



INSTITUTE *of*  
**Museum** and **Library**  
SERVICES

## **LIBRARY SERVICES AND TECHNOLOGY ACT**

**FIVE-YEAR PLAN**

**2013 – 2018**

### **NORTH DAKOTA STATE LIBRARY**

**604 East Boulevard Avenue  
Bismarck, North Dakota 58505**

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## **MISSION STATEMENT**

*To provide access to information for all citizens of the state of North Dakota is the mission of the North Dakota State Library and, in the achievement of the mission, the North Dakota State Library shall:*

- *provide leadership, programs, and services, to improve local libraries in the state;*
- *provide library services to citizens who have difficulty in using a library;*
- *provide quality information to all North Dakota citizens and state government;*
- *provide for achievement in cooperative activities with school, public, special, and academic libraries and museums and other partners to enhance the quality of life in North Dakota.*

## **OVERVIEW OF NORTH DAKOTA**

The financial resources provided by state government that are made available to support library services in North Dakota must be viewed as modest. Local funding for libraries in the state must also be viewed as modest since the funding allotment provided to each library in the state varies depending upon the county. Because of these funding levels, Library Services and Technology Act (LSTA) funding that provides federal dollars is of paramount importance.

Under the IMLS formula for the award of LSTA funds, the total amount of support awarded to the state of North Dakota is relatively meager, especially as compared to most states. However, it cannot be overstated that LSTA funds play a crucial, and presently, irreplaceable role in North Dakota's ability to provide invaluable resources and assistance to the state's libraries, library patrons, and communities. An absence of LSTA funding would result in a vast reduction of both library services and library programs for the citizens of North Dakota.

## **NEEDS ASSESSMENT**

A variety of data sources were used to develop the needs assessment portion of this plan including U.S. Census data, demographic projections from the North Dakota State Data Center, statistical information gathered through the Federal-State Cooperative System as reported by IMLS, and the results of the *North Dakota State Library 2008--2012 LSTA Evaluation Report* document. Additionally, the State Library's Annual Performance Progress Reports directed to IMLS for the years of 2008 – 2010 were reviewed to aid in identifying areas of need. Finally, input received from the libraries of North Dakota was critically important in translating demographic realities into library service needs.

## DEMOGRAPHIC INFORMATION

The U.S. Census Bureau reported that the population of North Dakota at the time of the 2010 census was 672,591. The state's 2011 population is estimated at 683,932 and continued growth is projected; projections for the year 2020 have already been exceeded. This growth is trending upward partially because of the rapidly expanding petroleum industry in the state. Between the years of 2010 and 2011, North Dakota's population growth exceeded the national trend (1.7% growth for North Dakota vs. 0.9% growth for the U.S. as a whole).

The percentages of minority populations in North Dakota are lower than in the nation as a whole. Ninety percent of the state's population is White/Caucasian, many with German, Icelandic and Scandinavian ancestry. The State's Black/African American population represents less than 2 percent (1.2%) of the total compared to more than 12 percent (12.6%) nationally. North Dakota's Asian population is also smaller than the national average (1.0% vs. 4.8% nationally). The State's Hispanic/Latino population is growing and is currently approximately 2.0 % of the total compared to a U.S. average of 16.3 percent. The largest minority population in the year 2010 (based on Census data) was that of the Native Americans who composed 5.4 percent of the population, compared with 0.9 percent nationally.

North Dakota's median age in 2010 was 37 years. This compares to the median age for the United States of 37.2 years. In 2010, 14.5 percent of the North Dakota population was over age 65, compared with 13 percent of the United States as a whole. McIntosh County ranked in the top five counties with the highest percentage of the population (34%) being over 65. Two North Dakota counties, McIntosh and Divide, rank in the top five across the nation for the population over 85, with 7.5 and 6.5 percent of the population respectively. In 2010, North Dakota had the second highest population over 85 among the 50 states. Two and one-half percent of the North Dakota population was over age 85, compared with 1.8 percent of the U.S. as a whole.

Educational attainment in the State is close to national averages. The percentage of North Dakota adults (age 25 and older) with a bachelor's degree is 26.3 percent, compared with the U.S. average of 27.9 percent. Over 89 percent of the North Dakota population had a high school diploma, compared to 85 percent of the U.S. population. In 2009, seven percent of the North Dakota population had earned a master's, professional, or doctoral degree.

Using April 2012 data, the unemployment rate for the state of North Dakota is three percent. For the identical reporting period, the unemployment rate for the United States is 8.1

percent. With the growth presently in the state, it is clear that anyone wanting a job can obtain a job in North Dakota.

North Dakota is a very large state geographically (69,000 square miles) but the state's population is small. North Dakota ranks 47th among the fifty states in population density with approximately 9.7 people per square mile. This compares to a national average of 87.4 persons per square mile and New Jersey's density of 1,195.5 persons per square mile, which is the highest in the nation. The majority of North Dakota's population resides in three distinct areas: the capital city of Bismarck, the cities of Fargo and Grand Forks, (both located on the state's Minnesota border), and in a multi-county area of the northwestern area of North Dakota commonly referred to as "oil country" which is growing rapidly due to the robust petroleum business of the location. These three areas represent almost 40% of the state's population.

In 2010, North Dakota's average per capita income was \$25,803 compared to a U.S. average of \$27,334. However, as with population density, there is considerable disparity in the distribution of wealth in North Dakota. Per capita income in Cass County (home county of Fargo) is on average \$28,184 while per capita income in Pierce County is \$18,575.

#### **LEGAL SERVICE CONSTRAINTS**

The statutes of the State of North Dakota as noted in the *Century Code*, Section 54-24-01 to 54-24-09, provide for the role of the North Dakota State Library (NDSL) as the coordinator of library services offered to citizens by the public libraries of the state. In this role, the State Library administers the distribution of state funds (state aid). NDSL also provides other funds, including federal funds, for additional programs and services that may be offered by the state's public libraries.

The North Dakota State Library works in an advisory capacity with the public schools of the state. In this role, the State Library seeks to enhance school library services and coordinate the fulfillment of needs with the services and programs provided by the state's public libraries. (Note: in the state there are nine combination public/school libraries operated from one central site.)

The North Dakota State Library has no legal mandate for cooperative activities with the academic libraries in the state. However, extensive cooperation exists among the entities. Cooperation can be noted in statewide inter-library loan services, a statewide database collection, and a state union catalog of materials, as well as other activities.

**a. Public Library Services**

Library usage data collected by the states through the Federal-State Cooperative System (IMLS) shows the public library usage in North Dakota. Fiscal Year 2009 data (the most recent available for all states as reported by IMLS) reveals that North Dakota ranked 27th in the nation in terms of the number of library materials circulated per capita, which was just under the national average.

**Circulation per Capita - FY 2009**

Circulation per Capita for highest in the nation.....	17.0
Circulation per Capita for the national Average.....	8.1
Circulation per Capita for North Dakota.....	7.8
Circulation per Capita for lowest state.....	3.0

In FY 2009, the public libraries of North Dakota were ranked 21st among the states in interlibrary loan transactions (items received) per 1,000 population, and the state ranked 40th nationally in public library visits per capita. The state’s performance in reference transactions at public libraries per capita placed it at a rank of 30<sup>th</sup>. North Dakota’s public libraries ranked 12th among the states regarding the number of public use internet terminals provided per each 5,000 of population.

An issue of considerable concern is the fact that access to quality library information services is far from uniform in the state. While the state is home to some outstanding public libraries, there are also many people in the state who have no legal access to public library services or have access only to limited services since their public library may be open less than 15 hours per week. Efforts are being made to improve this situation of limited public service hours by the establishment of minimum public library standards with a standard for minimum available hours for public services. To date, these efforts have generated mixed results. Due to the mood of an “anti-tax sentiment” in many counties of the state, the measure of providing the local funding needed to provide quality library information at a level of 15 hours per week has, to date, proven to be a difficult accomplishment.

Therefore, just maintaining status quo local support for ongoing library operations has become progressively more difficult in recent years, even for some well-established libraries in the state. Indeed, many North Dakota public libraries have sub-standard permanent and/or dedicated sources of funding and their library services are increasingly at risk.

**b. School Library Services**

Comparable statistical information for North Dakota school libraries (media centers) is difficult to find. Much of the information that is available is out-dated. The best historical data regarding school libraries is available in the research provided in *The Status of Public and Private School Library Media Centers in the United States: 1999 – 2000* published by the National Center for Education Statistics in March of 2004. The most current available data from the North Dakota Department of Public Instruction gives K-12 public school enrollment for 2011/2012 as follows.

<b>TABLE of public school enrollments – TOTAL for the State</b>	
K – 8th -----	66,137
9 –12th -----	29,641
<b>Total 95,778</b>	

With the increasing influx of population in the state, school facilities are in a challenged condition. There are more students than there is classroom space for them. The lack of needed classroom space has led to the situation where some school library media centers are becoming a target for conversion to classroom use. This factor results in fewer school libraries and student access to library resources. The State of North Dakota ranks below the national average in terms of the percentage of schools with paid, certified school librarians.

**c. Academic Library Services**

The health of academic libraries in North Dakota is much brighter than the issues confronting K-12. These institutions have been able to increase service charges/fees that have resulted in, at minimum, a maintenance of effort on the part of academic libraries. While no

great expansion of facilities has been accomplished, funding for source materials has been continually maintained and, in some instances, expanded.

An important issue facing academic libraries in North Dakota is the redefinition of their fundamental role in a world that has increasingly turned to Wikipedia and Google for answers. Ensuring that students and faculty are aware of the availability of higher level resources and insuring that they know how to find, evaluate, and use these resources has emerged as a important function in most academic libraries. With the reduced number of trained staff in school libraries (as noted previously), many students arrive at institutions of higher learning lacking basic library and information literacy skills.

North Dakota's academic community has been willing to work with the North Dakota State Library in several cooperative activities. Such cooperation is especially notable in the shared databases made available statewide (some costs shared by individual libraries; some cost paid by the NDSL), the state's union catalog and ILS system, as well as in the sharing of materials in a cooperative inter-library loan operation.

## **SUMMARY OF PERCEIVED NEEDS FOR NORTH DAKOTA**

- More than 13.6% of North Dakota's citizens are without public library service being offered at a minimum of 15 hours per week.
- Many North Dakota public libraries are at risk due to sub-standard permanent and/or dedicated sources of local funding (uneven local support).
- Delivery of quality library services to sparsely populated areas is challenging and expensive.
- School libraries lack adequate staffing, and with diminishing budgets for library materials are unable to provide an adequate level of service to students. This places more pressure on public libraries to provide both educational and instructional services and resources for the students of the state.
- University library efforts to teach information literacy skills are limited and largely uncoordinated on a statewide basis.
- North Dakota libraries are not well prepared to serve a growing population in the "oil field" areas of the state and almost all public libraries statewide are not well prepared to

serve an ever-growing group of “active seniors” as this age group (62+) increases in number.

- Seventy-five percent of public libraries do not have staff with the educational background and experience to deliver quality library services.
- The need for trained librarians and library workers makes the provision of continuing education and staff development for serving a diverse population important, though providing this training is difficult, as both geography and weather constraints affect the ability of staff in public libraries and school libraries to participate.
- North Dakota lacks a coordinated plan for the digitization of valuable resources.
- Funding for “research and development” activities and for the initial implementation of innovative initiatives designed to enhance library and information services are insufficient in North Dakota.



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## **Basis for the North Dakota Plan**

### **2013 – 2018 LSTA GOALS**

North Dakota’s LSTA Goals for 2013 – 2018 are designed to enable the North Dakota State Library to make progress in addressing the needs identified above within the framework of the purposes for the LSTA program that are specified in the Institute of Museum and Library Services writing titled *Creating a Nation of Learners: Strategic Plan, 2012-2016*.

**NORTH DAKOTA STATE LIBRARY**  
**2013 – 2018 LSTA PLAN**

**GOAL 1.**           **The North Dakota State Library places a strong importance on the opportunities afforded to the learner and supports providing engaging experiences in libraries that prepare the state’s citizenry to be full participants in their local communities and our global society. To achieve this goal, tasks shall be set that provide an opportunity to gain updated knowledge and maintain the accessibility of information resources.**

**To gain new knowledge:**

**Activity 1.1.**

The North Dakota State Library shall continue its partnership with the academic, public, school, and special libraries of the state to provide for a network of shared electronic resources accessible to all citizens. Accomplishment of this activity entails networking among all types of libraries including academic, public, school, and special libraries as well as library associations and museums.

**LSTA Focus Category: Public Access to Information**

**Actions:**       The North Dakota State Library, using LSTA funds, plans to continue to work to expand and make easily accessible, electronic information resources to all North Dakota citizens. To accomplish this activity, the state library agency has acquired and maintains contracts with electronic database vendors to obtain both in-library and remote access to priority databases for North Dakota citizens. These contracts are maintained in a cooperative network with the states of Minnesota and South Dakota and are brokered through MINITEX which is based on the campus of the University of Minnesota. Collaboration with MINITEX provides a cost-effective method for North Dakota to maintain access to a maximum number of quality informational resources. Electronic information resources (databases) selected for availability to the citizens of North Dakota are chosen on the basis of a survey of need and the usefulness of the databases by the libraries in North Dakota. The provision of the selected databases benefits the public libraries, the K-12 schools, as well as the home-schooled, and the academic institutions of the state. In this goal of the LSTA program, the North Dakota State Library seeks to provide leadership in a cooperative venture which benefits all North Dakota citizens.

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

**Indicators of Success:** The combined discounts afforded through the MINITEX cooperative have allowed a true expansion of the LSTA dollars to provide a maximum number of high quality informational resources available in an electronic format that is accessible to citizens at home, work, school or the library. Surveys and personal comments directed to the North Dakota State Library shall be used to indicate a need for the continuation of the materials provided under this goal. Included in the surveys taken shall be the views of K-12 school, public, and special libraries, and the state's academic community.

**Activity 1.2.**

The North Dakota State Library shall provide training to business entities and citizens in using information resources.

**LSTA Focus Category: Employment / Business Development**

**Actions:** The North Dakota State Library produces training webinars on a multitude of topics, including usage of library materials and database resources, which benefit individuals and the business community. An example of a business topic would be governmental rules and regulations that affect new business start-ups. Beyond the webinars, NDSL staff travel the state providing in-person educational training on library topics, especially on how to use the research databases made available by the NDSL.

**Desired Outcome:** Fulfillment of this goal provides for North Dakota citizens, including citizens engaged in business development, to gain increased knowledge in the usage of library materials.

**Indicators of Success:** The continued support of the state's business community and the economic councils of the state's counties, shown in the vocal and written support of the North Dakota State Library's budget and administration, is an indicator of the success of this goal. By combining the efforts of the North Dakota State Library with the efforts of North Dakota's K-12 school, public, and special libraries, and the academic community to reach all areas of the state, it is expected that this activity will expand services for learning and access to information plus educational resources in a variety of formats.

**To make knowledge accessible:**

**Activity 1.3.**

The North Dakota State Library shall provide educational opportunities that enhance the professional abilities of librarians and library employees in the state.

**LSTA Focus Category: Library Capacity Building**

**Actions:** The North Dakota State Library shall continue to provide a grant program to support the professional education (ALA/MLS degree) of individuals who desire to work in the library profession. Grants for funds to attend and to participate in trainings, workshops and professional meetings or conferences shall also be made available. All of these opportunities (MLS and conference training) are available to the full-time staff of any public library or public school library in the state. The award of such a grant is on an individual basis as reviewed and determined by the administration of the North Dakota State Library.

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

**Success Indicators:** As a mostly rural state of few people and many square miles, inequity in the provision of library service is an ever-present issue. This inequity may be, to a substantial degree, a reflection of the lack of professional training available within North Dakota. With no ALA approved library school in the state, most professional knowledge gains come only via grants that enable advanced learning. Meeting the hopes of this goal is essential in the development of library services and library leaders in North Dakota for the forthcoming years.

**GOAL 2. The North Dakota State Library shall undertake tasks that promote North Dakota libraries as strong community anchors that enhance knowledge, civic engagement, cultural opportunities, and economic vitality.**

**Activity 2.1.**

The North Dakota State Library shall work to achieve a program of cooperative service among all types of libraries in the state and, in the provisions of that program, provide

equitable service that increases the educational and cultural life of the citizens of North Dakota.

**LSTA Priority Focus: Lifelong Learning**

**Actions:** The North Dakota State Library provides statewide access to an online tutorial program called “TutorND”, which is available Sunday through Thursday evenings from 6:00 PM to 10:00 PM. The program is for K-Adult and has already been endorsed by the Chancellor of the North Dakota University System, the Superintendent of North Dakota’s Department of Public Instruction, the K-12 education community and home-school groups in North Dakota. The program offers online assistance in the subjects of Math, Science, Social Studies, and English.

**Desired Outcome:** The North Dakota State Library has two primary goals in this activity. First, NDSL has a strong desire to help improve the educational abilities and cultural opportunities of the citizens, K-Adult, of North Dakota. This goal hinges on the idea that an educated populace is a progressive populace that will work to make a better life for all, with the hope being that the better life starts in North Dakota. Second, the state library agency hopes to see an increase in test scores on the part of the state’s students, and an overall better educated workforce. TutorND is another cooperative opportunity for the North Dakota State Library that allows all libraries in the state to maintain a fruitful and productive dialogue with each other.

**Indicators of Success:** The program “TutorND” began in August of 2011. Although the program has a limited time period of use, it has proven to be successful, as it has seen considerable usage by school age, college age and adult students. Statistical usage data shall continue to be maintained.

**Activity 2.2.**

The North Dakota State Library shall disseminate to state government and the federal government, as well as to the citizens of North Dakota, informational data about the resources and services available from the libraries of North Dakota including state and federal documents.

**LSTA Focus Priority: Civic Engagement**

**Actions:** The North Dakota State Library is the designated resource agency for the maintenance of all North Dakota state documents and is a selected Federal Document Depository. These materials, combined with the databases maintained and provided by NDSL,

are of great benefit to state government. This is especially true for the state's Legislative Branch and for various departments of state such as the Department for Economic Development and Finance.

**Desired Outcome:** The North Dakota State Library hopes to assist governmental entities to make timely and informed decisions. An example of having and making available useful data is the ability, in 2011, for the NDSL to have documents of information on file regarding the Missouri River and its historical water flow tables. Having such data available shows how efforts are being made in North Dakota to maintain the role of libraries as repositories of information for governmental decisions as well as the decisions made by the general populace. While work remains to be done to make many of the state's local governmental units more willing to share data, support for sharing activities, continues to grow.

**Indicators of Success:** The best indicator is the ability of the North Dakota State Library to fulfill informational requests promptly and to answer questions for other governmental agencies and business entities in the state.

### **Activity 2.3.**

The North Dakota State Library shall work towards a plan so that a coordinated program for the digitization of public documents and special collections is created and that uniform, agreed upon, standards should be established so that there will be a preservation of North Dakota information. It is believed that libraries can conduct a digital project using cost-effective technologies to expand and enhance the access to information resources for the state's citizens.

### **LSTA Priority Focus: Civic Engagement**

**Actions:** Through the use of emerging digitization technologies, libraries in North Dakota can facilitate wide-scale public access to previously inaccessible documents of local and historical interest. The North Dakota State Library, therefore, seeks to aid in the identification and dissemination of information regarding existing digitization efforts; provide for a conference at NDSL to set statewide goals and strategies for digitization; and encourage the adoption and dissemination of basic standards for digitization.

**Desired Outcome:** NDSL believes that with a better understanding of the scope of digitization needs in the State, greater awareness can be gained in cooperative discussions and actions that shall result in an adoption of standards for libraries / museums / special collections

in North Dakota related to digitization. With such an achievement, attention may be directed to the prioritization of collections and resources that are candidates for digitization in the state.

**Indicators of Success:** Survey responses and anecdotal information received shall be an indicator that the near-term goal of understanding and cooperation among various types of libraries and museums has been achieved. It is also believed that this effort shall result in other opportunities to expose library staff to new and emerging technologies and increase library efficiencies.

**GOAL 3. The North Dakota State Library supports the acquisition, maintenance and use of quality library collections and encourages the use of technology to facilitate discovery of information.**

**Activity 3.1.**

The North Dakota State Library shall continue the development and strengthening of a comprehensive statewide library material collection and a statewide online library catalog. By adding the collections of North Dakota libraries to WorldCat and linking OPACS, cataloging, circulation, interlibrary loan, and reporting functions improve. This activity shall continue to provide access to WorldCat for all North Dakota citizens through a statewide contract.

**LSTA Focus Category: Lifelong Learning**

**Actions:** The North Dakota State Library shall continue to work to improve public access to the library collections of the state by facilitating the automation of cataloging, circulation, interlibrary loan, and reporting functions of North Dakota libraries. A special effort of this activity shall be the State Library's work with public libraries in North Dakota to provide a comprehensive statewide catalog with web access serving as an important resource available to all libraries. Efforts to add smaller libraries are ongoing, with a goal of eventually reaching and including libraries of all types who desire inclusion.

**Desired Outcome:** NDSL desires that cataloged materials in multiple formats from multiple libraries in North Dakota shall be integrated into one universal catalog made available statewide via the web as part of the OCLC / Worldcat universe. Because of this activity, library users become better consumers of educational materials and services. With the knowledge acquired, they achieve a healthier and more active lifestyle in their communities, and library users enjoy a more developed and rich cultural life. The expansion of access to library

resources, the expanded sharing of materials, and a more efficient, cost effective delivery system is also a desired outcome.

**Indicators of Success:** Survey responses and anecdotal information received annually shall provide data to indicate how well users are able to access materials in North Dakota libraries. Data shall also show the degree to which material discovery was enhanced by the inclusion of resources in the catalog as well as the ease of use of the online catalog interface.

It is noteworthy that a percentage of the populace of the state of North Dakota has an Icelandic heritage and their record, in the language of Iceland, is maintained at a special library within the state. The North Dakota State Library, presently and in years past, has undertaken the task of making OCLC catalog records of these materials available. (Specifically, in this activity, staff members of the North Dakota State Library catalog these writings.) LSTA funds used at the State Library provides for this effort, which benefits Americans of Icelandic heritage and residents of the country of Iceland doing research using the many single source materials in the collection. This is an example of how the funding of LSTA projects expands services for learning and access to information in a variety of formats for individuals of all ages, and in the process, develops library services that provide all users access to information through local, state, regional, national, and international electronic networks.

### **Activity 3.2.**

The North Dakota State Library shall develop and deliver statewide resource sharing by continuing and strengthening the statewide interlibrary loan and document delivery service.

### **LSTA Focus Category: Human Services**

**Actions:** The North Dakota State Library shall continue to coordinate, publicize and facilitate interlibrary loan service among North Dakota libraries. The North Dakota State Library produces brochures that highlight the availability of statewide ILL services. Publicity of the service has been included in local library newsletters as well as other publications. LSTA funding for this service provides citizens access to unique and unusual library materials. To achieve success in this activity, NDSL shall maintain cooperative partnerships with all school, special, academic and public libraries in the state, and with the libraries of the University of Minnesota through a contract with MINITEX.

**Desired Outcome:** Expanded access to library resources through interlibrary loan utilizing an efficient, cost effective delivery system.

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

**Activity 3.3.**

The North Dakota State Library shall provide library services to persons having difficulty using a library. The State Library shall identify and implement relevant training opportunities in assistive technology and library services for diverse populations for Outreach Services staff and librarians throughout the state.

**LSTA Priority Focus: Human Services**

**Actions:** The North Dakota State library desires to continue its work to ensure that every citizen of the state has equitable access to library materials and information regardless of location, age, education, economic status or special needs. In addressing the special needs populace, NDSL, by participating in the Library of Congress' National Library Service for the Blind & Physically Handicapped (NLS) network, works to fulfill the recreational and informational reading needs of this special needs group. In support of the NLS activities performed by NDSL, the staff of the State Library also sponsors and hosts multiple workshops each year to promote public awareness of services offered and to provide public awareness of materials available. Beyond working with the NLS program, the North Dakota State Library works with other outreach organizations in the state, including but not limited to, the deaf community. The State Library also works with constituent groups throughout the state, including local librarians, special educators, and other advocates, to promote awareness of the special needs services available.

**Desired Outcome:** The desired outcome is to achieve an equality of library service for those with special needs in North Dakota, especially those who are certified to participate in the NLS program. Included in the goal is to continue the radio reading service at the state library agency (NDSL) while also seeking opportunities to work with other special populations in the state.

**Indicators of Success:** The comments and responses as noted on user surveys shall be the primary way to ascertain this activity's achievement. The responses, especially as related to the NLS program, shall be an indication of how well NDSL is meeting its objectives.

### **Activity 3.4.**

The North Dakota State Library shall provide to North Dakota the opportunity for libraries to participate in the Cooperative Summer Library Program by purchasing a manual and core sets of materials for libraries and to assert a leadership role in the encouragement of all North Dakota children to read and experience the joy of reading.

### **LSTA Priority Focus: Lifelong Learning**

**Actions:** The North Dakota State Library has, for several years, participated in the national Collaborative Summer Library Program. Through this arrangement, NDSL distributes materials and helps to coordinate activities for libraries throughout the state. The goal for NDSL's participation is to improve children's summer reading, minimize summer loss of reading ability, and empower communities to have a robust summer reading program for local youth. The Summer Reading Program benefits children and youth who are served by this statewide outreach service. It is made available to all public libraries and several schools; each receives manuals and other support materials. A special effort is made for the inclusion of the visually and physically impaired children and youth into the program. Beyond the expense of acquiring manuals and support materials for the libraries participating in the statewide Cooperative Summer Reading Program effort, the North Dakota State Library annually provides, in the month of February, workshops for the planning of the summer program. These workshops are conducted at various locations throughout the state. Additionally, the NDSL hosts the statewide kickoff of the program each year on the grounds of the state capitol. NDSL plans a continuation of this Collaborative project.

**Desired Outcome:** To increase participation by local libraries in the Summer Reading Program resulting in children/youth participating in Summer Reading activities. The Summer Reading Program continues annually to be one of the best received statewide programs offered by NDSL.

**Indicators of Success:** Survey data for the program shall be maintained to measure the awareness of the statewide program and the extent to which children at local libraries are motivated to read based on the efforts of the statewide initiative. Survey data of the last several years indicates that a high percent of libraries participating in the program were very satisfied with the manuals and other materials they received from the North Dakota State Library in support of the statewide program.

**GOAL 4.**            **The North Dakota State Library shall seek to provide programs and services that sustain or increase access to information and ideas for the citizens of North Dakota.**

**Activity 4.1.**

The North Dakota State Library’s professional Field Services staff shall be available for in-library consultations regarding programs and best practices.

**LSTA Priority Focus: Library Capacity Building**

**Actions:**            Through the work of NDSL’s Field Services Department, the needs of many libraries are satisfied via a hands-on approach to professional library training. In this activity, professional assistance is provided to enable library workers in North Dakota to better serve their patrons. The Field Services Department of NDSL is a primary contact for the library directors and library workers of the state. A bimonthly contact schedule is maintained so that regular discussions are conducted and future problems of libraries in the state are handled at the infant stage.

**Desired Outcome:** Through the work of the Field Services Department, the NDSL knows more about the concerns and needs of the local libraries in North Dakota. The libraries in the state are afforded a greater opportunity to know how the NDSL can assist in their local operations, services, and development.

**Indicators of Success:**            Acceptance of the work of this NDSL Department shall be gauged by survey and unsolicited responses from the state’s library community. It is expected that, as in the immediate past, the Field Services Department shall be a positive aid for the libraries of North Dakota.

**Activity 4.2.**

The North Dakota State Library shall work to ensure that all North Dakota citizens have convenient and timely access to information about North Dakota’s libraries and the services they provide.

**LSTA Priority Focus: Public Access to Information**

**Actions:**            The North Dakota State Library shall make a concerted effort to provide and sustain comprehensive public information efforts that spread an awareness of library services

and programs in an effort to increase the use of statewide services, resources, and technologies in libraries throughout North Dakota. Three primary ways that the NDSL plans to accomplish this activity are: 1) the distribution of the North Dakota State Library's monthly electronic format newsletter that imparts information to library patrons and library workers in the state, as well as governmental agencies and the populace as a whole; 2) the development of brochures that highlight services such as the collection of databases available, inter-library loan services, statewide tutorial services, and reference services; 3) the use of "social media" to provide knowledge of library services; and 4) the continued development of informational pages on the North Dakota State Library website.

**Desired Outcome:** To achieve greater professional knowledge about the best practices of librarianship and forthcoming activities in the libraries of North Dakota.

**Indicators of Success:** "Flickertale", the newsletter of the North Dakota State Library is used to tell the story of North Dakota libraries and, perhaps more importantly, share with library workers in North Dakota news about the profession of librarianship and provide notice of the many types of activities available to enhance library services in a local community. To achieve such an informational role, the newsletter has three sections that include: a) news from and/or about the North Dakota State Library's programs and activities; b) news from and/or about libraries of all types (academic, special, K-12, and public libraries) in the state of North Dakota; and c) news about the library profession as gleaned from the professional literature of librarianship in publications and notices not normally received by the library workers in the state of North Dakota.

Additionally, the North Dakota State Library shall continue to produce brochures to inform the general public of the services offered by NDSL. Special brochures such as one for the Talking Book Program offered by NDSL will be made available in appropriate medical profession offices, and in senior citizen care centers, as well as in the library facilities of the state. The usage of targeted brochures shall enable the largest number of the state's citizens to know of available services, to use those services, and to, in turn, become library supporters to protect and maintain those services.

Beyond these efforts, the North Dakota State Library shall continue to maintain a website that provides a wealth of information that is updated periodically. Also, the North Dakota State Library (NDSL) shall continue to work to ensure that every North Dakota public library has a basic website presence. To accomplish this activity, NDSL has designed a template that has been used by several libraries and is available to all in the state. The template includes a photo of the facility, an address, telephone number, and hours of service. The template design also allows the library to add announcements regarding the library activities and events.

## **PLANNING AND IMPLEMENTATION PROCEDURES SUMMARY**

The following summarizes the stakeholder involvement, communication procedures and monitoring actions/evaluation plan, which the North Dakota State Library has put into place for the development, finalization, and implementation of the 5 year plan.

### **a. STAKEHOLDER INVOLVEMENT**

A series of discussions regarding past programs and services offered with the use of LSTA funds provided the North Dakota State Library with an opportunity to assess the needs and concerns of the state's library community. These discussions were held at various locations around the state with public librarians, school librarians, academic librarians, and those working with special collection libraries.

Discussions were also conducted at professional library meetings, and with the members of the North Dakota Library Coordinating Council, a group appointed by North Dakota's Governor. The Council includes librarians and members of the general population of the state. The members of the Council are charged to provide advice and suggestions to the NDSL regarding operations, both internal and external.

A LSTA Planning Team which consisted of key members of the NDSL staff who are directly involved with LSTA statewide programs assisted in the development of this LSTA Plan for the North Dakota State Library. The input of this group was paramount in the design and future implementation of many of the activities.

Finally, data obtained from the *LSTA Evaluation* for the years of 2008-2012 provided great insight regarding the needs of libraries in the state for the forthcoming years. In the Evaluation process, public meetings were held throughout the state and survey responses were collected. Data obtained from these venues gave strong indications of programs that needed to be continued and also provided recommendations for new programs that should be considered. Future Stakeholder involvement will continue and feedback shall be obtained via surveys, site visits, and project reports.

### **b. COMMUNICATION PROCEDURES**

Upon approval of the 2013-2018 plan by IMLS, the *North Dakota LSTA Plan for 2013-2018* will be posted on the NDSL website. Printed versions will be available on request. An activity report, regarding the use of LSTA dollars, will be made annually at the state's library association meeting (each September). Experience has shown that the library community of

North Dakota does not favor formal comment situations. It is preferred that a variety of opportunities for informal comments be allowed and these comments shall be compiled by NDSL staff and by the members of the North Dakota Library Coordinating Council. The State Library shall also, from time to time, make special announcements in its newsletter as a reminder of the plan's existence, outcomes, and successes. Brochures and electronic communication will be utilized to communicate general and specialized LSTA information to both the public and library communities.

### **c. MONITORING ACTIONS / EVALUATION PLAN**

The North Dakota State Library shall track, on a quarterly basis, implementation of the *North Dakota LSTA Plan for 2013-2018*, and prepare annual and other reports as appropriate. The LSTA Coordinator of NDSL shall have primary responsibility for monitoring and tracking the implementation of NDSL's LSTA Plan. In addition, statewide project managers who are responsible for specific program implementation shall monitor programs through regular status reports and final reports on the progress of each project in relation to the LSTA Plan. They will be responsible for working with the patrons, libraries and the LSTA coordinator to evaluate activities. In addition, surveys, focus groups, evaluations, interviews as well as staff and consumer assessments will be used to evaluate programs. NDSL staff will also invite ongoing input and assessment from public library directors and other members of the North Dakota library community to review accomplishments and progress on meeting the needs stated in the *North Dakota LSTA Plan for 2013-2018*.

With regard to all sub-grants that may be offered by NDSL, an important element will be to establish a strong monitoring process for all sub-grant projects. Project managers of sub-grants will provide regular progress reports and a final report to NDSL. North Dakota State Library staff will conduct annual on-site monitoring visits for each project. If needed, corrective measures will be implemented.

The Institute of Museum and Library Services (IMLS) will be notified of any amendments or modifications to the plan as they become evident. The library community of North Dakota will be made aware of any amendments or changes through the NDSL's monthly newsletter, by email, and appropriate web networks.

Prior to the conclusion of 2018, the North Dakota State Library shall be responsible for conducting and completing an evaluation of the *North Dakota LSTA Plan for 2013-2018*. NDSL shall establish and implement a measurement process, in accord with IMLS requirements, to evaluate the results of all activities undertaken using the federal dollars provided by the LSTA program.