

***LIBRARY SERVICES
AND TECHNOLOGY ACT
EVALUATION REPORT***

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EXECUTIVE SUMMARY

Area 1—Interlibrary Loan Services:

- The responses indicated that the state library system's public image has been greatly enhanced as evidenced by customer service satisfaction, positive comments by patrons, a united voice for state initiatives, and an impetus to develop the current network.
- Interlibrary Loan Services increased the awareness of the State Library, access to diverse materials, frequently used and infrequently used materials, increased circulation, and the spreading of requests to the whole state, not just a few large libraries. Rural patrons have access to more materials and rural libraries have access to each other and libraries could track what was requested for collection development.
- Responses noted that there was greater communication between and among libraries, librarians, and the State Library.
- The system saved time in searches for both patrons and librarians, shared topics of special interest, allowed patrons to pursue educational interest, and expanded awareness of the variety of materials available.
- The service stretched limited library budgets, brought a better budgeting focus, took the burden from larger libraries, and expanded resources.
- The participants expressed concerns regarding the need for cooperative purchasing dialogue, increased postage costs, the need for minimal charge find requests, and MINITEX costs and contracts.

Area 2—Training:

- Participants noted increased knowledge and skill of library managers and staff, the ability of people to train themselves, staff efficiency increases, and diverse training prospectives [sic].
- Training opportunities increased the integrity of records, facilitated the Minitex, OCLC, on-line cataloguing, UCITA Teleconferencing, copyright training, sendit training, Gale databases, and other electronic resources.
- Training promoted people-networking among librarians, increased the awareness of statewide training expertise, advertised available shared training, and reached out to communities through home internet access.

- Training efforts enhanced public relations opportunities, increased communications among libraries, and strengthened North Dakota State Library leadership.
- Participants noted difficulty because of limited numbers interested in training, the need for basic training, some confusion related to new features, the need for consultants, and the necessity of mandated state standards for librarians.

Area 3—Reference Services:

- Reference services created an expanded statewide information base, cultivated trust among libraries, decreased isolation of rural areas, and provided service oriented to the needs of individuals and communities.
- Technological services were enhanced by educating patrons about electronic resources, making databases available on-line, providing electronic lists to ask and answer questions, and providing libraries which are reliable and reputable sources of information.
- Reference services created positive public relations, successful reference encounters, answers anytime/anywhere, and repeat customers because of trust.
- Concerns were limited in the area of Reference Services—some further information is needed, a state reference coordinator could be considered, statewide virtual 24/7 reference service may be necessary, and the future of “virtual reference” in North Dakota should be explored.

Area 4—Disability Services:

- Services to disabled were improved by large print, books on tape, talking books, adaptive technology, and general collaboration among agencies.
- Good rapport was developed between staff and disabled patrons by providing a full range of service regardless of disability.
- The State Library should market talking books better, DRIS should be expanded, and consultants are needed to advise on compliance with disability legislation.

Area 5—Grants:

- Grants provided additional computers (Gates), allowed the e-rate to be taken over by state, provided AREIL service, increased dollars were available for equipment and software, and retro-conversion of the statewide network was enhanced.

- Library automation and technology advancements as a result of grants made additional databases available, funded cross-generational training in internet use, provided information power training, facilitated Infolynx software and increased accessibility to library collections.
- As result of grant use there was a blending of school-public library collections, community commitments were met, and standards for connectivity, training and small library participation were fostered.
- The participants expressed a need for a full time grant writer, proactive full funding, and more time to write cumbersome, time-consuming grants.

Area 6—Technical Assistance:

- Participants appreciated technical assistance with copyright and censorship issues, development of selection policies, send-it technology assistance, statistical information for reports, budget forecasting, and maintaining standards.
- The State Library was commended for retrospective conversion for libraries going to ODIN, access to licensed resources, and providing a unified voice for legislative efforts.
- Technical assistance has increased patron awareness of information availability and the use of electronic databases.
- The participants expressed concern for the need for increased funding for academic efforts, more technical assistance for school librarians, fully funded state aid for public libraries, and more consultants to assist librarians.

LIBRARY SERVICES AND TECHNOLOGY ACT EVALUATION REPORT

This study was authorized by the North Dakota State Library for the purpose of evaluating the expenditure of funds received from the Library Services and Technology Act (LSTA).

NEED FOR THE PROJECT

In 1995, the Governor's Advisory Council on Libraries initiated a planning process that would analyze current library services in North Dakota and develop a vision for the year 2004 and beyond. As a result of that process, a grant was received from the LSTA to strengthen services in the areas of interlibrary loan services, training, reference services, disability services, grants and technical services. For a description of these areas, see Appendix A. Librarians from across North Dakota were invited to participate in a "think tank" activity to evaluate the expenditure of those funds.

NOMINAL GROUP PROCESS ACTIVITIES

Dr. Kent Hjelmstad and Dr. Larry Klundt, consultants with Leadership Options of Bismarck, North Dakota, facilitated the Nominal Group Process. They decided to use the Nominal Group Process with this statewide gathering as it is a very efficient means of gathering large amounts of data on a wide variety of topics in a relatively short time.

Each of the participants was placed in groups that consisted of 4 to 8 people and were instructed in the Nominal Group Process. Each of these groups selected a leader to facilitate the groups work, a recorder to record the groups work, and a reporter to report out the groups work. At the beginning of the nominal group process for each area, the participants were given information from the ND State Librarian regarding the content of the area of study. Each participant was instructed to think of as many answers to the prepared questions as he/she could and list them on their worksheet. The prepared questions (Appendix B) were, "*Of what benefit has this service been to your community? How has the service strengthened the network of libraries in the state? and, How has the service expanded awareness of your library?*" The leader then conducted a "round robin" session where all of the ideas regarding the question at hand were placed on a flip chart and eventually shared with the larger group. This basic procedure was used through out the day on all of the areas for which evaluative information was sought. The session was concluded with a brainstorming session using ending questions that asked the participants for information regarding the future direction of grants and to determine their needs for the future.

The participants in these exercises included librarians from K-12 libraries, public libraries, higher education libraries, and specialized libraries.

LSTA NOMINAL GROUP PROCESS RESULTS

The following is verbatim report of the results of the Nominal Group Process. In some cases, the results were combined, as the statements were very similar. The participant responses are divided in to positive comments and concerns.

Area 1 – Interlibrary Loan Services

Positive Comments:

Of what benefit has this service been to your community?

- Provides opportunities to teach search techniques
- Serves the people where they are
- Identifies where materials are located
- Focuses your budget, space and discards (aids in collection development)
- Helpful to have full text of periodicals and to be able to e-mail to yourself
- Helpful to be able to interlibrary loan textbooks for classes
- Took the burden from the larger libraries
- Basic and advanced research needs of students are addressed
- Allows us to hide collections' inadequacy
- Increased our collection dollars
- Makes diverse selections possible
- Increase access to materials and staff
- Increased awareness of North Dakota State Library
- Access to infrequently used materials
- Stretches limited library budgets
- Allows for collection specialization

Expands resources

Enables us to meet high percentage of patron requests

Improves public image of the library

Increases awareness of number and types of libraries statewide and nationally

Expands awareness of types of materials

Allows patrons to pursue educational interests without leaving community

Provides materials that don't fit the mission, that are too expensive, out of print, seldom used, with a variety that is not available locally with shelf limitations

Customer satisfaction—more likely to support us

Items available that we didn't know existed

Increased circulation

Track what is being requested for collection development

Sharing medical information

Obtain in-hand materials not owned by the library

Easy to know what is available at all libraries in town

Obtain political, medical, large print books—special materials

Expansion of our library's budget

Enhances our teacher center program

Enables health professionals to obtain information quickly

Awareness to user that they can access materials throughout the state

Saves time searching for an item

Saves time for patron/takes time for librarian

Improves options

How has the service strengthened the network of libraries in the state?

Spread the requests to the whole state not just a few larger libraries

Turns individual libraries into a “large” library

Makes unique collections available to all

Cooperative collection of materials

Allows personal contact with other libraries

Increased cooperation of libraries

Seen as one staff

Improved communication

Better services

Strengthened the need for each other—stand as one

Greater communication

Increased sense of community

Awareness of special collections in state

United voice when seeking funding

Economics of scale for purchasing contracts

Impetus to develop the networks we have now.

Greater communication between/among libraries/librarians

Shared knowledge and expertise

Rural patrons have access to collections

Rural libraries have access to each other’s collections

Knowledge of where collections are located

Strengthens communications

Small libraries not in an on-line catalog can utilize resources through internet
Has speeded delivery of materials to end user

How has the service expanded awareness of your library?

PR in the library

Small, rural libraries are on the internet

Makes you aware of your collection and needs

Featured services of the library

Monies to expand services

Library awareness of each other

Smaller libraries are aware of offerings available

Advertising/recruiting tool

Vision of open door to the outer environments – Minnesota, New York

People hear about you around the state and country

Within your community you gain a reputation for ability to obtain materials

Good customer service satisfaction

Our system (Infolynx) allows our patrons to check out at all member libraries directly

Shows uniqueness of my collection

Shows weakness of my collection

Makes jr. high students get public library card

Word of mouth that library has or can get what patrons need

Helps librarian select materials

Expands variety of patrons

Concerns:

Downsize the COST

Inability to reward the net lender

Affect on patrons as the new system goes into effect

Minitex costs and contract

Access to out of print books

Need to grow, build, expand

Replace search, find, retrieve

No cooperative purchasing or planning—dialogue is needed

Great service but not without cost—postage fees

Libraries that have implemented minimal charge find requests more focused and less frivolous

Compliance with copyright clearance still a problem for small libraries

Shows when network/process works well and when it doesn't

Need to develop and improve technology

Area 2 – Training

Positive Comments:

Of what benefit has this service been to your community?

Using Gale databases

Using consumer health resources—good and needs to be continuing

Has brought awareness of electronic resources to uses

Minitex OCLC training is valuable

Expands skills and knowledge of library managers and staff

Train people to help themselves

Regional training helps with budget and travel

Pub Med training is great

Staff efficiency increases

Cooperative training—DWCL—training member librarians on cataloguing, proquest, Gale, Invisible Internet, etc.

Nationwide training-PDA'S

Training of librarians offers diverse prospective

More confident searching skills for patrons

Consistency of training models

Increases integrity of records

Minitex—OCLC training

Online catalogue—ILL—ODIN—Copyright training, sendit training, Gale, NDLMMA workshops

Breaks down barriers for patrons because of distance

The more you know the farther you go

Retrospective conversion

Update skills and knowledge

Teleconferences—UCITA

Onsite training is helpful to libraries in finding solutions to problems

Helps individual libraries to train patrons

Good way to educate staff and public to the library needs

We are all working together for uniformity

How has the service strengthened the network of libraries in the state?

Our library has provided training to the other types of libraries and clientele

Quality of information is good

Strengthened leadership of NDSL

Increased communication between libraries

PR opportunities—enhances our image

How has the service expanded awareness of your library?

Promotes people networking among librarians

Awareness of training expertise that can be provided by various libraries

Awareness of resources our library can provide to patrons

Advertise what is available by sharing training

Reach out to community through at home internet access

Extended training experiences

Listings and mailings

Concerns:

Expand MTX—OCLC training by using IVN

Well-coordinated training and publicity about training for entire state—
positions—all types of libraries

Online, IVN or video training methods needed

Administrators/officials need to mandate standards for librarians

Trustee workshop—good—wish there were more offered

Workshops a problem for small libraries/librarians who have no one to cover
for them

Training opportunities not widely promoted to library community

Younger students need more library training

Involving all patrons in integrated services

Minitex workshops held in Minn/St.Paul only—investigate video conference

Online tutorials—time constraints for librarians and patrons

Difficulty to provide training because of numbers interested

Need for basic training

Creates confusion for preparedness of new features

Need of consultants, example—public library, school

Need to market your services

Area 3 – Reference Service

Positive Comments:

Of what benefit has this service been to your community?

Gives patrons contact person

Training of librarians has helped them provide better service

Educating patrons and educators about electronic resources provided by library

Patrons more likely to use library when they know they will receive help

We can provide quality information on health topics

Looks for answers

Particular reference available

Gap between information

Database available on line

Training of teachers

Cooperation—phone in questions

Access to materials unavailable in your library

Service oriented to your community

Changes in job positions—information age

Teach people to help themselves

Use electronic lists to ask and answer questions

Call on community expertise

Benefit K-12 and public libraries

Provide accurate info from specialized sources

Reference for us has moved from staff person to end user

NDSL booths provide info on reference services available

NDSL resources for state documents

Answer questions by person or phone

Assist with very specific information

Answers anytime, anywhere

Community is a reference resource

Library is an extremely reliable and reputable source of information

Fast resource

How has the service strengthened the network of libraries in the state?

We know who to call and we call that person

Less isolation

Shared resources, e.g., databases

United voice for legislative support

Can refer non primary clientele to state library
Focused collections share the burden of costs of materials
Training participants become a cadre
Library is a directional sources of expert resources
Librarians cooperate to share information
Expanded statewide information base
Reputation lives on
Network of trust among libraries

How has the service expanded awareness of your library?

Successful reference encounters lead to more
Changes in need to know—tribal offices
Changes in sources—format of information available
Repeat customer because of trust
Spread PR by satisfied patrons
Reputation for success as a clearing house
Library provides confidential information
Good PR
Person v. computer
Librarian promotes use of invisible internet
Positive dialogue between library and community

Concerns:

Organize statewide virtual 24/7 reference service
State library should market reference service to libraries

Surfnet v. Gale databases

Further information needs

Need state level coordinator for all types of libraries, library databases, rules, procedures for each

What is the future of “virtual reference” in ND?

Area 4 – Disability Services

Positive Comments:

Of what benefit has this service been to you community?

Large print and books on tape are widely used

Availability of talking books

P.R. patrons for services

Large print accessibility

Books/equipment access—collaboration among agencies to provide services to patrons

Good rapport between staff and patrons

Collection of children’s books –sharing resources

Computers—disability capabilities—print size—speech synth.

Surveys/interests

Patrons usage—benefit usage of library

Marketing of available materials

PSA’S through listserv

Patrons of all ages with various disabilities

Revolving talking book collection from the state

Large print collection for specific patron needs

Accessibility options for computer keyboard—Gates computers—language, large print screens, keystrokes replace mouse

DRIS provides rec. needs and info and daily living—grocery ads, obits

Full range of services regardless of disability

Summer reading program provided by NDSL for disabled kids (Gov. summer reading program)

Talking books/large print

Increased use of these special collections, i.e., school of the deaf

Increased accessibility via the internet

How has the service strengthened the network of libraries in the state?

Statewide service for minority of clients—can refer people to DRIS, tell them about talking books, etc.

Ability to ILL any items

Economic issues for small libraries to get any items not affordable for special needs patrons

Sharing of resources allows library to provide services to all disabled patrons—wide variety—all patrons

Increased circulation—good use of taxpayers money

Databases also available

How has the service expanded awareness of your library?

Perceived as a gateway to statewide service

Good PR device

People not able to use traditional library services and resources are now able to

All patrons re aware these special collections are available

Wide variety of patrons aware of library and use it

Concerns:

State library should market talking books program to public libraries and health organizations

DRIS should be expanded to eastern ND

Need consultants to advise on compliance with disability legislation and how to serve those with special needs

Area 5 – Grants

Positive Comments:

Of what benefit has this service been to your community?

Provides funding/equipment that we can't otherwise afford

Access to grant information from NDSL

Facilitated Gates grant

E-rate taken over by state so libraries don't have to do it

Provides dollars for equipment, software

Provides dollars to try something new

Ariel service grew out of grant money

Gives extra money outside of regular budget to provide services

Funded public and school OPACS, made additional databases available

Cross-generational training in internet funded by grant dollars

Community sponsors

District support system for grants

Sponsorship for authors

Support materials for curriculum

Personnel training

Retro-conversion—state wide network

More patrons able to use internet

Enabled us to get a building addition and Infolynx software

School librarians received information power training

Scholarship program—MLS

How has the service strengthened the network of libraries in the state?

Expanded the statewide database

Meet standards for connectivity

Training—better librarians through dollars for scholarships for ALA/MLS degrees

Dramatically increased small library participation

Increased size and diversity of online catalogs

Publicity of grants will lead to others

Media awareness of grants

LSTA provided funds for 10-12 libraries to get Ariel Document Delivery service

Libraries have a helping hand in applying for grants

More interaction among libraries

More libraries are automated

Increases accessibility to collections

How has the service expanded awareness of your library?

Matching grants brings a commitment from the community

Blending of school-public library collection

Parochial school needs net

Shared access via the internet, LAN

Books go everywhere

New services create business

Concerns:

Need for person to bring back money to the state

State library should have a full-time grant writer

Need to get proactive for full funding

Insufficient money for C. II library and smaller

Writing becomes time consuming and cumbersome

All money for technology and none for infrastructure and brick and mortar

Area 6 – Technical Assistance

Positive Comments:

Of what benefit has this service been to your community?

Negotiating access to databases and providing access at affordable prices

State library lobbies for increased state aid for public libraries

Guidelines to protect uses

Copyright issues

Censorship issues

Development of selection policy, reconsideration form, development policy

Send-it technology assistance

Statistical info useful for reports, budget forecasting

Minitex contracts useful for training, for ILL, OCLC administration, databases (full-text) etc.

Economics of scale for databases, negotiation of statewide contract

Contracts with Minitex and Gale provide great economic benefits of scale

Cat express allows smaller libraries to have benefits without large expense

Consortia provides assistance to member libraries on a regional level

Negotiate contracts for entire state

Standards are upheld

Access support

How has this service strengthened the network of libraries in the state?

State library provides retrospective conversion for libraries going on ODIN

Legislative issues bring libraries together

Reliable technical assistance strengthens issues

Access to licensed resources

Gale/filter access, resources, unblocked

OCLC directors group provides forum for communication

United voice for legislative efforts

Public library statistics—can compare against other libraries and gauge how you are doing

Bigger pool of knowledge

Listserve—faster help

How has this service expanded awareness of your library?

Electronic databases have increased patron awareness of information availability

Your role in the community of libraries

Concerns:

No consultant to contact for assistance

Not enough contact with school librarians

Public libraries and trustee training

State aid to public libraries—fully funded

Increased funding for academic

Statewide database

Ending Questions

As a culminating activity, the participants were asked to consider the future and answer two questions. The following is a verbatim listing of the responses to the questions.

What direction should grants take in the future?

Help pay for statewide services that affect all libraries

More training for paraprofessionals

Provide for a grant writer at NDSL to assist ND libraries to write grants

Review building funds

Include costs for wiring and operational funds

Statewide contracts to keep costs down

Virtual reference funding

Training on invisible internet

Encourage and help minority libraries (e.g., tribal college libraries) to apply for grant dollars. Provide mentoring

Continue to offer opportunity for other libraries to join statewide database group during 2-years when ODIN will be migrating

Remain responsive to needs as they are expressed or emerge vs. choosing an initiative or focus

Continue to evaluate online databases

Amplify library directory information

Restrictions on applications

Feedback on grant proposals

Follow through—signature and outlines

Presentation—criteria—funding to meet needs of patrons

Funding matches

Offering grants to meet small needs vs. automation

Building/capital improvement

Postage funding for ILL

Compensation for being a net lender

Updating equipment on a regular cycle

Statewide virtual reference service

Look into cooperative collection development

Statewide Cat Express access (MT has this)

Schools need money for updating collections

Give money to teachers to become certified school librarians

Reduce grant money to ODIN in order to provide for local efforts

What are your needs?

Dollars, dollars, dollars, dollars

Statewide contracts and licenses

Statewide reimbursement/courier for ILL

Training

Fully funded state aid

State funding of databases (Gale and Proquest)

Equitable funding for educational scholarships

Help libraries meet standards for their particular library situations

Literacy needs assessment—reading, technology, etc.

Statewide coordinator for all types of libraries

Grant monies for education

State aid increase

State Library needs clearer organization so librarians know who to contact

RECOMMENDATIONS

Based on the results of the nominal group process the evaluators make the following recommendations:

- Continue current LSTA grant efforts and seek additional grants that assist the State Library System to facilitate and provide statewide library services. Repeated comments referenced the fact that local libraries have grave concerns related to future funding.
- Develop a strategic plan that provides for a unified effort to seek additional state funds from the Legislature that fully funds statewide services that affect all libraries.
- Continue to expand and implement technology applications, electronic library services, and greater understanding of the interlibrary loan and reference services of the North Dakota Library System
- Review and increase awareness of the State Library services and develop a clearer organizational structure so that librarians know whom they contact when they have questions related to various library departments.
- Investigate the feasibility of hiring a consultant(s) that would advise local libraries on disability legislation, technology, training, reference services, and grant writing.

APPENDIX A

REFERENCE SERVICES

Services provided by North Dakota Libraries

- Academic libraries' reference services
- Public libraries' reference services
- School libraries' reference services
- Special libraries' reference services
- Other services

Services provided by the North Dakota State Library

- Training in the use of
 - ODIN
 - Gale Group Databases
 - ProQuest
 - NetLibrary
 - Electric Library
- Answer subject requests for librarians, citizens, and state agencies
- Circulate reference books to public and school libraries
- Purchase materials that will supplement public and school libraries' collections
- Services to state agencies
 - Coordinating periodical collections
 - Cataloging agency libraries
 - General reference services
- Informational booths at conferences statewide

DISABILITY SERVICES

Services provided by North Dakota Libraries

- Provide access to adaptive equipment
- Outreach
- Marketing of services
- Maintain talking book deposit collections
- Other services

Services provided by the North Dakota State Library

- Talking Books
 - North Dakota State Library collection
 - Deposit collections in public and school libraries and nursing homes
- Reader's Advisory Service
- Record books and magazines by North Dakota authors and about North Dakota
- Large print collection (State Library does not purchase fiction unless it is large print)
- Collection of large print children's books
- Dakota Radio Information Service (DRIS)
 - Service area
 - 60-mile radius of Bismarck and Minot
 - 45-mile radius of Dickinson and Williston
 - 30-mile radius of Jamestown
 - 5-mile radius Beach, Bowman, Crosby, Harvey, Hettinger,

Tioga

Newspapers Read

Bismarck Tribune

Mandan and Morton County News

Minot Daily News

Jamestown Sun

Valley City Times Record

Williston Daily Herald

Dickinson Press

- The DRIS Board functions as an advisory and fund raising organization
- Receivers provided to public and school libraries for demonstration purposes

GRANTS

Services provided by North Dakota Libraries

- Promotion of the services funded by the grant
- Use of grant funds as agreed upon in the grant application
- Commitment to maintaining the service after the grant funds end
- Other services

Services provided by the North Dakota State Library

- Perform needs assessment
- Work with North Dakota Library Coordinating Council to develop grant program
- Work with library directors, boards, and superintendents to develop grant proposals
- Assist in awarding grant funds, facilitate grant process, make site visits to grant recipients, monitor grant progress, provide follow through to complete grant process
- Provide training to library directors, educators, and citizens in the community in the use of LaND (Library access North Dakota) the state's online database
- Administer State Aid to Public Libraries grant program
- Work with Bill and Melinda Gates Foundation to qualify public libraries for Gates grants and inform public library directors about the process
- Administer ALA/MLS scholarship grant program

LIBRARY DEVELOPMENT AND TECHNICAL ASSISTANCE

Services provided by North Dakota libraries

- Develop and support legislative issues
- Other services

Services provided by the North Dakota State Library

- Provide advise, council, information, and technical assistance to librarians on numerous topics and issues including mill levy's, building projects, budgets, funding, personnel issues, and collection development
- Develop, coordinate, and administer contracts to provide library services to North Dakotans including the Minitex contract, the CatExpress contract, the Gale and Proquest contracts, and the Braille Services contract
- Work with public library trustees to provide assistance in library administration, funding, and library law
- Provide assistance to school librarians, principals, and superintendents in areas including technology and grant development
- Coordinate collection and publication of public library statistics
- Collect and publish interlibrary loan statistics
- Support legislative issues

INTERLIBRARY LOAN SERVICES

Services provided by North Dakota Libraries

- Development of resource sharing partnerships with all types of libraries
- Committees to develop statewide interlibrary loan policies and procedures
- Other services

Services provided by the North Dakota State Library

- Coordinate efforts for statewide interlibrary loan services
- Minitex Contract
 - Document delivery services from Minnesota
 - OCLC administrative services
 - MULS (Midwest Union List of Serials)
- North Dakota State Library is the “hub for switching” interlibrary loan requests between systems
 - ODIN (Online Dakota Information Network)
 - Infolynx
 - North Central Library Authority
 - OCLC
 - Minitex
- Provide interlibrary loan services to citizens who do not have public library service

TRAINING

Services provided by North Dakota Libraries

- Training offered by libraries and library organizations
 - Individual North Dakota libraries
 - North Dakota Library Association
 - North Central Library Authority
 - ODIN
 - Infolynx
 - Minitex
 - New Dimensions Information Authority
 - Other

Services provided by the North Dakota State Library

- Training opportunities for librarians and citizens offered by the State Library
 - Training for librarians (examples include the following)
 - Copyright Law
 - Marketing
 - Basic Cataloging
 - Introduction to Descriptive Cataloging
 - Libraries For the Future
 - Online Database Searching
 - Digital Copyright Act
 - CatExpress
 - Trustee's Workshop
 - Ethics
 - Licensing
 - Internet Filtering
 - Legislative Training Materials
 - Library of Congress Subject Headings
 - Library Public Relations
 - ODIN
 - Gale Group
 - Proquest
 - PubMed and Internet Grateful Med
 - Quality Customer Service
 - Reader Advisory Service
 - Searching the Internet and Internet Resources
 - Talking Books
 - The Filtering Dilemma
 - Weeding
 - Basic OCLC Searching
 - Advanced OCLC Searching

OCLC ILL Web
MARC Format for Beginners

OCLC ILL Basics

(over)

OCLC ILL Tips and Tricks

Lewis and Clark 101: Be Ready for Lewis & Clark

Bicentennial

Sacagawea: Her Life and Legend

Archeological Sites and Historical Mapping

Knife River Indian Village Historic Site as Experienced by
Lewis

and Clark

Genealogy

Copyright Updates

Open For Business

When Enough is Not Enough

Economic Development and the Rural Library

Reaching Out to the Community

Business Assistance Panel

Connecting to the Information Superhighway

Good Ideas

Uncovering Sources of Funding

Demystifying Marc Records

LSTA Grant Application Assistance

Planning for Automation

Introduction to High Definition TV

- Hands-on training for patrons and students in schools and public libraries (examples include the following)
 - LaND
 - Proquest
 - Gale Group
 - netLibrary
- Hands-on training for North Dakota citizens (examples include the following)
 - LaND
 - Proquest
 - Gale Group
 - netLibrary

APPENDIX B

DISCUSSION QUESTIONS FOR THINK TANK SESSION

AREA 1

INTERLIBRARY LOAN SERVICES

1. Of what benefit has this service been to your community?
2. How has this service strengthened the network of libraries in the state?
3. How has the service expanded awareness of your library?

AREA 2

TRAINING

1. Of what benefit has this service been to your community?
2. How has this service strengthened the network of libraries in the state?
3. How has the service expanded awareness of your library?

AREA 3

REFERENCE SERVICES

1. Of what benefit has this service been to your community?
2. How has this service strengthened the network of libraries in the state?
3. How has the service expanded awareness of your library?

AREA 4

DISABILITY SERVICES

1. Of what benefit has this service been to your community?
2. How has this service strengthened the network of libraries in the state?
3. How has the service expanded awareness of your library?

AREA 5

GRANTS

1. Of what benefit has this service been to your community?
2. How has this service strengthened the network of libraries in the state?
3. How has the service expanded awareness of your library?

AREA 6

TECHNICAL ASSISTANCE

1. Of what benefit has this service been to your community?
2. How has this service strengthened the network of libraries in the state?
3. How has the service expanded awareness of your library?

ENDING QUESTION

What direction should grants take in the future? What are your needs?