

North Dakota State Library
Library Services & Technology Act
Five-Year Evaluation
For
2008–2012 State Plan

**Evaluation
by**

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----- North Dakota State Library -----
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North Dakota State Library
LSTA (2008–2012) Evaluation

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North Dakota LSTA Plan for 2008-2012

Evaluation Summary Statement

The purpose of the evaluation was to verify if activities completed by the North Dakota State Library (NDSL) were in compliance with the Institute of Museum and Library Services (IMLS) goals for the period of 2008–2012. The primary evaluation process was based on a review of the results of three different surveys facilitated by the staff of the North Dakota State Library. These three surveys were the:

- User Survey
- Library Survey
- Town Hall Survey

Comments from the Town Hall Meetings and the Self Evaluation were also used by the evaluators.

Goal 1: Create a statewide community of libraries working together to provide quality library services in North Dakota.

Activity 1.1 Provide shared electronic resources accessible to all citizens in all locations of the state and support networking among all types of libraries.

In the opinion of the evaluators, this activity is very important as the state of North Dakota consists of a small population spread across a large number of square miles. Many of the libraries in the state are small and located quite a distance from each other. Therefore the electronic component of this activity is the key to the success of the activity.

After evaluation of this activity, it is clear that both the users and staff of North Dakota libraries consider the issue of access to electronic resources and data-bases to be very important. A review of the Town Hall Survey indicates that several participants took the time to write comments about the importance of these services to their communities. The most recent survey data indicates that:

- 87.6% of user survey respondents rated the importance of this activity as Very Important
- 68.4% of library survey respondents rated these same services a High Priority

After a thorough review of Activity 1.1, it is the opinion of the evaluators that this activity is very important to both the libraries and communities in the state of North Dakota and has been a great success. We further believe that Activity 1.1 of the North Dakota State Library Plan has been achieved and is in compliance with IMLS Goals 1, 2, 7, and 8.

Activity 1.2 Provide training to library staff and citizens in using information resources.

After evaluation of this activity, it is apparent that both the users and staff of North Dakota libraries consider the face to face training and webinars as very important to them. They are also very satisfied with the quality of the training. The most recent survey data indicates that:

- **90.1%** of the user survey respondents indicated that continuing education and training for librarians, library staff, library trustees, and educators is very important.
- **74.7%** of the individuals completing the library survey rated these services as a **high priority**.

A review of the Town Hall Survey indicates that several participants took the time to write comments about the importance of these training services and how appreciative they are that the State Library staff is providing them. One individual said "The training role that the State Library provides is very important; no one else will fill this role". A review of data in the self-evaluation document indicated that the number of individuals being trained by the Library has doubled over the past five years.

After a thorough review of Activity 1.2, it is the opinion of the evaluators that this activity is very important to the libraries and citizens from across the state. It is also apparent that the participants are happy with the quality of the training and that the number of people participating in the training sessions has increased significantly over the past five years. We further believe that Activity 1.2 of the NDSL Plan has been achieved and is compliance with IMLS Goals 1, 3, 6, 7 and 8.

Activity 1.3 Provide educational opportunities that enhance the professional abilities of librarians and library employees in the state.

After an evaluation of this activity, it appears that there is a lack of professional training for librarians in the state of North Dakota. With no American Library Association (ALA) approved library school in the state, most of the professional knowledge gains come through funding grants that enable advanced learning.

- When library user survey respondents were asked to rate the services of the NDSL on a scale of 1 to 5, this activity received a score of 4.83.

After a thorough review of Activity 1.3, it is the opinion of the evaluators that this activity is very important to the libraries and citizens from across the state. We further believe that Activity 1.3 of the NDSL Plan has been achieved and is compliance with IMLS Goals 1, 3, 6, 7 and 8.

Goal 2: Develop and deliver library services to North Dakota citizens.

Activity 2.1 Continue the development and strengthening of a comprehensive statewide online library catalog by adding the collections of North Dakota libraries to WorldCat.

Through this activity the North Dakota State Library has worked to increase access to and the availability of library materials through automated cataloging. As part of the activity, 82 libraries including the largest academic and public libraries in the state, are now participating in a statewide WorldCat catalog program.

After evaluation of this activity it is apparent that both the users and staff of North Dakota libraries consider the activity to be important. Several Town Hall Survey respondents took time to write comments validating how important the activity was to their local libraries. The most recent survey data also indicates that:

- **94.3%** of the User Survey respondents indicated the activity was very important to them.

After a thorough review of Activity 2.1, it is the opinion of the evaluators that this activity is very important to libraries throughout the state of North Dakota. We further believe that Activity 2.1 of the NDSL Plan has been achieved and is in compliance with IMLS Goals 1, 3, 4, 5, 6 and 7.

Activity 2.2 Develop and deliver statewide resource sharing by continuing and strengthening the statewide interlibrary loan and document delivery service.

The state of North Dakota has limited funds available for its libraries. Therefore, they must work together to meet the diverse needs of the citizens of the state. Through this activity, the NDSL has expanded access to library resources as well as the sharing of materials through a more efficient, cost-effective delivery system.

After evaluation of this activity, it is apparent that both the users and staff of North Dakota Libraries consider the activity to be important. Several Town Hall Survey respondents took time to write comments validating how important the activity was to their local libraries. One individual wrote, "Interlibrary loan is "the savior of my existence" for a public library; it provides books they cannot afford". In addition, the most recent survey data indicates that:

- **56.7%** of the library survey respondents indicated the activity should be a high priority for the NDSL.

After a thorough review of Activity 2.2 of the NDSL Plan, it is the opinion of the evaluators that this activity has been achieved and is in compliance with IMLS Goals 1, 2, 3, 4, 5, 6 and 7.

Activity 2.3 Provide library services to persons having difficulty using a library.

Through this activity the North Dakota State Library works to ensure that every citizen of the state has equitable access to library materials and information regardless of location, age, education, economic status, or special needs. Also, to promote public awareness of these services, the NDSL annually sponsors and hosts promotional workshops and seminars.

After evaluation of this activity, we noted that several Town Hall Survey respondents took time to write comments indicating how much they appreciate the Talking Book Service provided by the NDSL. In addition, the most recent survey data indicates that:

- **80.7%** of the user survey respondents indicated the activity was very important to them.
- When user survey respondents were asked to rate the Talking Book Service on a scale of 1 to 5, the service received a rating of 3.64.
- When asked a similar question related to Programs for Targeted Populations, the rating was 4.86.

After a thorough review of Activity 2.3 of the NDSL Plan, it is the opinion of the evaluators that this activity has been achieved and is in compliance with IMLS Goals 1, 2, 4, 5, 6, 7 and 8.

Activity 2.4 Provide for the state of North Dakota the opportunity for libraries to participate in the Cooperative Summer Library Program.

The goal of the NDSL related to this activity is to improve, in North Dakota, children's summer reading, minimize summer loss of reading ability, and empower communities to have a robust summer reading program for youth. To this end, the NDSL in cooperation with the North Dakota Library Association provides all libraries in the state, membership in the National Collaborative Summer Library Program.

After evaluation of this activity, we note that several Town Hall Survey respondents took time to write comments indicating how effective the Summer Reading Program is. In addition, the most recent survey data indicates that:

- 69.6% of the user survey respondents indicated the activity was very important to them.
- 74.7% of the library user survey respondents indicated that the program should be a high priority for future years.

After a thorough review of Activity 2.4 of the NDSL Plan, it is the opinion of the evaluators that this activity has been achieved and is in compliance with IMLS Goals 1, 4, 5, 6, 7 and 8.

Goal 3: Assure equitable access to information resources and library services throughout the state.

Activity 3.1 Work to ensure that all North Dakota citizens have convenient and timely knowledge of and access to North Dakota libraries and the information services provided by them.

Through this activity the North Dakota State Library has made a concerted effort to provide and sustain comprehensive efforts that increase the awareness of NDSL services and programs. To do this the library has taken three specific actions:

- Reformatted the Flickertale, the newsletter of the NDSL, into an electronic publication.
- Produced program-specific brochures to inform the general public about services and programs of the NDSL.
- Used the NDSL webpage as a vehicle to promote the programs and services of the NDSL.

After evaluation of this activity, we note that several Town Hall Survey respondents took time to write comments indicating how much they liked the electronic version of the Flickertale and the program-specific brochures. In addition, the most recent survey data indicates that:

- When User Survey respondents were asked to rate the marketing and public relations efforts of the NDSL, on a scale of 1 to 5, the activity was rated as a 5.

After a thorough review of Activity 3.1 of the NDSL Plan, it is the opinion of the evaluators that this activity has been achieved and is in compliance with IMLS Goals 1, 2, 3, 4, 5, 6, 7 and 8.

Activity 3.2 Disseminate to state government and the federal government, as well as to the citizens of North Dakota, informational data about the resources and services available from the libraries of North Dakota.

Through this activity, the goal of the North Dakota State Library is to be an enabling party to assist government entities by providing the information they need to make timely and informed decisions. As part of this activity, efforts are being made to maintain the role of libraries as storehouses of information for government decisions.

A review of the Self Evaluation notes that the willingness to share data is not yet to the level that the NDSL would prefer. More work remains to persuade the state's local governmental units to be willing to share information. However, while not every expectation of this activity has been met, progress toward achievement is being made.

After a thorough review of Activity 3.2 of the NDSL Plan, it is the opinion of the evaluators that this activity has been partially achieved. We further believe that those actions taken to date are in compliance with IMLS Goals 1, 3, 4, 6, 7 and 8.

Activity 3.3 Develop Field Services staff positions at the North Dakota State Library.

Through this activity the North Dakota State Library created Field Services department positions charged with the responsibility of providing direct professional library training and assistance to North Dakota librarians. Acceptance of the Field Services staff by the libraries of North Dakota has been positive and strong.

After evaluation of this activity, we note that letters of thanks have been received by the NDSL from library directors and library boards in strong numbers. In addition, the most recent survey data indicates that:

- 69.6% of the library survey respondents indicated the activity should be a priority for funding in the future.
- 80% of the User Survey respondents rated this activity as Very Important.

After a thorough review of Activity 3.3 of the NDSL Plan, it is the opinion of the evaluators that this activity has been a success. We further believe that those actions taken to date are in compliance with IMLS Goals 1, 3, 4, 5, 6, 7 and 8.

Activity 3.4 Work to achieve a program of cooperative service among all types of libraries in the state.

As part of the activity, in August of 2011 the North Dakota State Library implemented a tutorial assistance program and made it available statewide. The program is for K-Adult and has been endorsed by the Chancellor of the state's Academic Council, K-12 education units, and home school groups. The program offers assistance in the subjects of math, science, social studies, and English.

Because the program has only been in operation for five months, there is not a great amount of evaluative data to review at this time. However, we noted that the number of user sessions increased from 55 in the first month of operations to a high of 829 in the fourth month.

After a review of Activity 3.4 of the NDSL Plan, it is the opinion of the evaluators that this activity has been a success during the five months it has been in operation. We further believe that those actions taken to date are in compliance with IMLS Goals 1, 2, 3, 4, 5, 6, 7 and 8.

In Conclusion

It is the opinion of the evaluators that the activities of the North Dakota State Library LSTA Plan of 2008-2012 have achieved the results related to the priorities of the LSTA legislation (20 U.S.C. 9141). We also believe that the activities in the plan were targeted to the specific user groups identified in the plan. We make this determination after a thorough review of statistical data, survey responses, town hall comments, and the self-evaluation itself.

We would like to commend the staff of the NDSL for the quality job they did implementing the activities of the plan. When you take into consideration that North Dakota has a small population, with few cities spread across a large number of square miles, the NDSL staff did an excellent job of meeting the needs of North Dakota libraries, their staff, communities, and the citizens of the state. The NDSL staff did an excellent job of using internet connectivity, webinars, and a web presence to deliver services when face to face services were not possible or practical.

We verified through the evaluation that deletions were not made to the LSTA Plan of North Dakota since its development in 2007. However, a few new activities were added to the plan over the past few years. These new activities just make the plan that much stronger.

Through the development, implementation, and self-evaluation of the LSTA Plan, the NDSL staff acquired knowledge in evaluating end-user outcomes. They also learned that not all North Dakota governmental units are ready to share information at this time. This knowledge will lead to improved planning and self-evaluations in the future.

Evaluation of the North Dakota LSTA Plan for 2008–2012 indicates that all of the activities outlined in the plan have been successful. It is the opinion of the evaluators that the data and survey results support these activities and should be included in the LSTA Plan for 2013–2018.

Recommendations for the Future

1. Continue the State Library's leadership of state-level partnerships that leverage and advance the impact of LSTA funding to meet priority state needs. Emphasis should be placed on partnerships with academic and school (K-12) libraries due to the type of statewide activities presently successful.
2. Continue to consider ways to increase the coordination of professional development activities for library staff in the state. In support of this recommendation, the continuation of workshops for library workers of the state is encouraged.

3. Continue priority statewide outreach services (databases, Summer Reading, technical services, Talking Books, Field Services, tutorial services), which are programs that help libraries provide better service. In looking at the survey done among the public libraries of North Dakota, priorities in this task should be noted.
4. Continue communication efforts to inform North Dakota librarians, library patrons, and library funding agents about services available.
5. Looking to the future, NDSL should attempt to include sound evaluation strategies into every NDSL activity using federal funds and to allocate the responsibility for collecting, reporting, and analyzing the collected data. To this end, periodic evaluations should be completed for all statewide services -- those funded with federal LSTA funds and those activities funded with state dollars.

North Dakota Plan

Library Services & Technology Act Evaluation For 2008–2012

In 2007 when the LSTA Plan of 2008-2012 for North Dakota was designed, the state population was 637,904 with 56.3% of the population living in urban centers and 43.7% living in rural areas. In 2007, 103,000 residents were between the ages of 5-17 and 102,112 were enrolled in K-12 education. The average annual wage in the state was \$33,086. Being an agricultural state, North Dakota had 32,000 farms; farming on 39.6 million acres accounting for 7.7% of North Dakota's Gross Domestic Product. Manufacturing captured 9.5% of the GDP followed by healthcare (8.6%), Real Estate (8.1%), and wholesale trade (7.3%). Mining, which includes oil and gas extraction, was 3.9% of the GDP in 2007 compared to 6.0% in 2010, a calm before the storm.

Primary considerations in the development of the 2008-2012 Plan (Appendix C) were:

1. What projects must be done with state dollars for which LSTA funds may not be used?
2. Regarding the state's online catalog, what will it look like in 2015? What is working regarding the catalog? What, regarding the online catalog, should be changed?
3. How may libraries use their services to leverage economic development in the community?
4. What world trends may affect North Dakota library services? How?
5. How can we get information and library services out to where the people are rather than waiting for them to come to us?

These primary considerations resulted in the Plan developed (Appendix C) and approved by IMLS that are reviewed with said review now reported in this document.

In-Depth Analysis and Results

of

IMLS Funds in North Dakota, 2008–2012

---- Introduction ----

The financial resources provided by state government that are made available to support library services in North Dakota must be viewed as modest. Local funding for libraries in the state must also be viewed as modest since the millage allotment provided to each library in the state varies. Because of these funding levels, LSTA funding that provides federal dollars is of paramount importance even when the total amount of LSTA support is relatively meager as compared to most states. (See: Appendix A.)

Due to these funding circumstances, the North Dakota State Library (NDSL) uses most of the LSTA funds received on statewide services that are coordinated internally at the state agency. While some might consider the practice of spending most of any state's LSTA funds internally as less than a "best practice," the NDSL believes that, in North Dakota, such a practice achieves a "best result." The reasoning for internal expenditures for statewide services can be seen in the following factors: 1) because the total amount of federal funding available to North Dakota is very limited, statewide use expands the effect of the dollars; 2) it is believed that the dispersing of any significant amount of the LSTA funding through a sub-grant program would limit the funds available for tackling important statewide concerns; and, 3) the North Dakota State Library believes that the state library agency does an excellent job of leveraging the impact of its LSTA funds because it is at the state library agency that multiple professional librarians (MLS trained) are available to do an analysis of library needs and provide the necessary planning to accomplish those needs. (See: Appendix B.) The North Dakota State Library strongly believes that the manner of usage of LSTA funds for the evaluation period of 2008–2012 maximizes the impact of the funds on the state as a whole.

---- Methodology ----

The methodology used to develop this evaluation review is designed to assess the implementation of North Dakota's LSTA Plan, 2008 – 2012 (see: Appendix C) as proposed. This methodology is identical to that which is the basis of many evaluators for the library profession and most library school reviewers. In addition to evaluating the state's progress toward the goals outlined in the five-year plan, the methodology presents an effort to examine whether LSTA goals have been met, or, if there are any failings of meeting goals, such are documented. Where the expectations were met, the review then turns to the questions of: a) to what degree; and, b) whether such was within the bounds of the enabling federal legislation as viewed in the LSTA Plan that was both accepted and approved by IMLS. To this end task, it is strongly asserted that the evaluation methodology used provides an awareness of the strengths, weaknesses, and any innovative aspects of North Dakota's LSTA Plan, 2008–2012.

The methodology of the evaluation as undertaken provided several phases that involved a variety of stakeholders and a mix of quantitative and qualitative data-gathering / evaluation methods. These phases were: a) Discovery; b) Information Gathering; c) Information Analysis; d) Synthesis; and, e) Reporting.

In the Discovery Phase, it was noted that most (more than 75%) of the North Dakota LSTA Plan for service does not engage in the new, the experimental, or the unique. Library service in North Dakota is not yet developed to a level that chances are taken on extremely new technologies or new suggestions that may be obsolete in a year with the result of a wasted investment of both time and money. Indeed, the Discovery Phase indicated that, in its usage of all funding available, the North Dakota State Library consistently provided materials, resources and information in time-tested formats.

The Discovery Phase featured several efforts to provide a basis for the overall evaluation process. The first effort was discernment of the view of the success of the LSTA Plan by the North Dakota State Library (NDSL) itself. As part of the NDSL self-evaluation (see: Appendix J), the state library agency reviewed background documents, revisited the LSTA Plan of 2008–2012, examined the State Program Reports submitted to IMLS, and reviewed the prior five-year LSTA Evaluation. Using NDSL's self-evaluation views, combined with library profession standards, two survey documents were designed. The first survey document (see: Appendix D) was prepared for a series of "Town Meetings" that gathered the views of library users, governmental leaders, and the general populace across the state. The "Town Meetings" were held in six towns in the state over a two week period in September 2011. (See: Appendix E.) The second designed document was a survey of just the eighty-two (82) public libraries of North Dakota. This survey was done in January 2012. The second survey (see: Appendix F) was taken to see how the viewpoints of the public libraries (the library group feeling the greatest benefit of LSTA dollars in the state) compared to the conclusions obtained from all other review sources in the state. It is of interest to note that the public library survey, with a participation rate of 87% of the public libraries of North Dakota (see: Appendix G) answering, showed a similar opinion regarding the services of NDSL and its usage of LSTA funds per the 2008–2012 Plan in North Dakota.

These three efforts (self-evaluation; two surveys) were the primary work product indicators of the Information Gathering Phase of the evaluation of North Dakota's LSTA Plan. With data in hand, the Data Analysis Phase began which centered upon the task to compile the survey results and comments obtained at the "Town Meetings." The statistics of libraries in North Dakota, as acquired in the annual IMLS Statistical Report and other state reports, were examined to provide a background for comments received and in some cases to reflect on circumstances that had bearing on the development of the 2008–2012 Plan when designed.

In the Synthesis Phase of the evaluation process, discussion was conducted within the North Dakota State Library to note the various data gathering efforts completed toward compliance with IMLS requirements. Also, the State Librarian of North Dakota, as part of this Phase, shared information obtained in discussions with other State Librarians (COSLA) and with IMLS staff regarding the measurement of IMLS

requirements for the LSTA Plan review. Comments received and reviewed gave an indication of IMLS compliance on the part of the North Dakota State Library.

The final stage of the methodology called for draft observations, based on data, to be composed and a final report formulated giving an analysis of North Dakota's 2008–2012 LSTA Plan. As part of this phase, the North Dakota State Library had an opportunity to offer comments, suggestions, and corrections. Upon receipt of all input by NDSL, a final version of the Evaluation document was prepared and forwarded to the Institute of Museums and Library Services (IMLS). The final version of the Evaluation document contained an **Evaluation Summary Statement** (see Executive Summary page 1-1).

---- Evaluation Report Results ----

Information concerning the work of the North Dakota State Library (NDSL) during the years of 2008 to 2012 shows a strong focus on the provision for and improvement of statewide outreach services to both the libraries of the state and the citizens of North Dakota. Illustrative of these efforts, NDSL provided new programs (Field Services, webpage development, tutorial assistance) and continued with favored programs (Summer Reading, statewide library cataloging services, Talking Books (NLS) Program, ILL, database availability). In these efforts, the state library agency creatively leveraged the participation of new audiences and, with designed effort, continued to sustain those devoted users who have been library users for decades. These efforts achieved the desired results of the Plan and demonstrate that the “safe” choices made in the Plan were the *right choices* for North Dakota as benefits were provided to the targeted audiences of each of the state's Plan goals.

---- Complementary Plans ----

The design of North Dakota's LSTA Plan for 2008 – 2012 was formatted to mesh with the IMLS Plan and, as accepted by IMLS, the North Dakota Plan was a close duplicate of the federal priorities set forth in LSTA legislation. The Library Services and Technology Act (LSTA – 20 U.S.C. 9121(1-9) and 9141(a)(1-8)) specifies, in part, that a State Library Administrative Agency shall expend funds for one or more of the following:

1. expanding 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.....;
2. establish or enhance electronic and other linkages and improve coordination among and between libraries.....;
3. provide training and professional development to enhance skills of the current library workforce and leadership, and advance the delivery of library and information services;

4. developing 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 U.S. Office of Management and Budget and revised annually);
7. developing 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., Section 9141(a)(1-8).

The three goals in the North Dakota State Library's (NDSL) Five-Year Plan 2008–2012 support the LSTA priorities (noted above) as outlined in Table 1 following. (Appendix C) provides a copy of the IMLS approved LSTA Plan for 2008–2012.)

Table 1	
LSTA Priorities Supported by North Dakota State Library Five-Year Plan 2008-2012	
LSTA Purpose	North Dakota State Library Goal
1, 2, 3, 4, 5, 6, 7, & 8	GOAL 1: Create a statewide community of libraries working together to provide quality library services in North Dakota.
1, 2, 3, 4, 5, 6, 7, & 8	GOAL 2: Develop and deliver library services to North Dakota citizens.
1, 2, 3, 4, 5, 6, 7, & 8	GOAL 3: Assure equitable access to information resources and library services to individuals throughout the state.

In working with the three primary goals noted (above), the North Dakota State Library has continued to provide a variety of library services on a statewide basis from a central location in the state capitol city of Bismarck. The State Plan (2008-2012) reflects this much needed centralized approach. Support for this view can be discerned when it is noted that North Dakota is a largely rural state with one of

the lowest populations nationally. North Dakota, as noted in the 2010 U.S. Census, has a population density level of 9.7 residents per square mile and many of the state's 672,591 residents are distributed among small communities that are served by 82 public libraries statewide.

Whether these circumstances are viewed as problems or opportunities, the North Dakota State Library (NDSL) has worked and is committed to providing quality information services and equitable access to resources for all of the state's citizens. To achieve this, NDSL works to form and maintain strong, cooperative partnerships among all types of libraries in the State. This is especially true with the state's academic institutions, the state's School for the Blind, and the state's K-12 educational program as well as public libraries. Further, the North Dakota State Library endeavors to meet the administrative, developmental, and technical assistance needs of citizens by working to provide local libraries with both training and actual services as well as direct library service to citizens who are not served by a local library, especially during winter months of severe weather.

North Dakota is a state where 62.6% of all working-age adults, age 18 to 64, do not have either a 2-year or 4-year college degree. The need is therefore obviously great for all the efforts made by the state library agency to provide coordinated services and programs that sustains and increases the educational abilities of the state's citizens. (Note: educational attainment data provided by The Council for Adult and Experiential Learning, 2010 report.) Inherent in the efforts of the North Dakota State Library is the agency's work in advocacy for the rights of North Dakota's citizens to read and have full access to information. By ensuring that libraries have resources that are readily accessible through both library offerings and library operations, all citizens, regardless of their geographic location, their level of income, or their access to technology, benefit from the efforts of the North Dakota State Library. Indeed, this effort works to serve the populace well.

The three goals in North Dakota's Five-Year LSTA Plan for 2008–2012 were designed to improve awareness of and access to library services for all citizens, but especially those citizens who are without local public libraries or who are living in areas with libraries with very limited resources. Also, the goals seek to set a basis of service for individuals in North Dakota with disabilities. The three goals of the North Dakota Plan speak to the expansion of "resource sharing" among libraries in the state through the improvement of the information technology infrastructure; the provision of planning; program coordination; technical assistance; training; and content including, but not limited to, databases.

---- **Goal 1** ----

Create a statewide community of libraries working together to provide quality library services in North Dakota.

Table 2 (below) outlines activities undertaken to fulfill Goal 1 of the North Dakota State Library LSTA Plan for 2008–2012.

Table 2: Summary of Progress Toward Goal 1 – LSTA Plan for 2008–2012				
	<i>No Progress</i>	<i>Progressing</i>	<i>Met Goal</i>	<i>Surpassed Goal</i>
GOAL 1: Create a statewide community of libraries working together to provide quality library services in North Dakota.				■
Activity 1.1 Provide shared electronic resources accessible to all citizens in all locations of the state and support networking among all types of libraries. (Network with library associations and educators (K-12) throughout the state to develop shared incentives and ideas for local initiatives; engage in cooperative ventures with the academic community and non-library partners in cooperative activities.)				X
Activity 1.2 Provide training to library staff and citizens in using information resources. (Identify and implement relevant training opportunities in assistive technology and library services for diverse populations for Outreach Services staff and librarians throughout the state.)				X
Activity 1.3 Provide educational opportunities that enhance the professional abilities of librarians and library employees in the state.			X	

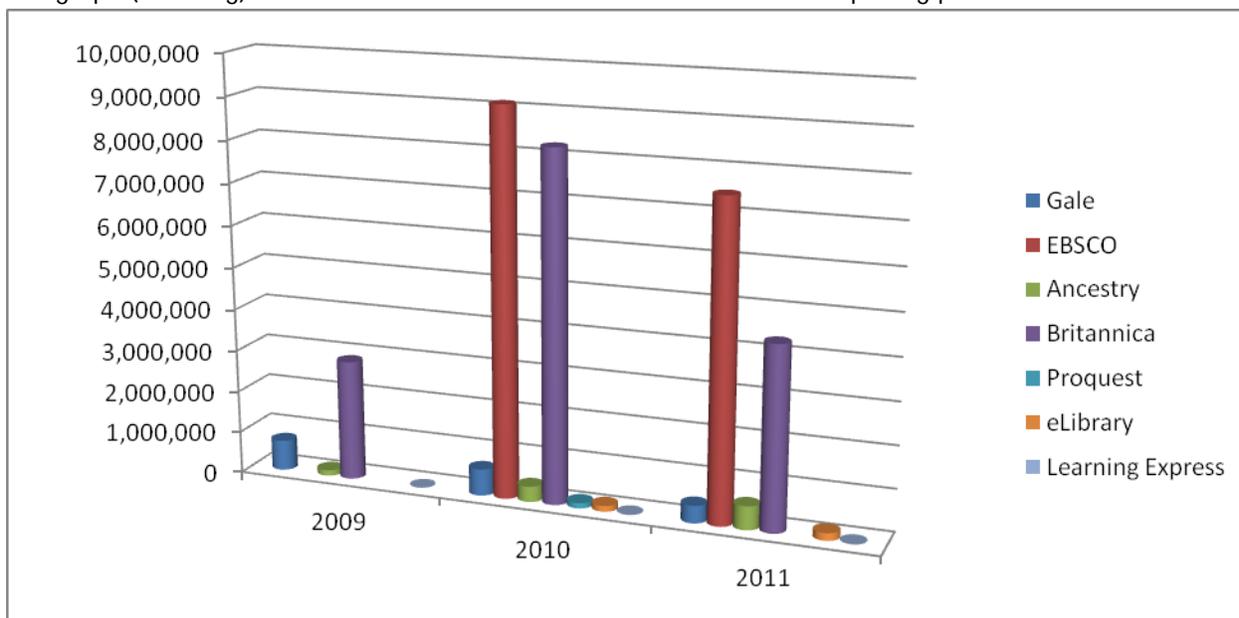
Activity 1.1. Provide shared electronic resources accessible to all citizens in all locations of the state and support networking among all types of libraries. (Network with library associations and educators (K-12) throughout the state to develop shared incentives and ideas for local initiatives; engage in cooperative ventures with the academic community and non-library partners in cooperative activities.)

Actions: The North Dakota State Library, with the usage of LSTA funds, has worked to expand and make easily accessible electronic information sources to all North Dakota citizens. To obtain both in-library and remote access for North Dakota citizens to priority databases, the state library agency has acquired and maintained a contract with electronic database vendors to satisfy this goal activity. This contract is maintained in a cooperative network with the states of Minnesota and South Dakota and embedded in the services of MINITEX, which is based on the campus of the University of Minnesota. The MINITEX cooperative provides a cost-effective method for North Dakota to maintain access for all state citizens, to a maximum number of quality informational sources. Electronic information resources (databases), selected for availability to the citizens of North Dakota, are chosen on the basis of a survey of need and the usefulness of the databases by the libraries in North Dakota. Provision of the selected databases benefits public libraries; the K-12 schools, as well as the home-schooled; and the academic institutions of the state. In this goal of the LSTA program, the North Dakota State Library has shown leadership in a cooperative activity of benefit to many in the state.

Desired Outcome: Fulfillment of this goal provides for North Dakota citizens a maximum number of high quality informational resources.

Indicators of Success: The combined discounts afforded through the MINITEX cooperative have allowed a true expansion of the LSTA dollars to provide a maximum number of high quality informational resources available in an electronic format accessible to citizens from home, work, school or a library. Surveys (Appendix D and F) and personal comments directed to the North Dakota State Library indicate a high need for the continuation of the materials provided under this goal. This is especially true regarding the state's academic community and, thus, through the provision of this service, the North Dakota State Library and the North Dakota academic community show and maintain a true cooperative relationship.

The graph (following) shows the number of searches conducted for the reporting period of 2009–2011.



LSTA Plan Correlation: Every expectation of this goal activity has been met. Indeed, expectations not envisioned have been made available as may be seen in the invitations extended to the NDSL State Librarian to attend the meetings of the Chancellor's Council of the Academic Colleges and Universities. Well within the bounds of the LSTA program, this activity has been a great success -- exceeding all expectations. *Compliance with IMLS Plan Goals 1, 2, 3, 4, 5, 6, 7 and 8.*

Activity 1.2. Provide training to library staff and citizens in using information resources. (Identify and implement relevant training opportunities in assistive technology and library services for diverse populations for Outreach Services staff and librarians throughout the state.)

Actions: The North Dakota State Library provides both in-person and online training opportunities to librarians and the citizenry throughout the state. Our training programs focus on teaching librarians, teachers, students, school administrators, and library users how to access services offered by the North Dakota State Library and to use aggregated online resources to conduct research rather than open Internet searches. In addition to database training, the North Dakota State Library hosts workshops for librarians on topics such as collection development, de-selection of materials, book repair, grant writing, reader advisory services, and other library-related topics. The North Dakota State Library recognizes the need for teachers and library media specialists to acquire continuing education credits to maintain their credentials. Every summer, the training staff partner with colleges in North Dakota to offer a fifteen hour, one credit course that teachers and library media specialists can apply to their accreditation.

Our focus on teaching usage of our subscription aggregated databases is mainly concentrated on students, teachers, and librarians. As an integral part of statewide education, we have moved beyond simple internet training and the mechanics of searching for information online for teachers and students and entered into teaching information literacy. Our training focuses on providing the attendees the ability to identify what information they need; to understand how the information is organized; to identify the best sources of information for a given need; to locate those sources; to evaluate the sources critically; and to share that information. For teachers and school media specialists, we understand their frustration when students hand in papers and reports that use internet websites and Wikipedia as the sole sources. Our in-service presentations, for teachers and school media specialists, on using subscription databases provide them with a reliable alternative for their students to find information needed to complete their assignments. Teachers are not only shown how to access the resources and glean information from them, but also how to direct students to use our databases. These trainings are presented either on a day set aside for professional development or after school. These trainings are provided to schools at no cost with our training staff traveling statewide to provide these workshops. In addition to providing training to teachers and school media specialists, our trainers come into the classroom and demonstrate our subscription databases to students of all grades. These sessions are typically presented in the students' classrooms during the normal school day for the normal duration of a class period. Our trainers demonstrate the ODIN

catalog, WorldCat.org, and four or five databases. Basic searching is shown to students and features such as citation style sources are demonstrated.

The North Dakota State Library strives to broaden its educational endeavors by reaching out to the general public. Our public training sessions are held in partnership with public libraries. These presentations provide public libraries an opportunity to host a program and potentially bring in people from their community that may not be regular patrons. Our focus on these trainings has been genealogy research and homework help using databases. Our genealogy presentation is our most popular public presentation, bringing citizens into their local libraries. Often, the local librarian will use this opportunity to promote their own local history collections. Our Homework Help presentations have found an audience with the growing number of homeschool parents and students. With our array of online databases, we can expand the resources used by the homeschool parents and students.

While the training staff travels extensively around the state, they cannot be everywhere. The North Dakota State Library has developed web-based training to meet the needs of individuals who cannot spare time nor travel dollars to attend in-person training. The North Dakota State Library has developed web based training that librarians, teachers, state employees, and citizens can take from their own location. These webinars are focused on using the databases and services offered by the North Dakota State Library. The webinars benefit both the training staff from the North Dakota State Library and participants. Other than setting aside about an hour, librarians, library media specialists, and teachers do not have to rearrange their schedule to travel to an on-site training. For our trainers, webinars allow us to provide instructive guidance on using the online resources or exploring the services provided by the North Dakota State Library without having to travel, especially when winter weather can make driving around North Dakota difficult and dangerous. Web-based training allows us to reach out to that one person who may have time on that particular day to sit down and take a webinar. Training is received and NDSL staff would save time traveling the longer distances around our mostly rural state.

The North Dakota State Library recognizes the need to provide job-related training for librarians. Every spring, the agency hosts a multiday workshop on topics such as collection development, de-selection of materials, book repair, grant writing, reader advisory services, customer service, and other library-related topics. These workshops focus on providing North Dakota librarians with skills and knowledge to help them complete their tasks. Often, the topics for these Spring Workshops are recommended by attendees themselves.

In order to meet the accreditation needs of library media specialists and teachers, the North Dakota State Library has developed a fifteen hour, one credit course that focuses on advanced database searching techniques and strategies. Continuing education credit for these courses is provided by the University of North Dakota, North Dakota State University, Minot State University, and Valley City State University. These Summer Workshops give the participants intensive hands-on training that explores advanced searching techniques and examines database content more closely than the typical teacher in-service

presentations provide. Also, the NDSL provides multi-day workshops on multiple topics twice a year for librarians. (See: Appendix H.)

Desired Outcome: Fulfillment of this goal provides North Dakota library employees increased knowledge in the usage of specific library materials and knowledge of specific library procedures (best practices). A knowledgeable library staff serves the citizens of North Dakota well.

Indicators of Success: The continued support of all members of the state's library community, as shown in the vocal and written support of the North Dakota State Library's budget and administration, is an indication of the success of this goal. The true cooperative efforts of the state library agency in this activity with the North Dakota's K-12 schools, public libraries, and the academic community is exemplary and illustrates compliance with the Library Services and Technology Act (20 U.S.C. 9141) goal that specifies "expanding 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."

Training Statistics: 2008–2012		
Year	Number of Sessions	Number of Participants
2008	77	663
2009	173	1,680
2010	99	742
2011	96	1,252

LSTA Plan Correlation: Every expectation of this goal activity has been met or exceeded. The two annual, multi-day workshops have been very highly received. One of the workshops is geared to the psychology of good library service and good service providers (librarians) while the second workshop is geared to the practical aspects of the library, dealing with administrative matters, disaster planning, the preparation of library budgets, and enforcement of library policies, etc. The NDSL's practice of providing a flash drive that contains all handout materials used in the workshops is well received, and also website archiving for those who can't attend. The North Dakota State Library believes the work accomplished to support this goal activity is in full accord with the LSTA program. *Compliance with IMLS Plan Goals 1, 2, 3, 5, 6, and 8.*

Activity ;1.3. Provide educational opportunities that enhance the professional abilities of librarians and library employees in the state.

Actions: The North Dakota State Library provides a grant program to provide for the professional education (MLS degree) of individuals who desire to work in the library profession. Grants for funds to attend and to participate in trainings, workshops and professional meetings or conferences are also made available. All of these opportunities (MLS and conference training) are available to the staff of any library in the state. The

reward of such a grant is on a per-opportunity basis as reviewed by the administration of the North Dakota State Library.

Desired Outcome: The desired outcome of this goal is to have a better-trained and more knowledgeable librarian community that provides excellent library services to the citizens of North Dakota.

Success Indicators: As a mostly rural state of few people and many, many square miles, inequities in the quality of library service may be ever present. This unequal quality of library service may be to a substantial degree a reflection of the lack of professional training available within North Dakota. With no ALA approved library school in the state, most professional knowledge gains come only via grants that enable advanced learning. Meeting the hopes of this goal is essential in the development of library services and library leaders in North Dakota for the forthcoming years. Since 2008, ten individuals have been awarded the opportunity to pursue the MLS degree at an ALA approved school. Eight individuals, using the grant available under this goal, have completed the training necessary as a basis of professional librarianship. Many librarians in the state have been funded for continuing education opportunities that include, but are not limited to, attendance at the conferences and trainings of: the North Dakota Library Association, the Mountain Plains Library Association, and the American Library Association.

LSTA Plan Correlation: Every expectation of this goal activity has been met and the North Dakota State Library believes the work accomplished to support this goal activity is in full accord with the LSTA program. Without the LSTA funds for this type of activity, the educational opportunities for library workers in the state to improve their abilities would be almost nil. *Compliance with IMLS Plan Goals 1, 3 (especially), 4, 5, 6, and 7.*

---- **Goal 2** ----

Develop and deliver library services to North Dakota citizens.

Table 3 (below) outlines activities undertaken to fulfill Goal 2 of the North Dakota State Library LSTA Plan for 2008–2012.

Table 3: Summary of Progress toward Goal 2 – LSTA Plan for 2008–2012	<i>No Progress</i>	<i>Progressing</i>	<i>Met Goal</i>	<i>Surpassed Goal</i>
GOAL 2: Develop and deliver library services to North Dakota citizens.				■

<p>Activity 2.1. Continue the development and strengthening of a comprehensive statewide online library catalog by adding the collections of North Dakota libraries to WorldCat. (Link OPACS and automate all cataloging, circulation, interlibrary loan, and reporting functions to improve access and efficiency/timeliness of operations.) Provide access to WorldCat for all North Dakota citizens through a statewide contract.</p>				X
<p>Activity 2.2 Develop and deliver statewide resource sharing by continuing and strengthening the statewide interlibrary loan and document delivery service. (Develop online request features, through existing features, etc., to enhance ILL operations on a local and statewide level.)</p>			X	
<p>Activity 2.3 Provide library services to persons having difficulty using a library. (Identify and implement relevant training opportunities in assistive technology and library services for diverse populations for Outreach Services staff and librarians throughout the state.)</p>			X	
<p>Activity 2.4 Provide for the state of North Dakota the opportunity for libraries to participate in the Cooperative Summer Library Program by purchasing a manual and core sets of materials for libraries and to assert a role in the encouragement of all North Dakota children to read and experience the joy of reading.</p>			X	

Activity 2.1. Continue the development and strengthening of a comprehensive statewide online library catalog by adding the collections of North Dakota libraries to WorldCat. (Link OPACS and automate all cataloging, circulation, interlibrary loan, and reporting functions to improve access and efficiency/timeliness of operations.) Provide access to WorldCat for all North Dakota citizens through a statewide contract.

Actions: The North Dakota State Library, in accord with the agency's 2008–2012 LSTA Plan, worked to improve services, increase access, and improve efficiency for all North Dakota libraries. This includes the availability of library materials (in multiple formats) in a program effort to provide or link OPACs and automate all cataloging; circulation; interlibrary loan; and reporting functions of North Dakota libraries. A special effort of this activity was the State Library's work with public libraries in North Dakota to provide a comprehensive statewide catalog with web access serving as an important resource available to all libraries. The statewide catalog combines and links library collections across North Dakota. A single search in ODIN scans more than 3,401,438 bibliographic records and nearly 5,470,694 item records. As of mid-2011 in North Dakota, 82 libraries, among them all the largest academic and public libraries in the state, were participating in the statewide WorldCat catalog program. Efforts to add smaller libraries are ongoing,

with a goal of eventually reaching and adding libraries of all types who desire inclusion. A designed (built-in) requesting and transaction management system allows library patrons to make online interlibrary loan requests. Library staff members are able to make requests on behalf of their users as well.

Desired Outcome: Cataloged materials in multiple formats from multiple libraries in North Dakota are integrated into one universal catalog made available statewide via the web as part of the OCLC / Worldcat universe. Due to this activity, library users become better consumers of educational materials and services. Because of knowledge acquired, they achieve a healthier and more active lifestyle in their communities and library users enjoy a more developed and rich cultural life. Expanded access to library resources, the expanded sharing of materials, and a more efficient cost-effective delivery system are also desired outcomes.

Success Indicators: Survey responses (Appendix D and F) and anecdotal information received annually show that users have found accessing materials in North Dakota libraries to be enhanced both through the inclusion of resources in the statewide catalog and by the easy interface of the webpage. Further, users of WorldCat in contact with staff members of the North Dakota State Library confirm the usefulness of the project goal and the continued appreciation of the task as accomplished.

To be noted is that a percentage of North Dakota residents have an Icelandic heritage. This populace is most prevalent in the northeastern part of the state where there is a special library dedicated to the preservation of Icelandic writings. The North Dakota State Library, presently and for all of the years of this LSTA program evaluation, has made OCLC catalog records of these materials available -- these materials being in the Icelandic language. Specifically, staff members of the North Dakota State Library catalog these writings. LSTA funds used at the State Library provide for this effort of benefit to all Americans of Icelandic heritage and to residents of the country of Iceland doing research using the many unique materials in the collection maintained in the state of North Dakota. This is another example of how the goals of the LSTA (20 U.S.C. 9141), specifically "expanding 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, developing library services that provide all users access to information through local, state, regional, national, and international electronic networks" is being met.

LSTA Plan Correlation: Every expectation of this goal activity has been met. The North Dakota State Library is extremely proud of the accomplishments in this activity that has been made, using LSTA funds, during the immediate past five years. Even more so, the NDSL is very happy to have been able to aid in the preservation of the state's Icelandic heritage and Icelandic materials. The LSTA funds provided to the state has made these works possible. *Compliance with IMLS Plan Goals 1, 3, 4, 5, 6 and 7.*

Statistical data in the following table illustrates the success of this goal. The chart provides data at the beginning of the LSTA evaluation period of 2008 as may be contrasted with the year 2011.

Table 4: North Dakota Union Catalog	2008	2011
# Libraries Participating		
Public libraries	11	16
School libraries	48	50
Special Libraries	1	1
Governmental Libraries	7	7
TOTAL Participating libraries	67	74

Librarians agree that the libraries in the state are well connected and that the State Library has taken a leadership role in this area.

Activity 2.2 Develop and deliver statewide resource sharing by continuing and strengthening the statewide interlibrary loan and document delivery service. (Develop online request features, through existing features, etc., to enhance ILL operations on a local and statewide level.)

Actions: A single library cannot own enough resources to meet all of the needs of their patrons. Therefore, libraries in North Dakota must work together to meet the diverse needs of the citizens. Most North Dakota libraries actively publicize the availability of material requesting and lending services (ILL). The North Dakota State Library has produced brochures that highlight the availability of statewide ILL services. Publicity of the service has been included in local library newsletters as well as other secular publications. Always noted is that LSTA funding for this service provides improved access to unique and unusual library materials for all citizens.

Desired Outcome: Expanded access of library resources as well as an expanded sharing of materials in a more efficient, cost-effective delivery system is the desired outcome and has been achieved.

Indicators of Success: Comments and observations as reported at workshops, in meetings and through surveys support the conclusion that this Activity has been successfully implemented statewide. Indeed, many libraries and library staff members can, with this system in place, serve their governing authorities and the informational and recreational needs of their patrons more effectively and efficiently. The North

Dakota State Library in post-training workshop evaluations has noted positive changes in both knowledge and skills.

LSTA Plan Correlation: All expectations of this goal activity have been met as may be seen in the data of Table 5 (following). The North Dakota State Library fully recognizes the importance of this activity as this task shadows the development of the state's union catalog activities. Together, the union catalog and the ILL service provide tremendous accessibility to library materials for citizens in the most remote locations of North Dakota. The LSTA funds provided to the state has made it possible for the North Dakota State Library to achieve the planned work of this goal activity. *Compliance with IMLS Plan Goals 1, 2, 3, 4, 5, 6 and 7.*

Statistical data in the following table illustrates the success of this goal activity. The chart provides data at the beginning of the LSTA evaluation period of 2008 as may be contrasted with the data of the most recent year of 2011.

Table 5: North Dakota ILL Activity	2008	2011
Interlibrary Loan Loans among libraries	135,470	134,752
Interlibrary Loan borrowing requests among libraries	135,470 Requests fulfilled	141,104 Requests fulfilled
Participating public libraries	29	32
Participating school libraries	43	43
Participating academic libraries	19	19
Participating special libraries	17	17
TOTAL Participating libraries	108	111

Activity 2.3. Provide library services to persons having difficulty using a library. (Identify and implement relevant training opportunities in assistive technology and library services for diverse populations for Outreach Services staff and librarians throughout the state.)

Actions: The North Dakota State Library works to ensure that every citizen of the state has equitable access to library materials and information regardless of location, age, education, economic status or special needs. In addressing the special needs populace, the state agency, by participating in the Library of Congress, National Library Service for the Blind & Physically Handicapped (NLS) network, works to provide the recreational and informational reading needs of one such special needs group. In support of the NLS activities performed by the agency, the staff of the State Library also sponsors and hosts multiple workshops each year to promote public awareness of services offered/available and to provide public awareness of needs. Beyond working with the NLS program, the North Dakota State Library works with other outreach organizations in the state, including the deaf community. The State Library also works with constituent groups throughout the state, including local librarians, special educators, and other advocates, to promote awareness of the special needs services available.

Desired Outcome: An equality of library service for those of special needs in North Dakota, especially those who are certified to participate in the NLS (National Library Service) program, is the goal. A sub-goal is to continue the radio reading service at the state library agency (NDSL) while also being observant of other opportunities to work with other special populations in the state.

Indicators of Success: The comments and responses as noted on user surveys are the primary way to analyze the ability of the North Dakota State Library (NDSL) to achieve this activity. To date, the responses received are very favorable. The responses, especially as related to the NLS program, show that NDSL is meeting its objectives and it is making continual progress toward its goal (Activity 2.3 as noted above). Indeed, it is suggested that the North Dakota State Library performs admirably especially given the limited funds it has available, since the state's NLS operation is one of the smallest in the nation.

During the most recent survey (Appendix I), it was noted that:

97% of survey respondents rated the NDSL program very satisfactory

2% of survey respondents rated the NDSL program satisfactory

1% of survey respondents rated the NDSL program unsatisfactory

The NLS program offered by the North Dakota State Library presently serves 2,208 individuals and 115 institutions that use the Talking Book service. Talking Books circulates an average of 62,252 books and 6,533 magazines a year. Braille service is made available to 18 patrons in the state.

LSTA Plan Correlation: All reviews during the past decade of the Talking Book program as provided by the North Dakota State Library have been fully compliant with NLS (National Library Service). The reports of compliance may be obtained from NLS, Washington, D.C. The review dates were: 2007 and 2011.

It is suggested that NLS compliance is a strong indicator that the NDSL program has been a good usage of LSTA funding and that the funds used are indeed in accord with the LSTA Plan of the North Dakota State Library. *Compliance with IMLS Plan Goals 1, 2, 4, 5, 6, 7 and 8.*

Activity 2.4. Provide for the state of North Dakota the opportunity for libraries to participate in the Cooperative Summer Library Program by purchasing a manual and core sets of materials for libraries and to assert a role in the encouragement of all North Dakota children to read and experience the joy of reading.

Actions: The North Dakota State Library, in cooperation with the North Dakota Library Association (NDLA), currently provides all libraries in the state with membership in the national Collaborative Summer Library Program. Through this arrangement, NDSL distributes materials and helps to coordinate activities for libraries throughout the state. The goal of NDSL's participation is to improve, children's summer reading, minimize summer loss of reading ability, and enable communities to have a robust summer reading program for North Dakota youth. The Summer Reading Program benefits children and youth who are served by this statewide outreach service. Using LSTA funds, NDSL covers the cost for manuals and support materials that are distributed throughout the state to all participating public libraries and schools. Each year, multiple support activities were offered, including projects such as video productions that highlight the reading program. The summer reading program was as big a success with the libraries of the state as it was with the program's participants. A special effort is made for the inclusion of the visually and physically impaired youth into the program.

Beyond the expense of acquiring manuals and support materials for the libraries participating in the statewide Cooperative Summer Reading Program effort, the North Dakota State Library (NDSL) annually provides workshops for the planning of the summer program. These workshops are conducted at six locations throughout the state in the month of February. Additionally, the NDSL hosts the statewide kickoff of the program each year on the grounds of the State Capitol. Dignitaries attend the kickoff as guest readers. At last year's event, the guest readers included: the First Lady of the state; the Superintendent of K-12 education; the Attorney General; the Secretary of State; and the State Librarian. (See: Appendix J.)

Desired Outcome: The Summer Reading Program continues to be one of the best-received statewide programs offered annually by NDSL. Participation numbers annually show a wide distribution of participating libraries in the state. Such is a measure of the awareness of the statewide program and the extent to which children at local libraries are motivated to read by the efforts of the statewide initiative. The Summer Reading Program for 2008 had 69 libraries participating, and in 2011, 74 libraries participating. Sixty-nine percent of library survey respondents in North Dakota rate the program as "very important." Further, librarians have commented that the summer reading program was a motivation for children and youth to read.

Indicators of Success: Survey data for the first year of this Evaluation and the most immediate two years show the acceptance of the program (see: Table 6, following):

Table 6: Summer Reading Program	2008	2010	2011
Children registered for Summer Reading Program	10,571	11,110	11,301
North Dakota communities participating in Summer Reading Program	69	74	74
Percent of state's communities participating	73	77	78
LSTA \$ used to support the statewide Summer Reading Program	\$2,316	\$2,435	\$2,477

LSTA Plan Correlation: Every expectation of this goal activity has been met. Participating libraries in the state are very appreciative of the materials support provided to the program yearly and recognize that the dollars for this support are made available by LSTA funding. This activity falls well within the bounds of the LSTA program. Additionally, this goal activity has been a great success with the *bonus* of gathering the support of the dignitaries that participate in the kick-off events for libraries and library services. *Compliance with IMLS Plan Goals 1, 4, 5, 6, 7 and 8.*

---- Goal 3 ----

Assure equitable access to information resources and library services to individuals throughout the state.

Table 7 (below) outlines activities undertaken to fulfill Goal 3 of the North Dakota State Library LSTA Plan for 2008–2012.

Table 7: Summary of Progress Toward Goal 3 – LSTA Plan for 2008-2012	<i>No Progress</i>	<i>Progressing</i>	<i>Met Goal</i>	<i>Surpassed Goal</i>
GOAL 3: Assure equitable access to information resources and library services to individuals throughout the state.				■
Activity 3.1 Work to ensure that all North Dakota citizens have convenient and timely knowledge of and access to North Dakota's libraries and the information services provided by North Dakota's libraries including the libraries' materials in an appropriate format with such access provided in an equitable manner.			X	
Activity 3.2 Disseminate to state government and the federal government, as well as to the citizens of North Dakota, informational data about the resources and services available from the libraries of North Dakota.			X	
Activity 3.3 Develop a Field Services staff at the North Dakota State Library and use LSTA funds to support the teaching and instructional work of the Field Services staff.		X		
Activity 3.4 Work to achieve a program of cooperative service among all types of libraries in the state and, in the provisions of that program, provide equitable service that increases the educational and cultural life of the citizens of North Dakota.			X	

Activity 3.1. Work to ensure that all North Dakota citizens have convenient and timely knowledge of and access to North Dakota's libraries and the information services provided by North Dakota's libraries including the libraries' materials in an appropriate format with such access provided in an equitable manner.

Actions: The North Dakota State Library has made a concerted effort to provide and sustain comprehensive public information efforts that spread an awareness of library services and programs in an effort to increase the use of statewide services, resources, and technologies in libraries throughout North Dakota. Two primary ways that the NDSL, during the period of 2008–2012, has worked to fulfill this activity are: 1) the conversion of the North Dakota State Library's bimonthly print newsletter to a monthly electronic format newsletter that both decreases costs and increases circulation plus, as e-formatted, imparts more information to library patrons and library workers in the state; and, 2) the development of brochures that highlight services such as the available databases, interlibrary loan services, statewide tutorial services, and reference services.

Desired Outcome: To achieve greater professional knowledge about the best practices of librarianship and to have accessible personal instruction and guidance as may be needed.

Indicators of Success: Flickertale, the newsletter of the North Dakota State Library, was reformatted as an electronic publication in July of 2011. In the new format the sphere of circulation was increased to better tell the story of North Dakota libraries and, perhaps more importantly, to share with library workers in North Dakota news about the profession of librarianship and the availability of the many types of activities available to enhance library services in a local community. To achieve such an informational role, the newsletter has three sections: a) news from and/or about the North Dakota State Library regarding programs and activities; b) news from and/or about libraries of all types (academic, special, K-12, and public libraries) in the state of North Dakota; and, c) news about the library profession as gleaned from the professional literature of librarianship in publications and notices not normally received by the library workers in the state of North Dakota. Since the reformatting of the Flickertale newsletter, each issue has received approximately 5,000 views nationwide.

Additionally, the North Dakota State Library has produced several brochures to inform the general public of the services offered by NDSL, especially the services made available with the use of LSTA funding. Each brochures distribution is targeted to its particular topic and audience. For example, a brochure for the Talking Book Program as offered by NDSL is made available in appropriate medical profession offices and in senior citizen care centers as well as in public libraries. The use of targeted brochures has maximized knowledge of available services to users of those services, and in turn, create library supporters who may protect and maintain those services.

Beyond these efforts, the North Dakota State Library has maintained a webpage that provides a wealth of information. The webpage is continuously updated to keep the site both informational and user-friendly.

Also, during the last year of the Evaluation period, the North Dakota State Library undertook the challenge to ensure that every North Dakota public library has a basic internet webpage. To this end, NDSL designed a template that has been used by several libraries. The design of the webpage provides a photo of the facility, its address, contact telephone number, and hours of service. The template design allows also for the individual library to add periodic announcement information regarding that library's activities.

Following is an example of the basic webpage designed by the North Dakota State Library for the use of libraries in the state.

Garrison Public Library

Garrison, North Dakota



[Home](#)

[Library Catalog](#)

[Electronic Resources](#)

[Tutor ND](#)

[Overdrive](#)

[North Dakota State Library](#)

[North Dakota State Government](#)

[North Dakota Travel Information Map](#)

About Us



Garrison Public Library

32 South Main Street

Garrison, ND 58540

Phone: 701-463-7336

Email: garplib@cdln.info

Hours

Monday 1:00 pm - 8:00 pm

Tuesday 10:00 am - 1:00 pm; 2:00 pm - 6:00 pm

Wednesday 10:00 am - 1:00 pm; 2:00 pm - 6:00 pm

Thursday 10:00 am - 1:00 pm; 2:00 pm - 6:00 pm

Friday 10:00 am - 1:00 pm; 2:00 pm - 6:00 pm

[Subscribe via RSS](#)

Search



Tags

[Book Discussion \(4\)](#)

[Story Hour \(4\)](#)

[New Bookshelf \(3\)](#)

What's New

Posted 23 hours ago

February Book Discussion

For February's book discussion, we will be reading "The Lovely Bones" by Alice Sebold.

From the back of the book:

"My name was Salmon, like the fish; first name, Susie. I was fourteen when I was murdered on December 6, 1973." So begins the story of Susie Salmon, who is adjusting to her new home in heaven, a place that is not at all what she expected, even as she is watching life on earth continue without her-her friends trading rumors about her disappearance, her killer trying to cover his tracks, her grief-stricken family unraveling. Out of unspeakable tragedy and loss, The Lovely Bones succeeds, miraculously, in building a tale filled with hope, humor, suspense, even joy.

LSTA Plan Correlation: Every expectation of this goal activity has been met. Participating libraries in the state are very appreciative of the information provided and the prompt up-to-date status of the information. Many libraries directly report an appreciation for the newly added third section of Flickertale that provides information from sources that many libraries do not have contact with (or a paid subscription to) such as the New York Times, Booklist, Harvard Business Review, Grants for Libraries Hotline, and Library Trends, etc. With the electronic format, more information is disbursed than ever before by NDSL to the libraries of North Dakota. The availability of "targeted" brochures has also been appreciated by the state's libraries and has been a true aid in the ability of the North Dakota State Library to inform state employees and the public of the services available at the state library agency. As made available by LSTA funding, this activity falls well within the bounds of the LSTA program and is an appreciated aid in keeping the citizens of North Dakota informed in a cost-effective and equitable fashion. *Compliance with IMLS Plan Goals 1, 2, 3, 4, 5, 6, 7 and 8.*

Activity 3.2. Disseminate to state government and the federal government, as well as to the citizens of North Dakota, informational data about the resources and services available from the libraries of North Dakota.

Actions: The North Dakota State Library is the designated resource agency for the collection of all North Dakota state documents and is a Federal Document Depository as well. These materials, combined with the databases maintained and provided by NDSL, are of great benefit to state government. This is especially true for the Legislative Branch and for executive departments such as the Department of Commerce. Imperative tasks that are on-going in this goal activity are the provision of information in a format that is cataloged and indexed to assure prompt availability.

Desired Outcome: The North Dakota State Library hopes, in this goal activity, to assist governmental entities by providing the information needed to make timely and quality decisions that aid and secure a more informed life for North Dakota citizens. An example of having and making available useful data was the ability for the NDSL to provide information on file regarding the Missouri River and its historical water flow tables for official and citizen access regarding the 2011 flood. Having such data available shows how efforts are being made in North Dakota to maintain the role of libraries as storehouses of information for governmental decisions as well as the decisions made by the general populace. While work remains to make many of the state's local governmental units more willing to share data, support for sharing activities, especially in-state, continues to grow.

Indicators of Success: The best indicator of the ability of the North Dakota State Library to fulfill this activity is seen in the funding level provided in the biennial budget for the State Library's programs and operations budget. In the most recent budget session, the government of the State of North Dakota provided the state library agency an increase of \$200,000.

LSTA Plan Correlation: While not every expectation of this goal activity has been met, work toward full achievement is being made. Participating libraries in the state are very appreciative of the data that is now available, but there remains the hope for even more information. The sharing nature that might be preferred is not always evident, however. Some governmental entities, especially local governments, believe data closely maintained and safeguarded is the best use of data. Therefore, an analysis of the future of this goal activity shall be needed if the goal is to embrace governmental units other than those of state and federal governments. *Compliance with LSTA Plan Goals 1, 3, 4, 6, 7 and 8.*

Activity 3.3. Develop a Field Services Department at the North Dakota State Library and use LSTA funds to support the traveling expenses of the teaching and instructional work of the Field Services staff.

Actions: In 2011, the North Dakota State Library recognized the need for a more hands-on approach to professional library training and other professional assistance so as to enable library workers in North Dakota to better serve each library's patrons. To fulfill this need the North Dakota State Library designated three MLS professionals as the agency's Field Services Staff. These staff members are primary contacts to the library directors and library workers of the state. Population based service areas were set for each of the three librarians by NDSL as the state was divided into approximate thirds. A bimonthly contact schedule

was set for the Field Services staff so that regular discussions are conducted and potential problems of libraries in the state are handled at the infant stage. IMLS statistical data was used to gain knowledge and understanding of each of the state's public libraries. Similar data from the U.S. Department of Education was gathered for school libraries as needed.

Desired Outcome: With the creation of a Field Services Staff, the NDSL knows more about the concerns and needs of the libraries in the state. The libraries in the state now have a greater opportunity to receive assistance from the state library agency in their local operations and services.

Indicators of Success: Acceptance of the Field Services staff as a positive aid for the libraries of the state has been very strong. Letters of thanks have been received by NDSL from library directors and library boards in strong numbers. This new service is a "keeper" although there continues to be much to be done - so many new types of professional aid to be shared with the libraries of North Dakota. This work shall continue and be an emphasis in the forthcoming LSTA Plan for 2013-2018.

LSTA Plan Correlation: When the work of the Field Services Department began, it was an unknown as to the acceptance of the Staff by the state's libraries. The reception has been great! The North Dakota State Library looks forward to the continued growth of this activity. *Compliance with IMLS Plan Goals 1, 3, 4, 5, 6, 7 and 8.*

Activity 3.4. Work to achieve a program of cooperative service among all types of libraries in the state and, in the provisions of that program, provide equitable service that increases the educational and cultural life of the citizens of North Dakota.

Actions: After a period of negotiations in 2011, the North Dakota State Library made the decision to begin a tutorial assistance program and to make it available statewide. Service commenced August, 2011. North Dakota's tutorial program is called "TutorND" and the program is available Sunday through Thursday evenings from 6 to 10 PM. The program is for K-Adult and has already been endorsed by the Chancellor of the state's Academic Council, K-12 education, and homeschool groups in North Dakota. The program offers assistance in the subjects of math, science, social studies, and English.

To promote this new program, press events have been held, newspaper stories written, brochures produced, trainings created in a webinar format and the webinar then made available statewide, and personal instruction classes have been conducted at the North Dakota Library Association meeting (October 2011) as well as other locations.

Desired Outcome: The North Dakota State Library's primary goal in this new activity is to help improve the educational abilities of the citizens, K-Adult, of North Dakota. This goal bets on the truth that an educated populace is a progressive populace that shall work to make a better life for all -- the hope is that the better life starts in North Dakota.

Indicators of Success: The program "TutorND" began in August of 2011. Although limited, the number of use sessions is noted, per month below. Each use session is for a time of approximately 20 minutes.

TutorND

Tutorial Sessions ---	August 2011	55
Tutorial Sessions ---	September 2011	430
Tutorial Sessions ---	October 2011	655
Tutorial Sessions ---	November 2011	829
Tutorial Sessions ---	December 2011	438
Tutorial Sessions ---	January 2012	535
Tutorial Sessions ---	February 2012	509

While not necessarily an indicator of success in North Dakota, it is of interest to note that since the start-up of the tutorial assistance program by NDSL, the state library agency of neighboring Montana has entered into a contract of service with the same tutor provider used by North Dakota. Further, the Wyoming State Library has begun discussions for a statewide tutorial program.

LSTA Plan Correlation: Although the program "TutorND" is less than a year old, it is a high-visibility program for the state library agency and for all the libraries in the state. It is a recommended program at the colleges, at the schools, and in the public libraries. The extra plus is the cooperation of all the libraries of North Dakota in the promotion and use of the program. *Compliance with IMLS Plan Goals 1, 2, 3, 4, 5, 6, 7 and 8.*

Independent Review Notice

The independent reviewers of the North Dakota LSTA Plan for 2008–2012 received all data as enumerated in this report. In fulfillment of their charge, the independent reviewers performed an analysis of the data including an examination of all survey instruments as noted within the writing of the Evaluation. The final 2008-2012 LSTA Plan Evaluation report has been formulated per the suggested instructions of the Institute for Museums and Library Services.

Independent Evaluators

The evaluators, Mr. Galen Cariveau, Director of the Office of Professional Services and Dr. Dennis Elbert, Dean of the College of Business and Public Administration are both employees of the University of North Dakota. They specialize in Strategic Planning with more than 50 years of experience between them. In addition to facilitating and writing strategic plans, Galen and Dennis have assisted businesses and organizations with the evaluation of their strategic plans.

Evaluation Costs

The following documents the total costs involved conducting this LSTA Evaluation. It is estimated that the staff of the North Dakota State Library devoted approximately 922 hours to this LSTA Evaluation. The total investment including Town Meetings and the evaluator was \$40,009 in North Dakota's evaluation effort.

Table 8 (below) shows the total costs for this document as presented to IMLS in March 2012.

Table 8:	
Evaluation Costs	
Phase	Total
Discovery	\$2,415
Data/Information Gathering	\$20,810
Data/Information Analysis	\$8,746
Synthesis	\$6,330
Reporting / Review	\$1,708
TOTAL	\$40,009

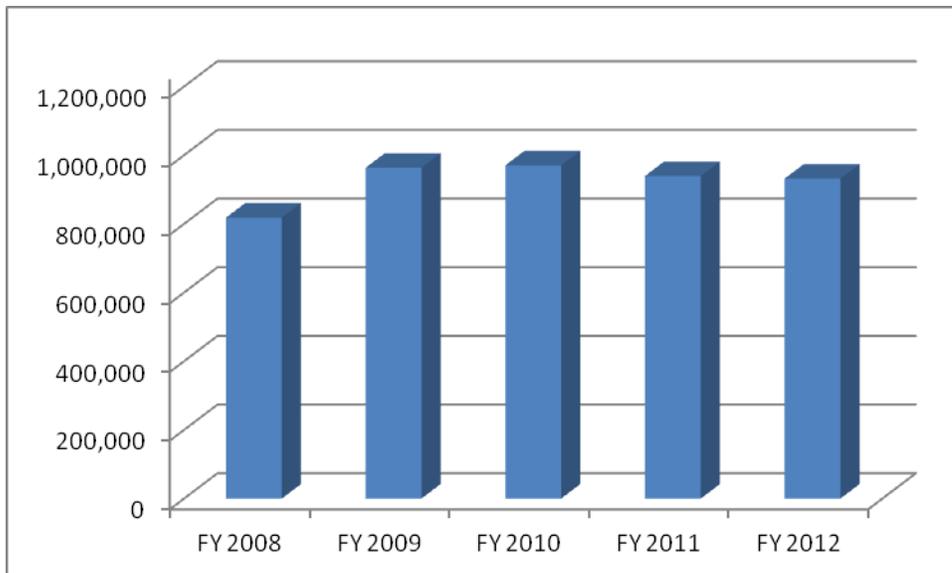
Appendix A

North Dakota's LSTA Funding, 2008 – 2012

Because LSTA funds are distributed largely on the basis of a state's population, the amount of LSTA funding allotted to North Dakota is relatively small in comparison to other states. The state's fiscal year (FY) 2011 allotment of \$ 939,310 places it 48th among the states. The data below shows the history of LSTA allotments to North Dakota for the time of FY 2008 – 2012.

The actual amounts for North Dakota were:

FY 2008	\$ 818,116
FY 2009	\$ 963,555
FY 2010	\$ 970,378
FY 2011	\$ 939,310
FY 2012	\$ 931,737



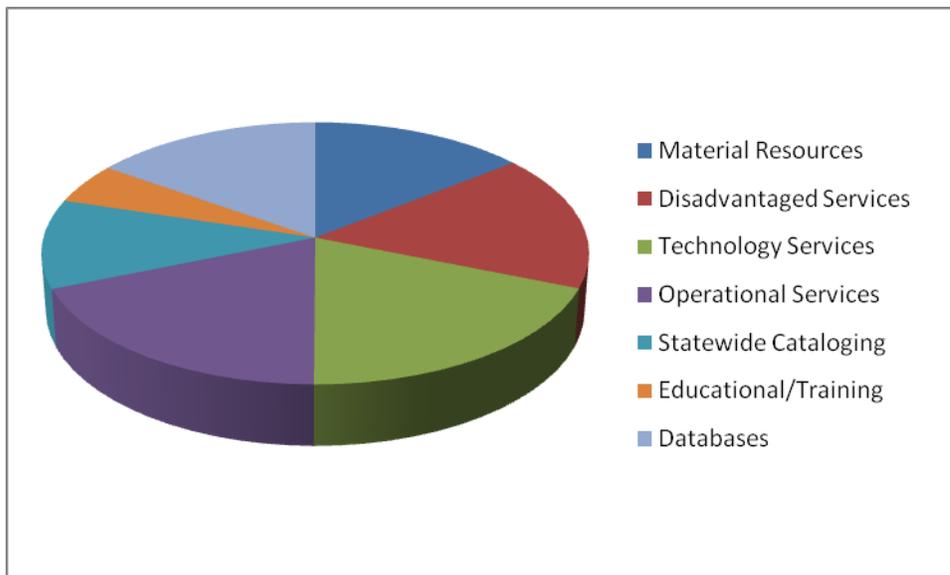
During the same time, the national average LSTA allotment provided to a state was:

FY 2008	\$3,145,802
FY 2009	\$3,348,667
FY 2010	\$3,370,022
FY 2011	\$3,123,828
FY 2012	\$3,053,420

Due to the large size of the state of North Dakota (70,704 square miles), the population of the state (641,481 for 2008 US Census estimated; 672,591 for 2010 US Census counted), and more than 50% rural designated populace, the North Dakota State Library expends the state's LSTA allotment on programs and services of a statewide nature. These expenditures for the total years of the reporting period may be grouped into the broad categories of: statewide cataloging; library material resources; services to the disadvantaged (Talking Book Program); educational opportunities; databases; and operational services.

The actual amounts for the 4 year reporting period of 2008–2011 were:

Material Resources	\$528,389	Statewide Cataloging	\$405,858
Disadvantaged Services	\$621,246	Educational/Training	\$184,757
Technology Services	\$698,391	Databases	\$562,178
Operational Services	\$690,540		



The graph (preceding) shows an *approximate* division of the LSTA expenditures for the reporting period. It should be noted that the North Dakota State Library allocates approximately 78% of its LSTA allotment annually on programs and services performed by the agency in behalf of the state's libraries and the state's citizens and 22% on databases for citizens statewide.

As previously noted, the demographics of the State of North Dakota are best served with a centralized approach in the design, organization and delivery of library services to the state's populace. It is for these reasons that a large majority of the IMLS LSTA funding for the reporting period of this evaluation has been allocated internally at the North Dakota State Library. Yet, while the majority of LSTA funds are used internally, the effect of the expenditure of these funds is felt most strongly externally in the state. Indeed, when the mixtures of federal and state plus local dollars are used for library programs, there is an awesome result. These funds serve as the catalyst for the new that, in years forward, becomes the standard --- those services and programs that become embedded in the regular work of the local library that is accomplished with local dollars.

A byproduct of the internal (in-agency) usage of LSTA funds on statewide programs and services in North Dakota has been the development of an innovative competitive grant program in the state using *state dollars*. This model, funded by state government at a level of approximately \$120,000 annually, has allowed libraries in North Dakota to explore new concepts with grant dollars that are outside the State Library's LSTA Plan. This is especially valuable in the area of technology, with the new availability of equipment and materials for either library use or library patron use (an example would be e-book readers and e-book subscriptions). The state dollars grant program, without the usage of any federal funds, allows for the testing of innovations that may be incorporated in future programs using LSTA funds.

The North Dakota State Library therefore operates in a pragmatic manner as to the utilization of LSTA funds. A strong effort has been and, continues to be, that NDSL uses the LSTA dollar to achieve a "best services" model that is workable and successful in the present day economic environment of North Dakota.

Appendix B

NDSL Professional Librarian Staff

<u>Name</u>	<u>Position</u>	<u>Degrees</u>
Bivins, Hulen E.	State Librarian	BA, MSLS, JD
Axtman, Steven C.	Trainer / CE	BA, MLS
Baltzer Kom, Stephanie	Cataloger	BA, MLIS
Goldade, Stacey	Head, Statewide Catalog Dept.	BS, MLS
Jacobs, Elizabeth L.	Field Services Librarian	BA, MLS
Matusz, Sarah A.	Field Services Librarian	BS, MLS
Meier, Breanne L.	Technical Services Librarian	BA, MLS
Mosser, Shari E.	Head, Interlibrary Loan Dept.	BA (2), MLS
Northrup, Kristen D.	Head, Technical Services Dept.	BA, MLS
Peterson, Alfred L.	Head, Public Services	BA, MLS
Stroshane, Eric M.	Lead, Field Services Librarian	BA, MA, MLS

Appendix C

North Dakota State Library, LSTA Plan, 2008–2012

***Library Services and Technology Act
Five-Year Plan
2008-2012***

Doris Ott, State Librarian
North Dakota State Library
604 E. Boulevard Avenue, Dept. 250
Bismarck, ND 58505-0800

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Certifications and Assurances Attached

**NORTH DAKOTA STATE LIBRARY
LIBRARY SERVICES and TECHNOLOGY ACT (LSTA)
FIVE-YEAR PLAN
2008-2012**

Mission Statement

Provide access to information for North Dakota.

Needs Assessment

The North Dakota State Library will meet its mission through the implementation of the Library Services and Technology Act (LSTA) Five-Year Plan, the North Dakota Library Vision 2010, and the State Library's 2006-2011 Long Range Plan. (Attached are the North Dakota Library Vision 2010 and the North Dakota State Library 2006-2011 Long Range Plan documents.)

The State Library conducted three Focus Groups / Think Tanks in three locations throughout the state in February 2006. Participants included librarians from public, academic, school, and special libraries, library board members, and citizens. Five questions were asked that became the basis of discussion and information gathering. (The questions, information, and results from the Think Tanks follow this section.) The questions led to the identification of the needs of the librarians and citizens. The information was collected and organized. It has been interpreted and analyzed by the State Librarian and the North Dakota Library Coordinating Council, and incorporated into the LSTA Five-Year Plan.

A series of surveys were sent by e-mail and U.S. mail to school, public, and academic libraries. The services covered in the surveys included resource sharing/interlibrary loan, reference, talking books, the radio reading service, statewide cataloging services, and technical assistance/consulting services. The answers were evaluated and analyzed by the State Library administrative team and used both for evaluating the State Library LSTA services in the Five-Year Evaluation, and planning for LSTA future services for the Five-Year Plan. (The results of the surveys were included in the State Library's Five-Year Evaluation.)

Follow-up Think Tank meetings are planned for the winters of 2008 and 2010, again to be done in multiple locations throughout the state. Surveys will be done in the spring of 2009, and the information will be analyzed to see if the Five-Year Plan will need adapting and changing, and what services will be impacted.

Goals

Goal 1 Create a statewide community of libraries working together to provide quality library services in North Dakota.

Libraries must rely on cooperation and networking of all material, staff, and electronic resources to meet the information needs of North Dakota citizens. Twenty-first century libraries working together will enable North Dakotans to face the growing challenges of global interdependence and global competition; the ever-increasing information explosion; the continuing evolution in computer and communications technologies; and the increased need for lifelong learning, job retraining, and recreation.

LSTA Purpose: Providing electronic and other linkages among and between all types of libraries.

OBJECTIVES:

- Continue the development and strengthening of a comprehensive statewide online library catalog by adding the collections of North Dakota libraries to WorldCat.
- Develop and deliver statewide resource sharing by continuing and strengthening the statewide interlibrary loan and document delivery system.
- Support networking among all types of libraries.
- Provide training to library staff and citizens in using information resources.
- Provide shared electronic resources accessible to all citizens in all locations.

ACTIVITIES:

- Provide direct access to a statewide comprehensive online library catalog of standardized bibliographic records.
- Support connectivity, communication, bibliographic format (USMARC), document delivery, interlibrary loan, and Internet access.
- Build on existing structures and networks.
- Create and maintain an accessible North Dakota digital archive of historical and government documents, photographs, maps, etc.
- Equip librarians, students, faculty, and citizens to more effectively access the Online Library Resources and the state's online library catalog.

Goal 2 Develop and deliver library services to North Dakota citizens.

LSTA Purpose: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.

LSTA Purpose: Targeting 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 USC Sec. 9902 (2) applicable to a family of the size involved.

OBJECTIVES:

- Provide access to WorldCat for all North Dakota citizens through a statewide contract.
- Provide library services to persons having difficulty using a library.
- Provide library services to citizens in underserved urban and rural communities.
- Develop library cooperative ventures for resource sharing.

ACTIVITIES:

- Provide electronic and other library resources in various formats to North Dakota citizens.
- Deliver library services to persons having difficulty using a library.
- Deliver library services to citizens in underserved and rural communities.

Goal 3

Assure equitable access to information resources and library services to individuals throughout the state.

Access to information and library services is of paramount importance to the individual and to society for survival in an information age.

LSTA Purpose: Targeting 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 USC Sec. 9902 (2) applicable to a family of the size involved.

LSTA Purpose: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.

OBJECTIVES:

- Provide library and information access and services for all citizens regardless of age, economic status, location, literacy level, ethnicity, or disability.

ACTIVITIES:

- Provide ongoing training in searching procedures to assure information competency and literacy.
- Provide library collections and services available to persons having difficulty using a library.
- Provide training grants to develop and train North Dakota professional librarians who deliver library services to citizens.
- Provide Online Library Resources for use statewide.

Evaluation Plan

Statewide resource sharing, reference services, and services provided to persons with disabilities will be evaluated through use of data gathered in annual statistical reports, user surveys measuring customer satisfaction, focus groups, site visits, and informal feedback from library patrons.

Focus group sessions will be held in various locations across the state to assess the benefits the grants have been to the community; how the services have strengthened the North Dakota network of libraries; and how the services have expanded the awareness of the library in the community.

Activities

Listed under each goal.

Stakeholder Involvement

Focus group sessions called “Think Tanks” will be held to study the library and Information needs of citizens, students, libraries, librarians, state officials, and governing boards.

The North Dakota Library Coordinating Council will serve as the advisory council to the Library Services and Technology Act program and continue to update the long-range plan for North Dakota libraries entitled *Library Vision*.

The North Dakota State Library, the North Dakota Library Association, and the North Dakota Library Coordinating Council will work cooperatively to present training programs, foster the development of libraries, plan for the future of North Dakota libraries, and act as an advocate for libraries and librarians.

Communication and Public Availability

The Library Services and Technology Act Five-Year Plan for North Dakota will be made available to all interested parties via the State Library's Web site at <http://ndsl.lib.state.nd.us>. Individuals and institutions not having online access to the Web will be mailed a printed copy upon request. The State Library will from time to time make special announcements in its newsletter as a reminder of the plan's existence, outcomes, and successes. Brochures and electronic communication will be utilized to communicate general and specialized LSTA information to both the public and library communities.

Monitoring

Grants will be awarded to libraries that meet the North Dakota Long-Range Plan.

Quarterly and final reports will be required, reviewed, and evaluated by the North Dakota State Library and the North Dakota Library Coordinating Council.

Site visits will be made to grant recipients by North Dakota State Library staff and/or selected North Dakota Library Coordinating Council members.

Statewide services will be evaluated using instruments developed to measure customer satisfaction.

Think Tank Information

Librarians, library board members, and citizens had their chance to give input and share ideas on the future of North Dakota libraries during a series of "Think Tanks" held in Fargo, Dickinson, and Minot in February 2006. Over one hundred people attended the "Think Tanks" which were sponsored by the North Dakota Library Coordinating Council and the North Dakota State Library.

The "Think Tanks" were an effort for librarians to share ideas and gather information crucial to library services across the state now and in the future.

Listed below are the questions discussed and the information gathered.

What should the Library Vision 2010 and Library Services and Technology Act grant priorities be for the next two years? (LSTA guidelines do not allow funding of the following: building projects, purchase of library materials, operating expenses, or ongoing costs.)

Listed in priority order:

- Digitize unique, local material to make it accessible statewide.
- Training, including online.
- Automate libraries by adding them to the statewide catalog.
- New technology.
- Equipment.
- Interlibrary loan (ILL) – Demonstration ILL project, including couriers.
- Innovative / creative.
- Online Library Resources and E-books.
- Partnering school and public libraries.
- Access—extending existing services.
- Marketing.
- Preparing children 0-5 years old to read.
- Virtual reference service statewide.
- Develop consortiums.
- Needs assessment.

How do you see the Statewide Online Library Catalog looking in 2015? What is working? What should be changed?

Listed in priority order:

- Seamless searching of library catalogs, Internet sites, and Online Library Resources—enabling one-stop shopping.
- All North Dakota libraries' holdings in WorldCat.
- Localized digital content.
- User friendly.
- More digital resources available in the catalog including North Dakota history items and newspapers.
- Multimedia.
- Richer online catalog—all bells and whistles—Readers' advisory, pictures, etc.
- Online instruction.
- Training for changing ideas.
- Statewide interlibrary loan system.
- Institute courier system to relieve postage money.
- Electronic resources—complete and fast.
- Statewide library card.
- Virtual librarian available 24-7.
- Various formats available—all types.
- Personalized portal.
- Voice recognition.

How can libraries use their services to leverage economic development in the community?

Not in priority order:

- Create partnerships with other organizations in the community.
- Offer the library as a place for public events.
- Inviting people in.
- Make the building accessible.
- Provide meeting rooms for economic development committees and local businesses.
- Make technology available for use.
- Offer computer use instruction.
- Develop or expand a small business collection and promote it in the community.
- Create economic development center and opportunities.
- Attend Chamber of Commerce.
- Promote information literacy.
- Prioritize library services based on community needs:
 - Fax machine.
 - 24-hour service.
 - Notary public.
 - Online access.
 - Scanner.
- Libraries should be prepared to provide access to government information needed by business and economic development organizations.
- Get in the communication “loop” of the city planners.
- Feature library services as a quality of life issue in community economic development literature. Develop relationships with economic developers.
- Support work force development through referral and resource materials, i.e., literacy collections, English as a second language (ESL), bibliographic instruction.
- Visit public service organizations and see what they need or what we can do for them.
- Promote library as key component in quality of life.
- Teaming up with economic developers.
- Foster relationships with local business community.
- Job center and tax help.
- Reach out to former community members.
- Provide sense of place.
- Utilize display opportunities.
- Let community know about the library.
- Short seminars for special interest within the library.
- Sharing local histories.
- Start a foundation.
- Provide services to new immigrants, ESL.
- Move outside the walls of your facility.
- Library needs to be visible in community events.
- Libraries need to be reference centers for local community.
- Marketing.
- Open a branch in a developing area to revitalize.
- Provide information on grant opportunities for small businesses on economic development.
- Librarian should be on community committees.

What world trends may affect North Dakota library services? How?

Not in priority order:

- Public relations and outreach.
- Global business.
- Google-ization and Barnes & Noble-ization of libraries.
- Use of new technology.
- Need for accurate information.
- Funding issues.
- Security issues / identity theft.
- Aging population.
- Population shift.
- Cultural diversity.
- Shortage of volunteers.
- Increased use of genealogy searches.
- Text messaging iPod.
- Open 24/7.
- Survey to find people's needs—local market.
- Support of lifelong/nontraditional education.
- Distance education—get information faster.
- Religious/political views may lead to censorship or not offering differing information.
- Higher IQs.
- Hiring younger librarians.
- Easier world travel—cultural interactions—offer cultural resources.
- Gap between rich/poor—affects accessibility.
- Copyright laws limiting use of resources—anti-piracy, etc.
- Teaching patrons to evaluate information.
- Assess student knowledge—library accountability.
- Librarian needs a variety of skills.
- Generation gap—professional and with customers.
- Resource sharing.
- Innovative advertising of library resources.
- Trend in home schooling.
- Cost of energy.
- Isolation.
- Librarians need to address out-sourcing.
- No Child Left Behind.
- Rise of self-publishing—“vanity presses”—not legitimate resources!
- Mass retailers—lack of diversity, smaller bookstores don't survive to offer more unique resources.
- Losing libraries in schools—qualified library staff.
- Copyrights.
- Economic decline—demands on libraries are increasing.
- Sharing of resources—limited budgets.

How can we get information and library services out to where the people are rather than waiting for them to come to us?

Not in priority order:

- Develop regional/state strategies.
- Invite politicians to the library.
- Day care centers.
- Instruction/Training—Go out to schools, supermarkets, etc.
- Show yourself; i.e., Telephone Directory (*We Are Here*); Library = business.
- Commercials (PSAs).
- Cause publicity.
- Promotional material.
- Invite community members.
- Identifying alumni groups.
- Book clubs.
- North Dakota Library Association poster sessions.
- Neighborhood school libraries for drop off / pick up.
- Distribute books in bars or motels!
- Kiosks—banks, grocery stores, medical facilities, vet, dental.
- Friends of the Library (networking).
- Billboards in bathrooms.
- Free bookmarks (in grocery bags, in utility bill envelopes, etc.).
- Booths at conferences and events.
- Outreach—visit schools, booths, realtors, brochures, kiosks, rotary, businesses, assisted living facilities, etc.
- Booths (county and state fairs) / Career Days.
- Printed products—Web site, bookmarks, yellow pages.
- Newsletters, brochures.
- Open houses.
- Word of mouth.
- Traveling librarian (similar to ice cream truck, designed for each population).
- Tapping into existing groups—who can help!
- Partnership in advertising.
- Build relationships—network—cooperate—media—local businesses—organizations—other libraries.
- Partnerships—existing / new.
- Give back to the community—you help us; we help you.
- Partnerships with other agencies and schools.
- Make use of others' programs.
- Offer meeting rooms—attract people to the library.
- Training for seniors—low income, other groups, etc.
- Offer training.
- E-mail, instant-messaging.
- Free wireless for tourists.
- Bookmobiles—extend services, wireless access, update collection.
- Good, friendly, courteous service.
- Video conferencing—online tutorials, patrons, library staff.
- Drawing at booth—contact information would include e-mail address.
- Automation.

- Make your Web site a “virtual library.”
- Library Web page.
- Coffee shop!
- Storefront annexes.
- More electronic resources.
- Free access to subscription services.
- More “Think Tank” forums at conferences; one-on-one situations.
- Statewide cooperative—virtual reference services, “chat reference.”
- Drive-thru service—books + Starbucks = happy patrons.
- Utilize public access: reach more patrons—homebound.
- Remote access machine that provides microfilm.

Assurances

Attached.

Appendix D

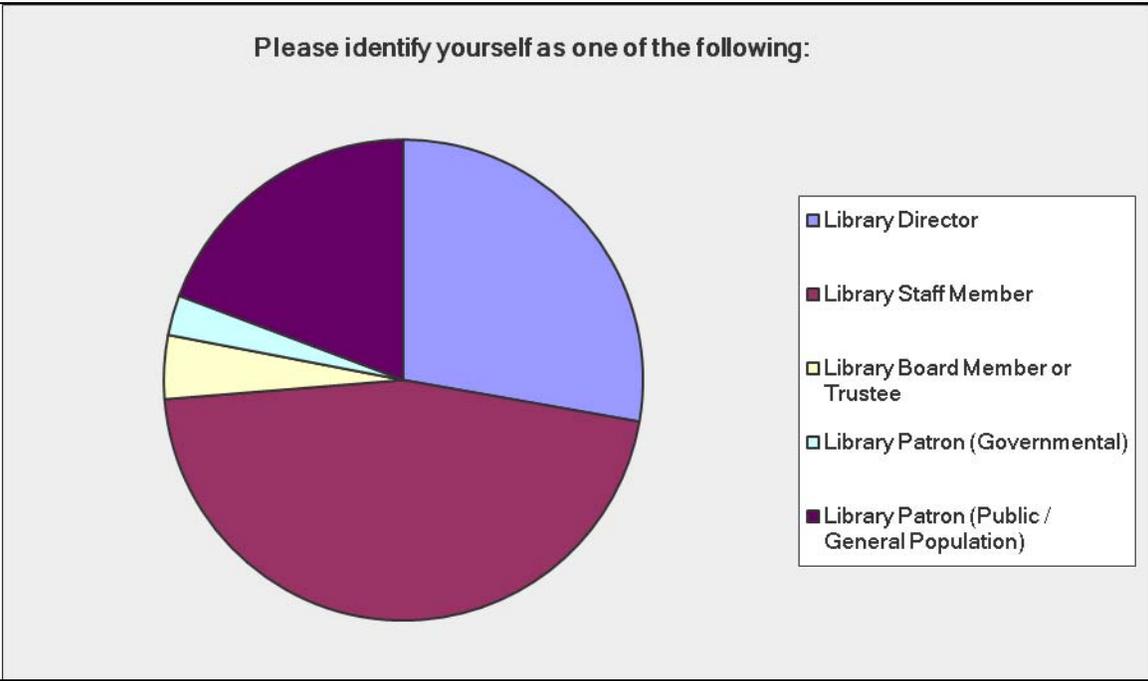
“Town Meeting” Survey Document

QUESTION 1

North Dakota State Library – User Survey, Fall 2011

Please identify yourself as one of the following:

Answer Options	Response Percent
Library Director	27.7%
Library Staff Member	46.0%
Library Board Member or Trustee	4.3%
Library Patron (Governmental)	2.7%
Library Patron (Public / General Population)	19.3%



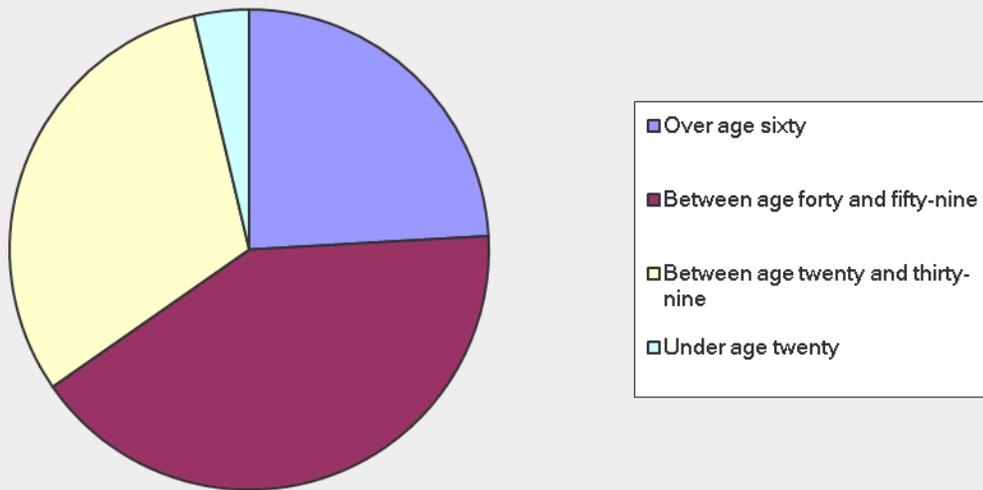
QUESTION 2

North Dakota State Library – User Survey, Fall 2011

Please indicate the age group that you represent.

Answer Options	Response Percent
Over age sixty	24.1%
Between age forty and fifty-nine	41.2%
Between age twenty and thirty-nine	31.0%
Under age twenty	3.7%

Please indicate the age group that you represent.



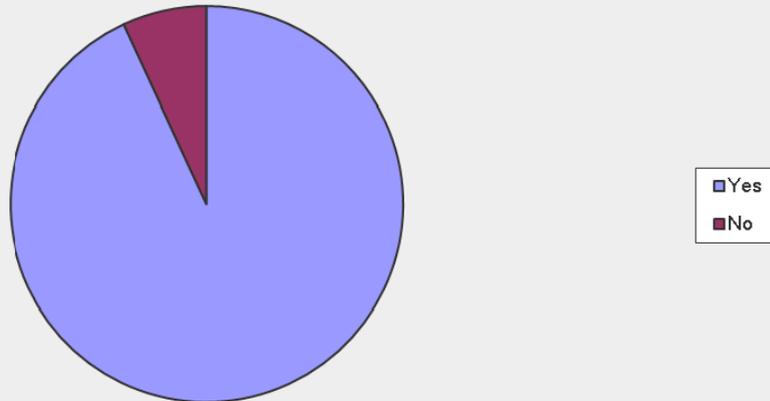
QUESTION 3

North Dakota State Library – User Survey, Fall 2011

Are you aware that the State Library receives federal funds for libraries?

Answer Options	Response Percent
Yes	93.1%
No	6.9%

Are you aware that the State Library receives federal funds for libraries?

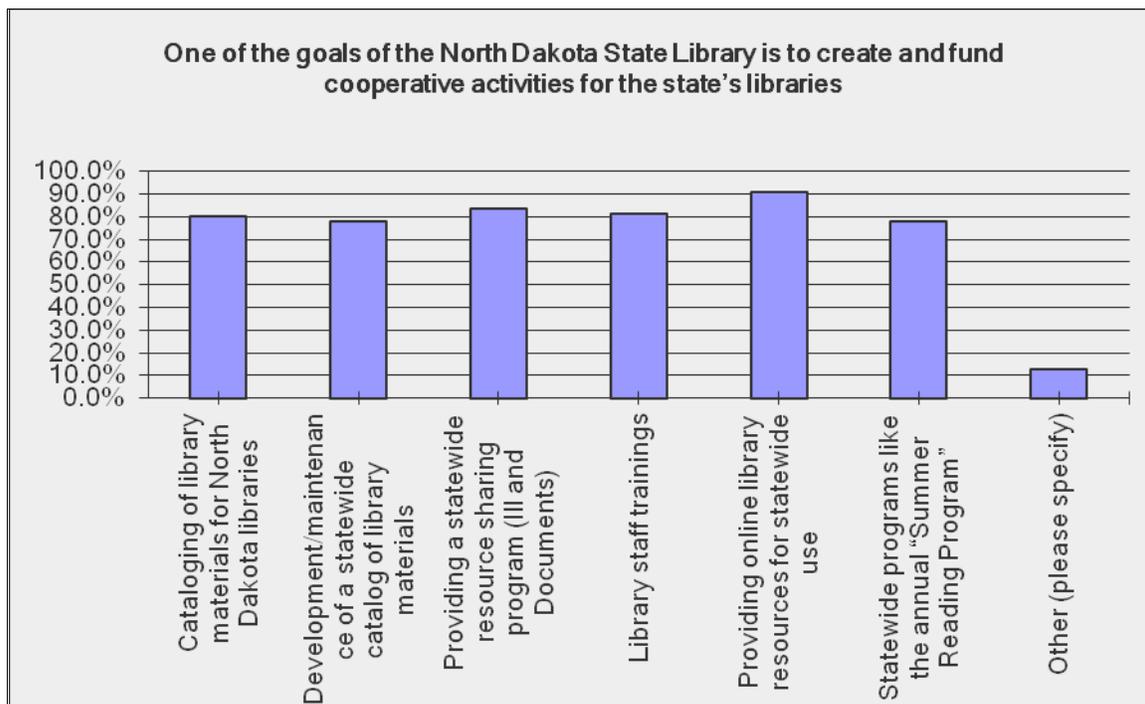


QUESTION 4

North Dakota State Library – User Survey, Fall 2011

One of the goals of the North Dakota State Library is to create and fund cooperative activities for the state’s libraries so that the life of the state’s population is enhanced. A number of activities that the State Library has engaged in so as to achieve this goal are noted below. Please check ALL that you have knowledge of or that you have used at a North Dakota library.

Answer Options	Response Percent
Cataloging of library materials for North Dakota libraries	80.2%
Development/maintenance of a statewide catalog of library materials	77.9%
Providing a statewide resource sharing program (ILL and Documents)	83.7%
Library staff trainings	81.4%
Providing online library resources for statewide use	90.7%
Statewide programs like the annual “Summer Reading Program”	77.9%
Other (please specify)	12.8%

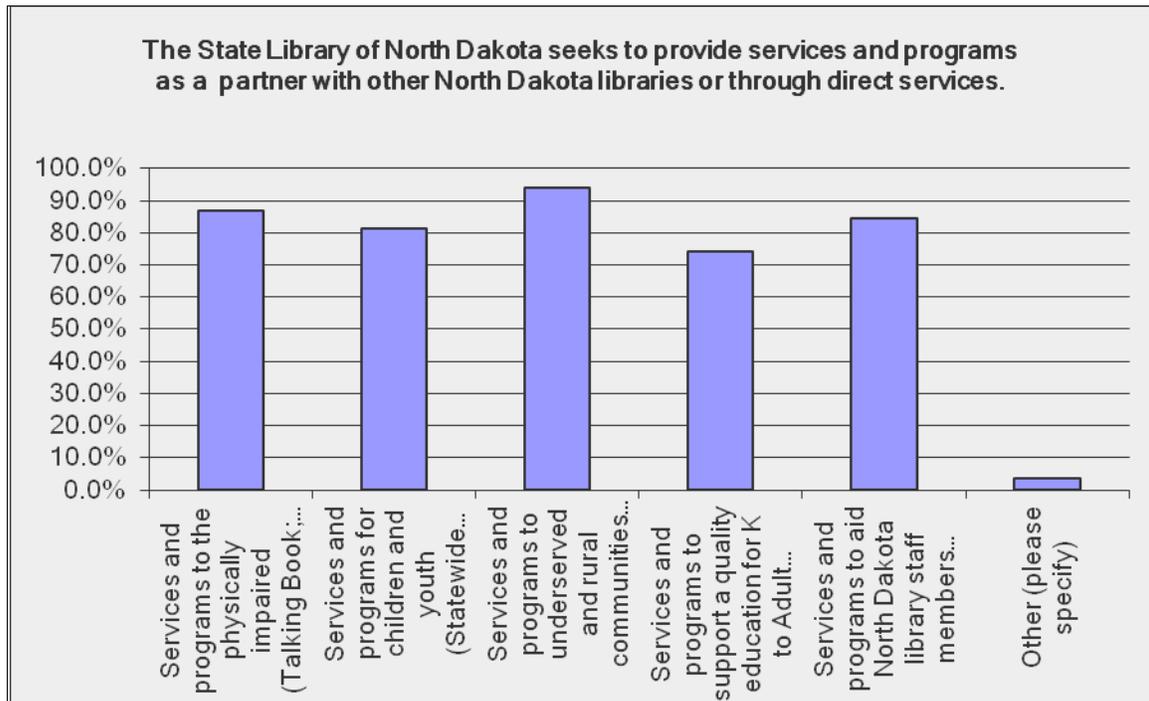


QUESTION 5

North Dakota State Library – User Survey, Fall 2011

The State Library of North Dakota seeks to provide services and programs as a partner with other North Dakota libraries or through direct services. The following list notes some segments of the population that the State Library has worked with to accomplish this goal. Please indicate the services and programs that you have knowledge of being offered.

Answer Options	Response Percent
Services and programs to the physically impaired (Talking Book; DRIS; Large Print Materials; etc.)	87.0%
Services and programs for children and youth (Statewide Summer Reading Program; etc.)	81.1%
Services and programs to underserved and rural communities (Inter-library Loan; Databases; etc.)	94.1%
Services and programs to support a quality education for K to Adult (Reference Services; State and Federal Documents; etc.)	74.0%
Services and programs to aid North Dakota library staff members (Spring Workshop; Summer Colloquium; In-Library Training; etc.)	84.6%
Other (please specify)	3.6%

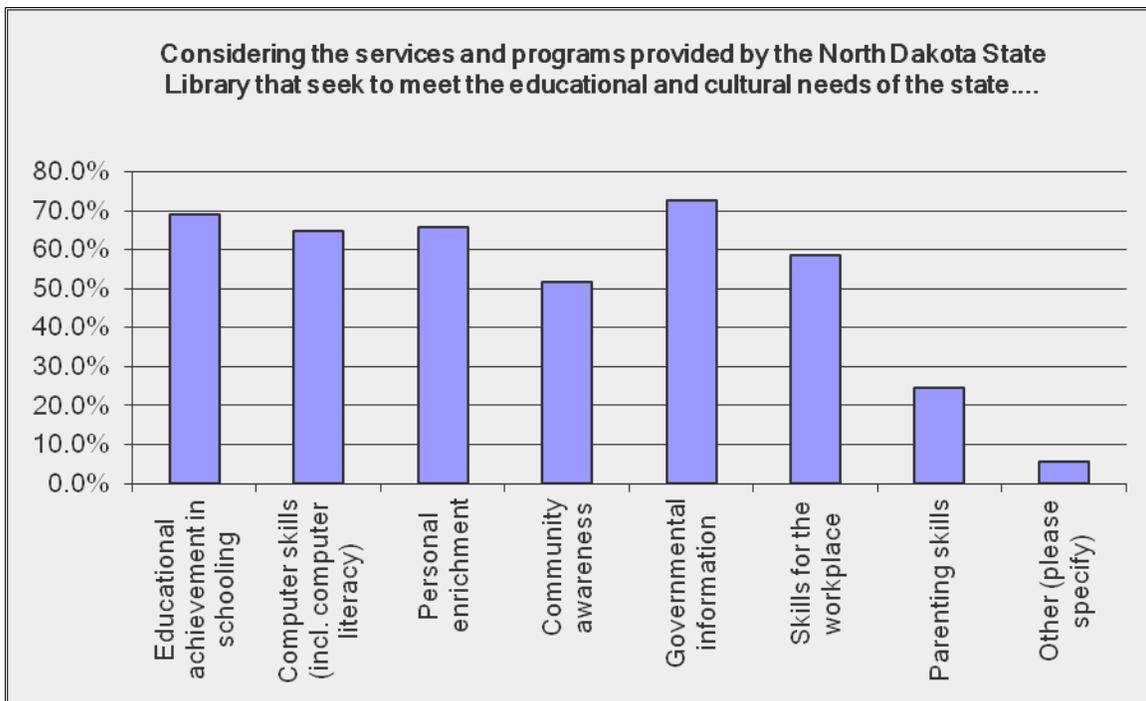


QUESTION 6

North Dakota State Library – User Survey, Fall 2011

Considering the services and programs provided by the North Dakota State Library that seek to meet the educational and cultural needs of the state and enhance the life of the state’s citizens, please indicate ALL of the following services and programs you have used or have knowledge of as being provided to the state’s citizens.

Answer Options	Response Percent
Educational achievement in schooling	69.1%
Computer skills (incl. computer literacy)	64.8%
Personal enrichment	66.0%
Community awareness	51.9%
Governmental information	72.8%
Skills for the workplace	58.6%
Parenting skills	24.7%
Other (please specify)	5.6%



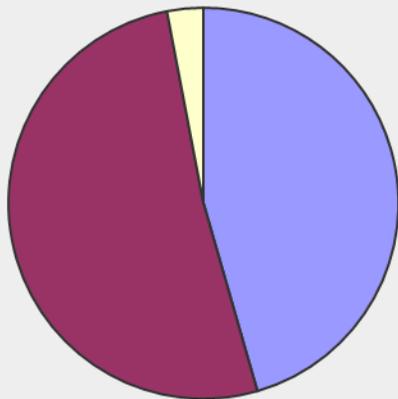
QUESTION 7

North Dakota State Library – User Survey, Fall 2011

In consideration of the goals of the North Dakota State Library as noted in questions 4, 5, and 6 above, to what degree do you believe that the State Library of North Dakota has achieved these goals.

Answer Options	Response Percent
Strongly agree in the achievement	45.6%
Agree effort was made to accomplish achievement	51.4%
Do not feel achievement was accomplished	3.0%

In consideration of the goals of the North Dakota State Library as noted in questions 4, 5, and 6 above, to what degree do you believe that the State Library of North Dakota has achieved these goals.



- Strongly agree in the achievement
- Agree effort was made to accomplish achievement
- Do not feel achievement was accomplished

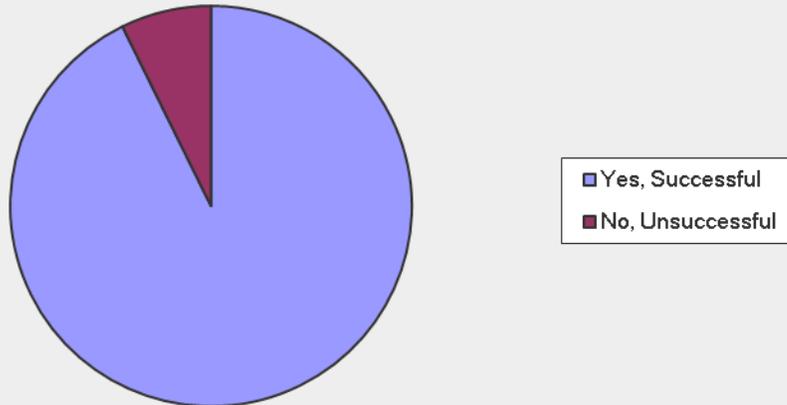
QUESTION 8

North Dakota State Library – User Survey, Fall 2011

During the past five (5) years, do you think the services and programs of the North Dakota State Library have been successful in assisting local library needs?

Answer Options	Response Percent
Yes, Successful	92.7%
No, Unsuccessful	7.3%

During the past five (5) years, do you think the services and programs of the North Dakota State Library have been successful in assisting local library needs?



“Town Hall” Survey Document Comments for:

QUESTION 8

Bowman Regional Public Library and Dickinson Area Public Library love the State Library’s Interlibrary Loan Services. Also, both libraries believe they could not have developed their library services without State Library grants.

Bowman Regional Public Library and Dickinson Area Public Library really like the revamped Flickertale (it is now online and expanded). Libraries feel very informed because of the Flickertale.

Dickinson Regional Public Library appreciates the State Library collection of Library Science books.

MINITEX is especially important and appreciated by academic libraries.

The State Library computer grants have brought many public libraries up-to-date; without the grants, many public libraries could not offer Internet access.

Public libraries have leveraged State Library services, including grants, cataloging assistance, and databases for extra support from their communities.

The question was asked at each Town Hall meeting, “what would you make less of a priority or eliminate”? All responses were: nothing.

Interlibrary loan is “the savior of my existence” for a public library; it provides books they cannot afford.

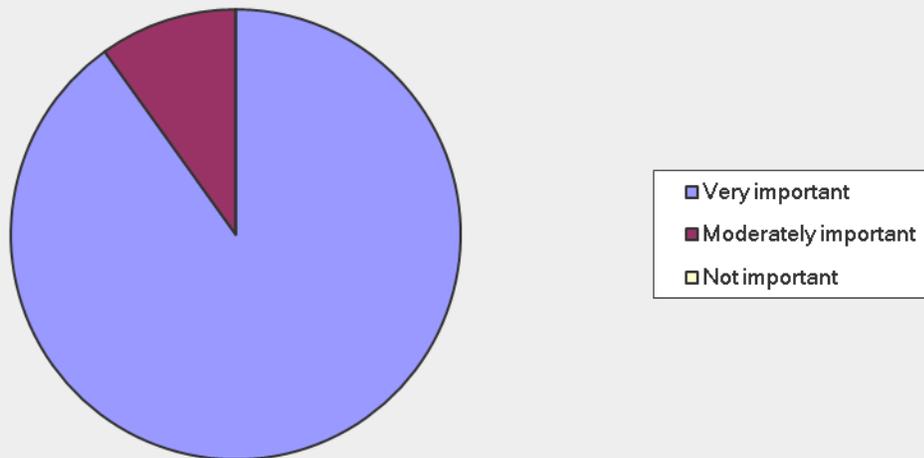
QUESTION 9

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of continuing education and training for librarians, library staff, library trustees, and educators?

Answer Options	Response Percent
Very important	90.1%
Moderately important	9.9%
Not important	0.0%

Continuing education and training for librarians, library staff, library trustees, educators:



“Town Hall” Survey Document Comments for:

QUESTION 9

The training role that the State Library provides is very important; no one else will fill this role.

Webinars are especially important due to the rural and geographical nature of the state.

Public librarians believed the Summer Breeze training was great (one of the best training sessions ever).

In-person training is still important as well as webinars.

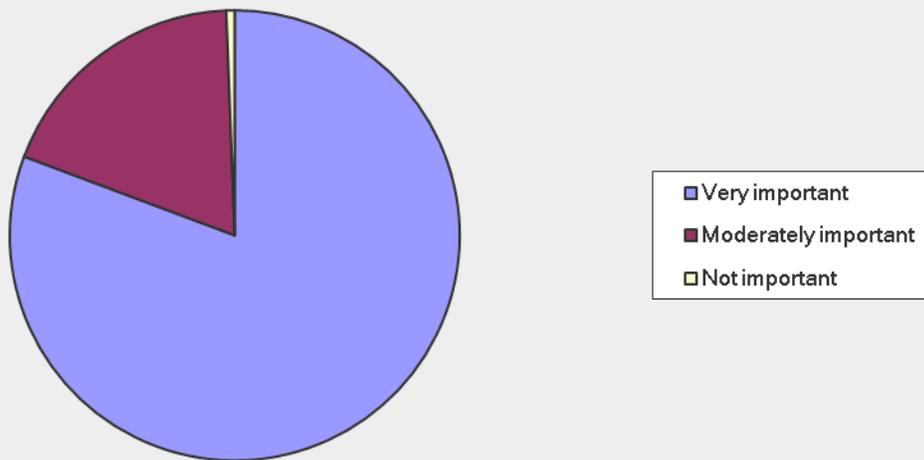
QUESTION 10

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of the statewide Talking Book program provided for the blind, visually and physically impaired:

Answer Options	Response Percent
Very important	80.7%
Moderately important	18.7%
Not important	0.6%

The statewide Talking Book program provided for the blind, visually and physically impaired:



“Town Hall” Survey Document Comments for:

QUESTION 10

Dickinson Regional Public Library appreciated the Talking Book Service, and plans to promote it more.

Libraries believed the centralized services for Talking Book Services was very useful, and there was little interest in deposit collections, or becoming a sub-regional library.

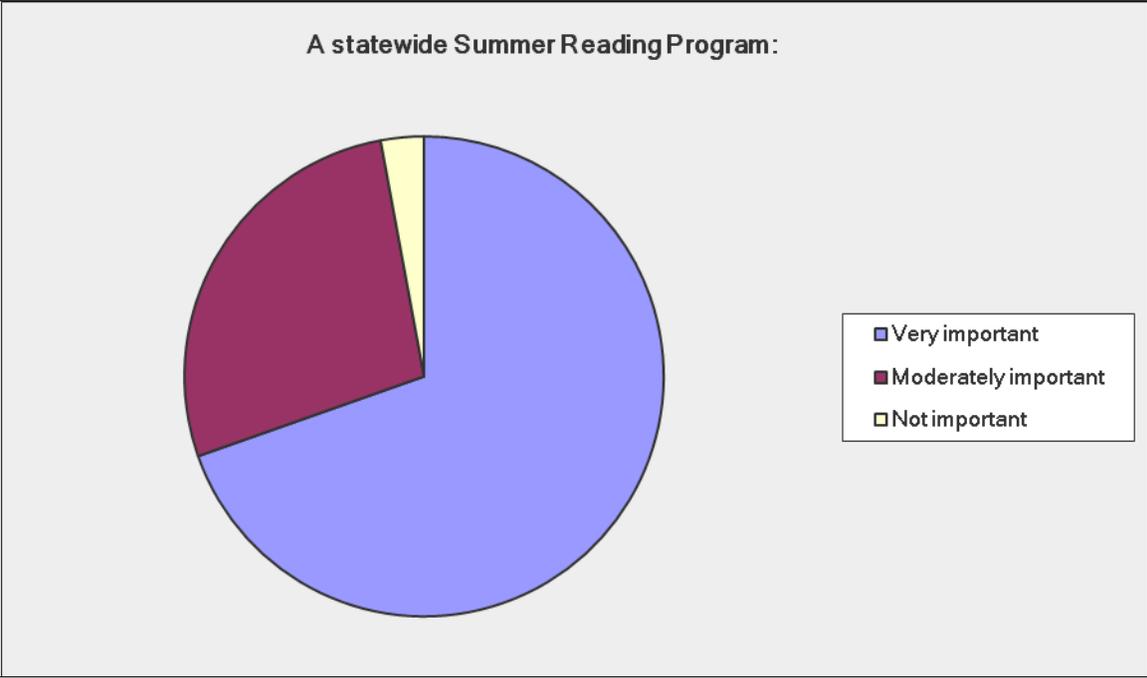
Libraries commented on the Talking Book Service ability to do downloadables; this is a good thing.

QUESTION 11

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of a statewide Summer Reading Program:

Answer Options	Response Percent
Very important	69.6%
Moderately important	27.5%
Not important	2.9%



“Town Hall” Survey Document Comments for:

QUESTION 11

The Williston Community Library children’s librarian appreciated the Summer Reading Manual and the ideas it contributed.

Hebron Public Library’s librarian loves the State Library support for the Summer Reading Program.

Bowman Regional Public Library appreciated the State Library’s Summer Reading Workshop, and the information for older children.

Many public libraries said their Summer Reading Programs are the best attended during the year.

Grand Forks Public Library appreciates the training that State Library staff do with the manual and materials. The promotional materials are heavily used.

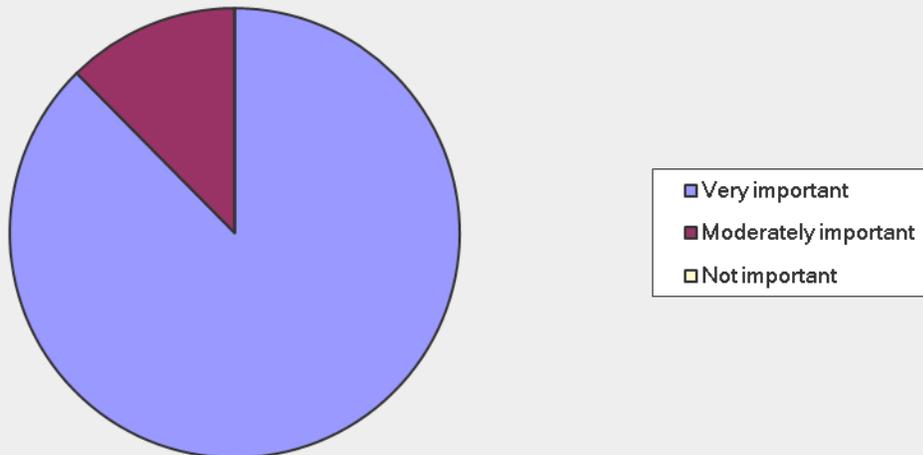
QUESTION 12

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of Online Library Resources (Databases) provided on multiple subjects that support research:

Answer Options	Response Percent
Very important	87.6%
Moderately important	12.4%
Not important	0.0%

Online Library Resources (Databases) provided on multiple subjects that support research:



“Town Hall” Survey Document Comments for:

QUESTION 12

Williston Community Library’s librarian likes the Online Library Resources (OLR) databases provided statewide and the training at the Spring Workshop on OLR.

Dickinson Regional Public Library sees Auto Repair being well used, as does the Grand Forks Public Library.

Hebron Public Library says its patrons like Ancestry and have attended State Library sponsored webinars.

Libraries believed the State Library offered a good variety of databases. Public libraries especially like and use Ancestry and Auto Repair.

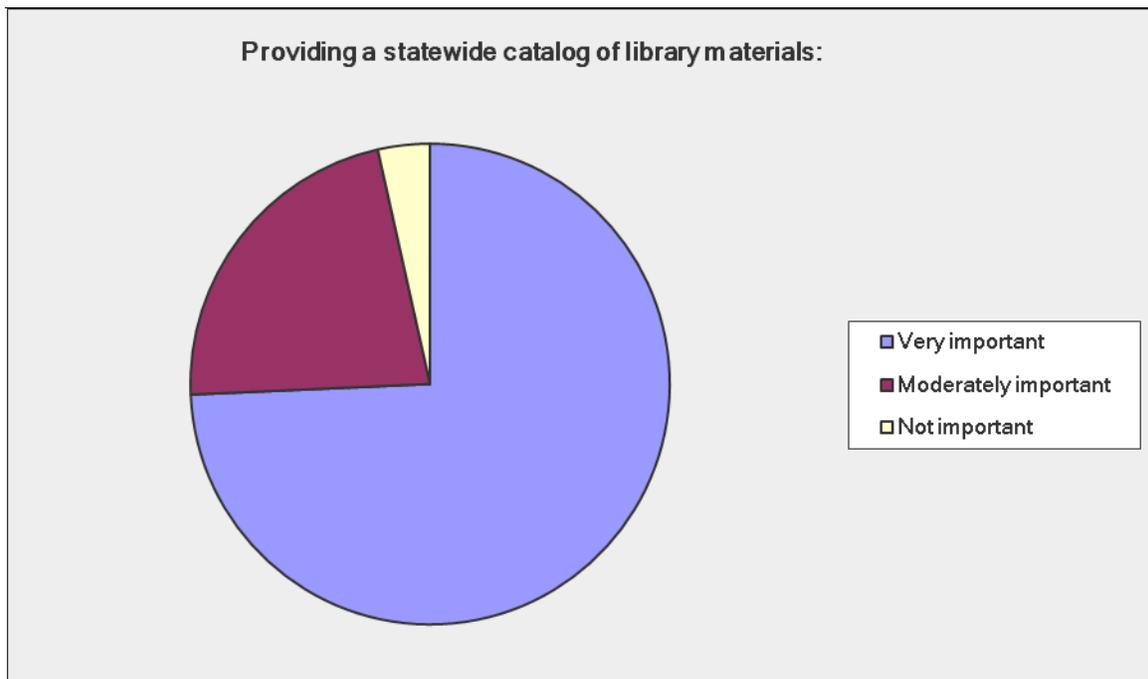
State Library’s provision of Tutor statewide provides equality to citizens.

QUESTION 13

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of providing a statewide catalog of library materials:

Answer Options	Response Percent
Very important	74.3%
Moderately important	22.2%
Not important	3.5%



“Town Hall” Survey Document Comments for:

QUESTION 13

The WorldCat Resource Sharing grants provided over the years are very important for resource sharing development.

Bottineau Public Library appreciates the ongoing cataloging that the State Library does for them – they do not have a backup plan if this service ended.

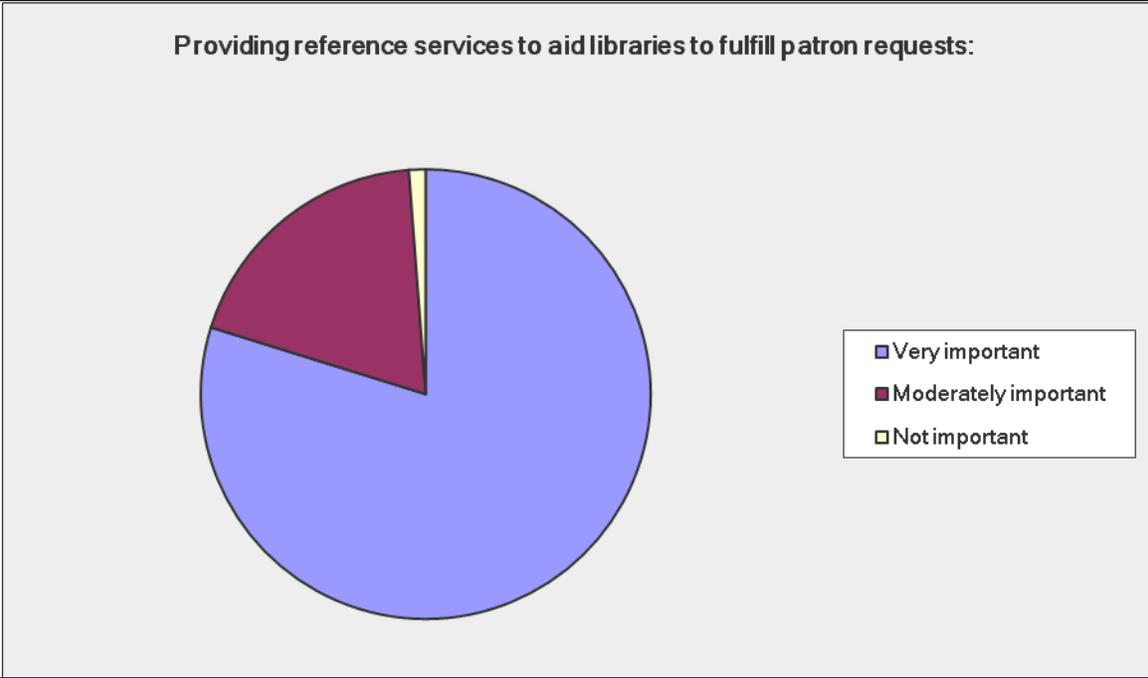
WorldCat grants for libraries to join the statewide catalog are important for resource sharing. The related ongoing State Library cataloging maintains the integrity of the statewide catalog.

QUESTION 14

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of providing reference services to aid libraries to fulfill patron requests:

Answer Options	Response Percent
Very important	79.8%
Moderately important	19.0%
Not important	1.2%



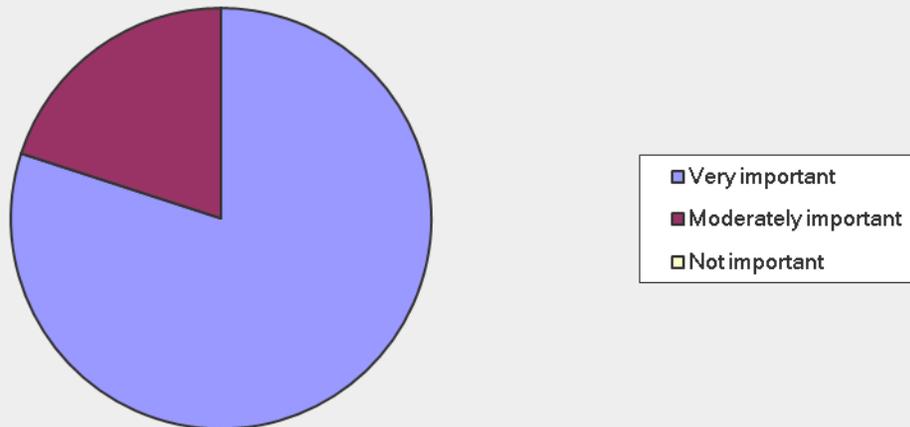
QUESTION 15

North Dakota State Library – User Survey, Fall 2011

Please rate the importance of providing direct contact with librarians at the State Library who can assist local libraries with professional needs such as grant applications, planning, budgets, and library policies:

Answer Options	Response Percent
Very important	80.0%
Moderately important	20.0%
Not important	0.0%

Providing direct contact with librarians at the State Library who can assist local libraries with professional needs such as grant applications, planning, budgets, and library policies:



QUESTION 16

North Dakota State Library – User Survey, Fall 2011

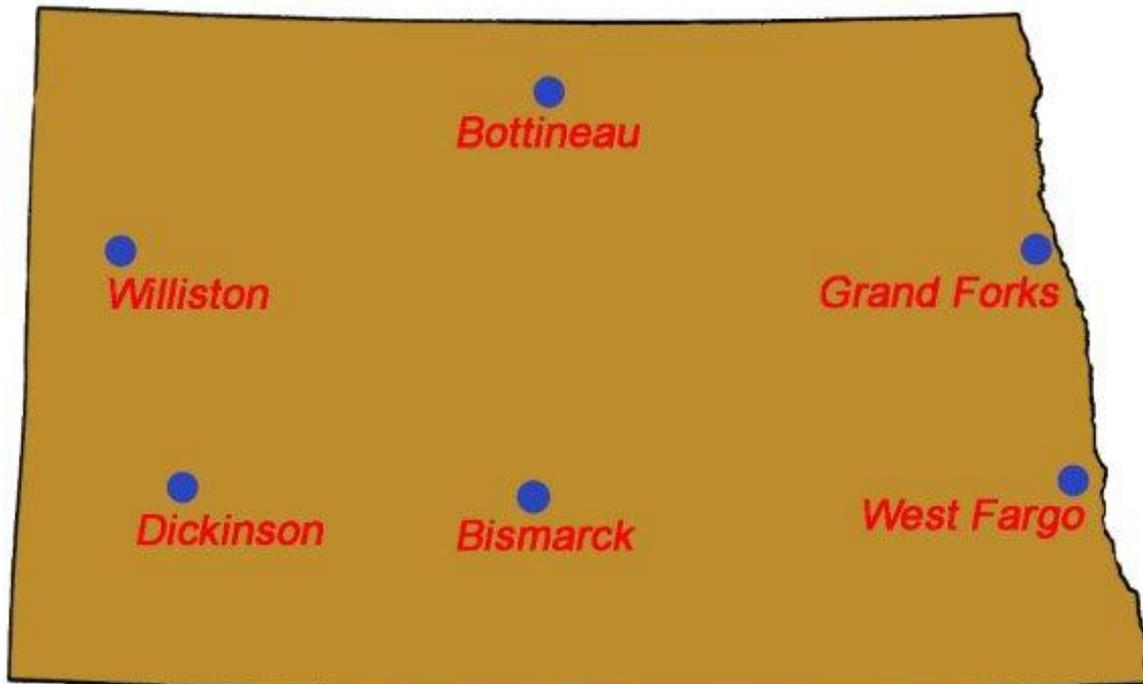
During the coming months, the North Dakota State Library shall be working to develop library programs and services that shall be undertaken, in part, with federal dollars during the next five years. Please indicate, by a numerical ranking, YOUR choice of the five (5) most important programs and/or services from the following list:

Answer Options	Response Average
Library material cataloging services	3.06
Maintenance of a statewide catalog of library materials available	2.40
Inter-library loan services	2.32
In-library assistance from State Library Field Services staff	3.42
Reference assistance	3.93
Database availability	2.40
Support of educational needs (Tutor programs; etc.)	3.48
Continuing Education for library employees/workers	3.18
Professional scholarships for librarian MLS degree training	4.83
Resource grants	3.48
Talking Book services	3.64
Marketing, Public Relations, Communication and Publications	5.22
Summer Reading Program	3.43
Designed programs for Children, Youth, and Adults	4.30
Non-book resources (eBooks; Videos; Gaming; Download Materials; etc.)	3.28
Genealogy (Databases; Training; etc.)	4.76
Library automation projects	4.41
Training of Library Personnel (in-person and by Webinars)	3.90
Improving/renovation of library facilities	4.90
Technology development (e-book readers; computers; wireless; etc.)	3.26
Programs for Targeted Populations (Senior citizens; YA; etc.)	4.86

Appendix E

“Town Meeting” Schedule & Locations

Meeting Date	Meeting Location
September 6, 2011	Bottineau County Library
September 7, 2011	Williston Community Library
September 8, 2011	Dickinson Area Public Library
September 12, 2011	Grand Forks Public Library
September 13, 2011	West Fargo Public Library
September 14, 2011	Bismarck Veterans Memorial Public Library



Appendix F

Public Library Survey

Please rate the following services provided by the State Library on a scale of:
Strongly Like, Moderately Like, Don't Like, or Don't Use:

Services and programs for the blind and physically impaired (including Talking Books, Dakota Radio Information Service, Large Print materials):

Strongly Like: 27 Moderately Like: 8
Don't Like: _____ Don't Use: 43

Statewide Summer Reading Program:

Strongly Like: 49 Moderately Like: 15
Don't Like: _____ Don't Use: 13

Interlibrary Loan:

Strongly Like: 66 Moderately Like: 7
Don't Like: _____ Don't Use: 5

Databases/Online Library Resources:

Strongly Like: 42 Moderately Like: 21
Don't Like: _____ Don't Use: 16

Reference Services:

Strongly Like: 30 Moderately Like: 13
Don't Like: _____ Don't Use: 35

Training (including webinars, Spring Workshops, Summer Colloquiums, and in-library trainings):

Strongly Like: 40 Moderately Like: 21
Don't Like: _____ Don't Use: 16

Cataloging of library materials and OCLC WorldCat:

Strongly Like: 25 Moderately Like: 9
Don't Like: 2 Don't Use: 41

Which of the following should the State Library commit federal funding to, in order to best serve your library? Answer using a scale of High Priority, Low Priority, or Not a Priority:

Cataloging library materials and maintaining a statewide catalog:

High Priority: 44 Low Priority: 25 Not a Priority: 9

Interlibrary Loan:

High Priority: 68 Low Priority: 6 Not a Priority: 4

In-library assistance from Field Services staff:

High Priority: 55 Low Priority: 21 Not a Priority: 3

Reference assistance:

High Priority: 33 Low Priority: 39 Not a Priority: 6

Databases/Online Library Resources:

High Priority: 54 Low Priority: 21 Not a Priority: 3

Continuing Education and training for library personnel:

High Priority: 59 Low Priority: 17 Not a Priority: 2

Professional scholarships for librarian MLS degree training:

High Priority: 36 Low Priority: 36 Not a Priority: 6

Talking Book services for the blind and physically impaired:

High Priority: 42 Low Priority: 30 Not a Priority: 6

Marketing, public relations, and publications:

High Priority: 36 Low Priority: 36 Not a Priority: 5

Summer Reading Program:

High Priority: 59 Low Priority: 12 Not a Priority: 7

Targeted programs for children, young adults, adults, seniors, etc.:

High Priority: 42 Low Priority: 33 Not a Priority: 2

Non-book resources, such as E-Books, Videos, Videogames, and Downloadable Materials:

High Priority: 37 Low Priority: 26 Not a Priority: 15

Improving/renovating library facilities:

High Priority: 40 Low Priority: 34 Not a Priority: 4

Technology development, including E-Readers, computers, and Wi-Fi:

High Priority: 64 Low Priority: 8 Not a Priority: 6

Public Library Survey

North Dakota Libraries Responding to Survey

City of Library	Library
Ashley	Ashley Public Library
Beach	Golden Valley County Library
Beulah	Beulah Public Library
Bismarck	Bismarck Veterans Memorial Public Library
Bottineau	Bottineau County Public Library
Bowbells	Bowbells Public Library
Bowman	Bowman Regional Public Library
Buffalo	Margaret Fraase Public Library
Cando	Cando Community Library
Carrington	Carrington City Library
Casselton	Casselton Public Library
Cavalier	Cavalier Public Library
Cooperstown	Griggs County Library
Crosby	Divide County School & Public Library
Devils Lake	Lake Region Public Library
Dickinson	Dickinson Area Public Library
Drake	Drake Public Library
Dunn Center	Dunn Center Public Library
Edgeley	Edgeley Public Library
Ellendale	Ellendale Public Library
Enderlin	Enderlin Municipal Library
Fargo	Fargo Public Library
Forman	Forman Public Library
Garrison	Garrison Public Library
Glen Ullin	Glen Ullin Public Library
Grafton	Carnegie Regional Library
Grand Forks	Grand Forks Public Library
Hankinson	Hankinson Public Library
Harvey	Harvey Public Library
Hatton	Hatton School & Public Library
Hazen	Hazen Public Library
Hebron	Hebron Public Library
Hettinger	Adams County Library
Hillsboro	Hillsboro High School & Public Library
Jamestown	Alfred Dickey Public Library
Kenmare	Kenmare Public Library
Killdeer	Killdeer School & Public Library
Kindred	Kindred Public Library

Lakota	Lakota Public Library
Langdon	Cavalier County Library
Lidgerwood	Lidgerwood City Library
Linton	Harry L. Petrie Public Library
Lisbon	Lisbon Public Library
Maddock	Maddock Community Library
Max	Max Community Library
Mayville	Mayville Public Library
McVille	McVille Public Library
Milnor	Satre Memorial Library
Minnewaukan	Minnewaukan Public Library
Minot	Minot Public Library
Minot	Ward County Public Library
Mohall	Mohall Public Library
Mott	Mott Public Library
New England	New England Public Library
New Rockford	New Rockford Public Library
Northwood	Northwood School & City Library
Oakes	Oakes School & Public Library
Park River	Park River School & Public Library
Parshall	Parshall Public Library
Pembina	Pembina School & City Library
Riverdale	McLean-Mercer Regional Library
Rugby	Heart of America Library
Sherwood	Sherwood Public Library
Stanley	Stanley Public Library
Stanton	Stanton Public Library
Steele	Kidder County Library
Tioga	Tioga Community Library
Turtle Lake	Turtle Lake Public Library
Underwood	Underwood Public Library
Valley City	Valley City Barnes County Public Library
Velva	Velva School & Public Library
Wahpeton	Leach Public Library
Walhalla	Walhalla Public Library
Washburn	Washburn Public Library
Watford City	McKenzie County Public Library
West Fargo	West Fargo Public Library
Williston	Williston Community Library
Wishek	Wishek School & Public Library

Appendix G

North Dakota Public Library Listing

LibName	MailingAddress	City	State	Zip
Adams County Library	PO Box 448	Hettinger	ND	58639-0448
Ashley Public Library	PO Box 185	Ashley	ND	58413-0185
Beulah Public Library	PO Box 239	Beulah	ND	58523-0239
Bismarck Veterans Memorial Public Library	515 N 5th St	Bismarck	ND	58501-4057
Bottineau County Library	314 W 5th St	Bottineau	ND	58318-1204
Bowbells Public Library	PO Box 279	Bowbells	ND	58721-0279
Bowman Regional Public Library	PO Box 179	Bowman	ND	58623-0179
Cando Community Library	PO Box 798	Cando	ND	58324-0798
Carnegie Regional Library	49 West 7th St	Grafton	ND	58237-1050
Carrington City Library	87 8th Ave N	Carrington	ND	58421-2017
Casselton Public Library	PO Box 1090	Casselton	ND	58012-1090
Cavalier County Library	600 5th Ave	Langdon	ND	58249-2500
Cavaller Public Library	106 W 2nd Ave S	Cavaller	ND	58220-0634
Dickinson Area Public Library	139 3rd St W	Dickinson	ND	58601-5147
Divide County Public Library	PO Box 90	Crosby	ND	58730-0090
Dunn Center Public Library	52 2nd Ave NW	Dunn Center	ND	58626-9700
Edgeley Public Library	PO Box 218	Edgeley	ND	58433-0218
Edna Ralston Public Library	PO Box 6	Larimore	ND	58251-0006
Elgin Public Library	PO Box 153	Elgin	ND	58533-0153
Ellendale Public Library	PO Box 113	Ellendale	ND	58436-0113
Enderlin Municipal Library	303 Railway St	Enderlin	ND	58027-1343
Fargo Public Library	102 N 3rd St	Fargo	ND	58102-4808
Forman Public Library	PO Box 382	Forman	ND	58032-0382
Gackle Public Library	302 Main St	Gackle	ND	58442-0141
Garrison Public Library	PO Box 67	Garrison	ND	58540-0067
Glen Ullin Public Library	PO Box 67	Glen Ullin	ND	58631-0067
Golden Valley County Library	PO Box 579	Beach	ND	58621-0579
Grand Forks Public Library	2110 Library Circ	Grand Forks	ND	58201-6324
Griggs County Library	PO Box 546	Cooperstown	ND	58425-0546
Hankinson Public Library	PO Box 244	Hankinson	ND	58041-0244
Harry L Petrie Public Library	PO Box 416	Linton	ND	58552-0416
Harvey Public Library	119 E 10th St	Harvey	ND	58341-1531
Hazen Public Library	PO Box 471	Hazen	ND	58545-0471
Heart of America Library	201 W 3rd St	Rugby	ND	58368-1711
Hebron Public Library	PO Box R	Hebron	ND	58638-0448
James River Valley Library System	PO Box 2140	Jamestown	ND	58401-2140
Kidder County Library	PO Box 227	Steele	ND	58482-0227
Killdeer School & Public Library	PO Box 579	Killdeer	ND	58640-0579
Kindred Public Library	PO Box 63	Kindred	ND	58051-0063

Lake Region Public Library	423 7th St NE	Devils Lake	ND	58301-2529
Lakota City Library	PO Box 307	Lakota	ND	58344-0307
LaMoure School & Public Library	PO Box 656	Lamoure	ND	58458-0656
Leach Public Library	417 2nd Ave N	Wahpeton	ND	58075-4416
Leeds Public Library	PO Box 295	Leeds	ND	58346-0295
Lidgerwood City Library	PO Box 280	Lidgerwood	ND	58053-0280
Lisbon Public Library	PO Box 569	Lisbon	ND	58054-0569
Maddock Community Library	PO Box 188	Maddock	ND	58348-0188
Margaret Fraase Public Library	PO Box 14	Buffalo	ND	58011-0126
Max Community Library	PO Box 102	Max	ND	58759-0102
Mayville Public Library	52 Center Ave N	Mayville	ND	58257-1125
McKenzie County Public Library	PO Box 990	Watford City	ND	58854-0990
McLean Mercer Regional Library	PO Box 505	Riverdale	ND	58565-0505
McVile Community Library	PO Box 426	McVile	ND	58254-0426
Minnewaukan Public Library	PO Box 261	Minnewaukan	ND	58351-0261
Minot Public Library	516 2nd Ave SW	Minot	ND	58701-3792
Mohall Public Library	PO Box 159	Mohall	ND	58761-0159
Morton Mandan Public Library	609 W Main St	Mandan	ND	58554-3149
Mott Public Library	PO Box 57	Mott	ND	58646-0477
New England Public Library	PO Box 266	New England	ND	58647-0266
New Rockford Public Library	10 8th St N	New Rockford	ND	58356-1510
New Town Public Library	PO Box 309	New Town	ND	58763-0309
Northwood School & City Library	420 Trojan Road	Northwood	ND	58267-3001
Oakes School & Public Library	804 Main Ave	Oakes	ND	58474-1739
Park River School & Public Library	PO Box 240	Park River	ND	58270-0240
Parshall Public Library	PO Box 159	Parshall	ND	58770-0159
Pembina (North Border) Sch & Public Library	155 S 3rd St	Pembina	ND	58271-4136
Pembina County Library	301 Dakota St W #1	Cavalier	ND	58220-4100
Rolette Public Library	PO Box 175	Rolette	ND	58366-0175
Rolla Public Library	PO Box 1200	Rolla	ND	58367-1200
Satre Memorial Library	PO Box 225	Milnor	ND	58060-0225
Sherwood Public Library	204 Main Street	Sherwood	ND	58782-
Sioux County Library	PO Box L	Fort Yates	ND	58538-0029
Stanley Public Library	PO Box 249	Stanley	ND	58784-0249
Stanton Public Library	PO Box 130	Stanton	ND	58571-0130
Turtle Lake Public Library	PO Box 540	Turtle Lake	ND	58575-0540
Underwood Public Library	PO Box 304	Underwood	ND	58576-0304
Valley City Barnes County Public Library	410 N Central Ave	Valley City	ND	58072-2949
Velva School & Public Library	PO Box 179	Velva	ND	58790-0179
Walhalla Public Library	PO Box 587	Walhalla	ND	58282-0587
Ward County Public Library	405 3rd Ave SE	Minot	ND	58701-4020
Washburn Public Library	PO Box 637	Washburn	ND	58577-0637
West Fargo Public Library	109 3rd St E	West Fargo	ND	58078-1817
Williston Community Library	1302 Davidson Dr	Williston	ND	58801-3861
Wishek School & Public Library	PO Box 247	Wishek	ND	58495-0247

Appendix H

2011 Spring Workshop Brochure

North Dakota State Library Spring Workshops 2011



Bismarck
March 30-April 1

Daily Schedule

8:30 a.m. - 9:00 a.m.	Registration
9:00 a.m. - 11:45 a.m.	Workshops
11:45 a.m. - 1:00 p.m.	Lunch
1:00 p.m. - 4:00 p.m.	Workshops

Workshop Locations

Radisson Hotel
605 East Broadway Ave
Bismarck, North Dakota 58501

Bismarck State College
Library Computer Lab
1500 Edwards Avenue
Bismarck, ND 58501

Please visit the State Library website at www.library.nd.gov/training.html for detailed driving directions to the lab location.

Lodging for the Workshops

Radisson Hotel
605 East Broadway Ave
Bismarck, North Dakota 58501
701-255-6000
www.radisson.com/hotels/ndbisdt
Rate is \$69.30 (single) and \$89.30 (double).
**Reservations must be made by February 28 to guarantee this rate. Please mention the North Dakota State Library when making your reservation.

Refreshments and Meals

Morning refreshments will be served each day at the Radisson Hotel and BSC. Lunch will be provided at the Radisson Hotel on Wednesday and Thursday.

For More Information

Contact the North Dakota State Library at 800-472-2104 or statelib@nd.gov.

Appendix H

2011 Spring Workshop Brochure

Workshops

Vision and Mission: Working for the Better Future

Presenter: Pat Wagner

Strategic planning can be daunting, but it is necessary to help you focus your efforts, evaluate the success of decisions and actions, and ensure the library stays relevant to the changing needs of the people you serve. Learn a streamlined model that works even for solo librarians in schools and small public libraries, and an effective way to engage stakeholders in shaping the “big picture”, regardless of the size, prosperity, or location of your library.

Cataloging: Tackling the Basics

Presenter: Elizabeth Jacobs

Cataloging may be one of the more mysterious and perplexing aspects of librarianship, yet, cataloging can be interesting and fun. More importantly, quality cataloging is essential for the successful functioning of libraries to ensure that collections are accessible to users. This session will focus on the basic “what, why, and how” of cataloging. Participants will gain an understanding of basic descriptive cataloging and bibliographic record creation, the MARC coding standard, and the principles of subject cataloging and classification. At the end of the session, participants will come away with a playbook of knowledge and the necessary tools to tackle cataloging with confidence.

Battered, Bruised, and Bloodied: Basic Book Bandaging

Presenter: Eric Strohane

Participants will learn about book structure and get an introduction to the history and philosophy of book conservation. There will be a hands-on portion in which basic repair procedures such as paper mending, tipping in loose pages, and hinge tightening will be taught. A bibliography of additional resources and information about where conservation materials can be purchased will be provided. (Limited space available.)

Dakota Discussions

Presenter: Rebecca Chalmers

Almost anyone can breeze through a copy of *Twilight* or a novel by Stephen King, but reading *Hamlet* or *Jane Eyre* requires the reader to think through the book. The good news is that you won't be doing it alone. Dakota Discussions teaches patrons how to read and understand classic novels guided by an approachable and knowledgeable facilitator. This workshop will provide an actual Dakota Discussion led by a facilitator provided by the North Dakota Humanities Council. The book being discussed for this book talk will be *The Bluest Eye* by Toni Morrison. If you do not have a copy in your collection and cannot get one through interlibrary loan, please contact the North Dakota State Library. We can get a copy for you from the ND Humanities Council. At the program's conclusion, there will be a short presentation about the grant application process. This Dakota Discussions program is provided by the North Dakota Humanities Council and is open to any organization in any community in North Dakota.

Reeling Them In: Using Your Reader Advisory Skills to Help your Patrons Reel in a Whopper of a Book

Presenter: Al Peterson

How many times have you had a patron walk up to you and ask, “Can you recommend a good book to me?” Helping readers find a good book is an essential role for a librarian. How to go about providing reader advisory services while having a million other things to do can be a daunting task. This workshop will explore reader advisory services and tools to help you recommend good books to your patrons.

Appendix H

2011 Spring Workshop Brochure

Registration

Name _____
Library _____
Address _____
City _____ State _____ Zip Code _____
Telephone _____
E-mail _____

Payment must accompany this completed registration form to be valid.
Make checks payable to *North Dakota State Library*.

Registration fee if postmarked by March 18, 2011:

_____ \$40 One Day
_____ \$55 Two or Three Days
_____ **ND Library Board Member or
Friends Board Member (No Charge)**

Registration fee if postmarked after March 18, 2011:

_____ \$50 One Day
_____ \$65 Two or Three Days
_____ **ND Library Board Member or
Friends Board Member (No Charge)**

I will attend lunch on the
following dates:
Check all that apply.

- Wednesday, March 30
 Thursday, March 31
 *Please check here if you
prefer vegetarian meals.*

**Note: Lunch will not be
provided on Friday, April 1**

Send this completed form and payment to:

**North Dakota State Library
2011 Spring Workshops
604 E. Boulevard Avenue
Bismarck, ND 58505-0800**

Cancellation policy:

In order to receive a full refund, cancellation requests must be received in writing (via e-mail, fax, or postal mail) at the North Dakota State Library at least five (5) days prior to the starting date of the Spring Workshops. In the event of serious illness or bereavement, the North Dakota State Library will accept verbal notice of cancellation prior to the event and determine if a full refund is available. In the event of inclement weather, the North Dakota State Library retains the right to issue a refund at its discretion.

On the next page, please select which workshops
you would like to attend.



Appendix H

2011 Spring Workshop Brochure

Which workshops would you like to attend?

Wednesday, March 30

- 9:00 a.m. - 4:00 p.m. - *Radisson Hotel*
Vision and Mission: Working for the Better Future

Thursday, March 31

- | | |
|--|---|
| <input type="checkbox"/> 9:00 a.m. - 11:45 a.m. - <i>Radisson Hotel</i>
Cataloging: Tackling the Basics | <input type="checkbox"/> 1:00 p.m. - 4:00 p.m. - <i>Radisson Hotel</i>
Reeling Them In: Reader Advisory Skills |
| <input type="checkbox"/> 9:00 a.m. - 11:45 a.m. - <i>Radisson Hotel</i>
Dakota Discussions | <input type="checkbox"/> 1:00 p.m. - 4:00 p.m. - <i>Radisson Hotel</i>
Basic Book Bandaging |
| <input type="checkbox"/> 9:00 a.m. - 11:45 a.m. - <i>BSC Library</i>
ODIN UFind/LearningExpress Library | <input type="checkbox"/> 1:00 p.m. - 4:00 p.m. - <i>BSC Library</i>
Ancestry Lib. Edition/Britannica Online |

Friday, April 1

- | | |
|--|--|
| <input type="checkbox"/> 9:00 a.m. - 11:45 a.m. - <i>BSC Library</i>
Online Library Resources - EBSCO | <input type="checkbox"/> 1:00 p.m. - 4:00 p.m. - <i>BSC Library</i>
Online Library Resources - Gale |
|--|--|

Dine Around

North Dakota State Library staff would like to invite you to a "dine around" in downtown Bismarck on Tuesday and Wednesday evening. Restaurant choices will all be within short walking distance of the Radisson Hotel. Meals will be paid for by each individual and participation is purely optional. Please consider joining your colleagues in the evening for fun and food! Workshop attendees who wish to participate should meet in the Radisson lobby area at 5:30 p.m. each evening.



**North Dakota
STATE LIBRARY**

Hulen Bivins, State Librarian

A division of the ND Department of Public Instruction
Dr. Wayne G. Sanstead, State Superintendent

Appendix H

2011 Spring Workshop Brochure

Presenters

Pat Wagner - Pat has worked with Pattern Research, Inc. and its predecessor the Office for Open Network since 1977. She is an educator, trainer, writer and consultant, focusing on personnel, management, leadership, marketing, career and strategic planning issues. She has special interests in conflict management, project management, community outreach and future studies.

In addition to her work with libraries, Pat has consulted with library boards, foundations, Friends groups, and national, state and regional library organizations, as well as universities, schools, nonprofits, local government, family-owned small businesses, health and medical institutions and professional associations.

Elizabeth Jacobs - Elizabeth is the Head of Technical Services at the North Dakota State Library, where she has been employed since November 2003. She has spent the past six years cataloging and maintaining the bibliographic records of the State Library's varied and interesting collections.

Elizabeth has B.A.s in English and History/Political Science from Jamestown College, and an M.S. in Library Science from the University of North Texas.

Rebecca Chalmers - An English Professor for the past eight years at the University of Mary, Rebecca spent ten years teaching with the University of Maryland system before moving to the University of New Mexico, where she taught for four years and acted as the managing editor of a literary journal, American Literary Realism.

Originally from the Washington, D.C. area, her professional scholarship interests include American and British modernism, American literature of the late-nineteenth century, the Romantic movement, Southern literature, women writers, the novel genre, literary and film theory, and transformational grammar.

Al Peterson - Al is the Training Coordinator at the North Dakota State Library. He is responsible for designing and implementing the training programs provided by the North Dakota State Library. Al has been employed with the North Dakota State Library since July 2000. He is a graduate of the Mountain Plains Leadership Institute and is active in the North Dakota Library Association.

Al has a Bachelors of Science in Political Science from Indiana University of Pennsylvania and a Masters of Science in Library Science from Clarion University of Pennsylvania.

Eric Stroshane - Eric is the Director of Public Services at the North Dakota State Library where he has been employed since July 2004. He received a B.A. in English from Penn State University, an M.A. in English from SUNY Buffalo, and an M.L.S. from Indiana University in Bloomington.

Appendix H

2011 Spring Workshop Brochure

North Dakota State Library
604 E. Boulevard Avenue
Bismarck, ND 58505-0800



North Dakota State Library
2011 Spring Workshops
Bismarck
March 30-April 1

Appendix H

2011 Summer Breeze Workshop Brochure

Schedule

Monday, August 8th

11:30 a.m. - 12:30 p.m. Registration
12:30 p.m. - 5:00 p.m. Classes

Tuesday, August 9th

8:30 a.m. - 1:00 p.m. Classes
1:00 p.m. - 2:00 p.m. Lunch
2:00 p.m. - 5:00 p.m. Classes

Wednesday, August 10th

8:30 a.m. - 1:00 p.m. Classes

Location

Best Western Doublewood Inn

1400 East Interchange Avenue
Bismarck, North Dakota, 58501
701-255-6000 or 800-554-7077

Refreshments and Meals

Mid-morning refreshments will be provided on Tuesday and Wednesday. Afternoon refreshments will be provided on Monday and Tuesday. Lunch will be provided on Tuesday.

Stipend Available

The State Library will provide a stipend of up to \$150 for participants who need financial assistance to attend this workshop. The stipend may cover the registration, mileage at 30 cents per mile, and/or lodging at or below state rates (a receipt must be attached for lodging). Forms will be available at the end of the workshop and may be submitted on that day, or sent in, postmarked by August 19, 2011.

Cancellation Policy

In order to receive a full refund, cancellation requests must be received in writing (via e-mail, fax, or postal mail) at the North Dakota State Library at least five (5) days prior to the starting date of the workshops. In the event of serious illness or bereavement, the North Dakota State Library will accept verbal notice of cancellation prior to the workshop and determine if a full refund is available.

For More Information

Contact the North Dakota State Library
at 800-472-2104 or statelib@nd.gov.

Class Topics

Community Resources
Website Presence
Weeding
Library Policies
Long-Range Planning
Data Analysis
Basic Bookkeeping
Statistical Reporting
Social Media
Genealogy
Supporting Foundations
Information Literacy



North Dakota STATE LIBRARY

Hulen E. Bivins, State Librarian

A division of the ND
Department of Public Instruction
Dr. Wayne G. Sanstead, State Superintendent

Appendix H

2011 Summer Breeze Workshop Brochure

Classes

Matchmaker, Make Me a Match : Community Resources

Instructor: Elizabeth Jacobs

To Know Me Is To Love Me : Website Presence

Instructor: Sarah Matusz

Learning to Let Go : Weeding

Instructor: Eric Stroshane

Playing by the Rules : Library Policies

Instructor: Eric Stroshane

From Here to There : Long-Range Planning

Instructor: Elizabeth Jacobs

Compare Me : Data Analysis

Instructor: Sarah Matusz

How I Spent My Allowance : Basic Bookkeeping

Instructor: Hulen Bivins

Learning to Count : Statistical Reporting

Instructors: Michele Balliet-Unrath and Hulen Bivins

Being Social : Social Media

Instructors: Shari Mosser and Krista Kurtz

Momma and Papa : Genealogy

Instructor: Sarah Matusz

How Firm Is Your Foundation? : Supporting Foundations

Instructors: Elizabeth Jacobs and Eric Stroshane

Wheat and Chaff : Information Literacy

Instructor: Al Peterson

Appendix H

2011 Summer Breeze Workshop Brochure

Name _____
Library _____
Address _____
City _____ State _____ Zip Code _____
Phone _____ E-mail _____

Registration fee of \$15.00 must accompany this completed form to be valid.
Make checks payable to "North Dakota State Library".

Send this completed form and payment to:
North Dakota State Library
2011 Summer Breeze Colloquium
604 East Boulevard Avenue
Bismarck, ND 58505-0800

North Dakota State Library
2011 Summer Breeze Colloquium

August 8th, 9th, and 10th
Bismarck, ND

North Dakota State Library
604 East Boulevard Ave
Bismarck, ND 58505-0800

RETURN SERVICE REQUESTED

Appendix I

Talking Book Program (NLS) Survey

1. How would you rate the customer service you have received?
80% EXCELLENT _20%_ GOOD _0%_ FAIR
2. Are you satisfied with the number of books that you receive?
82.1% YES _15.4%_ TOO MANY _2.6%_ TOO FEW
3. How would you rate your overall Talking Book library service?
82.5% EXCELLENT _17.5%_ GOOD _0%_ FAIR
4. If you receive books that are selected based upon your reading interests, are you receiving enough to satisfy your reading habits?
97.5% YES _2.5%_ NO
5. What do you favor as your preferred reading materials?
25.6% Religious _0%_ Self-help _20.5%_ Current Fiction _7.7%_ Classics
10.3% Political-Social Science __Other
6. Do you prefer the new digital machine or the old cassette machine?
100% NEW __ OLD
7. Have you ever been a patron of another state's Talking Book service?
5% YES _95%_ NO
8. Do you read Braille material:
2.5% YES _97.5%_ NO
9. Do you use the DRIS radio reading service?
17.5% YES _82.5%_ NO
10. Would you like to make one final comment on the Talking Book service you receive?

Appendix J

NDSL Self-Study Evaluation Comments

In preparation for the LSTA Evaluation process, the North Dakota State Library (NDSL) focused its self-study evaluation efforts on programs that were included in statewide services: the Summer Reading Program, statewide database offerings, ILL services, the new Field Services program, and the agency's Talking Books operations. NDSL also evaluated additional LSTA-funded State Library programs which support the technological infrastructure for content delivery, and continuing education, as well as services for which the primary customers are libraries or librarians. The result has been a gleaning of information from NDSL and statewide library sources with the outcome promoting plans for more robust programs (future LSTA use planning) particularly in the area of outreach services.

The process of the NDSL self-evaluation included the work of the professional librarians of the agency staff, such as a review of background documents used to develop the 2008–2012 LSTA Plan; an analysis of the LSTA Plan of 2008–2012 as approved by IMLS to look, especially, at the compliance efforts of the agency; a review of any supplemental reports, including reports of library activities provided to the Legislature of the state of North Dakota (example: Biennial Budget Reports); and review of the previous five-year LSTA Evaluation. The NDSL self-evaluation sought to use generally accepted library profession standards as noted and reported in professional library journals. Concurrent to beginning of the self-evaluation was the opportunity for feedback at the series of "Town Meetings" held in the state. Post the self-evaluation, a survey of the state's 82 public libraries was conducted (78 of the 82 responded). The totality of these efforts resulted in the LSTA Evaluation opinions held by the North Dakota State Library that were shared with the independent evaluators.

It may not be overstated that Library Services and Technology Act (LSTA) funds play a crucial, and presently irreplaceable, role in the state of North Dakota as the funds provide invaluable resources and assistance to the state's libraries, library patrons, and communities. An absence of these federal funds would result in both a vast reduction of services and a vast reduction of programs in North Dakota. Many of the internal, statewide programs of NDSL are illustrative of the services and programs that are imperative to patron users and their communities. It is essential to understand the importance of the IMLS-provided funds in North Dakota as an analysis of the state does present some degree of irony in the state's funding initiatives. For example, North Dakota leads in many areas of social and family concern. North Dakota is a state where funds are expended at a level that results in one of the lowest levels of child poverty (14%) in the nation (highest US child poverty rate of 31% is in Mississippi). Obviously, the government of North Dakota is willing to spend monies to thwart child poverty; such achievement is commendable. Unfortunately, the state's funding of local libraries (in the form of state aid) is not at a level to achieve national acclaim. Thus, IMLS-provided LSTA funds made available to aid in the support of libraries and library programs are imperative. Indeed IMLS funds are a major support in the creation and sustainability of

programs and services for children that provide a healthy learning environment. (Note: child poverty rates reported in 2011 Kids Count Data Book as published by the Annie E. Casey Foundation).

In North Dakota communities, it is vital that libraries have the ability to access information quickly and effectively in a cost-effective way. It is equally vital that libraries have the best trained staff possible to assist in the access of that information. In today's technology driven world of computers and PDAs, libraries are expected to do more. Indeed, while libraries are expected to be the home port of the many electronic and digital resources now available, the library is also expected to continue to fill the traditional role of being the community's storehouse of knowledge --- knowledge in any format. From the conventional book to e-books, all is made possible in North Dakota with LSTA funds. Because of the changing nature of technology and the changing needs of the local library staff, the North Dakota State Library uses LSTA funds to enable libraries to work more efficiently at fulfilling the informational needs of the community. LSTA funding has provided Internet connectivity with a web presence; training opportunities for library personnel; design and implementation of a statewide interlibrary loan system; cataloging services with needed cooperative memberships; library programs for citizens with special needs; a maintained statewide catalog; planning and assistance for projects including a Summer Reading program; and a network of statewide database resources. These are but a few ways LSTA funding makes a difference.

Statistical data provides a background for understanding of the educational component needs that North Dakota libraries seek to help fulfill. North Dakota ranks 46th among all states in the funding dollars provided by state and local governments for schools, making the support tasks that libraries, especially public libraries, undertake to aid the educational needs of the state vital additions to each community. The libraries of North Dakota recognize the need for IMLS funding to fulfill these tasks; the new tutorial assistance program offered statewide by NDSL is a prime example of how federal dollars make a difference. (Note: State/local funding rankings reported in National Education Association "Rankings & Estimates", December, 2010.).

During the years of 2008–2012, the North Dakota State Library, using LSTA funds, has engaged in opportunities for cooperative programs of learning and life enhancement. These programs have fostered cooperation with school, academic, public, special, and tribal libraries as well as museums. With such cooperation, the North Dakota State Library has worked to fulfill its basic mission of support to the state's citizens as noted in the agency's 2008-2012 LSTA Plan. That mission, to "provide access to information for North Dakota" embraces so much in so few words and sets forth an ongoing challenge within the ever-changing library service environment.

The North Dakota State Library believes most strongly that its usage of LSTA funds illustrates the true intent of LSTA funding. Indeed, as may be noted in LSCA legislation and the written words of Representative Carl Elliott, the Father of the original Library Services Act, the hope and expectation is that federal funds might provide an opportunity for libraries to explore the new and become comfortable with that new to such a degree that that new becomes the *new standard*.

Following a self-evaluation by the North Dakota State Library, conclusions that shall be taken forward into the year's post-2012 are:

- a. The State Library's leadership of state-level partnerships should continue and, where possible, be expanded. To accomplish such, NDSL shall participate in activities that involve cooperation with the Academic and the K-12 school communities in North Dakota.
- b. Maintain statewide outreach services (databases, Summer Reading, technical services, Talking Book, Field Services, tutorial services), that help libraries provide better service to the citizens of North Dakota.
- c. Increase professional development activities for library staff throughout the state. Emphasis shall be placed on workshops held both at NDSL and in locations around North Dakota.