LSTA: 2017

-EVALUATION REPORT-

South Dakota State Library

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Library Services and Technology Act
South Dakota State Library Five –Year Plan
2013-2017

Evaluation
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Contract number 2016C-225

Commissioned by Daria Bossman
South Dakota State Librarian
October, 2015

Evaluation Summary

The South Dakota State Library plan for the expenditure of federal funds received from the Grants to the States program of the Library Services and Technology Act (20 U.S.C. 9121) administered by the Institute of Museum and Library Services (IMLS) during the five year period beginning October 1, 2012 and ending September 30, 2017 was approved by IMLS on September 27, 2012.

A Five-Year plan is required by law and must address the overall purposes and specified priorities established by the Act.

The approved plan identified three service needs:

1. Stronger libraries in South Dakota
2. Collections that support the missions of the state's libraries,
3. Access for all citizens through library collaborations

Seven goals were developed to meet the needs. The goals were focused on professional development and continuing education, collection development and resource sharing, and direct services for visually impaired and reading disable citizens. More than fifty programs and activities were proposed to meet the goals. All activities were state-wide initiatives. No sub-grants were awarded.

This evaluation was designed to assess whether the programs were delivered and the goals achieved and whether the activities were needed and valued both in the library community and by the citizens. As directed by IMLS, it covers the first three years of the plan, October 1, 2012 through September 30, 2015. During this period the state received $2,968,381 from the Grants to the States program which required a minimum state match of $989,460.

40% of the funds received supported a program to license and provide statewide access to more than 39 databases, searchable 24/7 from home, work, or in a library. This is the most highly valued LSTA program by librarians and citizens. It has created a shared collection of robust resources that most libraries could never individually afford. The resources support lifelong learning and ensure that citizens in unserved or underserved areas of the state have the same access as those living in population centers.

The state library is responsible for maintaining a state documents depository and has used a small amount of federal funds to identify and digitize high interest historical documents which have attracted world-wide interest and are a contribution to the national effort to create a deep repository of government information.

In addition to the licensed resources, the state library used 10% of its LSTA funds to support resource sharing by subscribing to World Cat, an international database of library resources, and by fully funding a statewide courier service.

Approximately 36% of the funds underwrote services to the visually impaired and reading disabled. Direct service to eligible patrons is delivered from the State Library in Pierre and outreach to institutions, public libraries, and housing alternatives such as nursing homes and assisted living facilities is provided. State Library staff collaborates with the State's Services to the Blind and Visually Impaired, the School for the Blind, Division of Visually Impaired in Aberdeen, the Library of Congress National Library Service for the Blind and Physically Handicapped, and a growing number of organizations which share a commitment to individuals with visual impairments. The text book division works closely with the State's Dept. of Education and local schools to produce braille or special format textbooks as needed.

Remaining grant funds supported professional development and continuing education to the library workforce through group training opportunities, site visits, and design and management of a number of communication media such as an interactive website, wikis, blogs, etc. which allow practitioners and trustees to share information and solve problems. Two summer programs, the Public Library Institute and the School Library Boot Camp, are particularly successful and highly valued by their constituencies.

The quantitative data was derived from performance indicators collected monthly and published annually at the state library and from the state program reports submitted annually to the Institute for Museum and Library Services. Qualitative data is contained in two surveys developed at the state library in 2015. The first was a survey regarding LSTA programs circulated electronically to library staff in all types of libraries, public library trustees, school teachers and administrators, municipal officials and state employees. 448 individuals completed the survey. The second was circulated to patrons of the Braille and Talking Books Library. 278 individuals completed this survey. Both surveys indicate a high level of satisfaction with programs and services. Open ended comments on the first survey were particularly useful in this evaluation.

Seven face to face meetings were held throughout the state in the spring of 2016. Any interested stakeholder – library staff, board members, school administrators, municipal officials and members of the public - was welcome to attend. Attendees were guided through the needs and goals of the five-year plan and then asked to identify the programs they most valued. They were also invited to identify programs of least value and to create "wish list" programs, activities, and services

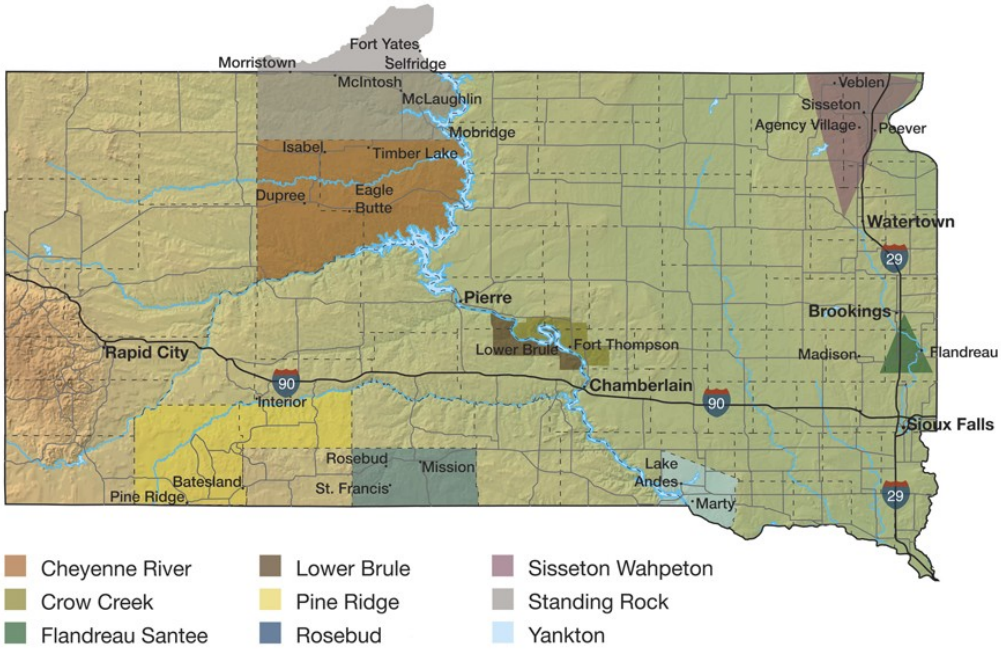
All of the data, both quantitative and qualitative, to support these conclusions is available at the state library, posted on the library's website under publications, or can be requested from the state librarian, managers, and staff. Information about the LSTA program is regularly shared with the South Dakota Dept. of Education, the South Dakota Library Association and with stakeholders during presentations and workshops. The state library issues news releases and has several very fine publications. Many are published through a combination of funding including LSTA funds. When this evaluation report has been accepted by IMLS it will be made similarly available.

South Dakota is a sparsely populated state in the upper Midwest. It has a land area of 75,911 square miles and includes 9 American Indian reservations and designated tribal land areas, more than any other state. There are 310 census designated places in South Dakota. The estimated population in 2016 is 858,469 of which 86% is white, 9% is American Indian and 5% is Black, Asian, Hispanic/Latino or mixed.

The two major population centers are Rapid City in the West River area and Sioux Falls in the southeast. In fact, only 11 communities have a population exceeding 10,000:

Aberdeen	28,102
Brookings	23,657
Huron	13,313
Mitchell	15,669
Pierre	14,002
Rapid City	73,569
Sioux Falls	171,544
Spearfish	11,283
Vermillion	10,738
Watertown	22,073
Yankton	14,557

The percent of persons living in poverty is estimated at 13.7% and the overall unemployment rate is 3%.



The South Dakota State Library (SDSL) is a division of the State Department of Education. It serves a library community of 112 central public libraries 32 branch public libraries, 5 bookmobiles, 36 academic libraries, 7 special libraries and 368 school libraries. The State Library also has a Board which is comprised of 7 members – 6 appointed by the Governor and 1 who represents the State Board of Regents. The Board of Regents has constitutional authority to govern and set policy for six universities and two special schools, including the South Dakota School for the Blind and Visually Impaired.

In 2006 the Board contracted with Dr. Mary C. Bushing to conduct a study of the programs, resources and role of the state library. The study, completed in July of that year, resulted in two primary recommendations:

1. That the state library adjust its programs and services to enable staff members to engage in work that has the potential to bring about long-term change and development of library resources and services to all citizens of the state;

2. That the state library cease operating as a public library and become an agent for change and development of library resources within the state.

The first step required the state library to define its primary clientele. These were determined to be:

1. Libraries of all types in South Dakota;
2. State government employees and elected officials;
3. Blind, visually and physically impaired citizens of South Dakota

The report made additional recommendations to support implementation of the primary recommendations. These recommendations were driving forces in the adoption of a new mission statement and the development of the Library Services and Technology Act (LSTA) Five Year Plans approved for 2008-2012 and 2013-2017. The Mission statement adopted is

"***The South Dakota State Library provides leadership for innovation and excellence in libraries."***

The overall purposes of the Library Services and Technology Act (20 U.S.C. 9121) and the LSTA-specified Grants to the States priorities (20 U.S.C. 9141) are established at the federal level and guide the use of federal funds. The Institute for Museum and Library Services (IMLS) is the independent federal agency which administers discretionary funds appropriated for libraries by the federal government.

The Grants to States program awards a base (currently $680,000) to each State Library Administrative Agency and a supplement which is based on population. Awards depend also on federal budget allocations. During the period covered in this Five-Year Plan the state has received the following grants:

- FY13 977,994
- FY14 994,366
- FY15 996,021

SDSL does not award sub-grants. All programs are state-wide.

The South Dakota State Library LSTA Five Year Plan for 2013-2017 was approved by the Institute of Museum and Library Services on September 27, 2012. The plan identified 3 service needs which generated 7 goals matched to the overall purposes of LSTA and the specified Grants to States priorities. The plan projected 50 programs (activities), 79 procedures, and 60 desired outcomes, most of which are actually outputs.

Service Need #1: ***<u>Stronger libraries in South Dakota</u>***

Goal 1A: Improved library services delivered to South Dakota citizens through increased professional development opportunities related to the

nine LSTA purposes, in collaboration with the South Dakota Library Association and others.

Goal 1B: Strengthen the ability of local libraries to meet the needs of their local constituents by providing resources and professional expertise that supports one or more of the LSTA purposes.

Goal 1C: Strengthen the research skills of local library staff to ensure high-quality and timely research services are provided to South Dakota citizens.

Service Need #2: ***Collections that support the Mission***

Goal 2: Collections (print, media, and electronic) of the South Dakota State Library will meet the specialized needs of the state's citizens.

Service Need #3: ***Access for all through library collaborations***

Goal 3A: Promote and encourage resource sharing.

Goal 3B: Provide services to visually impaired and reading disabled citizens.

Goal 3C Facilitate shared purchasing of resources by libraries.

A: Retrospective Questions

A-1: To what extent did the plan make progress towards each goal?

Goal 1A is focused on professional development for library personnel through a combination on-site and distance learning opportunities. Performance indicators compiled and reported by SDSL show that during the first three years covered by the plan, 572 group training sessions were provided with a total participation of 9,777. These sessions include workshops conducted by SDSL staff at the annual conferences of the South Dakota Library Association (SDLA) and two high profile week long summer programs offered through partnerships with state universities: The Public Library Institute, held most recently at Dakota State University in Madison, and the School Library Bootcamp held at Black Hills State University in Spearfish and the University of South Dakota in Vermillion.

This goal has been achieved.

Goal 1B is related to the capacity of SDSL staff to provide consultation and resources as needed to strengthen the ability of local libraries to meet the needs of local constituents. Staff made 663 site visits and responded to 12,385 questions by telephone or social media. SDSL encouraged the library community to engage in peer discussions through a variety of social media tools for communication and educational purposes. The state library also circulated a monthly e-newsletter and maintained an interactive website.

This goal has been achieved.

The intent of Goal 1C is to strengthen the research skills of local library staff. The activities and procedures needed to achieve this goal relate to training and collections, especially in training to enhance expertise in the use of electronic resources. A measure of success is reflected in increased usage of such resources although these measures can be difficult to validate due to differences in the way vendors identify sessions, searches and results. Data reported by the Digital Resources Coordinator at SDSL shows a growth in sessions from 766,118 in FY2013 to 911,137 in FY2015. Part of this growth can be attributed to an excellent and attractive marketing effort that targets individual users as well as library staff.

High turnover of staff in small public libraries and in school libraries has a real impact on efforts to fully achieve this goal.

SDSL has made a strong effort to achieve this goal.

Goal 2 is to develop collections that will meet the needs of the state's citizens. SDSL has done an outstanding job in meeting this goal. Using the expertise of the Electronic Resources Task Force (ERTF) to evaluate and recommend purchases, SDSL has licensed more than 38 databases made freely available to all types of libraries and to individuals at home and work. The task force, chaired by the Electronic Services Coordinator, is composed of school, public, and academic librarians, and one state employee, appointed by the State Librarian. The composition and responsibilities of the ERTF are specified in the Collection Development Policy (Jan. 2015)

Approximately 40% of available LSTA funds are currently being used for these licenses. In addition to electronic resources, the state library maintains carefully curated collections of print materials related to the state's history and to support library education. The staff charged with collection development is sensitive to needs and requests from state agencies for materials that support their missions.

This goal has been achieved.

Goal 3A seeks to promote and encourage resource sharing. For 40 years the primary entity engaged in promoting resource sharing was the South Dakota Library Network (SDLN). Established in 1986, SDLN was "the framework through which member libraries connected with each other to optimize shared resources and services for their communities." It was a member based consortia that charged its members to support its considerable overhead and other expenses. SDSL worked collaboratively with SDLN to expand technology and resource sharing among small libraries and school libraries which could not afford to become full members of SDLN. The state librarian was a permanent member of the SDLN Executive Committee. For a variety of reasons, SDLN announced it would cease operations in June of 2016.

SDSL stepped in to continue services of high value to the library community. The major challenge was to select and fund an overlay system that would enable South Dakota libraries to identify resources available in the state and make requests via Inter Library Loan (ILL) to meet constituent needs. There were no additional state or federal funds available for such a system, requiring SDSL to submit to a reduction in force and reallocate these "savings" to the system purchase and implementation. While this did not require any change to the LSTA plan, it did affect the availability of staff to make site visits.

The new resource sharing system, South Dakota Share It, is being used by more than 70 libraries of all types. In addition, a courier service to deliver materials requests is fully funded by SDSL using federal funds. Both are working well and are highly valued by the library community.

This goal has been achieved.

Goal 3B articulates the state library's intent to provide services to visually impaired and reading disabled citizens. 36% of the federal grant to South Dakota supports this service which is highly valued by librarians in all types of libraries. At present there are 2,606 users of the service which is less than 1% of the state's population. A broader discussion of this program will follow in section A-3 of this report.

This goal has been achieved.

Goal 3C seeks to facilitate shared purchasing of resources by libraries by supporting collaborations such as SD Titles to Go (an e-books consortia of 86 public libraries) and negotiating contracts for electronic resources, particularly those which were previously negotiated by SDLN.

This goal has been achieved.

A-2: To what extent did the activities in this five year plan achieve results that address national priorities associated with the Measuring Success Focal Areas and Intents of IMLS?

There are six focal areas of importance to the Institute of Museum and Library Services that drive the use of federal funds allocated in the Grants to the States program. Five of them relate specifically to users:

- Lifelong Learning
- Information Access
- Economic & Employment Development
- Human Services
- Civic Engagement

The sixth, Institutional Capacity, is the core of the South Dakota plan, for all of the other areas depend on the users having access to robust library and information services. The training offered by SDSL, often in collaboration with other agencies such as SDLA, the Department of Education, institutions of higher education, etc., is designed to introduce library staff in all types of libraries to the role and impact that libraries have in the lives of individuals. The investment in databases provides statewide access to information at no charge to users and supports lifelong learning at every level. The state library has received hundreds of comments about the databases. Some examples:

A teacher: *"database use has increased our reading scores"*

State Dept. of Labor Regulations: *"we will disseminate information about these opportunities to our local offices statewide"*

Career Learning Center of the Black Hills: *"Learning Express is very valuable in preparing students for the higher level thinking skills apparent on the GED"*

A special effort has been made to train library trustees to engage in advocacy in their communities and at the state level. SDSL updated the Trustees Manual and made it available online. Staff has also worked with the South Dakota Municipal League to heighten the presence of librarians among community leaders. This is particularly important in this largely rural state where 25% of libraries are located in communities of less than 5,000 population and are generally poorly funded. A successful outcome of a workshop titled "Using Your Library's Data" was reported by the Custer County library director. She and her board created a presentation that compared their library's funding sources with those of other libraries in the region. They used this presentation in making their request in meetings with the county commissioners in 2015. Not only was their request approved, they received additional funding.

SDSL supports civic engagement by organizing and curating born digital publications of state government. These publications are available at one location 24/7; not only can this resource be searched by agency name, citizens can search by subject, no longer having to guess which agency produced the information they need.

In addition to maintaining the database of born digital publications, SDSL has digitized the Governors' addresses to the legislature from 1890 to date, legislative manuals from 1903-present and is engaged in digitizing selected historical publications of the Department of Education and the Game, Fish and Parks Dept.

A-3 Did any of the following groups represent a substantial focus for the South Dakota Five-Year Plan activities, A substantial focus would represent at least 10% of the total resources committed by the overall plan across multiple years. The resources include both federal grant funds and match.

- Library work force (current and future) YES
- Individuals living below the poverty line NO
- Individuals that are unemployed/underemployed NO
- Ethnic or minority populations NO
- Immigrants/refugees NO
- Individuals with disabilities YES
- Individuals with limited functional literacy or information skills NO
- Families NO
- Children (aged 0-5) YES
- School-aged youth (aged 6-17) YES

By state law (SDCL 14-2), the state library is charged to strengthen libraries by increasing the proficiency of the library work force by providing training and continuing education. Thus far into the state plan, the SDSL provided 681 group training workshops and webinars with total participation exceeding 11,000. The state library oversees a voluntary public library certification program to help library directors and staff acquire, maintain, and develop skills through continuing education. The initial certificates are valid for 3 years. During that period 30 contact hours of approved and documented continuing education are required for certificate renewal.

The state library has also established essential standards for voluntary library accreditation. Having a certified director is one of the standards. Approximately 30% of the state's public libraries have participated in voluntary accreditation since its inception.

A key opportunity for public library staff to earn certification is the Public Library Institute, a 4 year program of continuing education for librarian practitioners. Students attend in-person classes for one week each summer and take additional classes online between

summers. Tuition, books and fees for online classes are funded, in part by LSTA. An average of 30-35 attend each year. 5 practitioners earned certification in 2015.

Approximately 36% of funds received through the Grants to the States program support the Braille and Talking Book program (BTB) which was established at the state library in 1969. The program is supervised by the Assistant State Librarian and has a staff of six. It is the largest work unit at SDSL.

The program currently serves 2,606 blind, visually or physically impaired individuals directly and also provides rotating collections of large print books to libraries, nursing homes, and other agencies serving the target population. Information about the service is distributed by the Division of Service to the Blind and Visually Impaired which is part of the South Dakota Department of Human Services.

A Center for Braille and Tactile Graphics is maintained at the state penitentiary in Sioux Falls. From October 1, 2012 to September 30, 2014, the Center transcribed 112,476 pages of braille, reprinted 275,079 of braille, and developed 12,773 graphics all made available to other braille producers.

The text book division, working collaboratively with the Dept. of Education's Office of Special Education and the South Dakota School for the Blind and Visually Impaired in Aberdeen, ensures that any student who needs braille or special format textbooks receives what is required. In FY14, 31 students in 19 school districts were served.

A strategic plan for 2015-2018 was developed in 2014. In addition to BTB staff, the planning committee included representatives of the School for the Blind and Visually Impaired, the SD Service to the Blind and Visually Impaired, the SD Association for the Blind and the SD Chapter of the National Federation of the Blind.

A satisfaction survey was developed and circulated to active patrons in early 2016. Of the 278 responses received, 81% rated the overall quality of the service as excellent. 19% said it was good. None rated it as fair or poor.

SDSL is committed to assisting public libraries and schools provide exceptional service to children and school-aged youth. This is achieved through continuing education events for librarians who work with children and youth, site visits by SDSL outreach staff, licensing of databases targeted to schools, and strategic collaborations with state and community organizations with similar goals.

Key continuing education programs are the "Jump Start" workshops and the School Library Boot Camp.

"Jump Start" workshops are held to promote the summer reading program and to educate public librarians on how they can assist schools with Common Core Implementation. SDSL is an active participant in the Collaborative Summer Library Program, using federal funds to purchase the manuals for all participating public libraries. In FY15, 93 librarians

attended one of eight workshops held in different geographic locations and 87% of the state's public libraries held summer reading programs.

The first School Library Boot Camp was held in 2011. It answers the need to provide a path toward certification/endorsement for school librarians and teachers. Like many rural states, school districts are hard pressed to fill librarian positions with qualified personnel, especially in elementary schools. The Boot Camp is held on the campus of Black Hills State University (BHSU) in Spearfish and the University of South Dakota in Vermillion. Faculties has been drawn from SDSL staff, BHSU, the University of South Dakota, and the Sanford Underground Lab located in Lead, South Dakota. The Sanford Underground Research Facility is a world leader in underground research. The Boot Camp is so important to the school community it is now also a required methods course in the BHSU Department of Education's school media course of studies. In FY15, 16 participants earned 2 graduate credits through the Boot Camp and 10 received undergraduate credits.

In order to meet the high demand for site visits and consultations from the youth and school specialists at SDSL, a number of regional meetings were held across the state. Those who attend regional meetings earn CEU credits which can be applied to certificate renewal. The consultants also participate in the School Library Summit held at the end of the Boot Camp in collaboration with the SDLA School Section. This is an opportunity for school librarians and support staff to network, discuss common interests and to develop goals and action plans to advocate for the importance of school libraries.

40% of the federal funds received since 2013 have been used to license electronic resources, several of which were selected for schools: SIRS Discoverer and SIRS Issues Researcher, World Book School Edition, Mango Languages and the Learning Express Library. Many schools could not afford to purchase these resources on their own and their students would have no access to the resources without the leadership of the state library.

The state library partnered with the South Dakota Department of Social Services to include "Baby's First Library Card" in the Bright Start boxes the Dept. gives to every new parent before a newborn goes home, a perfect opportunity to reach and encourage parents to read to their child. They also partnered within their home agency, the Dept. of Education, to support the Birth-to-Three program workshop on early literacy, cosponsoring a national expert to present two days of training to teachers and librarians. The State Library also partnered with the Dept. of Education, Division of Education Services and Support/ Child and Adult Nutrition to circulate information to libraries about becoming or partnering with summer feeding sites.

B: Process Questions

B-1: How does SDSL use data from the old and new State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Each member of the library development team submits a monthly activity report to the state librarian. Relevant data is compiled and reported on a performance indicators

spreadsheet which is regularly reviewed with management staff. Staff uses the data to assess not only if a program has been successful in terms of participation or usage, but also to plan future activities. In addition to the numbers, careful attention is paid to the feedback received from the field.

B-2: Were any changes made to the Five-Year Plan?

No changes were made to the plan.

B-3: How and with whom has data from the old and new SPR and other evaluation resources been shared?

SDSL does an exemplary job of sharing data about its activities. The state librarian understands that SDSL is fully accountable for producing and sharing measures that show that the goals and objective of the plan have been achieved. The state data coordinator is responsible for ensuring that South Dakota public libraries understand the importance of the public library survey and in timely submission of the data.

The data is, of course, reported to IMLS which posts state reports on their website. The state library actively participates in the Chief Officers of State Library Agencies organization (COSLA) where data from the SPR and other reports is shared and discussed. A recent COSLA initiative, the Continuing Education Connector, provides a platform for state librarians, library development directors and continuing education coordinators to report continuing education activities and leverage resources by identifying local expertise, effective programs, and providers.

The data is shared with staff of the South Dakota Department of Education. The state library is a division of the Department and management of LSTA funds is provided by the Department's Division of Finance and Management which draws the indirect costs allowed in the grant. Data on the library's performance is a component of the Department's overall performance.

Information and data from the SPR and other resources is discussed with members of the South Dakota Library Association at its annual conference and, as relevant, in regional and statewide meetings such as spring meetings of sections of the association and the annual School Library Summit. SDSL collaborates with SDLA to organize the "Library Legislative Day" during the state legislative session where library successes are highlighted and needs expressed. At the legislative day in 2016 the state librarian compiled and presented a fact sheet of accomplishments and transitions at SDSL during the decade 2005-2015. A copy of this document is included in Appendix C.

A particularly effective way to communicate information on programs and services funded in whole or in part with LSTA funds is the monthly e-newsletter, the **Cornerstone**. This is a very attractive, full color, illustrated newsletter which reaches not only librarians, but

anyone interested in libraries. It can be received through RSS feed as well as viewed on the website.

The information officer at SDSL has produced a number of publications available in multiple formats and also posted on the SDSL website which highlight activities, outputs and outcomes associated with the plan. A link to these publications can also be found in Appendix C.

C: Methodology

C-1: How was the evaluation implemented?

Evaluation of the previous Five-Year Plan (2008-2012) was prepared by SDSL staff. The management staff of the state library determined that it would be valuable to engage an outside evaluator to prepare the report on the 2013-2017 plan. Desirable characteristics of an independent evaluation included:

- Knowledge of exemplary 21st century library practice;
- Experience in program review and evaluation;
- Appreciation for rural western culture;
- Strong communication skills
- Ability to work with people with all levels of education and experience;
- Understanding of State Library agencies.

The evaluator was selected on the basis of a proposal submitted to the state library in September, 2015 and a contract for consultant services was signed on October 30, 2015.

C-2: Methods used

Three methods were used in the evaluation process:

- Review of administrative data
- Surveys
- Face to face meetings

SDSL collects performance indicators for every goal in the Five-Year Plan. This includes output measures for attendance at workshops, circulation of braille and talking books, detailed information on sessions, views and downloads of material from electronic resources, numbers of site visits, etc. The data is highly reliable. Actual numbers are available for FY13-FY16.

The state library conducted two surveys related to LSTA funded programs in 2015. The first survey was distributed electronically in early fall to librarians, library board members, teachers and school administrators, municipal officers and state government employees. A copy of the survey and the compiled responses is included in Appendix D.

448 responses were received. The information from this survey is primarily qualitative. However, the opportunity to add personal comments in several areas generated some very useful information, particularly regarding ways the state library implemented changes.

The Braille and Talking Book program distributed a survey to its registered patrons. 278 responses were received. The information from this survey is also primarily qualitative.

Seven face to face public meetings were held, two In Rapid City, two in Pierre, one in Aberdeen and two in Sioux Falls. The state librarian arranged the dates and meeting locations and issued invitations to attend to all libraries, urging them to make the information public. Any interested citizen was welcome. Librarians and trustees who attended received continuing education credit to apply to certification renewal.

Print copies of the Five-Year Plan and other publications of SDSL were available at each meeting. After an overview of the history of federal program support for libraries and a review of the surveys, the evaluator led a guided discussion on the 7 goals in the plan. Participants were asked to identify the programs they most valued. They were also asked to identify programs of lesser value. The programs were listed on large sheets affixed to meeting room walls. Each participant was given color coded labels (dots) by library type and asked to affix their dots to the programs they most valued.

Key findings:

The most highly valued program across all types of libraries is licensing of electronic resources. The Electronic Resources Task Force received praise for recommending databases which are appropriate for public, school and academic libraries. Expenditure of federal funds and the state match is considered a return of investment which could not be realized by any individual library or small consortia.

Continuing education opportunities, including workshops and webinars, are highly valued by school and public librarians. The School Library Boot Camp and the Public Library Institute are very highly valued. Participants were concerned that staff cuts at SDSL (5 FTE in 2015) have negatively affected the ability of SDSL outreach staff to make site visits. Indeed, site visits have declined from 235 in FY15 to 60 in FY16. School librarians are especially concerned whether a single school library specialist can meet their needs and keep them apprised of continuing education and funding opportunities as well as changes in technology and library trends.

Inter-Library Loan support and the statewide courier system are also highly valued. When SDLN announced it would disband in 2016 there was concern about the future of both services and the fact that SDSL stepped up to continue the program is deeply appreciated in the library community.

The Braille and Talking Book program service is of high value. 85 public libraries are registered depositories with small local collections for patrons who do not wish to subscribe individually to the BTB program. Librarians understand the responsibility to meet the needs of this special population but are concerned about the amount of federal funds used to sustain the program. An ever increasing percentage of LSTA funds for this program are unstainable in the future. It was suggested that the state should fully support this program with an earmarked appropriation of additional funds. This would free up more than 30% of the LSTA grant which could be redirected to programs which reach a larger number of South Dakota citizens. It is highly recommended that the State fully fund the staff of this program.

Other programs of value include summer reading support, marketing, and communication forums such as list serves, the website and social media.

The only program which was considered of lesser value was the print collection to support professional library education. With regard to the evaluation, this is moot because no federal dollars were spent on print material for this collection during the period of this evaluation. It is however, useful information for the next plan.

C-3: Stakeholders who participated in the evaluation

448 stakeholders responded to the first survey:

- 255 librarians and library staff
- 94 library board members
- 40 teachers
- 14 municipal officers
- 10 school administrators
- 5 state government employees
- 30 others (Friends of Library members, business owners, retired librarians, classroom aides, patrons)

These individuals were self-selected. The name of the person, library or town filling out the survey was optional. 139 respondents completed this question – some giving their name but often merely listing the library name. It is probable that some surveys were filled out as a group effort within the library.

The Braille and Talking Book survey was completed by 278 users of the service, none of whom are individually identifiable.

67 individuals attended the public meetings. Appendix B includes a list of names and affiliations.

C-4: How key findings and recommendations will be shared

The evaluation will first be shared with the State Library staff and board. The report will then be submitted to IMLS for approval. They will post it on their web page. The approved report will be shared with management staff at the South Dakota State Department of Education. It will be posted on the SDSL web page and a news release sent to the state media outlets. The report will be provided in alternative formats as needed.

APPENDIX A
List of Acronyms

BHSU	Black Hills State University
BTB	Braille and Talking Book Program
CEU	Continuing Education Unit
COSLA	Chief Officers of State Library Agencies
ERTF	Electronic Resources Task Force
ILL	Inter-Library Loan
IMLS	Institute of Museum and Library Services
LSTA	Library Services and Technology Act
NLS	National Library Service for the Blind and Physically Handicapped
SDLA	South Dakota Library Association
SDLN	South Dakota Library Network
SDSL	South Dakota State Library
SLAA	State Library Administrative Agency
SPR	State Program Report, submitted annually to IMLS

APPENDIX B

List of People Interviewed

Laura Allard
Sioux Falls Schools

Ethelle Bean
Dakota State University

Shawn Behrends
South Dakota State Library

Daria Bossman
South Dakota State Library

Daniel Burniston
University of South Dakota

Carla Clark
Aberdeen Schools

Kimberly Darata
Box Elder Schools

Lisa DaSilver
City Public Library

Amy DeNomme
Harrisburg Schools

Cindy DeWandel
Harrisburg Schools

Joshua Easter
South Dakota State Library

Sarah Easter
South Dakota State Library

Tina Eisenbraun
Rapid City Schools

Fern Kaufman
Vermillion Public Library

Melissa Frein
Black Hawk Schools

Cindy Girard
Hill City Public Library

Bonnie Guerre
Hill City Public Library

Becky Guffin
Aberdeen Schools

Ashia Gustafson
Brookings Public Library

Carol Hageman
South Dakota State Library

Deb Hagemeir
Augustana College

Jane Healy
South Dakota State Library

Brenda Hemmelman
South Dakota State Library

Kevin Henkel
Dakota Wesleyan University

Mary Johns
Siouxland Libraries

Dawn Johnson
Hot Springs Public Library

Kristi Jones
Harrisburg Schools

Edith Nelson
Canton Public Library

Joni Kinzer
Rapid City Schools

Diane Leja
Vermillion Public Library

Dorothy Liegl
South Dakota State Library

Sharlene Lien
Sioux Falls Schools

Monte Loos
South Dakota State Library Board

Lynda Lowin
South Dakota State Library

Jim McShane
Rapid City Schools

Nina Mentzel
South Dakota State Library

Doris Ann Mertz
Custer County Public Library

Joanne Mewherter
Bowdle Public Library

Sean Minkel
Rapid City Public Library

Deb Moor
Kadoka Public Library

Jan Mullin
Watertown

Mike Mullin
Watertown Public Library

Kathleen Slocum
South Dakota State Library

Barb Nickolas
South Dakota State Library

Wendy Nilson
Vermillion Public Library

Julie Peterson
Sturgis Public Library

Gay Pickner
Huron Schools

Molly Pope
Rapid City Schools

Karen Rickert
South Dakota State Library

Jasmine Rockwell
South Dakota State Library

Nancy Sabbe
Madison Public Library

Wynne Sayer
South Dakota State Library

Mavis Schipman
Rapid City Schools

Robin Schrupp
Rawlins Public Library, Pierre

Shauna Sides
Rapid City Schools

Dave Sisson
Rapid City Schools

Mary Sjerven
South Dakota State Library

Ann Smith
Sioux Falls Schools

Kim Smith
Cultural Heritage Center, Pierre

Mike Smith
South Dakota State Library

Ronelle Thompson
Augustana College

Carol Twedt
South Dakota State Library Board

Joan Upell
South Dakota State Library

Barb Vander Vorst
Gettysburg Public Library

Quynn Verhelst
South Dakota State Library

Kathy Wibbels
Yankton Public Library

Amber Wilde
Spearfish Public Library

APPENDIX C

Bibliography of Documents Reviewed

Bushing, Mary. South Dakota State Library evaluation and planning project (The Author, 2006.)

Moore, Mark H. Creating public value: strategic management in government (Cambridge, Mass. : Harvard University Press, 1995.)

Publications of the South Dakota State Library: Most can be viewed at *http://library.sd.gov/SDSL/publications*

Annual Reports, 2013-1015

Braille and Talking Book Strategic Plan, 2015-2018
Braille and Talking Book Library Survey 2016
Braille and Talking Book Library NLS Site Visit report, 2015

Collection Development Policy, 2015

Cornerstone Newsletters

A Decade of Accomplishment and Transitions: 2005-2015
Text included on pages 23 and 24

LSTA Five Year Plan Evaluation Report, 2008-2012
LSTA Five Year Plan, 2013-2017
LSTA Five Year Plan Survey, 2015
LSTA State Program Reports 2013-2015

Performance indicators, 2013-2015

South Dakota State Library Strategic Plan, FY2014-2018

A Decade of Accomplishments and Transition 2005-2015

In the past decade the South Dakota State Library has reduced its footprint in many ways without compromising services and supporting resources. We occupy today approximately 40% of a building we totally occupied in 2005. We have 22.5 FTE staff as compared to 36 FTE a decade ago. (38% reduction in personnel!) We house and manage 80% smaller print collection than ten years ago. We continue to serve state government as well as 560 academic, school, public (including their branches and five bookmobiles) and special libraries.

- *South Dakota Titles to Go* – 86 of our public libraries now offer popular fiction and nonfiction e-books through this consortia reaching 81% of our state's total population
- *South Dakota Share It* - 70 plus academic, public & school libraries share a network via an overlay for efficient/cost effective interlibrary loan and one-click searching of all statewide databases
- Statewide access to 39 databases including *Mango, Tumblebooks, World book*, *Learning Express*, *Chilton's,* etc. and thousands of full-text e-magazines, media and electronic books/encyclopedias
- As of 2013, the South Dakota State Library fully supports the statewide courier system
- South Dakota State statute was changed in 2012 to fully support digitization and electronic collection of our state publications
- Successfully migrated/transitioned off of SDLN's ExLibris *Aleph* system to Book System's *Atriuum*
- Successful *Public Library Institute* now in its 28th year at Dakota State, Madison (Previously at Northern)
- Launched successful *School Library Boot Camp* (now in its 5th year), annual School Library Summit, regional meetings, using social media to connect our librarians and special interest groups
- A new world of resources & information—via *Twitter @LibrarySD*; *Pinterest.com/librarySD*; *Facebook.com/LibrarySD* and our webpage http://library.sd.us ; 2009 started our monthly E-newsletter, *Cornerstone #SDSLCornerstone*
- IMLS Laura Bush 21st Century Librarian "SWIM" grants educated over 60 professionals in a four-state area including nineteen from South Dakota, twelve of whom received master's degree.
- Braille and Talking Book "*10 Squared*" program reached nearly 30 centenarians still active readers
- Offering webinars in trustee training and created an online resource for local library boards, http://sdstatelibrary.wikispaces.com/
- Revised and assumed responsibility of voluntary librarian certification and public library accreditation. 115 public librarians certified and 34 public libraries accredited since 2009
- Updated South Dakota Public Library Standards , School Library Guidelines, School Library Content Standards aligned with the Common Core, and created an assessment/award for 21st century School Libraries
- Awarded 44 school libraries meeting the 21st century school library standards
- Braille and Talking Book program currently serves 2,000 individuals and nearly 400 institutions (libraries, schools, nursing homes, senior centers, etc.) with services and rotating collections

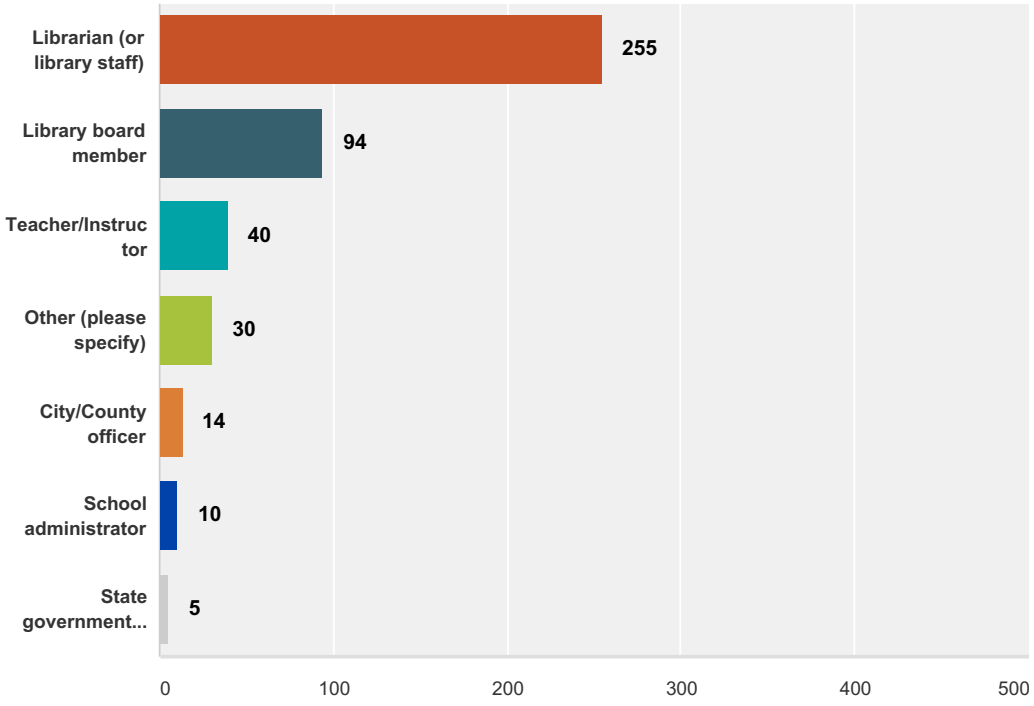
- Braille and Talking Book successfully transitioned from analog to digital equipment and has seen an exponential growth in computer downloads via BARD audio recordings/books for the visually impaired
- *Jump Start*---12 years of training local staff; Summer reading programs reaching 80,470 children, teens and adults annually in 125 South Dakota communities; Purchased CSLP national memberships for all participating public libraries.
- Rebirth of B&TB program summer reading program for ages 0 to 20; 42 participants in summer 2015.
- Received IMLS LSTA federal funds: $880,376 (2005) to $996,021 (2015)
- Recent survey results: Out of 448 respondents (349 were library staff or trustees) 72% said the State Library was a "valued and used resource"; 49% stated that State Library's support (training, information and resources) for local libraries had "vastly" or "somewhat improved" over the past ten years.
- Local trainings: Project Compass, Project Outcomes, Pre-school Literacy, Technology Petting Zoo, Early childhood literacy workshops, "Digging Deeper" webinars via Library of Congress grant and others
- Five federal IMLS Keppel awards for accurate and timely annual submission of local public library data

APPENDIX D

Copies of LSTA and BTB surveys

Q1 The person completing this survey is:

Answered: 448 Skipped: 0



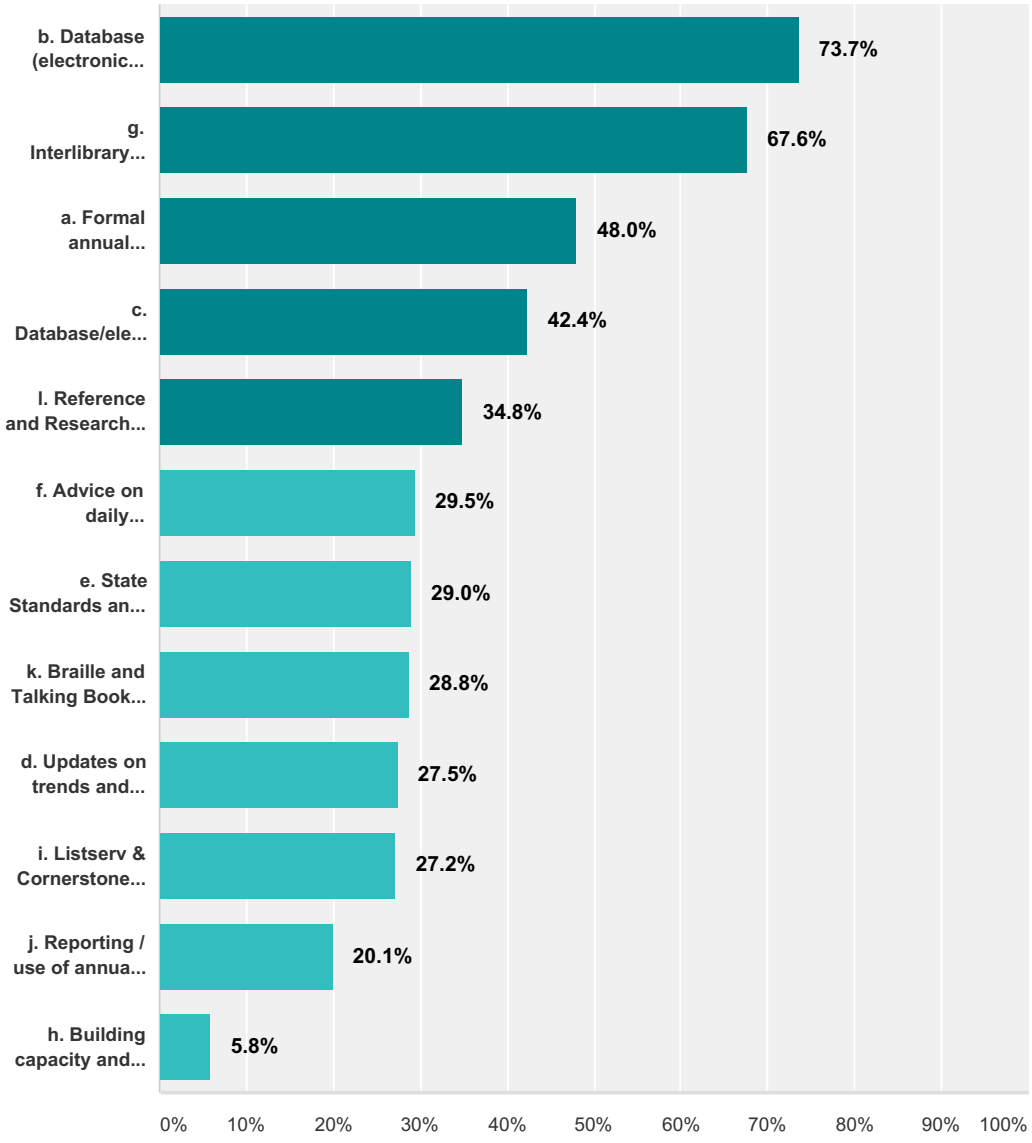
Answer Choices	Responses	
Librarian (or library staff)	**56.92%**	255
Library board member	**20.98%**	94
Teacher/Instructor	**8.93%**	40
Other (please specify)	**6.70%**	30
City/County officer	**3.13%**	14
School administrator	**2.23%**	10
State government employee	**1.12%**	5
Total		**448**

#	Other (please specify)	Date
1	Braile & talking library participant	10/26/2015 12:34 PM
2	User	10/26/2015 12:31 PM
3	Patron	10/26/2015 12:28 PM
4	Patron	10/26/2015 12:26 PM
5	School board member	10/13/2015 8:40 PM
6	Counselor	10/13/2015 11:59 AM
7	aide	10/13/2015 10:07 AM
8	School District clerical staff	10/12/2015 9:55 AM

9	Teacher/Librarian	10/7/2015 11:54 AM
10	Patron	10/6/2015 11:04 AM
11	Uses Talking books	10/6/2015 11:03 AM
12	Use Braille / Talking books	10/6/2015 11:01 AM
13	Librarian/Middle School Teacher	9/8/2015 1:13 PM
14	Was a library board member before we closed	9/3/2015 11:00 PM
15	City Council liaison/board member	9/2/2015 4:47 PM
16	Former Wall Mayor and Former Superintendent of Schools	9/1/2015 9:06 PM
17	Business owner	8/29/2015 12:47 AM
18	finance officer	8/27/2015 9:05 AM
19	former librarian	8/26/2015 11:30 PM
20	Town Trustee	8/26/2015 9:16 PM
21	Education Aide	8/26/2015 2:08 PM
22	school counselor	8/26/2015 1:51 PM
23	Town of Keystone Trustee and business owner	8/25/2015 7:12 PM
24	Volunteer and Friends of Library Board Member	8/23/2015 5:56 PM
25	Friends of the Library Board member	8/21/2015 8:29 PM
26	Librarian, state government employee, and a library board member	8/21/2015 1:06 PM
27	Friends of the Library board member	8/20/2015 9:25 PM
28	Friend of the Library board member	8/20/2015 8:31 PM
29	Library Supervisor of public/school library	8/20/2015 2:26 PM
30	State Library staff	8/19/2015 5:00 PM

Q2 What services provided by the South Dakota State Library offer your library (school) the most value and would be the MOST MISSED if no longer freely offered? (Please select up to FIVE choices.)

Answered: 448 Skipped: 0



Answer Choices	Responses	
b. Database (electronic resources) and print content	73.7%	330
g. Interlibrary loan/resource sharing resources, services and support (training and technology)	67.6%	303
a. Formal annual trainings like Public Library Institute, School Library Boot Camp, JumpStart summer reading, specific webinars offered, etc.	48.0%	215
c. Database/electronic resources trainings for library staff, boards and school teachers (in-services)	42.4%	190
l. Reference and Research services / digitization of state publications	34.8%	156

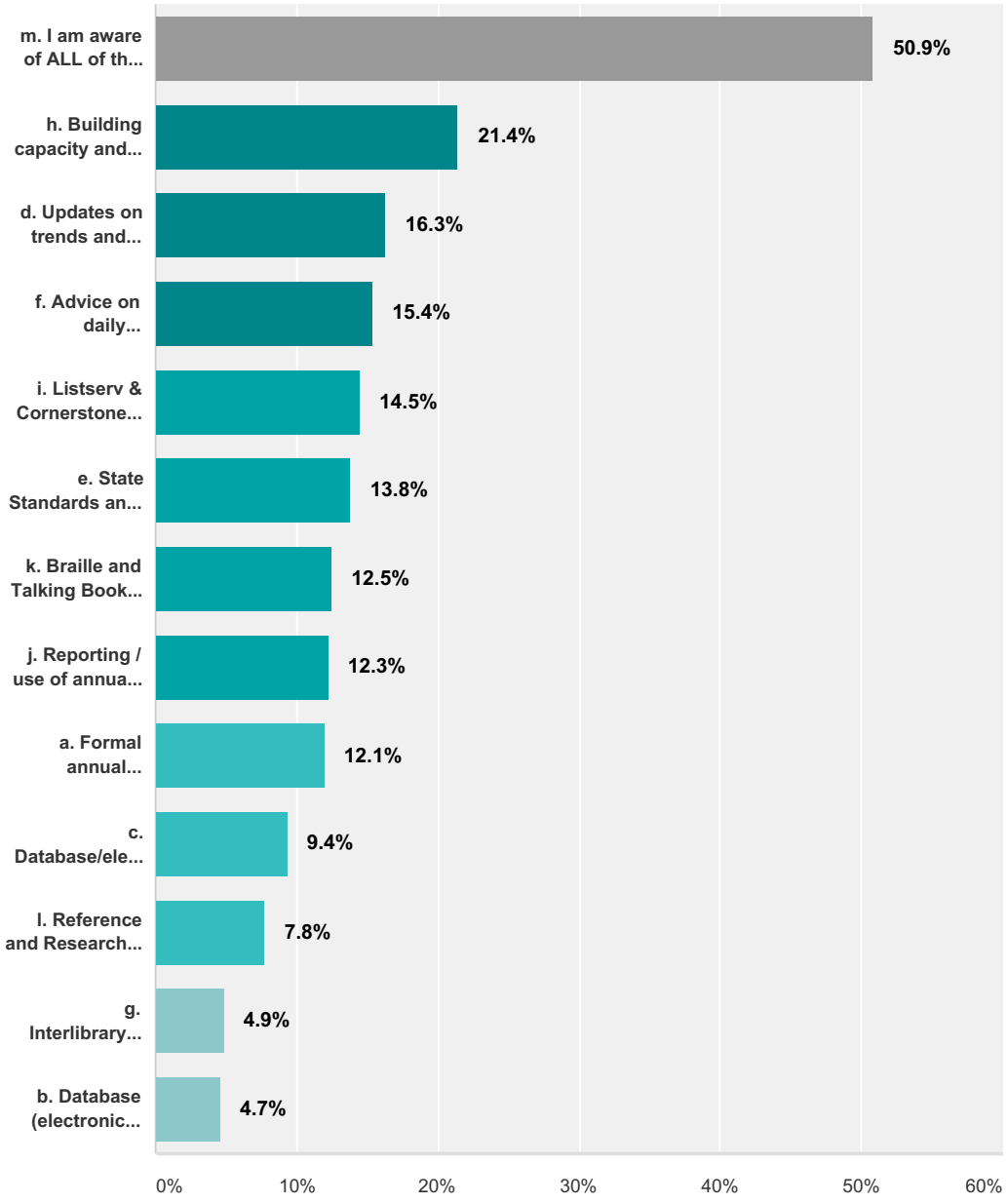
f. Advice on daily operations / library procedures and policies and specific issues	**29.5%**	132
e. State Standards and best professional practices	**29.0%**	130
k. Braille and Talking Book services	**28.8%**	129
d. Updates on trends and programming ideas	**27.5%**	123
i. Listserv & Cornerstone e-newsletter sharing potential grants and other opportunities	**27.2%**	122
j. Reporting / use of annual statistics / access to data for SD libraries	**20.1%**	90
h. Building capacity and local leadership skills, trustee opportunities, etc.	**5.8%**	26
Total Respondents: 448		

#	Other - Tell us about any other State Library services you would miss:	Date
1	I also will miss using the annual statistics. I have been using these as a benchmark for the past 7 years.	10/28/2015 1:55 PM
2	none	10/8/2015 10:26 AM
3	5 choices? We also use the stats provided by the state library & use info from the listserv & e-newsletter for programming ideas.	10/7/2015 9:58 AM
4	Children/Teen	10/7/2015 8:25 AM
5	Currently, I do not use the State Library	10/7/2015 8:15 AM
6	I would also miss a,e, and f as most valuable.	10/6/2015 8:30 PM
7	I have been the director here for 2 years and we have used all of these services in that time. They all have their place in helping us provide services to our public.	9/16/2015 1:47 PM
8	I am mostly concerned about losing some of the SDSL data bases/resources which I use when teaching library skills for 4-8 graders plus our high school students use these to complete research for class assignments/papers.	9/10/2015 10:35 AM
9	I would miss ALL of them. I had trouble picking out just five of them.	9/9/2015 3:32 PM
10	I think the databases are great resources--especially Mango, Learning Express, and the genealogy databases.	9/8/2015 6:45 PM
11	It is really hard for me to say. This is just the start of my 2nd year as a librarian.	9/8/2015 3:59 PM
12	Normally, ILL would be high on the list, but the last year we had it, I requested about 25 titles & received 6 because of postage. Understandable, but makes ILL very ineffective & costly to those who ship.	9/8/2015 2:13 PM
13	I haven't used the Braille and Talking Book services, but it seems crucial for those who do need these.	9/8/2015 12:32 PM
14	Not aware of your services. Do wish there was reciprocity with other smaller libraries on books. I also find using ebooks from state frustrating. They keep changing process and some of my authors are not provided.	9/2/2015 2:16 PM
15	really--this question doesn't work for academics ... we would only miss the databases...the other 4 marked were to complete the survey	9/2/2015 2:16 PM
16	I absolutely love the South Dakota Titles to Go!	9/2/2015 11:40 AM
17	Braille & Talking Books is irreplaceable for the patrons who need these services special services!! (It is a unique service!!)	9/1/2015 8:44 PM
18	While there are several other items in the above list which I have yet to utilize, I'd miss almost all of them, if they disappeared. It's a comfort to know these services are there, for when/if I need any of them for my library & patrons.	9/1/2015 4:35 PM
19	Wow....those are all vital components to making libraries work and access to the citizens of SD to materials. We would miss any of the above services if not offered.	9/1/2015 11:57 AM
20	I believe it was a mistake to decentralize the state library. Local libraries do their best but their funding is often cut, affecting their ability to effectively serve the public. Resources, staff, and hours have been cut to the extent that libraries have closed in small towns and counties. It has been a struggle for the smaller libraries to offer services needed.	9/1/2015 11:28 AM
21	they are all important - it's difficult to pick the top 5	9/1/2015 9:08 AM
22	The staff	8/26/2015 11:30 PM

23	learning express	8/26/2015 1:51 PM
24	Access to State Library catalog	8/24/2015 10:10 AM
25	also enlargement of text books for our students.	8/24/2015 9:31 AM
26	Madison Central enjoys all services available to local libraries and would hate to see much of any reduction in services and opportunities now available.	8/21/2015 9:59 AM
27	Updates and emails keeping us in the know of the current happenings in the library community.	8/21/2015 9:22 AM
28	We use most of these resources on a daily, weekly or monthly basis, so the top five choice is difficult.	8/21/2015 8:54 AM
29	I believe the State Library staff are irreplaceable in their knowledge, assistance, and teaching to me as a Librarian and to the students and staff that I serve. We need you and appreciate you!!	8/21/2015 8:31 AM
30	I would miss all of them. Each is valuable when needed at the time, especially advice on daily operations and specific issues. But you only let me pick 5!	8/20/2015 5:07 PM
31	I like knowing that I have contacts at the state that I can email or call with questions and they will help	8/20/2015 3:33 PM
32	They are all important and used.	8/20/2015 3:32 PM
33	I would hate to lose any of these resources!!!	8/20/2015 3:28 PM
34	Only letter b. is of real value to my library but I was forced to check 5 of the choices	8/20/2015 3:02 PM
35	Databases - we can afford to purchase online subscription to such resources as online encyclopedia, Ancestery	8/20/2015 2:26 PM

Q3 Which of the above free services were you UNAWARE were offered by South Dakota State Library to SD schools and public libraries? (Check all that apply)

Answered: 448 Skipped: 0

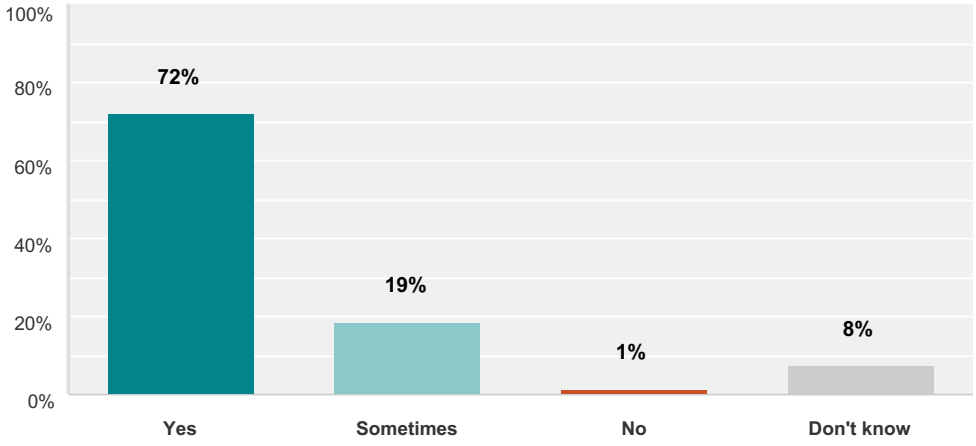


Answer Choices	Responses	
m. I am aware of ALL of these services	**50.9%**	228
h. Building capacity and local leadership skills, trustee opportunities, etc.	**21.4%**	96
d. Updates on trends and programming ideas	**16.3%**	73
f. Advice on daily operations / library procedures and policies and specific issues	**15.4%**	69

i. Listserv & Cornerstone e-newsletter sharing potential grants and other opportunities	**14.5%**	65
e. State Standards and best professional practices	**13.8%**	62
k. Braille and Talking Book services	**12.5%**	56
j. Reporting / use of annual statistics / access to data for SD libraries	**12.3%**	55
a. Formal annual trainings like Public Library Institute, School Library Boot Camp, JumpStart summer reading, specific webinars offered, etc.	**12.1%**	54
c. Database/electronic resources trainings for library staff, boards and school teachers (in-services)	**9.4%**	42
l. Reference and Research services / digitization of state publications	**7.8%**	35
g. Interlibrary loan/resource sharing resources, services and support (training and technology)	**4.9%**	22
b. Database (electronic resources) and print content	**4.7%**	21
Total Respondents: 448		

Q4 Is the State Library agency a valued and used resource for your library (city/school)?

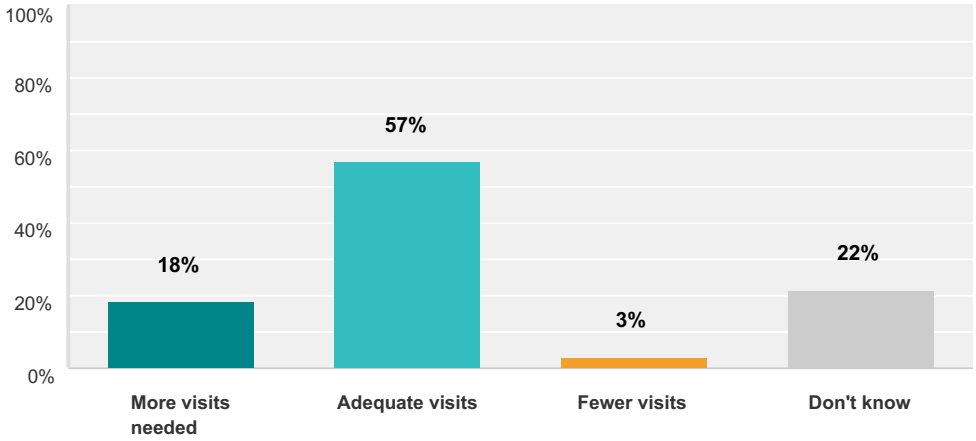
Answered: 448 Skipped: 0



Answer Choices	Responses	
Yes	72%	324
Sometimes	19%	84
No	1%	6
Don't know	8%	34
Total		**448**

Q5 Is an on-site library visit from a State Library staff librarian every 2 to 3 years sufficient?

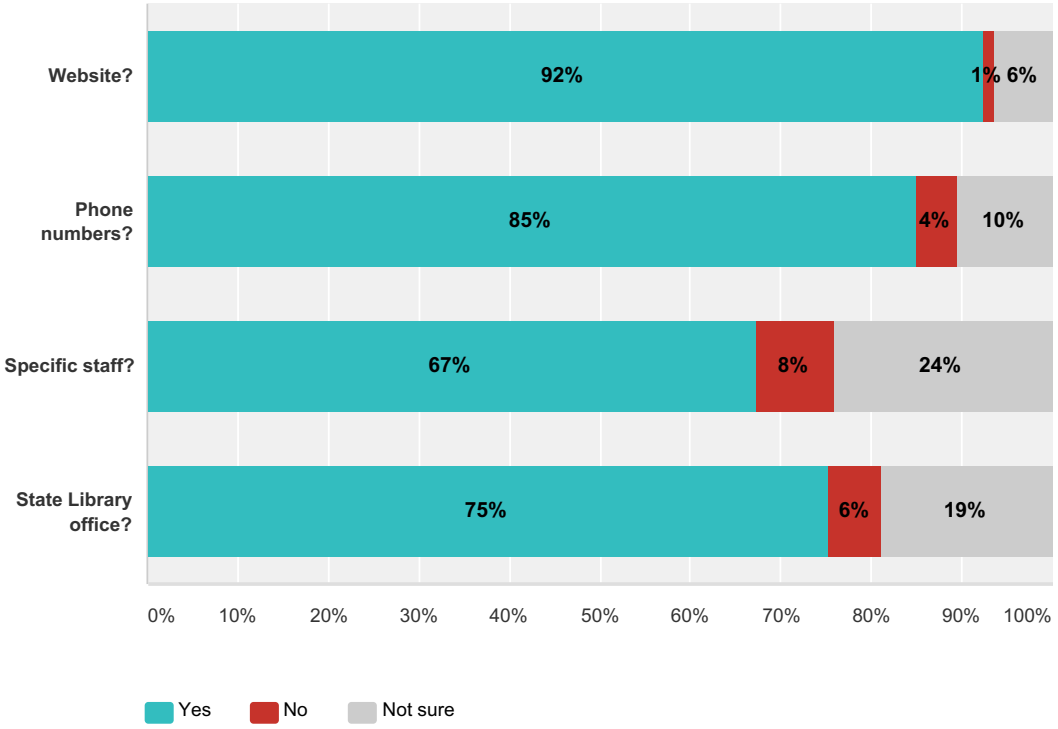
Answered: 448 Skipped: 0



Answer Choices	Responses	
More visits needed	18%	82
Adequate visits	57%	255
Fewer visits	3%	14
Don't know	22%	97
Total		**448**

Q6 Do you or your library staff know how to contact the State Library?

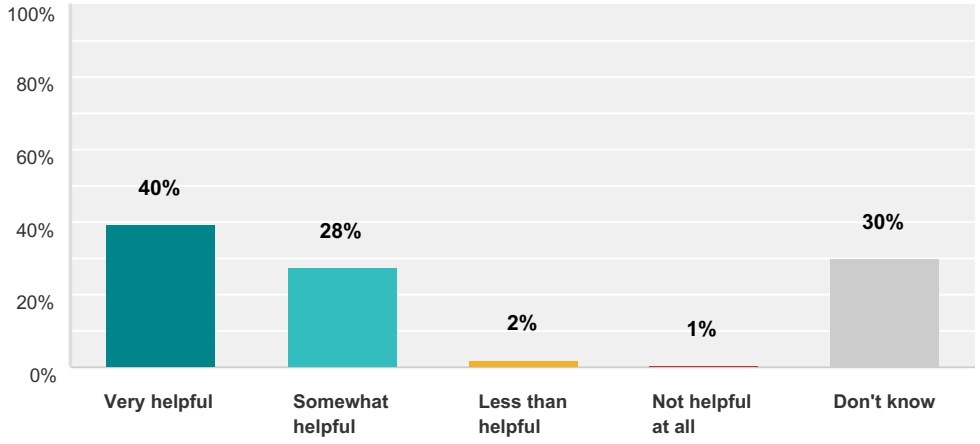
Answered: 448 Skipped: 0



	Yes	No	Not sure	Total
Website?	**92%** 414	**1%** 5	**6%** 29	448
Phone numbers?	**85%** 381	**4%** 20	**10%** 47	448
Specific staff?	**67%** 302	**8%** 38	**24%** 108	448
State Library office?	**75%** 338	**6%** 26	**19%** 84	448

Q7 Have you and your librarian found previous SDSL visits to your library:

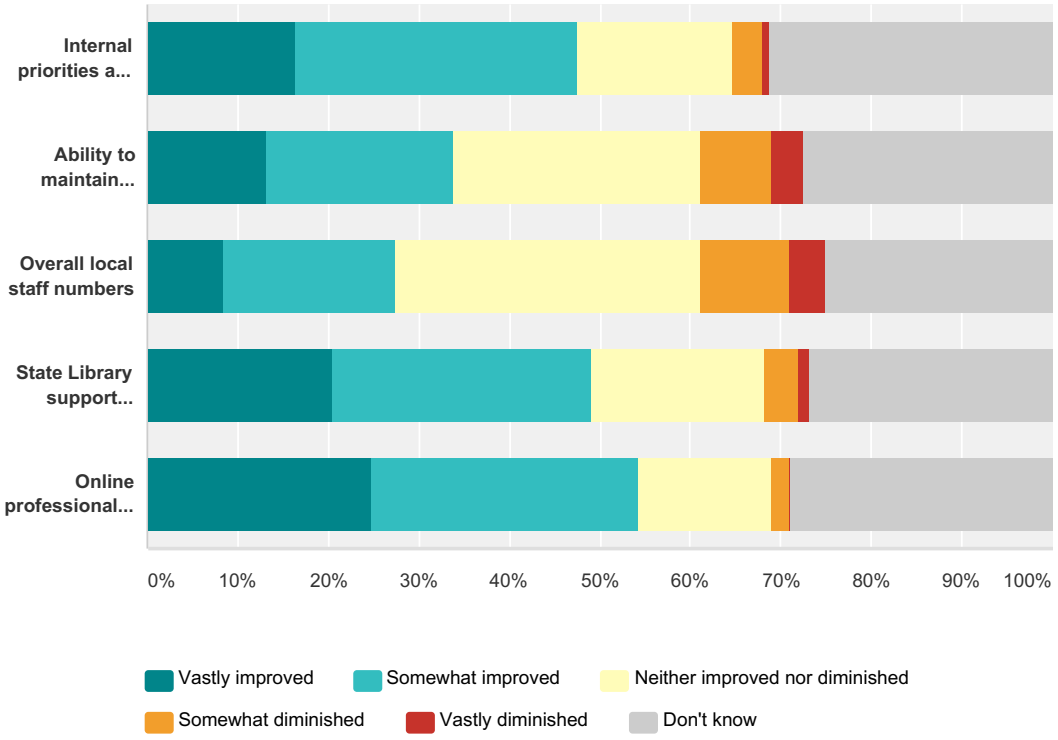
Answered: 448 Skipped: 0



Answer Choices	Responses	
Very helpful	**40%**	177
Somewhat helpful	**28%**	124
Less than helpful	**2%**	10
Not helpful at all	**1%**	3
Don't know	**30%**	134
Total		**448**

Q8 Over the past decade (2005-2015) to what degree do you attribute changes in the quality of library services provided to your community (school) in the following areas:

Answered: 448 Skipped: 0



	Vastly improved	Somewhat improved	Neither improved nor diminished	Somewhat diminished	Vastly diminished	Don't know	Total
Internal priorities and focus	**16.52%** 74	**31.03%** 139	**17.19%** 77	**3.13%** 14	**0.89%** 4	**31.25%** 140	448
Ability to maintain certified library staff	**13.17%** 59	**20.76%** 93	**27.23%** 122	**7.81%** 35	**3.57%** 16	**27.46%** 123	448
Overall local staff numbers	**8.48%** 38	**18.97%** 85	**33.71%** 151	**9.82%** 44	**4.02%** 18	**25.00%** 112	448
State Library support (trainings, information, and resources)	**20.54%** 92	**28.57%** 128	**18.97%** 85	**3.79%** 17	**1.34%** 6	**26.79%** 120	448
Online professional development opportunities for library staff and teachers	**24.78%** 111	**29.46%** 132	**14.73%** 66	**2.01%** 9	**0.22%** 1	**28.79%** 129	448

#	Please explain any other conditions that affected the quality of library services.	Date
1	South Dakota has a changing demographic. I do not believe that all library services are available to all citizens. Immigrants and refugees who might need library services the most are not receiving access. Perhaps a committee could be formed to do research into exactly who is using library resources and who is being excluded.	10/12/2015 9:53 AM
2	Communication of how to get books, when due and how to return. Make website more user friendly, don't assume that the person surfing the site knows anything about the library. Maybe a section for kids, a section for young adults, college kids, parents, teachers etc	10/7/2015 10:14 AM
3	As I have 3 years experience I don't feel qualified to judge a decade.	10/7/2015 10:01 AM

4	Adequate staffing. There is no substitute for sufficient, well trained, engaged staff.	10/7/2015 9:58 AM
5	I have only been in the state for 2 years so my perception may not be complete. I ALWAYS appreciate the services that help the local schools. It is sad to me that many schools do not appreciate the importance of a strong library media program.	10/6/2015 8:30 PM
6	not really sure I am providing accurate information since I have only been in the library for 2 years	10/1/2015 1:15 PM
7	Not aware of any visits	9/24/2015 8:54 AM
8	I think the State Library has always put a high standard of services out to keep all libraries current and providing trending information and resources for the patrons of South Dakota.	9/16/2015 1:47 PM
9	Due to budget cuts in our school we have cut two library positions. I am currently the only librarian in charge of two separate libraries.	9/10/2015 10:35 AM
10	Number of hours the library is open. Professionalism of the staff	9/9/2015 3:41 PM
11	My school does not have a "real" library or a paid librarian. It is run by a teacher who has a School Library Masters and volunteers. Plus we lack space.	9/9/2015 11:24 AM
12	Presently we do not have a high school library as our old one burned down. The new one will hopefully be built by the next school year.	9/9/2015 11:13 AM
13	NA	9/8/2015 7:53 PM
14	I don't know. This is my first year in the library.	9/8/2015 5:05 PM
15	There used to be a courier system and ILL method that was easier to use and the State Library had more materials to lend directly from their collection. Maybe that was before 2005...time does fly! I wish we had a courier system to move materials between libraries.	9/8/2015 4:11 PM
16	Funding to local school to maintain certified library staff	9/8/2015 4:05 PM
17	Change of administration, especially if not avid readers. Shortage of teachers - if can't find staff outside the school, they start looking at who (librarian) could also teach what! This is going to be a huge problem!	9/8/2015 2:13 PM
18	Increased budgetary support	9/8/2015 1:18 PM
19	Haven't been here long enough to know the answers to these questions.	9/8/2015 1:16 PM
20	I would like to see more youtube or online videos to use with students and staff pertaining to the databases.	9/8/2015 12:37 PM
21	I don't know if I fully understand what is being asked here - if it's from the State Library's perspective, local library's situation, etc. The School Board and the administration are the people who affect the library's staffing situations.	9/8/2015 12:32 PM
22	Space usage and service utilization has been effected by ongoing space maintenance	9/3/2015 1:10 AM
23	I feel very strongly that the State Library gets in our way rather than supports or helps us. Most of the time, anyway. We are jumping through hoops that are unnecessary and hinder our growth. We are also treated, many times, the same as the larger more well funded libraries. And similar small libraries in our area are not governed or managed by the same standards. "Because they are run by different people at the State level." WHAT????	9/2/2015 2:18 PM
24	See #2 comments. We are working to be certified. How does the state help	9/2/2015 2:16 PM
25	The question needs a "not applicable"; these changes have not necessarily had anything to do with SDSL	9/2/2015 2:16 PM
26	We have had issues with the county and budget so we are looking for alternative ways to fund the library for the community.	9/2/2015 11:40 AM
27	The community in which I serve provides a uniquely challenging situation. My predecessor left a “neglected” library—(“It is more difficult to recover a neglected library than to start a new one!”) Change is difficult for this rural West River area, but progress is rewarding.	9/1/2015 8:44 PM
28	Telephoning the State Library is often very frustrating with the punch 1, 2, 3, etc.	9/1/2015 3:11 PM
29	I answered 'don't know' to all of the above questions as this is my first year as a teacher librarian.	9/1/2015 1:56 PM
30	I did not know the conditions previous to this year, so I don't feel qualified to answer this line of questions.	9/1/2015 11:59 AM
31	We would love to continue to provide more programs but we are maxed out with staff and can not add more to our schedule but we do provide a wide variety of programs for a town our size.	9/1/2015 11:57 AM
32	I used to borrow many books through the state library. I simply called them and the books came in a matter of days. I find that it's much more difficult to get books via the local libraries. I miss that service greatly. Often times local librarians do not have time to help with research questions. The State Library was always so helpful in that regard.	9/1/2015 11:28 AM

33	Being that I just moved to SD a couple years ago I don't feel I can give an adequate answer of the growth.	9/1/2015 9:58 AM
34	This question is not very clear. It seems to be asking about both the local library and the SDSL.	9/1/2015 9:55 AM
35	In my over 10 yrs of being here - I know that my board members and library patrons have received more internet access, quality resources and many other opportunities that help with our limited budget that we would not be able to provide w/o the State Library.	9/1/2015 9:08 AM
36	Funding to make the public librarian job full time as our library is a combined school and public facility. The Santee Sioux Tribe has been generous too.	8/31/2015 10:18 PM
37	FUNDING! Whether it be a school or city, the funding isn't there and libraries are not seen as a priority. Which is a huge shame since libraries are needed on all levels! I will never understand how so many people can't see what a library can do for all ages of people in a community and school.	8/26/2015 11:30 PM
38	I have not been here for a decade. However, in the past 4 years - the library has been remodeled and updated which is an improvement.	8/26/2015 5:32 PM
39	The change of the librian, Robin Scott has vastly improved libray usage and interest. She has worked so hard for these changes and has done an excellent job.	8/25/2015 7:12 PM
40	None available.	8/25/2015 4:11 PM
41	I cannot reflect on a decade as I have only been here a year. But I have been impressed with the items I listed as improved.	8/25/2015 4:08 PM
42	I have been here a little over one year.So not sure about some questions.	8/25/2015 2:11 PM
43	Have not been in the state more than 4 years.	8/24/2015 1:48 PM
44	Cannot comment on this time period. New to the state.	8/24/2015 10:01 AM
45	The public's personal use of nooks and kindles have reduced traffic.	8/24/2015 8:42 AM
46	State budget cuts and the views of superintendents on the value of library services keep us from being seen by all the staff as a valuable resource on par with the IT department.	8/21/2015 12:08 PM
47	It's hard to improve on an already extremely helpful staff, they always were to us.	8/21/2015 9:22 AM
48	Not being able to borrow books from other libraries I think is going to be an issue for our library.	8/20/2015 11:09 PM
49	I have only been involved with the city library for the past few months, so my answers above may not be accurate.	8/20/2015 5:09 PM
50	I have found that the guidance and professionalism of the State Library staff have brought renewed life to our small rural library. Their standards and expectations, as well as their sharing of new ideas and changes in the library world, have helped to bring our library into the 21st Century. They have also helped this librarian to grow and become more confident in bringing the library into our community along with the community into the library. The partnerships that we have created with different organizations and groups within our community stemmed from the wonderful teaching from the State Library level. They have created a positive environment for library growth throughout the state and I, for one, am very grateful for their support EVERY DAY!	8/20/2015 5:07 PM
51	I have not been involved with libraries in South Dakota for most of the decade, so I feel unqualified to answer this question.	8/20/2015 3:42 PM
52	I've only been at the library two years so can't really make a conclusion on services.	8/20/2015 3:40 PM
53	I think mainly just the cut in staff has hurt us, also would like to see a certified librarian at our elementary. I do not always feel support from administration or I really have to push my program so that they are aware of our programs. I have offered many times to have the State come in and conduct database training but they feel there isn't time for that.	8/20/2015 3:33 PM
54	Things have always been good during my years as librarian.	8/20/2015 2:58 PM
55	I have only two years of experience, so it is difficult for me to comment on the improvements made over the last decade. I am very happy with the level of service and training provided by the SDSL staff.	8/20/2015 2:39 PM
56	Since I have arrived, my patrons have shared that we provide more online services and are able to assist in reference questions thanks to the state library who provides these services and technical assistance at no cost to help me help others and be better at more profession.	8/20/2015 2:26 PM

57	The State Library has worked hard to respond to the criticisms of the SDSL in the Dr. Bushing 2006 report. Leadership on library issues is much more apparent than was the situation 8 or so years ago. Since that time the State Library has been adequately staffed with quality, hardworking people. This has made a huge difference in their ability to reach out, provide mentoring, training, leadership, update standards and implement "best practices." Their critical role outside of training has been facilitation of networking among and between various librarians. We are not such a splintered state--school librarians are coming back to SDLA; academic and public librarians sharing and working with school librarians is a very healthy thing for the future of libraries and librarians' professional development in South Dakota.	8/19/2015 5:00 PM
58	n/a	8/19/2015 4:52 PM

Q9 (Optional) What didn't we ask that you would like to tell us?

Answered: 59 Skipped: 389

#	Responses	Date
1	Braille and talking book library is very important to me. I use them. I'd like to see the state fund them.	10/26/2015 12:34 PM
2	The talking book program is essential to independent living for blind & visually impaired people.	10/26/2015 12:31 PM
3	not enough selection of books -- doesn't like "download only" uses Victor Reader	10/26/2015 12:28 PM
4	Keep the patron as the focus Reader's Advisors need to be well read Asult summer reading program	10/26/2015 12:26 PM
5	I would like to see the State Libraries webpage updated and perhaps more user friendly. I often have to link dive to find what I am looking for. Things are not always in the obvious place. I think a good evaluation of the website would increase use.	10/12/2015 9:53 AM
6	We miss being able to check out books directly from the State Library as we are a rural school 55 miles from a town and have no local library.	10/8/2015 10:26 AM
7	Availabilty of resources on childrens audiobooks	10/7/2015 10:14 AM
8	The dedicated SD State Library staff have done an outstanding job of offering training, information & resources to our school library. They also provide invaluable networking connections to other libraries. I personally and professionally use some part of the SD State Library services almost daily. Any reduction in staff or services would no doubt have a negative impact on the assistance I can offer my patrons.	10/7/2015 9:58 AM
9	I feel very sad that we are losing a consultant. We need support at the state level that many local districts don't provide.	10/6/2015 8:30 PM
10	We need at LEAST two school library coordinators to do an adequate job of helping us with our job. Four would be even better.	10/6/2015 7:06 PM
11	If Boot Camp is free, why is there a charge to attend?	10/6/2015 5:43 PM
12	I am unaware of anyone from the State Library ever visiting our library.	9/24/2015 9:11 AM
13	I would like to be notified via email when there are changes to the SDSL online resources so I can adapt my library skills lesson plans ahead of time rather than when the students log in to the site and are unable to access certain resources.	9/10/2015 10:35 AM
14	Libraries are the life and center of the community. Businesses looking to re-locate recognize the value of a well run library. Libraries touch everyone in a community from the youngest child to the elder citizen receiving home bound services of books in large print or braille or talking books. A friendly smile accompanied perhaps by a hug. The State Library supports us and gives guidance.	9/9/2015 3:41 PM
15	Just a note: I think that we filled this out already, but I don't keep a record of which surveys I've filled out and several of them come from more than one source!	9/9/2015 3:32 PM
16	na	9/9/2015 10:25 AM
17	NA	9/8/2015 7:53 PM
18	Jane Healy came to our library to do some training on the databases last year-she did a wonderful job and it was helpful for the staff to know more about the resources being offered.	9/8/2015 6:45 PM
19	Just having the school-State Library liaison really helps if there are questions, need training, etc. I imagine even more valuable for those just starting their careers.	9/8/2015 2:13 PM
20	The SDSL provides a very important service for the libraries of SD. It also provides a critical service to our rural libraries by providing resources and support; directly benefiting the students and librarians of our state.	9/8/2015 1:25 PM
21	Support & services offered by the state library staff have been outstanding! Each training has been valuable.	9/8/2015 12:39 PM
22	N.A.	9/8/2015 12:37 PM
23	I love SDSL!	9/8/2015 12:32 PM

24	As part of the profession I hear about the state library, but outside of the profession I don't really hear anything. Possible ways to toot your horn in the mainstream information sources. (News paper, radio, etc)?	9/8/2015 11:11 AM
25	What opportunities, if any, exist to support new librarians' work in organizational leadership areas, such as budgeting, personnel management, grantsmanship, facilities maintenance and management, board member development and training?	9/3/2015 1:10 AM
26	You could do a better job of informing the public of your work with libraries. Maybe create some media releases about visits and improvements to the Rapid City Public Library by the State Library Support office.	9/2/2015 4:47 PM
27	Think I have said it all in the above question. I think there are sooo many improvements that could be made. This is not just my opinion, I am joined by librarians and former librarians in this thought.	9/2/2015 2:18 PM
28	As a board member and avid reader I am concerned about small town library survival. I have lived in Minnesota where resources are shared. I also remember liking Iowa's statewide system. Are there ideas we (South Dakota) can adapt from tbese states??	9/2/2015 2:16 PM
29	It is getting to costly for small towns to continue the use of your services.	9/1/2015 9:06 PM
30	I find the State Library visits to our library, more of an opportunity to connect with associates than to gain helpful advice, (mostly because of the amount/variety of "library" experience & education in my background). Referencing State Library personnel as a resource, (each having individual skills proficiency) and asking them for specific help, is more beneficial for me than an on-site visit... I get more "general" advice from SDLA conference sessions, workshops, classes, visiting associates, etc.	9/1/2015 8:44 PM
31	I have received information on the changed interlibrary loan system but I do not understand. An informational meeting dealing with this topic would be helpful.	9/1/2015 3:11 PM
32	I would like to say that since the library has moved under the umbrella of the department of education that I believe there is a decrease in support for public libraries and services.	9/1/2015 11:57 AM
33	Our library director is well qualified and does a wonderful job with our library, but the County Commissioners have cut her hours and reduced funding. It has been difficult for her to maintain the quality of library service that she would like. There is no additional staff and she finds she cannot get anything done in the few hours for which she is paid. I realize the State Library can do nothing about this situation, but I fear library service throughout the state suffers in other communities, too. As I stated earlier, I feel that the State Library has put too much emphasis on the local libraries to provide all the service.	9/1/2015 11:28 AM
34	The knowledgeable, helpful, friendly, and rock solid staff members at the South Dakota State Library are instrumental in keeping some of our small town South Dakota libraries open and running smoothly . Without their resources, expertise, assistance, trainings, and day to day advice and reassurance, many of these essential anchor institutions would cease to exist.	9/1/2015 10:43 AM
35	State Library- is very important!!!!	9/1/2015 9:08 AM
36	Issues that arise due to the combined public and school arrangement.	8/31/2015 10:18 PM
37	It bothers me that I "don't know" about the State Library and the services it can offer our library of which I am on the board. I am concerned about the on-going budgetary concerns/cuts to keeping open the small town libraries across the State.	8/29/2015 5:07 PM
38	In a state like South Dakota, with many small town and rural libraries, the services of the State Library is an absolute necessity in helping to assure that all citizens have access to decent library services is an absolute necessity. In decent services, I include access to print materials as well as online resources, and the availability of knowledgeable library staff to act as guides to information resources and recreational reading. Although I did not include training in the top five valued services above, because there are so many sources for free online training, like WebJunction, the role of the State Library in keeping local librarians informed and up to date is also very much needed.	8/27/2015 4:45 PM
39	The State Library staff is very knowledgeable, and I always appreciate their assistance when I have a question, especially when those questions come from a board member or city official and I don't know where else to look for the answer.	8/26/2015 11:10 AM
40	Our position in Keystone involves our community center management. For doing both Robin has excelled in all areas. The level of respect between children and adults has vastly improved.	8/25/2015 7:12 PM
41	Great communication from SDSL.	8/25/2015 4:08 PM
42	I don't know what else you would have asked. I am the finance officer for City of St Lawrence and live in Miller which is right next to us. I use the Hand County library there in Miller. I am sure if I needed anything for my city job they would help me to the best of their abilities. I have lived in the area over 30 years and have always felt the area is so lucky to have the wonderful library we do. I know they depend on the state library as I have looked for books and they borrowed them thru the state library. thank you for allowing me to take this survey,	8/24/2015 10:07 AM

43	With the demise of SDLN it is imperative that the State Library provide the leadership so that SD libraries can continue sharing resources. The courier is vital.	8/24/2015 8:52 AM
44	Because we are so small and limited in resources, we feel the state library no longer considers us a library---except to gather annual data.	8/24/2015 8:42 AM
45	The required certification training for Library Trustees is a waste of time, and hinders recruitment of qualified trustee board members.	8/24/2015 8:41 AM
46	about e-book services	8/21/2015 4:09 PM
47	The collapse of the SDLN is a major blow to the state and the ability of libraries to share resources and therefore serve their patrons. The separation of library types into different camps and the hostility and bad feelings between certain groups is having a detrimental effect on library services. The citizens of South Dakota are going to suffer as a result of the inability of SD government agencies and administration to communicate and work together, and find sufficient funds to support the services they need to offer.	8/21/2015 1:06 PM
48	I like knowing that if I have a question, someone at the State library usually can help me figure out an answer. I wish the ILL system was the way it was before with the State library being more of a facilitator for that purpose. I miss the SF School District being on the courier. Is there a courier any more. I really don't know much about the ILL system any more in general...	8/21/2015 10:51 AM
49	Would like to see more person to person workshops. I'm more of a hands on person.	8/21/2015 9:57 AM
50	Why did Mike Rounds take over the state library building in Pierre with very little public input?	8/20/2015 8:31 PM
51	We have only had one library visit from a staff member and when we asked for one were ignored. We figured it was because of our unique status as a non profit and because we are located on a reservation and the State fails to recognize the unique political issues we have to face.	8/20/2015 4:04 PM
52	I love the online training that is offered and the opportunities for staff to grow their knowledge of library practices and procedures. I do think however that some additional "in-person" meetings might be beneficial as sometimes the best learning experiences are through face-to-face networking with others in the profession.	8/20/2015 3:51 PM
53	I feel a lot of support from the State Library--it's great to have those people there for help! I was not able to attend boot camp this year, but I would like to perhaps see some workshops or online support on Makerspaces and Stem Education.	8/20/2015 3:33 PM
54	I don't believe the focus of the State Library is particularly valuable to our library.	8/20/2015 3:02 PM
55	Are there any extreme changes at the State Library that we need to be aware of? Does taking this survey mean that the State Library is changing? To better meet our needs?	8/20/2015 2:26 PM
56	The annual visit from the State Library was helpful in seeing our library through new eyes and then receiving their input. Making every other might work. Every 3 years is too far in between.	8/20/2015 2:26 PM
57	Nope	8/20/2015 1:18 PM
58	Professional advice and guidance is priceless, timely, and always available.	8/19/2015 5:02 PM
59	not a thing.	8/19/2015 4:52 PM

Q10 (Optional) Person/town filling out the survey:

Answered: 139 Skipped: 309

#	Responses	Date
1	Huron	10/28/2015 1:55 PM
2	Doug Puetz	10/26/2015 12:34 PM
3	Aberdeen	10/26/2015 12:31 PM
4	Amy Chapelle, Pierre, amybeth.chappelle@gmail.com	10/26/2015 12:28 PM
5	Virginia Miller, Dell Rapids, ginnyandterry@siouxvalley.net	10/26/2015 12:26 PM
6	St.Co teacher	10/7/2015 10:14 AM
7	Dayna Winter, Huron SD	10/7/2015 9:58 AM
8	Cathy Smith/Faith	10/7/2015 9:16 AM
9	Edmunds Central	10/7/2015 7:56 AM
10	Jeanne Janson, Wakpala Public School	10/7/2015 7:37 AM
11	Harrisburg Schools 41-2 Cindy DeWandel	10/6/2015 8:30 PM
12	Marilyn Mendenhall The answer below is yes, but my school would never allow me to go.	10/6/2015 7:06 PM
13	Ihanktonwan Community College - Bill Roller, Marty SD	10/6/2015 11:06 AM
14	Deborah VerSteeg	10/6/2015 11:04 AM
15	Sandy LaCroix, Lower BRule Comm College Librarian	10/6/2015 11:00 AM
16	Britton	9/24/2015 3:59 PM
17	Lake Andes	9/24/2015 9:11 AM
18	Lake Andes, SD	9/24/2015 9:00 AM
19	Lake Andes	9/24/2015 8:58 AM
20	Lake Andes	9/24/2015 8:54 AM
21	Michelle May, OLC Library Director	9/21/2015 8:54 AM
22	Library board director Parker public library	9/17/2015 10:34 PM
23	Jayne Nieland, Sisseton Memorial Library	9/16/2015 1:47 PM
24	Dave Wright / Huron	9/11/2015 10:50 AM
25	Annette Boehnke / Clark School District	9/10/2015 10:35 AM
26	Watertown Regional Library	9/10/2015 9:47 AM
27	Judy Trzynka Watertown, SD 57201	9/9/2015 3:41 PM
28	Gregory Public Library	9/9/2015 3:32 PM
29	Jean Kirschenman	9/9/2015 11:22 AM
30	Dori Lunders, Hoven Elementary Secretary/Librarian, Hoven SD 57450	9/9/2015 11:13 AM
31	Mitchell Public Library Staff Member	9/9/2015 11:02 AM
32	Steph Lorenz, Huron Public Library	9/9/2015 9:02 AM
33	Clark	9/9/2015 8:27 AM
34	Dale Fiedler - Redfield, SD	9/9/2015 7:38 AM

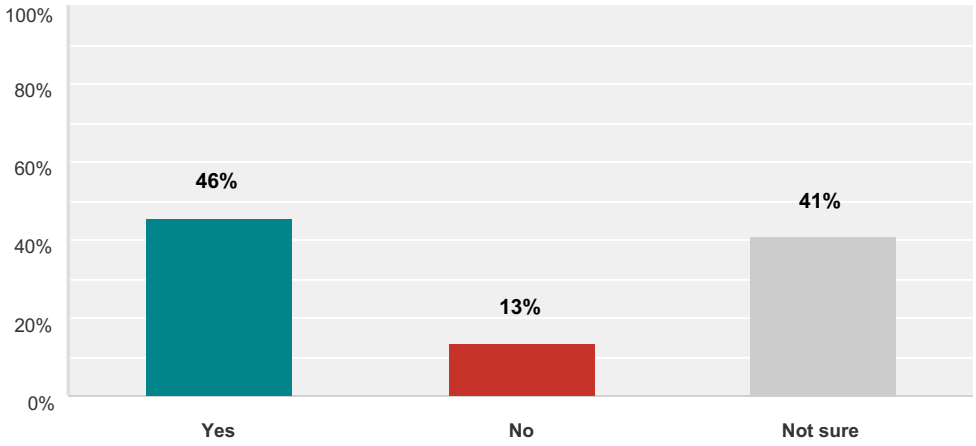
35	Erica Rorvik - Moody County Resource Center (Flandreau)	9/8/2015 7:53 PM
36	Yankton Community Library	9/8/2015 6:45 PM
37	Kelly Kraft, Redfield Public School	9/8/2015 5:05 PM
38	Watertown Regional Library	9/8/2015 2:43 PM
39	Gay Mraz, Dupree	9/8/2015 2:13 PM
40	Kerri Smith - Sioux Falls	9/8/2015 1:47 PM
41	Sioux Falls	9/8/2015 1:25 PM
42	Jane Abernathy, Piedmont	9/8/2015 1:18 PM
43	Darice Running Horse, CrazyHorse Resource Center(K-6 Library) St. Francis SD	9/8/2015 1:18 PM
44	Barb Vander Vorst/ Potter County	9/8/2015 1:16 PM
45	Haley Zacharias, Colman-Egan District Librarian (1st year)	9/8/2015 1:13 PM
46	N.A.	9/8/2015 12:37 PM
47	Robert Behlke Huron	9/8/2015 11:11 AM
48	Miller SD	9/8/2015 10:10 AM
49	Jodi Wooldridge Hill City Schools librarian	9/8/2015 9:41 AM
50	Pierre SD	9/6/2015 4:24 PM
51	Janice Ver Mulm	9/6/2015 10:26 AM
52	Lead Phoebe Hearst Library	9/5/2015 1:56 PM
53	Melody Swearingen, Langford	9/3/2015 4:08 PM
54	Dee Cole Alcester public and School	9/3/2015 2:47 PM
55	Lead	9/3/2015 9:25 AM
56	Sioux Falls	9/3/2015 9:22 AM
57	Dawn Johnson	9/2/2015 6:31 PM
58	Leola city	9/2/2015 5:35 PM
59	Linda Dodds	9/2/2015 5:15 PM
60	Rapid City SD	9/2/2015 4:47 PM
61	Wall Community Library Board President	9/2/2015 2:18 PM
62	Carol Olson, Clear Lake	9/2/2015 2:16 PM
63	Jackson County	9/2/2015 11:40 AM
64	Debra Moor MLIS/Jackson County Library @ Kadoka, SD	9/1/2015 8:44 PM
65	Adele Enright Chairman of Library Board	9/1/2015 4:53 PM
66	Alcester, SD	9/1/2015 4:53 PM
67	Adele Enright Chairman of Library Board	9/1/2015 4:51 PM
68	Kim Taylor	9/1/2015 4:35 PM
69	LaVerne Olson, Presho	9/1/2015 3:11 PM
70	Brandi Swalve/Aberdeen SD/Holgate MS	9/1/2015 1:56 PM
71	Mary Purintun, De Smet	9/1/2015 12:45 PM
72	Haakon County Public Library	9/1/2015 11:59 AM
73	Beresford Public/Jane Norling	9/1/2015 11:57 AM
74	Jan Cerney Board Member/former High School Librarian Jackson County Library	9/1/2015 11:28 AM
75	Jed J Huisman from Brandon, SD	9/1/2015 11:11 AM

76	Mike Mullin/Watertown	9/1/2015 9:55 AM
77	Angela Ostrander, Faith	9/1/2015 9:08 AM
78	Valerie North Sioux City	9/1/2015 4:40 AM
79	Beth Morey, Belle Fourche Public Library Board of Directors	8/31/2015 10:21 PM
80	Gwenda Gullickson Flandreau, SD	8/31/2015 10:18 PM
81	Thomas Earley,Dell Rapids	8/31/2015 4:57 PM
82	Wall SD	8/29/2015 5:07 PM
83	Wall SD	8/29/2015 5:04 PM
84	Monna Van Lint, Finance Officer, City of Philip	8/28/2015 12:02 PM
85	Nikki Ball, Keystone Board of Trustees	8/27/2015 12:38 PM
86	Ginny Sannes - Pierre, SD -	8/26/2015 11:30 PM
87	Cathy Madison, Town of Keystone	8/26/2015 9:16 PM
88	JoAnn Gemar, Library, Scotland, SD	8/26/2015 6:25 PM
89	Mary Jo Parker, Lake Andes Carnegie Public Library	8/26/2015 3:36 PM
90	Bowdle	8/26/2015 2:21 PM
91	Amy Fuqua, Spearfish	8/26/2015 11:21 AM
92	Amber Wilde / Spearfish	8/26/2015 11:10 AM
93	Sandra McLain	8/25/2015 7:12 PM
94	Lemmon Public Library	8/25/2015 6:35 PM
95	Redfield	8/25/2015 4:11 PM
96	Sandy Simonds/ White River Middle School	8/25/2015 4:08 PM
97	Susan Kudera SD Human Services Center Medical and In - house patient librarian	8/25/2015 10:42 AM
98	On Hand Economic Development, Interim Executive	8/25/2015 9:32 AM
99	Clark	8/25/2015 7:43 AM
100	Kim Taylor/Clark	8/24/2015 4:17 PM
101	Mary Purintun/De Smet, SD	8/24/2015 1:17 PM
102	Lillie Bucholz/ Doland	8/24/2015 11:34 AM
103	Nanette Christiansen City of St Lawrence	8/24/2015 10:07 AM
104	As a city council memeber of a town with a Sioux Land Libraries branch I don't have much information on the day to day workings of the library. I just know it's an asset to our town.	8/24/2015 9:44 AM
105	Mitchell	8/24/2015 8:52 AM
106	Groton Finance Officer & Librarian	8/24/2015 8:42 AM
107	Clark	8/24/2015 8:21 AM
108	Harriet Svec, Brookings Library	8/23/2015 5:56 PM
109	Diane Leja/Vermillion	8/22/2015 5:36 PM
110	Brookings	8/21/2015 8:29 PM
111	Karen Cain/City of Edgemont Finance Officer	8/21/2015 4:52 PM
112	Sioux Falls	8/21/2015 10:51 AM
113	Vince Schaefer, Superintendent @ Madison Central	8/21/2015 9:59 AM
114	Bill Roller Ihanktonwan Community College Library, Marty SD	8/21/2015 9:22 AM
115	Vermillion, SD	8/21/2015 8:50 AM

116	Kyle Schaefer, Brookings SD	8/21/2015 7:56 AM
117	Timber Lake School Library	8/20/2015 11:09 PM
118	Gregory, SD	8/20/2015 5:13 PM
119	Cheryl Dewald - Bowdle City Library	8/20/2015 5:09 PM
120	Gregory, SD	8/20/2015 5:07 PM
121	Mary Quiett / Gettysburg	8/20/2015 5:06 PM
122	Elvita Landau/Brookings	8/20/2015 4:46 PM
123	Mitchell, SD	8/20/2015 4:43 PM
124	Linette Donnelly	8/20/2015 4:38 PM
125	Pierre	8/20/2015 4:16 PM
126	Pierre (S.D.)	8/20/2015 3:52 PM
127	Robin Schrupp, Rawlins Library - Pierre	8/20/2015 3:51 PM
128	Doris Ann Mertz/Custer County	8/20/2015 3:42 PM
129	Kelly Kraft, Redfield Elementary Media Center	8/20/2015 3:35 PM
130	Madison Central School District	8/20/2015 3:33 PM
131	Renae Lehman	8/20/2015 3:28 PM
132	Becky Tasa	8/20/2015 3:17 PM
133	Tracy Downs - Rapid City	8/20/2015 2:39 PM
134	Angela Ostrander, Faith Public/School Library (Supervisor)	8/20/2015 2:26 PM
135	Gayle Pearson/Sisseton	8/20/2015 2:15 PM
136	Jasmine Rockwell/Pierre	8/20/2015 1:18 PM
137	Marta Stirling	8/20/2015 9:01 AM
138	Marcia Kaup/SDB&TBL	8/19/2015 4:52 PM
139	State Library Staff	8/19/2015 4:51 PM

Q11 If offered in your area would you be willing to attend an in-person focus group meeting to share your thoughts on the future of the State Library and how we can best serve the citizens of the state toward building cost effective and efficient school and public library capacity within your community?

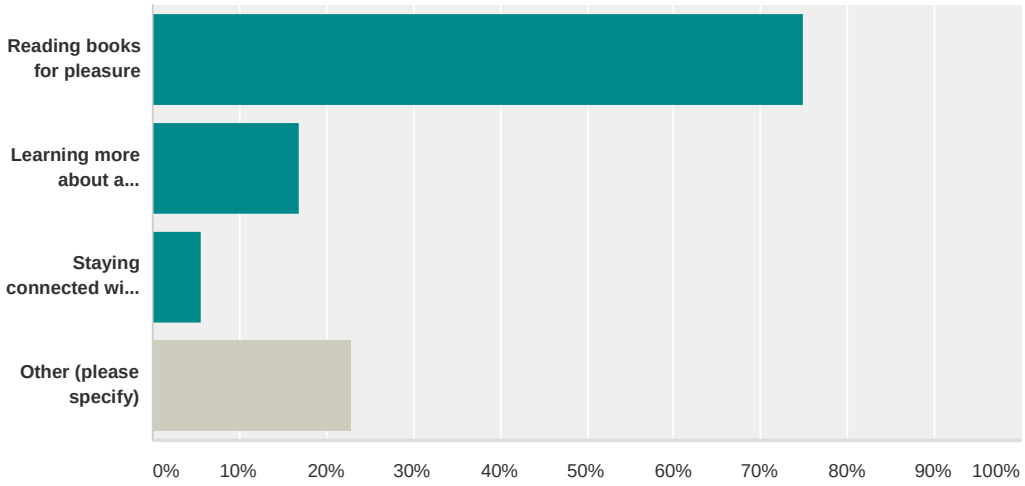
Answered: 448 Skipped: 0



Answer Choices	Responses	
Yes	46%	204
No	13%	60
Not sure	41%	184
Total		**448**

Q1 Why do you use the Braille and Talking Book Library?

Answered: 271 Skipped: 7



Answer Choices	Responses	
Reading books for pleasure	**74.91%**	203
Learning more about a personal interest	**16.97%**	46
Staying connected with my community	**5.54%**	15
Other (please specify)	**22.88%**	62
Total Respondents: 271		

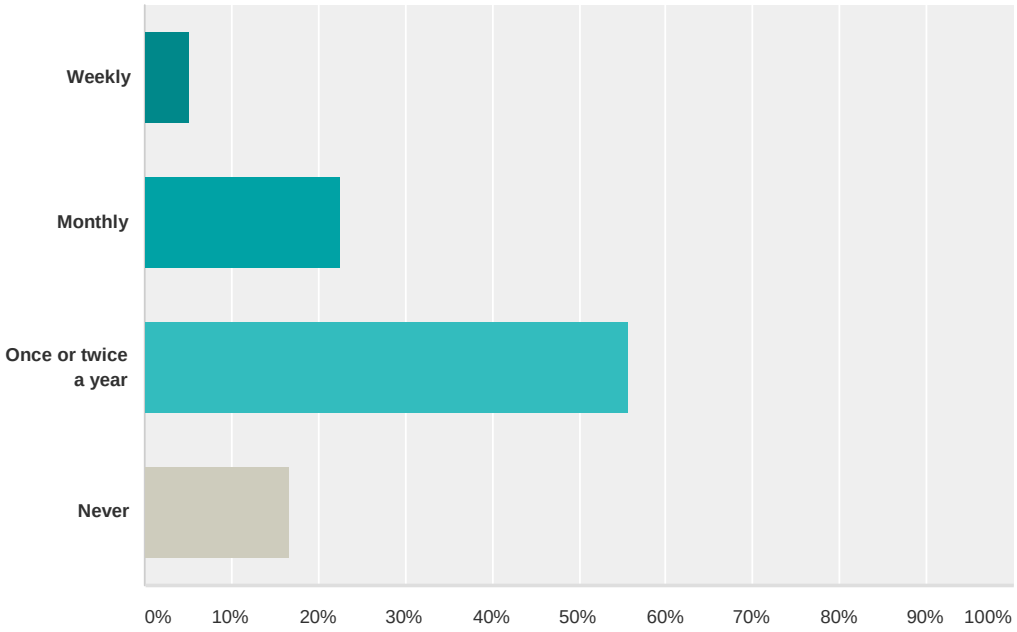
#	Other (please specify)	Date
1	Can't pass up a book until I've tried it!	3/29/2016 11:55 AM
2	Nearly blind so can't read. Really enjoy talking books because of my limited sight.	3/29/2016 11:33 AM
3	Blind and use for entertainment	3/29/2016 11:21 AM
4	Blind, helps pass the time	3/11/2016 8:34 AM
5	for my job	3/10/2016 2:46 PM
6	Can't see very good	3/9/2016 4:26 PM
7	Hard to see to read	3/9/2016 4:12 PM
8	Book Club	3/9/2016 3:39 PM
9	Because she can't see tv ; read on her own	3/9/2016 3:30 PM
10	Cannot read books like I'd like to	3/9/2016 3:24 PM
11	Resident / Tenant needs	3/9/2016 8:48 AM
12	I mainly check-out players & books to potential "new" B&TB patrons--inviting them to try the system at home, where they are comfortable. I also listen to talking books here @ the library for recommendations, etc.	3/8/2016 11:36 AM
13	We are a depository and use the braille and talking book library to provide a community service.	3/7/2016 12:29 PM
14	I'm a librarian.	3/7/2016 11:18 AM
15	help patrons in my community	3/7/2016 8:59 AM

16	We once in a while have a request from an older patron to order something for them through this program.	3/7/2016 8:51 AM
17	i have it available in my office for residents that may want to use it.	3/4/2016 3:37 PM
18	I request books for a patron.	3/4/2016 2:44 PM
19	We are a public library - we use it to promote and share information about the services available.	3/4/2016 12:51 PM
20	Library provides these for our Talking Book patrons so if they run out, they have back-ups to read for pleasure. They also help us promote the service.	3/4/2016 12:35 PM
21	Have a patron in town that is blind	3/4/2016 12:30 PM
22	I work in the library so I recomend to people that need this service.	3/4/2016 12:20 PM
23	for demonstration at our library	3/4/2016 12:20 PM
24	Library keeps equipment & books here to show patrons that are interested.	3/4/2016 12:17 PM
25	To support our patrons that use the service.	3/4/2016 10:43 AM
26	To assist patrons at my library.	3/4/2016 10:32 AM
27	getting them for my mother who loves to read	3/4/2016 10:18 AM
28	cataracts on eyes	3/4/2016 9:04 AM
29	Nursing home residents	3/4/2016 7:29 AM
30	For residents in long term care	3/3/2016 5:39 PM
31	Nursing home	3/3/2016 4:04 PM
32	Help those in need of the service	3/3/2016 4:00 PM
33	Nursing Home residents who have lost their vision	3/3/2016 3:43 PM
34	Residents at our facility enjoy listening for pleasure and to pass the time	3/3/2016 3:28 PM
35	Our residents in health care	3/3/2016 2:19 PM
36	I am the activity coordinator at a care center and help the residents with this.	3/3/2016 1:48 PM
37	I assist our residents with sight problems so they can enjoy reading again.	3/3/2016 1:23 PM
38	I assist residents to get materials and become users of the program	3/3/2016 1:12 PM
39	For my resident's at a Nursing Home	3/3/2016 12:33 PM
40	residents in our facility	3/3/2016 12:21 PM
41	residents enjoy them they need them	3/3/2016 12:20 PM
42	Our residents enjoy them	3/3/2016 12:17 PM
43	For residents living in a skilled nursing facility.	3/3/2016 11:55 AM
44	elderly patients	3/3/2016 11:47 AM
45	Help my residents enjoy books because they are visually impaired	3/3/2016 11:43 AM
46	Residents can't read d/t eyesight, gives them a chance to listen to the same books as everyone else.	3/3/2016 11:26 AM
47	nursing home employee	3/3/2016 11:21 AM
48	I give the books to a person supported that has a visual disability	3/3/2016 11:03 AM
49	I think is is a great service for our residets that can no longer see	3/3/2016 10:51 AM
50	Use for residents with low vision and or demenita	3/3/2016 10:29 AM
51	For our residents enjoyment	3/3/2016 10:05 AM
52	Provide Talking Books for hospice patients with vision difficulty and fatigue.	3/3/2016 9:54 AM
53	For resident in the facility unable to see regular books	3/3/2016 9:49 AM
54	As a resource for our patients here at the Human Services Center in Yankton	3/3/2016 9:28 AM
55	Expanding my shrunken world	3/3/2016 9:22 AM

56	She cannot read	3/2/2016 4:02 PM
57	I have macular degeneration	3/2/2016 3:40 PM
58	Macular can't see	3/2/2016 9:13 AM
59	I have macular degeneration in both eyes and find it difficult reading print	3/1/2016 10:42 AM
60	I like Historical Fiction	3/1/2016 8:36 AM
61	can't see	3/1/2016 7:43 AM
62	Being blind (!)	3/1/2016 7:40 AM

Q2 How often do you contact staff at the Braille & Talking Book program?

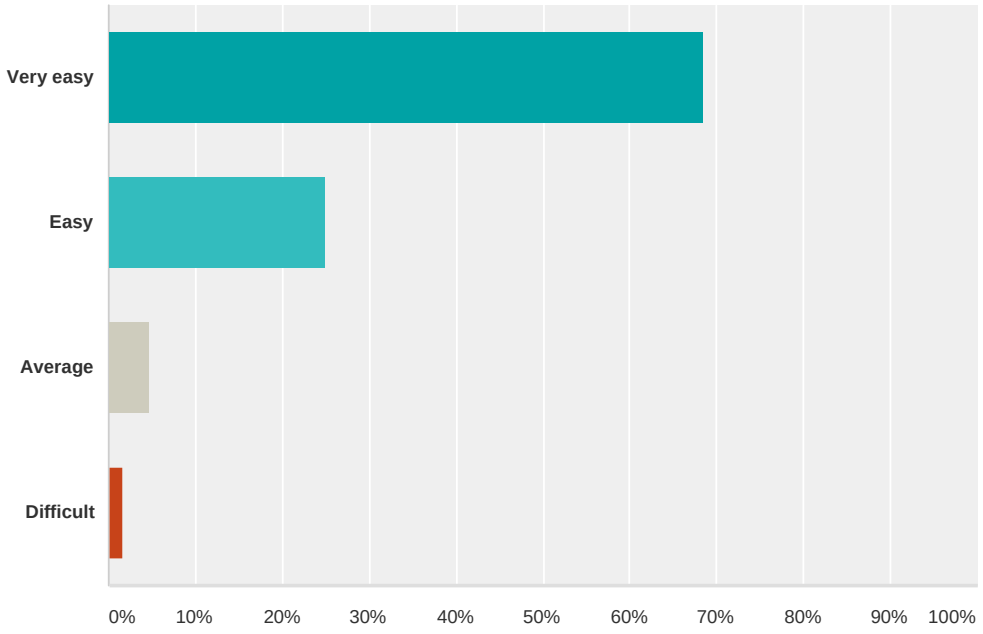
Answered: 271 Skipped: 7



Answer Choices	Responses	
Weekly	**5.17%**	14
Monthly	**22.51%**	61
Once or twice a year	**55.72%**	151
Never	**16.61%**	45
Total		**271**

Q3 Ease of contacting us:

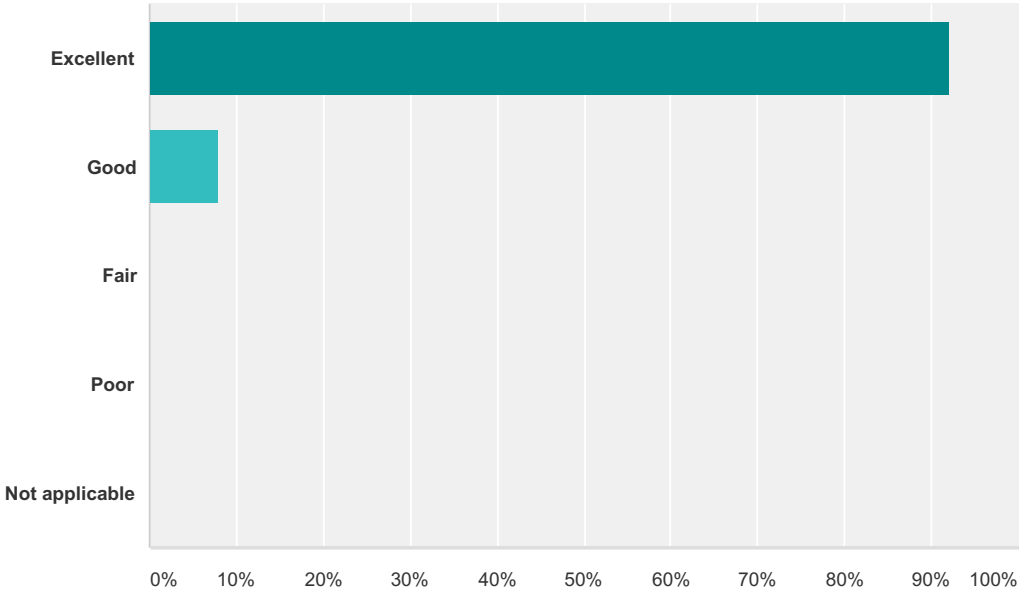
Answered: 228 Skipped: 50



Answer Choices	Responses	
Very easy	**68.42%**	156
Easy	**25.00%**	57
Average	**4.82%**	11
Difficult	**1.75%**	4
Total		**228**

Q4 Courtesy of the Braille and Talking Book staff:

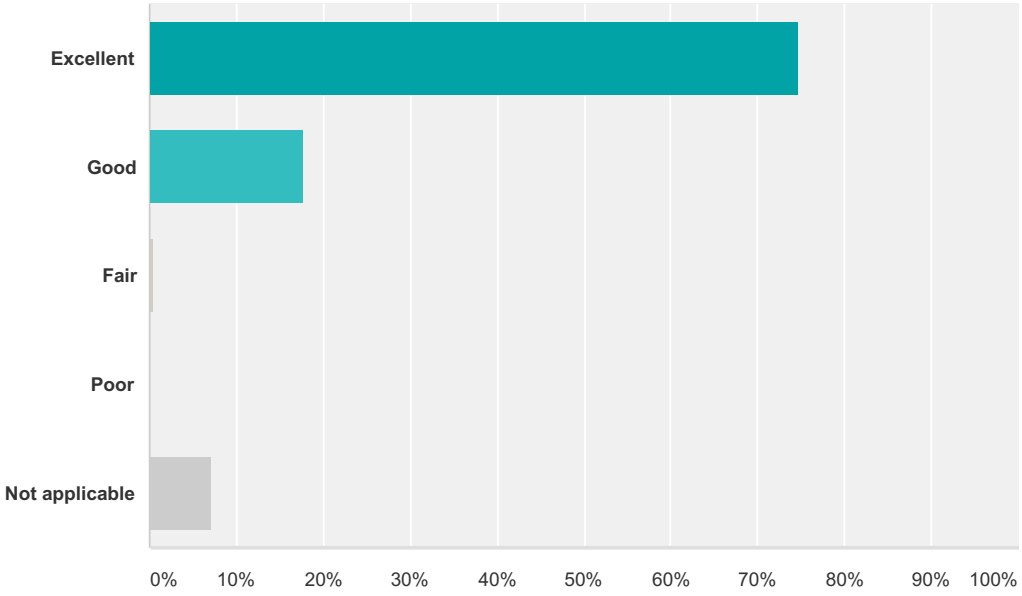
Answered: 227 Skipped: 51



Answer Choices	Responses	
Excellent	**92.07%**	209
Good	**7.93%**	18
Fair	**0.00%**	0
Poor	**0.00%**	0
Not applicable	**0.00%**	0
Total		**227**

Q5 Staff returns telephone messages and emails in a timely manner:

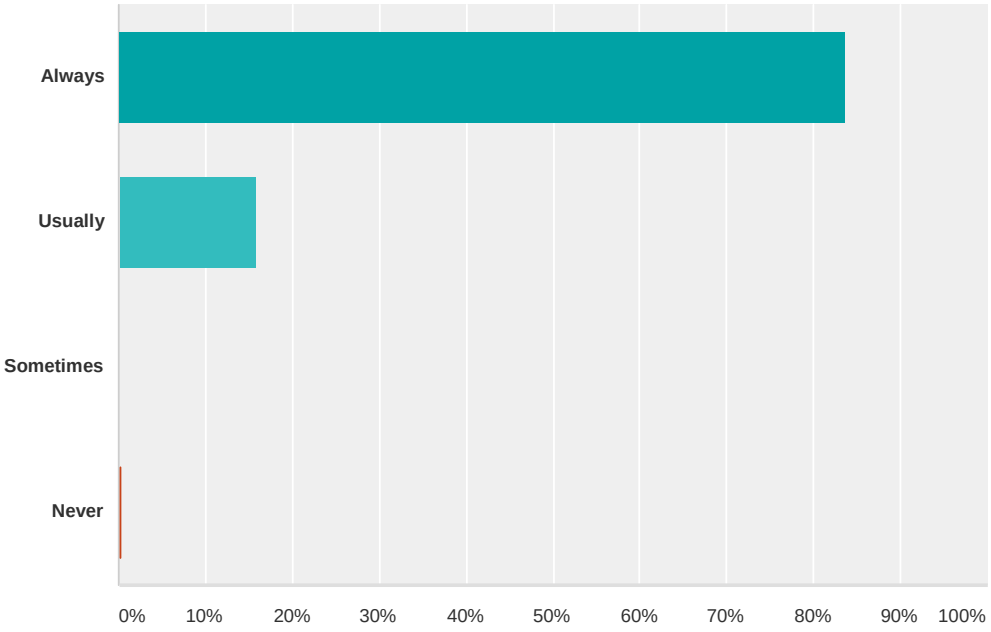
Answered: 225 Skipped: 53



Answer Choices	Responses	
Excellent	**74.67%**	168
Good	**17.78%**	40
Fair	**0.44%**	1
Poor	**0.00%**	0
Not applicable	**7.11%**	16
Total		**225**

Q6 When you contact the library, do you receive the assistance or material you requested?

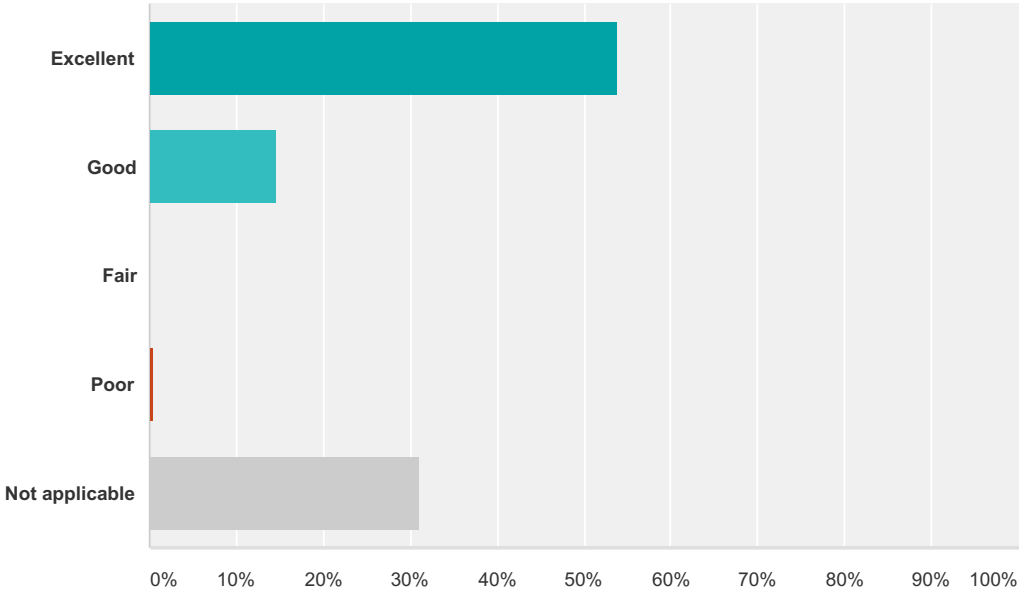
Answered: 226 Skipped: 52



Answer Choices	Responses	
Always	**83.63%**	189
Usually	**15.93%**	36
Sometimes	**0.00%**	0
Never	**0.44%**	1
Total		**226**

Q7 Quality of the service for problems with digital players:

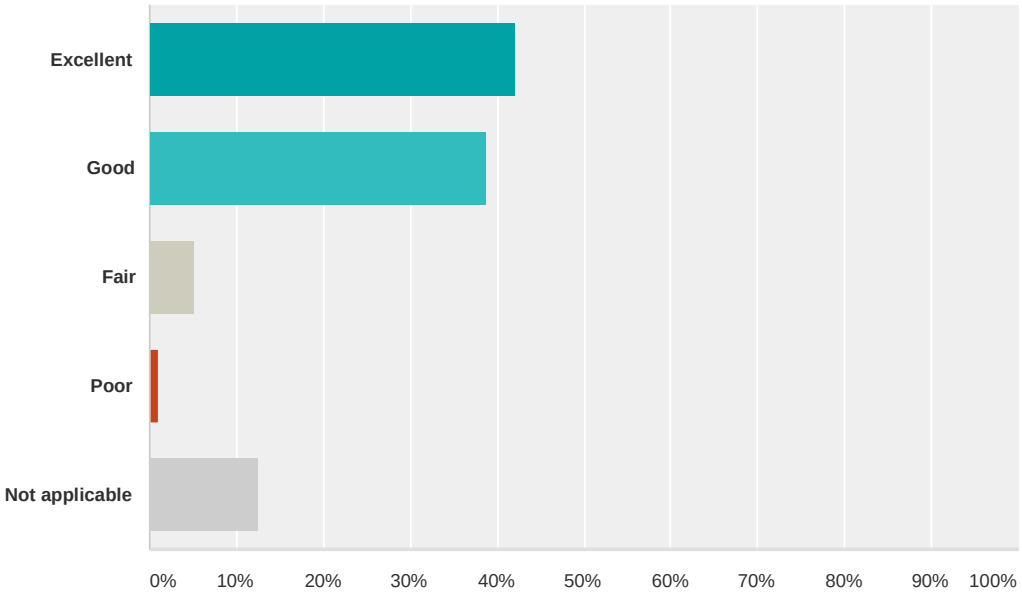
Answered: 267 Skipped: 11



Answer Choices	Responses	
Excellent	**53.93%**	144
Good	**14.61%**	39
Fair	**0.00%**	0
Poor	**0.37%**	1
Not applicable	**31.09%**	83
Total		**267**

Q8 Book titles we select for you:

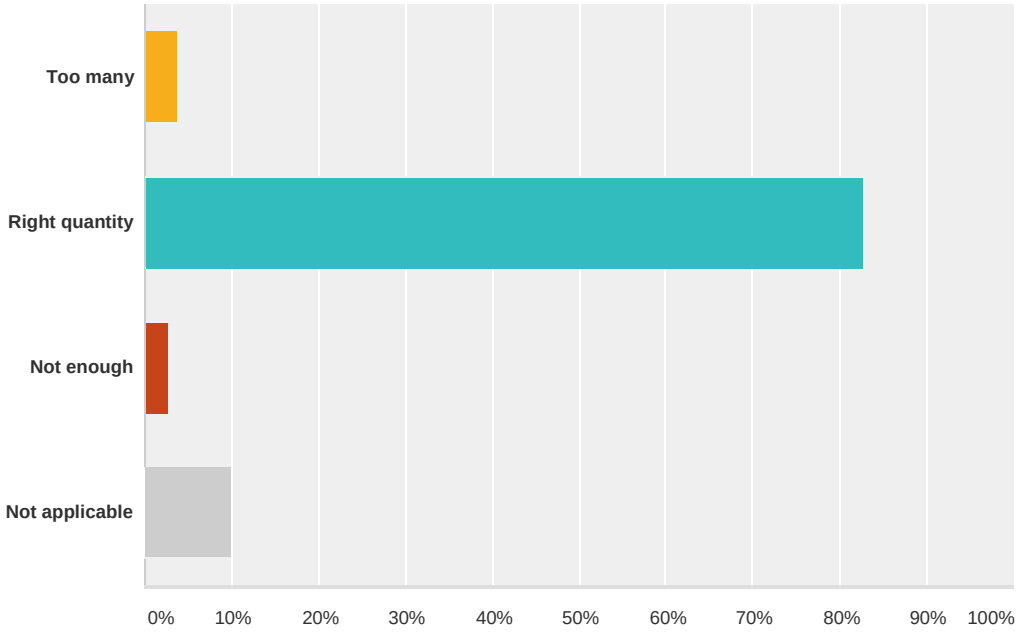
Answered: 270 Skipped: 8



Answer Choices	Responses	
Excellent	**42.22%**	114
Good	**38.89%**	105
Fair	**5.19%**	14
Poor	**1.11%**	3
Not applicable	**12.59%**	34
Total		**270**

Q9 Number of books we send you:

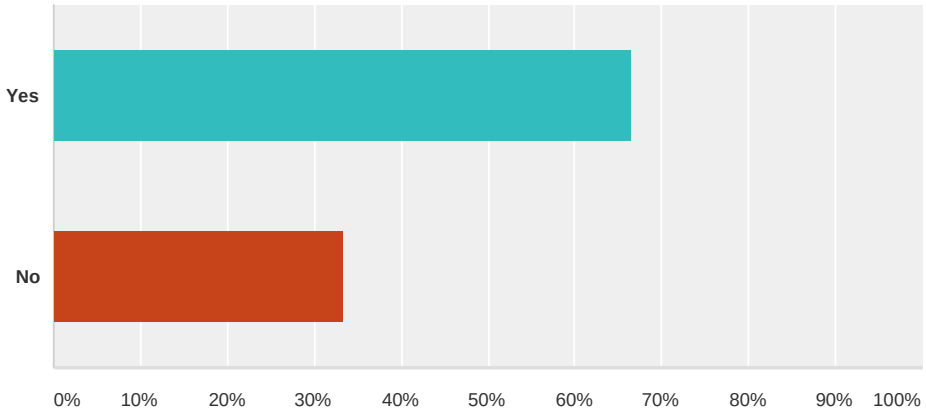
Answered: 267 Skipped: 11



Answer Choices	Responses	
Too many	**3.75%**	10
Right quantity	**82.77%**	221
Not enough	**2.62%**	7
Not applicable	**10.86%**	29
Total		**267**

Q10 Do you have access to a computer or other electronic device with internet access?

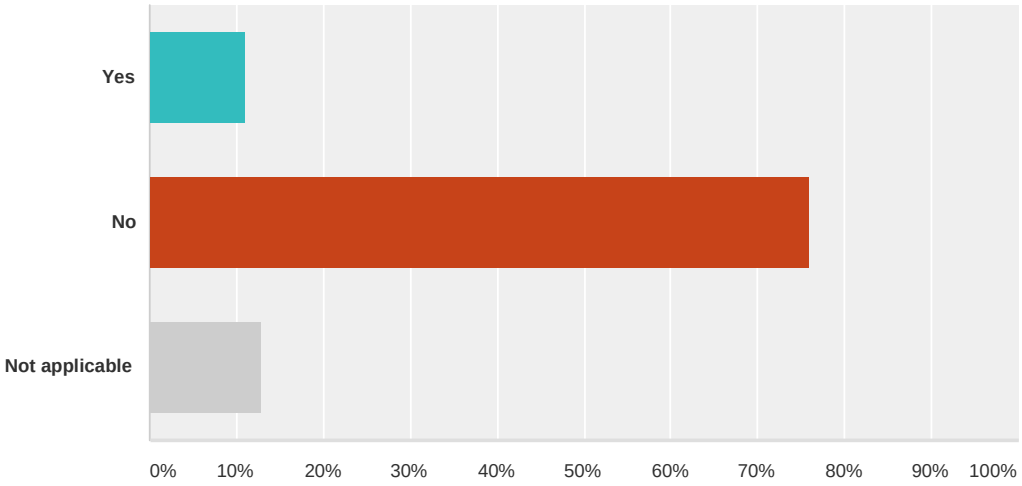
Answered: 269 Skipped: 9



Answer Choices	Responses	
Yes	**66.54%**	179
No	**33.46%**	90
Total		**269**

Q11 Do you order materials via the library's WebOPAC (online catalog)?

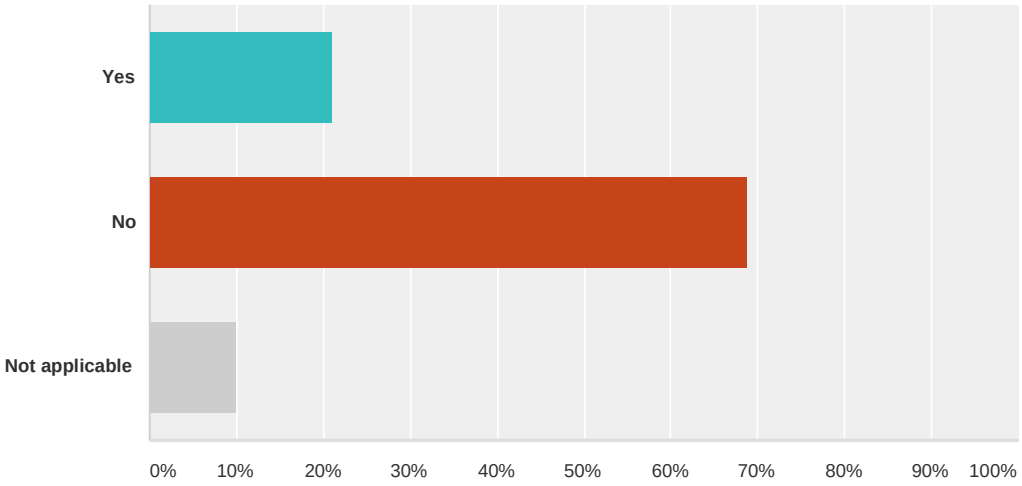
Answered: 271 Skipped: 7



Answer Choices	Responses	
Yes	**11.07%**	30
No	**76.01%**	206
Not applicable	**12.92%**	35
Total		**271**

Q12 Do you download books from BARD (Braille and Audio Reading Download)?

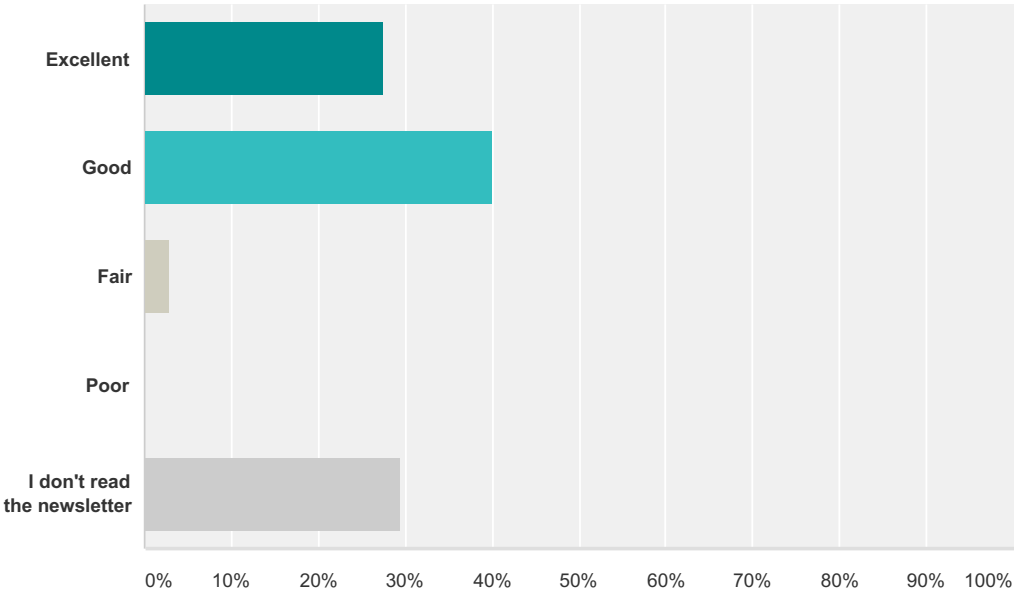
Answered: 270 Skipped: 8



Answer Choices	Responses	
Yes	**21.11%**	57
No	**68.89%**	186
Not applicable	**10.00%**	27
Total		**270**

Q13 The Prairie Trails Newsletter is our means of communication with all patrons of the Braille and Talking Book Library. How do you rate the content of the newsletter?

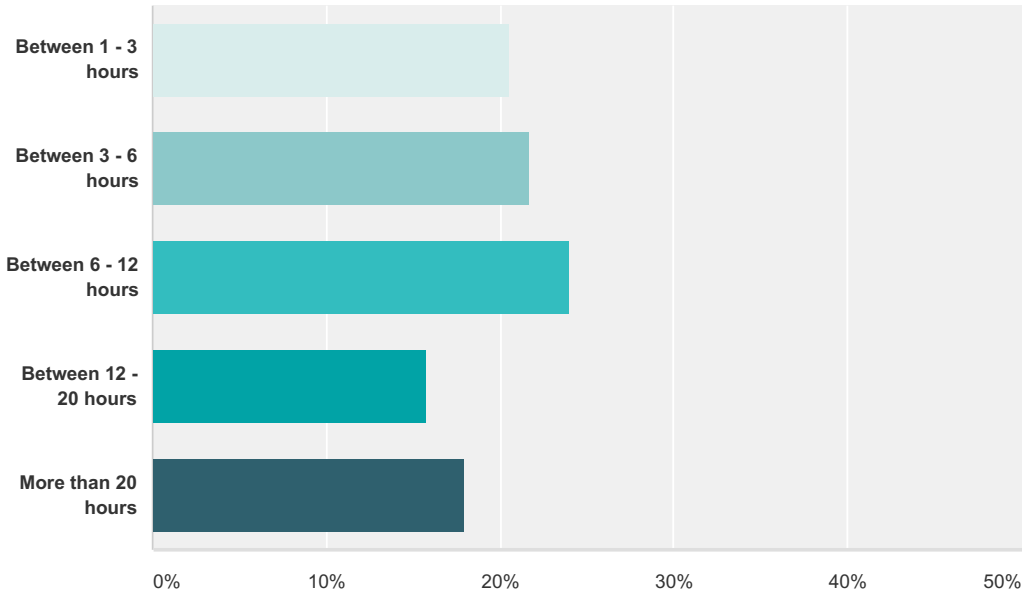
Answered: 265 Skipped: 13



Answer Choices	Responses	
Excellent	**27.55%**	73
Good	**40.00%**	106
Fair	**3.02%**	8
Poor	**0.00%**	0
I don't read the newsletter	**29.43%**	78
Total		**265**

Q14 On average, how much time do you spend reading on a WEEKLY basis?

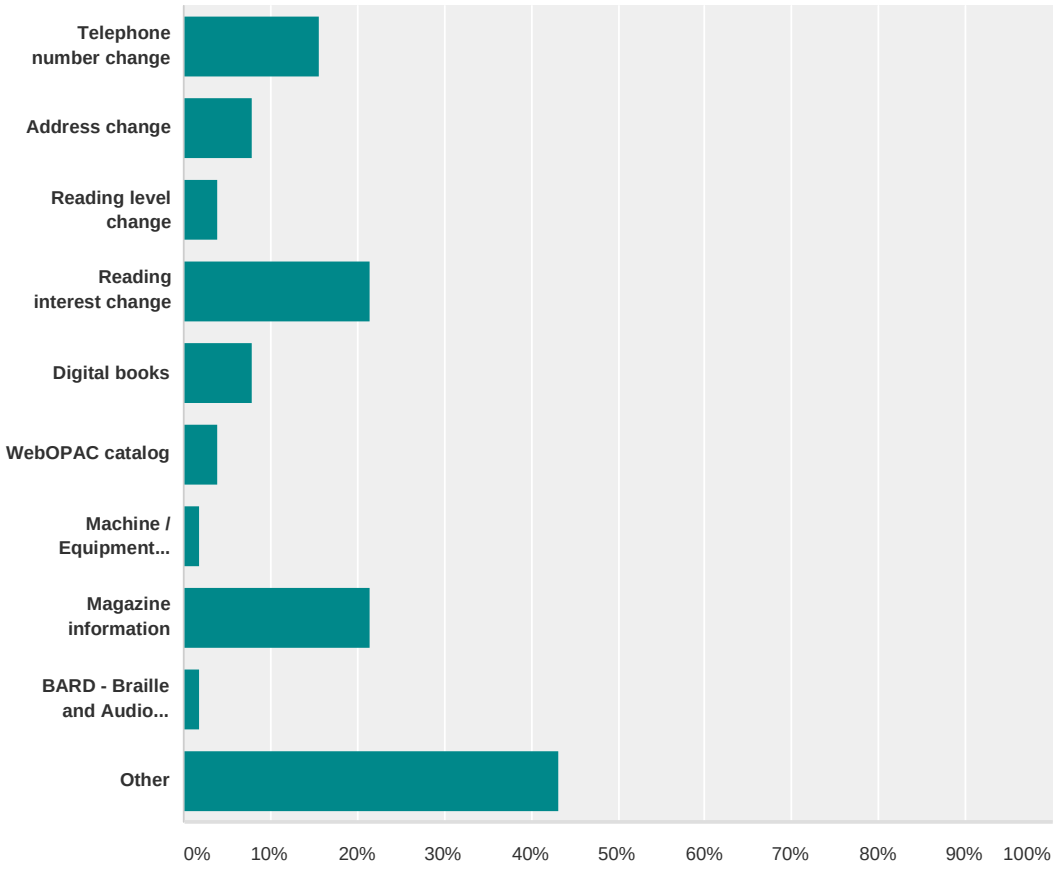
Answered: 267 Skipped: 11



Answer Choices	Responses	
Between 1 - 3 hours	**20.60%**	55
Between 3 - 6 hours	**21.72%**	58
Between 6 - 12 hours	**23.97%**	64
Between 12 - 20 hours	**15.73%**	42
More than 20 hours	**17.98%**	48
Total		**267**

Q15 Please check any topics listed below if you wish to be contacted by a staff member. (Provide contact information at the end of the survey.)

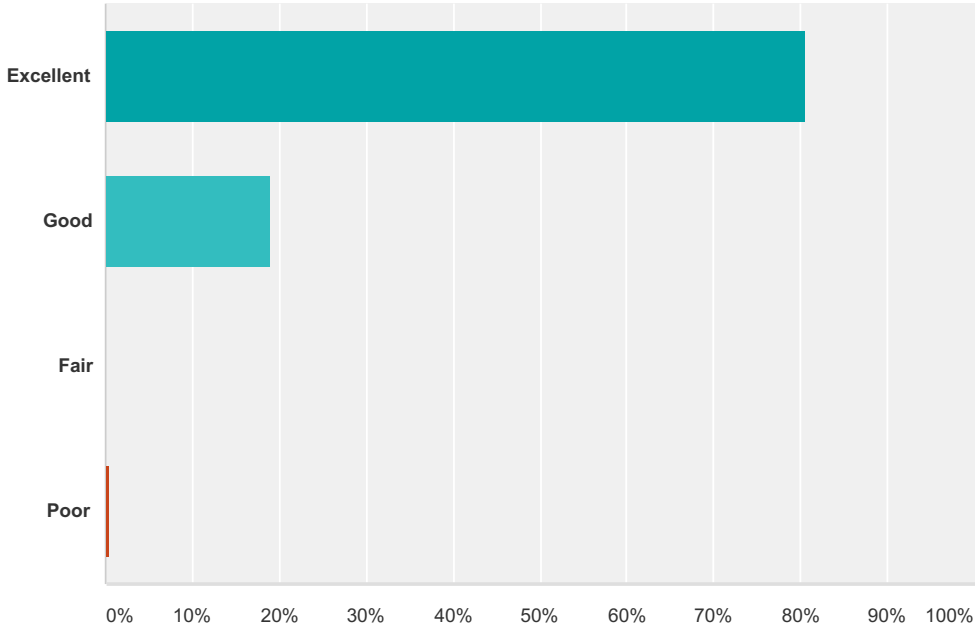
Answered: 51 Skipped: 227



Answer Choices	Responses	
Telephone number change	**15.69%**	8
Address change	**7.84%**	4
Reading level change	**3.92%**	2
Reading interest change	**21.57%**	11
Digital books	**7.84%**	4
WebOPAC catalog	**3.92%**	2
Machine / Equipment problem	**1.96%**	1
Magazine information	**21.57%**	11
BARD - Braille and Audio Reading Download	**1.96%**	1
Other	**43.14%**	22
Total Respondents: 51		

Q16 How do rate the overall quality of the Braille and Talking Book Library?

Answered: 268 Skipped: 10



Answer Choices	Responses	
Excellent	**80.60%**	216
Good	**19.03%**	51
Fair	**0.00%**	0
Poor	**0.37%**	1
Total		**268**

Q17 Additional Comments:If you answered "Fair" or "Poor" to any of the survey questions please explain here.Is there anything we didn't ask that you'd like to tell us?

Answered: 84 Skipped: 194

#	Responses	Date
1	I have only got newsletter once or twice.	3/31/2016 10:36 AM
2	Thank you for everything you do to help the visually impaired. Keep up the great work. God Bless You All.	3/31/2016 10:32 AM
3	The library does an excellent job with the funds and staff provided. I would like to see more funding provided to the library, either state or federal. If there would be anything I can do to help please contact me.	3/30/2016 10:30 AM
4	You are sending to many tapes that I have no interest in. I'm 88 year old. I am more interested in History, Preacher stories, Westerns, Amish.	3/29/2016 11:57 AM
5	Have not read the newsletter - not aware of it. I might like to try Stephen King. I have only had one book by Michner - Carribean - so would like to get more of them. Do you have anything by Dan O'Brian of Sturgis or Kent Meyers of Spearfish? Could you recommend some good authors like these (Patterson, Baldacci, Grishom)	3/29/2016 11:53 AM
6	I have moved to Heritage Village. they keep us so busy I haven't had time to listen to the talking book so I am thinking of having the talking book Inst. sent back to you.	3/29/2016 11:45 AM
7	Great service -- I love it!	3/29/2016 11:42 AM
8	Mary is absolutely wonderful.	3/29/2016 11:38 AM
9	Because of my sight, my daughter has to call for me.	3/29/2016 11:34 AM
10	I am so glad I signed up for this program!!!	3/15/2016 10:58 AM
11	I need to learn to choose books online. I am not familiar with my husbands desktop!	3/14/2016 9:41 PM
12	Have not used DVD very often. Would like to do more of that. Send Braille catalog/order blank/ registration from	3/14/2016 4:33 PM
13	Great program! I am privileged to be a part of it!!! Thank You!	3/12/2016 2:26 PM
14	You could use more BARD books in the sci-fi and fantasy categories.	3/11/2016 8:01 PM
15	We really appreciate this service for our customers in the Platte area !	3/11/2016 4:22 PM
16	keep up the good work this is a wonderful service to south Dakota residents	3/11/2016 4:12 PM
17	You are doing a great job. Just keep the books coming. If you can complete series that are not completed, that would be wonderful. Thanks so much for an excellent service.	3/11/2016 3:52 PM
18	Would like to have a hole punched by damaged AND replace damaged copy so a totally blind person can select "Damaged" or "Replace Damaged Copy" without having assistance.	3/11/2016 2:28 PM
19	Blind. Needs assistance to order talking books and to fill out this form	3/11/2016 8:36 AM
20	Daughter orders from WebOPAC for me Keep the books coming!	3/10/2016 8:39 AM
21	I really enjoy the books and really appreciate receiving them.	3/10/2016 8:37 AM
22	I would like to know if there are any pens you can get that write dark. I got 20-20 pens but they don't make them any more. Could you send me some. I'll pay you for them.	3/9/2016 4:35 PM
23	Do you keep track of books I order? I write down every book I get so I don't repeat. In the albums very seldom do I find the authors I like which is detective and western: Patterson, Perry Mason, E. Stanley Gardner, Agatha Christy.....	3/9/2016 4:31 PM
24	I have a Magnam Sight Explorer & spend many hours reading the local newspaper, business & personal mail	3/9/2016 4:25 PM
25	Do you have the "South Dakota" magazine. I enjoy the Daktoa Farmer you have been sending. Do you have the magazine Living Here in books.	3/9/2016 4:22 PM

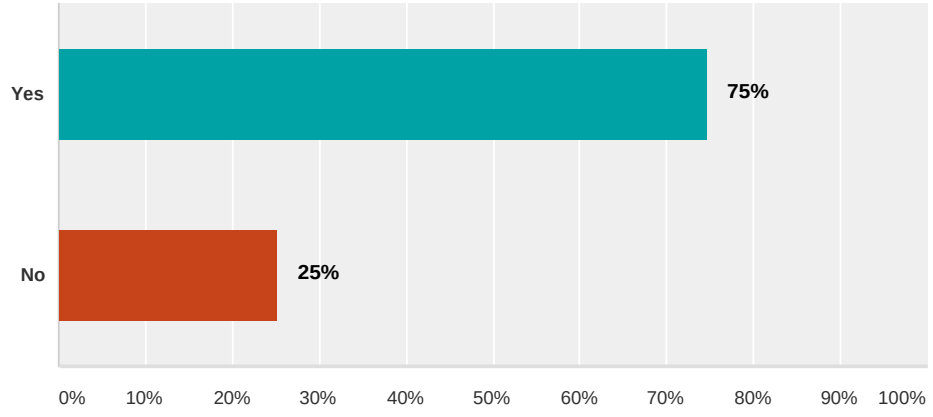
26	Loyd has been very pleased with most tapes, however having been admitted to the nursing home till he settled in, I have stopped the tapes. Will order again when he asks for them. Thank you.	3/9/2016 4:11 PM
27	Wish you had more titles on state or national history, also local history. I don't like long drawn out books. I don't listen all that much. 17 hour books just turn me off. I also love the Dakotah Magazine, not to long and very interesting articles. I also like railroad history and facts.	3/9/2016 3:57 PM
28	I call as needed. I cannot say enough about the excellent service provided. If could not be easier or better coordinated. Thank you.	3/9/2016 3:49 PM
29	I particularly like tapes with short stories. They fit my attention span better.	3/9/2016 3:44 PM
30	I do real like to read the story It is a very help me to understand the programs to my story. thank you for the very help with my help.	3/9/2016 3:38 PM
31	I have never taken the inniative to search out what is available and see if I would listen. I have some Christian cds which I use but after about 20 mins I fall asleep. I read my super giant print 3 vol Bible with glasses a few hours daily. I love to compare it to history. Everything predicted happened and is still happening. Do you have anything related to world history as predicted in the Bible? My television has a history channel which I enjoy much. It isn't all easy to see but the presenters do a good job of describing or presenting a visual mental picture. I use a lighted magnifying glass which leaves much to be desired. I'm sure there has to be something better available. Some days my eye sees better than other times. Very dark on white is best. I can't always read what I write but enjoy writing. I still live by my self, cook with care, my own meals. Thank you for caring about my vision and vision of all visionally impaired. May God continue to enlighten those who give help.	3/9/2016 3:23 PM
32	I enjoy the books I get, but sometimes they are to racy or are not of interest to me so I send them back.	3/9/2016 3:03 PM
33	This program is so wonderful - player is so easy to use, the books you've sent were great and I'm so happy about the catalogs where I can read the plot and because this has let read more interesting non fiction & fiction books (I used to go to library for my audio books but having the catalogue to choose from - a whole new convenient way to choose them -- love it!	3/9/2016 2:59 PM
34	For the Sighted -- the cover photo is nice -- may be large letter with size # -- Like eye chart -- for one to catch diff reaction when reading title -- one opinion	3/9/2016 12:14 PM
35	It's a great service - I really appreciate the service. Thank you!	3/9/2016 12:08 PM
36	Nothing Fair or Poor. I wanted to thank Marsha for all the help she has given me. Marsha, you are a very kind person and very enjoyable to talk to. Thank you.	3/9/2016 12:04 PM
37	I have never heard of the Prairie Trails newsletter	3/9/2016 12:01 PM
38	The talking book library has opened up the world to me. I don't know what I would do without it!	3/7/2016 10:19 AM
39	These questions have not really applied to me since I am not the person using the machine; I am the person who is providing the service to another person.	3/4/2016 3:17 PM
40	I use the library BARD so I can help others. I love it.	3/4/2016 12:24 PM
41	Great service. I really would miss it if not available.	3/4/2016 9:13 AM
42	Marcia Kaup is a great asset to your organization. She's awesome!	3/4/2016 9:11 AM
43	I read a lot during the night. I actually work varied hours and more since I retired.	3/4/2016 9:06 AM
44	very good service---very much needed for the people who need these services	3/3/2016 12:23 PM
45	n/a	3/3/2016 12:20 PM
46	Thank You!	3/3/2016 10:23 AM
47	General comment that "excellent" wasn't a high enough rating for the personalized service and accommodation I receive. I am truly thankful.	3/3/2016 10:14 AM
48	Good program and enjoy it.	3/3/2016 9:49 AM
49	Don't receive newsletter	3/3/2016 9:30 AM
50	I can't really answer this survey. I haven't been using talking books so I sent it back. My eyes still are good enough to watch TV and can read somewhat with a magnifying glass. As my eyes worsen I'm sure I will be using them (talking books). Than you so much for your continued help with my eye problem. I think the work that state is doing with the blind is great. Keep up the great work and I feel sure I'll be using all the help I can get.	3/3/2016 9:28 AM
51	I'm not interested in biographies now. I like the historical books about the Yankton area.	3/3/2016 9:23 AM

52	Thank You for this service & your hard work. I would be SO LOST without the audio books!! I deeply appreciate you & your service!!!	3/2/2016 3:56 PM
53	A Blessing! Mary always a joy to talk with and so very helpful and kind. The "other" Mary who visited Edgewood Vista in Spearfish was also very gracious, kind and helpful. Thanks!	3/2/2016 3:49 PM
54	Thank you so much for a wonderful service	3/2/2016 10:19 AM
55	So thankful for this program - enjoyment Things keep getting limited with sight or hearing limitations	3/2/2016 10:10 AM
56	Due to so many changes in my life I haven't had much time for the books. And my eyesight is fairly good. However I will order a book now and then to keep up your fine service. Thanks	3/2/2016 10:06 AM
57	New Address 1409 West Dow Rummel St #305 Sioux Falls, SD 57104	3/2/2016 9:15 AM
58	I have always been an avid reader. The Talking books have been a wonderful past time for me. It is wonderful what you do.	3/2/2016 9:05 AM
59	form was not accessible to complete on line himself.	3/1/2016 10:51 AM
60	KEEP UP THE GOOD WORK!	3/1/2016 10:47 AM
61	I have not been as active in past because of a health problem -- I will be back to normal -- I like the service glad to have it. Thank you.	3/1/2016 8:45 AM
62	I appreciate the use of the machine and receiving 2 books a month. I turn it on everynite when I lay in bed. Thank You very much for all you do for me. PS I especially like the timer on the machine.	3/1/2016 8:41 AM
63	Marcia make one feel like we're "Best Friends" and is always very helpful -- Thank you Marcia!	3/1/2016 8:38 AM
64	I cannot see TV good so books are my enjoyment	3/1/2016 8:36 AM
65	Would enjoy a bigger selection of books including recent best sellers and autobiographies, books about religions. Your staff do a wonderful job. Thank you	3/1/2016 7:34 AM
66	My hats off to you and this service that you provide for people who can no longer read, newspapers, books etc.. I have continually commented to mary, how much we appreciate this service. and again can not thank you, enough, for it!!	3/1/2016 7:29 AM
67	Enjoy the service very much. Thanks you!	3/1/2016 7:28 AM
68	I sure appreciate the service.	3/1/2016 7:18 AM
69	I enjoy the books very much Tnx	3/1/2016 7:17 AM
70	If we have a question we are always treated politely and appreciate the wonderful help.	3/1/2016 7:13 AM
71	Contact me about the magazine program either by email or give me a call	3/1/2016 7:10 AM
72	You all do a fantastic job!	3/1/2016 7:09 AM
73	A call would be good, just as a refresher to explain your services. I haven't used anything for some time.	3/1/2016 7:07 AM
74	I do not receive the news letter.	3/1/2016 7:07 AM
75	This is an excellent service, and my use of the service has increased exponentially since the BARD application came to the iphone. While I still use the digital player and definitely want to keep it, more and more of my reading is done on the iphone due to its great portability! Keep up the great work!	3/1/2016 7:05 AM
76	When we need books we call Mary. She is absolutely wonderful and helpful. We will ask her, on occasion, to recommend books and she has good ideas. We appreciate this great program. Listening to the books has helped my husband to "read." Due to his decreased vision he is limited in many areas. The talking books have helped him to be more independent! Linda Hoxie/Spearfish, S.D.	3/1/2016 7:04 AM
77	I am responding for my father who is nearly blind. Without this service, he would probably be in an assistant home right now as this is his only means of communication since he cannot see and cannot motivate with out help. One thousand thank yous!!!	2/29/2016 4:53 PM
78	I feel like the ladies I talk to -- Mary and Marcia are old friends!!	2/29/2016 4:34 PM
79	My memory is not good (I am 97) but I may have some things repeated. Janet Kruse	2/29/2016 4:33 PM
80	thank you---you do good work !!	2/29/2016 4:10 PM
81	Need to add more Sci-Fi and fantasy fiction. Robert Heinlien's "6th Column"	2/29/2016 4:06 PM

82	PLEASE less "Murder" books (they are overwhelming!) and more Historical Novels, interesting bios, new best sellers. I wish there were more good romances without Explicit Sex...some sex is fine...too many books with Explicit Sex. Thanks.	2/29/2016 4:04 PM
83	You did not ask who my reader adviser is. I just would like to say that Marcia Kaup Is very helpful and professional!	2/29/2016 4:02 PM
84	Prairie Trails Newsletter reader is annoying. Noises that the reader makes while reading.	2/29/2016 3:53 PM

Q1 Does your institution/library have any residents who are signed up as an individual that make use of the services provided by the SD Braille and Talking Book Library?

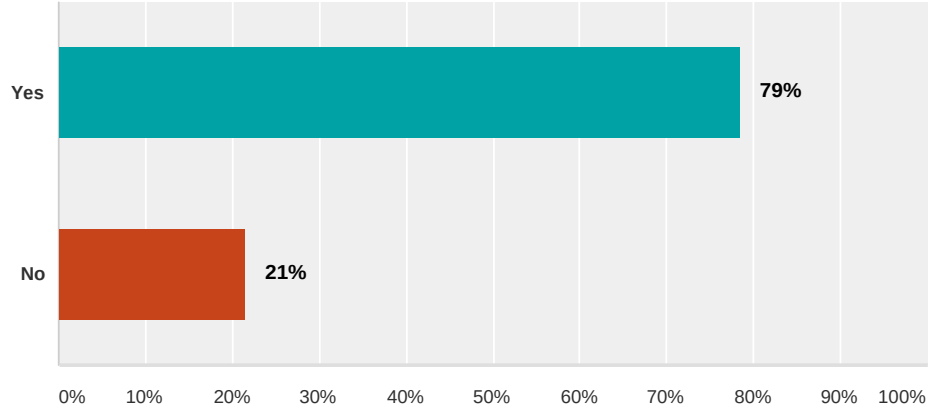
Answered: 135 Skipped: 0



Answer Choices	Responses	
Yes	75%	101
No	25%	34
Total		135

Q2 Does your facility/library have a rotating collection of audio books for the residents who are not signed up with the program to try the service?

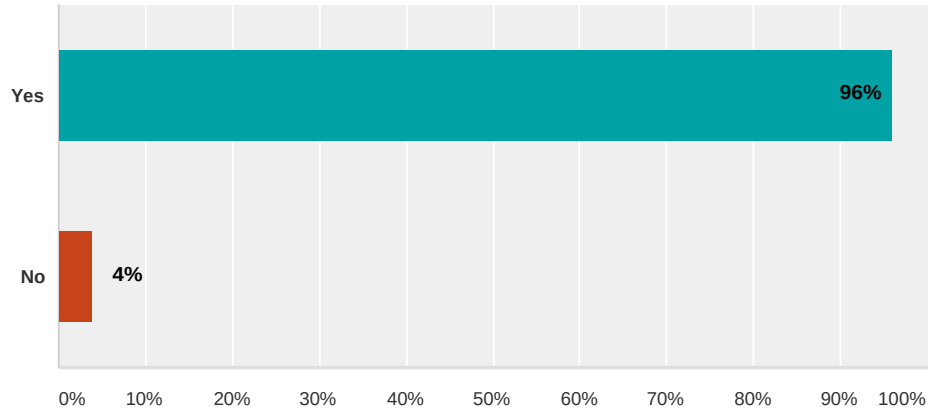
Answered: 135 Skipped: 0



Answer Choices	Responses	
Yes	**79%**	106
No	**21%**	29
Total		**135**

Q3 Is this rotating collection appropriate for the residents who may want to try listening to books?

Answered: 102 Skipped: 33

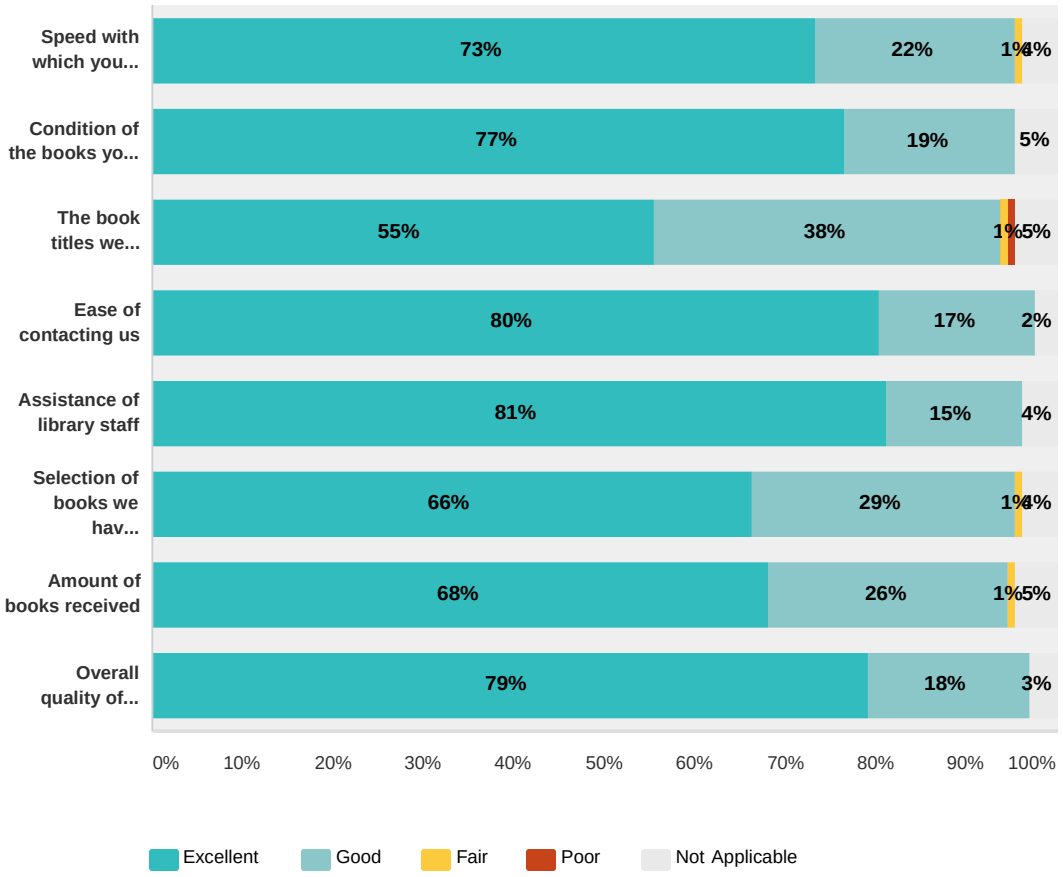


Answer Choices	Responses	
Yes	**96%**	98
No	**4%**	4
Total		**102**

#	If you answered "No", how can we improve the selection?	Date
1	Our selection is limited and is used on a cassette player.	3/24/2016 8:30 AM
2	We don't have any that come in and ask for the service, so am not sure what they would be expecting.	3/24/2016 7:42 AM
3	Not sure, we don't have anyone that uses them.	3/23/2016 5:01 PM
4	I've only got a relatively small collection of audio books for patrons to borrow	3/23/2016 4:31 PM
5	Wish that we could get more magazines and cowboy type books.	3/7/2016 9:03 AM
6	to much strong language in the books.	12/29/2015 9:36 AM

Q4 Please rate your satisfaction with the following:

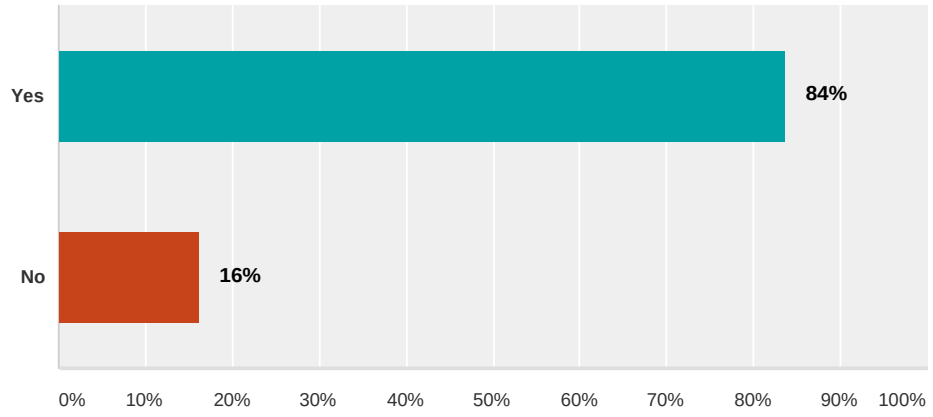
Answered: 129 Skipped: 6



	Excellent	Good	Fair	Poor	Not Applicable	Total
Speed with which you receive books	**73%** 94	**22%** 28	**1%** 1	**0%** 0	**4%** 5	128
Condition of the books you receive	**77%** 98	**19%** 24	**0%** 0	**0%** 0	**5%** 6	128
The book titles we select for you	**55%** 71	**38%** 49	**1%** 1	**1%** 1	**5%** 6	128
Ease of contacting us	**80%** 102	**17%** 22	**0%** 0	**0%** 0	**2%** 3	127
Assistance of library staff	**81%** 104	**15%** 19	**0%** 0	**0%** 0	**4%** 5	128
Selection of books we have available	**66%** 85	**29%** 37	**1%** 1	**0%** 0	**4%** 5	128
Amount of books received	**68%** 88	**26%** 34	**1%** 1	**0%** 0	**5%** 6	129
Overall quality of service	**79%** 102	**18%** 23	**0%** 0	**0%** 0	**3%** 4	129

Q5 Have you had contact with us in the last 12 months?

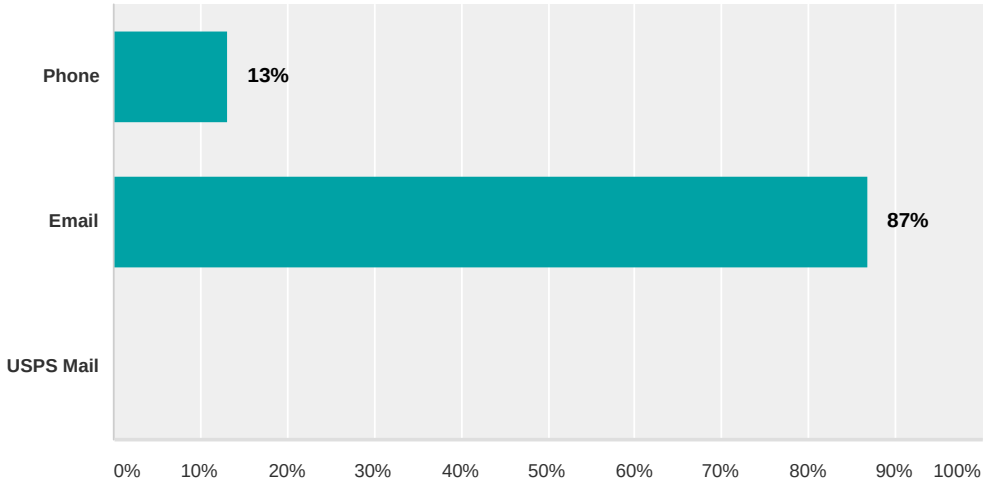
Answered: 129 Skipped: 6



Answer Choices	Responses	
Yes	**84%**	108
No	**16%**	21
Total		**129**

Q6 What is the best way to contact you in the future?

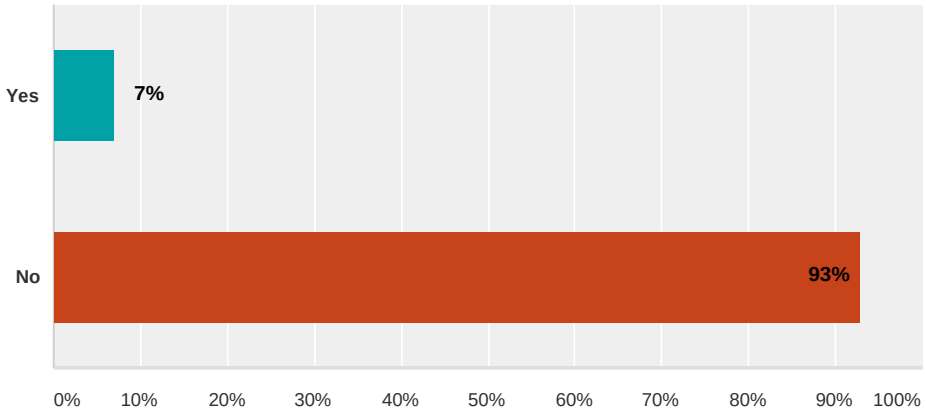
Answered: 129 Skipped: 6



Answer Choices	Responses	
Phone	**13%**	17
Email	**87%**	112
USPS Mail	**0%**	0
Total		**129**

Q7 Would you or your residents like more information about our services?

Answered: 126 Skipped: 9



Answer Choices	Responses	
Yes	**7%**	9
No	**93%**	117
Total		**126**

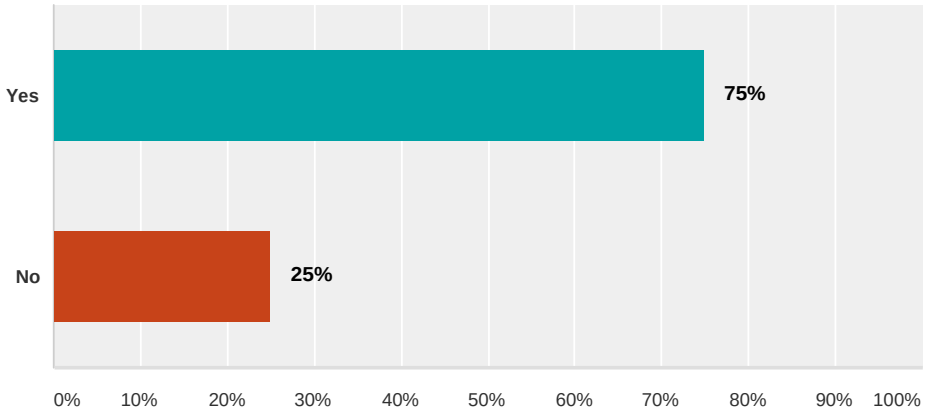
Q9 Comments:If you answered "Fair" or "Poor" to any of the satisfaction questions please explain here.Is there anything we didn't ask that you'd like to tell us?

Answered: 17 Skipped: 118

#	Responses	Date
1	Excellent job and service. Is there a 1/2 sheet flier we could use for promotion one month out of the year to stuff in our check outs just to get the work out? So many times I tell people about your service and they no nothing about it and think it is only for the blind.	4/1/2016 2:37 PM
2	If anyone on your staff is ever in Sioux Falls it would be interesting to offer a presentation to our residents about your service.	3/24/2016 8:41 AM
3	I have worked with Marcia and it has been a great experience. She works very hard on making sure the individual is very happy with the books.	3/24/2016 8:33 AM
4	at this time I do not have any residents that would like the talking books but it is good to have around so if I do get a new resident that would like them	3/23/2016 7:29 PM
5	I am satisfied with the service that the library receives.	3/23/2016 5:31 PM
6	Our resident would be more interested in books with adventure and romance with historical detail ref. authors: Tracie Peterson, Beverly Lewis	3/9/2016 5:11 PM
7	It seems we get the same books over and over. I was wondering if we could do a swap with another state?	3/9/2016 3:55 PM
8	Our residents like up to date books and mystery. Overall, its a very good library and the services. Thank you.	3/7/2016 12:12 PM
9	The books being sent don't seem to be any interest to the residents.	3/7/2016 9:05 AM
10	I recently just began in this position and with talking books. I have been very satisfied with the response from staff to educate me on the process.	3/7/2016 8:18 AM
11	I did the survey yesterday. Always enjoy surveys so no problem. Lisa Haigh Eastern Star Home	3/4/2016 4:49 PM
12	GREAT to have connection with the library.	3/4/2016 12:06 PM
13	Marcia is great to work with!	3/4/2016 11:52 AM
14	Marcia is very easy to work with.	3/4/2016 11:26 AM
15	Excellent is not a high enough ranking for the personal service provided by your staff! They are truly exceptional and much appreciated!	3/4/2016 11:02 AM
16	Our experiences have been all positive. I am new to the program, so can't answer all the questions in the survey.	3/4/2016 10:30 AM
17	Keep up the great work!	3/4/2016 9:56 AM

Q1 For the 2015/2016 school year, does your district/classroom have students that need alternative format textbooks?

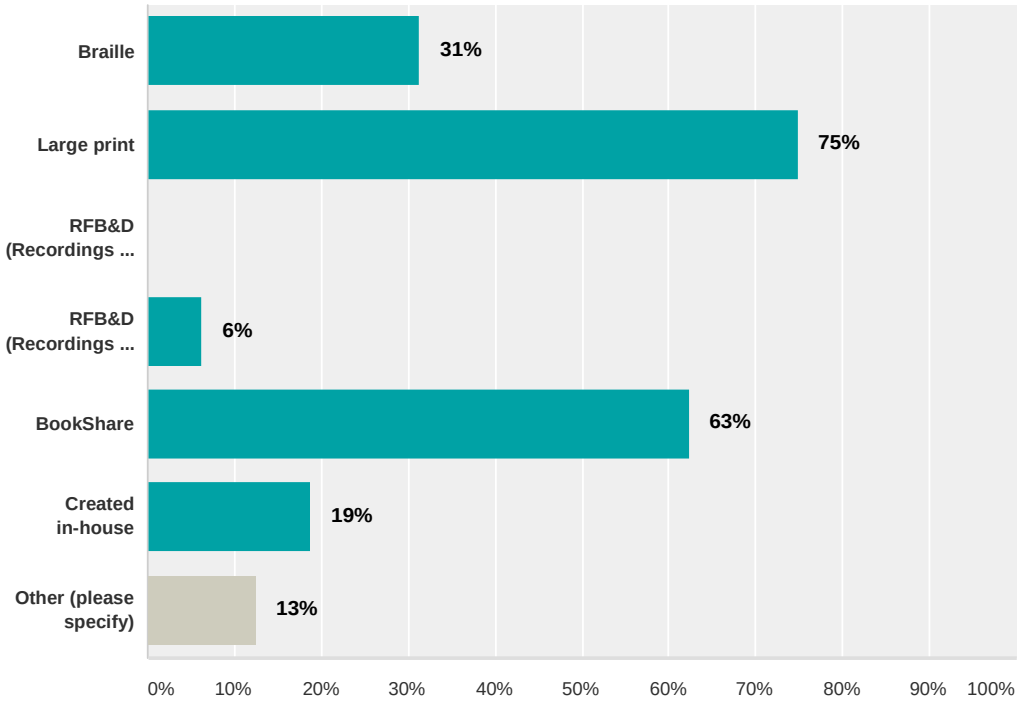
Answered: 20 Skipped: 0



Answer Choices	Responses	
Yes	**75%**	15
No	**25%**	5
Total		**20**

Q2 In which format do the students receive textbooks? Check all that apply.

Answered: 16 Skipped: 4

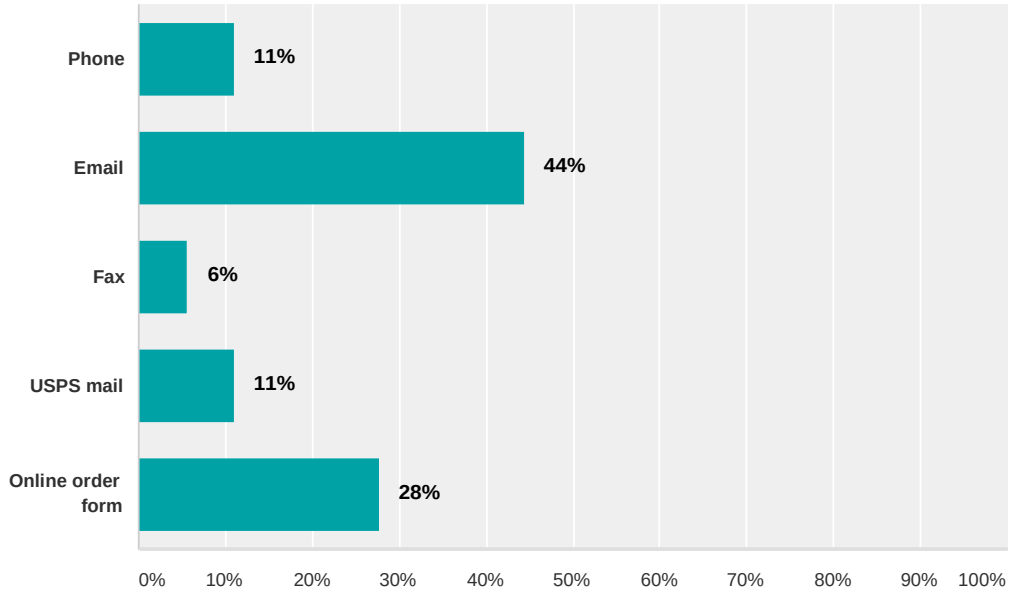


Answer Choices	Responses	
Braille	**31%**	5
Large print	**75%**	12
RFB&D (Recordings for the Blind & Dyslexic) CD	**0%**	0
RFB&D (Recordings for the Blind & Dyslexic) DOWNLOAD	**6%**	1
BookShare	**63%**	10
Created in-house	**19%**	3
Other (please specify)	**13%**	2
Total Respondents: 16		

#	Other (please specify)	Date
1	no textbooks needed at this time	3/30/2016 11:26 AM
2	Digital Audio books and classroom CDs	3/30/2016 11:23 AM

Q3 How do you prefer to order alternative format textbooks from the SD Braille & Talking Book Library?

Answered: 18 Skipped: 2



Answer Choices	Responses	
Phone	11%	2
Email	44%	8
Fax	6%	1
USPS mail	11%	2
Online order form	28%	5
Total		**18**

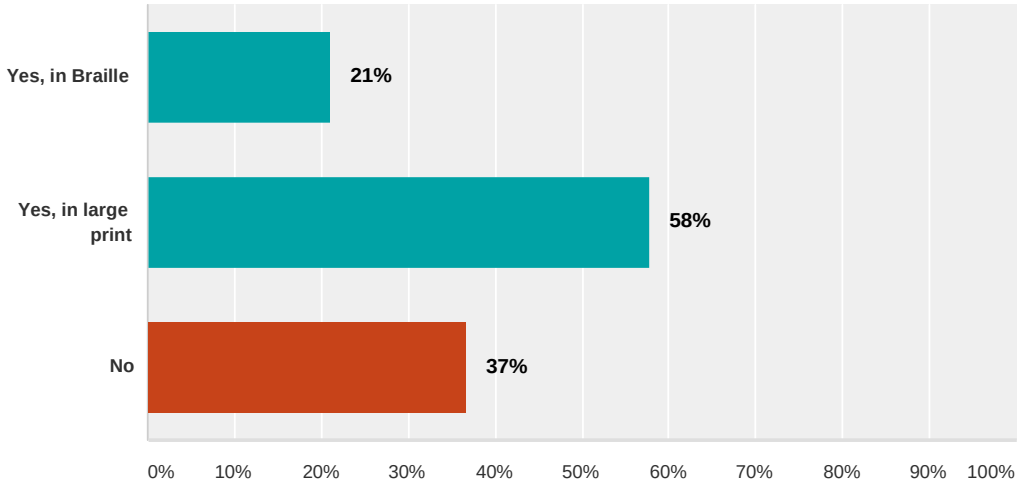
Q4 Our deadlines for ordering alternative format textbooks are January 15 for fall semester and July 15 for spring semester. Are there any other dates when your school would prefer to order textbooks? Please list:

Answered: 7 Skipped: 13

#	Responses	Date
1	Both dates seem to work for us.	4/4/2016 9:37 PM
2	no	3/30/2016 11:26 AM
3	No	3/30/2016 11:23 AM
4	no	3/30/2016 11:09 AM
5	Our high school students don't register for classes until about Feb 15, so it is difficult to meet the Jan 15 deadline. Is there another alternative?	3/30/2016 10:11 AM
6	Registration (H.S.) for the Fall and Spring occur in the beginning of February so we are usually later in getting our order in.	3/30/2016 9:32 AM
7	Since not all students are registered in the spring, and classes schedules change from spring to fall, it is necessary to have more flexibility when it comes to ordering books.	3/30/2016 9:29 AM

Q5 Will you be ordering alternative format textbooks for the 2016/2017 school year? If so, which format?

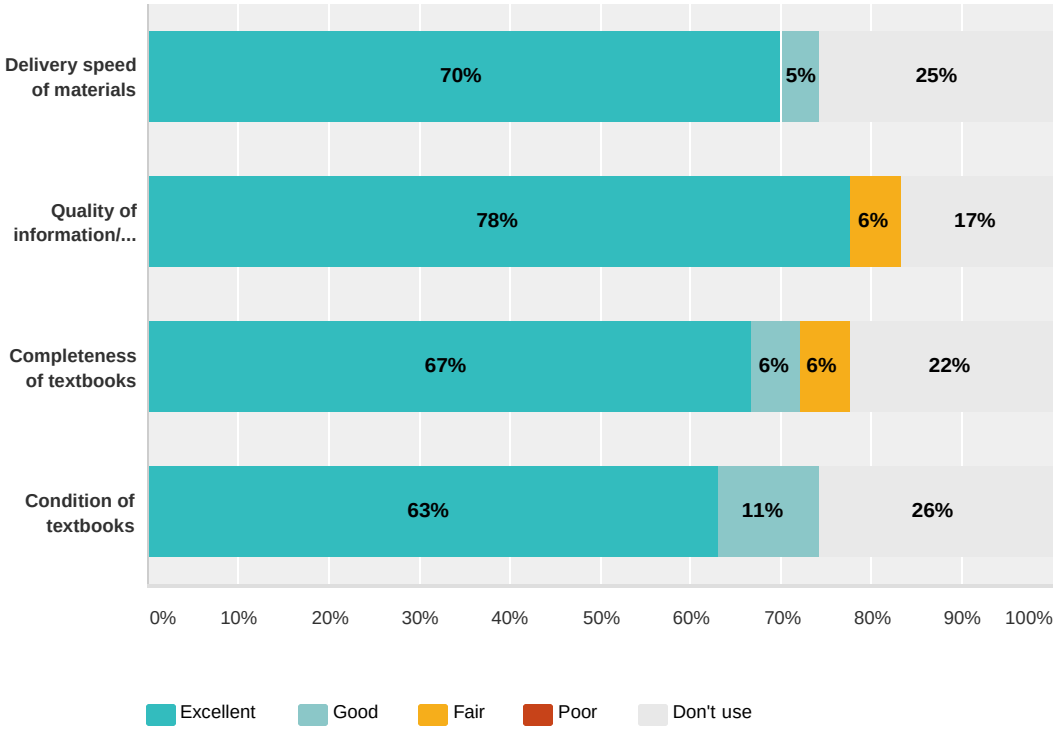
Answered: 19 Skipped: 1



Answer Choices	Responses	
Yes, in Braille	**21%**	4
Yes, in large print	**58%**	11
No	**37%**	7
Total Respondents: 19		

Q6 Please rate your satisfaction with the following:

Answered: 20 Skipped: 0

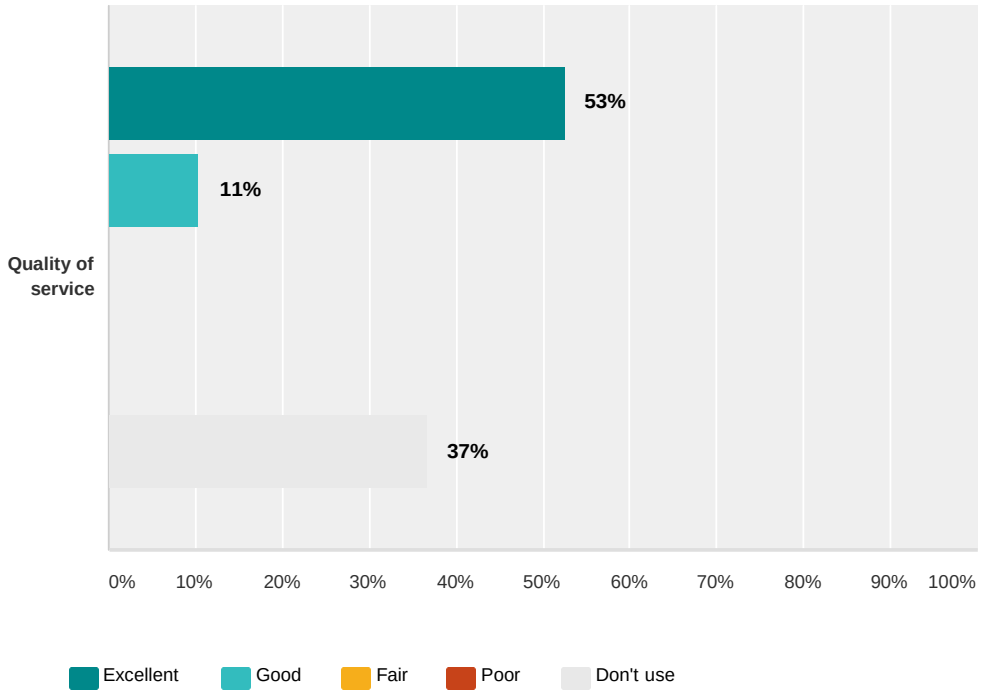


	Excellent	Good	Fair	Poor	Don't use	Total	Weighted Average
Delivery speed of materials	**70%** 14	**5%** 1	**0%** 0	**0%** 0	**25%** 5	20	1.07
Quality of information/staff assistance	**78%** 14	**0%** 0	**6%** 1	**0%** 0	**17%** 3	18	1.13
Completeness of textbooks	**67%** 12	**6%** 1	**6%** 1	**0%** 0	**22%** 4	18	1.21
Condition of textbooks	**63%** 12	**11%** 2	**0%** 0	**0%** 0	**26%** 5	19	1.14

#	Comments for "Delivery speed of materials"	Date
	There are no responses.	
#	**Comments for "Quality of information/staff assistance"**	**Date**
1	Prentice Hall Science and Geography could have more maps (for Geography) and diagrams, graphs (for Science)--If I can make them, the professionals should be able to make them.	3/30/2016 11:23 AM
#	**Comments for "Completeness of textbooks"**	**Date**
1	Some maps, diagrams, graphs that are in the print book are not in Braille textbook and are needed for class. If I can make them, the professionals making the book can. Will save me a lot of time if these are available.	3/30/2016 11:23 AM
#	**Comments for "Condition of textbooks"**	**Date**
	There are no responses.	

Q7 If utilizing the K-12 alternative format textbook services, how would you describe the overall quality of the service you and your students receive?

Answered: 19 Skipped: 1



	Excellent	Good	Fair	Poor	Don't use	Total	Weighted Average
Quality of service	**53%** 10	**11%** 2	**0%** 0	**0%** 0	**37%** 7	19	2.58

#	If you answered Fair or Poor, please explain	Date
	There are no responses.	

Q8 What would you like to tell us that we didn't ask?

Answered: 6 Skipped: 14

#	Responses	Date
1	You didn't ask if all material that is in the print book is in the Braille book. My statements for #6, under quality and completeness answers this question.	3/30/2016 11:23 AM
2	N/A	3/30/2016 11:09 AM
3	We have some students that would benefit from textbooks being read to them, but I wasn't aware that it was an option. I will look into it more in the future.	3/30/2016 10:26 AM
4	Your services are amazing! Thanks for all you do for the students we serve!	3/30/2016 9:35 AM
5	Our district hasn not used the alternative format textbooks services for many years, but when our district did we had excellent service.	3/30/2016 9:33 AM
6	I would like to order books for my dyslexic students but I don't always know what classes they will be taking due to unforeseen changes in the schedule, and I don't have a comprehensive list of the books teachers use in each of the classes.	3/30/2016 9:29 AM

Q9 Address

Answered: 20 Skipped: 0

Answer Choices	Responses	
School Name	**100%**	20
Company	**0%**	0
Address	**85%**	17
Address 2	**0%**	0
City/Town	**0%**	0
State/Province	**0%**	0
ZIP/Postal Code	**0%**	0
Country	**0%**	0
Email Address	**80%**	16
Phone Number	**85%**	17

#	School Name	Date
1	Viborg-Hurley	4/4/2016 9:37 PM
2	Miller	4/4/2016 11:36 AM
3	Agar-Blunt-Onida	4/4/2016 9:26 AM
4	Plankinton School Dist.	3/30/2016 3:48 PM
5	L.B. Williams Elementary School	3/30/2016 11:26 AM
6	Yankton Middle School	3/30/2016 11:23 AM
7	South Dakota School for the Blind and Visually Impaired	3/30/2016 11:15 AM
8	Haakon School District	3/30/2016 11:09 AM
9	Britton Hecla School District	3/30/2016 10:41 AM
10	Bridgewater-Emery	3/30/2016 10:26 AM
11	Sioux Falls School District	3/30/2016 10:11 AM
12	Harrisburg South Middle School	3/30/2016 10:02 AM
13	Explorer Elementary Harrisburg School District	3/30/2016 9:58 AM
14	Viborg-Hurley School District	3/30/2016 9:37 AM
15	Tea Area Intermediate	3/30/2016 9:36 AM
16	Redfield Public School	3/30/2016 9:35 AM
17	Menno Public School	3/30/2016 9:33 AM
18	Harrisburg	3/30/2016 9:33 AM
19	Watertown High School	3/30/2016 9:32 AM
20	Faith School District	3/30/2016 9:29 AM

#	Email Address	Date
1	Brett.Mellem@k12.sd.us	4/4/2016 9:37 PM
2	Mary.Stier@k12.sd.us	4/4/2016 9:26 AM
3		3/30/2016 11:26 AM
4	dschmidt@ysd.k12.sd.us	3/30/2016 11:23 AM
5	Pat.Westerberg@k12.sd.us	3/30/2016 11:09 AM
6	wendy.eich@k12.sd.us	3/30/2016 10:26 AM
7	Marge.Robertson@k12.sd.us	3/30/2016 10:11 AM
8	kara.youngworth@k12.sd.us	3/30/2016 10:02 AM
9	Michelle.Zarr@k12.sd.us	3/30/2016 9:58 AM
10	carissa.holtrop@k12.sd.us	3/30/2016 9:37 AM
11	Miranda.Theesen@k12.sd.us	3/30/2016 9:36 AM
12	jordann.hansen@k12.sd.us	3/30/2016 9:35 AM
13	kathy.wollmann@k12.sd.us	3/30/2016 9:33 AM
14	kristin.hamman@k12.sd.us	3/30/2016 9:33 AM
15	brenda.palsma-teske@k12.sd.us	3/30/2016 9:32 AM
16	cathy.smith@k12.sd.us	3/30/2016 9:29 AM

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