CALIFORNIA STATE LIBRARY
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA)

Final Program Narrative Report
(LSTA Form 9)

Grant Information

Library Jurisdiction	Stockton-San Joaquin County Public Library
Project Title	Libraries For All Strategic Plan
Grant Award #	40-8257
Grant Period	FY 13/14
Amount of Grant Award	$75,000
Amount of Grant Expended	$74,810.00
Local Match	0
In-Kind	$24,960
Total Amount of Project (amount expended + match + in-kind)	$100,549.40
Number of Persons Served (should not include total population of service area or potential population to be reached)	224,308

Project Director

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This report is due on the date listed in the LSTA Grant Guide for this project. Follow this link to view the Grant Guide. http://www.library.ca.gov/grants/lsta/manage.html

Email this report in "word format" to lsta@library.ca.gov then mail ORIGINAL and 2 copies to:

California State Library
P.O. Box 942837
Sacramento, CA 94237-0001
Attention: Fiscal Office - LSTA

SIGNATURE: _____ **DATE:** _____
(Please sign in blue ink)

Project Final Report

A final narrative report is required on the use of federal Library Services and Technology Act (LSTA) funds following the completion of a project during each project year. The information you report will be used to complete the California State Library report of how funds were expended. Excerpts from this report may be submitted to the Federal government in their evaluation, or may be published by the State Library or shared with other institutions. Please answer all of the questions thoroughly. Please attach any reproduction copies of photographs of project activities or media produced for the project.

Project Purpose   Include your program purpose statement here
The Stockton-San Joaquin County Public Library, in conjunction with an experienced library planning consultant/facilitator, intends to employ a variety of data collection methods to determine and assess current needs of library users and community interests, including the level of customer satisfaction with existing programmatic and operational offerings. The data collected will be primarily used to develop a Plan of Service that will guide the library for the next three to five years in terms of priority setting, implementing sustainable funding strategies, and making resource allocation decisions regarding hours of operation, programmatic offerings, and collection development budgeting and goal setting. The broad intention of this project is to make certain that SSJCPL continues to be well positioned to efficiently adapt to changing needs and interestes by expending its limited resources in a manner that is most consistent with the desires for service expected by our community.
Project Activities and Methods   How did you accomplish the project? What were the steps involved? How did you engage the target audience?
The Libraries for All (LFA) project was divided into nine (9) tasks by the vendor selected as the lead Library facilitator. To date all tasks have been completed, including accompanying activities and deliverables, and in accordance with the Revised Work Plan, Timeline and Budget described in the Mid-Project Report (refer to document for detailed specifics regarding activities and methods). As, outlined in the Mid-Project document, the online survey detailed in the initial grant proposal was eliminated after the group determined that existing and shifting demographics required one targeted feedback mechanism that addressed an underserved population. As a result, an eleventh (11th) community forum, to be conducted in Spanish, was added. The grant extension that was requested at the end of June to finalize the Assessment and Strategic Plan documents (Tasks 8 and 9) has also been completed. Expenditure deadlines have been met and a Final Financial Report submitted.
Project Outputs   What was created for the project and how much? (For instance three promotional brochures were created and 75 copies distributed; or three training classes were designed; two sessions of each were held, and 80 people were trained)
1 Revised Work Plan, Protocol and Project Schedule
10 Community/Town Hall Forums Conducted - 85 attendees (11 Community Forums were scheduled, but no one attended the Spanish speaking forum))
2 Staff Forums Conducted - 45 attendees
12 Key Informant interviews were conducted with community members and leaders
1 Telephone Community/Library Satisfaction Survey Questionnaire (incuding pretest, final draft and Spanish translation) - 380 respondents
1 Mission, Vision and Values Statement distributed - 60 copies
1 Future Assessment Plan for Strategic Planning Team - 10 copies
1 Pretest Staff Survey - 45 completed
1 Postest Staff Survey - 48 completed
3 Staff Trainings - Strategic and Implementation Plan orientations
1 Strategic Plan - 125 copies

1 Implementation Plan - 79 copies

Project Outcomes (if applicable)
Please state the outcomes and the results of your evaluation.

1.   By June 30, 2014, 85% of those attending one of the 10 community forums will express the opinion that the community at large has been given ample opportunity to state their needs for library services and to be full participants in the development of a library strategic plan with goals and objectives that meet those needs and, further, that they believe the resulting strategic plan will be one that is likely to help library users in achieving some personal goals.

All community forums were completed during the months of December 2013-January 2014. These platforms were structured to engage attendees in discussing their opinions and perceptions about what the Library is doing well; the Library's strengths and weaknesses; what is the Library not doing that it should be doing; what should the Library's future priorities be; and what else is of importance according to their assessment. However, no post forum survey was conducted to determine the percentage of participants who expressed satisfaction with the process.

2.   By June 30, 2014, 80% of those who participated in one of the surveys will become 50% more aware of the scope of services the Library offers in response to the needs of residents of the library service area. Detail: This will occur as a result of the customer needs/satisfaction surveys conducted via telephone, online, and print formats during the data collection phase of the strategic plan development. While the online and print surveys will likely provide data from existing library users, because the telephone survey will be random rather than based on telephone numbers in the Library's customer database, existing non-users of the Library will also have the opportunity both to become aware of services currently offered by the Library and to provide input regarding the types of services that would be of value to them at the Library. In order to quantify the degree to which customer needs/satisfaction surveys have accomplished the secondary objective of informing respondents about the full range of services provided by the Library, each survey will include questions that solicit whether participation has increased awareness of existing library services.

The online and print surveys initially proposed were not conducted due to budgetary restrictions and the consultant's recommendation that these two tasks would be redundant. The telephone (Community) survey was designed to inform respondents of library activities and offerings as well as to elicit their opinions regarding library services and what they would like to see improved. Respondents were asked 41 questions which primarily focused on providing information about the Library (such as programing and the availability of computers) as well gathering input from respondents on future needs and interests. Findings indicated that the majority of respondents (59.1%) were more familiar with the services the Library provides as a result of taking part in the survey.

3.   By June 30, 2014, 85% of library staff will report an increase understanding of the needs of the community and how Library's strategic priorities were designed to meet those needs. Details: This will be accomplished by a pre and post survey of staff.

A pre survey was designed and conducted in June-July 2014 which resulted in forty-five (45) responses from staff. After training was provided by the Strategic Planning Team (three one-hour and forty-five minute presentations), post surveys were given on the following days (July 30, August 6, and August 13) to all staff in attendance. Forty-eight (48) members of the staff participated in the post survey with nearly 100% meeting

the objective of this project outcome.

4.   Because of a change in MGT's management during the strategic planning process, a different approach was pursued based on the lead facilitator's recommendation. An SSJCPL ASSESSMENT TOOL was created (included in this Final Narrative Report) and will be implemented in May 2015 and every year thereafter.

*Please note that items in the Implementation Plan without a date of completion were determined to be for succeeding years within the Three Year Plan time frame.

Additional Project Outcomes
Please state any additional intended or unintended outcomes and what data sources you used.

N/A

Anecdotal Information
Tell us a story. Give two or more examples of how the project has helped an individual or group in your community.

The Strategic Plan has not been shared with any members of the community as yet. Next month the finalized document will be shared with the public including the County Board of Supervisors, the City Council, and local Friends groups. An electronic version of the plan will also be accessible via the Library's website and printed copies will be made available at all branches.

Exemplary Project
If you feel your project was exemplary and others could learn from it and replicate it, please tell us why.

N/A

FEEDBACK FOR THE CALIFORNIA STATE LIBRARY ON THE GRANT PROCESS
We want to learn and improve our grant processes. Please let us know what worked and what we could do differently to make it a better experience. Thank you!

Guidance was available when requested and practical input was providing throughout the process.

file:mcp/lsta/managegrant/1314