology Act (LSTA) Five-Year Plan for the period October 1, 2022, through September 30, 2027.

The federal Institute of Museum and Library Services, which administers the LSTA program, requires a Five-Year Plan that describes the State Library’s mission, the library service needs identified for the state, and the ways in which the state plans to use Library Services and Technology Act funds to meet those needs.

This 2023–2027 Five-Year Plan consists of four major goals:

Goal 1. The New York State Library will champion lifelong learning.

Goal 2. The New York State Library will demonstrate excellence in public services to and through its library systems and libraries.

Goal 3. The New York State Library will strengthen community engagement and promote social well-being.

Goal 4. The New York State Library will advance collections stewardship and access.

Each of these four goals is closely linked to the New York State Regents Advisory Council on Libraries needs assessment findings, resulting priority areas, and one or more of the priorities of the Library Services and Technology Act (listed under Needs Assessment).

Additional documents used in assessing needs included, but were not limited to, Survey of New York State Libraries and Library Systems (2021) and the LSTA 2017–2022 evaluation report. (Key planning resources)

In the description of each of the four goals and its supporting activities, the plan notes specific evaluation measures (i.e., output and outcome targets). The State Library will track outputs and outcomes, enabling continuous evaluation of program goals as well as efficient and effective use of LSTA resources.

The 2023–2027 Five-Year Plan was developed in consultation with the Regents Advisory Council on Libraries. The plan was made available for public comment during its development, and resulting input was incorporated from many key stakeholder groups.

The State Library will continue to involve key stakeholders in various aspects of the 2023–2027 LSTA Five-Year Plan’s implementation. The Regents Advisory Council on Libraries will ensure that the
execution of the plan is coordinated with the overall plan and priorities of the New York State Library, resulting in unified state library policy in terms of federal, state, and private fund expenditures.
INTRODUCTION

The Library Services and Technology Act (LSTA), a federal program for libraries administered by the Institute of Museum and Library Services (IMLS), requires a five-year plan from each state. This document outlines New York’s sixth LSTA Five-Year Plan. The plan was based on the findings of a needs assessment, which synthesized data from an independent evaluation of the previous LSTA Five-Year Plan, findings from a recent Regents Advisory Council on Libraries needs assessment, a review of key New York State Library documents, and advisory input from New York State Library leaders. The priorities and projects detailed in the plan were developed with input from New York State Library staff and library system directors, which was gathered through a facilitated session and survey. The plan covers the period October 1, 2022, through September 30, 2027.

The Regents Advisory Council on Libraries is appointed by the Board of Regents of The University of the State of New York. The New York State Library and other libraries throughout the state are the responsibility of the Board of Regents. Therefore, policy on library services is part of education policy in New York State.

The State Library includes the Division of Library Development and the Research Library. The Division of Library Development provides leadership, funding, and expert assistance for all of New York’s libraries and library systems. Staff experts work with librarians, trustees, public officials, and local leaders to ensure that library resources are available to all their communities. Library Development administers more than $130 million in state and federal aid to New York’s libraries, and facilitates participation in federal, state, and private funding programs.

The Research Library is the principal library for New York State government and serves New Yorkers and New York’s libraries statewide. Its collection of more than 20 million items makes it the largest state library in the United States.

More than 7,000 libraries serve the people of New York. Most of these libraries are linked with others in resource-sharing library systems and networks. New York’s Library Services and Technology Act program reaches libraries through their regional systems and through statewide services.

The State Library and New York State’s library systems work together as partners to expand and improve statewide library services and to implement initiatives and activities such as those described in this plan. Three different types of library systems connect and serve the state’s libraries as follows:
Public Libraries and Library Systems: Some 757 public libraries with over 1,070 outlets serve the people of New York State. Twenty-three regional public library systems serve public libraries in their respective regions, providing interlibrary loan and outreach services and professional development opportunities. New York State’s public libraries range in size from The New York Public Library, which serves 3.4 million people through 95 outlets, to the Thousand Island Park Library, which serves a population of 96 in northern New York. The public library systems’ 27 central and co-central libraries provide reference and information services to residents throughout the service areas of the systems.

Reference and Research Library Resources Systems: Nine regional consortia, encompassing all of New York State, include libraries in public and private colleges and universities, special libraries, public libraries and public library systems, and school library systems in a complex network of resource sharing. Each system serves its region and the entire state as an important link to the rich and varied resources of the special, college, and university libraries, and provides a strong program of professional development for library staff. As of 2020–2021, the state had 286 degree-granting institutions of higher education.

School Libraries and Library Systems: Forty school library systems serve 4,236 school libraries in 731 public school districts and 1,656 nonpublic schools statewide, enabling them to participate in professional development and resource sharing with all types of libraries. These systems also serve as liaisons to the State Education Department, encouraging school librarians to be co-educational partners with classroom and content-area teachers in ensuring that all students in New York State receive the information literacy skills that will help them become informed citizens who are college and career ready.

MISSION

The mission of the New York State Education Department—“To raise the knowledge, skill, and opportunity of all the people in New York”—provides direction for libraries, archives, and museums, as well as the formal educational structure of schools and colleges.

The State Library, State Museum, State Archives, Summer School of the Arts, and the Public Broadcasting Program comprise the Office of Cultural Education (OCE). These institutions are responsible for increasing the knowledge and information resources of state and local government, businesses, and individuals. The office supports research, operates programs, and develops collections that serve the long-term interests of the institutions and residents of New York. The Office of Cultural Education provides services directly to individuals and government at the New York State Library, the State Archives, and the State Museum. OCE also distributes aid to libraries and library systems, local governments, and public broadcasting stations, and provides instructional television services through the Public Broadcasting Program.
The mission of the New York State Library, through the Division of Library Development and the Research Library, is “to provide leadership and guidance for the planning and coordinated development of library services and to serve as a reference and research library for the people of the State.” The State Library works in partnership with the three types of library systems to carry out planning and coordination for the development of library services throughout the state.

New York’s 2023–2027 LSTA Plan supports all of these missions by strengthening the provision of library services that help all New Yorkers access the wealth of information in collections across the state and beyond. The State Library will augment its programs through a wide range of strategic partnerships, such as those with other state agencies, in order to achieve better reach and service to the state’s residents.

**NEEDS ASSESSMENT**

This plan operates under priorities established by the Institute of Museum and Library Services and based in Library Services and Technology Act law. The LSTA priorities are to

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 42 U.S.C. § 9902(2)) applicable to a family of the size involved;
7. develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks; and
8. carry out other activities consistent with the purposes set forth in 20 USC Section 9121, as described in the State Library Administrative Agency’s plan.

To develop the 2023–2027 LSTA Five-Year Plan in alignment with the above-referenced LSTA priorities, the New York State Library conducted a needs assessment. The needs assessment was informed by key findings from the 2017–2022 LSTA Five-Year Plan Evaluation, which was conducted by an external evaluator. The evaluation consisted of a document review, key informant interviews, and a library stakeholder survey. Additional needs assessment data sources included key documents from the New York State Library, findings from the Regents Advisory Council needs assessment, the State Library Strategic Plan, and advisory input from a committee of New York State Library leaders.

Several needs and priorities were identified from the needs assessment; these informed the goals and projects detailed in the plan. The identified priority areas were:

- diversity, equity, and inclusion
- digital inclusion
- resilience and sustainability
- access and stewardship
- lifelong learning.

These priority areas emerged consistently across the needs assessment sources, including the survey findings and key informant interviews associated with the LSTA Five-Year Plan Evaluation, facilitated discussions with library stakeholders, and New York State Library reports and documents. Specific findings from the LSTA 2017–2022 Five-Year Plan Evaluation and library stakeholder survey are described in greater detail below.

**LSTA 2017–2022 Five-Year Plan Evaluation Recommendations**

The LSTA 2017–2022 Five-Year Plan Evaluation presented several recommendations, which included continuing high-impact LSTA-funded programs and those highly endorsed by the field; continuing or introducing programs that advance digital equity, digital inclusion, and digital literacy; developing an outreach plan to inform the public about library programs and services and to promote the importance and value of the library to policy makers and the general public; supporting the goal of ensuring that every public school student in New York State has access to a school library and certified school librarian; and supporting institutions, including rural libraries, in applying for grants to support access and digital equity.

Additional recommendations from the evaluation informed the process of creating the Five-Year Plan. These recommendations included creating a focused Five-Year Plan that is strategic and measurable,
drawing upon an inclusive process of stakeholder engagement, and adopting evaluation approaches that measure the outcomes and impact of high-priority projects.

**Library Stakeholder Survey Findings**

The library stakeholder survey, described in more detail in the 2017–2022 LSTA Five-Year Plan evaluation report, was designed to gather perspectives from the field regarding needs and priorities. A total of 494 library stakeholders completed the survey. The survey respondents endorsed the following needs and issues as high priority to the library field and/or to the citizens of New York State:

- Promoting diversity, equity, and inclusion
- Supporting and promoting libraries and their services
- Planning for the future of libraries and the profession
- Building a diverse, well-trained, and sustainable workforce
- Addressing social and economic issues related to libraries and their communities
- Providing training and support regarding information and media literacy
- Ensuring access to public libraries for all New Yorkers
- Ensuring access to certified school librarians for students
- Enhancing lifelong learning
- Fostering digital inclusion
- Supporting innovative library programming through grants

**STAKEHOLDER INVOLVEMENT**

The crafting of New York’s sixth LSTA Five-Year Plan involved many stakeholders throughout the process. During a facilitated session, New York State Library staff were asked for feedback on the priority areas that emerged from the needs assessment, including ideas for specific projects and activities to support these priorities. Feedback was also elicited from system directors through a survey (completed by 49 system directors). This input was used to update the Five-Year Plan goals and to develop and finalize the projects and activities.

Initial drafts of the plan were prepared by State Library staff and discussed with members of the Regents Advisory Council on Libraries LSTA Committee and with key leaders within the State Education Department. A first draft of the plan was posted on the State Library’s website, and comments were invited through a survey disseminated through NYLINE, New York’s listserv for the library community, and in direct messages to leaders of statewide library organizations and potential partner organizations.

In addition to having engaged a wide range of stakeholders during plan development, the State Library will continue to involve these stakeholders in various aspects of its implementation. For example, to advance digital equity through expanding broadband access, the New York State Library will cooperate
and collaborate with many individuals and groups as well as libraries and library systems of all types—e.g., the Executive and the New York State Legislature, New York’s ConnectALL office and other government agencies, the vendor community, and statewide library organizations such as the New York Library Association.

SUMMARY OF GOALS

New York State’s LSTA Five-Year Plan consists of four goals and 17 projects with associated output targets and outcome targets. The goals, projects, and activities listed in this plan were determined through the needs assessment and align to one or more Library Services and Technology Act priorities. Each of the four goals reflects strong priorities for the New York State Library. However, Goal 3 is an especially high priority, based on the needs assessment. Two specific priorities that align with Goal 3 are digital inclusion and diversity, equity, and inclusion. These topic areas emerged consistently across the needs assessment sources and stakeholder facilitation process, underscoring their importance to the field.

Goal 1. The New York State Library will champion lifelong learning.

Goal 2. The New York State Library will demonstrate excellence in public services to and through its library systems and libraries.

Goal 3. The New York State Library will strengthen community engagement and promote social well-being.

Goal 4. The New York State Library will advance collections stewardship and access.

The State Library will carry out the goals of this plan through statewide services and, as funding allows, a grants program. The grant categories and eligibility will be defined in annual grant program guidelines. All activities in this plan are intended to be carried out over the 2023–2027 period unless otherwise indicated.
Goal 1. The New York State Library will champion lifelong learning.
*Outcome and outcome targets to be determined.*

The following projects\(^1\) and activities will be implemented to advance Goal 1:

**Project 1: Summer Reading at New York Libraries**

*Overview of Summer Reading at New York Libraries:*

Summer Reading at New York Libraries is designed to benefit children and youth by focusing on 1) improving literacy and academic performance by promoting reading and the use of library resources, 2) improving children's access to library materials and activities which will encourage them to become lifelong library users and learners, and 3) fostering a love of reading in young people through public library programs and services. To that end, the New York State Library will provide state-level leadership, planning, coordination, consultation, and support services for a statewide summer reading program.

*Summer Reading at New York Libraries Activities:*

- Maintain and expand partnerships with national, state, regional and local organizations to foster increased collaboration and resource sharing as well as greater participation in Summer Reading at New York Libraries.
- Promote Summer Reading through program materials, websites, social media, promotional events, and presentations.
- Provide an online registration tool for libraries to allow them to customize registration, track reading progress, facilitate communication with participants, and generate reports.
- Provide an online tool for libraries to allow them to locate information about and facilitate communication with program performers and presenters.

**Project 2: Ready to Read at New York Libraries**

*Overview of Ready to Read at New York Libraries:*

Ready to Read at New York Libraries is designed to raise the level of early literacy expertise and resources that New York's public libraries provide to the young children, families, and caregivers in their communities. To that end, the New York State Library provides state-level leadership, planning, coordination, consultation, and support services for a statewide early literacy program. The intended outcome of the project is to strengthen, among public library staff, knowledge of how to foster early literacy development and, by doing so, to contribute to improved programs and services that benefit children and families in New York State.

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1 Unless otherwise indicated, each project will be implemented throughout the five-year period (2022–2027).
**Ready to Read at New York Libraries Activities:**

- Provide library staff with ongoing access to research-based early literacy skills training, such as Supercharged Storytimes.
- Build capacity to enhance early childhood outcomes through Ready to Read at New York Libraries by recruiting and training additional trainers.
- Promote early literacy resources offered by public libraries to national, state, regional, and local organizations.
- Provide an online day-by-day early literacy calendar resource (for young children, families, caregivers, and library staff) that is designed to enhance early literacy skills and encourage a lifelong love of books and reading.
- Partner with the Council on Children and Families, public broadcasting stations, the New York State Reading Association, and others to promote early literacy programs.

**Project 3: Transforming Teen Services**

**Overview of Transforming Teen Services:**

The Transforming Teen Services (T3) project focuses on statewide training of and support for public library staff and school librarians to strengthen understanding of teen development and learning styles and to utilize that information to enhance library programs and connections with young adults. This project is designed to benefit both the library workforce (by strengthening skills) and children and youth (through improved programs and services). The intended outcome of the project is to increase teen involvement and teen-led activities and to improve the knowledge and skills of librarians regarding how to serve youth more effectively.

**Transforming Teen Services Activities:**

- Support and encourage public libraries and public library systems to partner with schools, school library systems, and other organizations to develop and expand teen-led activities, such as teen advisory and teen volunteer services.
- Provide library staff with ongoing access to research-based teen services training.
Project 4: New York State Library Public Programming

Overview of New York State Library Public Programming:

The New York State Library provides public workshops, webinars, and presentations focused on accessing the Research Library’s electronic resources and vast collections. The Library also provides informative educational programs on various scholarly topics of interest to the general public, such as genealogy and local and state history, as well as author talks and services for patrons with disabilities. The project is designed to benefit New Yorkers, with the intended outcome of increasing their skills and knowledge.

New York State Library Public Programming Activities:

- Provide educational workshops, webinars, and presentations to New Yorkers on a range of topics.

Project 5: NOVELny

Overview of NOVELny:

The New York Online Virtual Electronic Library (NOVELny) provides high-quality, reliable, up-to-date information available only through database licensing/subscription; makes information available to all types of libraries in New York State, including those that lack the resources to obtain such information individually; and levels the playing field for all New Yorkers by permitting individuals to gain access to the same electronic resources regardless of economic, geographic or physical circumstances. This project is designed to benefit New Yorkers by facilitating equitable access to information, with the intended outcome of supporting the enhancement of their knowledge and skills.

NOVELny Activities:

- Develop opportunities and partnerships among libraries, library systems, state government, private industry, the nonprofit sector, and others to expand and promote statewide access to e-resources for all New Yorkers through increased information sharing.
- Provide a collection of commercial e-resources available statewide to support lifelong learning.
- Provide training for library staff, educators, students, and other patrons in accessing and using e-resources.
• Continuously evaluate the effectiveness and the impact of the NOVELny project to ensure that the selected commercial e-resources are relevant and are used by library staff and library patrons.
Goal 2. The New York State Library will demonstrate excellence in public services to and through its library systems and libraries.

*Outcome and outcome targets to be determined.*

The following projects and activities will be implemented to advance Goal 2:

**Project 6: Building Strong Library Leaders**

*Overview of Building Strong Library Leaders:*

New York’s libraries and library systems must have strong, informed leadership now and for the future. To this end, the New York State Library partners with national, state, and local entities to offer statewide services and programs that enhance the skills and knowledge of the library workforce and library trustees. This project is designed to benefit the library workforce through the provision of education and professional development opportunities. The intended outcome is to increase the knowledge and skills of current and emerging library leaders.

**Building Strong Library Leaders Activities:**

- Educate library staff, library trustees, and others about innovative models of public library governance, such as public library districts, program delivery, support, and sustainability.
- Partner with library systems and others to ensure that all library staff and trustees are highly skilled in using new technologies by supporting, promoting, and providing professional development offerings.
- Provide instruction and assistance to applicants, certificate holders, graduate schools of library and information science, and employers concerning the public librarian certification process, as well as certification and professional development requirements.
- Provide educational workshops, webinars, and presentations for New York State Library staff, and support staff participation in other professional development activities.

**Project 7: Data for Decision Making**

*Overview of Data for Decision Making:*

Libraries and library systems in New York State and the researchers, policy makers, and members of the general public interested in libraries must have the data and information needed to make good decisions about library services in the current electronic environment and into the future. To that end, the New York State Library provides state-level leadership, planning, coordination, consultation, and support services for accurate and timely data collection and dissemination. This project is designed to benefit the library workforce and New Yorkers by supporting data collection and data dissemination. The intended outcome is an increase in data-driven decision making.
Data for Decision Making Activities:

- Maintain partnerships among the State Library, library systems, libraries, IMLS, and others to provide user-friendly, timely, and accurate data via the internet for the ongoing evaluation and continuous improvement of library services and programs.
- Continuously improve online planning and reporting tools for use by the State Library and by local libraries and systems.
- Provide training and technical assistance related to data collection and dissemination.

Project 8: Expanding Library Networking and Collaboration

Overview of Expanding Library Networking and Collaboration:

The New York State Library provides state-level leadership, planning, coordination, consultation, and support services to enable 72 library systems and 7,000 libraries of all types to create and expand networking activities, partnerships, and collaborations. This project focuses on the State Library’s partnerships with the 23 public library systems, the nine regional library councils and the 40 school library systems. The intended outcome is to strengthen the capacity of local public, school, academic, and special libraries to collaborate and maximize their resources; to offer programs and services that raise the knowledge and skills of all New Yorkers; and to improve equitable access to library services for all New Yorkers, regardless of where they live and work. Thus, the project is designed to benefit the library workforce, as well as all New Yorkers.

Expanding Library Networking and Collaboration Activities:

- Continuously improve, enhance, and sustain programs and services of New York’s library systems and public, school, academic, and special libraries through communication with system directors and through the provision of technical support by regional liaisons.
- Regularly share information about the impact of state funds and LSTA federal funds with library systems, the library community, and the general public through meetings, presentations, the NYLINE listserv, and social media.
- Provide grants to library systems and libraries, as funds are available, to enable libraries to improve access, deliver innovative programs, and offer high-quality lifelong learning opportunities.
- Revise State Education Department policies, regulations, and program guidelines as needed to keep pace with change and to implement this Five-Year Plan.
- Maintain partnerships among the State Library, library systems, and others to enhance resource sharing by supporting interlibrary loan services, delivery, and collaborative collection development.
• Support the efforts of the State Education Department’s Office of P–12, school library systems, and others to ensure that all New York State students have access to a school library and a certified school librarian by sharing data and best practices.

• Partner with public library systems and others to reduce the number of New Yorkers without a local public library (currently almost 1 million) through continuous improvements in library governance structures.

• Partner with public library systems and others to ensure that all public and association libraries in New York State understand and comply with minimum standards.
Goal 3. The New York State Library will strengthen community engagement and promote social well-being.
*Outcome and outcome targets to be determined.*

The following projects and activities will be implemented to advance Goal 3:

**Project 9: Diversity, Equity, and Inclusion**

*Overview of Diversity, Equity, and Inclusion:*

The New York State Library is providing state-level leadership, planning, coordination, consultation, and support services to advance diversity, equity, and inclusion. The State Library will create tools for library systems and libraries, conduct a needs assessment and a policy audit, and offer professional development for the library workforce. The intended outcome of the project is improved awareness regarding diversity, equity, and inclusion among the library workforce, as well as progress toward the long-term goal of reducing and eliminating barriers that prevent full participation among diverse groups in the library workforce.

*Diversity, Equity, and Inclusion Activities:*

- Finalize a comprehensive toolkit on diversity, equity, and inclusion and disseminate it to library systems and libraries.
- Conduct a comprehensive needs assessment on the current state of diversity, equity, and inclusion throughout the New York State Library, culminating in recommendations and action steps.
- Conduct a policy audit to assess and document current policies and practices for promoting diversity, equity, and inclusion throughout the New York State Library, culminating in recommendations for policy changes and updates.
- Develop a comprehensive professional development plan and specific professional development offerings for the library workforce regarding diversity, equity, and inclusion.
- Communicate with the field about new and ongoing diversity, equity, and inclusion initiatives and disseminate project findings (i.e., reports and other products).

**Project 10: Digital Inclusion**

*Overview of Digital Inclusion:*

The New York State Library provides state-level leadership, planning, coordination, consultation, and support services to advance digital equity and inclusion efforts that improve broadband adoption. The State Library and others in state government are essential partners in ensuring that New Yorkers have both access to affordable, robust broadband internet service and the devices, training, and support
they need to fully benefit from the opportunities the internet promises. *Digital inclusion* refers to the
activities necessary to ensure that all individuals and communities, including the most disadvantaged,
have access to and can make use of information and communications technologies. This includes five
elements: affordable, robust broadband internet service; internet-enabled devices that meet the
needs of users; access to digital fluency training; quality technical support; and applications and online
content designed to enable and encourage self-sufficiency, participation, and collaboration.

*Digital Inclusion Activities:*

- Communicate and share information with national, state, and other government agency
  partners, such as New York State’s ConnectALL office, to ensure that every library in New York
  State obtains and sustains robust high-speed broadband connections and internet access.
- Maintain national, state, and regional communications about the innovative and exemplary
  library programs and best practices of New York’s libraries and library systems pertaining to
digital inclusion.
- Partner with library systems and national, state, regional and local organizations to ensure that
  library staff, trustees, and patrons have ongoing access to high-quality digital literacy training
  programs.
- Develop, maintain, and update a comprehensive clearinghouse listing information on digital
  inclusion funding opportunities for library systems and libraries.
- Disseminate information about funding opportunities, emerging research, and best practices in
  fostering digital inclusion through roundtable discussions and by sharing digital equity materials
  via listservs.
- Conduct and support research on digital inclusion to highlight emerging trends and best
  practices and formulate recommendations and action steps.
- Leverage federal e-rate telecommunication discounts to improve and sustain high-speed
  broadband connections for libraries and enhance public access computing services for all New
  Yorkers.

**Project 11: Outreach to Underserved Populations**

**Overview of Outreach to Underserved Populations:**

The New York State Library, in partnership with public library systems, supports access to library
services for specific target groups, such as persons incarcerated in state and county correctional
facilities, persons with physical and learning disabilities, the elderly, persons speaking languages other
than English, the unemployed and underemployed, adults who are illiterate, persons living in
geographically isolated areas, at-risk youth from birth to 21, Native Americans, and New Yorkers having
difficulty using a library. The intended outcome of the project is improved knowledge, literacy, and
workforce development skills among the targeted populations of library users. To this end, the State
Library provides state-level leadership, planning, coordination, consultation, and support services.
**Outreach to Underserved Populations Activities:**

- Improve, enhance, and sustain outreach programs and services of New York’s public library systems and public libraries through communication with system directors and system outreach coordinators and through the provision of technical support.
- Disseminate information and best practices about library outreach, workforce development, and lifelong learning programs and services to libraries, library systems, and other organizations.
- Maintain and expand partnerships with national, state, regional, and local organizations to foster increased collaboration and information sharing about library outreach programs and services.
- Partner with state agencies such as the Department of Labor, the Department of Corrections and Community Supervision, and units of the State Education Department such as the Office of Adult Career and Continuing Education, in order to share timely information with libraries about state programs and services that will benefit library users and those in need of library programs and services.
- Disseminate information to library systems and local libraries to promote use of the digital talking book program offered through The New York Public Library’s Andrew Heiskell Talking Book Library and the New York State Library’s Talking Book and Braille Library.
Goal 4. The New York State Library will advance collections stewardship and access.
*Outcome and outcome targets to be determined.*

The following projects and activities will be implemented to advance Goal 4:

**Project 12: Digitization Program**

*Overview of Digitization Program:*

The New York State Library provides access to documents relevant to New York history and governance. Through its digitization program, the Library harvests born-digital government publications, scans tangible documents, and hosts these items in its digital management system. The State Library also digitizes Manuscripts and Special Collections items. This project is designed to benefit New York library users by facilitating access to information. The intended outcome is an increased number of accessible digital items for New Yorkers.

*Digitization Program Activities:*

- The Research Library’s Preservation, Manuscripts and Special Collections, and Digital Services units will work together to digitize items held by Manuscripts and Special Collections that require preservation or are requested by a researcher.
- Improve access to image files for researchers, either through internal procedures or by making the images available within the digital collections for researchers to access directly.
- Partner with the nine regional library councils to advance digitization of collections and digital access, through projects such as NY Heritage and NYS Historic Newspapers.

**Project 13: New York State Government Documents**

*Overview of New York State Government Documents:*

Through its Document Distribution program, the New York State Library distributes New York State Government publications to repositories across the state staffed with librarians to help put this information in the hands of New Yorkers. The intended outcome of the project is to increase access to NYS government documents for educational and research purposes.

*New York State Government Documents Activities:*

- Improve statewide access to full-text electronic New York State government documents by digitizing and collecting born-digital publications.
- Distribute New York State Government publications to repositories across the state.
- Partner with New York State agency staff to increase participation in the New York State Document Depository Program through outreach and education.
- Increase patron access to government publications through education and outreach to libraries throughout the state.

**Project 14: Preservation and Discoverability**

*Overview of Preservation and Discoverability:*

The New York State Library provides state-level leadership, planning, coordination, consultation, and support services to advance the preservation of unique research collections in libraries and other cultural organizations for future generations of New Yorkers. The State Library also engages in preservation activities. The intended outcome is increased discoverability of State Library’s vast research collections. This project is designed to benefit New Yorkers, who will be able to access and use library items that have been preserved and made discoverable.

*Preservation and Discoverability Activities:*

- Participate in national, state, and regional partnerships that promote preservation, collaborative collection development, access to resource sharing, disaster planning and recovery, and sustaining and preserving information in all formats.
- Expand and sustain conservation/preservation program activities in New York’s libraries, including technological solutions.
- Partner with the State Archives and others in continuously assessing and improving a statewide Documentary Heritage and Preservation Services for New York program that offers specialized training, collection assessment, and other technical assistance and support services for the staff and leaders of libraries, archives, historical societies, and other cultural institutions with unique collections.
- Strengthen partnerships with federal, state, and regional organizations to assist libraries in developing continuity of services and disaster recovery strategy plans.
- Increase discoverability of New York State historical and genealogical materials located in the State Library’s research collections by creating finding aids, cataloging items, and improving catalog records.
- Improve discoverability and access for New Yorkers to the holdings of the Office of Cultural Education’s research collections.
Project 15: Research Library Services for Libraries

Overview of Research Library Services for Libraries:

The New York State Library’s Research Library uses its resources and technology to make information available for scholarship and research to all types of libraries throughout New York State by providing reference, interlibrary loan, and interlibrary loan consulting services, and by facilitating access to materials in federal depositories across the state. This project is designed to benefit libraries, with the intended outcome of increasing the number of available and accessible items.

Research Library Services for Libraries Activities:

- Provide reference and interlibrary loan services to make information available to all types of libraries throughout New York State.
- Provide consulting services to other federal depository libraries in New York State.

Project 16: Research Library Services for Researchers

Overview of Research Library Services for Researchers:

The New York State Library’s Research Library uses its resources and technology to make information available for scholarship and research, interlibrary loan, and reference. The State Library serves the reference and research needs of researchers, other individuals, and organizations in New York by providing reference, informational, and technical assistance on site, by telephone, by regular mail, and by email. This project is designed to benefit researchers, with the intended outcome of supporting the advancement of research through access to information and support for obtaining this information.

Research Library Services for Researchers Activities:

- Expand use of Research Library resources on site, through email, through loaning exhibit materials, and through interlibrary loan by providing timely access to requested copies of materials and information from State Library Collections.
- Promote user self-service or non-intermediated access to State Library collections.
- Expand access to information provided by the State Library, both on site and online, including information about State Library collections, statewide programs and services, and e-learning initiatives.
- Disseminate content for the Personal History Initiative.
- Elicit narratives from individuals for the Personal History Initiative.
• Engage community leaders, such as library staff and local historians, to collect stories from their communities for the Personal History Initiative.

Project 17: Digital Services

Overview of Digital Services:

Through its website, the New York State Library provides equitable access to information about its Research Library collections and services, Talking Book and Braille collections and services, and Division of Library Development statewide programs and services. The State Library also connects users to collections, programming, and library services through social media engagement. This project is designed to benefit New Yorkers, with the intended outcome of disseminating information about library programs and services and advancing access to information.

Digital Services Activities:

• Maintain and update an accessible website with current information about State Library programs, services, and collections.
• Migrate the static HTML website to the Drupal Content Management System (CMS) to enhance user experience and accessibility, as well as to improve discoverability.
• Continue to provide relevant and current information for library staff, trustees, decision makers, and others about New York’s libraries and library systems using the State Library website, social media, the NYLINE listservs, and other new technologies.