

**New Hampshire**

**Library Services and Technology Act**

**Five-Year Plan**

**October 1, 2017 – September 30, 2022**

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Institute of Museum & Library Services**

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## Introduction

The Institute of Museum and Library Services (IMLS) is the primary source of federal support for the nation's 123,000 libraries and 35,000 museums. The mission of IMLS is to connect people to information. The Institute works at the national level and in coordination with state and local organizations to sustain culture and knowledge, to enhance learning and innovation and to support professional development.

The Library Services and Technology Act (LSTA) of 1996, as re-authorized in 2003 and 2010, is a sub-section of the Museum and Library Services Act. The IMLS "Grants to States Program" is funded under LSTA and is the largest grant program administered by IMLS. LSTA provides financial assistance to State Library Administrative Agencies (SLAA) using a population-based formula to support statewide initiatives and services in the 50 states, U.S. Territories and Freely Associated States. The Grants to States program has the benefit of building the capacity of states to develop statewide plans for library services and to evaluate those services every five years. The SLAA is the official agency of a State charged by law with the extension and development of public library services throughout the state. 20 U.S.C. § 9122(4). New Hampshire State Library is the SLAA for the State of New Hampshire.

All goals for the five-year period must address needs congruent with the purposes and priorities of the LSTA as stated in 20 U.S.C. § 9121(1-9) through projects that:

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

## **Mission of the New Hampshire State Library**

The mission of the New Hampshire State Library is to:

- Promote excellence in libraries and library services to all New Hampshire residents;
- Assist libraries and the people of New Hampshire with rapid access to library and informational resources through the development and coordination of a statewide library/information system;
- Meet the informational needs of New Hampshire state, county and municipal governments and its libraries; and
- Serve as a resource center on New Hampshire.

By engaging in activities that support its mission, the New Hampshire State Library (NHSL) enriches the lives of the people of New Hampshire by preserving and sharing the literary, cultural and historic heritage of the state; by providing leadership to the state's libraries; by ensuring equal access to information for all; by supporting the development of public policy and by promoting the joy of reading and lifelong learning.

The New Hampshire State Library exists:

- To ensure access to quality support and development services for New Hampshire's libraries;
- To help libraries nurture the human intellect in a rapidly changing and complex technological age and;
- To enable all people in New Hampshire to reach their full potential.

Integral to this mission is the state library's advocacy of the freedom of New Hampshire citizens to read and to have full access to information and readily accessible resources regardless of their geographic location, level of income, access to technology, language barrier or disability. As the official depository of New Hampshire state documents, the New Hampshire State Library proudly preserves the record of New Hampshire government for the public trust, while at the same time contributing to the well-informed and continuously self-educated citizen.

Local history, local decisions and limited government define living in New Hampshire. Developing statewide plans for library service takes this into account. The New Hampshire State Library serves as a leader for all libraries in the state, being a knowledgeable source of information and a broker for coordinated services. This leadership role enables the expansion of basic library services, provides a testing ground for new services and ultimately enhances the quality of life for citizens.

## **The 5-Year Plan for the Library Services & Technology Act**

To receive funds under the Grants to States program, each SLAA must submit to the Director of IMLS a State Plan detailing certain goals, assurances, and procedures for a five-year period. 20 U.S.C. § 9134(a). A State Plan is a document that identifies a state's library needs, sets forth the activities to be taken toward meeting the identified needs supported with the assistance of Federal funds made available under the Library Services and Technology Act ("LSTA"), and provides assurances that the officially designated SLAA has the fiscal and legal authority and capability to administer all aspects of any award under the Grants to States program. 20 U.S.C. § 9122(5).

The State Five-Year Plan also provides assurances for establishing the state's policies, priorities, criteria and procedures necessary to the implementation of all programs under the LSTA. 20 U.S.C. § 9122(5).

The purpose of this plan is to comply with the public law and to show how funds under the Act will contribute to meeting the library needs in New Hampshire. This plan sets forth the New Hampshire State Library mission, needs, goals, programs and evaluation methodology for administering New Hampshire's LSTA program for 2018-2022. It defines priorities, intended outcomes, stakeholders and their roles, evaluation plans and the communication and monitoring procedures that will assure the involvement of the library community and library users in the implementation of the LSTA state program.

The plan is developed to ensure that all people in New Hampshire regardless of geographic location, disability, socio-economic circumstance or barrier to library service have equal access to quality library services. It outlines the goals and objectives that the New Hampshire State Library will undertake using LSTA-funded programs and services to achieve statewide impact. It addresses all eight of the Grants to States priorities.

## New Hampshire Demographics

New Hampshire continues to be characterized as overwhelmingly affluent and well-educated. It has the lowest level of poverty among the 50 states and is the seventh wealthiest state in the nation according to median household income. It also has a very low unemployment rate.

### Population characteristics impacting library services in New Hampshire

Source: U.S. Census Bureau, Factfinder

Population 2010 1,316,470  
 Population estimate (July 1, 2016) 1,334,795  
     Under 18 years of age 21.8%  
     Under 5 years of age 5.3%  
     Age 65 & older 13.5%  
     Median age 42.2  
     White 93.9%  
     Black 1.1%  
     Asian 2.2%  
     Hispanic or Latino 2.8%  
     Other races 1.2%  
 Median Income \$66,779  
 Per Capita Income \$34,362  
 Families below poverty level 5.6%  
 Unemployment rate (as of April 2017) 2.8%  
 Population age 18—64 with vision difficulty 1.2%  
 Civilian population (non-institutionalized)  
     With a disability 12.1%  
     With vision difficulty 1.7%

### New Hampshire's Economic Scoreboard

Source: compiled from various sources – see "sources" section of this plan

<u>Category</u>	<u>National Rank</u>	<u>New England Rank</u>
Favorable tax climate	7	1
Standard of living (inverse poverty rate)	1	1
Safest state	3	3
Child & family well being	3	2
Education – adults with high school degree or better	3	1
Healthiest state	6	4
Per capita income	5	3
Education – adults with college degree or better	8	4
Most livable state	4	2

New Hampshire’s population is spread among 10 counties, seven of which are in the southern half of the state. The majority of the population is concentrated in the southern part of the state, with four southern counties (Hillsborough, Merrimack, Rockingham, Strafford) accounting for over 73% of the total state population of 1.33 million. According to estimates by the NH Office of Energy and Planning (OEP), the state population grew by 14,133 between 2010 and 2015. Nearly 90% of this growth came from the four counties mentioned above. The northern counties are far more sparsely populated. Coos, Grafton, and Carroll Counties, which geographically make up roughly the northern half of the state, have a combined population of 170,858, or 13% of the state total. Coos County did grow by nearly 2% between 2010 and 2015, but with a current population estimate of 33,577, it still has the smallest county population in NH.

At the municipal level, the three most populous places are Manchester, Nashua and Concord, a ranking that has remained stable for many years. There are 13 cities and 218 towns in NH. But in 2010, Dover, Manchester and Concord were in the top ten fastest growing cities. Londonderry, Hudson and Merrimack moved into the top ten, replacing Portsmouth, Keene and Laconia, which dropped out of the current top ten ranking. Dover was the number one city with the fastest growing population, adding 3,000 more residents. A total of 40 municipalities experienced declines in the 2000—2010 decade.

Our state’s 65+ population is expected to double in the next 20 years. By 2030, 1/3 of the population will be 65+. This graying of our state, often called the silver tsunami, presents a number of challenges, one of which is providing a library service that will meet the needs as well as the physical limitations of this population.

Maintaining an active mind is just as important as maintaining an active body, especially as we age. Being involved with our communities leads to a happier, healthier outlook on life. Staying informed and participating in group activities adds texture to your life and keeps you engaged.

“All people should have opportunities to enrich and improve their lives through open access to exceptional information, communication, and technology services available in public libraries.” – The Library Edge

## **Public Libraries in New Hampshire**

New Hampshire boasts a long tradition of publicly supported libraries. In fact, the Peterborough Town Library has the distinction of being the first tax-supported library in the United States. It began operations in 1833 after the residents voted at town meeting to fund the library for that year. In 2015, New Hampshire counted 234 libraries with at least one serving each community in the state.

More than 50 years ago, Mildred McKay, NH State Librarian from 1942-1962, wrote an essay in the prestigious journal *Library Trends* in which she described NH’s changing landscape and history with regard to libraries. “Within the state’s 9,304 square miles are 235 independent towns and cities. Funds for services of these towns come from local property taxes voted by the townspeople at the annual meeting. Since many towns are small in population and poor in taxable

property, the funds are frequently meager. Yet the People are taxing themselves for the support of 229 public libraries, which serve all but 5000 of the state’s total population of 606,921.”

Although the figures have changed, the underlying principle still remains the same today: public funding for NH libraries varies greatly from community to community. Funded exclusively at the local level, NH public libraries receive no direct aid from the state, and the 10 counties in NH make no contributions for library services. Seventy-five percent of NH libraries are located in communities with populations of 7,500 people or fewer, and in many cases, substantially fewer: a town of only 600, for example. Providing modern library services with the funds available is an enormous challenge.

In meeting this challenge, NH libraries offer a mixed picture. NH is 2nd in the number of print materials per capita: NH librarians reported that over 785,537 library patrons borrowed 9,858,616 items during 2015. With regard to e-content and e-reading, 205 out of 234 libraries provide downloadable audio books and e-books to their patrons. On the other hand, some libraries in the North Country still do not provide Internet access to the public. In fact, NH ranks 51st in public-use Internet computers per library, although NH also ranks 16th in public-use Internet computers per 5,000 population.

As a small, largely homogeneous state, NH is poised to meet these challenges of delivering library service to its residents through the work of the NH public librarians, library trustees, library friends, and most importantly, library supporters and patrons who join forces with the Library Association, the Library Trustees Association, and the library cooperatives to help improve the library experience for the residents of NH. What makes all of this work is the cooperative spirit of the NH library community and the expertise and talent of the NH State Library staff.

Measure	Number	Ranking (out of 51)
Internet computers per library	6.50	51
Internet computers per 5,000 pop.	6.30	16
Print materials per capita	5	2
FTE librarians per 25,000 pop.	10.23	1
State operating revenue per capita	0.05	45
Registered borrowers per capita	0.69	6
Circulation per capita	9	17
Interlibrary loans per 1,000 capita	223	16
Library visits per capita	6.47	2
Reference questions per capita	0.57	N/A
Operating expenditures per capita	49.8	13

Sources: 2015 NH Library Statistics & Supplementary Tables Public Library Survey Fiscal Year 2014



## Needs Assessment

In preparation for its LSTA Five-Year Plan, the New Hampshire State Library actively sought input from the library community and residents of the state of New Hampshire.

To ensure rigorous and objective evaluation of the New Hampshire State Library's implementation of the LSTA Grants to States program, NHSL, in cooperation with nine other state library administrative agencies (SLAAs) in the Northeast, participated in the issuance of a joint Request for Proposals (RFP) for a "Cooperative Library Services and Technology Act Five-Year Plan Evaluation 2013-2017" through the Council of State Library Agencies in the Northeast (COSLINE). Quality Metrics was selected to complete this work. In preparing our report, which was issued March 24, 2017, the evaluators from Quality Metrics engaged stakeholders in the process through a virtual focus group, personal interviews, and a web-based survey. The data gathered in that process has been used to assess the needs of our state and to set our LSTA goals for FFY 2018-2022.

On the whole, the result of the stakeholder surveys demonstrated the need for federal support in continuing to provide resources and services to library patrons statewide in a rapidly changing technological environment. Using LSTA funds to support statewide access to resource sharing, electronic materials and training, especially in technology areas, was deemed vital to offering quality service, information and professionalism to the citizens of New Hampshire.

It was the opinion of the evaluators that "NHSL's LSTA program has been remarkably successful through a combination of the careful selection of projects that match the needs of the state's libraries, a judicious use of LSTA funding that approaches a number of programs with the expectation that LSTA dollars will provide a platform on which others can build with funds from other sources, and last, but certainly not least, through the hard work by a small, but extremely devoted, state library administrative agency (SLAA) staff." (*The New Hampshire State Library Library Services and Technology Act (LSTA) Grants to States Implementation Evaluation FFY 2013 – FFY 2017*, p. 9)

This input indicates that equity of access, equity of service, and equity of innovation continue to be the goals that serve our libraries best.

## Goals & Projects

All three of our goals are equal in priority and all will be ongoing during the five-year grant period.

### Goal I: Equity of Access

Increase the equity of access to library and information services for New Hampshire residents of all abilities and backgrounds by providing resource sharing, electronic resources, and continuing access to historic materials through direct services as well as coordination of linkages among and between libraries and partnerships with other agencies and organizations.

The specific projects that are part of this goal were identified by the stakeholders surveyed as part of our 2013-2017 five-year plan evaluation as meeting needs that were very important, and in some cases essential, to their libraries and to their patrons.

This goal is congruent with the following LSTA purposes:

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

The following projects support the goal of equity of access:

1. Maintain, expand, and improve the statewide union catalog (NHU-PAC) for the benefit of library staff and patrons.  
BENEFIT/OUTCOME: Patrons will be able to search both within their libraries and offsite

for bibliographic resources available statewide and will be assisted in identifying and obtaining resources not otherwise available to them.

USE of FUNDS: IMLS funds will be used to pay for equipment, staff, and access to the bibliographic resources needed to maintain the NHU-PAC.

2. Provide an efficient and cost-effective transportation system to facilitate the exchange of interlibrary loan materials between libraries.  
BENEFIT/OUTCOME: Libraries will receive the help they need to provide their patrons with a far greater collection of resources than they can collect on their own.  
USE of FUNDS: IMLS funds will be used to pay for the fueling and maintenance of a fleet of delivery vans and pay the salary of the van drivers.
3. Facilitate and manage the New Hampshire Downloadable Books Consortium (NHDB) on behalf of the state's public libraries and their patrons.  
BENEFIT/OUTCOME: NH residents will maintain access to digital audiobooks and eBooks through their public libraries.  
USE of FUNDS: IMLS funds will be used to pay for the NHDB platform fees and salaries for the staff who manage the service.
4. Maintain a digital archive of "born-digital" state government publications, available online to the public at no charge. Library staff will identify and archive digital publications by state agencies and organize them in a full-text searchable database.  
BENEFIT/OUTCOME: Individuals, researchers and legislators will gain knowledge from "born-digital" state government publications and will benefit by having 24/7 access outside the walls of the library to this online information.  
USE of FUNDS: IMLS funds will be used to pay the annual fee for maintenance and support of the digital archive platform.
5. Facilitate an open source ILS solution for small libraries.  
BENEFIT/OUTCOME: Library materials held by small libraries will be discoverable by patrons 24/7 through an online catalog, and the technological infrastructure and operations of these libraries will be improved by having a modern online catalog.  
USE of FUNDS: Funds will be used for staff to implement new installations and provide technical support and training for the libraries using the ILS.
6. The NH Talking Books Services will support access to materials that will help meet the reading needs and interests of NH residents who are physically unable to see, handle or process printed material comfortably. These services may include developing a strong and current collection of materials; monitoring and promoting technologies of benefit to the low-vision community; improving awareness of and access to the library, both physically and virtually; and building community partnerships with local agencies such as Future In Sight and low-vision teachers, the Department of Education Services for the Blind and Visually Impaired, and Department of Health and Human Services Family Services.  
BENEFIT/OUTCOME: NH Residents who are physically unable to see, handle or process printed material comfortably will be able to access the information they need.  
USE of FUNDS: IMLS funds will be used for staff, materials, and infrastructure to support

the provision of beneficial services meeting the customers' needs.

7. Facilitate and manage access to a variety of online databases for all types of libraries through NHewLink, coordinate group purchases on behalf of libraries of additional database content when feasible, and increase the visibility of these statewide electronic services to New Hampshire citizens.

**BENEFIT/OUTCOME:** NH residents will maintain access to digital information for research and recreational reading.

**USE of FUNDS:** IMLS funds will be used to pay for the database contracts and salaries for staff who manage electronic services and facilitate group purchases of electronic content.

8. Collect, curate and protect historic NH printed materials, including through participation in digitization and microfilming projects, to support the preservation of knowledge in multiple formats for increased public access.

**BENEFIT/OUTCOME:** New Hampshire residents will have access to unique historical resources that would otherwise not be easily accessible. New Hampshire history is being preserved for current and future generations.

**USE of FUNDS:** IMLS funds will be used for preservation treatment and format transfer costs as well as costs related to the coordination of preservation projects with multiple partners.

## **Goal II: Equity of Service**

Increase the equity of service to New Hampshire residents by providing professional development resources and opportunities to librarians throughout the state so that they can learn about best practices and library initiatives that will help them better serve their constituents, especially children, older residents, and rural populations.

There is a need in our state for professional development, training and consultation services by NHSL staff. This was overwhelming identified by NH librarians in their responses to the survey conducted as part of our 2013-2017 LSTA five-year plan evaluation.

This goal is congruent with the following LSTA purposes:

- 1) expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills;
- 3) (a) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services;
- 4) develop public and private partnerships with other agencies and community-based organizations;
- 5) target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills;
- 6) target library and information services to persons having difficulty using a library and to

underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved;

7) develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks; and

8) carry out other activities consistent with the purposes set forth in 20 U.S.C. § 9121, as described in the SLAA's plan. 20 U.S.C. § 9141(a)(1-8).

The following projects support the goal of equity of service:

1. Support the programs of the Center for the Book at the New Hampshire State Library which celebrates and promotes reading, books, literacy, and the literary heritage of New Hampshire and highlights the role that reading and libraries play in enriching the lives of the people of the Granite State.

BENEFIT/OUTCOME: The general knowledge of NH citizens about the literary heritage of their state will be enhanced and libraries and schools will be able to offer programs and activities that support early literacy and civic engagement.

USE of FUNDS: LSTA funds may supplement the funds of the Center in supporting specific projects where the goals are congruent with LSTA purposes.

2. NHSL librarians will attend professional meetings, conferences and events to promote statewide library services.

BENEFIT/OUTCOME: NHSL librarians will be better informed about current library practices and will communicate these practices to librarians statewide.

USE of FUNDS: IMLS funds will be used to pay conference registrations for attending NHSL staff members and membership fees to institutions offering webinars.

3. Collect and compile public library statistics annually to determine library services trends.

BENEFIT/OUTCOME: NH public librarians will be better able to evaluate their resources and programs, determine staffing and other budget needs and develop long-range plans.

USE of FUNDS: LSTA funds will be used to pay for the survey software.

4. Maintain a NH Automated Information System (NHAIS) helpdesk to support libraries in their use of statewide cataloging and interlibrary loan resources including one-on-one technical assistance and online training and webinars.

BENEFIT/OUTCOME: Library staff will understand how best to utilize the union catalog, database resources, and interlibrary loan services to meet patron information needs.

USE of FUNDS: IMLS funds will be used to pay for helpdesk staff and any equipment and transportation costs needed to fund telephone, online, or onsite assistance and training.

5. Collaborate with state and national organizations to develop conferences for librarians, including those serving specific populations such as children, teens, older adults and rural communities.

BENEFIT/OUTCOME: Staff of New Hampshire libraries will learn about resources, gain knowledge and skills, and better implement programs and services for their patrons of all

ages and for those in rural communities.

USE of FUNDS: IMLS funds will support conference planning and salaries of the staff coordinating conferences.

6. Provide professional development including online resources, training opportunities, and online tools to facilitate networking to enhance the skills of New Hampshire's current library workforce.

BENEFIT/OUTCOME: Classes, workshops and other training opportunities will enhance the knowledge and skills of librarians across the state in a variety of subjects and provide ways for librarians to network and learn from each other.

USE of FUNDS: IMLS funds will be used to pay for staff salaries and necessary training supplies and equipment.

7. Deliver assistance and counsel to library personnel to help them improve their services for individuals of all ages.

BENEFIT/OUTCOME: NH librarians will receive instruction via email, phone, online resources and in-person trainings on a wide variety of subjects, including technology, collection development, database resources, literacy, and programming. This instruction and counsel will help librarians to better support their patrons' needs for learning, workforce development and digital literacy skills.

USE of FUNDS: IMLS funds will purchase training equipment and pay the salaries of the staff providing the consultations and trainings.

8. Coordinate statewide literacy projects, including the summer reading program and other programs geared to different age groups and underserved populations.

BENEFIT/OUTCOME: Libraries will be better able to offer summer reading programs and literacy initiatives to children, teens and adults as well as underserved populations such as those in rural communities.

USE of FUNDS: IMLS funds will be used to support direct programming in libraries through grants programs.

### **Goal III: Equity of Innovation**

Inspire lifelong learning and advance the equity of innovative services and programming by developing projects for use by the state's libraries, including scalable pilot projects, to anticipate and meet the changing needs of New Hampshire's residents for library services and information.

There is a need in our communities for more technology-based programming. This was indicated by NH librarians in their responses to the survey conducted as part of our 2013-2017 LSTA five-year plan evaluation. It stated that by providing technology-based programming piloted by the State Library that their libraries had become community anchors for furthering learning, experimentation, and innovation.

This goal is congruent with all eight of the LSTA purposes discussed in the Introduction to this plan.

The following projects support the goal of equity of innovation:

1. Partner with libraries and other local and national organizations to support the infrastructure and development of local projects for the digitization and technological sharing of collections and information.  
BENEFIT/OUTCOME: By the end of the grant period New Hampshire libraries will implement a statewide digital library of images, documents, and other resources from New Hampshire communities.  
USE of FUNDS: IMLS funds will be spent for seed funding for the development and necessary equipment of the activity and for staff salaries.
2. Introduce new and existing technologies to libraries that will allow them to create innovative programming and services.  
BENEFIT/OUTCOME: NH residents will be introduced to a wide array of technology and innovative trends taken from the larger library community.  
USE of FUNDS: IMLS funds will be used to pay for seed funding to introduce innovative technologies to libraries and for staff salaries.
3. Develop and provide online tutorials and other resources that New Hampshire libraries can use to meet their patrons' needs for technology assistance.  
BENEFIT/OUTCOME: Libraries will be prepared to assist patrons with their questions about digital services. NH residents will have access to instructional materials for statewide digital services and programs.  
USE of FUNDS: IMLS funds will be used to pay staff salaries.

## Coordination Efforts

FOCAL AREAS:	Lifelong Learning		Information Access		Institutional Capacity			Economic & Employment Development		Human Services			Civic Engagement	
	Formal education	General knowledge & skills	Ability to discover info resources	Ability to obtain/use info resources	Library workforce	Library infrastructure	Library operations	Use resources for employment support	Use business resources	Further personal, family, or household finances	Further personal or family health & wellness	Further parenting & family skills	Ability to participate in community	Ability to participate in community conversations around topics of concern
EQUITY OF ACCESS	Project 1		X	X			X							
	Project 2			X			X							
	Project 3	X	X	X						X	X	X	X	X
	Project 4			X									X	X
	Project 5			X	X	X	X							
	Project 6	X	X	X	X									
	Project 7	X	X	X	X				X	X	X	X	X	X
	Project 8			X	X									
EQUITY OF SERVICE	Project 1	X	X									X	X	X
	Project 2					X	X	X						
	Project 3					X	X	X						
	Project 4			X	X	X	X							
	Project 5					X	X	X						
	Project 6					X	X	X						
	Project 7	X	X	X	X	X	X	X	X	X	X	X	X	X
	Project 8	X	X	X	X							X	X	X
EQUITY OF INNOVATION	Project 1	X	X	X	X									
	Project 2	X	X	X	X	X								
	Project 3			X	X								X	X



## **Evaluation Plan**

To assess the effectiveness of the projects included in this Five-Year Plan, NHSL will use a variety of measures to collect quantitative and qualitative data depending on the activity being evaluated. NHSL submits an annual State Programs Report to IMLS each December that shows progress towards meeting the goals of the state plan for LSTA-funded projects. IMLS will use the details of this report to report to Congress, who authorized the program, on the impact of LSTA in New Hampshire.

The yearly evaluation will occur with the annual submission of the IMLS State Programs Report for the federal fiscal year. NHSL will review and analyze progress toward meeting the goals outlined in the plan during the grant award period. Individual programs and projects will be evaluated utilizing reports from project managers. Statistics, anecdotal evidence and satisfaction surveys will help determine successes and challenges.

At the end of the five years, an independent evaluation of the LSTA Five-Year Program will be conducted in accordance with LSTA requirements. Intended benefits and outcomes have been built into this plan and will inform our evaluation strategy. Standard and accepted evaluation methods, including but not limited to surveys, questionnaires, data collection, cost-benefit determinations, anecdotal evidence, observations and comparisons, will be employed at the end of the five years to measure our success in meeting the stated goals through our projects. Results will be determined using focus groups, surveys, interviews and a comparison of improvements and changes in the knowledge, skills, satisfaction level and service capacity of New Hampshire's libraries over the course of the plan period. The five-year evaluation of this plan will be designed to include a needs assessment for our next five-year planning process.

## **Stakeholder Involvement**

Stakeholder involvement, communication and monitoring are essential elements of this plan. NHSL could not have undertaken this plan without stakeholder input to gauge statewide library service needs. Stakeholder involvement determines stakeholder needs and priorities. The stakeholders of this plan include the NH library community, NH residents and the NH legislature. The 424 state legislators represent the interests and needs of the 1.3 million people in NH. The 231 NH public libraries that make up the statewide library community represent the interests and needs of their users to the State Librarian. Each public library in our 234 towns/cities (not counting unincorporated areas) is totally independent of any other local or state government.

Because of stakeholder input, LSTA programs have already been vetted. The NHSL relies on the NH Library Association, NH Library Trustees Association, the eleven public library cooperative groups and the NH School Library Media Association to convey library service needs. NHSL makes every effort to be present at monthly meetings of these groups. These relationships let NHSL connect with stakeholders on a frequent basis in an environment where open discussion leads to decisions regarding the development, implementation and evaluation of LSTA programs. State Library personnel communicate one-on-one with librarians across the state daily, which provides opportunities for real-time stakeholder input.

## **Communication and Public Availability**

In keeping with the State of New Hampshire's transparency of government policy, NHSL makes all documents pertaining to LSTA programs publicly available in both print and electronic format. Both the print and electronic versions of the approved plan will be kept permanently as part of the New Hampshire State Library's collection. The electronic version will be included in the NHSL Digital Library.

This draft plan was written by the State Librarian in consultation with library personnel who will serve as project managers for program activities. The approved plan will be available on the state library's website at [www.nh.gov/nhsl](http://www.nh.gov/nhsl). Upon approval of the plan by IMLS, an announcement will be made through the blogs and social media platforms of the New Hampshire State Library in addition to announcements which will be made at meetings of library associations and cooperatives.

Statewide library services are newsworthy because of the impact on NH citizens. A media release of the plan approval by IMLS will be sent out to the newspapers in New Hampshire highlighting the projects and goals of the 5-year plan. This plan will also be available on the Chief Officers of State Library Agencies (COSLA) website <http://cosla.org>, which facilitates sharing LSTA plans among state library agencies.

## **Monitoring**

Monitoring the library needs in New Hampshire and updating the assessment is a continuous process. Data and feedback are collected from libraries as a matter of course in accordance with normal LSTA annual reporting procedures. When the needs of libraries and library users change, new strategies and initiatives are implemented accordingly to achieve the intended outcomes specified in the Five-Year Plan. An important part of this monitoring process is the tracking of outcomes by State Library personnel who have consulting, training and technical assistance responsibilities.

## **Certifications and Assurances**

The following required certifications and assurances are appended to this plan:

- Assurances of Non-Construction Programs
- State Legal Officer's Certification of Authorized Certifying Official
- Internet Safety Certifications for Applicant Public Libraries, Public Elementary and Secondary School Libraries, and Consortia with Public and/or Public School Libraries

## Sources Consulted

Sources used in compiling “New Hampshire’s Economic Scoreboard”

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- *The New Hampshire State Library Library Services and Technology Act (LSTA) Grants to States Implementation Evaluation FFY 2013 – FFY 2017*