

Library Services and Technology Act	For LD Use Only				
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	Project #	0070 - 05-			
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DRAFT GRANT APPLICATION - FY 2005 and FY 2006

Two of the four copies of each application and related forms must contain original signatures.
Please check here if this set contains all **ORIGINAL SIGNATURES** ()

System/Library Name: South Central Regional Library Council										
Project Title: The Library: Place, Service or Both?										
Project Director's Name: Nora Hardy	Telephone # (607) 273-9106 Email address: nhardy@lakenet.org									
System/Library Director's Name: Jean Currie	Telephone # (607) 273-9106 Email address: jcurrie@lakenet.org									
LSTA Funds Requested: Year 1 \$15,300 Year 2 \$16,220	<table border="0"> <tr> <td></td> <td align="center">Year 1</td> <td align="center">Year 2</td> </tr> <tr> <td>In-Kind Contribution:</td> <td align="right">\$11,300</td> <td align="right">\$12,100</td> </tr> <tr> <td>Matching Funds</td> <td align="right">\$0</td> <td align="right">\$ 0</td> </tr> </table>		Year 1	Year 2	In-Kind Contribution:	\$11,300	\$12,100	Matching Funds	\$0	\$ 0
	Year 1	Year 2								
In-Kind Contribution:	\$11,300	\$12,100								
Matching Funds	\$0	\$ 0								
Number of users you anticipate serving (not a population figure): 300-450 over 2 years										
Please identify () all of the user groups you expect to serve through this project: () Children () Youth (X) Adults () Elderly () Mixed () Other										
Congressional District(s) Within Area to be Served by Project: 20, 22, 24, 29 (List by number -- See Congressional Districts List)										
(X) Two-year application () One-year (4/1/05—3/31/06) only	() Statewide cooperative application () Letters of support included									
GRANT PROJECT CATEGORIES										
Check one category										
() Access/Electronic Content (AEC) or (X) Training for Technology (TT) (Includes SLS DDIP)										
() Services to Special Client Populations (SCP) or () Services to Families and Youth (SFY)										
() Service Improvement (SI)										
These items are required. Please check off.:										
(X) MacBride Certification (X) Omnibus Procurement Certification (X) CIPA Certification	(X) Federal Certification re Debarment, Lobbying, Drug-Free Workplace; Federal Debt Status, and Nondiscrimination									

Applications must be received in Library Development Office by 5:00 PM Friday, November 5, 2004

Faxed applications **will not be** accepted.

Applications submitted without an abstract **will not be** considered.

Answers to questions should completely address the questions while remaining as concise as possible. Each response should be numbered in the same order as listed below. Answers should be single-spaced in 12 point font on one side of paper. Attach your answers to the questions between pages 1 and 3 of the application form. Do not use special covers or binders.

Abstract. Provide a brief abstract of no more than 200 words. It should include purpose, identified target audience, and intended results only. **0 Points**

Traditionally libraries have been a physical space with a collection of information and materials in physical formats. The advent of information in electronic form has changed the way that users identify, access, and use that information. To assure their continued relevancy and meet user needs, libraries will need to rethink and transform many of their traditional spaces and services. Two “streams” of library practice are evolving to meet these needs: library as place, and library as service. Most libraries are likely to continue to incorporate aspects of both library concepts, but will need help in making the necessary changes.

We propose a two-year series of sixteen workshops and forums exploring the opportunities for augmenting existing services and implementing new ones. The target audience for this project is staff of any regional library (there are over 500), as well as others interested in the issues.

We expect the outcomes to include increased knowledge of the impact of electronic information on the library as place and as service, improved decision-making and planning for new and improved library services, and redesigned building and services that take into account new information technologies.

1. Need **Points**

a. Describe the needs assessment process and defined need for this project. **7**

In 1931, when S. R. Ranganathan¹ developed his **Five Laws of Library Science**, the discipline was completely defined by printed-paper media – the time-honored means of recording, storing, and disseminating knowledge. In 1995, Walt Crawford and Michael Gorman postulated the **Five New Laws of Library Science**², primarily to reflect the rapidly multiplying forms for communicating knowledge – electronic files, databases, and websites, in addition to books. The changes in the “laws” between 1931 and 1995 indicate the need for new ways of thinking about how libraries make information available to their users. Libraries must change to meet the needs of new audiences while still providing the traditional services; new technologies will force changes in libraries or they risk becoming irrelevant. The challenge for libraries will be to understand and implement services related to:

- **The Library as Place** incorporating the traditional physical space providing access and storage for traditional modes (printed materials and other physical formats, face-to-face lectures and events) and adding components which take advantage of onsite electronic tools and the “community information forum” aspects of newer library services: new configurations of space for group, individual, and storage usage; dedicated collections on special topics; circulation of electronic devices; and access and support for sophisticated multi-media production equipment.

¹ S. R. Ranganathan, **The Five Laws of Library Science**, 1931.

² Crawford, Walt and Michael Gorman, **Future Libraries: Dreams, Madness and Reality**, Chicago, American Library Association, 1995.

- **The Library as Service** continuing the tradition of the library as authoritative repository for information access, but taking advantage of increasingly diverse and complex delivery mechanisms. For many of these services, the library's size and geographic proximity to the user are irrelevant. The user can now take advantage of a huge array of online resources, new forms of interlibrary loan, distance learning support, virtual reference, digital publishing, and digital repositories.

Need for this project has been established by:

- Discussion of library training needs at most of their meetings, but particularly at the 8/25/04 meeting of the SCRLC Education & Training Committee.
- Comments in evaluation forms submitted by participants attending many SCRLC education and training sessions.
- Member site visit descriptions of planned development for "Information Commons," collaborative storage facilities, and other physical space/use modifications.
- Industry research reports that "...even though some academic libraries have seen declines in usage, library visits are up--in many instances way up--at colleges and universities large and small", (Helen Spalding, president of the Association of College & Research Libraries and associate director of libraries at the University of Missouri-Kansas City.)³
- An indication that even when onsite library visits decline, there is a dramatic increase in use of online resources, particularly full text databases.⁴
- Information gathered from recent documents, lectures, conferences etc.⁵

³ Stanek S. Academic libraries thrive amid technology. Chicago Tribune 2003 Mar 2; Education Today Sect.1.

⁴ Pers. Comm. Abigail Bordeaux, Bartle Library, Binghamton University

⁵ Some examples:

- OCLC Inc. Environmental Scan, 2003
- R. David Lankes. Technology Trends of the Future for Public Libraries. Presentation for Tompkins County Public Library, October, 2004
- ALA LITA Top Ten Trends at the ALA Conference, Orlando, June 2004
- OCLC Inc. 2004 Information Format Trends: Content not Containers.
- Roy Tennant. Digital Libraries, Collections and Services. Workshop for SCRLC, September, 2004
- SCRLC workshop series on Libraries and the New Information Ecology, 2002-2003.
- Continuous Assessment, Continuous Improvement workshop series, 2004.
- NYLA Annual Conference, Rochester 2004.

b. Explain how the project relates to the goals, activities, and intended results of the system Plan of Service or the central library long-range plan. **3**

South Central Regional Library Council Plan of Service 2000-2006

Strategic Intention #2 *Develop well trained, flexible, creative library staff who are able to manage rapid change through Council sponsored education and training opportunities.*

- Provide education in future trends for libraries and the introduction of new technologies.
- Continue mix of training opportunities ... offer a wide choice of formats and locations.

The proposed project will offer education and training opportunities focusing on future trends for libraries and the impact of new technologies on library services. We expect that participants will increase their creativity and manage the rapid changes needed to continue to provide effective services to their user.

During the project we will continue to offer a variety of training formats and to offer the training in several regional locations that best meet the travel needs of our target audience: Ithaca, Binghamton, Elmira.

South Central Regional Library Council Plan of Service 2000-2006

Strategic Intention #3 *Members will use new information technologies to provide equitable, effective access to information for their users.*

- Help libraries to add value to their services through support of new information technologies...
- Provide continuing education and training in new technologies.

The proposed project will offer educational opportunities relating to the impact of new technologies on the library as place, and on new and improved services, both remote and on-site. It will help libraries assess both their users' needs and the options for serving them more effectively. It will help participants sort through what will be effective and what will be merely faddish. All of this while keeping in mind the provision of information access that is easy to use, is effective, and is available to all users.

2. Project Purpose.

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a. What is the purpose or goal of the project?

The key purpose of the proposed project is to raise and clarify issues that libraries must address as they make the changes necessary in their buildings and services to meet changing user needs and changing technologies. As a result of the proposed workshop series, planners and administrators will be able to articulate the issues, develop solutions, and implement necessary changes.

Through the planned series of 16 workshops, participants will be able to:

- Evaluate the services and spaces currently used by their patrons.
- Scan the environment for current and future trends of significance for their users.
- Obtain concrete advice on how to implement and administer projects to serve their patrons within well-designed physical spaces, using new technological and electronic tools, and offering services to meet current and anticipated future needs.
- Learn to assess the success of their efforts and to identify opportunities to adjust and elaborate on those projects as needed.
- Develop successful plans to publicize the library and its offerings.
- Plan physically-based services and know how to:

- Develop flexible spaces which include current technology and are scaleable to accommodate new technologies as they become available and prove valuable
- Provide enhanced electronic access for patrons to information in digital form.
- Optimize reference, entertainment, study spaces, and meeting facilities.
- Implement access to computers and electronic devices for learning and production support (such as multi-media centers, circulating laptops, teleconference facilities, etc.).
- Plan library services participants and know how to:
 - Plan and implement virtual services such as reference, and user support.
 - Select and offer authoritative electronic resources (subscription databases and authoritative Web-delivered reference collections).
 - Offer effective instructional support (online tutorials, homework tutor access topic/class-specific electronic resources, electronic reserves, information literacy efforts).
 - Create promotional and educational materials to foster awareness and successful use of the library's "intangible" services.
 - Collaborate in developing and managing institutional digital repositories and digital publishing.

b. Who will benefit from the project services or products? What are the intended outcomes for the users? (Note that the target population must be a subgroup of the total served or chartered service population within a library system.) 5

The target audience for this project is any staff member of the more than 500 libraries in the South Central Regional Library Council region and library planners and administrators. The activities will be advertised widely and we expect that our audience may also include staff from surrounding regions. Over the 2-year course of the project, we expect to reach 300-450 regional library staff with some attending multiple sessions.

Intended outcomes for the target audience will be:

- Library administrators and planners will have improved assessment and project management skills to identify their patrons' current and future library service needs.
- Technical services staff will become familiar with resources and tools to make existing and planned services more accessible and productive for the intended users.
- Public services staff will have improved skills to teach and support end-users (face-to-face and remotely) in using available resources successfully.
- Overall services to onsite and offsite patrons will be improved.
- Building spaces and library services will be successfully redesigned to meet existing and emerging needs.
- Library administrators will be able to make effective changes in budget allocations and other resource management, including staff, as space and services change.

3. Project Implementation

a. Describe the activities for **Year 1** of the project, explaining what will be done and by whom (partners, collaborators) and the evaluation steps during the year. Provide a **monthly timeline** that shows all activities including evaluation 15

Activities for year 1 will include specific planning for the workshop series: presenters confirmed, locations identified and scheduled, marketing of the series, registration procedures established,

supplies purchased, evaluation form designed. The main work will be done by the Project Director and other SCRLC staff. Each workshop will have our customary, immediate evaluation at the end of the session. At the completion of the series, we will ask all workshop participants to complete an evaluation seeking information on their improved skills and knowledge and any implemented outcomes of the workshop(s) they attended.

Workshops during **Year 1** will include such topics as:

- *Recreating Services with New Technologies* (possible presenters: Stephen Abram, VP, Sirsi, and Jane Dysart, Dysart & Jones Assoc.)
- *How to Assess Patrons' Needs*. (possible presenter: Sara Laughlin and Assocs.)
- *Project Management* - Managing resources, staff, and time through a significant project. (possible presenters: Susan Currie, Linda Bryan and Karen Calhoun, Cornell University)
- *Issues in Library Building and Remodeling* (possible presenter: Andrea Michaels, Michaels Associates – architects)
- *Managing Change* – Positively resolving staff and patron issues through communication (possible presenter: Deborah Schmidle, Cornell University or Maureen Sullivan and Associates.)
- *What's New in the Information Commons* – (possible presenters: a regional panel and other nationally known Information Commons developers).
- *Federated Searching* – (possible presenters: vendors and users of various products).
- *Library Funding Issues* – Politics, planning and public relations. (Possible presenter Michael Conte, Syntax Communications Group.)
- *Resource Management* – Budgeting, staffing, collection management.

Month	Activity	Responsibility
March 2005	Sign LSTA contract. Begin planning	SCRLC
April 2005	Plan for project activities: <ul style="list-style-type: none"> ▪ Contact speakers and facilitators ▪ Select locations for workshops ▪ Develop agreements with speakers ▪ Distribute publicity for project ▪ Finalize planning & schedule 	SCRLC
May 2005	Introductory workshop	SCRLC and speaker
June 2005	Workshop 2 Evaluation by participants Continue publicity for workshops.	SCRLC and speaker
July 2005	Continue publicity for workshops.	SCRLC
August 2005	Continue publicity for workshops	SCRLC
September 2005	Workshop 3 Evaluation by participants.	SCRLC and speaker
October 2005	Workshop 4 Evaluation by participants	SCRLC and speaker
November 2005	Workshop 5 Evaluation by participants. Continue spring workshop publicity.	SCRLC and speaker SCRLC
December 2005	Continue spring workshop publicity.	SCRLC

January 2006	Workshop 6 Evaluation by participants.	SCRLC and speaker
February 2006	Workshop 7 Evaluation by participants	SCRLC and speaker
March 2006	Workshop 8 Evaluation by participants Follow-up evaluation emailed to all participants.	SCRLC and speaker SCRLC
April 2006	Collect final report information, analyze evaluation data. Final report submitted.	SCRLC

b. Describe the activities for **Year 2** of the project, explaining what will be done and by whom (partners, collaborators) and the evaluation steps during the year. Provide a **monthly timeline** that shows all activities including evaluation **15**

Although we have proposed some workshop topics for Year 2, they may be changed to meet changing technologies, new means of access, new or promising devices etc. The current rate of change provides some direction but no specifics about what will be relevant in 2007.

Activities for year 2 will include specific planning for the workshop series: presenters confirmed, locations identified and scheduled, marketing of the series, registration procedures established, supplies purchased, evaluation form designed. The main work will be done by the Project Director and other SCRLC staff. Each workshop will have our customary, immediate evaluation at the end of the session. At the end of the series, we will ask all workshop participants to complete an evaluation seeking information on their improved skills and knowledge and any implemented outcomes of the workshop(s) they attended.

Workshops in Year 2 may include such topics as:

- *Library as Place: Café, Study Space, or Spa?* (possible presenter: Ludwig Logan, Loyola University)
- *Marketing New Services and Spaces – Effectively and economically* (possible presenter: Jill Hurst, Hurst & Assoc.)
- *The New Security Tools – Onsite (RFID), offsite, and wireless*
- *Space Partnering – Cafes, Labs, and Multimedia Studios*
- *Innovative Circulation: More than Books – Digital cameras, PDAs, Laptops*
- *Outreach Librarianship: Virtual reference, faculty partnering, and informationalists*
- *Powering up Library Instruction* (possible presenter: Robert Lackie, Rider University.)
- *Libraries without Walls or Books!* (possible presenters: a regional distance learning panel or Susanne Hayes (Empire State College).
- *The Library's Role in Institutional Repositories – Digital repositories and publishing in academe.*
- *What New Technologies are Coming Down the Pike?* (Possible speaker: R. David Lankes, Syracuse University, School of Information Science).

Month	Activity	Responsibility
March 2006	Sign LSTA contract. Begin planning	South Central Regional Library Council
April 2006	Plan for project activities: <ul style="list-style-type: none"> ▪ Contact speakers and facilitators 	South Central Regional Library

	<ul style="list-style-type: none"> ▪ Select locations for workshops ▪ Develop agreements with speakers ▪ Distribute publicity for project ▪ Finalize planning & schedule 	Council
May 2006	Introductory workshop	SCRLC and speaker
June 2006	Workshop 2 Evaluation by participants Continue publicity for workshops.	SCRLC and speaker
July 2006	Continue publicity for workshops.	South Central Regional Library Council
August 2006	Continue publicity for workshops	SCRLC
September 2006	Workshop 3 Evaluation by participants.	SCRLC and speaker
October 2006	Workshop 4 Evaluation by participants	SCRLC and speaker
November 2006	Workshop 5 Evaluation by participants. Continue spring workshop publicity.	SCRLC and speaker South Central Regional Library Council
December 2006	Continue spring workshop publicity.	SCRLC
January 2007	Workshop 6 Evaluation by participants.	SCRLC and speaker
February 2007	Workshop 7 Evaluation by participants	SCRLC and speaker
March 2007	Workshop 8 Evaluation by participants Follow-up evaluation emailed to all participants.	SCRLC and speaker South Central Regional Library Council
April 2007	Collect final report information, analyze evaluation data. Final report submitted.	South Central Regional Library Council

4. Evaluation of Results

a. What will you measure in what specific time periods to provide quantitative data about your project's service or product outputs? (Outputs are a direct program product, typically measured in numbers, such as participants served, workshops given, materials developed, etc.) **10**

On an ongoing basis we will collect the following information:

- The number of workshops provided.
- Number and type of participating libraries and staff participating in each workshop.
- All instructional workshop materials will be collected.
- Where possible, workshop materials will be placed on the SCRLC Web site www.lakenet.org
- Participant evaluations after each workshop will be summarized as a report. The customary SCRLC evaluation provides for perceived value using a number range, but the most useful information is usually found in the comments.

b. What will you measure in what specific time periods to show the outcomes or impacts of your services or products on the identified target population? (Outcomes involve changes in the target audience's skills, attitudes, knowledge, behavior, status, etc. as a result of this project.) 10

The comments from each workshop evaluation will provide immediate feedback on perceived learning and value. At the end of each series there will be a follow-up questionnaire sent by email to all workshop participants in March 2006 and March 2007 to obtain the following information:

- The perceived improvement or change in skills and knowledge of: patron assessment, project and change management, information and technology trends, and library service trends.
- The perceived improvement in library services related to physical space use and the use of new information technologies and devices. These improvements could include increased use statistics, easier patron access, positive comments from patrons, etc.

The results of this follow-up survey will be analyzed and become part of the final report.

5. Budget Narrative

a. In **narrative form**, explain the importance of each budget item and how it contributes to the Project Implementation for **Year 1**. (For staff requests include job descriptions; for contractual services of \$5,000 and over provide a draft contract.) List the **dollar amount and source** of other funds or in-kind services provided by the applicant and any participating organization to be used to carry out the project, including matching funds for equipment and software of \$5,000 or more. (These figures must agree with the in-kind and matching figures on page 1.) 15

Funding will be required to pay **Year 1** speakers for workshops and travel plus expenses. Some speakers will cost a minimum of \$1,000 per day plus air travel, but other local and regional speakers will cost less both for honoraria and travel. The costs have been averaged.

Workshop speakers:

Instructor Fees:	8 speakers @ 1,000/day each	\$8,000
Expenses:		
Travel	8 speakers @ 500/each	\$4,000
Hotels/meals	8 speakers @ 150/each	\$1,200
Total:		\$13,200

Supplies will include printing and publicity, class materials, and registration materials. Workshop locations will rotate between Ithaca, Elmira, and Binghamton, to ease travel constraints for our remote members. Venue rental must be paid in Ithaca for suitable presentation space.

Other expenses:

Supplies		
Registration materials 8 classes @ \$100each		\$800
Printing & mailing series booklet		\$1,000
Venue		
Rentals 3 classes @\$100 per day		\$300
Total:		\$2,100

Year 1 Total requested: **\$15,300**

Participants will pay a modest registration fee where necessary to cover refreshment costs. This registration fee will generally be a maximum of \$30 per person.

Estimated costs are 8 events X 25 participants X \$30/person: \$6,000

SCRLC will cover the substantial administrative costs to manage the project – expected to be at least 10 hours per workshop.

Estimated costs are 8 events X 20 hours X \$30/hour \$4,800

The rental costs for space for Binghamton and Elmira workshops will be contributed by SCRLC or member libraries and are estimated at 5 workshops @ \$100 each \$ 500

Year 1 Total In-Kind Costs: \$11,300

b. In **narrative form**, explain the importance of each budget item and how it contributes to the Project Implementation for **Year 2**. (*Follow all instructions under 5a.*) **15**

Funding will be required to pay **Year 2** speakers for workshops and travel plus expenses. Some speakers will cost a minimum of \$1,000 per day plus air travel, but other local and regional speakers will cost less both for honoraria and travel. Some costs are expected to increase by year 2. The costs have been averaged.

Workshop speakers:

Instructor Fees:	8 speakers @ 1,000/day each	\$8,000
Expenses:		
Travel	8 speakers @ 600/each	4,800
Hotels/meals	8 speakers @ 160/each	1,280

Total: \$14,080

Supplies will include printing and publicity, class materials, and registration materials. . Workshop locations will rotate between Ithaca, Elmira, and Binghamton, to ease travel constraints for our remote members. Venue rental must be paid in Ithaca suitable presentation space.

Other expenses:

Supplies		
Registration materials	8 classes @ \$105 each	\$840
Printing & mailing series booklet		\$1,000
Venue		
Rentals	3 classes @\$100 per day	\$300

Total: \$2,140

Year 2 Total requested: \$16,220

Participants will pay a modest registration fee where necessary to cover refreshment costs. This registration fee will generally be a maximum of \$30 per person.

Estimated costs are 8 events X 25 participants X \$30/person: \$6,000

SCRLC will cover the substantial administrative costs to manage the project – expected to be at least 10 hours per workshop.

Estimated costs are 8 events X 20 hours X \$35/hour \$5,600

The rental costs for space for Binghamton and Elmira workshops will be contributed by SCRLC or member libraries and are estimated at 5 workshops @ \$100 each \$500

Year 2 Total In-Kind Costs: \$12,100

The information on this page must accompany all applications.

The Applicant hereby gives assurance to the New York State Library that:

1. It will maintain project records as specified by the New York State Library and will submit to the New York State Library required progress reports and a final report by the deadlines established.
2. It will file Project Expenditure Reports (FS-25) on the schedule outlined by the State Education Department's Grants Finance Office. The applicant also agrees to file a final Project Expenditure Report (FS-10-F) by the deadline established by the New York State Library.
3. All library services provided as a result of a grant for this project will be available free of charge and without discrimination to all members of the community, district, or region served. (Required by the Federal Civil Rights Act of 1964, Title VI.)
4. All products, regardless of format or method of distribution, including flyers or announcements of library programs and web sites, produced in this project will include the appropriate following acknowledgement:

This publication (production, workshop, web site) was (is) supported by (or "in part by") Federal Library Services and Technology Act funds, awarded to the New York State Library by the Federal Institute of Museum and Library Services.

Date	Signature of Chief Administrative Officer (System/Library Director)
Name and Title of Chief Administrative Officer (System/Library Director)	

AND for School Library Systems:

Date	Signature of BOCES/Big 5 Cities District Superintendent
Name and Title of BOCES/Big 5 Cities District Superintendent	