



ANNUAL REPORT

TO THE THOMAS EDISON STATE COLLEGE
BOARD OF TRUSTEES

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Our Strategic Vision

The New Jersey State Library (NJSL) envisions a future in which all New Jerseyans have access to exceptional library services and to the information resources they need to achieve their personal, educational and professional goals. The State Library, an affiliate of Thomas Edison State College (TESC), delivers services in three primary areas:

- The State Library Information Center, NJSL's operating library that provides library service to state government, TESC students and staff, and residents of the state
- The Talking Book and Braille Center that provides free library services for New Jersey residents who cannot read regular printed books due to a visual or physical impairment, or reading disability
- NJSL's library development units, that provide support for the growth and evolution of services and expertise designed to meet the needs of today's and tomorrow's customers across the diverse, multi-type New Jersey library community which includes public, academic, school, and special libraries.

Support for these service areas ranges from providing statewide resources and continuing education activities to offering leadership models and opportunities for innovation.

The State Library's management and staff worked together with key members of the New Jersey library community to create a strategic plan for NJSL that will span three years from FY2016 through FY2018, and will leverage the significant research and effort invested in the recent *Statewide Plan for New Jersey's Libraries*. Having identified areas for continued investment and growth, we are positioning NJSL to move forward strategically. Over the course of this three-year plan we strive to develop stronger collaboration, promote transparent processes and procedures, and strengthen our outreach and communication practices. The State Library will continue its investment in the development of New Jersey's libraries by fostering the professional training of library personnel, and providing effective leadership and administration to support and improve library services.

As we gathered input from interviews and focus groups, the following proposals were prioritized for action and investment:

1. Strengthen our relationships with other New Jersey library organizations and libraries throughout the state in order to build capacity, leverage resources and increase collaboration.
2. Clarify, reaffirm, enhance, and communicate the value and contributions of NJSL, including its unique position to foster collaboration with other state agencies outside of the field of librarianship.
3. Lead library innovation and development by redefining the roles of libraries and librarians as leaders in developing communities.
4. Leverage existing funds and develop new and creative statewide funding sources and budgetary processes that will benefit NJSL and the state's libraries.

5. Develop and enhance an infrastructure that supports the strategic goals, technology and communication system needs for NJSL and libraries of the state.
6. Promote an NJSL work culture that fosters both internal and external collaboration and provides opportunities for professional development and robust career paths, allows for new approaches to processes and creates an environment where innovation and creativity thrive.

Integral to the State Library's strategic planning process is a focus on evolving to meet the changing technology needs of the state's libraries in order to better serve New Jersey's increasingly diverse community of learners. The Information Technology departments of both NJSL and TESC continue to explore and institute ways to create efficiencies and maximize effectiveness. In order to best leverage the separate TESC and NJSL resources and investments in IT infrastructure during this past fiscal year, we have formally combined the two IT departments. This new model has significant potential, and is philosophically in alignment with NJSL's strategic plan's approach to collaboration and leveraging investments. The blending and integration of the NJSL IT department with the college's IT department is the first of several areas in which the two entities will proceed to share resources where such action benefits both organizations. Some projects currently planned or under consideration include:

- The college's utilization of the NJSL internet service connection
- NJSL's use of the college's Parature help desk ticketing system and desktop support
- The combined NJSL and college staff portal
- Network penetration testing.

The State Library's strategic planning activities have clarified vision, goals, and objectives for NJSL, and have heightened our awareness of challenges. While the formal roll-out of the full plan is scheduled for fall 2015, as noted above, this plan benefits from extensive prior work accomplished in the statewide planning effort from two years ago. The State Library's plan naturally builds on work that is already underway, and we have continued to initiate and support programs that are aligned with these goals.

There were a number of significant accomplishments made by NJSL and its partners during the 2015 fiscal year. What follows is not an exhaustive list, but rather some highlights that span the range of NJSL's ongoing responsibilities and activities, building on the six major strategic goal areas.

Goal #1: Building Capacity, Leveraging Resources & Increasing Collaboration

MentorNJ

An initiative that came out of the *Statewide Plan for New Jersey's Libraries*, MentorNJ, is a pilot project funded by NJSL and LibraryLinkNJ, the New Jersey Library Cooperative (LLNJ). The purpose of the project is to develop mentor network services and programs and a new guide to New Jersey libraries, with the goal of promoting a professional sense of pride and connectedness among the New Jersey

library community and expanding library professional roles in the present and future. It serves as a gateway for librarians and paraprofessionals new to the profession or the state. The new virtual guide and mentor network saves time and effort that library staff typically spends researching various organizations, libraries and other online resources. It also creates an environment that supports and promotes effective resource sharing and successful collaborations in the New Jersey library community. Both funding partners are supporting this project for a second year.

Statewide Summer Reading Program

During the summer, readers of all ages, from infants to adults, throughout NJ's public libraries have the opportunity to participate in the annual summer reading program, administered by the New Jersey Library Association (NJLA). This program is supported by a grant from NJSL. Workshops are held for librarians and provide expertise about a variety of summer reading related topics (literacy, the importance of reading skill retention, programming, and outreach). The Summer Reading Committee maintains a website, as well as a Facebook page where librarians can share information, pictures and ideas, and ask questions. NJSL's the Talking Book and Braille Center (TBBC) also works with the statewide summer reading program to hold a special program for children who cannot read regular printed books due to a visual or physical impairment, or reading disability. The committee presents programs at the NJLA annual conference and other statewide conferences. The NJSL liaison and the chairs of the committee maintain a relationship with the Collaborative Summer Library Program (CSLP), the national summer reading consortium, and represent the state of NJ at the CSLP annual conference.

Trustee Institute

In order to support trustees in fulfilling their governance role as required by Per Capita State Aid regulations, NJSL and its partners, the New Jersey Library Trustee Association and NJLA sponsor a Trustee Institute every other year. More than 200 library trustees, administrators, and directors from across the state convened in September 2014 for this biennial conference which hosted workshops covering the future of libraries, roles and responsibilities of trustees, how to select a library director, transforming the physical space of your library, and an overview on state law for library boards and county library commissioners. The focus of this year's Institute was strengthening advocacy and outreach. Keynote speaker John Chrastka, executive director of EveryLibrary, discussed how to effectively develop understanding of the value of "library in community" and thereby build local support. A second keynote speaker, Johannes Neuer, director of digital engagement for the New York Public Library, discussed building a social library by engaging with contemporary social media tools.

Trustee Manual

The success and achievements of public libraries depend in part upon the leadership, commitment and dedication of their trustees. Library trustees have legal and fiduciary obligations to ensure that all public libraries provide the highest quality of library service. In the years since this manual was first issued in 2005, much has changed in the way libraries operate and interact with their communities. NJSL staff has updated, revised and created an electronic version of *New Jersey Public Libraries: A Manual for Trustees* in order to build the capacity of today's library trustees to better meet the needs of their communities. This new online document will be much easier to edit and keep up to date for ready and accurate use.

NJSL's history with the Trustee Institute and the recent updating of the trustee manual has positioned its library support unit with experience and expertise in the development of board membership and strengthening trustee roles and capacity. Next year NJSL will engage in a cooperative relationship with the New Jersey Historical Commission and New Jersey Historic Trust to offer a board training workshop in three locations across the state. This is an example of NJSL offering content it has developed to our colleagues in related fields for their adaptation if they do not already have such training in place.

Goal 2: Fostering Collaboration Beyond Libraries

Participation with the College and State Government

As part of our mission and primary function, NJSL operates and collaborates with other state agencies outside of the library field to provide service to state government and residents. Through the State Library Information Center (SLIC), NJSL provides information resources and library services for members of the legislature, state employees, TESC students and staff, and residents of the state. SLIC also operates libraries in the state departments of Environmental Protection, Transportation, and Banking and Insurance, and provides cataloging for the state Attorney General's Law Library. SLIC is the State Library's service area most closely connected to the work of the college.

NJSL staff also contributed to TESC's Institutional Lunch and Learn sessions by presenting two programs: "Introduction to the New Jersey State Library," which explored the various departments of NJSL and how they fit together to provide research, resources, services and support for the library community, citizens of New Jersey and the staff and students of the college; and "Genealogy at the New Jersey State Library: A Cook's Tour," which provided an inside look at some of NJSL's collections and resources, including ancestry research tools and Revolutionary War materials.

Other collaborative activity included NJSL's participation at the Capital City Book Fair, a two-day literary exposition in downtown Trenton, that was sponsored by the New Jersey State Council on the Arts (NJSCA), the New Jersey Historical Commission and the Trenton Downtown Association Inc., as well as involvement in NJWELL Mid-Day Move, a program sponsored by the State Health Benefits Program (NJSHBP), in which hundreds of state employees walked for one mile around the State House to promote wellness. NJSL staff was stationed along the route to provide information and resources on healthy lifestyle choices.

Additionally, a cooperative arrangement with the New Jersey Attorney General's Advocacy Institute resulted in two sessions certified to provide continuing legal education credits for lawyers at the State Attorney General's and Governor's Counsel's offices. Future classes are also scheduled for the Office of Legislative Services.

Outreach & Partnerships

Networking, collaboration, partnership, and relationship building have become hallmarks of NJSL's

approach to doing business over the past several years. In a number of the instances noted above, this has involved new external collaborators; however, at the core of NJSL's work are existing affiliations and alliances that are embedded in the mission and purpose of our agency: TESC, NJLA, New Jersey Center for the Book, LLNJ, The Virtual Academic Library Environment, The New Jersey Association of School Librarians, the Health Sciences Library Association of New Jersey, the Foundation Center, the state departments of Banking and Insurance, Transportation, and Environmental Protection, and the libraries of the state. In addition NJSL works in collaboration with national partners including, U.S. Government Publishing Office, the Institute of Museum and Library Services, The Chief Officers of State Library Agencies, and the Library of Congress. It is the work with these partnering entities that defines much of NJSL's work product from year to year.

Building on an existing relationship between NJSL and the New Jersey Department of Labor and Workforce Development (LWD), in April 2015 Governor Chris Christie's administration announced a \$2.5 million initiative which will strengthen local communities and NJ's economy by helping more residents find jobs and manage their careers through their local public library. LWD has made a commitment to provide grants up to \$50,000 to 26 municipal and county libraries to serve as access points for job-seekers to obtain workforce services that will help them on the path to employment. Additionally, grants up to \$100,000 will be awarded to 10 libraries to provide literacy and basic skills training to long term unemployed job-seekers through a cooperative partnership with the libraries' county community colleges. NJSL is working closely with LWD to support this effort. LWD will train and support library staff so they are familiar with the programs and services the department provides. Library staff will also inform job-seekers on how to connect with businesses and networking opportunities through LWD's Talent Networks and Jersey Job Clubs.

Additionally, NJSL has forged a collaborative relationship with the New Jersey Department of Children and Families (DCF). After a series of meetings where both agencies shared information, resources, and planning strategies for collaboration, official plans are now underway to launch a series of events co-hosted by DCF's Family Success Centers and local public libraries across the state, with the first scheduled to take place early fall 2015 to promote "National Library Card Sign Up Month" and "National Literacy Month."

New Jersey Cultural Alliance for Response

NJSL, in collaboration with the New Jersey Office of Emergency Management (NJOEM), Federal Emergency Management Agency (FEMA), the State Museum, NJSCA, New Jersey State Archives, New Jersey Historical Commission, and the State Office of Historic Preservation, established the New Jersey Cultural Alliance for Response (NJCAR), a network of cultural organizations, associations, agencies, and persons dedicated to safeguarding the cultural heritage of the state. Through communication and training, the alliance empowers the cultural community to preserve assets and sustain operations before, during, and after disasters. At the culmination of a year of NJCAR initiatives, a statewide summit is scheduled to take place this fall, and will convene collections care managers, arts professionals, artists, volunteers, and emergency managers to address important facets of emergency response and build local networks for collaborative mutual aid.

Goal 3: Library Development, Innovation & Leadership

Braille and Audio Reading Download (BARD) Pilot Project

In FY2014, TBBC pioneered its Braille and Audio Reading Download (BARD) Pilot Project, a small group of New Jersey public libraries which were the first in the nation to be allowed by the Library of Congress' National Library Service (NLS) to sign up for BARD accounts in order to assist their local TBBC patrons with BARD downloading. Throughout FY2015, TBBC expanded the project to over 70 participating libraries. TBBC is the only library in the NLS regional program authorized to train and support staff to download BARD books and magazines locally.

Active Shooter Training

Tragic mass shootings have marred public spaces across America for more than 15 years. Many institutions now take precautions to minimize the opportunity for such senseless acts of violence. Schools are locked, requiring visitors to be buzzed in; churches and synagogues are open only during services and may employ security guards to screen worshipers; airports, sports venues, and concert halls require patrons to go through metal detectors and handbag inspection. Notably, libraries are one of the few public places anyone can walk in unimpeded. This year NJSL hired a consulting firm comprised of former New Jersey state troopers, to conduct "Run. Hide. Fight." training at four public libraries. Every class was full because of the strong response from the library community. Two additional classes were added last year and we will continue to monitor interest levels in the coming year to gauge and weigh the prioritization of funding additional training in this area.

New & Experienced Director Training Programs

Every year, NJSL holds a two-day orientation for library directors new to the role. Workshops feature essential information on the following areas: purchasing, budgeting and finance, library law, policy and procedures, library marketing and public relations, working with trustees and friends, and evaluating staff. Based on responses to a statewide survey, this year NJSL and LLNJ will co-sponsor a public library directors' summit for experienced directors. The summit will provide attendees examples of best practices and the latest developments in the areas of library law, staff management, and funding. This will be an opportunity for experienced directors to network and renew connections with their community of practice throughout the state.

Goal 4: Leveraging Existing Funds & Developing New Resources

Mental Health First Aid Workshops

NJSL was awarded an Outreach to Consumers grant award in the amount of \$15,000 from the National Network of Libraries of Medicine, Middle Atlantic Region (NN/LM MAR). The funds were used to provide free training for 100 library staff in Mental Health First Aid. This training enabled library staff to deal calmly and effectively with customers who may be suffering from stress or mental health issues in their lives. The Mental Health First Aid certification course was offered in two full-day sessions. Participants earned a Mental Health First Aid certificate, as well as continuing education credits from the Medical Library Association of New Jersey.

Due to the success of this series and after high demand for expansion, NJSL obtained a second grant

award in the amount of \$15,000 from NN/LM MAR to offer four additional classes for library staff to be trained in Youth Mental Health First Aid. The new training was developed to teach library staff how to help adolescents (age 12-18) experiencing mental health or addiction challenges, or crises. In New Jersey's school and public libraries, youth services librarians and other support personnel see many teens on a weekly or even daily basis as volunteers, summer reading participants, or at library hosted programs, so they may be some of the first adults in a position to provide aid to a teen in crisis. Training began during the summer, and will continue throughout the fall.

Career Online High School

NJSL launched an online high school completion program, Career Online High School (COHS), which allows New Jersey residents to earn an accredited high school diploma and career certificate online through their local library. The pilot program was designed for residents who dropped out of high school and have not returned or taken the GED exam. The NJSL COHS program was made possible by a grant awarded to the State Library from the New Jersey Department of Labor and Workforce Development.

The COHS program provided 125 scholarships to qualified adults who were looking to advance their careers, prepare for workforce entry, or continue their education. Once enrolled, COHS students were paired with an online academic coach who helped the student select an individual career path, offered ongoing guidance, evaluated performance, and connected the student with the resources needed to master the courses. Students are given up to 18 months to complete the program. The program launched in October 2014 and as of August 2015, all 125 scholarships have been awarded. Seven students had graduated by the end of the fiscal year and over 60% of the remaining students are more than halfway through the program.

Goal 5: Developing an Infrastructure to Support Strategic Goals

Managed WiFi Service & Internet Bandwidth

JerseyConnect, the State Library's state-wide technology services organization and network infrastructure, introduced a managed WiFi service to help libraries better serve patrons with wireless devices. This service also reduces or eliminates the need for library staff to manage a WiFi network. The WiFi service features zero-touch deployment and expansion, and helps libraries comply with federal reporting requirements. JerseyConnect staff also moved one of the statewide network's points of presence (PoP) to Trenton, doubling Internet bandwidth for both NJSL and TESC while reducing monthly costs and reliance on carrier networks. This move also allows both organizations to add Internet bandwidth quickly as needed at no additional cost. More than 15 library entities are using the service now, with about 30 more coming on board soon.

Sitecues Anywhere

NJSL's TBBC initiated a reimaging project to include the assistive software, Sitecues Anywhere®, on Outspoken Library kiosk computers in 38 public libraries. Sitecues Anywhere® offers magnification and text reading of any web page on the Outspoken Library kiosk. The assistive software is also featured on NJSL's website.

RFID Tag Project

TBBC is currently using radio-frequency identification tags (RFID) for its audiobooks so that staff does not need to manually open and inspect each audiobook case as it arrives from a patron. The TBBC shipping department has undergone an expansion of this inventory-related project to efficiently process returned audiobooks. A formal presentation outlining this process was made by TBBC representatives in June 2015 to the Tri-Regional Conference of the National Library Services to the Blind and Physically Handicapped.

Goal 6: Internal Collaboration & Professional Development

NJSL Programs & Courses

Traditionally, NJSL has delivered programming and offered learning experiences that are open to all, such as author talks, book clubs, lunchtime classes and webinars, and has done so for years. A number of classes were offered during fiscal year 2015, including genealogy, legal resources, using e-books, grant seeking and writing, and health resources. New classes were also offered on a new language-learning database, using Google on the road, and effective volunteer management.

The State Library is responsive to the needs of state government agencies and, on occasion, NJSL classes offered are in response to a specific request. For example, upon request, NJSL provided classes about using and searching library resources for the state Department of Transportation Scenic Byways unit, for the Libraries of Gloucester, Salem and Cumberland Information Network (LOGIN) consortium, and for staff at both Greystone Park and Ancora psychiatric hospitals operated by the state Department of Health and Human Services.

NJSL Staff Professional Activity

We consider our staff to be our greatest internal resources and best external ambassadors. State Library Staff representing all three of the NJSL service areas: SLIC, TBBC, and library development and support have won statewide, national, and international acclaim for professionalism and leadership. Some have won awards at these levels. Others are on high demand speaker lists throughout the country, and have had opportunities to speak at various conferences and workshops both in and out of state. We are extremely pleased with what they offer to the library field in New Jersey and beyond. We plan to continue to invest in their professional development and support them in their varied leadership efforts.