GOVERNOR'S ADVISORY COUNCIL ON LIBRARY DEVELOPMENT
OCTOBER 16, 2016

The Kalahari Resort

POCONO MANOR, PENNSYLVANIA

MINUTES - APPROVED

Present:	David Belanger Marsha Everton Robert Gallivan Mary Garm Allison Mackley David Mitchell Larry Nesbit
Excused:	Louis LaBar Sharon McRae
Office of Commonwealth Libraries:	Brian Dawson, Bureau Director, Bureau of Library Development Rita Jones, Administrative Officer, Office of Commonwealth Libraries Alice Lubrecht, Bureau Director, Bureau of State Library

Guests and invited speakers were present.

1. Welcome & Introductions

Garm called the meeting to order at 9:00 AM and Council and staff in attendance gave introductions.

2. Approval of Minutes of the June 14, 2016 Meeting

MOTION:	Approval of the minutes as submitted (attachment A)
MOVED BY:	Marsha Everton
SECONDED BY:	Robert Gallivan
VOTE:	Unanimous

3. Chair's Report – Mary Garm

Attachment B

4. Deputy Secretary Update – Glenn Miller

Attachment C

5. Commonwealth Libraries Bureau Reports:

a. Bureau of State Library Report – Alice Lubrecht

Attachment D

b. Bureau of Library Development Report – Brian Dawson

Dawson began his report by introducing Edward Lupico, newly hired Keystone Advisor in the bureau. He also reported that the School Library Advisor position is still currently vacant. Dawson explained several training opportunities upcoming for staff including internal training for advisors and a grant cycle training. He reported on the current IMLS grant cycle which is underway with several updated documents in process. Dawson concluded with a report on ILEAD and the professional development grants and scholarships offered by the program.

6. Report from Policy Committee – Mary Garm and David Belanger

Belanger reported on the working committee that consists of focus groups that have a draft ready for district center and system administrators to review. Collection development, percentage overhead costs and the removal of district aid were concerns for a meeting being held later in the week. Belanger will gather additional feedback and questions at the forum. He plans to have something to present at the January meeting and asked that Council stay tuned.

7. Rare Books Funds Update – Larry Nesbit

Nesbit explained that about a year and a half ago, the Council voted to spend down the funds currently housed at Mansfield University. The funds were designated with four specific focus areas that Lubrecht, in partnership with Iren Snavely, Rare Books Librarian have identified materials to add to the collection. As there still exists a large balance, discussion took place regarding increasing the approved amount to spend.

MOTION:	A motion to spend up to $50,000 this fiscal year (2016-17)
MOVED BY:	David Belanger
SECONDED BY:	Robert Gallivan
VOTE:	Unanimous

8. Open Forum

Written reports attached for each speaker below (attachment E).

9. Invited Speakers

   a. Jennifer Stocker – Pennsylvania Library Association (PaLA)
   b. Allison Burrell – Pennsylvania School Librarians Association (PSLA)
   c. Catherine Wilt – Pennsylvania Academic Library Consortium (PALCI)
   d. Denise Sticha – Pennsylvania Citizens for Better Libraries (PCBL)
   e. Cathy Wilt on behalf of Barbara Zaborowski – Interlibrary Delivery Services of PA (IDS)
   f. Scott Thomas – Pennsylvania Integrated Library System (PaILS)
   g. Maryam Phillips – Hosting Solutions and Library Consulting (HSLC)

10. Public Comment/Q & A

Time did not permit public comment and Q & A section of agenda.

11. Adjourn Business Meeting

MOTION:	Adjourn the meeting at 4:20 PM.
MOVED BY:	Robert Gallivan
SECONDED BY:	Allison Mackley
VOTE:	Unanimous

Respectfully submitted,

Rita Jones, Administrative Officer
Office of Commonwealth Libraries

GOVERNOR'S ADVISORY COUNCIL ON LIBRARY DEVELOPMENT
JUNE 14, 2016
Green Room, Forum Building
HARRISBURG, PENNSYLVANIA

MINUTES

Present:	David Belanger Marsha Everton Dr. Robert Gallivan Mary Garm Louis LaBar David Mitchell Dr. Larry Nesbit
Excused:	Allison Mackley Sharon McRae
Office of Commonwealth Libraries	Hadiyah Cleveland, LSTA Coordinator, Bureau of Library Development Brian Dawson, Bureau Director, Bureau of Library Development Rita Jones, Administrative Officer, Office of Commonwealth Libraries Alice Lubrecht, Bureau Director, Bureau of State Library Glenn Miller, Deputy Secretary for Commonwealth Libraries Stacey Mulligan, Advisor, Bureau of Library Development
Guests:	Maryam Phillips, Executive Director, HSLC Joe Sherwood, Executive Director, Chester County Library System Kathy Silks, PA Forward Project Manager, Pennsylvania Library Association

1. Welcome & Introductions

Garm called the meeting to order at 9:05 AM and welcomed all in attendance. Council members, staff and guests introduced themselves. Garm announced that she invited Kathy Silks, who is retiring at the end of the month, to speak at the meeting and will interrupt the agenda when she arrives.

2. Approval of Minutes of the May 13, 2016 Meeting

MOTION:	Approval of the minutes as submitted (attachment A)
MOVED BY:	Lou LaBar
SECONDED BY:	Robert Gallivan
VOTE:	Unanimous

3. Chair's Report – Mary Garm

Garm began by thanking all Council members for submitting current resumes along with request letters for reappointment. These will be forwarded to the Governor's appointment office and once approved; work can begin to fill the current vacancies. Dr. Carla Hayden is nominated to become the next Librarian of Congress who will be the first librarian in more than 60 years. Council are encouraged to offer support by contacting Senators Bob Casey and Pat Toomey who can be reached via ALA's Legislative Action Center at http://cqrcengage.com/ala/.

Garm reported on the Pennsylvania Library Association's Academy of Leadership Studies (PALS) currently underway this week at the Sheraton Harrisburg-Hershey Hotel. Between 50 and 60 individuals are enrolled in the current PALS session and this year a new component was added which is a workshop specifically for library directors. All three programs are led by David Bendekovic, a specialist in library leadership development, best known for his "Lead the Change" workshops he presents across the nation in collaboration with *Library Journal*.

Garm reported that the Pennsylvania Library Association (PaLA) will hold its annual conference this year at the Kalahari Resort in the Poconos from October 16 – 19, 2016. The annual strategic planning session is scheduled for Saturday, October 15 prior to the start of the conference. The business meeting is scheduled for 9AM on Sunday, October 16 with the Open Forum in the afternoon. The business meeting will adjourn by 11AM for those who plan to attend the Pennsylvania Citizens for Better Libraries (PCBL) Luncheon.

There was discussion regarding shifting the GAC meetings scheduled for Saturday and Sunday at the PaLA conference. One option suggested was to shift the meetings to Monday which would avoid traveling on Saturday and allow members to take advantage of the conference events while there. Another suggestion was to have a working dinner prior to the meeting so that discussion of strategic planning topics can begin in advance of the actual meeting. Jones and Miller will contact PaLA in order to see if the meetings can be rescheduled to Monday, leaving the Open Forum in place for Sunday afternoon.

Garm concluded her report by discussing the upcoming calendar of meetings for 2017. This year, a regular meeting was held during the Pennsylvania School Librarian's Association (PSLA) Annual Conference held in May. It was suggested that this meeting become a regular annual business meeting and also include March, July and October (at PaLA conference) to fulfill the four required yearly meetings. This would eliminate a January meeting as weather can be difficult to predict for travel purposes and July would take the place of the usual June meeting. All were in agreement with the new schedule.

4. Deputy Secretary Update – Glenn Miller

Miller began his report by mentioning that two library development staff have been requested to report on the status of LSTA projects (Cleveland) and Keystone grants (Mulligan). He thanked them for agreeing to provide a report to the Council on short notice. Miller reported on the ongoing efforts to strengthen ties within PDE and outside as well with agencies such as the Department of Labor and Industry. For example, he reported on a productive meeting held recently with the Deputy Secretary and her staff in the Office of Child Development and Early Learning (OCDEL.) In that meeting, Miller and Susan Pannebaker discussed a future strategic direction that may also involve the Office for Postsecondary and Higher Education. The PA One Book Every Young Child program, led by Pannebaker since its inception, was also discussed including the need for a corporate sponsor since Verizon ended its support in 2010. Finally, Miller reported on a summer schedule of STEM stakeholder meetings that will take place around the state. Libraries have been included in the process and suggested names for local library representatives will be put forward by Lubrecht, Dawson, and Pannebaker.

Miller updated Council on a POWER Library issue that was reported at the May meeting. HSLC has provided the office with the specific data that supports the negative impact of the outage. When the incident occurred, neither HSCL nor OCL were informed in a timely manner. Future contract implications were discussed given the need for POWER Library to be a reliable and trusted service. HSLC's Phillips explained that since IU29 was the initial vendor with the state, once the contract was bundled with HSLC, IU29 was kept on as a sub-contractor to offer continuity and trouble-shooting technical support. Philips also explained that the new contract in force will track time and establish more accountability.

Miller reported on revision passed by Congress to the Fair Labor Standards Act (FLSA) that has a December 1st implementation. Dawson is working on a draft that will be specific to libraries and address how the library community will be affected. Miller concluded by updating Council on the state budget for the upcoming fiscal year. He is hopeful, in an election year, for an on-time conclusion but the structural deficit and need for sustaining revenues remain as significant challenges.

Comments:

- LaBar researched the FLSA changes and found that since Wayne Library is employed under a government agency it will be affected by its implementation.
- Everton suggested restitution with POWER should include additional services instead of returning funds. Also, suggested a catchy phrase be designed during the strategic planning session that demonstrates that libraries are the "anti-poverty".
- Everton will also forward an art graphic that she found relating to STEM/STEAM

- Garm commented that it is important to get guidance from the state regarding how the FLS will affect libraries. She suggested a message be sent out stating that something is in the works.
- PA Forward Update—Kathy Silks, project manager for PA Forward, will retire at the end of the month. She joined Council in order to provide an update on the project, goals accomplished, and plans for the future. Silks explained the mission of the project which boils down to the idea that libraries are the key to literacy. An elevator speech was created, training was taken directly to libraries, and the project currently has 35 partnerships. Silks distributed a handout that outlines what's new for 2016 (attachment B) including 3 new initiatives for fall:

  1. A library branding initiative which was tested successfully in the spring in the North Central library district will launch statewide in October. It includes 432 activities that can earn libraries star levels of bronze, silver, and gold.
  2. A literacies in action manual will be introduced online this fall that includes "how to" materials explaining step by step programs for each of the 5 literacies. The programs can serve as models and will address the needs of different age groups.
  3. Engage for Health will be presented at the PaLA Annual conference which used a method of evaluation focused on outcomes instead of numbers. The resources will help libraries conduct outcomes-based evaluation and will be featured in the Literacies in Action manual.

  Silks thanked the GAC for their continued support throughout her experience with the project. Garm commented that Silks' passion comes through her work and all gave Kathy a round of applause.

5. Commonwealth Libraries Bureau Reports

   a. Bureau of State Library – Alice Lubrecht

   * Lubrecht and Miller held a conference call with Sue Kellerman and Karen Estlund of Penn State and David Carmicheal from State Archives to discuss a quote from My Heritage to scan the State Library's microfilmed collection of newspapers. It was decided that the quote could not be accepted and a Pennsylvania newspapers summit meeting must be held later this summer or early fall.
   * An article was published in Penn-Live describing the State Library as a "cool space" and another will be printed in the Harrisburg Magazine. PCN is planning to film a segment on the State Library's genealogy resources, date to be determined.
   * Law Library renovations continue with repairs to the floor and windows with additional updates planned in the entrance hallway. Also, furniture is being fabricated to replace the modern looking computer tables and mismatched microfilm cabinets. The project completion date has been moved back to spring 2017.
   * This summer, a Maker Ed camp is being offered for students with the topic of forensics. Last Wednesday 33 students attended the first session which will continue each Wednesday through the end of August.
   * A lunch and learn speaker, Wade Fowler, is scheduled for June 15 to discuss his book "Rising Sun Descending." A Rare Collections Library open house is planned for July 5th with a focus on Independence Day including items from 1776 as well as celebrations throughout the 19th century.
   * The newly designed web page launched last November needs further revisions in order to make the pages more ADA accessible.

   b. Bureau of Library Development – Brian Dawson

   * Dawson provided updates on personnel including the current keystone advisor vacancy. The list of candidates has been provided and interviews will be scheduled.
   * Miller, Pannebaker, and Dawson have been working on new language in order to reclass the school library advisor position as it has been a challenge to recruit candidates to fill this critical vacancy. The edited position will focus on the school-aged population and those that serve them; HR will finalize the edits upon submission.
   * Bureau staff will be presenting sessions at the PaLA Academy of Leadership Studies (PALS) program: Hadiyah Cleveland and Stacey Mulligan will present on grants; Linda Rohm and Beth Bisbano will

present on annual reports; Diana Megdad, Susan Pannebaker, and Anne Kruger will present on outreach programs led by BLD.
* Upcoming sessions include: ILEAD scheduled for July 10-14 and the Fall Leadership program scheduled for September 13-14.
* Dawson is currently reviewing the new federal overtime rules that were recently approved and is preparing a draft with guidelines specific to libraries.
* The Western Pennsylvania/West Virginia ACRL Chapter's spring workshop was held recently and Dawson attended. Miguel Figueroa expressed interest in learning more about projects accomplished by OCL over the past few years.

6. Presentations by Office of Commonwealth Libraries Staff

a. Keystone Update – Stacey Mulligan

Mulligan provided an overview and update on the Keystone Recreation, Park, and Conservation Fund which offers construction grants to public libraries. In the current cycle, 50 letters of intent have been received requesting grants for various projects up to the maximum grant amount of $500,000. Mulligan has seen a shift in requests with a focus on community engagement projects in addition to the frequent requests for funds to provide ADA access for patrons. Mulligan plans to administer webinars and in-person workshops to assist librarians with the challenging application process as well as updating the process to increase electronic accessibility. The legislative report is available on the website under the "for libraries" link and the 2015 report was distributed (attachment C). In the future, Mulligan plans to address the outdated policies.

Everton questioned the process for deciding which libraries receive keystone grants. Mulligan explained that a committee scores each application using a matrix. Nesbit asked how many applications are expected and if there are more requests than funds available. Mulligan explained that most applicants that meet the necessary requirements and complete the application receive funds as they must also provide matching funds. Mulligan would like to work on outreach in the future by collecting impact statements to publish to get the word out.

b. LSTA Update – Hadiyah Cleveland

Cleveland provided an update on the current LSTA grant cycle which ends September 30, 2016. She distributed a hand-out that displays applications received by grant type and library type (attachment D). Cleveland explained that fiscal year 2016 funds are awarded in February and applications are due the end of June. Peer-review teams are reviewing the 74 total applications received with the goal of funding as many as possible. Cleveland is working on updating the LSTA reports to make them more user-friendly. The total dollar amount is 5.4 million. Cleveland announced that Timothy Owens, from IMLS, will be visiting the State Library in August.

7. Public Comment on Agenda Items Only

No public comments on agenda items.

8. Committee Reports

a. Bylaws – Robert Gallivan – no update

b. Legislative – Mary Garm – Garm covered this update in her report.

c. Policies – David Belanger – the committee will meet on July 8 at 10AM in room 306 of the Forum building during which time they will work on details using feedback that was received.

c. Communication – Louis LaBar – McRae is working on having a student intern re-type the policies discussed that are on the website with marks. Garm requested that reports be posted online following the meeting or available through the Compendium.

9. Rare Books Fund Update – Larry Nesbit

Nesbit distributed a list (attachment E) of new book purchases for after July 1st. Mitchell asked how the purchases are determined. Lubrecht replied that Dr. Snavely, rare books librarian, researches items based on the approved categories.

MOTION:	Approve list of purchases using Rare Books Fund at Mansfield University
MOVED BY:	Marsha Everton
SECONDED BY:	Louis LaBar
VOTE:	Unanimous

10. State Library Foundation/State Library Committee

Garm began the discussion by asking for thoughts and comments on abolishing the committee and instead creating a task force that will look into creating a foundation for the State Library. Everton commented that since the committee has not met in a while and was in a holding pattern while a new Deputy was named, the ideas and mission should be re-visited. Many commented and agreed that creating a foundation for a state agency is difficult and can be tricky. Miller explained that as a deputate of the Department of Education (PDE) there are obstacles to face as an adjunct agency and guidance from PHMC would be helpful. Belanger has already reached out to PHMC and will follow-up to further the discussion. Garm suggested that LaBar and Everton compile some research between now and the October meeting in order to make recommendations for moving forward.

MOTION:	Abolish State Library Committee
MOVED BY:	David Belanger
SECONDED BY:	Louis LaBar
VOTE:	Unanimous

11. Strategic Plan and platform Updates – Mary Garm

Garm decided to skip this agenda item based on time constraints and plans to review at the October meeting which is when the Council will also meet for the annual strategic planning session. Garm requested that members think about their ideas in the meantime and also suggestions on how to engage the field. Mitchell suggested that Sunday evening could include a brainstorming session prior to the strategic planning session as a way to discuss some topics in advance.

12. Public Comment

Sherwood announced that the Chester County Library System legislative breakfast will be postponed due to scheduling conflicts, and a notice will be sent to those previously invited. Sherwood commented that the financial side of creating a foundation can be difficult.

Phillips provided an interlibrary loan noting that currently this is an 85% fulfillment rate (up from last year's figure of 60%). As the PA to DPLA project is now hosted at padigital.org, the OCL projects page on the POWER Library has been revised to feature the Scribe Station (http://www.powerlibrary.org/librarians/special-projects-office-of-commonwealth-libraries/project-for-dpla/).

14. Adjourn

MOTION:	Adjourn the meeting at 12:17 PM.
MOVED BY:	Robert Gallivan
SECONDED BY:	David Belanger
VOTE:	Unanimous

Governor's Advisory Council on Library Development
October 16, 2016 Meeting at PaLA Conference
Acting Chair's Report

Today's Meeting
Today's meeting combines a business meeting with the annual Open Forum. We will keep the business meeting brief, so that we will have time to hear from our speakers and take public comment during the Open Forum.

District Library Center Negotiated Agreements
The Policy Committee has been working with staff from the Office of Commonwealth Libraries to clarify and update the District Library Center Guidelines for Negotiated Agreements. The Committee received input from the field at the recent District Library Center and System Administrators Meeting. They continue to address sticking points and expect to complete their work by the end of this year. Committee Chair David Belanger will provide more details in his report later in the meeting.

Thanks to Sharon McRae who has undertaken the task of re-typing all GAC policies and guidelines. As they are completed, they are being posted on the GAC page of the State Library's website.

Librarians in the 21st Century
On August 30, state legislators held a public hearing on school librarians in the 21st century. Members of the panel included:

- Representative Tom Quigley (Montgomery County)
- Representative Steve McCarter (Montgomery County)
- Representative Stan Saylor (York County)
- Representative Dan Truitt (Delaware County)
- Representative Will Tallman (Adams, Cumberland Counties)

Among the librarians testifying was Allison Burrell, President of the Pennsylvania School Librarians Association. David Belanger attended on behalf of GAC.

Conflict of Interest Policy
IMLS officials, during a recent visit to the Office of Commonwealth Libraries, inquired as to whether the GAC has a formal Conflict of Interest policy. We are currently researching our files. If we do not have one, we will draft a policy and act on it in the new year.

Strategic Planning Session
On Monday, October 17, Council will reconvene in our annual Strategic Planning Session. Conference Chair Cindy DeLuca has graciously offered us the Community Room in the Barrett Friendly Paradise Library for the afternoon. (If you have never seen this beautiful library, it's worth a visit.)

Governor's Advisory Council Meeting
PaLA Annual Conference
October 16, 2016

Highlights / Deputy Secretary & Commissioner for Libraries

State Budgets

Following the year of the state budget impasse, the 2016-17 state budget resulted in level funding for the Public Library Subsidy, Library Access, and Libraries for the Visually Impaired and Disabled. A much-needed modest increase of $185K was 2017-28 for the Office of Commonwealth Libraries. Work has begun with a recognition that increased resources are needed across the board. STEM and Maker Space activities increasingly are viewed as important for libraries to provide.

LSTA in Pennsylvania

A senior program officer from the Institute of Museums and Library Services (IMLS) conducted site visit this summer visiting LSTA projects sites at the State Library, in Johnstown, and in Philadelphia. The Office of Commonwealth Libraries (OCL) staff has begun work with consultants on a review of our current (2013-2017) LSTA Five-Year Plan, a review which involve substantive feedback from the field this fall. Completion of the current plan serves as a precursor to development of Pennsylvania's next Five-Year Plan for 2018-2022.

Every Student Succeeds Act (ESSA)

The Pennsylvania Department of Education (PDE) Pennsylvania is well ahead of most states in the development of a state plan to implement the new Every Student Succeeds Act (ESSA) which took effect on October 1, 2016. PDE Secretary Pedro Rivera demonstrated his commitment to involve library perspectives through the inclusion of two school library representatives on two of the four stakeholder working groups. The stakeholder recommendations will be released on October 18 at a public meeting at the Forum Auditorium. The next phase will begin immediately with the development of a draft state plan. A final state plan will be submitted in either March of July of 2017.

Status of Regulations

Action on new regulations to address the 2012-enacted changes to The Library Code will be postponed until early 2017. OCL's staff has been stretched to meet extraordinary LSTA demands this year including the IMLS site visit, implementation on new LSTA procedures, and the impending review of Pennsylvania's 2013-17 Five-Year Plan. In addition, passage of ESSA, the new federal education law which includes specific opportunities for school libraries presented a once-in-a-generation opportunity requiring OCL energy and attention. From a work flow and staff resource perspective, 2017 appears to be a more realistic timeframe to tackle new Library Code regulations

BSL GAC Report for October 2016 Meeting

PA Newspapers

We have had conversations with both My Heritage as well as Newspapers.com over the summer but haven't accepted any proposals to date. However we were able to have a Newspapers Summit toward the end of September which was quite productive. Discussions at the summit included addressing ways to update the inventory of newspapers completed in the 80's and 90's as well as an agreement that Penn State would be willing to apply for a 4th round of NDNP funding focusing on ethnic newspapers from the Great Depression through World War II. The project would be called "Diverse Voices". A final discussion was the need for a Primer with more information about newspaper digitization, standards, public domain/rights, etc. that could be drafted and posted online.

The State Library is continuing to microfilm and digitize its existing collections and this year will be trying to use some of its LSTA funds to digitize some existing microfilm with a company in Maryland. We have identified a western PA paper where we own some of the film and the University of Pittsburgh owns some. If we can determine that we can acquire the rights to digitize the Pitt film we will have a continuous run of the newspaper from the late 19th century through 1978.

Law Library Renovations

Round Three of the renovations is underway and the windows have been removed from most of the Law Library. In addition, windows from the office area next to the reading room and the Law mezzanine will be removed over the next couple of weeks. The floor is being worked on and the marble walls in the entrance hallway are being cleaned and repaired. In addition, CPC plans to fabricate furniture to

replace many of our modern looking computer tables and mismatched microfilm cabinets. Projected date for occupation has now been moved back to spring 2017.

Maker Space

We have continued to have groups working in our maker space throughout the summer. Visits by the Secretary and a number of senior staff resulted in the request to determine how much it would take to make this a full-time area of the Library.

Public Events

We continue to have somewhere between 15 and 20 people attend the regular Lunch and Learn series. The highest group this summer was 49 for a local historian.

A new event will be an open house for the Maker Space celebrating National Chemistry Day this Thursday from 11:30 a.m. to 1:30 p.m. And our popular *Spooky Tour* has been set for Friday, October 28.

Digitization

In addition to newspapers, we continue to focus efforts on digitizing materials to increase access to the unique items in our collection. The partnership with Internet Archive has resulted in just over 6,000 titles now available through IA. In addition, the State Archives has been focusing on digitizing many of their records and are mounting them through our work with PA Photos and Documents.

In addition, we recognize that we have state documents in formats that will soon be unreadable (VHS tapes to name an obvious one). We have purchased

equipment similar to that designed by HSLC and Pennsylvania Highlands Community College to begin to digitize these state documents in the next year.

ILS

The State Library partnered with the State System of Higher Education to migrate to our Voyager ILS in the late 90s. In the coming months, the Keystone Library System (which is the overall project name) will be migrating to ALMA. This work includes cleanup of the various files of holdings and reviewing which location codes will migrate when. The system should be live in the spring 2017. When asked about the impact of the PASSHE strike on this timeline, we were given assurances that no impact would result from the strike.

PaLA

PENNSYLVANIA LIBRARY ASSOCIATION

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A Chapter of the American Library Association

Governor's Advisory Council on Library Development

Open Forum Meeting, October 16, 2016

It is with great pride that I present to you this report as President of the Pennsylvania Library Association for 2016. It has been quite a year!

We welcome two new leaders to the Association this year. Christi Buker, has been named the Executive Director of the Pennsylvania Library Association and Brandi Hunter-Davenport has been named the PA Forward Project Manager. I think you will find that both of these individuals bring tremendous experience, visionary thought and great energy to their respective roles.

Some of the other highlights for this year are:

- 2015 PALS project that became the Star Library Program
- 2016 PALS added a 3rd event for Directors with great success
- 2016 PALS projects underway include mentoring & podcasts to name a few
- Video conferencing has been installed to engage more people from across the state
- PA Forward Steering Committee has started a strategic planning process
- The Legislative Committee has urged the library community to maintain close ties with elected officials as the process begins to set a budget for the upcoming year.

Finally, I would like to recognize Ellen Wharton, Kim Snyder-Wise and Kathy Silks for keeping the day to day activities at the association's headquarters in focus this year with the absence of a full-time director in the first half of the year. They are a terrific team. It has been my honor to serve as President this year. It has been a year with challenges but many rewards and I am thankful for the Library community for their support.

This concludes my report from the Pennsylvania Library Association for today.

Respectfully submitted,

Jennifer L. Stocker

Jennifer L. Stocker

2016 President, Pennsylvania Library Association

Report to Governor's Advisory Council
Open Forum
October 16, 2016

Allison Burrell, President
Pennsylvania School Librarians Association (PSLA)
K-12 Librarian & Media Specialist, Southern Columbia Area School District

I appreciate the opportunity to share with all of you the exciting things that PSLA has been doing in the past year and what we are planning for the future.

EES—Educator Effectiveness System
http://www.psla.org/professional-development/educator-effectiveness-system/

An LSTA grant with the University of Pittsburgh allowed us to start EES trainings at the 2016 PSLA Conference and continue at locations throughout PA. These trainings help school librarians to better understand the Educator Effectiveness System that is used for teacher evaluation in Pennsylvania. Because the roles of school librarians differ greatly from those of typical classroom teachers, providing them with specific examples of how to demonstrate their effectiveness in their unique situations is very beneficial.

ELA
http://www.psla.org/professional-development/emerging-leaders-academy/

We celebrated the completion of the 2nd year of Emerging Leaders Academy at our 2016 Conference. This Academy was designed to develop the leadership skills of new-to-profession librarians. This group met originally at the 2015 PSLA Conference under the direction of Mary Kay Biagini from Pitt and assisted by a number of experienced mentor librarians, convened for an intensive training experience in July 2015, and continued to meet virtually through the 2015-16 school year and graduated from the program at the 2016 Conference. They also presented an excellent workshop session at Conference to share what they had learned.

SLA
http://www.psla.org/professional-development/sustaining-leaders-academy/

A new program sponsored by the University of Pittsburgh and PSLA, the Sustaining Leaders Academy, began at our 2016 Conference. This program was structured for mid-career PSLA members. It had a similar structure to that of ELA, but tailored specifically to librarians who have more library and leadership experience. The SLA participants will present both a workshop and poster session at Annual. A number of members of both ELA and SLA have moved into larger leadership roles in PSLA.

New Leadership
In July, our leadership team changed. On July 1, Michael Nailor became our Immediate Past President and I moved into the role of President of PSLA. Our remaining officers are Jennifer Bates, President-Elect, and Allison Mackley, Vice-President.

ESSA
http://www.education.pa.gov/Pages/Every-Student-Succeeds-Act.aspx#tab-1

Allison Mackley, the PSLA Vice-President and I were both selected to be members of Secretary Rivera's workgroups to formulate recommendations for implementing ESSA in Pennsylvania. Our work began in June and continued throughout the summer, with our final meeting scheduled for this Tuesday, October 18. Allison is part of the Educator Evaluation workgroup and I am part of the Educator Certification workgroup. This has been a very valuable experience for me, and I have greatly appreciated the opportunity to be part of the beginning steps of such an exciting time in education in Pennsylvania.

On Tuesday, October 25, librarians and library supporters in Pennsylvania will have the opportunity to participate in a workshop presented by AASL and learn more about how ESSA will affect Pennsylvania libraries and what we can do to advocate for ourselves as this legislation comes into effect. This workshop will take place at Toftrees Resort in State College. A version of this workshop is planned as a pre-conference session of our 2016 PSLA Conference in Hershey, and we expect to make regional workshops available across the state in the months following conference.

Increased emphasis on communication
PSLA is working on numerous methods to increase communication among our members. Although we have strong usage of our listserv, we are trying to increase the possibilities for more truly interactive communication.

Two of our members, Heather Lister and Lauren Strohecker have instituted a monthly Twitter chat (#PAlibchat) to discuss topics relevant to school librarians. The first two chats have been successful, and we are looking to the next one on the last Wednesday of each month. Heather and Lauren have also shared a guide to Twitter chats for those who are new to the concept at https://blog.bufferapp.com/twitter-chat-101.

PSLA's Advisory Council and the attendees at our annual Summit in July have begun use of the web application Schoology (http://www.Schoology.com) to allow us to communicate with each other in between face-to-face meetings. At our quarterly meeting on October 29, our Board will discuss our experiences with using this tool over the past four months and will determine a plan for rolling it out to the rest of our membership. We hope that Schoology will enable more of our members to actively participate in committee work through the school year.

Strategic Communications
We continue to publish a quarterly newsletter to share information about school libraries and librarians with school districts, legislators, and library advocates across the state. Previous newsletters can be accessed at https://paschoollibrariansassociation.wordpress.com/, and a new issue should be sent out in the next few weeks.

PA House Education Committee Hearing
https://www.youtube.com/watch?v=JmyTfVaoOoc&feature=youtu.be

At the end of August, five school library advocates had the opportunity to testify in front of the PA House Education Committee at the Perkiomen Valley High School. I was joined by Randy

Ziegenfuss, superintendent of Salisbury School District; Kelly Gustafson, Coordinator of Elementary Education, Federal Programs and Instruction of the Greensburg-Salem School District; Cathi Fuhrman, library supervisor at Hempfield High School; and Megan Maloney, a library science student at Kutztown University. Each participant presented a unique perspective on the importance of school libraries and librarians and thoughtfully and effectively responded to questions posed by the committee.

Cooperation with Other Organizations

AASL: This past spring at ALA Annual Conference, a commendation that PSLA suggested was accepted and awarded to PaLA for its annual PA Forward Information Literacy Conference in State College. I have had the privilege of attending this valuable conference for the past three years and am pleased to formally present the commendation to organizers of the conference today.

PA PTA: Knowing the importance of parent support for successful libraries, I continue the tradition begun by past PSLA presidents of writing an article in each issue of the newsletter of the PA PTA.

2016-17 PSLA Staffing Survey

We are in the process of collecting responses from PA school districts and independent schools to determine the staffing of school libraries in PA. We currently have responses from 314 school districts and 30 independent libraries. Results of previous surveys can be found at http://www.psla.org/publications/psla-publications/.

SAS Institute

Robin Burns, PSLA Board member, and her superintendent/ library advocate, Randy Ziegenfuss, will be presenting a session entitled "Libraries: Your Key to Content Curation in a Personalized Learning Environment" at the PA SAS Institute in December.

Annual Conference

http://www.psla.org/professional-development/annual-conference/

After another successful Annual Conference last May, we are excited to announce our upcoming Conference entitled "Creating a Culture of Curiosity," which will be held March 30-April 1, 2017 at the Hershey Lodge and Convention Center. We hope that you will join us for the PSLA Advisory Council's luncheon which will be held on Friday, March 31 from 12:30-2:00. This timing is a change from previous years, as is the time for the GAC Open Forum, which will be held from 3:30-4:00. We hope that these schedule changes will allow you less-hurried times to interact with our Advisory Council and the rest of our membership.

If you have any questions about the items in this report or anything else pertaining to PSLA, please contact me at aburrell@psla.org.

PALCI

Pennsylvania Academic Library Consortium, Inc.

Governor's Advisory Council on Library Development Open Forum
PaLA Conference -- Sunday, October 16, 2016, 3:30-5p

Activities & Highlights from 2015/16

The Members of PALCI are 67 college and university and related research libraries located predominately in PA – with Members also in NJ, WV, and NY. The State Library of Pennsylvania was PALCI's first non-academic research library member and is now joined by the Philadelphia Museum of Art as our second. Collectively we serve over 808,000 students, faculty, and staff, with 144 million items in our collections.

PALCI is now 20 years old and coalesced to increase collaboration among college and university libraries in the style of OhioLINK. Our collaboration revolves around increasing our communities' access to our collections with our keystone service being the E-ZBorrow system. E-ZBorrow enables students, faculty, and other researchers to order books or other materials directly from other participating libraries for delivery at their home library in 1-4 days. That quick delivery of materials is made possible through our partnership with IDS, the Interlibrary Delivery Service of PA, which is funded in part by the Commonwealth Libraries. Because E-ZBorrow is built on system-to-system communications and doesn't require staff intervention in the requesting process, we conservatively estimate E-ZBorrow saves Members about $3/4 million annually in staff time.

PALCI Members also provide desktop delivery of journal articles and book chapters available via the PALCI "Pod," the largest group on the RapidILL system. Delivery is completed within 24 hours, most in a few hours. We supply over 150,000 articles and books chapters annually via this service.

PALCI Members purchase about $2.5 million annually of digital content by negotiating volume discounts. Our focus over the last few years has been on testing possible models for building eBooks collections we own, which we done through ebrary, EBSCO, and JSTOR. Our analysis shows Members receive 3-6 times more content working together than if they purchase content separately.

One of the important lessons we've learned at PALCI is we have MUCH greater opportunity for maximizing our economy of scale than we have taken advantage of, particularly when you compare us to other states. This is clearly been addressed in our new initiatives.

So what's next? Last year I talked about our strategy to build capacity and content through ***"the collective collection."*** This year we will define ***"What is the core collective collection all PALCI Members need?"*** so we can acquire that content as cost effectively as possible (i.e., maximize our economy of scale) thus enabling Members to focus their resources on more local/specialized services.

- This Fall PALCI Members have free unlimited access to almost all the eBook collections at ebrary and EBSCO through a pilot program while we continue our 2 eBook DDA (demand driven acquisition) programs with those vendors. We have reshaped our JSTOR program into an EBA (evidence based acquisition) program. So our strategy is slightly refined based on our experience; ensure as much access as possible while continuing purchase of important eBook content.

- In November, we will host a webinar with Steven Bell from Temple and others discussing the Open Textbook activities through the country and how PALCI Members would like to be involved. I believe this has the potential of being a state-wide, multi-type library initiative that could dramatically reduce the cost of textbooks at all levels by supporting a new approach to publishing.

- And finally an update on the PA Digital initiative. PALCI serves as the fiscal agent for the exciting collaboration between Commonwealth Libraries, Temple University, The Pennsylvania State University, the Free Library of Philadelphia, the University of Pennsylvania, HSLC, and a great number of other organizations. In 2 years, PA Digital now is the Pennsylvania state hub on the Digital Public Library of America with almost 170,000 digital objects from the 180 collections of 22 institutions and 2 consortia! We are among the larger statewide hubs in terms of content, and we've got a lot more content to add! There's a PA Digital update Tuesday at 2:15p, which will include updates on the various digitization programs available through the Commonwealth Libraries and HSLC to help libraries get their content available worldwide.

Join Jill Morris and me on Tuesday at 11am for a deeper discussion of these PALCI initiatives, "Collaboration in Academic Libraries: Building the PALCI Collective Collection & Increasing Access for All."

It's one of the highlights of the annual PaLA conference to participate in this Open Forum. We greatly appreciate this opportunity to hear about library initiatives throughout the Commonwealth and to share PALCI news. We have un-tapped opportunities to create together what we cannot create individually, and PALCI Members are committed to developing those solutions with all of you.

Respectively submitted by
Catherine C. Wilt
PALCI Executive Director

www.palci.org
215.567.1755

Pennsylvania Citizens for Better Libraries
Report to the Governor's Advisory Council on Library Development
October 16, 2016
Pocono Manor, PA

The Board of the Pennsylvania Citizens for Better Libraries (PCBL) is pleased to report that during 2016, PBCL has provided active support to advocate for improved library funding and development while supporting Friends of the Library organizations across the Commonwealth.

PCBL operates as a 501c3 non-profit organization and offers affiliate Friends organizations an opportunity to attain tax exemption status under the PBCL umbrella. Many smaller Friends groups find the $125 annual Affiliate membership fee to be a smart investment. Our Assistant Treasurer, Alicia Stine, and Executive Secretary Carolyn Pfeifer prepare most of the required IRS documentation in consultation with the accounting firm of Brown Schultz Sheridan & Fritz.

Over the past year, a few of the state-wide Friends groups became inactive or folded, but this was off-set by a few other library Friends applying for Affiliate member status. Overall, though, our PCBL memberships have been decreasing over the years. Concerned over this trend, the Board has made membership growth a priority for next year. At the conference this year, PCBL will be staffing a booth in the Exhibit Hall with the goal of increasing awareness of what PCBL does and how it advocates for libraries of all kinds.

PCBL continues to be the fiscal agent for the annual One Book One Community: Our Region Reads program encompassing Berks, Dauphin, Lancaster, Lebanon, Perry and York counties. In addition, we were asked this year to serve as the fiscal agent for the Pennsylvania School Library Association's Jack R. Luskay Memorial Scholarship.

The Board is also proud to report that we held our 3rd annual Friends Institute. The Institute was again held at the Holiday Inn in Grantville PA on Saturday, October 8th. Open to Friends members as well as local library trustees, 81 registered participants spend a day engaged in continuing education, networking and "friend" making. Our keynote speaker this year was Sara Jane Lowry, a consultant with decades of experience in both the unique library landscape of Pennsylvania as well as in non-profit organizational leadership. Her address, "Being A Friend for Your Library: Stepping Up and Stepping Out" encouraged us to move outside the walls of our libraries and become involved in the wider arena of community development. While all of our Board worked hard to support this event, Institute Chairperson, Al Kamper was the driving force behind its success.

Also at the Institute we presented the Annual Friend of the Year Award to Stan Westbrook of the Friends of the Mount Union Library for his efforts to raise funds to keep the library open after the Huntington County Library System voted to close it. In 2015, he organized a public information group known as the Coalition for a Better Huntington County to call attention to the importance of local libraries and the responsibility of elected officials to disperse tax dollars more equitably.

At the close of this year, long-time PCBL Board member Sara Jane Cate comes to the end of her term on the Board. Earlier in the year, the Board voted to award Sara Jane with Emeritus Membership. At our Institute, PCBL Vice Chair Nan Cavanaugh read the citation reviewing Sara Jane's many contributions to libraries on the county, state and national level. Former Dauphin County Library Director Rich Bowra accepted the recognition on behalf of Sara Jane and her family.

Also stepping down from the Board at the end of the year will be Karen Cochran of the Friends of the Joseph T. Simpson Public Library in Mechanicsburg and Sue Solarczyk, board member at large. We thank them for their service and dedication over the many years and while we wish them well in their future endeavors, their guidance, advice and experience will be missed.

Our membership efforts will also be focused on recruiting new members to the Board reflective of the diversity of the libraries we represent.

We continue to appreciate the support of the staff and leadership of the Office of Commonwealth Libraries, the staff and Board of the Pennsylvania Library Association, the staff of ALA's United For Libraries office, the Governor's Advisory Council and the many Friends, and library advocates whose tireless efforts are critical to keeping our libraries open and relevant to the residents of our Commonwealth.

Respectfully submitted,

Denise S. Sticha,
President, Pennsylvania Citizens for Better Libraries.

MEMBERS BY TYPE AND
YEAR

	INDIVIDUAL				ORGANIZATION				
YEAR	PERSONAL	SUSTAINING	SPONSOR	PATRON	GROUP	501(c)(3)	SPONSOR	CORPORATE	TOTAL ALL
2010	71	35	10	1	26	107	3	1	254
2011	62	39	9	1	21	114	1	1	248
2012	55	34	8	1	21	121	1	1	242
2013	54	27	8	1	19	119	2	1	231
2014	44	24	9	0	21	123	2	0	223
2015	45	22	9	2	22	122	2	0	224
2016	34	18	9	2	14	121	3	0	201

INTERLIBRARY DELIVERY SERVICE *of Pennsylvania*
705 N. Shady Retreat Road, Doylestown, PA 18901

October 2016 Update

Membership

Currently there are **179** full members and **187** affiliates totaling **366** IDS members. There are **twelve (12)** PALCI libraries participating as out-of-state members: 5 Rutgers University libraries (NJ), West Virginia University (WV), Marshall University (WV), Rowan University (NJ), Seton Hall University (NJ), New York University (NY) and two sites for The New School (NY).

Finances

IDS remains in good financial standing with an adequate reserve fund invested in PA INVEST.

The budget for 2017 is $2,080,734, 4% higher than the 2016 IDS Budget. State Funds will remain level from 2016. 2017 member fees for low-volume shippers have been adjusted to create a more equitable fee structure across the membership. The remaining member fees will increase 1% over the 2016 rates.

UPS Shipping Savings

IDS operates under the Pennsylvania CoStars agreement with UPS, our shipping provider. Under this agreement, the IDS consortium receives the following services:

- Daily pick-up at each full member location by uniformed worker
- Next day delivery
- Online Tracking of Packages and email notifications of delivery
- Packages insured to $100.00
- 30lb weight limit
- Fuel surcharge not-to-exceed 7% of the weekly charges

Also, under the agreement, IDS receives significant cost savings through program incentives. Below is a chart highlighting the 47% savings that IDS has accrued since 2010.

Year	Packages Shipped	UPS Gross Cost	Final UPS Net Cost	UPS Savings (Dollars)	UPS Savings (Percentage)
2010	417,187	$2,596,723	$1,708,433	$888,290	34%
2011	437,415	$2,973,412	$1,754,621	$1,218,791	41%
2012	443,877	$3,228,325	$1,782,953	$1,445,372	45%
2013	425,190	$3,298,522	$1,723,123	$1,575,399	48%
2014	413,994	$3,427,476	$1,682,302	$1,745,174	51%
2015	450,440	$3,910,305	$1,706,918	$2,203,388	56%
2016 (1Q, 2Q, 3Q)	381,798	$3,490,654	$1,441,359	$2,049,295	59%
Total	**2,588,103**	**$19,434,764**	**$10,358,350**	**$9,076,414**	**47%**

Reduced Member Fee for Low-Volume Shippers

In early 2016, the Board of Directors formed an Ad Hoc Member Fee Committee to study the existing member fee structure and look for ways to create a more equitable fee structure for low volume shippers. Low volume shippers are defined as libraries who ship less than 700 packages annually. The Committee proposed a new pricing structure that reduces costs for low volume shippers and keeps pricing consistent across the membership; the Board approved the proposal in March 2016. IDS is hopeful that the reduced fees will help current low volume member libraries to maintain their IDS membership while attracting new libraries, particularly K-12 school libraries, to join IDS.

Nationwide Shipping

IDS launched nationwide shipping to all members in 2015! Full members are now allowed to ship to any library in the United States, including Hawaii, Alaska and Puerto Rico. Shipping nationwide is voluntary. Member libraries should be aware that participation could move their library into the next membership tier for 2017. Address corrections and shipping penalties will be assessed a service charge as stated in the IDS Manual.

In 2015, IDS estimates that full members shipped almost 40,000 packages nationwide at a cost of $155,000. For the first two quarters of 2016, IDS estimates that full members shipped 45,000 packages at a cost of $167,000.

The response from IDS membership has been very positive about this expansion of services. The IDS Board and Administration will continue to monitor nationwide shipping's impact on the organization but so far it has proved to be a cost-effective initiative for the organization.

If you have any questions about nationwide shipping, please visit the IDS website or contact the IDS Administrative Office.

2016 Board of Directors

Barbara Zaborowski, President
Pennsylvania Highlands Community College

Roberta Jacquet, Ph. D. , Treasurer
Cabrini College

Sandra Collins
New Castle Public Library

Barbara Coopey
Pennsylvania State University

Don Dilmore
Edinboro University

Patrick J. Harkins
State House of Representatives

Anne Kruger
State Library Liaison (Non-voting Member)

Scott DiMarco, Vice President
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Georgia Laudenslager, Secretary
Pennsylvania College of Technology

Mary Maguire
Montgomery County Public Library System

Nick Reynolds,
Temple University

Sandra Sander
Northampton Community College

Mary Lou Sowden
Keystone Library Network

Cathy Wilt
PALCI

Pamela Dinan
IDS Administrative Director (Non-voting Member)

Report Prepared by Pamela Dinan, IDS Administrator, October 14, 2016

Pennsylvania Integrated Library System
Report for Governor's Advisory Council, 10/16/16

Background

PaILS is a consortium of 105 Pennsylvania libraries and a 501(c)3 non-profit. We operate the SPARK ILS on behalf of our members which includes hosting, support, software development, and migration services. SPARK uses the open source library software Evergreen. PaILS is funded by membership fees and a LSTA grant. Our mission is to "provide Pennsylvanians with a collaborative, high quality, open source integrated library system that is equitable, cost-effective, and promotes resource sharing among libraries statewide." PaILS was formed in 2011.

2016 Update

- We migrated all eight libraries in the Blair County Library System (including the Altoona Area Public Library), the Eastern Monroe Public Library in Stroudsburg, and the Pocono Mountain Public Library in Tobyhanna.
- The Annual SPARK Users Group Meeting was held on May 26th in State College and had a record attendance of 72.
- Circulation was 3.9MM for the last 12 months which is a 1MM increase over the same period last year.
- The number of bibliographic records is 3.6MM which is a 100% increase over last year.
- We initiated four development projects to improve software functionality. One of those projects will be in collaboration with the NOBLE (North of Boston) and Evergreen Indiana consortia.
- We began a strategic planning process.
- We improved financial reporting and other internal processes.

Looking Ahead to 2017

- We plan to implement goals that will be established in the almost-completed strategic plan. We anticipate that these goals will address the issues of funding, staffing, growth strategies, and membership involvement.
- We will migrate several new libraries; the Allentown Public Library, the Bethlehem Area Public Library, Easton Area Public Library, Bangor Public Library, Community Library of Nazareth and Vicinity, the Bedford County Library System, and the Tunkhannock Public Library.
- We plan to submit an application to bring the 2018 Evergreen International Conference to Pennsylvania.

Access PA / POWER Library FY 2015 Report
(covering July 1, 2015 - June 30, 2016)

(See attached)

Access PA Shared Catalog Inter-library loan Service

- Initiated migration to SHAREit software
- Reasons to migrate:
    1. Cost
    2. Single system (vs. iii and VDX)
    3. Authority Control
    4. SCI system
    5. Ease in updating collections
    6. Intuitive interface
- Just under 1,100 library collections loaded (Acad 73; Public 421, K12 567, Spec 33)
- 80-85% fill rate

SHAREit Kids Catalog

- Launched POWER Kids in Jan 2015
- Participated in focus group for Kids Cat development
- Kids Cat available from accesspa.powerlibrary.org and POWER Kids widget
- Interface AND results are for target audience of K-5

E-resources

- Usage increasing over past three years (see page 16)
- eBooks, BOOKFlix and Greenfile are top in usage
- Nearly 14,000 eCard holders averaging 6,000 logins per month
- Added Chat widget and feature box to e-resource pages

Training

- Fall Training - Access PA ILL and E-resources only
- First-ever Spring Training to cover all parts of the POWER Library (Access PA ILL, e-Resources, Ask Here PA (Chat), PA Photos and Docs, PL for Librarians)
- Offered in two locations: Pittsburgh and King of Prussia. Expanding to 3 locations next spring

PA Photos and Docs

- Combined efforts with PA Digital and DPLA
- POWER Library Collections with sufficient metadata are harvested
- Added a search widget from POWER Library landing page
- Scan Station program offered by OCL is promoted in POWER Library For Librarians
- More on Digitization at the PA Digital session

Access PA / POWER Library FY 2015 Program Activities

Books, Movies and More! (Access PA Statewide Catalog)

The Access PA Statewide Catalog provides public web access to the collections of over 2,500 public, school, academic, and special libraries throughout Pennsylvania. It also acts as a cataloging resource for participating libraries by making available high quality electronic records that can be imported into local library catalogs for improved access, searching and display. Library service is improved, and the need for libraries to purchase similar cataloging from private vendors is reduced.

In FY 2015 HSLC contracted with Auto-Graphics for a new software system called SHAREit, which replaced two former systems: Innovative Interfaces' INN-Reach software and OCLC's VDX interlibrary loan software. SHAREit provides an improved user interface with increased functionality at an affordable annual cost. In addition, the software offers better deduplication of records which results in faster access to titles searched. As of June 30, 2016 the Access PA statewide catalog held 8.3 million titles and 41.6 million copies (volumes) with an interlibrary loan fill rate of 80-85%.

Resource Sharing (Interlibrary loan)

The Grantee provided administration, coordination, training and hosting for the Interlibrary Loan system in compliance with Commonwealth security standards.

The Interlibrary Loan Management System component supports resource sharing across Pennsylvania's libraries. Resource sharing significantly expands access to library materials by facilitating lending between libraries with shipment handled by USPS or IDS, the statewide Interlibrary Delivery System.

In FY 2015 Pennsylvania libraries placed 113,723 interlibrary loan requests, and Access PA filled 87,677 interlibrary loan requests for a fulfillment rate of 77% with an average of 35 items loaned per participating library. This is greatly improved over FY2014 which had a fulfillment rate of 63% and an average of 27 items loaned per library.

Implementation for the new Access PA system began in March 2015 and will continue throughout FY2016. Borrowing in the former Access PA system was suspended in October 2015.

Statewide Catalog for State Correctional Institutions

Since the Access PA program's inception, resource access for State Correctional Institutions (SCIs) has been both a priority and a challenge. The Grantee provided administration, coordination, training and support for the SCI version of the Statewide Catalog. Because SCI libraries do not offer Internet access to inmates, the catalog is loaded onto a removable disk and a copy of the disk is shipped to each SCI for use in a dedicated server running the SHAREit software.

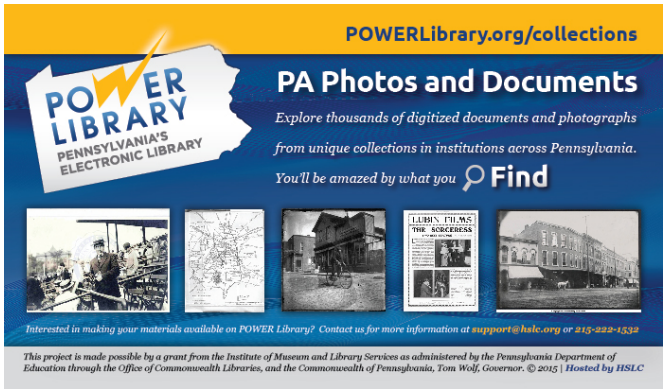
Twenty-five State Correctional Institutes are served: Albion, Benner Township, Cambridge Springs, Camp Hill, Chester, Dallas, Coal Township, Forest, Frackville, Graterford, Huntingdon, Fayette, Greene, Houtzdale, Laurel Highlands, Mahanoy, Mercer, Muncy, Pine Grove, Pittsburgh, Retreat, Rockview, Smithfield, Somerset and Waymart.

PA Photos and Documents (Access PA Digital Repository)

PA Photos and Documents is an indexed digital archive system using a locally hosted implementation of OCLC's CONTENTdm software which hosts the digitized collections of Access PA participating libraries and institutions. By the end of FY 2015 47 different institutions, including the State Library, made 123 collections accessible via the PA Photos and Documents archive. The hardware and software for the digital archives are located in a secure hosting facility on a redundant server platform.

The Grantee provided administration, coordination, documentation and hosting for the digital archives system through an unlimited license to CONTENTdm software in compliance with Commonwealth security standards. The current version of the software provides improved usage statistics through tools such as Google Analytics. During FY 2015, HSLC heavily promoted the PA Photos and Documents service at conferences and workshops throughout the state. Between July 1, 2015 and June 30, 2016 users visited the PA Photos and Documents collection over 76,000 times and viewed over 714,000 items from the POWER Library portal.

In FY 2015 HSLC partnered with the new PA Digital Partnership to deliver POWER Library PA Photos and Documents content to the Digital Public Library of America (DPLA) for national and international exposure.



Access PA Communications/Informing the Public

The Grantee deployed communications strategies on behalf of the Office of Commonwealth Libraries to promote the Access PA resources to librarians and the public. These strategies included maintenance of the electronic library portal and its associated websites, maintaining and supporting various email lists, domain names, and social networking sites, and maintaining support documents for librarians' use. In order to remain responsive to OCL needs, the Deputy Secretary and Executive Director of HSLC hold in-person meetings or phone calls on a monthly basis.

HSLC frequently communicates with librarians, but has broadened service promotion to exhibits at the following conference and event locations in FY 2015. Conferences marked with an asterisk focused specifically on the PA Photos and Documents service.

DATE(S)	LOCATION	EVENT	AUDIENCE
October 5-7, 2015	State College, PA	Pennsylvania Library Association Conference *Exhibitor*	Professional library organization serving libraries, library employees, library trustees, and Friends of the Library groups
October 8-10, 2015	Grantville, PA	PA Historical Association * *Exhibitor*	A membership organization which advances knowledge about the history and culture of Pennsylvania and the mid-Atlantic region.
October 14-15, 2015	Hershey PA	PASA - PSBA School Leadership Conference *Exhibitor*	Pennsylvania Association of School Administrators and Pennsylvania School Boards Association are dedicated to advancing the leadership within the public schools in the Commonwealth.
October 18-19, 2015	State College, PA	Pennsylvania Principals Association (Formerly PAESSP) Conference *Exhibitor*	One of the largest state principals' associations in the nation with a goal to identify, disseminate and publicize exemplary programs currently in use in effective elementary, middle and secondary schools.
October 22, 2015	Lancaster, PA	Keystone Reading Association Conference *Exhibitor*	Exists to empower educators, leaders, and the community by providing opportunities and resources to make literacy accessible for all.

DATE(S)	LOCATION	EVENT	AUDIENCE
February 22, 2016	Hershey, PA	Pennsylvania Educational Technology Expo and Conference (PETE&C) *Presenter*	Statewide event that provides quality programs focused on technology in the educational field: teachers, administrators, technology directors, school board members and other professionals in the field of education.
April 14-15, 2016	Pittsburgh, PA	Mid Atlantic Regional Archives Conference * (MARAC) *Exhibitor*	A volunteer, regional consortium of archivists who live and work in the states of Delaware, Maryland, New Jersey, New York, Pennsylvania, Virginia and West Virginia, and in the District of Columbia.
May 4, 2016	Elizabethtown, PA	Central PA Resource Sharing Annual Meeting *Presenter*	HSLC presented an Access PA program for librarians in Central PA with interlibrary loan responsibilities.
May 12, 2016	Williamsport, PA	West Branch Chapter PA Library Association Annual Meeting * *Presenter*	HSLC presented a PA Photos and Documents information session.
May 12-13, 2016	Hershey, PA	Pennsylvania School Librarians Association Conference *Exhibitor*	PSLA is a professional organization for school library professionals and library educators.
May 16, 2016	Harrisburg, PA	South Central PA Library Association Annual Meeting * *Presenter*	HSLC presented a PA Photos and Documents information session.

Improved Access

The Grantee's communications outreach included special emphasis on direct communication with librarians. Proactive phone calls are made to participants. Important announcements are posted to the Access PA email list.

The *Access PA News* provides weekly email updates on all services hosted and managed by the Grantee. This e-newsletter for librarians was published weekly with special issues as needed at other times. During FY 2015, HSLC prepared nearly 50 newsletters and emailed each one to nearly 4,000 subscribers.

Email Lists

Support for broad communications tools across the state is provided with Grantee-hosted and managed email lists. A variety of lists exist, tailored to special topics. These facilitate easy communication between Pennsylvania library professionals. The list names and descriptions may be found at: http://www.powerlibrary.org/librarians/e-mail-list/

Domain Names

HSLC maintains and manages various website domain names and the security certificates that protect them. The Grantee managed annual renewals of the websites that deliver services and program information to PA libraries.

Domain names that are not actively used are still registered in order to prevent use by unrelated organizations.

In FY 2015 HSLC redirected PADIGITAL.ORG to the PA Digital Partnership website.

Training

HSLC Director of Library Services Cindy Pitchon instructs librarians in Lancaster, PA on the use of Access PA software.

In-person training sessions and general presentations occur on no less than an annual basis. Live webinars continue to supplement training in times when there is no in-person training scheduled. The Grantee provided feedback from training sessions to the Office of Commonwealth Libraries in the monthly operations reports. On-the-spot training also takes place during daily Outreach calls.

Fall Training

In FY 2015 HSLC completed eleven training sessions for the Access PA SHAREit system and e-resources in ten locations during September and October.

Training venue selection is based on the following criteria:

1) Cost of the venue - free or reduced pricing is a key factor
2) Parking - Adequate free parking for attendees
3) Robust wireless – for attendee use of personal devices brought to training
4) Travel time – attendees should have less than 2 hours' drive to or from the location

Attendees learned searching, placement of ILL requests, adding, changing and deleting records, and how to maintain and update participant records and lending policies. Training was also provided in the use of BookFLIX, SIRS Discoverer, PowerKids and Statistics. School librarians received Act 48 credits for 5 hours of instruction, and all attendees received continuing education certificates for 5 hours of instruction. There were 678 registrants for the Access PA SHAREit training.

Spring Training

A first-ever POWER Library Users Conference was offered in April 2016. The conference was held in two locations: Pittsburgh and King of Prussia, with approximately 100 attendees at each location. The conference was designed to offer more than the typical fall training. In addition to ILL and e-resource training, workshops covering PA Photos and Documents, Chat with a Librarian, a POWER Library Portal overview and POWER Library Support tools were offered.

Ten topics were rotated with concurrent sessions in order to maximize a single day's attendance, and the conference was held for two days in each location. Over 350 Act 48 credits were earned by school librarians.

Training options are found here: http://www.powerlibrary.org/librarians/get-training/

More information about past trainings is found here:

http://www.powerlibrary.org/librarians/get-training/previous-trainings/

Technical Support

Four (4) Network Services FTEs are devoted to managing tech support operations for the services and programs provided under the Access PA grant. Examples of technical support provided include:

- Install and maintain all system hardware and corresponding software.
- Manage security and provide system patches and updates as required, including those for system software and hardware environments.
- Maintain and manage telecommunications and local networks necessary for service delivery.
- Provide robust backup systems and redundant storage systems.
- Maintain the repository of digital photos and documents.
- Maintain a dedicated server to which Pennsylvania libraries can upload digital content.
- Maintain, duplicate and ship quarterly database updates to the State Correctional Institutions.

Technical Support - Reliability

Service disruptions are prevented in a variety of ways: with the maintenance of duplicate backup sites on redundant servers, by performing software upgrades overnight and by hosting all statewide services hardware in a secure location. HSLC contracts with a secure hosting facility that provides redundant power and internet connections and internet bandwidth that automatically expands based on user demand.

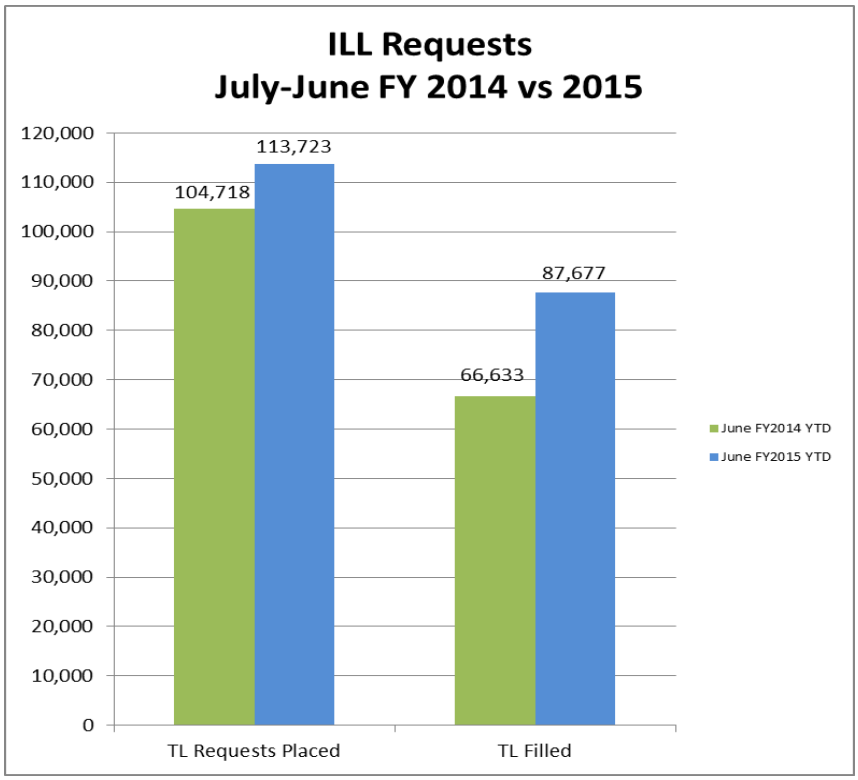
User Support

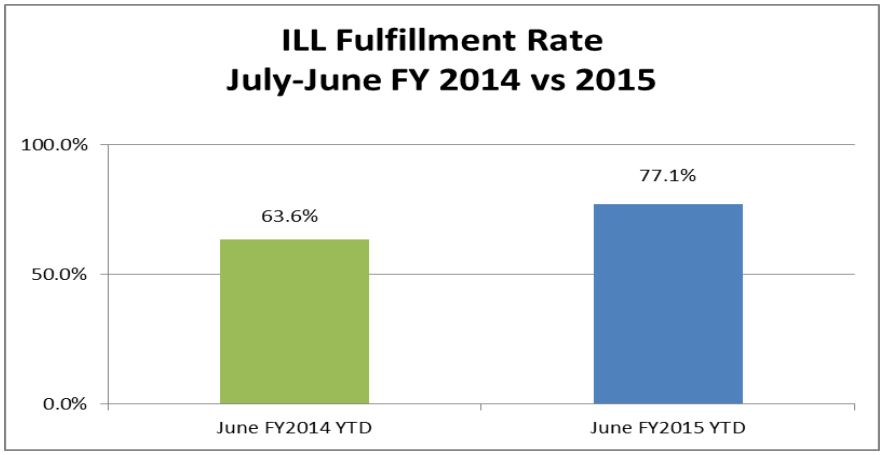
Program participants use one email address (**support@hslc.org**) and one telephone number (**215-222-1532**) for program support, ensuring that participants will not receive delayed responses due to HSLC staff being on vacation, out of the office, etc. The central email address and phone number are continually staffed by multiple employees to assure prompt response to inquiries. HSLC is committed to respond to support requests within 24 hours of receipt.

Usage Statistics

<u>Resource Sharing/Interlibrary Loan (ILL) Activity – Requests Placed vs. Fulfilled</u>

The introduction of the new resource sharing and management system resulted in greater participation and higher sharing levels in FY 2015.





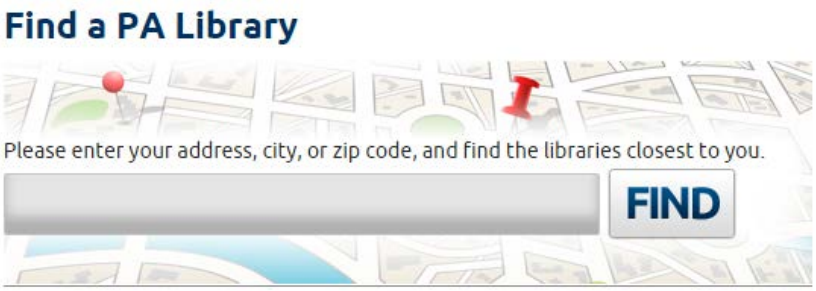
eCard Registration Summary

Currently nearly 14,000 Pennsylvania residents hold eCards. Half of those who visit the eCard information page register for an eCard. eCard registrants are encouraged to contact their local library for access to more resources. This is especially important since the eCard does not convey local library borrowing privileges. HSLC forwards contact information of users who respond with interest in hearing from their local library to the local District Library Consultant on a weekly basis.

POWER Library Ecard

The POWER Library is funded from taxpayer dollars, which means the services should be available to **all** Pennsylvania residents. In the cases of Chat, Books, Movies and More, and the PA Photos and Documents collection, no user credentials are required. However the contractual conditions for e-resources require PA residency to be verified as the subscriptions are limited for use by Pennsylvania residents.

To improve access to services by the public, the Grantee offers the opportunity for Pennsylvania residents, especially those unserved by a public library, to register for an eCard that offers access to electronic resources. This service is available on demand, and also presents residents with a list of nearby public libraries that offer additional library services.



The eCard registration process creates an eCard "borrower" number on the spot, and also emails that number along with information about its use to the registrant. The eCard is only accepted online for use of the POWER Library e-resources; it is not a substitute for a local library card.

The eCard program was designed to respond to users who:

- Wish to access e-resources during hours when it is not possible to obtain a local library card;
- Lost their local library card and have not had the time to replace it; or
- Do not reside in a service area served by a public library.

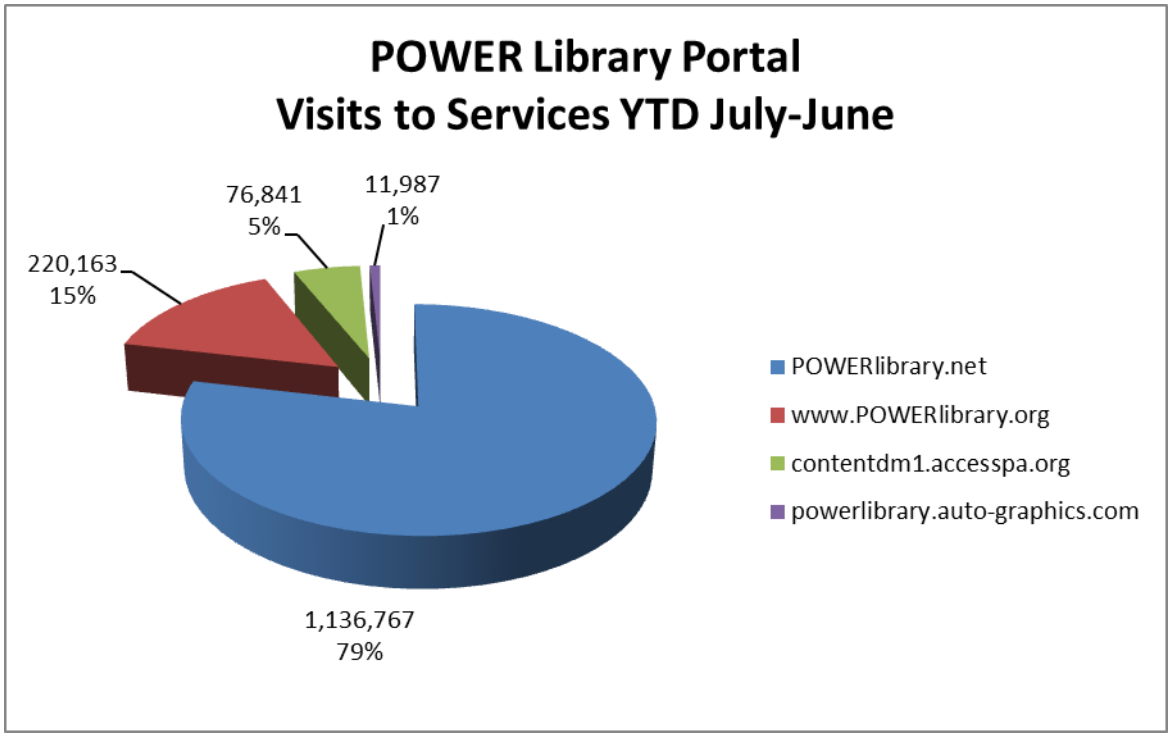
The eCard registration process offers residents the option to subscribe to email newsletters for information about e-resources and other services. The Grantee provides reports on registration, and e-usage of services by geographic location to the Deputy Secretary. Analysis of location for eCard registrations assists in determining the presence or absence of service availability across the Commonwealth.

The eCard registration process is designed to be as easy as possible. Very little personal data is required, but PA residency must be confirmed. Additional questions are designed for follow-up. Users are asked if they have a local library card and/or wish to be contracted by their local library. In FY 2015 up to 55% of residents applying for an eCard wished to be contacted by their local library. The importance of a local library card is stressed because the eCard does not offer anyone the ability to borrow materials from the local public library.

At the conclusion of FY 2015 nearly 14,000 Pennsylvania residents were eCard holders.

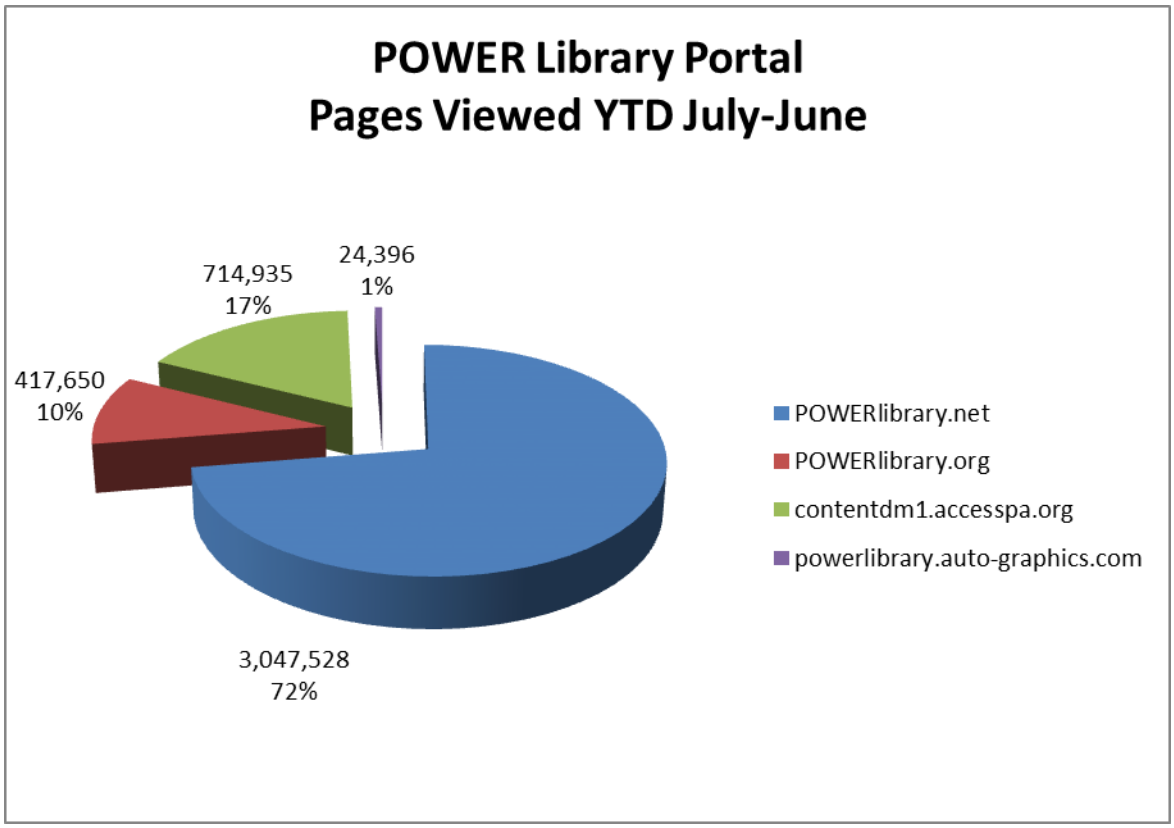
POWER Library Portal Landing Pages

Website visits to Access PA and POWER Library landing pages are provided below:



powerlibrary.org – main portal for all Access PA and POWER Library services
powerlibrary.net – main page for access to e-resources
contentdm1.accesspa.org – access to PA Photos and Documents
powerlibrary.auto-graphics.com – access to eCard registration

Web pages viewed for Access PA and POWER Library services:



powerlibrary.org – main portal for all Access PA and POWER Library services
powerlibrary.net – main page for access to e-resources
contentdm1.accesspa.org – access to PA Photos and Documents
powerlibrary.auto-graphics.com – access to eCard registration

In FY 2015 the POWER Library portal was used by 116,250 unique visitors, who accessed 417,650 pages on the site in over 220,000 browser sessions. These totals do not include the users who were redirected to the powerlibrary.net site for access to e-resources.

POWER Library Portal – Administration and Support

www.powerlibrary.org
kids.powerlibrary.org

The POWER Library portal serves as Pennsylvania's electronic library, a single location for the public to access all of the statewide electronic library services. Ben Franklin serves as the inspiration and guide for the site. The portal is designed to serve both the general public, as well as Pennsylvania librarians who assist with service delivery.

User Experience

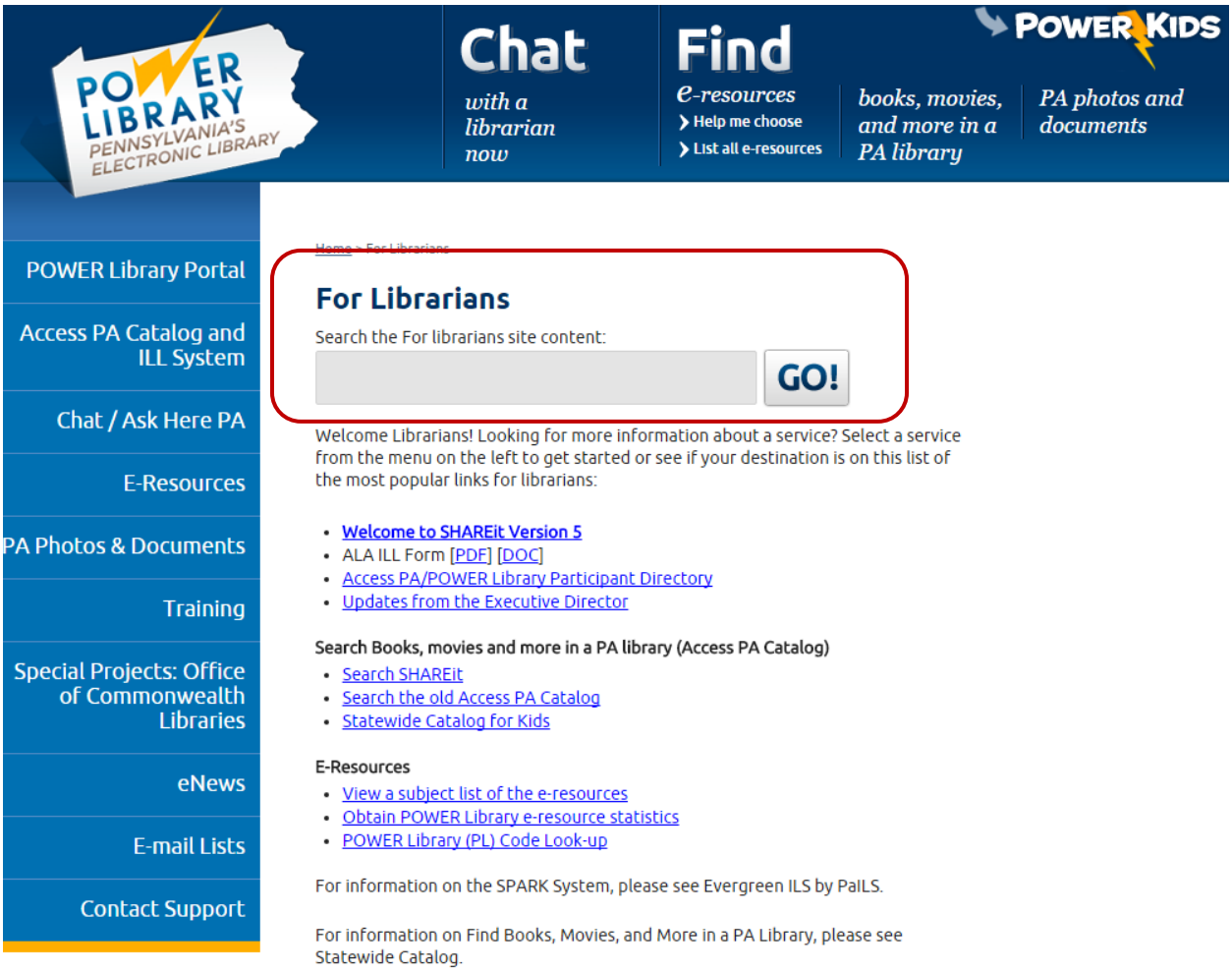
The POWER Library portal has the following core components: *Consistent Banner* with services included; *Consistent Footer* with service policies, disclaimers, attributions and contact information; *Slideshow* to highlight particular services; *Feature boxes* that present advanced features or direct users to related information or different areas of service within the POWER Library; *For Librarians Section* to provide access to documentation, training, and other resources for staff; and *POWER Kids* - A portal specifically targeted to children grades K-5.

POWER Kids kids.powerlibrary.org

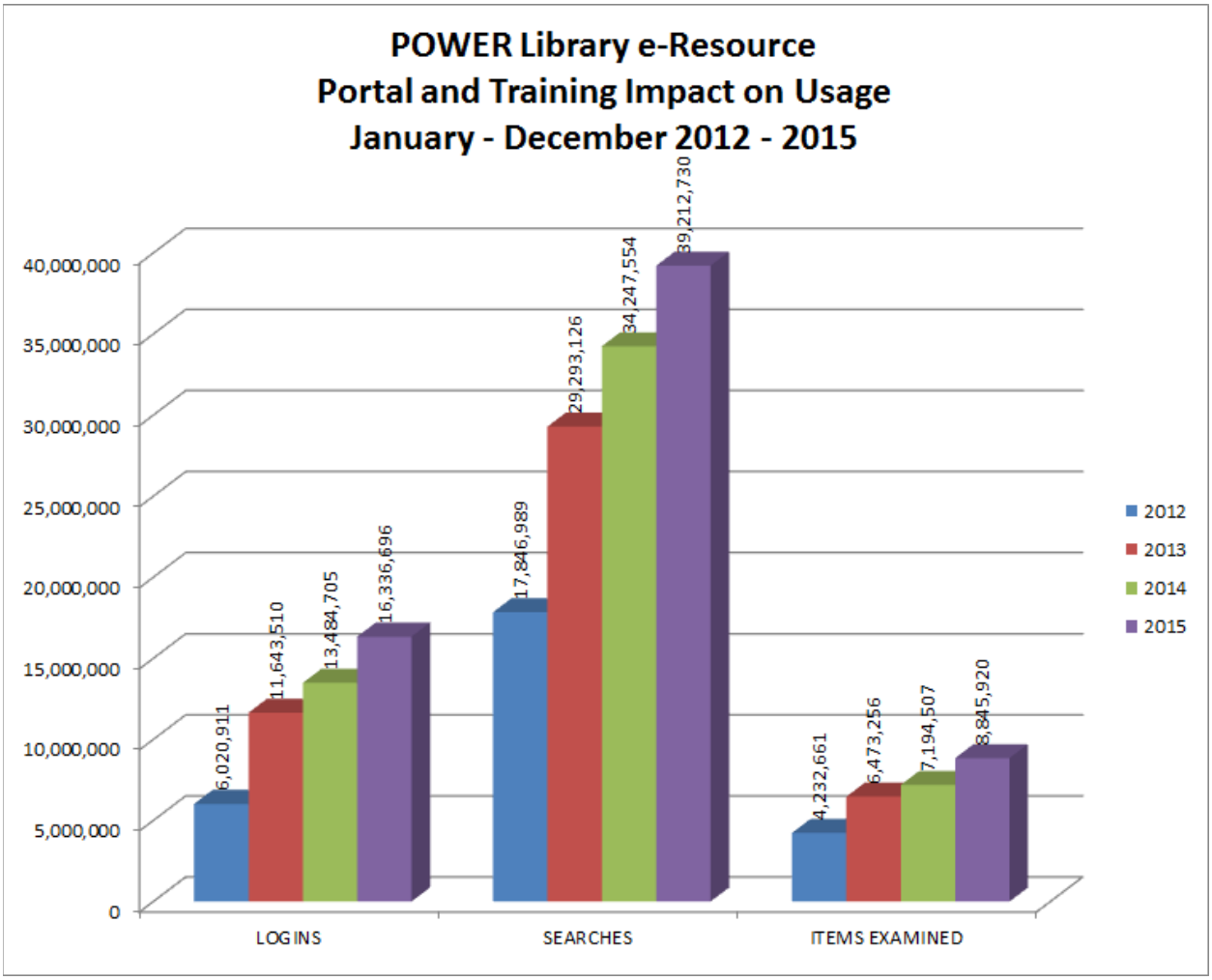
Over 70% of the library participation in POWER Library is K-12 schools, with 37% representing elementary schools. One of the most effective methods to address achievement gaps is to target children at the youngest ages. The POWER Kids page is a separate POWER Library page with topics and an interface specifically geared to children in grades K-5. Since its launch in January 2015, the page has been visited over 333,000 times. In November 2015 HSLC added the SHAREit Kids Catalog search widget to the POWER Kids page. This widget enables users to perform searches of the catalog directly from the POWER Kids page.

Professional Development

The POWER Library For Librarians can be reached from any location, and includes services, documentation, training tools, promotional materials and more. The most frequently asked support questions received by HSLC are featured links on the main page. The POWER Library For Librarians also provides a Search tool to easily find the exact content needed. Wherever login credentials are required that requirement is clearly noted.



Both the portal and training have shown an impact on e-resource use in particular. Prior to 2013 training was suspended due to lack of available funds. Re-organizing the grant budget allowed HSLC to allocate funds to support live training and to offer webinar training. As a result, e-resource usage has increased significantly over 2012 usage. Training librarians to use and promote the POWER Library remains a high priority.



E-resources - Administration and Support

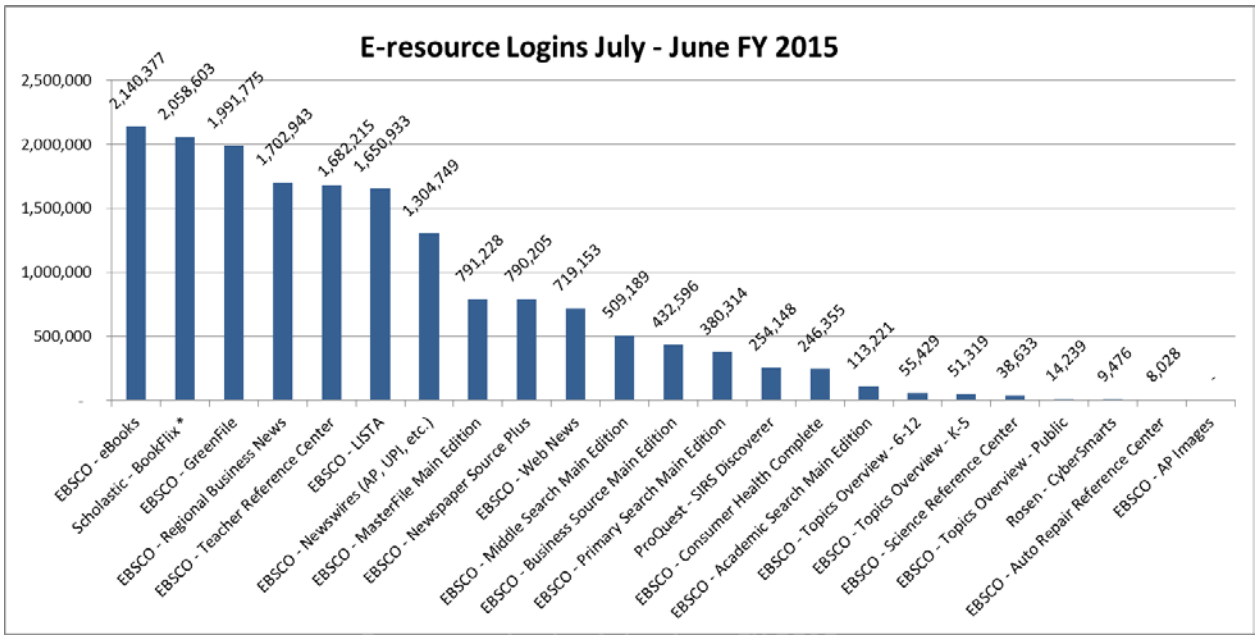
HSLC manages access to the e-resource subscriptions purchased by the Office of Commonwealth Libraries. This includes the technical support necessary to authenticate libraries and patrons with the vendor products, along with hosting state-owned content and providing training, documentation and statistics. Use of e-resources consistently ranks highest among the statewide library services offered.

<u>Authentication</u>

Nearly all of the e-resources offered are annual subscriptions for authoritative content purchased by the Office of Commonwealth Libraries. Vendor contracts limit authorized use to Pennsylvania libraries and residents. This authentication is delivered using scripts written as URLs that link library web pages to the vendors' content.

Authentication occurs in two ways: in-house (inside a library) and remotely (outside a library). For in-house use, each library is provided with an icon to be placed on the library's desktops. Embedded in the icon is a URL that generates a script recognized by the e-resource vendor to authorize that library's use of the vendor website. This system is in place for both school and public libraries. Remote access, or access by the user from home, is accomplished by encoding an icon on the public library website which generates a challenge to the user to enter his or her library barcode. This is the manner in which students access e-resources from home after school.

E-resource topics are primarily educational or instructional, and topics included: Auto Repair, Biography, Business, Children's Resources, Find A Book, General Reference, Health/Sciences, Literature, Newspapers and Magazines. For a complete list of e-resources available please see: **www.powerlibrary.org > Find E-resources > List All**



State-owned Content

Two e-resources represent content owned by the Office of Commonwealth Libraries: EBSCO eBooks and Contemporary Authors.

EBSCO eBooks are accessed through the vendor's website, but the eBooks are owned by OCL. There are now over 16,000 eBook titles available for viewing online and many are available for downloading on portable devices such as the NOOK, the iPad and Kindle Fire.

Contemporary Authors is a resource that provides biographical information, autobiographical essays, awards, obituaries, and critical resources related to today's most influential authors, including novelists, poets, playwrights, nonfiction writers, print and broadcast journalists and

editors. There are nearly 150,000 authors represented in the database. HSLC developed and provides the interface that delivers Contemporary Authors content.

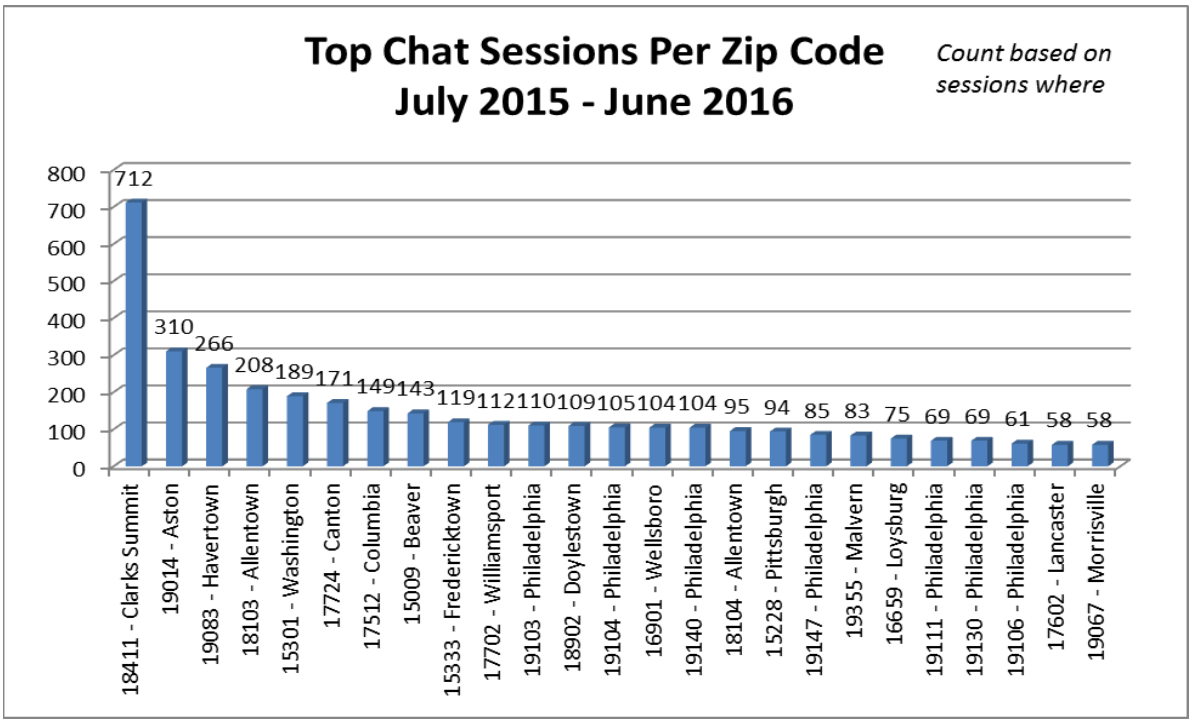
Ask Here PA (Chat with a Librarian) - Administration and Support

Ask Here PA, also known as Chat with a Librarian, is Pennsylvania's statewide live chat reference service. Offered free of charge to all Pennsylvania residents, online chat reference questions are answered by qualified librarians 24 hours per day, 7 days per week by responding quickly with accurate, unbiased information.

Thirty-six Pennsylvania libraries participate in staffing the Ask Here PA service. At times when PA librarians are fully occupied responding to chat sessions, or are unavailable, the service draws on librarians from a national pool of participating libraries.

Administration of the program includes training, scheduling and monitoring the quality of chat sessions provided. Users are not prompted for any personal information to participate, however if they wish to receive a transcript of the chat session, an email address must be provided. In FY 2015 over 57,337 questions were answered. Since its inception in 2006, over 608,000 chat sessions have been completed.

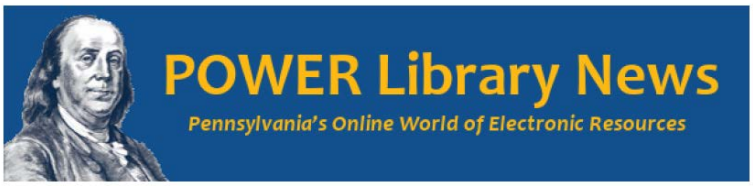
Statistics from the Chat software enable HSLC to identify where the service is most heavily used. The following charts depict the zip codes and cities where Chat was most heavily used in FY 2015.



To view customer comments, please visit **http://www.askherepa.org/customer_comments.htm** or the Ask Here PA Twitter feed at **https://twitter.com/askherepa**

Informing the Public

Communication to POWER Library users is accomplished via the email distribution of the POWER Library Newsletter. As of June 30, 2016 there were over 6,000 subscribers to the POWER Library newsletter.



In FY 2015 a Twitter feed was activated and the homepage of the POWER Library Portal was updated to embed the Twitter feed. Tweets focus on promoting the products and services in POWER Library to the residents and students of Pennsylvania. The Tweets can be found on the Portal homepage and on the POWER Library Twitter page available at:

https://twitter.com/powerlibrary

Follow @PowerLibrary

Search Twitter #powerlibrary

This project is made possible by a grant from the Institute of Museum and Library Services as administered by the Pennsylvania Department of Education through the Office of Commonwealth Libraries, and the Commonwealth of Pennsylvania, Tom Wolf, Governor.

HSLC

Programs managed by HSLC.