STATE OF RHODE ISLAND
DEPARTMENT OF ADMINISTRATION
OFFICE OF LIBRARY AND INFORMATION SERVICES

FIVE-YEAR STATE PLAN
for the federal fiscal years 2013 to 2017

in compliance with the federal
LIBRARY SERVICES and TECHNOLOGY ACT

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Mission of the Rhode Island Office of Library and Information Services

The Office of Library and Information Services makes Rhode Island libraries of all kinds more effective so that the people of Rhode Island can have the best possible library services.

Needs Assessment

In preparation for its Five-Year Plan for the years 2013 through 2017, the Rhode Island Office of Library and Information Services (OLIS) has reviewed a variety of information resources to understand both the constraints that libraries face and the opportunities that libraries can leverage to better serve the residents of the State of Rhode Island. These findings will inform the establishment of priorities for the use of Library Services and Technology Act (LSTA) funds allotted to Rhode Island.

Over the next five years OLIS will continue to examine the information needs of Rhode Islanders and developments in library and information services and the surrounding environment to determine, on an ongoing basis, how well its initiatives are serving RI libraries. Periodic surveys and stakeholder meetings will determine the need to adjust and realign priorities to make the most effective use of LSTA funds in Rhode Island. This needs assessment will be reviewed on a biannual basis; objectives will be reviewed on an annual basis to chart progress and assess outcomes.

Rhode Island

With an area of 1,034 square miles, Rhode Island is the smallest of the fifty states, yet it has the second highest population density in the country after New Jersey. The population recorded in the 2010 Census was 1,052,567, less than a half percent increase from the 2000 Census. Population is concentrated in the capitol city of Providence and its surrounding cities, stretching south through the communities on the shores of the upper East and West Bay. The western half of the state is less densely populated and has a more rural environment, though most Rhode Islanders are never more than a half hour away from an urban center.

Rhode Island is in effect a single city-state, but it is rich in political division. There are 5 counties, 39 cities and towns, and numerous less formal divisions such as its 85 fire districts and myriad villages. The state's rich history includes a strong proclivity towards independence and individual liberty, a result of founder Roger Williams establishment of the colony as a place "to hold forth a lively experiment that a most flourishing civil state may stand and best be maintained with full liberty in religious concernments" – a revolutionary idea in 1663. This independent nature is both an asset and a disadvantage as Rhode Island negotiates the challenges and opportunities of the 21st century.

Rhode Island is a culturally and ethnically diverse state, with nearly 13% of its population foreign-born. 21.3% of the population is under 18, while 13% of the population is over the age of 65 (US Census Bureau *QuickFacts 2010*). Of those who are over 65, 5% have some level of vision difficulty. In the area of educational

achievement, Rhode Island exceeds the national average for the number of people who hold a bachelor's degree (30%), but 16% of the population over the age of 25 lacks a high school diploma or general equivalency. The RI Department of Education estimates that there are 150,431 Rhode Islanders who need adult education, but existing programs only have the capacity to serve 4% of those in need.

Rhode Island leads the nation in the area of broadband speed and coverage, ranking first in broadband speed and third in broadband coverage according to a 2012 report by the RI Economic Development Corporation, *Broadband Policy for Rhode Island: Achieving Competitive Advantage in the Internet Age*. However, the state ranks 19th in broadband adoption and 38th in government services available online. Nationally, 84% of college graduates use the internet, while only 30% of those with only some high school education do. RI's lower rate of broadband adoption may be attributed to the education levels of its residents along with the climbing poverty rate.

The economic situation in RI presents challenges both to residents and their government. The state entered the current economic downturn ahead of the country and continues to struggle with the associated outcomes. In January 2012, the unemployment rate dropped below 11% for the first time since June 2009, but RI still has the third highest unemployment rate in the country. Throughout the recession, RI has consistently led the country in unemployment. The poverty rate has also been climbing rapidly since 2007; in 2012 the state's poverty rate is 14.2%, but 19% of RI's children live in poverty. This negative climate correlates with RI's low ranking in the *Gallup-Healthways Well-Being Index*, which assesses residents' health and well-being. In 2011, RI ranked 35th nationally and last in New England.

Rhode Island's state and local tax burden was the 5th highest in the nation in 2009, according to the Tax Foundation. Property taxes are the 4th highest in the country per $1,000 of personal income and account for nearly 45% of tax revenues in the state. Local property taxes provide nearly 70% of public library support. RI's 2012 business tax climate, which considers areas of taxation that impact business including corporate taxes, individual income taxes, sales taxes, unemployment insurance taxes, and taxes on property, ranks 46th in the country. The unfavorable business climate places even more pressure on property owners as municipalities continue to raise taxes to keep local governments operating.

While Rhode Islanders struggle with high tax rates and a scarcity of jobs, state and municipal governments also face challenging times. In 2011 RI instituted what the Pew Center on the States termed the most sweeping reforms in the country for state and municipal employee pensions. However, state government and local municipalities are still buckling under the costs of underfunded and costly pension plans, including locally administered pension plans that are still awaiting reform. One municipality, Central Falls, has already declared bankruptcy and RI's capital city, Providence, stands on the brink of bankruptcy along with several other major cities, including East Providence and Woonsocket. While legislation has been proposed to reform local pension plans in the same manner as state plans, such reforms will not be easy and will provide little immediate relief. In addition, reforms impact retirees, creating more strain on the limited resources of most pensioners.

While there are signs that the RI economy is slowly recovering, the financial health of the state and its municipalities will take a number of years to recover from the recession. State government faces a deficit of $120 million in 2013 and has cut nearly $200 million worth of local aid to cities and towns in the past three years. Local municipalities are responding to these cuts and their own budget woes by reducing spending on education and other municipal services, including libraries.

Rhode Island's libraries are affected in many ways by the bleak economic climate in the state. Budgets are shrinking, yet libraries continue to proudly and innovatively serve communities that are increasingly dependent on the library for internet access, job search assistance, even a warm place to spend part of the day. The state has over 600 library outlets, including 72 public libraries, 21 academic libraries, 17 health sciences libraries, 41

special libraries and over 450 school libraries. There are three library consortia: Ocean State Libraries comprises all of the state's public libraries, HELIN contains most RI academic and hospital libraries except Brown University and RILINK (RI Library Information Network for Kids) includes 31% of school libraries. Over 200 libraries form the multi-type Library of Rhode Island (LORI) network, sharing resources through state-operated interlibrary loan (ILL) facilitation and interlibrary delivery.

The library community in Rhode Island is further organized through a number of professional and library specific organizations. The Rhode Island Library Association is a general membership organization for members of the library community. School Libraries of Rhode Island gathers school librarians and others interested in the K-12 world. RI also boasts a chapter of the Special Libraries Association, an Association of Rhode Island Health Sciences Libraries and a Consortium of Rhode Island Academic and Research Libraries. The Coalition of Library Advocates brings together other library associations with public library trustees, library friends and grassroots organizers. All offer a modicum of training and education and can be helpful to OLIS as partners in a variety of programs and projects.

RI's libraries collaborate on many levels, with OLIS serving as the connection among libraries and among the consortia. Statewide services that can be provided more effectively on a statewide level, such as services to the blind and online resources for the public, are provided by the state. OLIS supports librarians with its continuing education programs that bring both practical training and cutting edge techniques to the community. OLIS maintains an eye to the future while helping preserve traditional library functions and services.

The library landscape

The library and information landscape has changed dramatically in the past decade and will continue to evolve at a rapid rate as digital technologies transform the way libraries and people interact with knowledge. While the library was once the central broker of information and knowledge and set the terms of access, today information consumers expect instantaneous access from an array of devices of their choosing. In the second decade of the 21st century, the information universe has exploded into a fragmented, user-centered world. Libraries that adapt to the changing approaches to knowledge seeking and gathering, though, will continue to thrive by combining traditional library functions with 21st century methodologies.

The continuing evolution of digital media and its distribution channels, heightened competition from physical and online brokers of media, the ability to store and transmit data through increasingly robust channels and the changing demographics of RI and the needs of its people will continue to redefine the state's libraries. Library use is diversifying: books are still the foundation of library service, but the use of the library as a meeting or collaborative space is growing. In many communities, the library is the place to attend a job club meeting or look for work, gain computer or English skills, attend adult education or literacy classes or work on a project with like-minded peers. At some libraries the meeting rooms are booked continually for library and community programs. At others, users rarely set foot in the library, but use online resources and services created by or provided through the library.

The paradox of the modern world is that as the world shrinks into a single global environment, the number of individual communities, both virtual and physical, is expanding as people seek to connect with others who hold common interests. Thus there is global awareness, but a focus on the micro-community, which can be geographic or simply based on a commonality, with members shifting seamlessly between multiple communities. Libraries must serve these multiple communities and adapt to the changing ways in which users find, gather and use information. The library will continue to serve its local community in a physical facility, while also connecting with those who seek services virtually. To successfully do this, the library must be able to acquire, organize and curate unique local resources while collaborating on a larger scale to acquire more global resources.

In a world of budget constraints and diminishing resources, libraries must collaborate with other libraries in an expanded network to procure and present resources that are best secured on a wider scale. Consortia, whether defined or informal, can leverage better bargains on ebooks, databases and other physical and virtual resources and make them available on a larger scale. Talent can also be leveraged through collaboration, whether it involves bringing together librarians to share their expertise or effecting partnerships with other agencies that provide similar services or serve a similar clientele. To that end, librarians need to work both within the library community, and beyond, pooling different skill sets to serve community needs in the areas of services to children and young adults, adult education, workforce development, emergency preparedness and response, and the preservation of cultural resources.

Rhode Island's 21st century library will be both an independent micro-community and part of a cooperative global enterprise. The state's size enables cooperation in all areas on a statewide level, without sacrificing unique service to the local community, whether it is in a town, a school, a university, a hospital, a correctional facility or elsewhere. Rhode Island's libraries can learn from each other, and from their patrons and partners, how to best serve the state's residents, the young and the old and those with different abilities, whether they wield mobile devices or prefer more traditional formats. Libraries will take their cues from their communities, while recognizing that these communities come in many sizes and shapes and exist in both the physical world and the virtual one.

Today's libraries live in exciting times, filled with opportunity yet tempered by the reality of budget constraints. They teeter on the edge of a virtual world, but are still firmly entrenched in the physical world. OLIS supports libraries as they navigate this dual existence, providing resources, services and continuing education that support both roles and enhance the library's capacity to provide access to and preserve knowledge both physical and virtual for people of all ages, abilities and circumstances. Rhode Islanders will continue to look to libraries as the one source for free and unbiased access to information, as a community center and as an opportunity center for all. OLIS will provide the support and services that will enable Rhode Island libraries to do that.

In sum, Rhode Island's environmental trends indicate some very specific needs in the library community. By addressing those needs, OLIS can empower Rhode Island's libraries to provide the best possible library service even as the state's and municipalities financial difficulties continue. Foreseeing no increase in resources available to pursue the agency's efforts, OLIS posits in this plan a very modest set of goals, yet all of those are aimed at addressing the needs uncovered above.

A primary feature of the state's next five years is the bleak economic outlook. Although the state had been able to continue to level fund two generous programs of grants-in-aid for the support of public library operations and for construction and renovation reimbursement to municipalities, the cities and towns find it increasingly difficult to maintain public library funding. In the past two years, RI has experienced the municipal bankruptcy of the City of Central Falls, the closing of two public library branches in the City of East Providence and significant library budget cuts in two other municipalities. Recent economic development offer no reason to believe that trend will not continue or deepen over the coming five years. For libraries, the most significant bulwark against that is the saving that comes from resource sharing and interlibrary cooperation; which this plan addresses in Goal I. That same goal speaks to the need to overcome the inequalities that suffuse the 39 cities and towns and the diversity that that represents. Building upon the high degree of organization among the state's libraries, OLIS also addresses in Goal I the need to provide online resources in a cost effective manner.

With a high percentage of aging and/or visually impaired people among the population of Rhode Island, the Talking Books Plus effort represented by Goal II, operating at statewide scale, is a boon to all of the state's libraries.

Similarly, the opportunities OLIS plans to create under Goal III will enable libraries to continue and enhance services and to develop 21st century praxis throughout the state. Many of the state's needs know nothing of municipal boundaries. Unemployment, adult education, digital and early literacy needs, for example must be addressed at the larger scale that OLIS, by sponsoring collaborative efforts in and out of the library nexus, promotes in a way that an individual library would not be able to.

Although many of the state's needs are identifiable, none of them is static. The environment in which RI's libraries operate is an ever-changing kaleidoscope. Coping with constant change requires constant education and training. OLIS' fourth goal is to continually refresh and present an annual program of educational experiences for librarians.

Goals of the Rhode Island Plan and Corresponding LSTA Priorities

The 2013-2017 Rhode Island Plan Goals were written to address needs congruent with the priorities of the LSTA:

> 1) expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
> 2) establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services;
> 3) (a) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services;
> 4) develop public and private partnerships with other agencies and community-based organizations;
> 5) target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
> 6) target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved;
> 7) develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks; and
> 8) carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the SLAA's plan. 20 U.S.C. § 9141(a)(1-8).

The LSTA priorities provide the foundation for the development of the Rhode Island agency's goals.

The Goals of the 2013 - 2017 Rhode Island Plan are:

Goal I. Facilitate access to and sharing of resources and information in all types of libraries.
(ref.: LSTA Priorities 1, 2, 5, 6 and 7)

Goal II. Ensure the provision of library services to people with disabilities.
(ref.: LSTA Priorities 4, 5, 6 and 7)

Goal III. Create opportunities for libraries to enhance their capacity to provide services and resources to all Rhode Islanders.
(ref.: LSTA Priorities 1, 2, 3a, 4, 5, 6, 7 and 8)

Goal IV. Increase and enhance the competencies and capacities of librarians, library paraprofessionals, and library trustees through an active program of continuing education.
(ref.: LSTA Priorities 1, 3a, and 4)

Each goal in the Rhode Island plan has equal weight.

Objectives and Activities for the Implementation of the Plan in Rhode Island

Goal I. Facilitate access to and sharing of resources and information in all types of libraries.
(ref.: LSTA Priorities 1, 2, 5, 6 and 7)

Objective 1: Library of Rhode Island (LORI): Provide Leadership for LORI. (2013-2017)
Activities for Implementation:
- Continuously evaluate existing online resource sharing functions and activities.
- Involve libraries of all types in effective resource sharing through the LORI Resource Sharing Working Group that meets six times a year and uses an online forum to conduct business.
- *Measure: annually collect data and publish reports of LORI Network activity and resources.*

Objective 2: Delivery: Operate LORI's interlibrary delivery system. (2013-2017)
Activities for Implementation:
- Provide LORI Delivery to every library in LORI through a library delivery services contract. (Delivery service is paid primarily with State funds.)
- Maintain a dedicated telephone number for receipt of reports of delivery-related problems from libraries; track problem reports from libraries and review monthly to discover patterns that can be corrected.
- *Measure: survey LORI libraries bi-annually to collect data about the number of items/week sent in delivery to determine fluctuation or stability of service.*

Objective 3: ILL: Facilitate ILL. (2013-2017)
Activities for Implementation:
- Maintain RI's instance of Relais hosted ILL service (or a successor) as a resource sharing solution.
- Provide LORI network library access to the OCLC FirstSearch database (or a successor) as a means for discovering and borrowing materials from out of state sources.
- Participate in Ocean State Libraries (OSL) and HELIN Circulation Heads Committee and other OSL committees when appropriate.
- *Measure: annually collect ILL and circulation statistics to monitor and measure fill rates and library participation.*

Objective 4: LORI membership: Maintain and encourage LORI membership for libraries in RI. (2013-2017)
Activities for Implementation:
- Ensure that 200 libraries join and/or rejoin LORI annually.
- Facilitate re-certification through the online LORI Network Standards application in a single integrated and automated reporting process.
- *Measure: annual recertification rate; baseline membership = 187 in 2013.*

Objective 5: AskRI: Ensure that all Rhode Islanders will have access to online databases and resources that support their need for education and research. (2013-2017)

Activities for Implementation:
- Operate the RI Statewide Reference Resource Center (SRRC: a state-funded public library grant, bid biennially), including AskRI online reference service and its selection of online resources (some funded with LSTA funds, currently including Mango Languages, Reference USA, and Learning Express) available to all statewide from any Internet access point. (2013)
- Annually review the databases offered to Rhode Islanders in collaboration with the Statewide Reference Resource Center, Ocean State Libraries, and HELIN in order to offer a balanced suite of online resources at the best possible cost, and, if needed, revise selection. (2013-2017)
- *Measure: monthly collect, analyze and publish data on extent and patterns of use of SRRC and AskRI services and resources.*

LSTA funds: For objectives under Goal I, OLIS anticipates spending available LSTA funds on: personnel, Relais ILL, OCLC FirstSearch and other online databases for libraries and librarians, statewide licenses for AskRI online resources webhosting services, some Delivery supplies, and overhead (e.g., telephone lines, office supplies).

Goal II. Provide library services to people with disabilities.
(ref.: LSTA Priorities 4, 5, 6 and 7)

Objective 1. National Library Service (NLS) Library for the Blind and Physically Handicapped (LBPH): Ensure NLS LBPH resources are available to Rhode Islanders with visual and physical disabilities. (2013-2017)
Activities for Implementation:
- Facilitate membership in OLIS' Talking Books Plus Program; hence the National Library Service for Rhode Islanders with visual and physical disabilities.
- Provide NLS materials and equipment to members through a storage and delivery contract with the Perkins School for the Blind (or successor).
- Provide Readers Advisory service to enrolled members.
- Provide technical assistance to members.
- Produce and distribute the *Talking Times* newsletter in multiple formats to inform members of developments in digital services and provide updates on reading materials, programs and other items of interest.
- Refer members to the Ocean State Libraries E-Zone (an ebook library accessible with a public library card) and other resources for additional digital materials.
- Investigate other digital resources, such as the KLAS Shelf Project.
- Continue to transition members from analog to digital services.
- *Measure: survey Talking Books Plus members bi-annually to establish priorities and service improvements for members. (2014, 2016)*

Objective 2: Downloading Sites: Expand opportunities for member access to Talking Books Plus digital materials by partnering with RI agencies and organizations to develop a statewide network of information centers and downloading sites. (2013-2017)
Activities for Implementation:
- Enroll public libraries, schools, and social service agencies as institutional members and downloading sites.
- Conduct workshops for library staff and other organizations on Talking Books Plus services and digital downloading to create multiple access points for information and downloading.

- Partner with the RI Office of Elderly Affairs and other state government agencies to establish and promote information centers and downloading centers at senior centers, assisted living centers, and nursing homes.
- *Measure: annually collect and publish data regarding growth, use and patterns of use of information centers and downloading sites.*

Objective 3: Grow Membership: Increase individual and institutional membership in Talking Books Plus by 5% annually through increased awareness of the program in community agencies that serve individuals with disabilities. (2013-2017)
Activities for Implementation:
- Attend and demonstrate Talking Book Plus resources at library-related meetings, senior center programs, and service provider meetings.
- Produce and mail membership information packets to community agencies, libraries, and schools that serve individuals with disabilities.
- Partner with the RI Department of Corrections, RI Department of Elderly Affairs, In-Sight, State Services for the Blind, the RI Office of Rehabilitation Services and other agencies to disseminate information about Talking Books Plus services.
- Distribute National Library Services public service announcements and promotional resources about Talking Books Plus to agencies, institutions and the general public.
- Develop and implement a Spanish readers' outreach campaign in partnership with agencies that serve the Hispanic community in Rhode Island. (2013-2014)
- *Measure: change in membership count.*

Objective 4: Publicity: Disseminate information about low vision, blindness and dyslexia to increase awareness of services for those who cannot read traditional print materials. (2013-2017)
Activities for Implementation:
- Post relevant articles on the Talking Books Plus web site and blog for members and potential members and their families and caregivers.
- Promote relevant articles and resources to Talking Books Plus members via the TBP email list.
- Post relevant articles on the Office of Library and Information Services web site and Facebook page to increase awareness of services and programs for the blind and those with visual disabilities and dyslexia.
- *Measure: changes in membership count and membership patterns.*

Objective 5: Federal Compliance: Review the *Revised Standards and Guidelines of Services for the Library of Congress Network of Libraries for the Blind and Physically Handicapped 2011* and adopt standards and guidelines for Talking Books Plus that best meet the needs of Rhode Islanders who are blind and physically handicapped. (2014-2015)
Activities for Implementation:
- Talking Books Plus staff will review guidelines and standards and prepare recommendations for OLIS administration.
- OLIS Administration will review and implement recommendations in accordance with agency priorities and resources.
- *Measure: extent of compliance with standards.*

LSTA funds: For objectives under Goal II, OLIS anticipates spending available LSTA funds on: personnel, a contract with Perkins School for the Blind (or its successor) and overhead (e.g., telephone lines, office supplies).

Goal III. Create opportunities for libraries to enhance their capacity to provide services and resources to all Rhode Islanders.
(ref.: LSTA Priorities 1, 2, 3a, 4, 5, 6, 7 and 8)

Objective 1: Online tools: Provide online resources and local programs in order to increase the capacity of multi-type libraries to collaborate with state agencies and community organizations in order to improve library services to adult learners.

    (OLIS will partner with the following Rhode Island agencies and quasi-agencies: Department of Education, Department of Labor and Training, Economic Development Corporation Higher Education Assistance Authority, and the Adult Education Professional Development Center.)

Activities for Implementation:
- Develop an online portal for adult education resources in partnership with agencies and organizations that provide adult education. (2013-2014)
- Partner with the Economic Development Corporation to implement a coordinated digital literacy program in libraries. (2013-2015)
- Provide online learning tools for speakers of foreign languages who wish to learn or improve their English, and for English speakers who wish to learn or improve their foreign language skills. (2013-2017)
- Provide test preparation resources for Rhode Islanders preparing for college and graduate school entrance, GED, and citizenship tests. (2013-2017)
- Provide an online business directory for small businesses and others to access business information. (2013-2017)
- *Measures: number of users and use patterns of online resources.*

Objective 2: Jobs: Increase the capacity of Rhode Island's libraries to serve the unemployed and job-seekers. (2013-2015)

Activities for Implementation:
- Create workforce development centers at 20 libraries in cooperation with the Department of Labor and Training (DLT) by placing 30 computers in public and academic libraries in high unemployment areas.
- Partner with the Department of Labor and Training to present 4 workshops annually to librarians and DLT staff to improve awareness of workforce resources.
- Provide online tools for career exploration and preparation for professional licensing tests.
- *Measures: survey libraries regarding use; collect stories of users.*

Objective 3: Demonstrate Value: Develop and publish five to seven statistical reports annually to demonstrate the value of library services in Rhode Island communities. (2013-2017)

Activities for Implementation:
- Collect statistical data from public libraries as participants in the Public Library Statistics Cooperative (PLSC).
- Streamline OLIS data collection efforts to reduce redundancy.
- Collaborate with local and regional agencies to aggregate and analyze data relevant to library service.
- Participate in efforts by the IMLS and U.S. Bureau of Census to improve data collection programs.
- Use statistical analysis to demonstrate and evaluate the impact of state and locally funded library programs.
- Provide data to libraries, legislators, and state federal agencies on request.
- *Measures: Lorenz Award, Census Acceptance of PLSC data.*

Objective 4: **Adult Programs:** By 2017 70% of library staff serving adults will work collaboratively with other libraries to develop services for adult patrons. (2013-2017)
Activities for Implementation:
- Provide leadership to the adult service library staff so as to increase their opportunities to share knowledge and practical applications.
- Recognize adult services leaders in the libraries and invite them to participate in the Adult Services Planning Committee which will meet two times a year to review past practices, discuss current trends, and to explore new opportunities.
- Convene 6 to 10 Adult Services Round Table meetings.
- Communicate, collaborate, and share ideas through an online discussion forum.
- Establish an Adult Services content section on the OLIS website.
- Explore integration with YA and Children's program by working with OLIS Youth Services Librarian.
- Provide support and incentives for libraries offering Adult Summer Reading programs.
- *Measure: attendance at sessions; collect stories of Adult Services successes.*

Objective 5: Standards: Revise and monitor the *Minimum Standards for Rhode Island Public Libraries* to ensure equal and open access to organized resources and information in 100% of public libraries. (2013-2017)
Activities for Implementation:
- Revise *Minimum Standards for Rhode Island Public Libraries* (Minimum Standards) in-house. (2012)
- Convene a committee of the Library Board of Rhode Island to review the draft of the revised Minimum Standards. (2012)
- Staff and committee finalize the draft Minimum Standards. (2013)
- Facilitate Library Board of Rhode Island public hearings on the draft Minimum Standards as directed by the state's Administrative Procedures Act. (2013)
- Facilitate adoption of Minimum Standards by the Library Board of Rhode Island.
- As part of the annual data collection for the Public Library statistical report, 100% of public libraries will certify compliance with the Minimum Standards or ask for waivers on specific standards as needed. (2013-2017)
- *Measure: adoption of revised standards.*

Objective 6: Preservation: Support the preservation of knowledge and library collections in all formats by offering training, referral and resources online and in-person.
Activities for Implementation:
- Offer training and resources to help libraries prepare for and respond to disasters of any scale.
- Support RI.dPlan.org, an online disaster planning template which is the basis of all public library disaster plans, for multi-type libraries.
- Promote the use of RI.dPlan.org to Rhode Island museums, archives, preservation and historical societies, and historic sites.
- Provide resources for preservation and disaster response on the OLIS website.
- Collaborate with the Rhode Island Emergency Management Agency (RIEMA) to administer the *Protection of Cultural Resources and Historic Properties Annex* to *Emergency Support Function 11*.
- Assign OLIS staff to the RIEMA Emergency Operations Center to advocate for cultural resources and historic properties during state-level disasters.
- Participate in the RIEMA Advisory Council.
- Represent the state on the Northeast Document Conservation Center's Advisory Committee.
- Collaborate with the state Historical Records Advisory Board through staff association and mutually beneficial projects.

- Collaborate with the Rhode Island Historic Preservation and Heritage Commission, the State Archives, the State Risk Manager, and other state entities that provide support for preservation and disaster response.
- *Measure: growth and diversity of RI.dPlan.org user community.*

Objective 7: Summer Reading Program (SRP): Annually 13,000 children and 1,800 teens in local libraries will complete and have a positive reading experience in their library's SRP. (2013-2017)
Activities for Implementation:

- Kick-off summer reading for children in grades 4-6 with a Kids Reading Across Rhode Island (KRARI) event at the State House in collaboration with the RI Center for the Book.
- Kick-off summer reading for children in grades Pre-K to 3 with an event at the Rhode Island Children's Museum in collaboration with the RI Center for the Book.
- Provide tools for librarians to collect statistics and outcomes about youth and family participation in the Summer Reading Program. 50% of participating libraries will have at least one outcome from its SRP.
- Serve youth with disabilities in the SRP by coordinating with the OLIS Talking Books Plus program.
- Provide books for youth who participate in the SRP.
- Engage educational and cultural presenters in the public libraries to enhance the summer reading experience for youth.
- Collaborate with the RI After School Plus Alliance to increase youth participation in summer reading at libraries and in other community-based programs.
- Seek out incentives and coordinate their distribution with partner agencies, organizations and individuals in order to further motivate youth engagement in summer reading.
- *Measure: count participants and analyze age and geographic patterns.*

Objective 8: SRP Agencies: 100% of LORI public libraries and a minimum of two other child-serving agencies will participate annually in a statewide Summer Reading Program (SRP) coordinated and subsidized by OLIS. (2013-2017)
Activities for Implementation:

- Plan and evaluate the SRP with RI children's services librarians during 4 meetings throughout the year.
- Participate in the national Collaborative Summer Library Program (CSLP).
- Provide SRP manuals and materials in English and Spanish through CSLP.
- Select and subsidize payment to educational and cultural presenters who will emphasize the annual theme in programs at public libraries in order engage youth in summer reading.
- Encourage SRP participation by non-library agencies serving children with disabilities (e.g., hospitals, schools, etc.).
- *Measure: count participating agencies.*

Objective 9: Grow SRP: Increase youth participation in the statewide children's summer reading program by 25% between FY2013 and FY 2017.
Activities for Implementation:

- Share and discuss successful summer reading outreach efforts targeting non-library youth serving organizations with children's librarians statewide.
- Develop, implement, and evaluate a new outreach plan to serve youth in non-library, community-based organizations in one geographic area of Rhode Island with children's librarians in that region.
- Share and discuss research about summer learning loss and effective program design with children's and young adult librarians.
- Collaborate with the RI After School Plus Alliance to increase participation in summer reading at libraries and in other programs.
- *Measure: count participants annually.*

Objective 10: Youth Services Community: 85% of library staff serving children and teens will work collaboratively with other libraries to sustain and develop library services for children and teens.
Activities for Implementation:
- Convene periodic sharing sessions for children's and young adult services librarians.
- Communicate, share ideas and solve problems through online discussion groups.
- Children's and Youth Services advisory councils will meet three times a year to plan for their respective service populations.
- *Measurement: count participants.*

LSTA funds: For objectives under Goal III, OLIS anticipates spending available LSTA funds on: personnel, program costs (e.g., speaker fees), online databases, RI.dPlan.org, and overhead (e.g., telephone lines, office supplies).

Goal IV. Provide continuing education to increase and enhance the competencies and capacities of librarians, library paraprofessionals, and library trustees.
(ref.: LSTA Priorities 1, 3a, and 4)

Objective 1: CE Program: Offer and coordinate a comprehensive, annual 11 month program of continuing education workshops and classes on topics relevant to the entire library community. (2013-2017)
Activities for Implementation:
- Identify national library and information trends and develop and offer programs that will expose the trends to the library community.
- Seek program suggestions and recommendations from the library community through evaluation forms and ongoing dialog.
- Post the continuing education schedule and registration for OLIS-coordinated workshops and classes on the OLIS website and through additional technology as it becomes available.
- Coordinate additional continuing education programs with the Rhode Island Library Association and the School Librarians of Rhode Island association and exhibit at their annual conferences.
- Post an online calendar of other local, regional and national continuing education opportunities for library staff on the OLIS website.
- Announce opportunities to participate in webinars and online workshops on the OLIS website.
- Offer training focused on procedures for filing state-required reports and for participating in OLIS networks.
- *Measurement: count participants and patterns of participation; evaluation surveys for all sessions to collect opinions and stories.*

Objective 2: Children's and Young Adult Lit: Librarians and those from allied fields will increase their understanding of quality children's books and literature by participating in a various programs designed to sharpen their book selection skills and learn about award processes. (2013-2017)
Activities for Implementation:
- Convene Mock Caldecott Medal and Mock Newbery Medal programs for librarians and those from allied fields.
- Convene New Children's Literature Discussion Group.
- Convene Young Adult Round Table programs about popular young adult genres and current fiction.
- Participate in the RI Children's and Teen Book Award programs.
- *Measurement: provide pre- and post- program evaluations to capture attitudinal changes in librarians who participate.*

Objective 3: Early Literacy: 50% of children's librarians in public libraries will have opportunities to develop and maintain the skills they need to provide quality early literacy programming. (2013-2017)
Activities for Implementation:
- Collaborate with the RI Department of Education to create training opportunities for librarians.
- Collaborate with the RI Parent Information Network to train librarians.
- Disseminate information about early literacy programming offered in libraries nationwide to children's librarians.
- Offer training with national and statewide leaders in the field of early literacy in workshops for children's librarians.
- Refresh resources on and add Spanish-language translations to the OLIS Getting Ready for Kindergarten Calendar web pages.
- *Measurement: count participants and patterns of participation; evaluation surveys for all sessions to collect opinions and stories.*

Objective 4: OLIS online: All Rhode Islanders interested in learning about OLIS, libraries, library and information trends and practice, and opportunities that could benefit libraries can find information online. (2013-2017)
Activities for Implementation:
- Continuously update OLIS website (www.olis.ri.gov) with information about OLIS programs, projects, and activities and RI library-related legislation.
- Use the OLIS website to post news and reports about OLIS activities, projects, and programs.
- Post information relevant to the objective on *Rhodarian*, the OLIS blog (http://rhodarian.lorinet.info/).
- Post news relevant to the objective on the OLIS Facebook page (http://www.facebook.com/olisri).
- Post information relevant to the objective and the Talking Books Plus members on the *Talking Books Plus* blog.
- Use email at regular intervals to send out *OLIS News and Updates* which contain highlights from the website.
- Engage additional methodologies as they become available to disseminate news, reports and other information.
- Provide online documentation for certification requirements and report filing.
- Stage the OLIS exhibit at relevant conferences and programs (e.g., Kids Reading Across Rhode Island kick-off event.)
- *Measurement: bi-annually survey library community re: awareness of OLIS services.*

Objective 5: Librarian's library: Provide library services to the Rhode Island library community by administering the Frank Iacono Library at the Department of Administration. (2013-2017)
Activities for Implementation:
- Continue membership in Ocean State Libraries consortium, participate in appropriate committees, and share library materials.
- Provide reference services to the library community.
- Provide workshops on topics selected by OLIS and the reference librarian community to librarians statewide.
- Publicize the Iacono Library to students in the University of Rhode Island Graduate School of Library and Information Studies and library community at large on the Iacono Library web pages.
- Add to, maintain and weed the library collection of professional literature which includes ebooks.
- Publish lists of new titles in the collection.
- Survey newspapers and online news sources and add articles to the physical vertical file of Rhode Island library news.
- *Measurement: library use and use patterns.*

LSTA funds: For objectives under Goal IV, OLIS anticipates spending available LSTA funds on personnel, library materials, program costs (e.g., speaker fees), and overhead (e.g., telephone lines, office supplies).

Coordination of Resources, Programs and Activities between OLIS and Other State Entities

OLIS is fortunate to have in place some longstanding mechanisms for collaboration with other Rhode Island state agencies, offices and commissions, as well as with organizations that are not part of state government. The Chief Library Officer is directed by law (RIGL §29-3.1-7(8)(ix)-(xii)), "To cooperate with the commissioner of elementary and secondary education in supporting and encouraging effective school library media services and their integration into statewide library networking activities; To cooperate with the state librarian and the state law librarian in strengthening services to library users; To cooperate with the commissioner of higher education in supporting and encouraging effective library services through the state system of higher education; and To coordinate with all other state departments and agencies in the provision of library services to state government and to the public." The following is a general overview of current collaborations. When the collaboration includes the use of LSTA funds, the collaborations are described in more specificity under the Plan's objectives.

Education: The Library Board of RI includes ex officio seats for the Commissioner of Elementary and Secondary Education or a designee and the Commissioner of Higher Education or a designee and thereby provides an arena for the exchange of information among these state entities.

Adult education: OLIS is part of an ongoing collaboration that includes the RI Department of Education (RIDE), RI Higher Education Assistance Authority, and the RI Department of Labor and Training (DLT) that has built and maintains the online education and career planning tool www.waytogori.org.

Workforce Development: OLIS has been working with the DLT for several years to effect cross-training between DLT workforce development and One-Stop counselors and staff on the one hand and library personnel on the other. The collaboration has also facilitated online resource sharing and reciprocal access among OLIS and DLT websites, referrals of patrons and clients between the two agencies and the utilization of public libraries as venues for DLT workshops and services. Presently, the Rhode Island Library Association (RILA) has joined the collaboration and DLT is looking to locate computers in libraries to enhance capacity for access to unemployment insurance information and services. DLT, RILA and OLIS are meeting biweekly to further the goals of the collaborative.

Libraries in state institutions: Under RIGL 29-6-7, OLIS administers state grants to the Adult Correctional Institution (ACI) and the School for the Deaf to support library services for residents and students. The Chief Library Officer assists the ACI with library planning. These ongoing relationships have led to various cooperative projects.

Preservation and Disaster planning: The State Archives, a division of the Office of the Secretary of State, and OLIS collaborate on preservation for libraries and archives. An OLIS staff member is appointed by the Governor to serve on the State Historic Records Advisory Board which is chaired by the State Archivist. Moreover, OLIS and the State Archives have joined with the RI and federal Emergency Management Agencies and the Historic Preservation and Heritage Commission in statewide support of disaster planning, response and recovery for cultural heritage institutions and have together received two Connecting to Collections grants from IMLS. Presently that collaborative is preparing a cultural heritage annex to the appropriate emergency service function for inclusion in the state emergency operations procedure.

Youth Services: Coordination and collaboration with government and non-profit agencies have greatly benefitted OLIS Youth Services projects. OLIS brought together a group of children's librarians for the RI Parent Information Network to train in "Fun Family Activities for Preschoolers" which is one area of the RI Department of Education's Early Learning Standards Project. The objective was to train librarians to work with parents who are preparing children for kindergarten. An OLIS partnership with the RI Center for the Book at the RI Council for the Humanities produces Kids Reading Across RI, a program to kick-off the children's summer reading program. OLIS' Youth Services Coordinator is on the Summer Learning Work Group of the RI After School Plus Alliance. The State Council for the Arts, the RI Arts Learning Network and OLIS collaborated to bring a teen media production project to public libraries.

Digital Literacy: OLIS is working with the RI Economic Development Corporation to implement the digital literacy segment of a collaborative State Broadband Development (SBBD) grant to create Broadband Rhode Island (BBRI). BBRI is creating a library oriented public digital literacy program, developing statewide broadband policies, mapping broadband services in the state and implementing an e-business incubator.

People with Disabilities: Talking Books Plus (TBP), OLIS' regional library for the blind and physically handicapped cooperates with the Office of Rehabilitation Services (ORS) in the RI Department of Human Services to enhance services to overlapping client populations. ORS divisions of Vocational Rehabilitation, the Newsline Service program and Services for the Blind and TBP reciprocally refer patrons and clients.

Other collaborations: Because OLIS is at its root predisposed to collaboration, the agency maintains ongoing relationships with numerous other state and private sector entities, moving into concrete cooperative arrangements when substance demands or allows. Examples of past collaborations that have resulted in ongoing relationships are: RI Department of Health use of medical serials by research and regulatory staff; Lifespan Hospitals: health information outreach to seniors; and the RI 2-1-1 reference and referral projects.

The following table summarizes OLIS's coordination efforts:

Program	Partners	Activities
Education	RI Department of Education (RIDE), Board of Commissioners for Higher Education (RIBOGHE)	Ex officio on Library Board of Rhode Island
Adult Education	RIDE, RI Higher Educations Assistance Authority (RIHEAA), RI Department of Labor and Training (DLT)	www.waytogori.org
Workforce Development	DLT	Reciprocal referrals, cross training, online resources, library venues for DLT services
Library Service to the Incarcerated	Department of Corrections Adult Correctional Institution	State Grant-in-aid program
Preservation & Disaster Planning	RI State Archives, RI Historical Preservation and Heritage Commission, RI Emergency Management Agency, Federal Emergency Management Agency Region 1, Preserve RI, RI State Risk Manager	RI Emergency Operations Plan, Emergency Service Function 11 Cultural Heritage Annex, Preserving the Past-RI (Connecting to Collections project)
Youth Services	RIDE, RI Parent Information Network, RI Center for the Book, RI Council for the Humanities, RI After School Plus Alliance, RI School for the Deaf, RI State Council on the Arts	Kids Reading Around Rhode Island, Summer Reading Program, Teen Media Project

People With Disabilities	RI Department of Human Resources' Office of Rehabilitation Services' Services for the Blind, Vocational Rehabilitation Division and Newsline Service Program; Insight, Inc.	Reciprocal referrals, overlapping user populations, cross-training, outreach
Digital Literacy	RI Economic Development Corporation	Broadband RI project; statewide policy development, train the trainer; free basic training for the public in and by libraries.
Past collaborative efforts with ongoing relationships	RI Department of Health (DOH); Lifespan Hospitals; RI-2-1-1	Medical serials for DOH employees; health information outreach to seniors.

Evaluation Plan

Progress toward achieving the plan's objectives on the whole will be internally monitored by OLIS annually. The yearly time frame for evaluation will occur concurrently with the annual IMLS report, roughly the period from October 1 to December 30.

The plan's objectives have been devised with evaluation in mind; all include a time frame and metrics that define success. Most activities will therefore be evaluated as they occur. During the annual evaluation, OLIS staff will review the ending year's objectives and the degree of success of the activities planned to meet them in light of their individual timelines and metrics. Moreover, each coming year's objectives and activities will be adjusted to fit the changing environment of library and library user needs and the availability of resources available to OLIS.

OLIS' ability to successfully carry out the activities described in the plan can be expected to vary depending upon such environmental factors as federal or state budget shortfalls, staffing changes or legislative actions. OLIS has written this plan ambitiously, preferring to face the need to defer some activities if necessary as the plan unfolds, rather than to exclude them from the plan altogether. Any requisite deviations from the Plan will first be addressed with the Library Board of Rhode Island under the direction of the Chief Library Officer. Other stakeholders will be brought into the discussions of Plan revisions to the extent that the changes revisions will have an impact on their particular areas of service or field.

As 2016 draws to a close, toward the conclusion of the period covered by this plan, OLIS will perform a formal evaluation of the entire planning period. Pending the availability of funds, the evaluation will be made by an independent, third party as it was for the 2008-2012 and 2002-2007 plans.

Stakeholder Involvement

OLIS encourages participation of library stakeholders through a variety of mechanisms. The Library Board of Rhode Island is established in RIGL §29-3.1, the same chapter of the RI General laws that establishes OLIS. The board, appointed by the Governor with the advice and consent of the Senate, nonetheless, is required to be representative of a specifically enumerated variety of types of libraries and library clientele. The Board meets monthly and holds OLIS accountable for policy, planning and spending.

In addition, OLIS is formally present at the gamut of Rhode Island Library and related organizations, holding ex officio posts on the boards of the Rhode Island Library Association, School Libraries of Rhode Island, Coalition

of Library Advocates, Rhode Island, Consortium of Academic and Resource Libraries, Association of Rhode Island Health Sciences Libraries, RI Special Libraries Association, State Historical Resources Advisory Board, and State Document Depository Advisory Committee.

Communication and Public Availability of the Plan

A first draft of the 2013-2017 Plan was written by OLIS staff and edited by the Chief Library Officer and the LSTA Coordinator. A committee of the Library Board of Rhode Island reviewed the draft on April 13, 2012 and made recommendations for revisions. The second draft was posted on the OLIS website on April 17, 2012 for review by the full Library Board and the public. An opportunity for comment by the Library Board and the public was advertised through the listserves of the RI Library Association and the School Librarians of RI, as well as by email to the approximately 500 individuals on the OLIS subscribers list. The public was invited to convene for public comment at a regular meeting of the Library Board on April 30, 2012.

Once IMLS accepts the 2013-2017 Plan, OLIS will present it to the Library Board at its next scheduled meeting and notify the Director of Administration and the Governor that the 2013-2017 Plan has been accepted and is available on the OLIS website.

An announcement that the Plan was accepted by IMLS and is available will be made:
- by email to all Rhode Island libraries;
- on the OLIS website;
- by inclusion the *OLIS News and Updates* electronic digests; and
- by declaration at relevant library community meetings.

Continuing availability of the Plan:
- The Plan will be publicly available 24/7 on the OLIS website www.olis.ri.gov.
- A print copy of the plan will be held in OLIS's Iacono Library which is open to the public Mondays through Fridays, from 8:30 AM to 4:00 PM.
- The Plan will be available in alternate formats by request.

Finally, the Plan will be available through a link on the Council of State Library Agencies website http://cosla.org/ which facilitates sharing LSTA plans between state library agencies.

Monitoring

Progress in accomplishing the Plan objectives on the whole will be internally monitored by OLIS. The yearly time frame for monitoring the Plan will occur at the time the annual State Program Report is prepared for submission to the IMLS (roughly the period from October 1 to December 30).

Impact on the ability of OLIS to successfully follow the Plan as written could come as a result of federal or state budget shortfalls, staffing changes, or legislative actions. Any deviations in the Plan will first be addressed, as they occur, under the direction of the Chief Library Officer, with the Library Board of Rhode Island. Other stakeholders will be brought into the discussions of Plan revisions if such revisions will have a significant impact on them.

The majority of the Plan's objectives were written to incorporate monitoring and measurement of successes in achieving the objectives. It would be redundant to reiterate all the monitoring that is described in the Plan. The

following are selected examples of programs and activities that will be monitored for performance under the four goals:

Goal I
- Annually collect data and publish reports of LORI Network activity and resources.
- Survey LORI libraries bi-annually to collect data about the number of items/week sent in delivery to determine fluctuation or stability of service.
- Annually collect ILL and circulation statistics to monitor and measure fill rates and library participation.
- Annual LORI recertification rate; baseline membership = 187 in 2013.
- Monthly collect, analyze and publish data on extent and patterns of use of SRRC and AskRI services and resources.

Goal II
- Survey Talking Books Plus members bi-annually to establish priorities and service improvements for members.
- Annually collect and publish data regarding growth, use and patterns of use of information centers and downloading sites.
- Change in TBP membership count and patterns.
- Extent of compliance with "Standards and Guidelines of Services for the Library of Congress Network of Libraries for the Blind and Physically Handicapped."

Goal III
- Count number of users and use patterns of online resources.
- Survey libraries regarding use; collect stories of users.
- Compilation of statistical reports: Lorenz Award; acceptance of PLSC data by Census.
- Attendance at Adult Services sessions; collect stories of Adult Services successes.
- Adoption of revised "Minimum Standards for Rhode Island Public Libraries."
- Growth and diversity of RI.dPlan.org user community.
- Count Summer Reading Program participants and analyze age and geographic patterns; count participating child-serving agencies.

Goal IV
- Count participants and patterns of participation; extend evaluation surveys for all sessions to collect opinions and stories.
- Provide pre- and post- program evaluations to capture attitudinal changes in librarians who participate.
- Count participants and patterns of participation; evaluation surveys for all sessions to collect opinions and stories.
- Bi-annually survey library community re: awareness of OLIS services.
- Follow library use and use patterns.
- Toward the conclusion of the period covered by the 2003-2017 Plan, the overall progress made by OLIS in fulfilling the goals and objectives of the Plan will be made using a formal evaluation as proscribed by IMLS.

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Glossary

AskRI   Information portal for all services of the Statewide Reference Resource Center including online resources licensed statewide. Partially funded by the Office of Library and Information Services, this service provides reference service and access to online library and information resources to all Rhode Islanders. www.AskRI.org

RILA   Rhode Island Library Association: the professional association of librarians, library staff, library trustees, and library supporters whose purpose is to promote the profession of librarianship and to improve the visibility, accessibility, responsiveness, and effectiveness of library and information services throughout Rhode Island. www.rilibaries.org

RI.dPlan.org   The online disaster planning tool for libraries and other cultural heritage organizations developed by OLIS with the help of NEDCC. http://Ri.dPlan.org

ILL   Inter Library Loan

IMLS   Institute of Museum & Library Services: the independent federal agency that fosters leadership, innovation, and a lifetime of learning. IMLS supports all types of museums, from art and history, to science and zoos, and all types of libraries and archives, from public and academic to research and school. IMLS expands the educational benefit of these institutions by encouraging partnerships. IMLS administers LSTA funds. www.imls.gov

LSTA   Library Services and Technology Act: the cornerstone of federal funding for libraries (passed in 1996; reauthorized in 2011, administered by IMLS) focuses on technology and outreach for all types of libraries, crossing local and state boundaries. OLIS is charged with LSTA administration for RI libraries. OLIS prepares a Five-Year Plan which is approved by the Library Board. LSTA funds state programs by formula: each state receives a base grant of $680,000 plus an amount that bears the same relation to such remainder as the population of the State bears to the population of all States.

Relais   Relais is the vendor that provides the system for in-state Inter-Library Loan by interconnecting the catalogs of OSL, HELIN, RILINK and other libraries with Z39.50 compatible catalogs.

HELIN   a consortium of Rhode Island's 12 academic and 14 hospital libraries focused on sharing an integrated library system. www.helin.uri.edu

RILINK   Rhode Island Library Information Network for Kids, a consortium of 145 Rhode Island K-12 libraries serving over 47% of Rhode Island public school students focused on sharing an integrated library system. www.rilink.org

PLSC   Public Library Statistics Cooperative, administered by IMLS, oversees collection of comparable data from and about more than 9,000 public libraries in the USA.

RIEMA   Rhode Island Emergency Management Agency www.riema.ri.gov

YA	Young Adult
LORI	Library of Rhode Island, OLIS' multi-type statewide library network open to all RI libraries that meet minimal LORI standards. LORI aims to foster and facilitate resource sharing and cooperation among the state's libraries through a statewide ILL agreement, interlibrary delivery, Relais and related services; currently comprises nearly 200 libraries of all types. http://www.olis.ri.gov/network/
NLS	National Library Service for the Blind and Physically Handicapped, Library of Congress program circulating Braille and recorded materials to eligible borrowers through a network of cooperating libraries, such as Talking Books Plus. www.loc.gov/nls
LBPH	Library for the Blind and Physically Handicapped: a service of NLS.
TBP	Talking Books Plus, OLIS' program of library service to people with disabilities including RI's LBPH. http://www.olis.ri.gov/tbp/
DLT	Department of Labor and Training. www.dlt.ri.gov
Lorenz Award	named for John G. Lorenz, the award is presented by IMLS for timely and accurate submission of the state library agency report.
Keppel Award	named for Francis Keppel, the award is presented by IMLS for timely and accurate submission of data to the public library statistics cooperative.
OSL	Ocean State Libraries: consortium of Rhode Island's 49 public libraries focused on sharing an integrated library system.
E-Zone	the e-book and audio-book service offered by Ocean State Libraries. http://riezone.lib.overdrive.com/68C47EEC-9AE8-4909-B091-03DBEB5ECA2E/10/433/en/Default.htm