



# Florida's Libraries Transform Communities:

Florida's Library Services and Technology Act Plan 2018-22

Florida Department of State  
Division of Library and Information Services  
June 2017

## Introduction

Five years ago, Florida was still recovering from the recession that impacted all of the United States. In the last five years, Florida's economy has improved and is expected to continue to steadily grow. In addition to the economic impact, population changes are predicted, including an increase in residents over 65 and increased ethnic diversity throughout the state. Training people for higher paying jobs (workforce development) remains an issue. All of these issues present opportunities for Florida's libraries to contribute to their communities with both traditional and innovative services.

The 2018-22 Plan has two goals and eight outcomes that respond to an intensive needs assessment process involving librarians, an environmental scan, and a study of trends facing Florida's libraries in the future. The goals and outcomes are designed to respond to one or more of the LSTA purposes and the focal areas.

The Florida Department of State, Division of Library and Information Services submits this Plan with a commitment to improve the lives of Floridians.

## Mission

Florida's Division of Library and Information Services promotes, enhances and provides library, records management and archival services by connecting individuals, agencies, libraries, educational institutions and businesses to vital informational, cultural and learning resources.

## Needs Assessment

This environmental scan covers three areas:

- Trends identified by participants in eight focus groups conducted throughout Florida, interviews with Executive Directors of Multitype Library Cooperatives (MLC) and a statewide survey of the library community;
- Key data about Florida's population, economy, education and climate; and
- National trends that can impact Florida.

## Trends identified by Florida's library community

In the fall of 2016, library consultants Nancy Bolt and Tom Clareson conducted eight focus groups throughout Florida. Questions were asked to identify key issues facing Floridians in the next five years and the library community's potential response to those issues. On the 2016 statewide library survey, respondents were asked to identify the top five issues their community, campus or school will face in the next five years. This question was also asked in the MLC Executive Director interviews. The top priorities were identified as:

- **Workforce development, including undereducated, unemployed and underemployed:** People come to the library seeking information about educational opportunities and ways to find jobs. Libraries in Florida offer online educational opportunities such as Career Online High School. They also offer classes on finding jobs, getting an email account, writing a resume, business incubation services and other assistance in workforce development.

- **Technology and digital literacy (including internet access, particularly in rural areas):** Technology is being pushed in schools, ignoring the fact that many families don't have access to the internet at home. People use library parking lots when the library is closed in order to get internet access. People get devices like e-readers that they don't know how to use and ask librarians for help. One focus group participant said "internet connectivity should be like water; it is the running water of the digital age." Many libraries try to get technology so they can stay ahead of their users and teach them when they come in with questions. Some libraries are beginning to offer "hot spots" for users to take home. Others leave the library's Wi-Fi on all night so that students and others can use it. Libraries teach digital literacy classes to help people use the available technology.
- **Health care:** This wide-ranging topic included health status and care for senior citizens, people with disabilities, those with Post Traumatic Stress Disorder, special services for children with autism, opioid addiction, pill mills and pain management. The library's role is two-fold, both providing information and programs to people seeking health care information and connecting patrons with social service assistance.
- **Education in general, including access and affordability:** Many schools are reforming their curriculum, eliminating school libraries, initiating national education standards, adding technology and offering online courses. With school libraries being eliminated, students go to the public library for services including: online resources, tutoring, homework help, Wi-Fi, tablets and other useful resources. Libraries offer makerspaces and Science, Technology, Engineering and Math (STEM) classes.
- **Climate change and environmentalism:** While the focus groups felt climate change and environmentalism were major issues facing Florida, particularly in coastal communities, no participant reported current library programs specifically related to climate change. However, more and more libraries are being designated as disaster response and relief centers.
- **Early literacy:** Participants mentioned an emphasis on early education in programs for young children and preparing them for school. A new school choice law will encourage the establishment of charter and private schools. It is unclear if these schools will create libraries for their students, or if the burden of serving them will fall to public libraries.
- **Homelessness:** Groups mentioned mixed signals from some public officials who ask the library to deal with homeless people, yet want the library to discourage them from the town center. Some libraries are hiring social workers to work with patrons who are homeless.
- **Adult literacy for native and non-native speakers:** Florida is a multiethnic and multicultural state, and efforts to bring different communities together often involve language. One participant said that immigrants need to learn how to access information: "Everything is online and they don't know how to use the equipment or get the information – information literacy and technical literacy." Participants mentioned citizenship classes and language classes in English, Spanish, and Haitian Creole.

## Environmental scan

In 2016, Florida's population became the third largest in the United States, moving up from fourth in 2010, surpassing New York and only behind Texas and California.<sup>1</sup> Florida also tied for second place as the fastest growing state.<sup>2</sup> According to the Florida Office of Economic and Demographic Research, most of Florida's population growth comes from net migration, meaning more people move into the state than leave. By 2030, all of Florida's population growth will come from net migration.<sup>3</sup>

The chart below shows the percentage of Florida's population by age.<sup>4</sup>

Age	2015 % population	2020, projected % population
0-4	5.6%	5.5%
5-17	15%	14.7%
18-24	9.1%	8.5%
25-44	24.7%	24.6%
45-64	26.7%	25.7%
65+	18.9%	21%
Total Population	18,801,210	21,336,667

While the percentage of all age groups below 65 are forecasted to decline, the percentage of those over 65 is projected to increase by 2.1%. This indicates a need for additional services for this population, both in terms of social needs and more recreational activities as seniors stay healthy later in life. The Florida Office of Economic and Demographic Research predicts that Florida faces dual challenges as it grows: the state's aging population, as the 65+ group is predicted to reach 24.1% by 2030 ; and a greater need for services, allocation of increasingly scarce natural resources (especially water), and infrastructure (both new and replacement).<sup>5</sup>

Looking at Florida's ethnicity by percentage of the population shows that Florida is a very diverse state.<sup>6</sup>

Ethnicity – 2015	Percentage of Florida population
White, including Hispanic*/Latino	77.7%
White alone, without Hispanic*/Latino	55.3%
Hispanic*/Latino	24.5%
Black/African American alone	16.0%

<sup>1</sup>Wikipedia. "List of U.S. States and Territories by Population." 2017.

[en.wikipedia.org/wiki/List\\_of\\_U.S.\\_states\\_and\\_territories\\_by\\_population](https://en.wikipedia.org/wiki/List_of_U.S._states_and_territories_by_population)

<sup>2</sup>United States Census Bureau. "Utah is Nation's Fastest-Growing State, Census Bureau Reports." December 20, 2016. [census.gov/newsroom/press-releases/2016/cb16-214.html](https://www.census.gov/newsroom/press-releases/2016/cb16-214.html)

<sup>3</sup> Florida Office of Economic and Demographic Research. "Demographic Overview & Population Trends." November 6, 2013.

[edr.state.fl.us/Content/presentations/population-demographics/DemographicTrends\\_11-6-13.pdf](https://edr.state.fl.us/Content/presentations/population-demographics/DemographicTrends_11-6-13.pdf)

<sup>4</sup> Florida Office of Economic and Demographic Research. "Population: 1970-2040, Statewide." 2015.

[edr.state.fl.us/Content/population-demographics/data/Pop\\_Census\\_Day.pdf](https://edr.state.fl.us/Content/population-demographics/data/Pop_Census_Day.pdf)

<sup>5</sup> Florida Office of Economic and Demographic Research. "Demographic Overview & Population Trends." November 6, 2013. [edr.state.fl.us/Content/presentations/population-demographics/DemographicTrends\\_11-6-13.pdf](https://edr.state.fl.us/Content/presentations/population-demographics/DemographicTrends_11-6-13.pdf)

<sup>6</sup> United States Census Bureau. "Quick Facts, Florida." [census.gov/quickfacts/table/PST045216/12](https://www.census.gov/quickfacts/table/PST045216/12)

<b>Ethnicity – 2015</b>	<b>Percentage of Florida population</b>
American Indian or Native Alaskan	.5%
Asian alone	2.8%
Native American	.1%
Two or more races	2.5%

\*Hispanic ethnicity may be of any race, so it is also included in applicable races

The largest growing ethnic group is Hispanic/Latino, predicted to be 28% by 2030. The U.S. Census also asks about language fluidity and “foreign born persons.” Of persons over 5 years old, 27.9% speak a language other than English as their first language. Of these, 11.5% are described as speaking English “less than very well.” The percentage of the Florida population born in another country is 19.7%.

### *Florida’s economy - poverty*

For 2017, the federal poverty level consists of \$12,060 annual income for an individual, rising to \$24,600 for a family of four and \$41,320 for a family of eight.<sup>7</sup> Florida’s poverty rate shows that 16.5% of the population are living in poverty, with 7.3% of those living in deep poverty.<sup>8</sup> “Deep poverty” is defined as living on one-half of the poverty level. The chart below shows the extent of poverty in Florida in 2016:

	<b>Florida population</b>	<b>Percentage in poverty</b>	<b>Population in poverty</b>	<b>Percentage in deep poverty</b>	<b>Population in deep poverty</b>
Total	19.2 million	16.5%	3.16 million	7.3%	230,680
Under 18 years of age	4.0 million	24.1%	964,000	10.5%	96,400
Over 65 years of age	3.6 million	10.3%	370,800	3.2%	11,865
Married couples with children	15.8 million	8.2%	1.3 million	6.0%	78,000
Female-headed households with children	3.7 million	30.9%	1.14 million	14.5%	165,300
Adults over 25 with less than a high school education	1.7 million	28.3%	481,100	10.4%	50,034
People with disabilities	2.5 million	21%	525,000	7.9%	41,475
White	14.6 million	16.5%	2.4 million	6.0%	144,000
Black or African-American	3.0 million	27.5%	825,000	12.7%	104,775
Hispanic or Latino origin	4.6 million	21.6%	993,600	8.1%	80,481
Asian	502,595	12.5%	62,824	5.7%	28,647
Native American and Alaskan	10,690	22.4%	2,394	5.8%	620

The Florida Office of Economic and Demographic Research in 2016 issued a paper, “Florida’s Families and Children Below the Federal Poverty Level,” that pointed out some additional data.<sup>9</sup>

<sup>7</sup> Families USA. “Federal Poverty Guidelines.” February 2017. [familiesusa.org/product/federal-poverty-guidelines](http://familiesusa.org/product/federal-poverty-guidelines)

<sup>8</sup> United States Census Bureau. Selected characteristics of people at specified levels of poverty. Retrieved from [FactFinder](http://factfinder.census.gov).

<sup>9</sup> Florida Office of Economic and Demographic Research. “Florida’s Families and Children Below the Federal Poverty Level.” February 17, 2016. [edr.state.fl.us/Content/presentations/social-services/PovertyDemographicsPresentation.pdf](http://edr.state.fl.us/Content/presentations/social-services/PovertyDemographicsPresentation.pdf)

- Single-parent households make up nearly 70% of families with children living in poverty; 49.3% of these are headed by females.
- Florida families in poverty are typically larger than those at or above the poverty level.
- 60.5% of Florida’s families below the poverty level have only attained a maximum of a high school degree, compared with 33.5% of those at or above the poverty level.
- Forty of Florida’s counties have a poverty rate at or above the state’s rate of 16%.
  - Most are in Central and North Florida
  - Most are rural
- Multiple agencies in Florida address the poverty issue.

The number of people living in poverty who use Florida’s libraries is unknown. However, the need for workforce development and cooperation with other agencies presents an opportunity for Florida’s libraries.

### *Florida’s economy - employment*

Florida was hit hard by the recession from 2008 to 2010. Unemployment rose from 4.5% in 2006 to a high of approximately 11% in 2010. Since then, the unemployment rate has consistently declined. By December 2016 it fell to 4.9%, the same as that for the United States in the same period. The Florida Demographic Estimating Conference, held in November 2016, estimated an expected average 3% employment growth for non-farm jobs over the next few years.<sup>10</sup>

The four top industries in Florida in 2017 are:<sup>11</sup>

- Tourism – Florida is one of the top tourist destinations in the United States and the world. A record 97 million tourists visited Florida in 2014, up 4% from the year before. In 2015, the tourist industry brought in \$51 billion and employed 12% of Floridians.
- Agriculture – This industry employs two million people and brings in more than \$104 billion each year. Each year, 80% of fresh vegetables consumed in the United States from January through March come from Florida.
- International trade – As one of the largest export states in the United States, Florida serves as a global trade portal, especially between North America, Latin America and the Caribbean. Of all United States exports to Latin and South America, 40% go through Florida.
- Aerospace and aviation – Aviation-related activities in Florida bring in an estimated \$144 billion per year. Florida’s 19 commercial airports account for 10% of the country’s passengers.

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<sup>10</sup> Florida Office of Economic and Demographic Research. “Florida Economic Estimating Conference.” February 21, 2017. [edr.state.fl.us/Content/conferences/fleconomic/floridaeconomicsummary.pdf](http://edr.state.fl.us/Content/conferences/fleconomic/floridaeconomicsummary.pdf)

<sup>11</sup> Investopedia. “Florida’s Economy: The 6 Industries Driving GDP Growth.” Updated January 13, 2016. <http://www.investopedia.com/articles/investing/011316/floridas-economy-6-industries-driving-gdp-growth.asp>

### Internet access

Internet Access Local<sup>12</sup> reports that 71.8% of Florida residents have Internet access either at home or some other location. This ranks Florida as 24<sup>th</sup> in the nation in total Internet connectivity, with 28.2% of Floridians completely lacking Internet access. Other data show that 29.8% are connected at home only, 27.5% are connected on more than one device, 8.8% are connected on only one device, and 5.7% are connected elsewhere but not at home. This provides librarians an opportunity to reach out to those with limited or no Internet connectivity, who would especially benefit from library access and services.

### Health of Floridians

As in most states, health and health care are issues for the population. Overall, 77.2% of adults have health insurance,<sup>13</sup> including 8.4% who are enrolled through the Affordable Care Act.<sup>14</sup> Florida Department of Health reports provide a multitude of health data, such as:

- 62.2% of adults are overweight or obese
- 28.2% of children between 11 and 17 years old are overweight or obese
- 50% of adults exercise “vigorously” (150 minutes each week)
- Heart disease and cancer cause 46.5% of all deaths

Florida has also seen an increase in drug use and addiction. Besides alcohol, the three most common drugs causing addiction or death are heroin, prescription drugs and marijuana.<sup>15</sup> The Florida Department of Law Enforcement reports 187,942 deaths in 2014 where drugs were either the cause of death or present in the person’s system.<sup>16</sup>

### Education

In Florida, 62% of the population has not earned any type of college degree.<sup>17</sup> The data show the following:

Level of education	Percentage
Less than HS	12.4%
HS/GED	29.2%
Some college, no degree	20.4%
Associate degree	9.6%
Bachelor’s degree	18.2%

<sup>12</sup> Internet Access Local. “Florida Internet Services.” Accessed 2017. [internetaccesslocal.com/states/florida/#ref](http://internetaccesslocal.com/states/florida/#ref)

<sup>13</sup> Florida Department of Health. “2014 Florida’s Healthiest Weight State Profile.” 2014.

[flhealthcharts.com/Charts/documents/2014\\_HealthiestWeightProfile.pdf](http://flhealthcharts.com/Charts/documents/2014_HealthiestWeightProfile.pdf)

<sup>14</sup> ACASignups.net. “State By State: Guess Which States Have Already Enrolled the Highest Percent of Their Total Populations in ACA Exchange Policies for 2017?” December 23, 2017.

[acasignups.net/16/12/26/state-state-guess-which-states-have-already-enrolled-highest-percent-their-total](http://acasignups.net/16/12/26/state-state-guess-which-states-have-already-enrolled-highest-percent-their-total)

<sup>15</sup> The Palm Beach Institute. “The Most Common Drug Addictions in Florida.” February 18, 2014.

[pb institute.com/common-drug-addictions-florida/](http://pb institute.com/common-drug-addictions-florida/)

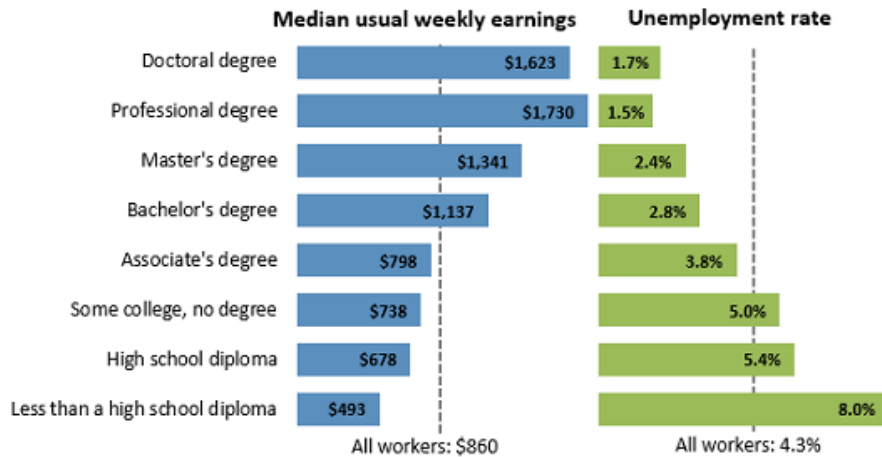
<sup>16</sup> Florida Department of Law Enforcement. “Drugs Identified in Deceased Persons by Florida Medical Examiners: 2014 Annual Report.” September 2015. [fdle.state.fl.us/cms/MEC/Publications-and-Forms/Documents/Drugs-in-Deceased-Persons/2014-Annual-Drug-Report-FINAL.aspx](http://fdle.state.fl.us/cms/MEC/Publications-and-Forms/Documents/Drugs-in-Deceased-Persons/2014-Annual-Drug-Report-FINAL.aspx)

<sup>17</sup> Statista. “Educational Attainment Distribution in Florida in 2015.” [statista.com/statistics/306971/educational-attainment-florida/](http://statista.com/statistics/306971/educational-attainment-florida/)

Level of education	Percentage
Post-Graduate	10.2%

The U.S. Bureau of Labor Statistics in 2014 estimated that about 30% of jobs in Florida were in occupations that require less than a high school education.<sup>18</sup> This included work in agriculture and the tourism industry. In another report, the Bureau found a direct correlation between education level and unemployment rate.<sup>19</sup>

### Earnings and unemployment rates by educational attainment, 2015



Note: Data are for persons age 25 and over. Earnings are for full-time wage and salary workers.  
Source: U.S. Bureau of Labor Statistics, Current Population Survey

There is also a substantial disparity between the achievements of a degree by the four most prominent ethnic groups in Florida. In 2014, degree attainment rates for Asians was 56%; for whites 41.6%; for Hispanics 31.2%; and for Blacks 25.9%.<sup>20</sup> The Research Institute on Social and Economic Policy at Florida International University issued a comprehensive report entitled “The State of the Working Florida, 2015”<sup>21</sup> that also highlights disparities based on ethnicity. In 2014, African-Americans earned 25% less than white workers, while Hispanics earned 16% less than white workers. In 2013, the poverty rate for blacks was 27%, compared with 22% for Hispanics and 9% for whites. Between 1980 and 2014, whites averaged an unemployment rate of 4.7%, compared to 10.6% for blacks and 7.4% for Hispanics. Workers with a bachelor’s degree or higher earned \$22,755 more a year than workers with only a high school degree in 2014. This data shows the urgency related to workforce development to help Floridians improve their education and learn skills to gain employment or better employment.

<sup>18</sup> U.S. Bureau of Labor Statistics. “Education Level and Jobs: Opportunities by State.” September 2014. [bls.gov/careeroutlook/2014/article/education-level-and-jobs.htm](http://bls.gov/careeroutlook/2014/article/education-level-and-jobs.htm)

<sup>19</sup> U.S. Bureau of Labor Statistics. “Employment Projections.” [bls.gov/emp/ep\\_chart\\_001.htm](http://bls.gov/emp/ep_chart_001.htm)

<sup>20</sup> Florida College Access Network. “New Data Dashboard Tracks Florida Degree Attainment.” July 30, 2014. <http://www.floridacollegeaccess.org/2014/07/30/new-data-dashboard-tracks-florida-degree-attainment/>

<sup>21</sup> Research Institute on Social and Economic Policy, Center for Labor Research and Studies, Florida International University. “The State of the Working Florida, 2015.” [risep.fiu.edu/state-of-working-florida/state-of-the-working-florida-2015-1.pdf](http://risep.fiu.edu/state-of-working-florida/state-of-the-working-florida-2015-1.pdf)



### *Early literacy*

Florida libraries have a strong tradition in serving preschoolers and young children through story hours and summer reading programs. There is no research in Florida to determine the impact this has had on school readiness of preschoolers. However, Florida provides a program called Voluntary Pre-kindergarten (VPK).<sup>22</sup> Significant research has been done on the value of this early preschool program. The research shows that 80% of Florida's four year olds attend VPK. Of these, 82% are deemed "kindergarten ready." Of those preschoolers who do not attend VPK, only 53% are considered "kindergarten ready."

### *Florida's environment*

Climate change is already impacting Florida. In a recent article the *Washington Post* reported on frequent flooding in South Florida and requests by mayors for the state and federal government to provide assistance.<sup>23</sup> The Florida Climate Center at Florida State University<sup>24</sup> cites research that predicts an overall temperature rise of seven degrees Fahrenheit by 2099 and a sea level rise of eight to twenty-three inches by the same date.

### *Homelessness in Florida*

Homelessness is an increasing problem around the country and Florida is no exception. Libraries are a popular place for people who are experiencing homelessness to gather because they offer a safe place, things to do, help if needed, and a pleasant environment. The Florida Council on Homelessness *2016 Annual Report*<sup>25</sup> cites the main reasons for homelessness as economic (loss of job, high medical and other bills); social (spousal abuse, parental rejection for teens); and mental health/addiction issues. Some people experiencing homelessness are in transition, in that they become homeless, seek help to find stable housing and are able to succeed. Others are chronically homeless, living on the street or in shelters. Florida has the third largest homeless population of all states.

Every January, the Council conducts what is called a "point in time count." Volunteers walk through towns identifying people who are homeless and living on the streets or in shelters. The point in time count for Florida in 2016 identified 33,502 individuals living on the streets or in shelters. Florida schools also count children who are homeless, and the count for 2015 was 73,417 homeless or living in temporary housing, up from 56,680 in 2010. The school count is conducted using different criteria than the point in time count. Schools count students who may not be living on the streets but rather living in motels, or with relatives in a temporary setting which means they may not be permanent residents of the school district.

Children who are experiencing homelessness may have more need of public library services to support their learning because they may lack technology or ready access to Internet or learning tools.

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<sup>22</sup> Florida Department of Education, Office of Early Learning. (2016). About voluntary pre-kindergarten. Retrieved from [Florida Department of Education](#)

<sup>23</sup> Bump, Philip, *Washington Post*. (March 10, 2016). "Why climate change is such a big issue in Florida." Retrieved from [Washington Post](#)

<sup>24</sup>Florida Climate Center, Florida State University, Center for Ocean-Atmospheric Studies. (2010). Climate change basics for southeast USA. Retrieved from [Florida Climate Center](#)

<sup>25</sup> Florida Department of Children and Families, Council on Homelessness. (2016). Annual report. Retrieved from [Florida Department of Children and Families](#)

## Trends in the library community

The Aspen Institute<sup>26</sup> issued a report in 2014 which described what people will need in a knowledge economy. They will need lifelong access to a body of knowledge and tools to ensure skills remain relevant in the current economy as it evolves. Individuals will need the capacity to learn in small, quick doses rather than mounds of links and piles of data. They will need the ability to use, understand and process information in diverse formats to evaluate quality of information from different sources and to understand the relevance. Individuals will need places to gather, collaborate and contribute to knowledge development. They will require access to conversation among creative people in areas of interest so they can innovate and develop or maintain competitive edge.

If we assume that across all communities there are the same or similar needs as those identified at the Aspen Institute conference, then how all types of libraries respond makes sense. There are many different names for the trends depending on which report you read, however it all comes down to the same concepts: collaborative initiatives, the building of partnerships with multiple entities, including government, education, community and business in order to serve library clientele with multiple needs; expanded lending, which means acquiring and sharing not just traditional media (print and media) but also creating community centers (gardens), tools and human expertise lending collections. Libraries are community centers, which means re-envisioning facilities to support collaboration. To make space for community engagement, libraries are removing physical collections and creating a variety of different types and sizes of spaces for people to come together.

Data management and learning continues to emerge as an important aspect of librarianship. Libraries must collect and use data for analysis and decision-making; they must share data to demonstrate the value of libraries, and they must teach digital literacy. Supporting the needs of scholars and researchers in the management of research data has emerged as an important role over the past five years. This area is increasingly important for academic research libraries and requires development of new skill sets and implementation of new technology.

Libraries must look at how to sustain their organization. Sustainability must be defined in terms of financial sustainability, exploring new and innovative funding strategies; developing and sustaining library staff; sustaining technology and physical infrastructures; and sustaining digital and traditional collections.

## Conclusion

The library community identified key issues facing Floridians. Looking at data on these issues reveals that there is a role for libraries to play in helping their communities deal with these issues. Libraries are continually evolving to meet the needs of their communities.

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<sup>26</sup> Aspen Institute. (2014). Re-envisioning public libraries. Retrieved from [Aspen Institute](#)

## Goals

Goal 1 - Services: Floridians use information and innovative and responsive services from all types of libraries and archives that meet diverse information needs.

Outcome 1: Users access libraries that understand and respond positively to the diverse needs of different geographical locations, cultures, ages, abilities, socioeconomic backgrounds, and education levels.

Outcome 2: Users access desired information and educational resources and services in various formats.

Outcome 3: Users benefit from and engage in programs that promote all types of literacy, including reading and technology skills.

Goal 2 - Strengthen Libraries: Floridians use libraries with staff, resources and facilities that transform to meet user needs.

Outcome 4: Libraries provide users improved services through resource sharing.

Outcome 5: Library staff and stakeholders are trained and have competencies to meet current and future needs of library users with evolving services and resources.

Outcome 6: Libraries have a technology infrastructure that is flexible and innovative.

Outcome 7: Libraries have support for ongoing development to provide continually improved services.

Outcome 8: Libraries benefit from strategic relationships and partnerships with public and private entities to develop and implement innovative, responsive, and sustainable services.

## Prioritization of outcomes

As in 2012, the Division has only two broad goals and eight outcomes under these two goals. These two goals are listed in priority order. Goal 1 - Services is user focused. The Division and stakeholders believe priority should be given to Goal 1 as it is the user focused goal. Goal 2 - Strengthen Libraries, the goal that focuses on development and support of Florida's libraries, will enable the achievement of Goal 1. The outcomes are prioritized under each of the goals, based on the IMLS priorities and the results of the Florida needs assessment. All outcomes are of a high priority to accomplish during the plan time period. Various factors, including the need to do planning, emerging needs and staff workload, will govern timing. The Division's prioritization of the outcomes will be based on these factors rather than the actual importance of one outcome over another.

## Projects

The following projects/activities will implement the goals and outcomes in Florida's Library Services and Technology Act Plan. The Division has defined the focal area/intent, the output measurements, anticipated impact and benefit, any partnerships, the timeline for the activity and methods of evaluating the project or activity.

**Goal 1, Outcome 1:** Services - Users access libraries that understand and respond positively to the diverse needs of different geographical locations, cultures, ages, abilities, socioeconomic backgrounds, and education levels.

**Project and Program** Equal Access to All, Leadership, E-Government

**Target Audience:** Library staff

Activity	Focal Area/Intent	Output	Impact / Benefit	Partnerships	Activity Timeline	Evaluation
Equal Access to All: Support for libraries offering programs to special populations including rural, economically-disadvantaged communities, and the blind and visually disabled.	Institutional capacity / Improve the library workforce	# of consultations	Libraries will receive increased support for their programs and services to unreached populations in their communities.	To be developed	Ongoing	Survey Statistics Feedback
E-Government consulting	Institutional capacity / Improve the library workforce	# of transactions	Libraries will receive increased support for their E-Government programs and services.	To be developed	Ongoing	Survey Statistics Feedback
Leadership consulting	Institutional capacity / Improve the library workforce	# of transactions	Library staff will participate in leadership activities that further develop their skills and abilities.	To be developed	Ongoing	Survey Statistics Feedback

**Goal 1, Outcome 2:** Services – Users access desired information and educational resources and services in various formats.

**Project and Program** Florida Memory, State Library Services, Florida Electronic Library – Purchased digital content

**Target Audience:** General public; teachers and students (K-12); diverse communities including elderly, youth, historical societies, genealogical societies, etc.; library staff

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
Florida Memory - Adding new content and new learning units	Information Access / Improve users' ability to discover information resources	# of new digital items # of new educational resources created # of existing education resources enhanced	Users report they find digitized primary sources that they can use.  Teachers indicate that content has been incorporated into lessons.	Florida Humanities Council  Local schools  Local civic groups	Ongoing	Survey Feedback Statistics
Florida Memory - Presentations and other outreach	Civic Engagement / Improve users' ability to participate in their community	# of presentations # of attendees Length of presentations in minutes (rounded to the quarter hour)	Participants report increased knowledge of available archival resources.	Florida Humanities Council  Local schools  Local civic groups	Ongoing	Survey Feedback Statistics
State Library Services	Information Access / Improve users' ability to discover information resources	# of journals circulated # of articles requested # of e-resources accessed	Library staff report increased knowledge from use of digital content.	To be developed	Ongoing	Survey Feedback Statistics
Florida Electronic Library – Purchased Digital Content	Information Access / Improve users' ability to discover information resources	# sessions # searches # retrievals	Users report increased knowledge from use of digital content.	To be developed	Ongoing	Survey Feedback Statistics

**Goal 1, Outcome 3:** Services – Users benefit from and engage in programs that promote all types of literacy, including reading and technology skills.

**Project and Program:** Florida Library Youth Program, Literacy

**Target Audience:** Youth services staff, summer program participants and literacy staff

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
FLYP - CSLP Procurement – membership, manuals and other materials	Lifelong Learning / Improve users’ general knowledge and skills	# of children and teen participants # of presentations Average length of programs Amount of time read	# of libraries reporting increase in reading skills of participants  Participating libraries report stories from the library staff on how the summer program has positively (or negatively) impacted the youth, families as well as the library staff.	To be developed	Ongoing	Survey Feedback Statistics
FLYP-Training	Institutional Capacity / Improve the library workforce	# of adult in-person participants # of webinars # of webinar participants # of video views # of presentation Average length of presentation	Florida library youth staff will report that training in program planning and implementing summer programs helped them improve their library services and programs.	To be developed	Ongoing	Survey Feedback Statistics
Literacy Consulting	Institutional Capacity / Improve the library workforce	# of transactions	Libraries will receive increased support for their literacy programs and services.	To be developed	Ongoing	Survey Feedback Statistics

**Goal 2, Outcome 4:** Strengthen Libraries – Libraries provide users improved services through resource sharing.

**Project and Program:** Florida Library Delivery

**Target Audience:** Library staff

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
Florida Library Delivery	Information Access / Improve users' ability to discover information resources	# of libraries participating # of bags moved via courier	Libraries have access to a statewide courier to facilitate resource sharing and other material distribution.  Libraries report courier services as good or very good on an annual survey.	Not applicable	Ongoing	Survey Feedback Statistics

**Goal 2, Outcome 5:** Strengthen Libraries – Library staff and stakeholders are trained and have competencies to meet current and future needs of library users with evolving services and resources.

**Project and Program:** Continuing Education, MLC Continuing Education, Florida Library Webinars, Leadership - Sunshine State Library Leadership Institute

**Target Audience:** Library staff

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
Continuing Education - Training on various topics to meet diverse needs of library staff	Institutional Capacity / Improve the library workforce	# of trainings # of participants # of participants at each competency level	Library staff report they increased their knowledge as a result of training.  Library staff report training had a positive impact on their behavior.	To be developed	Ongoing	Survey Feedback Statistics
Continuing Education by MLCs – Training on various topics to meet diverse	Institutional Capacity / Improve the library workforce	# of trainings # of participants	Library staff report they increased their knowledge as a result of training.  Library staff report training had a positive	To be developed	Ongoing	Survey Feedback Statistics

needs of library staff			impact on their behavior.			
Florida Library Webinars	Institutional Capacity / Improve the library workforce	# of trainings # of participants # of archive views	Library staff report they increased their knowledge as a result of training.  Library staff report training had a positive impact on their behavior.	To be developed	Ongoing	Survey Feedback Statistics
Leadership – Sunshine State Library Leadership Institute	Institutional Capacity / Improve the library workforce	# of participants # of graduates # of mentors # of trainings	Library staff report they increased their knowledge as a result of training.  Library staff report training had a positive impact on their behavior.	To be developed	Ongoing	Survey Feedback Statistics

**Goal 2, Outcome 6:** Strengthen Libraries – Libraries have a technology infrastructure that is flexible and innovative.

**Project and Program:** E-Rate, Statistics – Technology Assessment

**Target Audience:** Public library staff

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
E-Rate Consulting Services	Institutional Capacity / Improve the library workforce	# of consultations  Total funds committed to Florida libraries	Libraries receive FCC/USAC funding to offset technology/connectivity expenses.	To be developed	Ongoing	Survey Feedback Statistics
Statistics - Technology Assessment	Institutional Capacity / Improve the library workforce	# of assessment completed	Libraries have increased access to information about their technology services and	Not applicable	Ongoing	Survey Feedback Statistics



			peer comparisons.			
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**Goal 2, Outcome 7:** Strengthen Libraries – Libraries have support for ongoing development to provide continually improved services.

**Project and Program:** New Directors, Statistics – Data Collection Tools, Ask a Librarian, Florida Library Jobs and Florida Electronic Library – Statewide Digital Initiative

**Target Audience:** New public library directors, new MLC directors, public library directors, general public

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
New Directors consulting	Institutional Capacity / Improve the library workforce	# of transactions	New public library directors and new MLC directors receive increased support to strengthen their first years in the director position.  New public library directors report information they received helped them during their first years as a director.	To be developed	Ongoing	Survey Feedback Statistics
Statistics – Data Collection Tools	Institutional Capacity / Improve the library workforce	# of materials developed using Infographic software  # of data collection survey completers	Libraries have access to materials which increase support for programs and services.  Library staff report that having access to public library data (local, state and national) is beneficial.	National statistical library data stakeholders	Ongoing	Survey Feedback Statistics
Ask a Librarian	Information Access / Improve users' ability to discover	# of people using the service	Users report they received the information requested.	Not applicable	Ongoing	Survey Feedback Statistics

	information resources	# of repeat users # of sessions				
Florida Library Jobs	Economic and Employment Development / Improve users' ability to use resources and apply information for employment support	# of jobs posted # of resumes posted # of job searchers	Users are able to post and find library employment opportunities. Hiring managers report they received applicants via a job posting on the site.	To be developed	Ongoing	Survey Feedback Statistics
Florida Electronic Library – Statewide Digital Initiative	Information Access / Improve users' ability to discover information resources	# of items used # of items digitized # of items digitized and available to the public	Users have expanded and enhanced access to digital resources.	To be developed	Ongoing	Survey Feedback Statistics

**Goal 2, Outcome 8:** Strengthen Libraries – Libraries benefit from strategic relationships and partnerships with public and private entities to develop and implement innovative, responsive, and sustainable services.

**Project and Program:** E-Government – Local Projects; Meeting Support

**Target Audience:** General public, library staff

Activity	Focal Area/Intent	Output	Impact/Benefit	Partnerships	Activity Timeline	Evaluation
E-Government – Local Projects	Human Services / Improve users' ability to apply information that furthers their personal or family health and wellness	# of page views # of sessions	Users have access to programs and services that meet their E-Government needs.	To be developed	Ongoing	Survey Statistics Feedback

Meeting Support (designated individuals have support to attend DLIS meetings)	Institutional Capacity/ Improve the library workforce	# of attendees benefiting	Attendees benefit from knowledge gained by participating in DLIS meetings.	Not applicable	Ongoing	Survey Statistics Feedback
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## Coordination efforts

### Crosswalk: Florida Goals to IMLS Priorities

<b>IMLS Priority</b>	<b>Florida Goal 1 Services: Floridians use information and innovative and responsive services from all types of libraries and archives that meet diverse information needs.</b>	<b>Florida Goal 2 Strengthen Libraries: Floridians use libraries with staff, resources, and facilities that transform to meet user needs.</b>
1) Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development and digital literacy skills.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this priority
2) Establish or enhance electronic and other linkages and improve coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this priority
3) 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 enhance efforts to recruit future professionals to the field of library and information services.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this priority
4) Develop public and private partnerships with other agencies and community-based organizations.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this 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.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this 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.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this priority
7) Develop library services that provide all users access to information through local, State, regional, national and international collaborations and networks.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this priority
8) Carry out other activities consistent with the purposes set forth in 20 U.S.C. 9121, as described in the SLAA's Plan.	This goal includes projects and activities to meet this priority	This goal includes projects and activities to meet this priority

## Coordination efforts Crosswalk: Florida Outcomes to IMLS Focal Areas and Intent

IMLS Focal Area / Intent	Outcome							
	1	2	3	4	5	6	7	8
Lifelong Learning / Improve users' general knowledge and skills			X					
Information Access / Improve users' ability to discover information resources		X		X			X	
Institutional Capacity / Improve the library workforce	X		X		X	X	X	X
Economic and Employment Development /Improve users' ability to use resources and apply information for employment support							X	
Human Services /Improve users' ability to apply information that furthers their personal or family health and wellness								X
Civic engagement / Improve users' ability to participate in their community		X						

### Evaluation plan

The Division will utilize a variety of methodologies to evaluate success of the State Plan. Each activity has identified outputs, targets and impacts, partnerships and evaluative methodologies. The Division strives to make data driven decisions in managing projects; statistical data will be collected for both Division-managed projects and subcontracted projects. For some activities, evaluation will involve targeted approaches, such as effectiveness of the Florida Library Youth Programs. Surveys and focus groups will be used as appropriate. With the availability of online technology, the Division is able to reach the widely dispersed Florida libraries and stakeholders to assess programs. The evaluative data will inform development and modification of specific activities, as well as revisions to the State Plan.

### Stakeholder involvement

The Division incorporated stakeholders through various stages of plan development, implementation, monitoring and evaluation. In the development of the 2018-22 LSTA Five-Year Plan, the Division involved library stakeholders through regionally based onsite and web-based focus groups. Library community input was also gathered through online surveys. A stakeholder group involving representatives from libraries, the LSTA Advisory Panel, the Multitype Library Cooperative Executive Directors and state agencies was brought together to review the mission, goals, outcomes and programs.

Throughout the State Plan period, the Division will utilize the LSTA Advisory Panel to review, select and recommend funding for the competitive grant program; the State Library Council to give advice on statewide services including the Florida Electronic Library (FEL) and statewide resource sharing; additionally, the Division will involve library and community stakeholders supporting program continuation and development.

### Communication and public availability

The Division utilizes a variety of communication channels to provide information about and updates to the State Plan. The Division will post appropriate documentation on the Division's website, including the 2018-22 LSTA Plan, competitive grant solicitation, grant management information and reports of evaluation activities.

The Division makes available through their website and other communication mediums public access to results, products, processes or benefits from projects.

### Monitoring

The Division will actively monitor the State Plan through regular review by Division management and staff. The Division's Bureau of Library Development will be responsible for annual monitoring of the Plan. Statistical data, project assessment and evaluative measures will provide the data for monitoring.

### Assurances

Attached.