
Vision

**Leading the way
in information opportunities**

Mission

**Provide access to information
for North Dakota**

Goals

**Serve as a leader in the
library and information field**

**Promote and advocate library
awareness**

**Provide and develop library and
information services statewide**

Achieve customer satisfaction

North Dakota State Library Established 1890

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

Administration.....(701) 328-2492
Information Requests.....(701) 328-4622
Toll-Free.....1-800-472-2104
Disability Services.....(701) 328-1408
Toll-Free.....1-800-843-9948
TDD (local).....(701) 328-4923
TDD (Toll-Free).....1-800-892-8622
Fax.....(701) 328-2040
NDSL Web Page<http://ndsl.lib.state.nd.us>

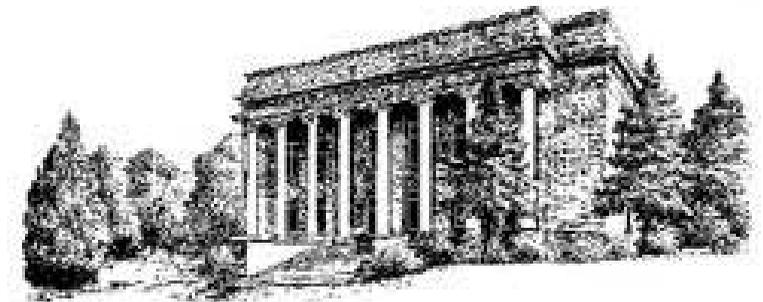
Open Monday-Friday
8:00 a.m. - 5:00 p.m.
Tours are available upon request

Doris Ott
State Librarian

A division of the North Dakota
Department of Public Instruction
Wayne G. Sanstead, Superintendent

The North Dakota State Library does not discriminate on the basis of race, color, national origin, sex, age, or disability in employment or the provision of services.

North Dakota State Library Long Range Plan



2006-2011

Goal: Serve as a leader in the library and information field

- Develop a statewide catalog
- Develop partnerships for statewide coordinated services that enhance services and reduce costs
- Promote librarianship as a profession
- Plan and coordinate improvements for library and information services
- Provide opportunities for professional development for librarians and staff
- Secure and administer funding to improve library services
- Provide leadership to library-related groups
- Provide leadership in emerging technologies to enhance library services

Goal: Promote and advocate library awareness

- Promote libraries as a valuable community asset
- Develop partnerships among libraries and with other entities
- Provide information on legislative issues that affect libraries
- Assist other libraries with promotional activities
- Advocate the North Dakota State Library's mission to state government, citizens, and libraries

Goal: Provide and develop library and information services statewide

- Provide consultation and technical assistance to libraries
- Provide training opportunities
- Develop and coordinate statewide resource sharing for libraries
- Provide and enhance access to online electronic resources
- Retrieve, catalog, maintain, and provide access to available documents published by North Dakota state agencies and maintain a depository program
- Collect, maintain, and distribute materials and information to all citizens and libraries of North Dakota

Goal: Achieve customer satisfaction

- Provide excellent customer service
- Provide a welcoming, accessible, and safe environment
- Secure financial resources to provide services
- Secure adequate staffing
- Incorporate up-to-date technology in library services
- Develop the collection to respond to user needs

Performance Measures

To annually award, monitor, and evaluate Library Vision 2010 and LSTA grant funds according to federal guidelines, North Dakota legislative intent, and guidelines set by the North Dakota Library Coordinating Council.

To award annual grant scholarships to Master of Library Science candidates.

To increase the number of partnerships by one annually.

To evaluate and negotiate statewide library contracts annually.

To sponsor focus groups biennially to gather information from librarians, library board members, and citizens of North Dakota for the purpose of improving statewide library services.

To inform citizens of library services by sponsoring booths annually at various conferences and preparing timely press releases and public service announcements.

To publish the Flickertale newsletter bimonthly.

To track legislative bills daily during legislative sessions and update libraries on pertinent legislative issues weekly during the legislative session.

To annually offer training sessions to 300 librarians and citizens on the use of the Online Library Resources.

To offer continuing education workshops annually for library board members and librarians.

To process requests and provide accurate responses to questions within two working days with at least a ninety percent fill rate.

To complete cataloging of new items within one week of receipt by creating accurate cataloging records according to national standards.

To review the collection development policy every three years.

To annually review and update the Library Science collection.

To provide a radio reading service daily to visually impaired citizens.

To annually review adequacy of current technology.

To be responsive to patron needs by having two phones in the agency staffed continually between 8:00 a.m. and 5:00 p.m. Monday through Friday and returning telephone calls within one working day.

To mail all outgoing items on the same day they arrive in the mailroom.

To collect feedback annually to measure customer satisfaction regarding North Dakota State Library services.

To report all building and environmental problems within one day of occurrence.

To add five to seven new libraries to the statewide online catalog each biennium.